

ANNUAL REPORT 2023–2024

Department of Housing,
Local Government,
Planning and Public Works



Acknowledgement of Country

The Department of Housing, Local Government, Planning and Public Works would like to acknowledge Aboriginal peoples and Torres Strait Islander peoples as the Traditional Owners and custodians of this Country. We recognise their connection to land, sea, waterways and community. We pay our respects to them, their cultures and their Elders past, present and emerging.



Embodied design created by First Nations design agency Iscariot Media.

'Our Place' maps the landscape both physically and conceptually demonstrating the paths forward for communities in Queensland. Through various symbols this design is inspired by the diverse physical environments of our communities, from densely populated urban environments to smaller remote settings where communities gather. From the Torres Strait Islands to the North, the Eastern Coastal regions, the western communities and the built-up areas of South East Queensland, themes of connection, strength, movement and communication thread across the whole design and become the link between all communities. When we come together to create a stronger and more vibrant environment for our communities, we not only improve the wellbeing of all Queenslanders, but we also inspire positive change that can have far-reaching implications for generations to come.

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Letter of compliance



Department of
**Housing, Local Government,
Planning and Public Works**

5 September 2024

The Honourable Meaghan Scanlon MP
Minister for Housing, Local Government and Planning and Minister for Public Works
Level 36, 1 William Street
Brisbane, QLD 4000

Dear Minister

I am pleased to submit for presentation to the Parliament the Annual Report 2023–24 and financial statements for the Department of Housing, Local Government, Planning and Public Works.

This report is prepared on the basis of the current administrative arrangements for this department applying for the whole of the 2023–24 financial year. That is, it reflects the structure, operations and performance of the Department of Housing, Local Government, Planning and Public Works as it now exists.

I certify that this annual report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019*
- 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 68 of this annual report.

Yours sincerely



Mark Cridland
Director-General
Department of Housing, Local Government, Planning and Public Works

Communication objective

This annual report provides information about the Department of Housing, Local Government, Planning and Public Works' financial and non-financial performance for 2023–24. It has been prepared in accordance with the *Financial Accountability Act 2009*, the *Financial and Performance Management Standard 2019* and the *Annual report requirements for Queensland Government agencies*.

The report records the significant achievements against the strategies detailed in the department's *Strategic Plan 2023–27* and the *2023–24 Service Delivery Statements*.

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty understanding the annual report, you can contact us on 13 QGOV (13 74 68) and we will arrange an interpreter to communicate the report to you.



www.qld.gov.au/languages

Department of Housing, Local Government, Planning and Public Works Annual Report 2023–24

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Online open data reporting

Content for the following annual reporting requirements can be accessed on the department's website at www.housing.qld.gov.au and the Queensland Government data website at data.qld.gov.au:

- consultancies
- overseas travel
- Queensland Languages Services Policy.

Our department

Message from the Director-General

I am pleased to present the 2023–24 Annual Report on behalf of the Department of Housing, Local Government, Planning and Public Works. This has been a significant year for our portfolio progressing the Government's objectives on behalf of the communities we serve. In December, our new department's formation brought together established teams of public service professionals, each with a proven track record of providing services on behalf of the Queensland Government. We have a combined workforce of over 4,000 people across 114 locations in Queensland, including 22 Housing Service Centres and 35 works depots. The new department aligned under a shared vision to deliver more homes, faster, as we build a better future for Queensland. This shared mission was cemented in the release of *Homes for Queenslanders*—a 20-year new, system-wide housing plan announced in February that is the single largest investment in Queensland's housing system ever.

Throughout 2023–24, the department worked together as one team to provide responsive services for Queensland. One significant example included the deployment of a coordinated response to disaster events during the Queensland summer supporting impacted communities across the state and restoring critical services as quickly as possible. In December, Tropical Cyclone Jasper caused extensive damage within the North Queensland community of Wujal Wujal. Our First Nations Housing and Homelessness team assisted over 1,000 people with emergency and other accommodation, and crews from QBuild were amongst the first boots on the ground to assist in rebuilding critical infrastructure and homes. Our people came together, working across business lines and across government, to support the individual needs of community members with a priority on returning people safely to their homes. Unfortunately, this wasn't the only disruptive event where Queenslanders needed our support. Over 1,375 people were assisted during disaster management responses following bushfires, cyclones, and severe storms. This response included providing over 27,429 nights of temporary emergency accommodation.

Having a safe place to call home is fundamental to Queenslanders achieving social and emotional wellbeing, as well as economic prosperity. The *Homes for Queenslanders* plan identified five key pillars of focus to support the diverse needs of our communities in all areas of the housing spectrum. Integral to the plan's success is the supply of new, well-located homes where Queenslanders want to live and work. We set an ambitious target to fast-track one million new homes by 2046 to support our growing state.

Throughout 2023–24, we delivered 1,379 social and affordable homes—a 61 per cent increase from 2022–23. Of these, 722 (52 per cent) were delivered in partnership with registered community housing providers and 443 homes were purchased from the soon-to-be-closed National Rental Affordability Scheme. The new homes included 64 modular constructed homes, delivered to regional towns across the state. We also contracted 2,036 more social and affordable homes and provided \$156.1 million of capital grant funding to community housing providers towards the delivery of new social homes, including through QuickStarts Qld.

Despite growing investment in social and affordable housing, there are still Queenslanders who are experiencing pressures that impact housing security. In 2023–24, we provided a budget of \$329.3 million to support people who are experiencing or at risk of homelessness—a 96 per cent funding increase from 2022–23. This funding included a 20 per cent temporary funding increase to Queensland homelessness services across the state to meet the increased staffing and service delivery costs. One example of targeted local support is the completion of the Townsville Youth Foyer, the third of its kind in Queensland, to provide supported housing for young people at-risk of or experiencing homelessness.

We launched the *Our Place: A First Nations Housing and Homelessness Roadmap to 2031* to plot the pathway to better housing outcomes for First Nations peoples. A culturally safe home offers a foundation to support better education, health and economic outcomes. In 2023–24, we completed the purpose-built Mari-Mari-Ba 'Butterfly Place', an accommodation precinct for First Nations women and children experiencing homelessness on Brisbane's southside. We also commenced a key action within the roadmap to establish the Queensland First Nations Housing and Homelessness Partnership to ensure Aboriginal and Torres Strait Islander peoples share decision-making authority with the Queensland Government.

Our Queensland communities are diverse and so is the support they need. In 2023–24, we released the *Partnering for inclusive housing with Queenslanders with disability 2024–2027* action plan. The plan outlines our commitment to ensure that people with disability have an opportunity to live independently, exercise their rights, choice and control over where and how they live. Under the Livable Housing Design guidelines, 48.3 per cent of the newly constructed social housing dwellings in 2023–24 met gold or platinum standards, providing suitable housing for those who need it.

In Queensland, we saw a rising number of people seeking housing support due to many factors impacting everyday households. In 2023–24, we commenced delivery of a \$160 million statewide Renters Relief Package to help people find, get and keep a rental home. We also delivered \$74.7 million in a range of rental products to over 45,300 households and recruited more frontline staff to support Queensland renters.

To encourage new, well-located homes in the private market, we established the \$350 million Incentivising Infill Development Fund (IIDF) and the new State Facilitated Development (SFD) process to provide targeted, streamlined support for market-ready projects. We also delivered well-designed housing solutions, in both the delivery of state-owned assets as well as influencing the private market and building and construction sector. This included commencing development of the Distinctly Queensland Design Series to expedite and support the delivery of new and diverse gentle density homes.

Many of these achievements have been enabled by key reforms and actions to modernise Queensland's housing legislative framework. The *Housing Availability and Affordability Act 2024*, passed in April 2024, includes targeted interventions aimed at facilitating new housing delivery in growth areas. We also introduced the *Help to Buy (Commonwealth Powers) Bill 2024*, which will provide the constitutional basis for the Commonwealth Help to Buy Bill 2023, supporting eligible homeowners to enter the market. We delivered key reforms through the *Manufactured Homes (Residential Parks) Amendment Act 2024*, offering greater protections and cost-of-living certainty for manufactured homeowners. For renters, we delivered reforms through the *Residential Tenancies and Rooming Accommodation and Other Legislation Amendment Act 2024* to strengthen renters' rights and further stabilise rents.

Throughout the year, we continued planning for growth and greater resilience in our cities, towns and regions. We worked in partnership with local governments and industry stakeholders to prepare a fast-track scheme amendment process to support the implementation of *ShapingSEQ 2023*. We also worked in collaboration with local governments and the Local Government Association of Queensland to deliver a further 15 Local Housing Action Plans (LHAP), with 18 in final draft state, ready for council adoption. We worked on the co-design of place-based Local Housing Plans with 17 remote and discrete First Nations communities. We developed the guidelines for the \$12.5 million Scheme Supply Fund to ensure that local planning schemes are meeting the housing needs of residents and unlocking homes in the right locations where people want to live, work and play.

To support the provision of effective and sustainable services for our statewide communities, we invested further in the growth of QBuild, as the Queensland Government's builder. In 2023–24, this investment included re-introducing funding for apprentice training, upgrading depots, and supporting the initial operating costs and investment in the QBuild Rapid Accommodation and Apprenticeship Centres (RAAC) in Eagle Farm and Cairns. We also strengthened QBuild's regional footprint by growing the QBuild trade-based workforce by 234 staff, comprising 177 tradespeople and 57 new apprentices.

Our department has been busy building a brighter future for Queensland. I'd like to acknowledge and thank our people and our delivery partners who worked alongside us to achieve these shared outcomes for Queenslanders. I look forward to continuing to implement the impactful work we have set in motion this year.



Mark Cridland
Director-General

About us

As a result of the Machinery-of-Government (MoG) changes that came into effect on 18 December 2023, the Department of Housing was renamed the Department of Housing, Local Government, Planning and Public Works, and established under the *Public Sector Act 2022*.

These changes resulted in the transfer of the functions of the Local Government, Planning and Building Divisions (including Public Works and Office of the Queensland Government Architect) into the department. These changes are detailed in our organisational structure.

Our vision

More homes, faster | Building a better future.

Our purpose

Drive the creation of more homes and responsive services through an integrated housing system.

Contribution to the Queensland Government's objectives for the community

The priorities and objectives of the Queensland Government guide and frame the department's strategic direction. The department contributes to the government's objectives for the community as follow:

Queensland Government's objectives for the community	Good jobs: good, secure jobs in our traditional and emerging industries Better services: deliver even better services right across Queensland Great lifestyle: protect and enhance our Queensland lifestyle as we grow
Department's objectives	More homes – deliver well-designed housing solutions through planning and building More services – support Queenslanders to achieve improved housing outcomes Greater resilience – strengthen resilience where people want to live, work and play Connected department – integrate our business and empower our people
Department's service areas (as described in the Service Delivery Statement 2023–24)	Housing and Homelessness Services – benefit Queenslanders and their communities by providing housing and homelessness services that are responsive, integrated and accessible, and enrich the lives of Queenslanders Local Government governance support and administration of funding programs – stronger local governance in the local government system through capacity building and administration of funding programs Office of the Independent Assessor – timely and efficient administration of the councillor feedback complaints framework Better planning for Queensland – drive an effective and efficient planning system underpinned by a responsive framework and accessible and transparent planning requirements Building and government accommodation services – deliver professional management of government infrastructure projects, that maximises opportunities for local businesses, as well as fit-for-purpose, well utilised and sustainable government office accommodation and employee housing QBuild – to support Queensland regional jobs and be the trusted building experts for Queensland government agencies, by providing statewide planning, building, maintenance and recovery services that utilise local suppliers and QBuild apprentices.

Our operating environment

Collaborative partnerships across diverse sectors and industries, non-government organisations, other government agencies and communities are central to successfully delivering on the Queensland Government's priorities and providing meaningful services to best support all Queenslanders.

We are operating in a changing and demanding environment with many social and economic challenges for people, communities and our diverse regions. Understanding current and future community needs and putting people at the centre of our work drives our service design for individuals, families and communities.

As one agency with one vision to enhance our housing system, the importance of integrating our functions to work together is critical.

Our key challenges are:

- **our people** – ensuring the health and wellbeing of our people and that we have the right capabilities to deliver our ambitious work program
- **supply chains** – strengthening and diversifying the supply chains we rely upon if we are to rapidly respond to the housing crisis
- **changing demands** – understanding our state's changing demographics, migration patterns and economic pressures to ensure our services are responsive, especially in our regions
- **climate resilience** – ensuring we're prepared for the impact of greater climate variability, frequency of extreme weather events and the drive for emissions reduction
- **cyber security** – improving our cyber maturity and protecting our infrastructure, our people and our clients in response to a complex and changing cyber security landscape.

We will continue to be responsive to the changing environment.

We recognise our key opportunities as:

- **future-ready** – being a future-ready organisation with a culture of empowering and skilling its workforce and leading with transparency
- **integration** – integrating all aspects of our new department with our vision in mind
- **collaboration** – collaborating with our customers, partners and stakeholders across all tiers of government, community and private sectors to do more, invest more and achieve more
- **insights** – using rich data, research and stakeholder insights to optimise service delivery and enhance outcomes for communities
- **innovation** – adopting new technologies to innovate, improve the way we do business and boost productivity.

Our values

Through our values and principles, we aim to develop a diverse, flexible, compassionate, and culturally safe workforce that respects one another and all those to whom we provide frontline services.

These values guide the services we deliver for Queensland:

- Customers first
- Ideas into action
- Unleash potential
- Empower people
- Be courageous
- Healthy and safe workplace

Organisational structure

Following MoG changes, the department underwent a structural realignment resulting in the following additional functions:

- Building Division (including Public Works) (from renamed Department of Energy and Climate)
- Local Government (from renamed Department of State Development and Infrastructure)
- Office of the Queensland Government Architect (from renamed Department of Energy and Climate)
- Planning (from renamed Department of State Development and Infrastructure).

The departmental structure as at 30 June 2024 consisted of eight key areas:

Social and Affordable Housing Growth:

- Business and Governance
- Capital Strategy and Oversight
- Housing Development
- Social Housing Delivery Office

Housing and Homelessness Services:

- Housing and Homelessness Programs
- Service Delivery

Policy, Performance and First Nations:

- First Nations Housing and Homelessness
- Insights
- Regulatory Services
- Strategic Policy and Intergovernmental Relations

Public Works:

- Building Policy
- Disaster Resilience Program
- Major Projects
- QBuild
- Queensland Government Accommodation Office
- Queensland Government Architect

Planning:

- Development Assessment
- Planning and Development Services
- Policy and Statutory Planning
- Regional and Spatial Planning

Local Government:

- Finance, Performance and Programs
- Strategy and Service Delivery

Corporate Services:

- Finance
- Information and Digital Services
- Internal Audit
- Legal Services
- People and Culture
- Professional Standards and Performance
- Strategic Communication and Engagement
- Technology and Digital Solutions

Office of the Director-General

- Cabinet Legislation and Liaison Officer
- Department Liaison and Executive Services
- Strategy and Reform.

Year in review

- We launched the *Homes for Queenslanders* plan, an orchestrated approach to fast-track one million new homes by 2046, including 53,500 new social homes, to support Queensland in meeting our current and future housing needs.
- We introduced *ShapingSEQ 2023* to set out the long-term vision for growth in South East Queensland (SEQ).
- We launched *Our Place: A First Nations Housing and Homelessness Roadmap to 2031 and Action Plan 2024–27*, backed by an investment of \$61.3 million, to improve housing outcomes for First Nations peoples.
- We released the *Partnering for Inclusive Housing with Queenslanders with disability 2024–2027* action plan to help remove barriers and increase housing options for people with disability.
- During 2023–24, the department continued support for Queenslanders impacted by the 2022 SEQ floods through the Resilient Homes Fund and Accommodation Package.
- We played a critical role in supporting Queensland communities impacted by disruptive events, with over 1,375 people assisted during disaster management responses following bushfires, cyclones, and severe storms. This included providing over 27,429 nights of temporary emergency accommodation through Emergency Housing Assistance Request arrangements.
- We commenced delivery of a \$160 million statewide Renters Relief Package to provide much-needed assistance for people to find, get and keep a rental home.
- We commenced recruitment of an additional 42 permanent RentConnect officers and two Housing Finance Loan roles to enhance the department's support for Queensland renters.
- We opened QBuild's third Rapid Accommodation and Apprenticeship Centre in Cairns.
- We provided a budget of \$329.3 million to support people who are experiencing or at risk of homelessness through a range of service responses.
- We launched the \$100 million 2024–27 SEQ Community Stimulus Program funding round to support SEQ councils to fast-track investment in infrastructure, planning and capability development projects.
- The *Housing Availability and Affordability Act 2024* passed in Parliament to improve the planning framework's response to housing challenges.
- We stood up the SFD team to streamline decisions and resolve planning and infrastructure challenges impacting the supply of new housing.
- We called for expressions of interest for development projects to progress through the SFD approval pathway and the new Inclusionary Planning Pilot.
- We launched the \$300 million 2024–27 Works for Queensland program to support councils outside SEQ to deliver projects that create jobs and deliver better infrastructure and services.
- We introduced reforms through the *Manufactured Homes (Residential Parks) Amendment Bill 2024* to deliver greater protections and cost-of-living certainty for manufactured homeowners.
- We also introduced reforms through the *Residential Tenancies and Rooming Accommodation and Other Legislation Amendment Bill 2024* to strengthen renters' rights and further stabilise rents.
- We established a \$350 million IIDF to bring forward market-ready projects that deliver well located homes in existing urban areas.
- We introduced the *Help to Buy (Commonwealth Powers) Bill 2024*, which will provide the constitutional basis for the Commonwealth Help to Buy Bill 2023.
- We strengthened QBuild's regional footprint by increasing the trade-based workforce by 234 staff, comprising 177 tradespeople and 57 new apprentices.
- We completed construction of the Townsville Youth Foyer, providing supported housing to young people who were at-risk of or experiencing homelessness.
- We recruited new permanent Critical Response Team members across the state to increase regional capacity to connect with people experiencing homelessness with services and support.

Our strategic objectives

Our strategic plan mapped our future direction and the steps we intended to take over the next four years to deliver our strategic outcomes and the Queensland Government's objectives for the community. The plan also guided us on how we worked with our customers and key stakeholders.

The objectives identified in our *Strategic Plan 2023–27* were:

- More homes – Deliver well-designed housing solutions through planning and building
- More services – Support Queenslanders to achieve improved housing outcomes
- Greater resilience – Strengthen resilience where people want to live, work and play
- Connected department – Integrate our business and empower our people.

To achieve the delivery of our strategic objectives, the department provides services through the service areas as reported in our Service Delivery Statements (SDS).

The service areas for 2023–24, described earlier, are:

- Housing and Homelessness Services
- Local Government governance support and administration of funding programs
- Office of the Independent Assessor
- Better planning for Queensland
- Building and government accommodation services
- QBuild.

More homes

Deliver well-designed housing solutions through planning and building

Our success measures

Strategic performance indicator	Target	Actual
Number of social housing homes	N/A	76,296
Average wait time to allocation for assistance (months) with government-owned and managed social rental housing for clients in very high or high need ¹	12 months	21.2 months
Successful QBuild apprentice completions ²	60%	85%

Notes:

1. The variance between the 2023–24 target/estimate and the 2023–24 actual is due to a number of factors including a reduction in the turnover of social housing resulting in a decrease in new allocations, the tightening of the private rental market due to rental and house sale prices, ongoing increases in the cost-of-living affecting the building and construction industry, and high rates of migration.
2. The positive variance between 2023–24 target/estimate to 2023–24 actual is due to more apprenticeships being completed by staff than anticipated.

Our achievements

This objective captures two of the pillars described in *Homes for Queenslanders* – build more homes, faster and boost our social housing big build.

It is being achieved through the following strategies.

Deliver more homes, faster (social and affordable)

In 2023–24, we boosted funding and strengthened planning as follows.

- Continued delivery of the Queensland Housing Summit outcomes providing \$45.2 million over two years for critical housing supply and housing support initiatives.
- Invested in a capital program of \$751 million to continue the delivery and supply of social housing as part of the Queensland Housing and Homelessness Action Plan, including within remote and discrete First Nations communities.
- Delivered 1,379 social and affordable homes - a 61 per cent increase from 2022–23. These homes comprise 1,315 social and 64 affordable, of which 722 were in partnership with registered community housing providers (there were 532 new builds and 847 purchases including 443 homes exiting the soon-to-be-closed National Rental Affordability Scheme by community housing providers).
- Contracted 2,036 social and affordable homes (including 1,088 in partnership with registered community housing providers) comprising 1,848 social homes and 188 affordable homes.
- Implemented the Social Housing Accelerator funding agreement with the Australian Government to increase social housing supply across Queensland.

In 2023–24, we also accelerated delivering social and affordable homes as follows.

- Of the 1,379 social and affordable homes delivered, 64 were provided via modular construction methods. These are manufactured across Queensland in towns such as Cunnamulla, Eidsvold, Hughenden, Gympie and Tara to provide social housing for Queensland’s most vulnerable.
- Delivered nine modular homes and an office building at Tara Accommodation Recovery Park supporting Tara residents who were impacted by the bushfires.
- Purchased 36 sites for future development of an estimated yield of 358 dwellings.
- Commenced 1,037 social and affordable homes supported through the Housing Investment Fund (HIF) from the beginning of the program. Of these homes, 615 have been completed, providing housing for over 1,000 people, while 313 are currently under construction. Additionally, 109 acquisition properties are undergoing refurbishment to prepare them for tenants.
- Delivered and repurposed seven Department of Transport and Main Roads (DTMR) relocatable homes under the QuickStarts Qld program. These homes, acquired by DTMR as part of the Logan Rail Corridor upgrade project, were relocated to departmental land and repurposed for social housing.
- Acquired and refurbished a total of 262 social housing dwellings through strategic spot purchases of former aged care and hotel accommodation.
- Confirmed funding for the Southport Supportive Accommodation Project, providing approximately 200 units on the Gold Coast with wrap-around support services.
- Completed construction of the Townsville Youth Foyer, providing supported housing to young people who were at-risk of or experiencing homelessness.
- Completed Mari-Mari-Ba ‘Butterfly Place’, a purpose-built accommodation precinct for First Nations women and children experiencing homelessness on Brisbane’s southside. The precinct includes 33 modern homes, yarning circle, children’s play area and community hub.
- Continued to increase the supply of social housing and upgrades to existing dwellings in partnership with Aboriginal and Torres Strait Islander councils, completing 16 new homes, 25 land lots and three extensions. We also commenced 31 new houses, 12 extensions and 35 new land lots to support the delivery of housing outcomes to close the housing gap. This work was undertaken in three communities in partnership with Aboriginal and Torres Strait Islander local government areas, with social housing delivery also continuing for Aboriginal and Torres Strait Islander communities across the state.

Table 1: Number of social and affordable dwellings delivered

Year	2019–20	2020–21	2021–22	2022–23	2023–24
Dwelling completions	585	641	410	858	1,379

Support the community housing sector capacity and capability

In 2023–24, we:

- provided \$156.1 million of capital grant funding to community housing providers towards the delivery of new social homes, including through QuickStarts Qld
- delivered 180 new social homes and commenced delivery of a further 434 new social homes partnering with 18 registered community housing providers
- partnered with community housing provider, Coast2Bay, and local charity, Lily House, to deliver 14 social and affordable homes for women and children escaping domestic and family violence on the Sunshine Coast through the HIF

- completed a second procurement round under QuickStarts Qld which invited community housing providers and their partner organisations to submit proposals for the delivery of new social housing across Queensland, including in priority regions. Round two closed in March 2024 and received 84 proposals from 27 proponents, which builds on the success of round one which was completed in 2022 and resulted in over 150 proposals from 42 proponents
- supported capability uplift in the sector through the \$4 million Community Housing Futures capacity building program delivered by peak body Q Shelter. In addition to delivering tools, training and education, the program has awarded \$2.2 million in grants to eligible community housing organisations to help fund the cost of tailored expert advice about property development, finance and organisational growth
- provided \$27.5 million to community housing providers to continue to secure at least 1,416 private market properties for eligible social housing customers referred from the Housing Register
- collaborated with the community housing sector to continue developing the terms of the Draft Master Agreement, to enable an understanding and pathways towards confirming policy positions and an Agreement that meets the requirements of both the department and community housing providers
- developed a new Community Housing Rent Policy aligning rents charged between community housing and public housing, to commence implementation from August 2024
- developed a new Youth Housing Subsidy to help registered community housing providers offer opportunities to young people on the housing register to secure social housing tenancies
- partnered with community housing providers to streamline the approval process for 116 social and affordable housing units through the Ministerial Infrastructure Designation pathway.

Encourage investment in the private housing market

In 2023–24, we:

- provided seed funding to Homes for Homes, a not-for-profit social enterprise established by 'The Big Issue' street magazine which aims to generate private sector revenue to invest in social and affordable housing across the state
- created a more favourable environment for developers by progressing the IIDF and the new SFD process.

Provide incentives for more new homes in areas with established infrastructure where there is greatest demand

In 2023–24, we:

- released the \$350 million IIDF, which closed within two weeks of receiving more than 220 applications, which has the potential to support more than 12,000 new homes and 4,000 lots. The fund:
 - supports residential projects that have stalled because their commercial viability has been impacted by the recent increases in land, labour, material and other costs
 - limits the potential for increasing costs to be passed on to home buyers by providing targeted support of known infrastructure costs.

Reform legislation and develop new housing design standards to maximise supply potential

In 2023–24, we:

- reviewed legislation to ensure that it covers all the options available to meet Queensland's housing needs, with a focus on enabling the growth and sustainability of social and affordable homes
- introduced the *Housing Availability and Affordability (Planning and Other Legislation Amendment) Bill 2023* to Parliament, which is now the *Housing Availability and Affordability Act 2024* (passed in April 2024) which includes targeted interventions aimed at facilitating new housing delivery in growth areas including:
 - the ability to acquire land and create an easement for critical infrastructure to unblock development in the right locations and at the right time
 - a new and streamlined state-led assessment process to facilitate development that is a priority of the state, for example affordable housing delivery
- commenced developing the Distinctly Queensland Design Series, in collaboration with stakeholders, to expedite the delivery of new and diverse homes. This series will provide clear requirements focused on gentle density products such as secondary dwellings, dual occupancies and multiple dwellings that represent gentle density.

Unlock land supply and streamline planning for faster and more diverse housing and development where it's needed

In 2023–24, we:

- introduced *ShapingSEQ 2023* to set out the long-term vision for managing growth in SEQ. This includes:
 - the regional policy framework which supports the delivery of supply to accommodate an additional 2.2 million people and one million new jobs by 2046
 - includes a region-wide combined 20 per cent social housing and affordable housing target, which can be achieved through a combination of social housing, affordable housing and 'affordable by design' housing
 - outlines 13 priority actions that focus on unlocking housing supply faster, ensuring housing is well-located near jobs and services, building resilience to natural hazards, and protecting the unique SEQ lifestyle, including its biodiversity and greenspaces
 - establishment of the *ShapingSEQ* Delivery Office to implement the 13 priority actions
- worked with local governments and industry stakeholders to prepare a fast-track scheme amendment process to support SEQ local governments in the implementation of *ShapingSEQ 2023*, as well as support local governments to progress actions identified in LHAP
- progressed the SFD approval pathway to provide an alternate and streamlined assessment process for development applications, with the priority being applications that include social and affordable housing by:
 - establishing a dedicated SFD team to streamline decisions and quickly resolve planning and infrastructure issues
 - conduct an expression of interest process for developments to progress through the SFD approval pathway and Inclusionary Planning Pilot, with 150 enquiries and expressions of interest for proposals received with the potential to unlock more than 30,000 dwellings
 - holding numerous pre-lodgement discussions with developers, landowners, and community housing providers for sites that could be declared as SFD applications

- facilitated approval to vary the boundaries of zones for Sanctuary Cove Resort, facilitating an additional 200 apartments and 110 detached dwellings on the Gold Coast
- collaborated with stakeholders to develop the funding guidelines to support the release of the \$12.5 million Scheme Supply Fund. This fund will provide needs-based grants to local governments to ensure that local planning schemes are meeting the housing needs of residents and unlocking homes in the right locations.

Lead a tradies and apprenticeships program to support a strong industry and strengthen QBuild

In 2023–24, we:

- expanded QBuild's RAAC, with the opening of the Cairns centre in March 2024. This centre, along with established centres at Eagle Farm and Zillmere, uplifts the capability of QBuild's trade-based workforce through new manufacturing opportunities. On 30 June 2024, the Cairns RAAC had a workforce of seven apprentices, 18 trade staff and eight delivery support staff. It will now commence building up to 26 homes per year from 1 July 2024, supporting the need for social and government employee housing
- invested in high-quality apprenticeship programs to cultivate a skilled workforce to deliver government construction and maintenance services, as well as ensure effective responses to natural disasters.

Looking forward

In 2024–25, we will continue to support the government's commitments and priorities and deliver initiatives under the *Homes for Queenslanders* plan.

Social and affordable housing delivery

We are:

- continuing to deliver on the target of 53,500 social homes by 2046, including through partnering with the Australian Government, the community housing sector, and Aboriginal and Torres Strait Islander local government authorities
- advancing development of the Southport Supportive Accommodation Project by securing a builder and conducting consultations with the sector on a high-rise building that will provide approximately 200 social and affordable homes, with on-site wrap-around services
- progressing negotiations on HIF proposals, contributing to the 53,500 social homes target by 2046 under the *Homes for Queenslanders* plan
- accelerating the social housing uplift in key locations through identification, investigation and acquisition of strategic spot purchase opportunities
- exploring the development of a supportive housing project on Ivory Street in Fortitude Valley, inner city Brisbane. This potential high-density development could include social and/or affordable housing dwellings, supported by wrap-around tenancy management, social support services, and a centre for drop-in services or other facilities.

Funding and delivery

We are:

- delivering \$688 million to housing and homelessness services and responses, including \$578.7 million for services and \$109.3 million for capital works. This funding will address key housing pressures including supply, and the delivery of new social housing and the social housing capital program
- continuing to fast track the delivery of much-needed homes for vulnerable Queenslanders and essential government workers through the ongoing Modern Methods of Construction (MMC) Program delivered by QBuild's RAACs, in partnership with industry.

Planning and private development

We are:

- progressing the Inclusionary Planning Pilot program and streamlining approvals for state priority development, including infill and affordable development, through the SFD team
- providing targeted, needs-based funding for local governments under the \$12.5 million Scheme Supply Fund to ensure local planning schemes are delivering new homes, faster
- progressing the Distinctly Queensland Design Series to expedite housing delivery, supporting commitments under the National Housing Accord and the *Homes for Queenslanders* plan
- continuing to engage with councils to remove regulatory barriers that slow the delivery of housing and facilitate a streamlined amendment to local planning instruments to address housing supply and demand challenges
- progressing the targeted review and delivery of regional plans over five years old across Queensland, to address housing needs and key priorities for regions
- providing infrastructure charges relief funding through the \$350 million IIDF, to encourage investment in viable development that aligns with state policy and priorities.

Supporting the community housing sector

We are:

- commencing quarterly payments to registered community housing providers making claims for the youth housing subsidy for eligible young people, starting July 2024
- working closely with the community housing sector to develop improved contracting practices, aiming to make industry sustainable and increase housing supply
- continuing implementation of the Community Housing Rent Policy for registered community housing providers to align with rents in public housing
- continuing in working towards completion of the Master Agreement.

Skilling the workforce

We are:

- continuing to grow our QBuild trade-based workforce with an additional 181 staff, including 30 apprentices, creating new skilled labour for the state's building industry.

More services

Support Queenslanders to achieve improved housing outcomes

Our success measures

Strategic performance indicator	Target	Actual
Proportion of total new households assisted to access rental accommodation who moved into the private rental market	86%	88%
Number of people assisted by specialist homelessness services ¹	N/A	45,469

Note:

1. Actual data is from 2022–23, with updated data expected in October 2024.

Our achievements

This objective captures three of the pillars described in *Homes for Queenslanders* – support Queensland renters, help first homeowners into the market, and work towards ending homelessness.

It is being achieved through the following strategies.

Progress *Our Place: A First Nations Housing and Homelessness Action Plan 2024–27* to close the gap by 2031

In 2023–24, we:

- continued delivering on the *Aboriginal and Torres Strait Islander Housing Action Plan 2019–2023*, to close the gap for First Nations peoples. This included delivering co-designed, place-based, person-centred and culturally responsive housing, and provided the foundations for the development of the next action plan
- undertook statewide engagement and consultation with over 300 peoples and 58 organisations, through 12 Yarning Circles and an online survey with 11 organisational submissions received. The *Our Place* Consultation Summary was released to the public and a Knowledge Circle co-design activity was undertaken
- launched the *Our Place: A First Nations Housing and Homelessness Roadmap to 2031 and Action Plan 2024–27* backed by \$61.3 million investment and co-designed in partnership with Aboriginal and Torres Strait Islander Housing Queensland, the peak body for First Nations housing, and informed by the voices of First Nations peoples and organisations across Queensland
- supported the establishment of the new governance committee Queensland First Nations Housing and Homelessness Partnership to empower Aboriginal and Torres Strait Islander peoples to share decision-making authority with the Queensland Government and provide guidance to *Our Place*
- continue to improve housing outcomes for First Nations Queenslanders through ongoing implementation and transition of the five remaining actions from the *Aboriginal and Torres Strait Islander Housing Action Plan 2019–2023* to delivery under the *Our Place: A First Nations Housing and Homelessness Action Plan 2024–2027*
- worked in collaboration with local governments and the Local Government Association of Queensland to deliver a further 15 LHAPs, with a further 18 LHAPs in a final draft and ready for council adoption

- worked on the co-design of place-based Local Housing Plans with 17 remote and discrete First Nations communities, and Logan and Coen. The plans seek to identify priorities to address housing needs within each community
- continued to increase home ownership opportunities for Aboriginal and Torres Strait Islander peoples through working with communities and partners
- invested \$124.6 million to deliver social housing dwellings in Aboriginal and Torres Strait Islander communities, commence and continue construction, upgrade existing dwellings, and undertake land infrastructure development
- progressed projects and initiatives to enhance frontline services for First Nations peoples, including development of customer journey maps, culturally safe and welcoming spaces, and supporting staff to enhance their cultural capability through learning and development
- delivered the Healthy Housing Program pilot to 149 households in two remote communities, which focuses on health, support, and timely repairs and maintenance to reduce infectious disease, in partnership with Queensland Health.

Review the homelessness system and services

In 2023–24, we:

- contributed to the independent review of homelessness responses in Queensland, led by Ms Rachel Hunter PSM, with the review examining the state's approach to homelessness, including both the government's responses and the broader systemic factors affecting the incidence of homelessness, and aiming to identify opportunities for system and service reforms that will improve outcomes for people at risk of, or experiencing, homelessness
- collaborated with sector stakeholders and frontline services to develop a new supportive housing policy that will guide future investment in housing solutions combined with wrap-around support services to sustain tenancies and prevent return to homelessness.

Boost homelessness services and increase pathways for vulnerable people

In 2023–24, through increased funding, we:

- provided 221 homes for people in need through a number of purchased or leased properties including former retirement villages, aged care facilities and hotels in Hamilton, Rothwell, South Brisbane and Tanah Merah, with a further 18 places of temporary supported accommodation provided for people in need through the purchase of a Queensland Government building in Manoora
- provided a budget of \$329.3 million to support people who are experiencing or at risk of homelessness, through a range of service responses including Specialist Homelessness Services (including a 20 per cent temporary funding increase in 2023–24 to Queensland homelessness services across the state to meet the increased staffing and service delivery costs), expanded tenancy sustainment responses, and funding to other government agencies for homelessness responses
- invested \$65.2 million for the Immediate Housing Response Package for short-term temporary accommodation and support for households experiencing homelessness
- delivered \$124,000 for the Next Step Home Initiative supporting women exiting custody who are at risk of homelessness, which is part of the \$225 million whole-of-government response to the recommendations of the Queensland Women's Safety and Justice Taskforce in Hear her voice – Report Two

- secured \$3.39 million to support the Domestic, Family and Sexual Violence Housing with support initiative including \$1.8 million to maintain the existing program in Townsville, Rockhampton, Toowoomba and Brisbane. An allocation of \$1.58 million will fund the program's expansion into the Sunshine Coast-Gympie, Gold Coast and Mackay, providing a total of 120 head leased private rental homes for women and children experiencing domestic, family and sexual violence across all locations.

In 2023–24, we also supported vulnerable people by:

- providing support for older women and those experiencing domestic and family violence through services including temporary supported accommodation, Flexible Assistance Packages and a wide range of private market assistance, including Home Assist Secure and Home Lending products
- delivering the Helping Seniors Secure their Homes pilot program, in Cairns, Greater Cairns (Tablelands and Mareeba), Townsville, Toowoomba, and Mount Isa local government areas
- continuing to implement *Towards ending homelessness for young Queenslanders 2022–2027* strategy in collaboration with the housing and homelessness sector and young people. This included the introduction of *Youth Housing Essentials* to provide one-off assistance to young people moving from government services to independent living
- releasing the *Partnering for Inclusive Housing with Queenslanders with disability 2024–2027* action plan and companion document *Our co-design journey: what 'home' means to people with disability* in June 2024 with the action plan outlining new ways to remove housing barriers and increase housing options for people with disability, while the companion document details what we heard from people with disability through our co-design process.

Increase our frontline support

In 2023–24, we:

- invested \$118.2 million in delivering housing for frontline staff including police, health workers, and teachers in remote locations with investment including both the delivery of new housing and the upgrade of current housing, ensuring dedicated remote frontline staff have access to safe, quality accommodation
- commenced recruitment of an additional 42 permanent RentConnect officers across Queensland and two Housing Finance Loan roles to enhance the department's support to Queensland renters and work towards ending homelessness through the provision of specialised, tailored and one-on-one housing assistance to Queenslanders in need
- strengthened our ability to respond to and intervene in homelessness hotspots by recruiting 48 permanent Critical Response Team members across the state with these additional frontline staff increasing regional capacity to connect people experiencing homelessness with services and support, aligned with the *Homes for Queenslanders* plan
- activated a Critical Response Team in April 2023 in response to visible homelessness at Musgrave Park, the Go-Between Bridge, and other CBD locations. Since then, the team has supported over 759 individuals experiencing or at risk of homelessness into accommodation in the Brisbane area. In addition to the Brisbane response, the team has also responded to reports of people experiencing homelessness in the Moreton Bay, Logan, and Gold Coast areas. The Critical Response Team is a co-responder model for frontline staff to work alongside Specialist Homelessness Services and local government councils to engage and support people experiencing homelessness into safe and secure accommodation
- commenced consultation on the state's fourth youth foyer in Cairns in response to the high demand for independent and supportive housing for young Queenslanders. This new youth foyer will provide 40 self-contained units specifically designed for young people aged 16 to 25 years

- commenced the department's dedicated Youth Justice Early Action Group officers in Cairns and Mount Isa as of January 2024. These officers add to staff already in place in the Townsville region to support housing outcomes for young people at risk of entering the youth justice system
- contributed to the Cairns Safer Streets initiative which is a multi-agency initiative comprised of a co-located group of state government representatives to deliver and coordinate innovative projects to address the root causes of complex social issues that contribute to crime
- developed more effective and culturally safe services for First Nations peoples in Housing Service Centres, including delivering the Elders in Residence program at the Logan Housing Service Centre. The program is expanding to Townsville and supporting more than eight Elders with ongoing paid employment over the life of the program to share knowledge and experience to enable better outcomes.

Help Queenslanders achieve home ownership

In 2023–24, we:

- introduced the *Help to Buy (Commonwealth Powers) Bill 2024*, which will provide the constitutional basis for the *Commonwealth Help to Buy Bill 2023*. This scheme will offer equity contributions to eligible Queenslanders, making home ownership more affordable
- held Housing and Home Ownership Roadshows in Lockhart River, Injinoo, Umagico, New Mapoon, Bamaga and Seisia. These workshops provided support to social housing tenants as they prepare for home ownership
- continued delivery of the \$75 million Remote Home Ownership program with partner agencies, trustees, councils and communities. Since commencement of the program, we have supported 213 First Nations households on communal lands across 20 communities to achieve homeownership.

Support people to find, get and keep a private rental home

In 2023–24, we:

- implemented key recommendations identified through the review of the rental products and services, including streamlining the application process and improving online resources for tenants. We also evaluated the Queensland Statewide Tenant Advice and Referral Service to enhance its support for renters
- commenced delivery of a \$160 million statewide Renters Relief Package to provide much-needed assistance for people to find, get and keep a rental home. Additionally, we strengthened our support by recruiting more staff to help Queenslanders connect with rental supports and services
- delivered \$74.7 million in a range of private rental products and services including Rental Security Subsidies (both general and for young people), Bond Loans, and Bond Loans Plus assisting over 45,300 households
- expanded eligibility for rental assistance on 11 March 2024 to help more renters to find, secure and keep a home in the rental market
- doubled the duration of assistance provided through the Rental Security Subsidy, extending it from 12 to 24 months with young people aged 25 years and under now able to receive support of up to \$20,000 over four years, offering greater financial stability to enter the rental market.

Continue rental reforms and the modernisation of the housing legislative framework

In 2023–24, we:

- delivered reforms through the *Manufactured Homes (Residential Parks) Amendment Act 2024* to deliver greater protections and cost-of-living certainty for manufactured homeowners (including prohibiting market rent reviews, limiting site rent increases, and simplifying the sales process)
- delivered reforms through the *Residential Tenancies and Rooming Accommodation and Other Legislation Amendment Act 2024* to strengthen renters' rights and further stabilise rents. This paves the way for developing a Rental Sector Code of Conduct, Portable Bond Scheme and modifications framework, and implementing National Cabinet's *A Better Deal for Renters* reforms, all aimed at creating a fairer rental market for Queenslanders
- enacted the *Retirement Villages (Financial Documents) Amendment Regulation 2024* to improve transparency and accountability for retirement village residents to ensure they have clear and consistent access to financial information from retirement village scheme operators.

Continue responsive social housing services

In 2023–24, we:

- delivered social housing tenancy and property services for over 5,000 dwellings across 34 remote and discrete Queensland communities through agreements with Aboriginal and Torres Strait Islander local government authorities
- implemented all recommendations from the Queensland Audit Office July 2022 report *Delivering social housing services*. This strengthens social housing management, including improvements to the social housing register management, application and allocation assessment processes and tenants' ongoing eligibility
- developed a Tenancy Review Framework which will provide a structured, modernised and person-centred approach to address the changing needs of public housing tenants, ultimately improving the service experience for tenants, and tenancy and portfolio outcomes for the department
- committed to ensuring that our social housing is of the highest standard and that residents are living in safe, secure and accessible housing. Our vacant maintenance program ensures each property is fit to live in, is in good repair, and provides a healthy, secure, and safe home. Maintenance work is undertaken as quickly as possible to reinstate the property to a lettable standard.

Table 2 - Dwelling condition¹ (per cent) - public housing

	2016	2018	2021	2023
Queensland	87.2%	88%	86.2%	84.1%
Australia	81.3%	80.7	N/A	75.6%

Source: based on Steering Committee for the Review of Government Service Provision data, Report on Government Services 2024.

Note:

1. Dwelling condition¹ is defined as the proportion of households living in houses of an acceptable standard. A house is assessed as being of an acceptable standard if it has at least four working facilities (for washing people, for washing clothes/bedding, for storing/preparing food, and sewerage) and not more than two major structural problems. Responsibility for washing machines and fridges lies with tenants (not service providers). Dwelling condition is as at the time of survey completion. Whether the issue has been reported to the property manager and if so, when, is unknown.

Table 3 - Greatest need allocations as a proportion of all new allocations – overall total – public housing

	2019–20	2020–21	2021–22	2022–23
Queensland	96.1%	98.3%	99.3%	99.7%
Australia	77.1%	81.1%	83.0%	82.9%

Source: based on Steering Committee for the Review of Government Service Provision data, Report on Government Services 2024.

Looking forward

In 2024–25, we will continue to support the government’s commitments and priorities and deliver initiatives under the *Homes for Queenslanders* plan.

Supporting vulnerable Queenslanders

We are:

- boosting funding to Queensland homelessness services across the state, including a 20 per cent temporary increase in funding for Specialist Homelessness Services; a continuation of the Immediate Housing Response that includes individuals and couples; enhanced tenancy sustainment and outreach services; and delivery of more temporary supported accommodation
- continuing to deliver the Renters Relief Package to help tackle the cost-of-living with more funding, including investment in additional frontline RentConnect officers and Critical Response Team staff to significantly enhance the department’s provision of specialised, tailored and one-on-one housing assistance to Queenslanders in need
- establishing an Expert Disability Housing Advisory Panel chaired and led by people with lived experience of disability to ensure their voices are heard on the implementing of *Partnering for Inclusive Housing with Queenslanders with disability 2024–27*
- progressing the implementation of *Our Place: A First Nations Housing and Homelessness Action Plan 2024–2027* to accelerate our progress towards closing the housing gap for First Nations peoples through a suite of actions across five key outcome areas
- delivering a \$21 million package of early intervention initiatives to support young families as part of the \$502 million *Putting Queensland Kids First* plan, including:
 - \$11.6 million over four years commencing in 2024–25 to implement a supported tenancies initiative for young parents at risk of homelessness
 - \$3.6 million over three years commencing in 2024–25 for the Housing and Support Link Service to support young parents and work with families to provide for their housing and support needs
 - \$5.8 million over four years from 2024–25 to 2028–29, funded through the *Our Place: A First Nations Housing and Homelessness Action Plan 2024–2027*, to deliver the *Early intervention for First Nations families* initiative
- modernising the housing legislative framework to improve consumer protections in the rental market, residential parks, retirement villages and residential services to ensure a balanced environment for tenants while ensuring continued investment and viability for the housing industry. A review of the *Housing Act 2003* will also commence
- launching a two-year trial across 45 rural and remote councils to increase the income eligibility threshold for the Queensland Housing Finance Loan to \$201,000 per year. This will help bridge the gap for regional Queenslanders who struggle to get home loan finance because of where they live
- launching and implementing the Bridging Bond Loan product to assist eligible households to afford the up-front costs of a new bond, pending the release of a previous bond at the end of the tenancy
- continuing to collaborate with the Australian Government to maximise positive outcomes for Queenslanders on the national housing reform agenda.

Supporting families and seniors

We are:

- extending the Helping Seniors Secure their Homes trial to the end of 2024, with a further almost \$40 million investment under the Queensland Government Community Safety Plan (this will continue to provide financial assistance for security upgrades in Cairns, Greater Cairns including Tablelands and Mareeba, Townsville, Toowoomba, and Mount Isa local government areas for eligible seniors)
- continuing funding for Footprints Community Limited to deliver the Housing Older Women's Support Service Hub, enabling a second regional spoke in the Sunshine Coast and extending services beyond West End (Brisbane) and Mackay. This provides a flexible and responsive service, free and confidential advice, and support and referral for women experiencing homelessness or housing issues.

Greater resilience

Strengthen resilience where people want to live, work and play

Our success measures

Strategic performance indicator	Target	Actual
Level of satisfaction of local governments (Mayors and CEOs) with the effectiveness, timeliness and quality of advice, services and support provided by the department	85%	83%
Level of stakeholder satisfaction with accessibility and transparency of the requirements of the planning system	75%	75%
Percentage of government-owned employee housing with an acceptable facility condition index rating ¹	≥ 90%	98%

Note:

1. The positive variance between the 2023–24 target/estimate and the 2023–24 actual is due to investment into the Government Employee Housing portfolio and the department's ability to maintain residences at an appropriate standard through ongoing maintenance and upgrade works.

Our achievements

This objective is achieved through the following strategies.

Improve sustainable building practices and resilience in Queensland homes

In 2023–24, we:

- delivered policy initiatives and legislative reforms to promote a safer, fairer and more sustainable building and construction industry, and protect Queenslanders through:
 - implemented the *Queensland Building Plan Update 2021* and advanced the review of the Queensland Home Warranty Scheme
 - streamlined regulations and enhanced oversight through the *Building Industry Fairness (Security of Payment) and Other Legislation Amendment Act 2024* and implemented regulatory amendments. These actions make it easier for businesses to comply with security of payment laws, strengthen the industry regulator's focus on efficient and effective customer service, and simplify reporting requirements for some licensees
- adopted the National Construction Code 2022, including:
 - introduced the Modern Homes Standards for improved accessibility, energy efficiency and sustainability
 - updated the Queensland Development Code, modernising building codes, standards and products to future-proof homes
- completed comprehensive reviews, by providing insights to government on licensing and consumer protection related matters.

Table 4: Energy performance - percentage of occupied government office accommodation achieving a rating greater than or equal to 5 star under the National Australian Built Environmental Rating System

Year	2018–19	2019–20	2020–21	2021–22	2022–23	2023–24
Energy performance	81%	83%	74%	75%	74%	72%

Planning for growth and greater resilience in our cities, towns and regions

In 2023–24, we:

- continued the targeted review of regional plans across Queensland addressing housing needs and supporting key regional priorities, including:
 - releasing *ShapingSEQ 2023* and the *Wide Bay Burnett Regional Plan 2023*
 - commencing the review of the *Far North Queensland Regional Plan*
 - progressing preparatory work to inform the review of nine additional plans across Queensland, including:
 - *Cape York Regional Plan 2014*
 - *Central Queensland Regional Plan 2013*
 - *Central West Regional Plan 2009*
 - *Darling Downs Regional Plan 2013*
 - *Gulf Regional Development Plan 2000*
 - *Mackay, Isaac and Whitsunday Regional Plan 2012*
 - *Maranoa-Balonne Regional Plan 2009*
 - *North West Regional Plan 2009*
 - *South West Regional Plan 2009*
- continued to work collaboratively with local governments across the state to align planning schemes with state interests including the *State Planning Policy 2017* (SPP) and regional plans, and foster local growth opportunities
- issued 2,361 decisions and responses through the State Assessment and Referral Agency to ensure Queensland’s interests, such as heritage, state transport corridors or native vegetation, are protected from conflicting development
- reviewed the State Development Assessment Provisions State Code 23: Wind farm development to provide greater certainty and clarity for proponents while ensuring that areas of high ecological and biodiversity value are protected, and construction impacts are better managed. This review addresses the Queensland Energy and Jobs Plan action to review the planning framework in the context of the government’s commitment to achieve 70 per cent renewable energy by 2032
- supported the creation of 1,010 construction jobs by facilitating the approval of four wind farm applications through the State Assessment and Referral Agency, delivering 249 turbines and 1,732 megawatts of power
- incorporated three priority actions in *ShapingSEQ 2023* related to natural hazard risk and resilience to reduce the risk of natural hazards to human life, health, building quality and infrastructure, and include:
 - Priority action 9 – Resilience Policy Maturity Framework (Stage 1 - Review Pathway)
 - Priority action 10 – Heat hazard mitigation
 - Priority action 12 – Urban tree canopy

- facilitated the approval of 47 new Ministerial Infrastructure Designations (MIDs) and amendments to 23 existing MIDs. These MIDs support the development of essential infrastructure projects across Queensland including schools, hospitals, health care services, electricity infrastructure, emergency services, residential care, sporting facilities, neighbourhood centres, and social and affordable housing.

Promote effective and sustainable local governments

In 2023–24, we:

- empowered government agencies to make responsible procurement choices by maturing procurement capabilities and support, and prioritising local businesses and jobs while delivering economic, ethical, social, and environmental benefits for Queensland
- increased the diversity of the regional supplier network by including social enterprises, Aboriginal and Torres Strait Islander businesses, women-owned businesses, and businesses owned or operated by people with a disability, fostering a more inclusive economy and empowering diverse communities. We exceeded the Queensland Government’s Indigenous procurement policy target of three per cent, achieving 6.1 per cent of total spend with Aboriginal and Torres Strait Islander businesses or councils
- strengthened local government sustainability by implementing the new Sustainability Framework, including the new Financial Management (Sustainability) Guideline with this approach empowering councils to address sustainability challenges
- strengthened local government governance by providing prospective councillors with the knowledge they need to succeed through mandatory “So you want to be a councillor?” training, providing ongoing support for newly elected officials with in-person councillor induction training, and introducing expenditure caps on local government election campaigns to promote a more level playing field
- strengthened the councillor conduct complaints system by addressing recommendations from the Parliamentary State Development and Regional Industries Committee – *Inquiry into the Independent Assessor and councillor conduct complaints system*
- empowered Indigenous communities, by providing \$25.8 million in additional operational funding to Indigenous councils to strengthen their operations and service delivery, and support local communities
- launched the \$300 million 2024–27 Works for Queensland program. This program empowers 65 councils outside SEQ to deliver local projects that create jobs, deliver better infrastructure and services, and improve the lives of Queenslanders now and into the future
- launched the \$100 million 2024–27 South East Queensland Community Stimulus Program funding round to support SEQ’s 12 councils to fast-track investment in infrastructure, planning and capability development projects
- launched the 2024–28 Local Government Grants and Subsidies Program funding round. This program provides up to \$115 million to support councils to deliver priority essential services and infrastructure that align with local, regional and state priorities, with a focus on local and regional economic growth and employment
- prioritised public interests by approving 32 critical policy decisions from councils during caretaker periods. These decisions helped maintain essential services, such as those related to natural disasters
- strengthened council integrity and sustainability with the commencement of the *Local Government Legislation (Councillor Conduct) Amendment Regulation 2024* with regulation introducing a new Code of Conduct for Councillors, mandated councillor training after the 2024 local government elections, and updated the Financial Management (Sustainability) Guideline
- empowered local government employees by amending the *Local Government Act 2009* and the *Local Government Regulation 2012* to offer more flexibility in managing their superannuation contributions, helping them address cost-of-living pressures.

Response to major events

In 2023–24, we:

- played a critical role in supporting Queensland communities impacted by natural disasters with over 1,375 people assisted during disaster management responses following bushfires, cyclones, and severe storms. This included providing over 27,429 nights of temporary emergency accommodation through Emergency Housing Assistance Request arrangements
- managed four critical incidents requiring a housing response or support:

Bushfire Events – October 2023 to December 2023

- assisted 57 households comprising 122 people with emergency and other accommodation
- deployed 114 staff to the Western Downs, Southern Downs and North Burnett local government areas to provide housing recovery help to affected households
- deployed 23 caravans to the Tara Showgrounds to provide housing relief for the households most impacted by the fire events
- offered housing assistance to approximately 63 households in the Western Downs
- leased a vacant site with an amenities block in Tara, creating the Tara Accommodation Recovery Park. Infrastructure was installed including 22 units of accommodation, an additional nine caravan spaces, a shared kitchen, communal BBQ facilities, and space for service staff. Accommodation ranges from single living quarters to 3-bedroom modular dwellings. The first residents moved onto the site on 20 December 2023
- manufactured the first disaster recovery housing by using seven units of transportable accommodation through QBuild's MMC program.

Tropical Cyclone Jasper – December 2023 to March 2024

- evacuated 84 properties in Wujal Wujal and seven in Ayton after significant flooding
- assisted 542 households comprising over 1,200 people with emergency and other accommodation
- conducted rapid damage assessments on 619 social housing properties
- completed maintenance, upgrades and cleaning on 55 properties not damaged by the flood event while the properties were vacant and in readiness for the return of residents
- deployed 49 caravans to private and third-party residences in the impacted area
- completed 1,024 Rapid Damage Assessments on government assets by QBuild, and managed and undertook remedial works on 344 government assets
- ensured all social housing properties in Wujal Wujal were returned to a habitable standard, with 78 families back home by May 2024. The department has supported every household with its individual needs during their return and resettlement, including connection to health, education and other human and social services.

SEQ severe storms – December 2023 to January 2024

- assisted 24 households comprising 53 people with emergency and other accommodation
- completed remedial works on 265 government assets in Gold Coast, Logan and Scenic Rim, supporting residents
- conducted 85 retrospective Rapid Damage Assessments for Department of Education's affected assets.

Tropical Cyclone Kirrily – January 2024 to March 2024

- completed 45 Rapid Damage Assessments and completed remedial works on 539 government assets by QBuild.
- declared an ‘applicable event’ under the *Planning Act 2016* for both Tropical Cyclone Jasper and Tropical Cyclone Kirrily. This declaration, along with subsequent use notices and extended response period, ensured the impacted communities, local governments and other assessing authorities were able to effectively address the extreme weather events
- continued to support vulnerable Queenslanders impacted by the 2022 SEQ floods through the government’s Resilient Homes Fund (RHF) and Accommodation Package (AP). There have been 766 grants approved through the RHF totalling \$52.5 million, with 368 grants fully completed for a total of \$15.4 million. Additionally, the AP supported 801 applicants through the Rental Support Grant to the value of \$2,473,563 and provided 44 households with safe and secure temporary mobile accommodation solutions, including 31 households accommodated through the Gympie Recovery Accommodation Park
- implemented flexible housing solutions through the AP, deploying caravans and amenities to communities impacted by disasters in South West and Far North Queensland, to address limited accommodation options. This ensured 49 households were able to sustain safe and secure temporary accommodation while their homes were repaired.

Building resilience

In 2023–24, we:

- assisted homeowners to make their homes more resilient to disasters such as flooding and cyclones. The funding threshold for eligible homeowners was increased through the RHF, with \$61.27 million in grants approved for 952 Queenslanders since the program commenced on 1 July 2022. This allowed homeowners to raise, demolish and rebuild, or relocate their homes. We also continued to educate homeowners and the building industry on building resilience
- engaged over 890 stakeholders at community and industry events to promote flood-resilient building design and materials. This included a pilot Resilience expo event with over 60 attendees at the Yeronga Community Centre on 18 April 2024 to link homeowners with builders to support their resilience works through the RHF
- continued delivery of the Household Resilience Program Phase 3 which assisted 944 low-income homeowners with \$10.2 million in grant funding. Phase 4, with \$20 million allocated for support, opened for new applications on 15 April 2024. As of 30 June 2024, 152 applications were awarded a total of \$2.2 million in grants
- established the Strata Resilience Program for bodies corporate located in high-risk cyclone-prone areas of Queensland. This \$60 million program is jointly funded through \$40 million Australian Government funding and \$20 million Queensland Government funding. The Strata Resilience Program opened to new applications on 19 June 2024.

Invest in rebuilding QBuild into a modern and sustainable business that supports our liveable communities

In 2023–24, we:

- invested \$68.6 million over four years to support Rebuild QBuild, which included \$39.1 million for operational costs and \$29.5 million for capital expenditure. This critical investment included re-introducing funding for apprentice training, upgrading depots, and supporting the initial operating costs and investment in the QBuild RAACs in Eagle Farm and Cairns

- strengthened QBuild's regional footprint by growing the QBuild trade-based workforce by 234 staff, comprising 177 tradespeople and 57 new apprentices. By 2026, through Rebuilding QBuild, the department aims for a trade-based workforce of 1,000. This creates a strong foundation for the state's building industry, ensuring a skilled workforce to support further projects, deliver maintenance and assist effective responses to natural disaster.

Table 5 - Percentage of maintenance spend on QBuild's customers' facilities with local zone 1¹ suppliers

Years	2018–19	2019–20	2020–21	2021–22	2022–23	2023–24
Percentage of spend	81.8%	82.3%	81.0%	80.9%	81.5%	81.1%
Target	80.0%	80.0%	80.0%	80.0%	80.0%	80.0%

Note:

- Suppliers that maintain a workforce within 125 km of the location where the goods/services will be delivered as per the Queensland Government Procurement Policy.

Lead contemporary, innovative and well-designed building solutions for government

In 2023–24, we:

- delivered the MMC Program to address Queensland's housing shortage in partnership with the Office of the Queensland Government Architect and industry suppliers by fast-tracking the delivery of much-needed housing for essential workers and vulnerable Queenslanders helping to put downward pressure on housing and rental costs
- delivered the first stage of a four-year critical maintenance program of Brisbane's iconic Old Museum Building restoring the building's heritage boundary fence using 175 linear meters of brick, sandstone and wrought iron. This ensured the continued preservation of a significant cultural heritage asset for future generations to enjoy
- delivered a total of 117 residences of which 46 were modern modular homes, 39 traditional builds and 32 acquisitions for essential workers in regional communities, to support critical frontline staff, such as police, health workers, and teachers. By addressing housing challenges faced by these essential personnel, this initiative improves service delivery in regional communities, ensuring better access to essential services for all Queenslanders
- assisted government agencies in the delivery of major government building and construction projects to support Queensland's growing communities and maximise opportunities for local businesses. Additionally, the department provided significant support to key government initiatives including the Satellite Hospital Program, which delivered seven new healthcare facilities across SEQ, improving access to quality healthcare for residents
- increased the number of prequalified suppliers for Queensland Government building projects, ensuring consistent due diligence across government throughout the procurement process from pre-tender evaluation to contract award, and project delivery. As at 30 June 2024, 1,272 contractors and consultants were prequalified to work on Queensland Government building projects
- partnered with key government agencies to support the planning, validation and delivery of venues for the 2032 Olympic and Paralympic Games (Brisbane 2032).

Looking forward

In 2024–25, we will continue to support the government's commitments and priorities and deliver initiatives that will build a better future.

We will:

- continue to work with councils to support the delivery of projects funded through grant programs, including the 2024–27 Works for Queensland, 2024–27 SEQ Community Stimulus Program, and the 2024–28 Local Government Grants and Subsidies Program
- continue to implement the councillor conduct complaints system, following the key changes introduced by the *Local Government (Councillor Conduct) and Other Legislation Amendment Act 2023*
- continue to invest in the delivery of safe and secure government employee housing by renewing and upgrading existing owned assets. This initiative supports the government's commitment to attract and retain key frontline staff, such as police, health workers and teachers, in remote locations
- progress the implementation of the *Queensland Building Plan 2021* priorities, in consultation with industry, including reforms to strengthen the Queensland Home Warranty Scheme, security of payment in the building industry, and alignment with the National Construction Code
- continue to facilitate the delivery of complex high risk and/or high value infrastructure capital works projects on behalf of Queensland Government agencies including the Queensland Performing Arts Centre's New Performing Arts Venue and the Lockyer Valley Correctional Centre
- deliver \$30.8 million as part of a \$61.6 million, two-year program to continue supporting Indigenous councils with operational funding, and piloting an entity to further support them
- deliver \$27.8 million as part of a \$46.3 million, three-year program for identified initiatives as part of the \$1.28 billion *Community Safety Plan for Queensland* including:
 - extending the Helping Seniors Secure their Homes trial until 31 December 2024, with a \$40 million allocation
 - administering the \$5 million Local Government Community Safety Fund, to support councils deliver security camera and lighting infrastructure in priority locations
 - commencing \$1.3 million over two years to support focused housing and tenancy sustainment support for participants of the Court Link program
- progress a high-quality apprenticeship program to build a skilled workforce capable of delivering government construction and maintenance services, and ensure effective responses to natural disaster responses
- strengthen QBuild's regional capacity and capability across Queensland, with the upgrade and redevelopment of QBuild's depot infrastructure, upgrading 12 depots by 30 June 2025
- continue the delivery of the Resilient Homes Fund, Household Resilience Program and Strata Resilience Program to build more resilience to disasters such as floods and cyclones for Queensland homes
- continue to engage stakeholders, including community and industry, to promote flood and cyclone resilient building design and materials, to create more resilient homes for Queenslanders
- continue to administer the \$55.1 million AP to meet the accommodation needs of residents displaced from their homes as a result of the 2021–22 severe disaster events
- continue to address the temporary accommodation needs of vulnerable Queenslanders as they recover from 2023–24 disaster season, including the provision of flexible and mobile housing solutions and amenities for residents in North Queensland.

Connected department

Integrate our business and empower our people

Our success measures

Strategic performance indicator	Target	Actual
Permanent employee separation rate 2023–24	N/A ¹	11.25%
Social Support: Workgroup respect and psychological safety (WfQ)	N/A	83% ²
First Nations responses: my colleagues actively embed the perspectives of Aboriginal and Torres Strait Islander peoples in their work (WfQ)	N/A	60% ²
Continuous improvement (WfQ)	N/A	63% ²
Women in leadership	50%	53.17%
Aboriginal Peoples and Torres Strait Islander peoples	4%	3.98%
People with disability	12%	5.52%
Culturally and linguistically diverse – Speak a language at home other than English (including Aboriginal and Torres Strait Islander languages or Australian South Sea Islander languages)	12%	5.62%

Notes:

1. A target has not been set for this measure for 2024 due to MoG changes preventing an accurate departmental baseline.
2. This result includes Working for Queensland (WfQ) 2023 survey responses from some incoming work units within Public Works, Planning and Local Government but excludes Office of the Independent Assessor and incoming corporate services units.

Our achievements

This objective is achieved through the following strategies.

Harness collaboration, innovation, and leadership in our workplaces to drive engagement and outcomes

Create respectful and safe workplaces through a diverse, culturally capable, responsive and compassionate workforce.

Our Strategic Workforce Plan

The *Strategic Workforce plan* contains three key elements:

- our workplace
- our workforce
- our work.

The plan considers the strategic risks and opportunities from the external environment and internal workforce factors that could affect our ability to deliver objectives in the future. It outlines actions to ensure our workplace, workforce and work will meet future demands, such as emerging technologies, demographic shifts, citizen and workforce expectations.

The plan aligns with the Strategic Plan, incorporating departmental objectives and values, as well as the priorities of *Our People Strategy*. It connects departmental strategies and plans for a consistent approach.

Our workplace

Through this *Strategic Workforce Plan* objective, we harness collaboration, innovation, leadership and diversity to drive engagement and outcomes. Our workplaces are supportive, flexible and psychologically safe.

Developing leaders at all levels

The department places a strong emphasis on leadership development, aiming to enhance leadership capabilities at all levels. Our employees have access to a variety of departmental leadership development opportunities and resources to support their career growth.

Our leadership development programs are aligned with the Queensland public sector *Leadership competencies for Queensland*. In 2023–24, programs included:

- Learning to lead with 12 participants, designed to equip supervisors and managers with the knowledge and skills needed to effectively manage people and service delivery requirements
- Leader Support Series with six participants, which offers developing leaders a supportive and collaborative environment to work with peers on current leadership challenges
- People Matters, aimed at helping staff develop supervisory skills
- QUTex short courses that include a range of courses aimed at leadership streams
- the Queensland public sector leadership development series, promoted through our department to enhance capability under themes identified through the *Even better public sector for Queensland strategy 2024-2028*
- the Graduate Certificate in Business (Public Sector Management) provides current and aspiring team leaders and program leaders with the knowledge and skills to successfully navigate the business of government and position themselves for future leadership opportunities
- the ANZSOG Towards Strategic Leadership program, Executive Fellows program and Executive Master of Public Administration program.

Recognising our employees

We acknowledge the strong connection between employee recognition, engagement and job satisfaction. Our recognition framework demonstrates our commitment to acknowledging our employees both formally and informally through:

- formally recognising employees through our Length of Service Awards – presented to employees for continuous eligible service of 15, 25, 40 and 50 years with the department, the Queensland Government, or in accordance with the Recognition of Previous Service Directive
- informal employee recognition and acknowledging employee progress towards specific goals and outstanding behaviours. This appreciation occurs via informal channels throughout the department, playing an important part in our workplace culture
- the Premier's Awards for Excellence which provided an opportunity to recognise and showcase outstanding contributions from our people. In 2023, the Inner-City Brisbane Homelessness Response was a finalist in the category Delivering education and social services. The Resilient Homes Fund, a joint nomination with the Queensland Reconstruction Authority, was a finalist for the category of enhancing our lifestyle through planning and infrastructure
- where applicable, supporting departmental employee nominations for external and industry-based awards. In June 2024, Graham Atkins, Deputy Director-General, Public Works was awarded the King's Birthday Public Service Medal for outstanding public service to the construction and housing industry in Queensland.

Employee safety, health and wellbeing

The department recognises that the health, safety and wellbeing of its workforce is integral to its ability to meet its strategic and operational objectives. This drives the department's commitment to:

- providing a healthy and safe work environment
- promoting a respectful, healthy, safe and inclusive workplace culture
- ensuring it meets its legislative obligations under the *Work Health and Safety Act 2011*.

Key achievements during 2023–24 include:

- delivering *Our People Strategy*, which strengthens the department’s focus on workplace health, safety, and wellbeing
- commencement of a project to upgrade the department’s online Workplace, Health and Safety (WHS) management system to the whole-of-government core and common solution. Benefits of the new system will include:
 - a system to manage WHS incidents, hazards, and risks
 - an improved user experience
 - enhanced WHS reporting capability
- development of a range of tools, resources and forums to strengthen workplace health and safety risk management, including the management of psychosocial hazards and risks
- ensuring employees have continued access to support programs
- delivering flu vaccinations and other physical activity initiatives to support employee health and wellbeing
- the department’s enduring commitment to support employees affected by domestic and family violence (DFV) via:
 - continuing support for the annual Darkness to Daylight challenge including funding employee participation in the event
 - delivering the Recognise, Respond, Refer as mandatory training for all employees
 - maintaining the department’s DFV Policy and procedures, which includes provision for leave and other support options
 - involvement in the DFV Multi-agency Implementation Group to collaborate with stakeholders to work towards ending DFV.

Our Workforce

Through this *Strategic Workforce Plan* objective, we ensure our workforce is responsive, diverse, compassionate and flexible. Our workforce works in partnership to achieve better outcomes. It is culturally capable and creates respectful workplaces.

Attract, develop and enable our people

The department recognises the need to build the capabilities required for the workplace of the future, ensuring our workforce is responsive, respectful, culturally capable, compassionate and flexible.

We are committed to providing all employees with access to a range of learning and development opportunities, including the technical and business-specific skills they need to do their roles and opportunities to develop capabilities to meet their career aspirations.

Professional development is offered via a number of mediums including online and in-person. Employees are also encouraged and supported to take opportunities to gain experience through transfers at level, higher duties and secondments.

In 2023–24, we:

- planned our future workforce through, strategic and operational planning, assessing current and required workforce capabilities, using collaborative approaches across teams and developing future of work strategies
- delivered learning and development aligned with strategic outcomes and new ways of working
- updated our recruitment and selection practices so that instead of merit alone, recruitment processes holistically assess an applicant’s suitability for a role to enable selecting the eligible person best suited to the position while ensuring accessibility, inclusion and cultural safety throughout the entirety of a process for all applicants
- redesigned and delivered the department’s program consisting of 25 graduates providing training and development initiatives designed to foster professional and personal growth, and enhance technical expertise

- participated in the Queensland Government Policy Futures Graduate Program and the Digital Graduate Program
- remained responsive, agile and innovative when delivering internal services to the department
- transitioned 64 trainees over four years to 30 June 2024, in partnership with Australian Training Works Group Pty Ltd (a First Nations-owned business). As part of this training process, 40 trainees were able to secure paid roles with a majority of these being full-time Queensland Government positions.

Industrial and employee relations

As at 30 June 2024, there are two certified agreements covering employees in the Department of Housing, Local Government, Planning and Public Works:

- *QBuild Field Staff Certified Agreement 2022 (FSA11)* – covering QBuild field staff
- *State Government Entities' Certified Agreement 2023 (Core Agreement)* – covering the remainder of the department's industrial instrument employees.

The department continues to support the Queensland Government's contracting-out services, union encouragement and employment security policies.

The department actively encourages union membership among its employees, including by:

- acknowledging the roles union delegates and job representatives play within a workplace, including during the agreement-making process
- allowing employees full access to union delegates/officials during working hours to discuss any employment matter or seek union advice, while ensuring that service delivery is not disrupted and work requirements are not unreasonably affected
- affirming its commitment to joint union and employer consultative committees at both an agency and local level
- providing an application for union membership and information on the relevant union/s to all employees at the point of engagement and during induction
- providing union(s), where applicable, with details of new employees, periodical current staff lists, separations and other workforce data as required under the relevant certified agreement
- actively consulting with unions about organisational change and restructuring initiatives, and other significant matters affecting the welfare of employees.

Consultative committees are the principal bodies established to facilitate meaningful consultation between the department and the relevant union/s on matters arising under the applicable certified agreements, or on matters that otherwise impact or may impact upon the department's workforce. The department coordinates a network of consultative committees, including an Agency Consultative Committee supported by local and regional consultative committee/s and a QBuild Field Staff Consultative Committee.

The department provides stability to employees by limiting organisational restructuring and the contracting-out of services, as well as maximising employment security for tenured public sector employees. The department's commitment to employment security is reinforced by its efforts to maximise permanent employment through the continued conversion of non-permanent employees to permanent, where possible.

Work-life balance

The department continues to provide flexible working arrangements for employees to improve the balance between their professional and personal lives.

Employees continue to have access to a range of flexible working options based on how, when and where they work. These options include working part-time arrangements, job sharing, utilising compressed hours or staggered start and finish times. Employees can also purchase additional leave or use their recreation and long service leave to support their parental and caring responsibilities.

Telecommuting and hybrid working arrangements also allow staff the flexibility to work remotely, including from home and in distributed work centres.

Planning our future workforce

The department is committed to driving workforce strategies and integrating strategic workforce planning with organisational planning. The *Strategic Workforce Plan* was developed through a thorough review of research and consultation activities within the Department of Housing prior to the MoG change. This process included analysis of workforce data, results from the Working for Queensland survey, engagement with the People and Culture Committee, and consideration of developments on the future of work.

Strategic workforce planning encompasses current and future workforce priorities aimed at achieving strategic objectives related to workplaces, workforce, and work. The plan aligns with the department's Strategic Plan and is endorsed by the Executive Leadership Team (ELT) and approved by the Director-General.

Additionally, operational and tactical workforce planning is integrated with divisional plans and actions, ensuring the availability of necessary talent and critical skills to achieve these goals. The department also actively participates in a sector strategic workforce planning working group, which focuses on cross-sector collaboration and enhancing the effectiveness of strategic workforce planning across the sector. Through these efforts, the department aims to improve its workforce strategies, ensuring they are robust, adaptive, and capable of meeting future challenges.

Cultural capability and equity

We ensure that we have a diverse, inclusive and culturally capable workforce through the delivery of our *Equity and Diversity Plan*, *Reframing the Relationship Plan* and initiatives outlined in *Our People Strategy*. We measure progress through our annual equity and diversity audit and Working for Queensland survey results. These enable us to analyse our workforce by diversity group, gain deeper understanding of diversity group experiences, recognise progress and identify areas for further improvement.

Our commitment to fostering an inclusive environment is reflected in various programs and initiatives. By mandating cultural capability and disability awareness training, we enhance employees ability to support better outcomes for staff, clients, and communities. The department supports First Nations employees through mentoring programs and participating in the Queensland Government Career Pathways Service, and we ensure that employees with disabilities receive reasonable workplace adjustments. Our ongoing commitment is to develop an inclusive culture where every employee feels valued and safe to bring their true selves to work.

Actions and initiatives delivered in 2023–24 include:

- *Equity and Diversity Audit Report 2024*: delivered audit findings providing an evidence base for diversity, equity and inclusion actions
- *Equity and Diversity Action Plan* review: incorporated the audit findings to address inequities and the gender pay gap
- focus groups for Diversity, Equity and Inclusion (DEI): engaged our workforce to collaboratively develop actions addressing perceived DEI barriers
- diversity group support: provided leadership, support and engagement through the re-establishment of executive diversity champions, employee network groups (i.e. All Abilities and LGBTIQ+), and town hall meeting with First Nations employees
- inclusive processes:
 - delivered recruitment and selection training to over 400 panel members, which included units on ensuring DEI are included in processes and decision-making
 - collaborated with the Queenslanders with Disability Network and people with lived experience of disability/psychosocial disability, to commission and co-design a training program – 'Challenging Conscious and Unconscious Bias: Enhancing Service Responses for People with Disability.' This training was delivered to all frontline housing staff
- leadership development programs: targeting all levels with 66.7 per cent female representation
- flexible working arrangements: supporting work/life balance for all employees
- recognised dates of significance and celebrations: Promoted International Women's Day; Queensland Women's Week; Reconciliation Week; National Sorry Day; Mabo Day; NAIDOC Week; International Day against Homophobia, Biphobia, Intersex Discrimination and Transphobia (IDAHOBIT); Wear it Purple Day; Disability Action Week and Multicultural Queensland Month
- diversity training: offered a suite of online and in-person training modules

- supporting First Nations peoples through the Aboriginal and Torres Strait Islander Traineeship Program involving a combination of targeted strategies to ensure trainees complete their programs successfully and transition into fulfilling careers
- inclusive workplace initiatives: implemented flexible work arrangements, reasonable adjustments for disabilities, and mandatory cultural and disability awareness training.

Workforce profile

Staffing numbers – 30 June 2024 ¹	Headcount ²	FTE ³
Policy, Performance and First Nations	208	197.66
Housing and Homelessness Services	995	937.21
Social and Affordable Housing Growth	153	146.56
Public Works	1,834	1,787.94
Planning	207	192.25
Local Government	80	76.16
Office of the Independent Assessor	18	17.60
Corporate Services	546	521.96
Total	4,041	3,877.34

Occupation types	Number (FTE)	Percentage of total workforce (calculated on FTE)
Frontline (including key frontline roles) and frontline support roles ⁴	2,902.48	74.86%
Corporate roles ⁵	974.86	25.14%

¹ Data sourced from the Minimum Obligatory Human Resource Information (MOHRI) system for fortnight ending 30 June 2024.

² A count of people who were employed and paid at the time of the snapshot.

³ The ratio of an individual's working hours to the relevant award full-time standard hours for the work being performed.

⁴ Frontline (including key frontline roles) and frontline support roles deliver services, programs and outcomes directly to the community, or provide essential support enabling the development and delivery of frontline services, programs and outcomes. Delivery can be via government centres, telephone, online or in-field.

⁵ Corporate roles provide organisation-wide support to the sector so that it can deliver the Queensland Government's objectives for the community.

Appointment type	Number (FTE)	Percentage of total workforce (calculated on FTE)
Permanent ⁶	3,325.87	85.77%
Temporary ⁷	494.96	12.77%
Casual ⁸	3.11	0.08%
Contract ⁹	53.40	1.38%

Employment status	Number (headcount)	Percentage of total workforce (calculated on headcount)
Full-time	3,697	91.49%
Part-time ¹⁰	338	8.36%
Casual	6	0.15%

Gender	Number (headcount)	Percentage of total workforce (calculated on headcount)
Woman	2,085	51.60%
Man	1,953	48.33%
Non-binary ¹¹	3	0.07%

⁶ An employee who is employed on a continuing basis to perform ongoing functions.

⁷ Temporary employees are employed for fixed-term engagements of specific periods of time. The circumstances for engaging temporary employees are many and include specific budget allocation for particular projects, replacing permanent employees who are absent from their substantive position or assistance required to meet peak workloads. Temporary employees are generally employed on the same conditions as permanent employees as prescribed by the applicable industrial instrument. Where temporary appointment type is referred to in this report, it is to be read as fixed-term temporary employment.

⁸ Casual employees are not permanent employees and normally work less than full-time hours as prescribed by the applicable industrial instrument. Casual employment attracts the payment of a loading (as prescribed by the applicable industrial instrument) in lieu of sick and recreation leave. Casual employment is characterised by its ad hoc nature with each engagement standing alone.

⁹ Includes senior executives and chief executives and equivalents contracted under the *Public Sector Act 2022* or similar provisions in other relevant Acts. Also includes employees on common law contracts.

¹⁰ An employee who works less than full-time hours and performs those duties on a regular basis.

¹¹ An umbrella term describing gender identities that are not exclusively man or woman.

Diversity groups	Number (headcount)	Percentage of total workforce (calculated on headcount)
Women in leadership	134	53.17%
Aboriginal peoples and Torres Strait Islander peoples	161	3.98%
People with disability	223	5.52%
Culturally and linguistically diverse – born overseas	343	8.49%
Culturally and linguistically diverse – Speak a language at home other than English (including Aboriginal and Torres Strait Islander languages or Australian South Sea Islander languages)	227	5.62%

Women in leadership roles ¹²	Number (headcount)	Women as a percentage of total leadership cohort (calculated on headcount)
Senior officers (Classified, s122 and s155 combined)	92	52.57%
Senior executive service and chief executives (Classified, s122 and s155 combined)	42	54.55%

Early retirement, redundancy and retrenchment

During 2023–24, six employees received redundancy packages at a cost of \$779,384.42.

Our Work

This *Strategic Workforce Plan* objective ensures our work is purposeful, outcomes-focused and creates a sense of fulfillment. The plan is complex, delivered across boundaries and adopts new ways of working to transform housing system deliverables.

Performance empowerment

The performance excellence policy outlines the department's commitment to promoting and supporting a high-performance culture through four key areas:

- recruitment and induction
- engagement
- performance and review
- reward and recognition.

The department's people and culture programs and practices align with and contribute to these key areas. The aim is to maximise employee potential by having the right people with the right skills in the right place at the right time.

¹² Women in leadership are defined as those in classified roles or on s122 or s155 contracts. This data does not include salary equivalency.

The department's achievement and development planning process include formal performance and conduct conversations between managers and employees, regular and ongoing conversations about work expectations, career aspirations, professional development requirements and performance feedback.

Adhere to the highest standards of professional conduct and ethical business practices in everything we do

Ethics and Code of Conduct—supporting our employees to do the right things, right

When performing official duties, our employees are required to demonstrate high ethical standards and values in accordance with the *Public Sector Ethics Act 1994* and the Code of Conduct for the Queensland Public Service.

Our online Public Sector Ethics training includes the following content:

- the *Code of Conduct for the Queensland Public Service*
- the four ethics principles set out in the *Public Sector Ethics Act 1994*
- key legislation guiding professional conduct
- employees' obligations and responsibilities.

Public Sector Ethics training is provided to new employees as part of their induction, with a mandatory annual refresher for all staff. This ensures our employees are aware of their ethical obligations as Queensland public sector employees under the *Public Sector Ethics Act 1994*.

Our policies and procedures align with the *Code of Conduct for the Queensland Public Service* and our ethical standards, principles and values. These policies and procedures support our employees in performing their roles impartially and in an apolitical manner.

During 2023–24, the department delivered a range of prevention, awareness and education initiatives relating to ethical conduct, with a particular focus on integrity and ethical decision-making.

The department also has a robust Integrity Framework. This Framework represents how the department's structures, systems, practices and people function together to achieve our integrity objectives and ensure honesty, fairness and public confidence in the department. In addition, the Framework is underpinned by legislation governing ethical conduct (including the *Public Sector Ethics Act 1994*), the *Code of Conduct for the Queensland Public Service* and the department's integrity policies and procedures.

Improve service standards through a human rights culture

Embedding a culture of human rights

In 2023–24, the department continued to embed the *Human Rights Act 2019* and build a culture where human rights are central to the department's decision-making.

The department's Integrity Services Unit (ISU) oversees the department's human rights framework. There is a dedicated officer who provides support, guidance, training and advice to departmental staff about human rights matters.

The department's Human Right Continuous Improvement Network met regularly throughout the year. The role of the network is to:

- promote a human rights culture across the department
- foster independent human rights capability in all business areas
- act as a forum for sharing information and standards of practice on embedding human rights
- provide updates on the latest human rights developments
- connect employees to human rights resources, advice, training, and direct assistance.

In addition, throughout the year the department:

- required new staff to complete an online training module on the *Human Rights Act 2019*
- reviewed and updated instructions for assessing compatibility with human rights
- reviewed and updated the human rights guide for managers and team leaders
- developed new templates to assist staff with human rights assessments and recordkeeping
- provided individual coaching sessions to relevant staff on human rights impact assessments
- reviewed and updated the departmental *Customer Complaint Management Policy and Procedure* which includes management of human rights complaints.

Human rights complaints

Human rights complaints overview - 1 July 2023 to 30 June 2024

Number of complaints received	
Number of complaints that were made by customers and dealt with under the department's <i>Customer Complaint Management Policy and Procedure</i>	55
Number of complaints that were made by customers and dealt with under other departmental policies, such as the <i>Corrupt Conduct Prevention Policy</i> and the <i>Public Interest Disclosure Policy</i>	5
Number of complaints that were made by the department's employees	18
Outcome of complaints	
Complaints resulted in no further action	46
Complaints resulted in further action	8
Complaints open at the time of reporting	24
How the complaints were identified	
By the department	58
By complainants	20

Listen to First Nations voices, leadership and lived experience through truth telling

Supporting the Path to Treaty

In 2023–24, we:

- launched the *Our Place: A First Nations Housing and Homelessness Roadmap to 2031* (Our Place Roadmap) and *Our Place: A First Nations Housing and Homelessness Action Plan 2024–2027* (Our Place Action Plan) following broad consultation and co-design with the sector peak, Aboriginal and Torres Strait Islander Housing Queensland (ATSIHQ)
- commenced work to establish *Our Place*, the Queensland First Nations Housing and Homelessness Partnership (QFNHH Partnership), co-chaired by the department and ATSIHQ, to further empower Aboriginal peoples and Torres Strait Islander peoples to share decision-making authority with the Queensland Government
- established the department's Treaty Readiness Working Group, which includes First Nations co-chairs, and requires at least 50 per cent First Nations membership

- launched the department's first *Reframing the Relationship Plan* following broad consultation, including the statewide *Our Place* consultation
- established the permanent, identified Director, Reframing the Relationship role to honour Queensland's commitment to a reframed relationship with First Nations peoples and meaningfully implement the Reframing the Relationship legislative requirements.

Improve our systems and processes and ensure our information is secure, protected and trusted

Digital uplift to our service

We focus on improving our systems and processes, ensuring our information is secure, protected and trusted while planning effectively for future investments. In 2023–24, we:

- provided insights and recommendations to the ELT Governance Committee on adoption of new digital capability to transform our services, improve the way we do business and boost productivity
- supported the department's governance of digital and ICT investment and direction-setting through:
 - managing digital and ICT guardrails for the department (ICT and information management policies and standards, advice, enterprise strategy and architecture)
 - maintaining the Digital Projects Dashboard
 - providing advice on investment decisions, emerging technology, future vision and innovation
 - supporting digital/ICT risk and business continuity management
- established a Service Modernisation Program which will uplift and modernise the way the department interacts with its housing customers via in-person, phone and online services
- conducted human-centred service redesign of the flagship services, Rental Security Subsidy and Bond Loans products
- adopted a digital signature capability for high volume customer workflows to streamline approval processes and provide quicker access to services.

Grow our services and relationships to meet future demands

We continue to grow our services and strengthen our relationships, ensuring we are well prepared for evolving and emerging needs. In 2023–24, we:

- continued to evolve a records management transformation function to provide departmental strategic direction and records management capability uplift
- continued to uplift the department's information security management, including elevating governance maturity and staff awareness
- deployed Starlink Low Earth Orbit satellite capability to prioritised remote and regional Housing Service Centres and one regional service vehicle providing services to remote communities hundreds of kilometres from regional towns with little to no internet access
- prioritised services for redesign that support vulnerable cohorts.

Information systems and record keeping

The department complies with the *Public Records Act 2002*, the *Public Sector Act 2022* and the *Queensland State Archives (QSA) Records Governance Policy* through promoting a positive, innovative and collaborative recordkeeping culture. The department has a comprehensive record management framework and has adopted the *QSA records governance policy* to ensure complete and reliable records are created to support our activities and provide transparency for business decisions and actions.

We retain records in accordance with approved administrative and core business retention and disposal schedules. The department continues to increase digital recordkeeping maturity with records captured in an electronic document and records management system (eDRMS) as well as other business information systems and platforms, to provide secure, effective, and efficient management of records.

The department continues to reduce its paper-based footprint by embracing electronic business processes, sending and receiving electronic records and utilising electronic capabilities within the eDRMS and other electronic platforms.

No serious breaches of records keeping systems occurred in 2023–24.

The department has continued to demonstrate a commitment to achieving compliance with respect to record keeping practices by:

- continuing to digitise paper records, removing on premise document storage and enabling increased record accessibility
- continuing to deliver the records management transformation function to provide departmental strategic direction and records management capability uplift, with a particular focus on improved digital records management capability
- continuing the transfer of permanent departmental records to QSA. A total of 162 items were transferred including significant publications, core policies, agreements and loan security registers. Transferring records, that have enduring value to Queenslanders to QSA ensures they are available for present and future generations
- providing records management advice and guidance by appropriately skilled staff, with annual mandatory training modules for all staff.

Information security attestation

The department is awaiting finalisation of the attestation process. The assurance reporting, Information Security Management System governance documentation and policy framework will provide the required evidence for this year's annual return. This information will be endorsed by divisional heads and provided to the Director-General for attestation and progressed to the Queensland Government Chief Information Security Officer. This process will be finalised by 30 September 2024.

Looking forward

In 2024–25, we will continue to integrate our business and empower our people by:

- enhancing connectivity across regional and remote workspaces for our people. By installing satellite-based communications technology at 12 fixed sites, we are ensuring robust and reliable internet access in areas where it was previously limited. We allocated five additional Rapid Deployment Kits which can be deployed anywhere across the state to support disaster response activities or in temporary workplaces that lack traditional internet connectivity. We provided 32 vehicle-mounted satellite-based communication kits designed to significantly improve connectivity for personnel operating in the most remote areas of Queensland and enable them to remain connected while travelling throughout the state
- enhancing our risk management system and building capability across the department
- continuing to enhance our security awareness training by implementing physical security assessments and social engineering awareness
- continuing to enhance the department's data and analytics capability through implementing of the *Data and Insights Strategy*
- introducing an automated case management and reporting system for employee conduct and performance matters
- implementing a modern telephony platform to unify the phone channel across the state
- deploying Starlink Low Earth Orbit satellite capability to remaining identified remote and regional departmental locations and vehicles
- providing our customers with easier access to services by implementing an intuitive online portal that they can use to check eligibility, authenticate identity, and apply for services digitally
- releasing an online application form for Rental Security Subsidy.

Services overview (including performance information)

The service areas for the Department of Housing, Local Government, Planning and Public Works, as listed in the 2023–24 SDS, are:

- Housing and Homelessness Services
- Local Government governance support and administration of funding programs
- Office of the Independent Assessor
- Better planning for Queensland
- Building and government accommodation services
- QBuild.

The service areas contribute to the Queensland Government's objectives for the community—*Good jobs, Better services, and Great lifestyle*.

We track our performance through a range of service standards, as published in the SDS.



Refer 2023–24 Service Delivery Statements for more information:

<https://www.treasury.qld.gov.au/resource/state-budget-2023-24/>

Housing and Homelessness Services

Objective: Benefit Queenslanders and their communities by providing housing and homelessness services that are responsive, integrated and accessible, and enrich the lives of Queenslanders

Service standards are provided for two service types:

- Housing
- Homelessness

Housing and Homelessness Services	Notes	2023–24 Target/Est	2023–24 Actual
Service: Housing			
Service standards			
<i>Effectiveness measures</i>			
Level of overall client satisfaction			
Public Housing	1, 2	86%	79.5%
Community Housing	1, 3	81%	82.4%
Percentage of new households assisted into government-owned and managed social rental housing who were in very high or high need	4	95%	99.9%
Average wait time to allocation for assistance (months) with government-owned and managed social rental housing for clients in very high or high need	5	12	21.2
Percentage of department-owned social rental housing dwellings in acceptable condition		95%	98.9%
Proportion of total new households assisted to access rental accommodation who moved into the private rental market		86%	88%
Proportion of newly constructed social housing dwellings meeting the Livable Housing Design guidelines gold or platinum standards		50%	48.3%
Percentage of under-occupied government-owned and managed social rental housing		15%	14.8%
Proportion of government-owned social rental housing stock matched to greatest demand		54%	56.6%
<i>Efficiency measure</i>			
Average tenancy and property management administration cost per households assisted with social rental housing		\$1,523	\$1,529

Housing and Homelessness Services	Notes	2023–24 Target/Est	2023–24 Actual
Service: Homelessness			
Service standards			
<i>Effectiveness measures</i>			
Percentage of clients who were homeless or at risk of homelessness needing assistance to obtain or maintain independent housing and achieved this outcome after receiving support	1, 6	65%	58.4%
Percentage of clients at risk of homelessness who avoided homelessness after receiving support	1	80%	79.5%
<i>Efficiency measure</i>			
Recurrent cost per client accessing homelessness services	1, 7	\$4,210	\$4,721

Notes:

1. Results for this annual measure are sourced from the *Report on Government Services*, last published in January 2024, and reflect the latest available data from the 2022–23 period.
2. The variance between the 2023–24 target/estimate and the 2023–24 actual reflects customer perceptions at a point in time when completing the survey. Queensland continues to have the highest rate in client satisfaction compared to other jurisdictions with a result above the national average of 66.7 per cent.
3. The variance between the 2023–24 target/estimate and the 2023–24 actual is a positive result. Queensland has the second highest rate in client satisfaction compared to other jurisdictions with a result above the national average of 74.5 per cent.
4. The variance between the 2023–24 target/estimate and the 2023–24 actual is due to increased social housing support being provided to targeted vulnerable cohorts, for example people who are homeless or at risk of homelessness or experiencing domestic and family violence. The department's priority is the safety and wellbeing of Queenslanders, with a focus on those most vulnerable in the community.
5. The variance between the 2023–24 target/estimate and the 2023–24 actual is due to a number of factors including a reduction in the turnover of social housing resulting in a decrease in new allocations, the tightening of the private rental market due to rental and house sale prices, ongoing increases in the cost-of-living affecting the building and construction industry, and high rates of migration.
6. The variance between the 2023–24 target/estimate, and the 2023–24 actual is due to the cumulative impacts of ongoing tight housing market conditions on sustainable housing outcomes for clients. Market factors include high current housing costs and the high levels of population growth from interstate and overseas migration. These conditions have reduced exit options for clients in short-term housing to long-term housing in the broader housing system. Conditions will continue to impact this measure while solutions from *Homes for Queenslanders* are being implemented.
7. The variance between the 2023–24 target/estimate and the 2023–24 actual is due to increased costs of service delivery and increased lengths of support for clients.

Local Government governance support and administration of funding programs

Objective: Stronger local governance in the local government system through capacity building and administration of funding programs

Service standards are provided for two service types:

- Administration of the local government system
- Administration of funding programs

Local Government governance support and administration of funding programs	Notes	2023–24 Target/Est	2023–24 Actual
Service: Administration of the local government system			
Service standards			
<i>Effectiveness measures</i>			
Level of satisfaction of local governments (Mayors and CEOs) with the effectiveness, timeliness and quality of advice, services and support provided by the department		85%	83%
<i>Efficiency measure</i>			
Cost of capacity building per local government		\$93,000	\$91,600
Service: Administration of funding programs			
Service standards			
<i>Effectiveness measures</i>			
Level of satisfaction of local governments (Mayors and CEOs) with the administration of local government funding programs		85%	85%
<i>Efficiency measure</i>			
Administration costs per \$1,000 of local government funding distributed	1	<\$6.50	\$15.91
Notes:			
1. The variance between the 2023–24 target/estimate and the 2023–24 actual is due to the full distribution of the Federal Assistance Grant (approximately \$565 million) being brought forward to 2022–23 at the request of the Commonwealth. At the time of setting the 2023–24 target/estimate, it was expected this funding would be distributed in 2023–24. The early distribution of the Federal Assistance Grant was an 80 per cent reduction (approximately) of the planned funding distribution for 2023–24 and impacts significantly on the efficiency calculations.			

Office of the Independent Assessor

Objective: Timely and efficient administration of the councillor feedback complaints framework

Office of the Independent Assessor	Notes	2023–24 Target/Est	2023–24 Actual
Service standards			
<i>Effectiveness measures</i>	1	90%	98%
Complaint clearance rate			
<i>Efficiency measure</i>			
Average cost per assessment of complaint	2	\$600	\$414
Average cost per investigation	3	\$4,500	\$6,340

Notes:

1. The variance between the 2023–24 target/estimate and 2023–24 actual is due to an increase in permanent funding, a reduction in complaints received compared to same period last year and the reassessment and dismissal of complaints due to amendments to the *Local Government Act* and 2024 local government elections.
2. The variance between the 2023–24 target/estimate and the 2023–24 actual resulted from a streamlined assessment process following passage of the *Local Government (Councillor Complaints) and Other Legislation Amendment Act 2023*.
3. The variance between the 2023–24 target/estimate and the 2023–24 actual resulted from a decrease in the number of investigations being undertaken by the Office of the Independent Assessor following passage of the *Local Government (Councillor Complaints) and Other Legislation Amendment Act 2023*. Those investigations proceeding are of a more complex nature and will require more resources to complete.

Better planning for Queensland

Objective: Drive an effective and efficient planning system underpinned by a responsive framework and accessible and transparent planning requirements

Better planning for Queensland	Notes	2023–24 Target/Est	2023–24 Actual
Service standards			
<i>Effectiveness measures</i>			
Level of stakeholder satisfaction with accessibility and transparency of the requirements of the planning system		75%	75%
<i>Efficiency measure</i>			
Average administrative costs per decision made by the State Assessment and Referral Agency		\$5,345	\$5,452

Building and government accommodation services

Objective: Deliver professional management of government infrastructure projects, that maximises opportunities for local businesses, as well as fit-for-purpose, well utilised and sustainable government office accommodation and employee housing

Building and government accommodation services	Notes	2023–24 Target/Est	2023–24 Actual
Service standards			
<i>Effectiveness measures</i>			
Return on investment:			
Commercial properties included in the office portfolio	1	≥6%	5.7%
Government employee housing	2	≥1.5%	0.55%
Vacancy rate:			
Office portfolio	3	≤3.5%	1.24%
Government employee housing	4	≤4%	1.52%
Percentage of government-owned employee housing with an acceptable facility condition index rating	5	≥90%	98.4%
Energy performance - percentage of occupied government office accommodation achieving a rating greater than or equal to 5 star under the National Australian Built Environmental Rating System	6	80%	72%
Work point density:			
Average		13.5m ² per person	13.42m ²
New fit out	7	12m ² per person	10.57m ²
Percentage of sub-contracts awarded to local companies	8	75%	99%
<i>Efficiency measure</i>			
New and refurbished office fit out - cost per square metre	9	≤ \$1,174/m ²	\$1,291/m ²

Notes:

1. The variance between the 2023–24 target/estimate and the 2023–24 actual is due to reduced income received for the portfolio resulting from vacancy including the owned building Gabba Towers, which was vacated for proposed redevelopment.
2. The variance between the 2023–24 target/estimate and the 2023–24 actual is a reflection on the department's increasing investment in government employee housing by constructing new dwellings, upgrading existing dwellings and renewing aged assets.
3. The positive variance between the 2023–24 target/estimate and the 2023–24 actual is due to backfilling existing vacancies in major leased buildings and government-owned buildings across the state.
4. The positive variance between the 2023–24 target/estimate and the 2023–24 actual is due to the continued high demand from agencies for government employee homes leading to a shortage of available stock to lease in regional and remote communities. Ongoing divestment of surplus properties where there is no demand also contributes to a lower vacancy rate.

Building and government accommodation services	Notes	2023–24 Target/Est	2023–24 Actual
5.	The positive variance between the 2023–24 target/estimate and the 2023–24 actual is due to investment into the Government Employee Housing portfolio and the department’s ability to maintain residences at an appropriate standard through ongoing maintenance and upgrade works.		
6.	The variance between the 2023–24 target/estimate and the 2023–24 actual is due to reduced building occupancy from continued flexible work arrangements. Energy is still required to maintain core building functions and a reduced occupancy level has resulted in a decrease of building performance as the calculation is based on occupancy, energy use and area.		
7.	The positive variance between the 2023–24 target/estimate and the 2023–24 actual is due to new fit outs achieving densities below the benchmark.		
8.	The positive variance between the 2023–24 target/estimate and the 2023–24 actual demonstrates the effectiveness of efforts to maximise opportunities for local businesses.		
9.	The variance between the 2023–24 target/estimate and the 2023–24 actual is due to the increasing costs to undertake fit out and construction works.		

QBuild

Objective: To support Queensland regional jobs and be the trusted building experts for Queensland government agencies, by providing statewide planning, building, maintenance and recovery services that utilise local suppliers and QBuild apprentices

QBuild	Notes	2023–24 Target/Est	2023–24 Actual
Service standards			
<i>Effectiveness measures</i>			
Overall customer satisfaction		70%	72%
Percentage of outsourced maintenance spend on QBuild's customers' facilities with Local Zone 1 suppliers (based on physical location of contractor's workplace)			
		80%	81.1%
Percentage of successful QBuild apprentice completions	1	60%	85%
<i>Efficiency measures</i>			
Total current assets over total current liabilities	2	2.01:1	1.68:1
Gross profit as a percentage of revenue generated from work delivered on behalf of QBuild customers	3	5.1%	8.5%
Net profit before tax and dividends as a percentage of sales	4	0%	3.25%

Notes:

1. The positive variance between 2023–24 target/estimate to 2023–24 actual is due to more apprenticeships being completed by staff than anticipated.
2. The variance between 2023–24 target/estimate and 2023–24 actual is mainly due to general movements in business operational activity.
3. The variance between 2023–24 target/estimate and 2023–24 actual is mainly due to the products and services delivered and the related gross profits achieved.
4. The variance between 2023–24 target/estimate and 2023–24 actual is mainly due to the increase in contribution from an increased volume of sales, partially offset by a net increase in overall administration costs.

Our governance

Our governance framework outlines the key practices that support good corporate governance ensuring that we comply with our legislative obligations and meet our strategic objectives while acting in accordance with our principles and values, providing confidence in the integrity of our work.

The framework describes our direction, decisions, roles, responsibilities, controls and obligations through a coordinated framework of structures, plans, frameworks, policies, procedures, practices and systems.

The governance principles that underpin our work are:

- integrity and impartiality
- accountability and transparency
- promoting the public good
- commitment to the system of government.

The framework supports the Director-General, as the accountable officer, to meet the requirements of the *Financial Accountability Act 2009*, the *Financial and Performance Management Standard 2019*, the *Public Sector Ethics Act 1994* and other legislative and accountability requirements.

Executive Leadership Team

The ELT comprises our Director-General and Deputy Directors-General in the department. Under the department's governance committee structure, the ELT ensures the effective discharging of legislative requirements and accountabilities and set the tone from the top for how this department operates.

Chair: Director-General

Members:

- Deputy Director-General, Social and Affordable Housing Growth
- Deputy Director-General, Housing and Homelessness Services
- Deputy Director-General, Policy, Performance and First Nations
- Deputy Director-General, Public Works
- Deputy Director-General, Planning
- Deputy Director-General, Local Government
- Deputy Director-General, Corporate Services

Our Executive Leadership Team as at 30 June 2024

Mark Cridland

Chair: Director-General

Bachelor of Commerce

Mark Cridland joined the Department of Housing as the Director-General in May 2023 and continues in this role for the Department of Housing, Local Government, Planning and Public Works. He is a highly experienced senior executive with over 30 years of proven leadership experience in large and complex government and private sector organisations.

Mark's passion and commitment to public service is driven through his view, based on real-world experience at the centre of government, that we can play a fundamental role in creating positive influence and outcomes for all Queenslanders.

Prior to this role, Mark was the Director-General in the Department of Resources (2022–2023) and the Associate Director-General of the Cabinet Office in the Department of the Premier and Cabinet (2021–2022). In this role, Mark was responsible for leading policy, intergovernmental relations, cabinet and parliamentary services, and the reform and delivery teams, and for providing high-level strategic policy advice to the Premier and Cabinet.

Mark also held the role of Deputy Director-General (Policy) in the Queensland Department of the Premier and Cabinet (2018–2021), responsible for providing strategic leadership on economic, social and environment policy and intergovernmental relations. Mark has also held senior roles in the private sector at KPMG Australia and in the senior executive service for the Queensland and New South Wales governments.

Sarah Amos

Member: Deputy Director-General, Social and Affordable Housing Growth

Bachelor of Economics, Bachelor of Arts, Graduate Certificate of International and Development Economics

Sarah is an experienced senior executive and public policy advisor with diverse professional experience built across more than 20 years working in and for governments across multiple jurisdictions.

Sarah leads the Social and Affordable Housing Growth division of the department, which includes the delivery of QuickStarts Qld and the \$2 billion Housing Investment Fund.

Sarah was formerly the Head of Commercial in Queensland Treasury and was responsible for overseeing Treasury's role in significant commercial and strategic transactions, including partnering with the private sector and advising on the state's infrastructure investment to support the future needs of Queenslanders.

Sarah's prior experience includes over a decade in consulting and several years at the Department of the Prime Minister and Cabinet, and the former Australian Department of Industry, Tourism and Resources in Canberra.

Angela Masson

Member: Deputy Director-General, Housing and Homeless Services

Bachelor of Laws, Bachelor of Justice, Graduate Diploma Legal Practice, Graduate Certificate Policy Analysis, Graduate Certificate Public Sector Management, Graduate & Member – Australian Institute of Company Directors, ANZSOG – Toward Strategic Leadership Graduate

Angela is an experienced senior executive and qualified lawyer, with a strong background in leadership within regulatory bodies and a proven track record in driving strategic outcomes. Angela is committed to enhancing operational frontline services that ensure effective delivery of housing and homelessness solutions across Queensland, as well as bringing a wealth of experience and dedication in service delivery to advance the welfare of our community.

Her career highlights include leading transformative programs that improve service accessibility and quality; navigating complex regulatory landscapes; leading large scale commercial ventures; and fostering collaborative partnerships across sectors. Angela is passionate about leveraging innovative solutions to address homelessness and the multiple service delivery models delivered by the department.

Angela's prior experience includes being the Chief Building Regulator and interim CEO and Commissioner at the Queensland Building and Construction Commission. She has also held Program Director, General Manager and Group Senior Manager positions across the Cross River Rail Project for Queensland Rail. Earlier in her career she also held roles at the Executive Director and General Manager level at the Department of Transport and Main Roads and worked as a Prosecutor for the Director of Public Prosecutions.

Danielle McAllister

Member: Deputy Director-General, Policy, Performance and First Nations

Bachelor of Arts (Drama), Bachelor of Education (Drama and English), Graduate Certificate in Public Sector Management

Danielle joined the department in February 2024 and has over 23 years of frontline and public policy experience. Danielle leads the Policy, Performance and First Nations division, ensuring a strategic approach to policy, intergovernmental relations, performance, reporting and legislation. The division regulates services for more than 850 service providers across residential services, residential parks (manufactured homes), retirement villages and community housing providers. In addition, the Policy, Performance and First Nations division delivers housing and service delivery focused on improving housing outcomes for First Nations peoples and communities.

Danielle has held a range of executive leadership roles in the Queensland Government including Deputy Director-General, Lands and Registrar of Titles in the Department of Resources; Executive Director, Economic Policy in the Department of the Premier and Cabinet; and Assistant Director-General and Executive Director, State Schools Operations in the Department of Education.

Graham Atkins, PSM

Member: Deputy Director-General, Public Works

Graham has vast experience in the building and construction industry, spanning a number of decades. Graham has contributed to the ELT in his role as Deputy Director-General since joining the department in July 2011.

In this role, Graham has led the state's primary building and construction service provider to deliver major projects, building maintenance and facility management services for client agencies and departments.

With offices across Queensland, including regional and remote communities, he has been strongly focused on developing an agile, flexible workforce while driving a 'customers first' culture.

In addition, Graham has worked collaboratively with industry stakeholders to deliver on key legislative reforms for the building industry.

Graham has held senior executive positions within other government departments, including Deputy Director-General of the Department of Education and Training, where he was responsible for infrastructure planning and delivery.

Tess Pickering

Member: Deputy Director-General, Planning

Bachelor of Regional and Town Planning (Hons), Bachelor of Laws

Tess is an experienced and energetic planner, passionate about delivering placed-based planning outcomes that make a real impact – shaping Queenslanders' lives now and for the future, including First Nations communities.

Tess embraces the big challenges with a focus on collaboration, taking inspiration from working alongside people with the confidence to push boundaries, contribute ideas and come up with solutions together.

After five years working for the Victorian Planning Authority, Tess has returned to Queensland committed to developing plans that promote diversity and inclusivity, while accommodating growth and our distinctly Queensland climate.

Since her return, Tess has overseen the delivery of *ShapingSEQ 2023*, a plan that aims to provide access to the types of homes that South East Queenslanders want, and where and when they want them.

Tess has a strong focus on leading the delivery of the Queensland Government's ambitious planning agenda with key partners and stakeholders. This includes a statewide regional planning program and responsibilities under the *Homes for Queenslanders* plan to 'build more homes, faster'.

Joshua Hannan

Member: Deputy Director-General, Local Government

Bachelor of Business (Organisational Communication), Bachelor of Arts (Media/Journalism), Master of Business Administration

Josh has more than 20 years' experience in the Queensland public sector and is especially passionate about delivering for regional communities.

Josh has a comprehensive and contemporary understanding of the strategic issues facing governments and has expertise in areas of infrastructure planning and delivery, local government relations and strategic policy.

As General Manager, Transport Strategy and Planning at the Department of Transport and Main Roads, Josh forged strong relationships with local governments across Queensland.

Josh's experience engaging with the local government sector through the Roads Alliance provides him with a deep appreciation of the challenges faced by councils, particularly with sustainability, which is the Local Government division's key priority.

Matthew Nye

Member: Deputy Director-General, Corporate Services

Bachelor of Business (Public Relations), Master of Business (Professional Accounting)

Matthew has over 30 years' experience in the Queensland Public Service, working in corporate services, shared services and service delivery roles.

Matthew is responsible for all corporate functions of the department, including finance, human resources, legal, integrity services, information technology, internal audit, communications, and governance.

Matthew has extensive experience and skills in business strategy, service delivery, planning and project delivery to lead organisations through transformational change.

Matthew has held senior leadership roles as:

- Deputy Director-General, Strategy and Corporate Services at the former Department of Communities, Housing and Digital Economy, and the Department of Communities, Disability Services and Seniors
- General Manager at Smart Service Queensland
- Executive Director, Finance Services at Queensland Shared Services.

Governance committees

The department's governance committee structure was revised in April 2024.

Four primary governance committees, referred to as Tier 1 committees, support the strategic and operational administration of the department. Four management sub-committees, referred to as Tier 2 committees, have oversight responsibilities of specific operations or services of the department and report to Tier 1 committees. At the reporting date, a further two sub-committees were in the process of being established to have oversight of departmental priorities. The committees, as per the approved governance committee structure, are described below.

Tier 1 committees

Executive Leadership Team Governance Committee

The monthly Executive Leadership Team Governance Committee (ELT-GC) is the department's principal governing body, responsible for the direction of the department, leadership and 'tone from the top', all aspects of performance, effective use of resources, promulgating vision and values, and advising and supporting the Director-General as the Accountable Officer. Membership comprises the ELT plus standing invitees.

Strategic Performance and Insights committee

The quarterly Strategic Performance and Insights Committee (SPIC) is the department's principal strategic body to oversee the department's performance to achieve objectives and optimise future performance, understand the changing demographic, social and economic conditions that impact how the department operates and delivers its services now and in the future. It guides innovation and influences future directions. Membership comprises the ELT plus standing invitees.

Housing Capital Investment Committee

The monthly Housing Capital Investment Committee oversees the strategy and prioritisation of the state's social and affordable housing capital investment program, including direct state delivery and investments in partnerships with community housing providers, local government and the private sector. This includes considering opportunities to accelerate and maximise delivery and address barriers. It monitors delivery and budget to ensure planned outcomes are congruent with the government's commitments and targets. Membership comprises the ELT plus standing invitees.

Audit and Risk Committee

The Audit and Risk Committee (ARC) supports the Director-General in the effective discharge of the responsibilities detailed in the *Financial Accountability Act 2009*, the *Financial and Performance Management Standard 2019* and other relevant legislation and prescribed requirements. In doing so, it provides independent comment, advice and counsel to the Director-General.

The function of the ARC is to ensure processes are in place to provide reasonable assurance to the Director-General that the department's core business goals and objectives are achieved in an efficient and economical manner, within an appropriate framework of governance, internal control, and risk management.

During the year, the ARC:

- endorsed the Strategic and Annual Internal Audit plans prior to approval by the Director-General, and monitored the ongoing delivery of these plans
- considered the Chief Finance Officer's Statement of Assurance and endorsed the Annual Financial Statements prior to sign-off by the Director-General
- considered and endorsed the information security annual return prior to sign-off by the Director-General
- reviewed and maintained oversight of financial and risk management to identify, monitor and manage significant risks, and noted fraud risks and actions taken by the department to manage these risks
- considered internal audit reports and monitored the implementation of recommendations
- considered Queensland Audit Office (QAO) briefing papers, management letters and performance audit reports, and monitored the implementation of relevant recommendations.

The ARC met on five occasions during the year. In line with the updated Queensland Treasury *Audit Committee Guidelines* published on 14 November 2023, membership was reviewed in December 2023 and revised to three external members. The membership composition and fees follow:

Name	Role	Remuneration
Chris Johnson	External Chair	\$7,800
Sue Ryan	External member	\$5,640
Karen Prentis	External member	\$7,560
Matthew Nye	Internal member (membership ceased December 2023)	N/A
Chantal Raine	Internal member (membership ceased December 2023)	N/A

Tier 2 committees

Finance Committee

The Finance Committee, chaired by the Chief Finance Officer, advises on the effective alignment and deployment of departmental resources, oversees the planning and monitoring of the department's budget, and considers budgetary implications, financial sustainability and all aspects of the budget cycle. This committee reports to the ELT-GC.

People and Culture Committee

The People and Culture Committee, chaired by the Chief Human Resource Officer, provides strategic support to the Director-General and ELT to build a culture that reflects the department's values through effective human resource strategies and programs. This committee reports to the ELT-GC.

Safety and Wellbeing Committee

The Safety and Wellbeing Committee, chaired by the Assistant Director-General, QBuild, focuses on employee safety and harm minimisation, physical and psychosocial hazards and risks, and mentally healthy workplaces. This committee reports to the ELT-GC.

Digital Information Governance Group

The Digital Information Governance Group, chaired by the Chief Digital Officer, leads an enterprise-wide approach, value creation, prioritisation of digital and technology capability and enhancement, direction on future investment, oversight of information security and privacy, and the department's cyber-readiness. This committee reports to the ELT-GC.

First Nations Committee

The First Nations Committee will provide oversight on departmental initiatives delivering enhanced outcomes for First Nations people through Closing the Gap, Path to Treaty, the Truth Telling and Healing Inquiry and service delivery reforms through *Our Place: A First Nations Housing and Homelessness Roadmap 2031*. This committee will report to the ELT-GC.

Housing Leadership Committee

The Housing Leadership Committee will be a service delivery-focused committee which, when established, will draw together the three housing divisions and QBuild to work together to ensure coherent housing service delivery across Queensland. This committee will report to the SPIC.

Risk management

Effective risk management supports the achievement of the department's objectives and helps improve service delivery, accountability and decision-making.

Following the MoG changes in December 2023, the department expanded to include the areas of Local Government, Planning and Public Works, with varying risk systems in place. Those systems and approaches to risk monitoring have remained in place as the department has worked to progress an integrated risk system to suit its altered operational environment in line with the requirements under the *Financial Management Act 2009* and *Financial and Performance Management Standard 2019*. A phased approach to achieving a single risk system has been approved.

To date, the department has:

- identified strategic risk themes and assigned executive ownership for establishing the risks
- updated the department's risk management policy including direction on the management of risk and key responsibilities for ensuring an effective and efficient risk management system
- drafted a new risk appetite statement (RAS) to provide broad guidance on the department's overall risk appetite and detailed guidance on the level of risk acceptable across risk categories. This helps demonstrate the department's willingness to take on greater uncertainty in exchange for the potential for greater opportunities and empowering areas to take a calculated risk. The new RAS will be in place in July 2024
- consulted on a revised Enterprise Risk Management Framework based on international standard AS/NZS ISO 31000:2018. The framework is a fundamental part of the department's integrated governance activities and is a critical feature of strategic and operational planning, service delivery, management, and decision-making processes. It also helps protect the department against fraud and corruption and to safeguard the safety and wellbeing of our employees
- monitored divisional risks to ensure appropriate controls and treatments are in place and reported to the ELT and the Audit and Risk Committee on the management of identified high risks.

Integrity services

The department's ISU promotes, encourages and supports an ethical and accountable culture within the department and is a key integrity assurance measure.

ISU oversees integrity-related functions within the department. This is to ensure a more coordinated approach to prevent, detect and respond to serious wrongdoing in the department.

ISU assesses and deals with suspected corrupt conduct complaints and Public Interest Disclosures (PIDs). ISU also provides expert and high-level advice about:

- suspected fraud and corruption
- conflicts of interest
- contact with lobbyists
- human rights
- customer complaints
- other integrity-related matters.

During 2023–24, ISU took proactive steps to support an ethical and accountable culture within the department. In particular, ISU:

- reviewed and updated integrity-related policies and procedures
- implemented a new customer complaint management framework
- presented to the department's ELT on integrity-related matters (including conflicts of interest and contact with registered lobbyists)
- liaised with the Office of the Queensland Integrity Commissioner in relation to amendments to the lobbying regulations
- provided guidance and training to staff on conflicts of interest and other integrity-related matters
- facilitated communications to staff about ethical decision-making and obligations under the *Code of Conduct for the Queensland Public Service*
- where appropriate, investigated matters involving suspected corrupt conduct and PIDs
- promoted integrity-related initiatives, such as International Fraud Awareness Week and International Anti-Corruption Day.

Internal audit

Internal Audit provides independent assurance to the Director-General, senior management, and the Audit and Risk Committee on whether the department's financial and operational controls are designed to manage the department's risks and are operating in an efficient and effective manner.

Internal Audit provides risk-based, value-adding services which include assurance, advisory and support activities in accordance with its charter and annual audit plan approved by the Director-General. The planning processes for the annual audit plan and every internal audit includes consultation with various stakeholders, including coordination with the QAO to obtain satisfactory audit coverage of risks.

During the year, Internal Audit:

- completed six internal audit reviews and five management requests
- followed up on open internal audit and QAO recommendations to ensure remedial actions are undertaken and sustainably implemented
- provided independent advice and real time assurance on key projects, initiatives and governance committees.

External scrutiny

In 2023–24, the department participated in the following reviews:

- The independent review of the Homelessness Response in Queensland which examined the state's approach to homelessness, including both the government's responses and broader systemic factors influencing the incidence of homelessness. The review aims to identify opportunities for enhanced outcomes for individuals at risk of or experiencing homelessness through system and service reforms. The department has been an active contributor to the review, providing detailed data and information to help inform demand and investment mapping which will be used to identify trends, gaps and areas for improvements in the response to homelessness.
- In June 2024, three consultants were engaged to form an expert panel to investigate and formulate policy response options to address critical issues for the trust account framework arising from recent building industry insolvencies.

The following QAO reports included findings and recommendations applicable to the department:

- *Report 2: Improving asset management in local government*
Four recommendations were raised for the department and are in the process of being implemented.
- *Report 8: Local Government 2023*
Four recommendations were raised for the department and are in the process of being implemented.
- *Report 11: State Entities 2023*
No specific recommendations were raised for the department. Two recommendations were addressed to all departments. One recommendation has been implemented and the other is in the process of being implemented.
- *Report 12: Responding to and recovering from cyber attacks*
One recommendation raised specific to the department has been implemented. Six recommendations were addressed to all departments and are in the process of being implemented.

These reports can be accessed at: <https://www.qao.qld.gov.au/reports-resources/reports-parliament>

The department responds to recommendations made by coroners in findings of inquests.

- In 2023, the former Department of Energy and Public Works (DEPW) participated in an inquest in relation to the Lockhart River plane crash. The Inquest concerned a chartered plane crash in 2020 where five people died when the plane was attempting to land at Lockhart River, QLD, including DEPW employees and a contractor. Whilst the Coroner did not make any recommendations directed to DEPW, she did identify an opportunity for government to review minimum safety requirements for private charter flights procured for employees in the conduct of their business, and the possible requirement that employees travel only in aircraft fitted with terrain awareness warning systems.
- Following the crash, DEPW amended its travel policies and procedures. The Procurement division within the Department of Energy and Climate is considering whole-of-government procurement arrangements for air charter services in light of the Coroner's comments.

Whole-of-government plans and specific initiatives

The department has a number of whole-of-government and specific purpose plans including:

- *Business Continuity Plan*
- *Disability Service Plan 2022–25*
- *Equity and Diversity Plan*
- *Fraud and corruption control plan*
- *Homes for Queenslanders*

- *Our Place: A First Nations Housing and Homelessness Roadmap to 2031 (Our Place Roadmap) and Action Plan 2024–2027*
- *Procurement Plan 2021–25*
- *Queensland Building Plan update 2021*
- *Queensland Government Building Policy Framework*
- *Queensland Multicultural Action Plan 2022–2023 to 2023–2024*
- *Queensland Procurement Policy 2023*
- *Queensland Procurement Strategy 2023–Jobs, Economy, Legacy and Confidence*
- *Partnering for inclusive housing with Queenslanders with disability 2024–2027* and the companion document *Our co-design journey: what ‘home’ means to people with disability*
- *Reframing the Relationship Plan 2023–2024*
- *Strategic Internal Audit Plan 2023–24*
- *Towards ending homelessness for young Queenslanders 2022–2027*

Regional plans

- *Cape York Regional Plan 2014*
- *Central Queensland Regional Plan 2013*
- *Central West Regional Plan 2009*
- *Darling Downs Regional Plan 2013*
- *Far North Queensland Regional Plan 2009*
- *Gulf Regional Development Plan 2000 (non-statutory)*
- *Mackay, Isaac and Whitsunday Regional Plan 2012*
- *Maranoa-Balonne Regional Plan 2009*
- *North Queensland Regional Plan 2020*
- *North West Regional Plan 2010)*
- *ShapingSEQ 2023*
- *South West Regional Plan 2009*
- *Wide Bay Burnett Regional Plan 2023*

National agreements and national partnership agreements

To support progress of Queensland's national commitments, during 2023–24 we:

- assisted Queensland's participation in the Housing and Homelessness Ministerial Council meetings on 20 November 2023, 23 February, 25 March and 31 May 2024 to drive the following priorities:
 - negotiating a new National Agreement on Social Housing and Homelessness, to commence 1 July 2024 that has secured \$1,856 million over five years to support the social housing and homelessness systems in Queensland
 - negotiation of the Housing Support Program Priority Works Stream of \$199.2 million, with up to 25 per cent of funding able to be spent on social housing and the remaining 75 per cent of funding to be spent on enabling infrastructure
 - continuing to develop a National Housing and Homelessness Plan
 - increasing social and affordable housing supply, including through a nationally consistent definition of affordable housing
 - data sharing and improvement.
- implementing A Better Deal for Renters to harmonise and strengthen renters' rights
- worked collaboratively with the Australian Government and other state and territory governments to deliver national housing and homelessness outcomes and priorities, including:
 - Social Housing Accelerator funding of \$398.3 million
 - the *Help to Buy (Commonwealth Powers) Act 2024* to provide the constitutional basis for the Commonwealth's Help to Buy scheme to be established and operate in Queensland.

In 2023–24, the following activities occurred to progress Queensland's national commitments:

- Three meetings of the Building Ministers' Meeting, comprising the Australian Government and state and territory government ministers with responsibility for building and construction, which oversees policy and regulatory issues impacting Australia's building and construction industries. Key priorities in 2023–24 included addressing Australia's housing supply shortfall by promoting the growth of prefabricated and modular housing, acknowledging the importance of decarbonising the building sector in achieving the emissions reductions and net zero targets, and considering the next edition of the National Construction Code 2025.
- Two meetings of the Local Government Ministers' Forum, chaired by the Federal Minister for Regional Development, Local Government and Territories. The forum consists of representatives from each state and territory along with a representative from the Australian Local Government Association with the aim of advancing inter-governmental cooperation on issues affecting local governments across Australia.
- Two Planning Ministers' Meetings, chaired by the Federal Minister for Infrastructure, Transport, Regional Development and Local Government. These meetings consist of representatives from each state and territory, Commonwealth Ministers with an interest in planning matters, and a representative from the Australian Local Government Association to discuss and progress nationally significant planning matters.

Appendices

Appendix 1 – Statutory bodies

The following statutory bodies and authorities prepare separate annual reports that are provided to the Minister for Housing, Local Government and Planning and Minister for Public Works.

Name of body as described in the constituting Act	Constituting Act	Annual reporting arrangements
Board of Architects of Queensland	<i>Architects Act 2002</i>	Annual report to Parliament
Board of Professional Engineers of Queensland	<i>Professional Engineers Act 2002</i>	Annual report to Parliament
Office of the Independent Assessor	<i>Local Government Act 2009</i>	Annual report to Parliament
Queensland Building and Construction Commission	<i>Queensland Building and Construction Commission Act 1991</i>	Annual report to Parliament
Residential Tenancies Authority	<i>Residential Tenancies and Rooming Accommodation Act 2008</i>	Annual report to Parliament

Appendix 2 – Government bodies, boards and committees

The following bodies, boards and committees were active during 2023–24 with reporting arrangements to the department. Additional information on government bodies is available on the department’s website, www.housing.qld.gov.au/news-publications/annual-report.

Brisbane Housing Company Ltd

Brisbane Housing Company Ltd is a not-for-profit organisation that delivers and manages affordable housing and mixed tenure developments that incorporate elements of social housing, National Rental Affordability Scheme, and market for sale product, retail and commercial space.

Brisbane Housing Company Ltd provides quarterly unaudited management accounts, and an annual audited balance sheet and profit and loss account to the department.

Councillor Conduct Tribunal

The Tribunal is established under section 150DK of the *Local Government Act 2009*. Its functions are:

- conducting hearings of applications made by the independent assessor and deciding what action the tribunal will take under section 150AR of the Act to discipline the councillor or take no action against the councillor
- any function given to the Tribunal under the Act, or any other related function as directed in writing by the Minister.

Membership: the Tribunal comprises a president and a pool of casual members. Tribunal members must have extensive knowledge of, and experience in, any of the following: local government, investigations, law, public administration or public sector ethics.

Development Tribunal

The Development Tribunals are established under chapter 6 of the *Planning Act 2016* and provide an accessible, affordable and timely service for Queenslanders and statutory agencies wishing to appeal a range of building-, planning- and plumbing-related decisions made by local governments, private certifiers and other bodies across Queensland. From 113 referees appointed by the Chief Executive, each Tribunal for an appeal will be comprised of between one and five members.

Local Government Change Commission

The Local Government Change Commission is established to assess whether a proposed local government change is in the public interest, for example, a change to the boundaries of a local government area, the number of councillors for a local government, or the name of a local government area. The Change Commission is made up of the Electoral Commissioner or any combination of the Electoral Commissioner, Deputy Electoral Commissioner, Casual Commissioners (appointed by the Governor in Council). The Electoral Commissioner can choose any or all of the Casual Commissioners to help assess a particular change proposal. Details of the Local Government Change Commission are reported in the Electoral Commission of Queensland’s Annual Report.

Local Government Grants Commission

The Commission’s function is to make recommendations to the Minister concerning the allocation of the Commonwealth Financial Assistance Grants to the Local Governing Bodies in Queensland.

Local Government Remuneration Commission

The Commission is established under section 176 of the *Local Government Act 2009* to undertake functions relating to the remuneration of local government councillors. The functions of the Commission, as stipulated by the Act (section 177) are:

- to establish the categories of local governments
- to decide the category to which each local government belongs
- to decide the maximum amount of remuneration payable to the councillors in each of the categories
- to consider and make recommendations to the Minister about matters relating to councillor advisors
- any another function related to the remuneration of councillors directed, in writing, by the Minister.

Queensland Housing Supply Expert Panel

The Queensland Housing Supply Expert Panel provides independent expert advice and guidance to Government on housing and land supply, affordability and diversity across Queensland.

Queensland Urban Design and Places Panel

The panel is a non-statutory advisory body established to provide specific and general advice to the Queensland Government on urban design, planning, architecture, landscape architecture, sustainability, other built environment issues and urban policy development. This will be in relation to major property development and urban infrastructure projects in Queensland, state government buildings and infrastructure projects.

Service Trades Council

The Service Trades Council is made up of representatives from 11 member organisations/departments. The primary functions of the Service Trades Council include:

- conferring on national policy development and implementation for the plumbing and drainage trades
- reporting to the Minister on any issues relating to plumbing and drainage
- assisting the Commissioner, Queensland Building and Construction Commission, to perform licensing functions by forming a committee to provide expert advice on complex licensing matters
- providing an internal review process for disciplinary decisions of the Queensland Building and Construction Commission.

Appendix 3 – Glossary

AP	Accommodation Package	LHAP	Local Housing Action Plans
ARC	Audit and Risk Committee	MIDs	Ministerial Infrastructure Designations
ATSIHQ	Aboriginal and Torres Strait Islander Housing Queensland	MMC	Modern Methods of Construction
DEI	Diversity, Equity, and Inclusion	MoG	Machinery-of-Government
DEPW	Department of Energy and Public Works	PIDs	Public Interest Disclosures
DFV	Domestic and Family Violence	QAO	Queensland Audit Office
DTMR	Department of Transport and Main Roads	QSA	Queensland State Archives
eDRMS	Electronic Document and Records Management System	RAAC	Rapid Accommodation and Apprenticeship Centres
ELT	Executive Leadership Team	RAS	Risk Appetite Statement
FTE	Full-time equivalent	RHF	Resilient Homes Fund
HIF	Housing Investment Fund	SDS	Service Delivery Statements
ICT	Information and communications technology	SEQ	South East Queensland
IIDF	Incentivising Infill Development Fund	SFD	State Facilitated Development
ISU	Integrity Services Unit	SPIC	Strategic Performance and Insights Committee
LGBTIQA+	Lesbian, Gay, Bisexual, Trans, Intersex, Queer, Asexual and minority gender identities and sexualities not explicitly included in the term LGBTIQA	WfQ	Working for Queensland survey
		WHS	Workplace Health and Safety

Appendix 4 – Compliance checklist

Summary of requirement		Basis for requirement	Annual report reference
Letter of compliance	<ul style="list-style-type: none"> • A letter of compliance from the accountable officer or statutory body to the relevant Minister/s 	ARRs – section 7	4
Accessibility	<ul style="list-style-type: none"> • Table of contents 	ARRs – section 9.1	2-3
	<ul style="list-style-type: none"> • Glossary 		67
	<ul style="list-style-type: none"> • Public availability 	ARRs – section 9.2	5
	<ul style="list-style-type: none"> • Interpreter service statement 	Queensland Government Language Services Policy ARRs – section 9.3	5
	<ul style="list-style-type: none"> • Copyright notice 	Copyright Act 1968 ARRs – section 9.4	5
	<ul style="list-style-type: none"> • Information Licensing 	QGEA – Information Licensing ARRs – section 9.5	5
General information	<ul style="list-style-type: none"> • Introductory Information 	ARRs – section 10	6-7
Non-financial performance	<ul style="list-style-type: none"> • Government’s objectives for the community and whole-of-government plans/specific initiatives 	ARRs – section 11.1	8, 61-62
	<ul style="list-style-type: none"> • Agency objectives and performance indicators 	ARRs – section 11.2	12-44, 45-53
	<ul style="list-style-type: none"> • Agency service areas and service standards 	ARRs – section 11.3	45-53
Financial performance	<ul style="list-style-type: none"> • Summary of financial performance 	ARRs – section 12.1	71-74
Governance – management and structure	<ul style="list-style-type: none"> • Organisational structure 	ARRs – section 13.1	10
	<ul style="list-style-type: none"> • Executive management 	ARRs – section 13.2	54-59
	<ul style="list-style-type: none"> • Government bodies (statutory bodies and other entities) 	ARRs – section 13.3	65-66
	<ul style="list-style-type: none"> • Public Sector Ethics 	Public Sector Ethics Act 1994 ARRs – section 13.4	41
	<ul style="list-style-type: none"> • Human Rights 	Human Rights Act 2019 ARRs – section 13.5	41-42
	<ul style="list-style-type: none"> • Queensland public service values 	ARRs – section 13.6	9
Governance – risk management and accountability	<ul style="list-style-type: none"> • Risk management 	ARRs – section 14.1	59
	<ul style="list-style-type: none"> • Audit committee 	ARRs – section 14.2	58
	<ul style="list-style-type: none"> • Internal audit 	ARRs – section 14.3	60
	<ul style="list-style-type: none"> • External scrutiny 	ARRs – section 14.4	61
	<ul style="list-style-type: none"> • Information systems and recordkeeping 	ARRs – section 14.5	43-44
	<ul style="list-style-type: none"> • Information Security attestation 	ARRs – section 14.6	44
		<ul style="list-style-type: none"> • Strategic workforce planning and performance 	ARRs – section 15.1

Summary of requirement		Basis for requirement	Annual report reference
Governance – human resources	<ul style="list-style-type: none"> • Early retirement, redundancy and retrenchment 	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	40
Open Data	<ul style="list-style-type: none"> • Statement advising publication of information 	ARRs – section 16	5
	<ul style="list-style-type: none"> • Consultancies 	ARRs – section 31.1	data.qld.gov.au
	<ul style="list-style-type: none"> • Overseas travel 	ARRs – section 31.2	data.qld.gov.au
	<ul style="list-style-type: none"> • Queensland Language Services Policy 	ARRs – section 31.3	data.qld.gov.au
Financial statements	<ul style="list-style-type: none"> • Certification of financial statements 	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	Financial Statement, 53
	<ul style="list-style-type: none"> • Independent Auditor's Report 	FAA – section 62 FPMS – section 46 ARRs – section 17.2	Financial Statement, 54-58

FAA: *Financial Accountability Act 2009*

FPMS: *Financial and Performance Management Standard 2019*

ARRs: Annual report requirements for Queensland Government agencies

Financial statements 2023–2024

for the financial year ended 30 June 2024

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Financial summary

Impact of the 2023–24 machinery-of-government change

As a result of the Public Service Departmental Arrangement Notice (No. 5) 2023, the former Department of Housing was renamed to the Department of Housing, Local Government, Planning and Public Works (the department).

Pursuant to section 80 of the *Financial Accountability Act 2009*, for financial reporting purposes the effective date of the transfer is 1 January 2024. From 1 January 2024 transactions from the functions that have transferred in (Local Government and Planning, Public Works and QBuild) are reported as part of the reporting entity.

For the purposes of the department's financial statements, transactions from 1 July 2023 through to 31 December 2023 relate only to the Housing function. Transactions from functions that transferred in at 1 January 2024, that relate to the period 1 July 2023 through to 31 December 2023, are reported in the financial statements of the departments they transferred from. In addition, comparators for 2022–23 are not available in this annual report but are available in the 2022–23 annual report of department they transferred from:

- Local Government and Planning ([Department of State Development, Infrastructure, Local Government and Planning](#))
- Public Works and QBuild ([Department of Energy and Public Works](#)).

From 1 January 2024 through to 30 June 2024 the transactions reported in the departments financial statements include the functions that transferred in, along with the Housing function:

- Local Government and Planning
- Public Works
- QBuild (a commercialised business unit).

Summary of financial performance

The following table summarises the operating result and financial position for the Department of Housing, Local Government, Planning and Public Works, including QBuild, for 2023–24 and the Department of Housing for 2022–23:

Summary of financial results for 2023–24:

	2023–24	2022–23
	\$'000	\$'000
Statement of Comprehensive Income		
Total income	2,876,031	2,107,526
Total expenses	3,008,873	2,207,234
Income tax benefit/(expense)	(9,414)	-
Total other comprehensive income	1,845,026	2,070,467
Total comprehensive income	1,702,770	1,970,759
Balance Sheet		
Total assets	29,280,295	21,251,365
Total liabilities	2,909,430	606,029
Net assets/equity	26,370,865	20,645,336

Income

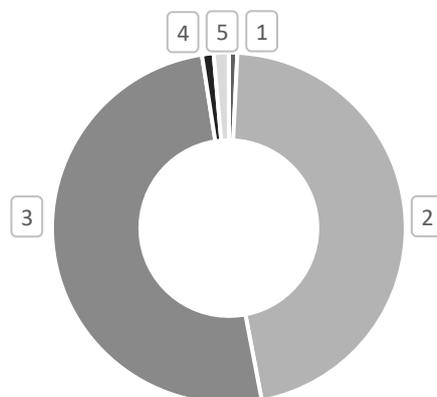
In 2023–24 total income was \$2,876 million. Income primarily relates to State Government appropriation revenue which was \$1,454 million (50.54%), and user charges and fees which was \$1,330 million (46.24%). Income increased by \$769 million (36.46%) compared to 2022–23 with the main drivers relating to:

- revenue from user charges and fees increased by \$601 million, primarily related to QBuild (\$868 million) and Building and Government Accommodation Services (\$379 million) which transferred in on 1 January 2024. This was mostly offset by inter-agency eliminations (\$266 million) and functions that transferred out on 31 May 2023 and were therefore not reported in 2023–24.
- appropriation revenue from State Government increased by \$201 million. This was mainly due to Housing and Homelessness Services which received an additional \$480 million investment to address key housing pressures and homelessness services. This is partly offset by functions that have transferred out of the department in 2022–23 and are therefore not reported in 2023–24. These include Arts Queensland (\$126 million), Community Services (\$156 million), and Customer and Digital Services (\$135 million).

The breakdown of income for 2023–24 is as follows:

Income

1. Gains on disposal/remeasurement of assets \$22.2 million (0.77%)
2. User charges and fees \$1,330 million (46.24%)
3. Appropriation revenue \$1,453.6 million (50.54%)
4. Grants and other contributions \$30.6 million (1.06%)
5. Other revenue \$39.6 million (1.38%)



Revenue and expenses by major departmental services and the Commercialised Business Unit do not include internal departmental transaction eliminations which are eliminated in the Statement of Comprehensive Income and Balance Sheet.

Expenses

In 2023–24 total expenditure was \$3,009 million. Most of this expenditure related to supplies and services of \$1,622 million (53.91%), grants and subsidies of \$545 million (18.11%), depreciation and amortisation on departmental assets of \$425 million (14.13%), and employee expenses of \$334 million (11.11%).

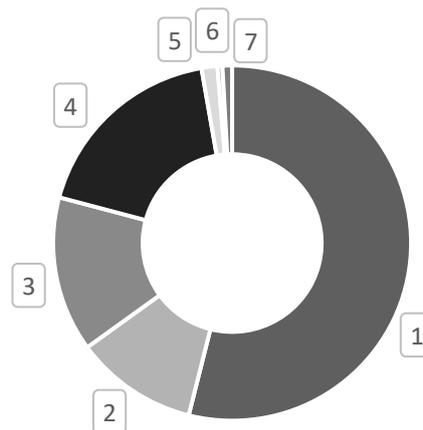
Expenses increased \$802 million compared to 2022–23 with the main drivers relating to:

- Supplies and services increased by \$405 million mainly as a result of QBuild which transferred in on 1 January 2024 and represents \$748 million of the increase, and Housing and Homelessness Services represents \$204 million of the increase. This was offset by functions that have transferred out.
- Grants and subsidies increased by \$230 million primarily due to Housing and Homelessness Services which has been provided additional funding to the Housing Investment Fund.
- Depreciation and amortisation increased by \$190 million, primarily the result of the Public Works function which transferred to the department on 1 January 2024 and relates mainly to depreciation associated with the Queensland Government Accommodation portfolio, and the Government Employee Housing portfolio and is offset by outgoing functions that have transferred out.

The breakdown of expenditure for 2023–24 is as follows:

Expenses

1. Supplies and services \$1,622.1 million (53.91%)
2. Employee expenses \$334.2 million (11.11%)
3. Depreciation and amortisation \$425.3 million (14.13%)
4. Grants and subsidies \$544.8 million (18.11%)
5. Finance/borrowing costs \$43.1 million (1.43%)
6. Impairment losses on loans and receivables \$13.3 million (0.44%)
7. Other expenses \$26.1 million (0.87%)



Summary of financial position

The department was in a positive financial position at 30 June 2024 with total equity (assets less liabilities) of \$26,371 million, an increase of \$5,726 million. The increase from 2022–23 was mainly due to:

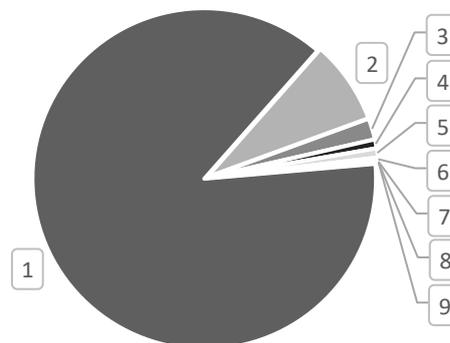
- Property, plant and equipment increased \$5,845 million. Most of this is attributable to the commercial and residential portfolios of Building and Government Accommodation Services that transferred in of \$3,762 million. The remainder relates to the Housing and Homelessness Services function which increased by \$2,078 million mainly as a result of the revaluation of land and buildings associated with the department's social housing portfolio.
- Right-of-use assets increased \$1,496 million mainly as a result of Building and Government Accommodation Services which transferred in and manages a portfolio of commercial accommodation leases for State Government entities.

The increases above were mainly offset by total lease liabilities which increased by \$1,800 million. This increase was primarily from the Building and Government Accommodation Services that transferred in.

The financial position of the department at 30 June 2024 was mainly comprised of:

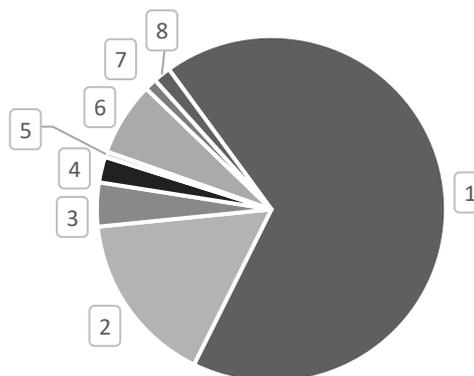
Assets

1. Property, plant and equipment \$25,725.1 million (87.86%)
2. Right-of-use assets \$2,320.5 million (7.93%)
3. Cash and cash equivalents \$586.3 million (2.00%)
4. Loans and other receivables \$245.3 million (0.84%)
5. Other financial assets \$252.2 (0.86%)
6. Contract asset \$96.7 million (0.33%)
7. Other assets \$33.2 million (0.11%)
8. Non-current assets classified as held for sale \$10 million (0.03%)
9. Intangible assets \$11 million (0.04%)



Liabilities

1. Lease liabilities, \$1,958.4 million (67.31%)
2. Payables, \$468.1 million (16.09%)
3. Queens Wharf deferred consideration, \$119.4 million (4.10%)
4. Unearned revenue, \$69.5 million (2.39%)
5. Accrued employee benefits, \$15.4 million (0.53%)
6. Borrowings, \$199.2 million (6.85%)
7. Provisions, \$32.7 million (1.12%)
8. Other liabilities, \$46.7 million (1.61%)



Events occurring after balance date

There were no significant events after balance date that could be expected to impact the reported operating results for the department for the year ended 30 June 2024.

STATEMENT BY THE CHIEF FINANCE OFFICER

In accordance with the requirements of the *Financial Accountability Act 2009*, the Chief Finance Officer has provided the Director-General with a statement confirming the financial internal controls of the department are operating efficiently, effectively and economically in conformance with Section 54 of the *Financial and Performance Management Standard 2019*. The statement was presented at the Audit Committee meeting in August 2024.

The Chief Finance Officer has fulfilled the minimum responsibilities as required by the *Financial Accountability Act 2009*.



Queensland Government

Department of **Housing, Local Government, Planning and Public Works**

Financial Statements

for the year ended

30 June 2024

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Department of Housing, Local Government, Planning and Public Works
Statement of Comprehensive Income
for the year ended 30 June 2024

	Note	2024 \$'000	2023* \$'000
Income			
User charges and fees	2.1	1,329,982	728,849
Appropriation revenue	2.2	1,453,643	1,252,495
Grants and other contributions		30,627	12,001
Other revenue	2.3	39,575	31,421
Total revenue		<u>2,853,827</u>	<u>2,024,766</u>
Gains on disposal/remeasurement of assets	2.4	22,204	82,760
Total income		<u>2,876,031</u>	<u>2,107,526</u>
Expenses			
Supplies and services	2.5	1,622,061	1,216,911
Depreciation and amortisation		425,293	235,589
Grants and subsidies	2.6	544,757	315,195
Employee expenses	2.7	334,171	389,482
Finance/borrowing costs		43,153	20,154
Impairment losses on loans and receivables	2.8	13,281	2,803
Other expenses	2.9	26,157	27,100
Total expenses		<u>3,008,873</u>	<u>2,207,234</u>
Operating result before income tax		<u>(132,842)</u>	<u>(99,708)</u>
Income tax (expense)		(9,414)	-
Operating result after income tax		(142,256)	(99,708)
OTHER COMPREHENSIVE INCOME			
Items that will not be reclassified to operating result			
Increase in asset revaluation surplus	3.1	1,845,026	2,070,467
Total other comprehensive income		<u>1,845,026</u>	<u>2,070,467</u>
Total comprehensive income		<u>1,702,770</u>	<u>1,970,759</u>

*The 2023 comparative figures relate to the published annual financial statements of the former Department of Housing. Comparative information has not been re-cast to reflect the transfer of activities as a result of machinery-of-government changes (refer to Note 1.5).

The accompanying notes form part of these financial statements.

Department of Housing, Local Government, Planning and Public Works
Balance Sheet
as at 30 June 2024

	Note	2024 \$'000	2023* \$'000
Current assets			
Cash and cash equivalents		586,308	185,059
Loans and receivables	3.3	162,102	73,762
Contract assets	3.5	96,667	-
Other financial assets	3.6	7,000	7,000
Other current assets	3.7	24,376	11,503
		<u>876,453</u>	<u>277,324</u>
Non-current assets classified as held for sale	3.8	9,981	1,215
Total current assets		<u>886,434</u>	<u>278,539</u>
Non-current assets			
Property, plant and equipment	3.1	25,725,093	19,879,650
Right-of-use assets	3.2	2,320,540	824,633
Other financial assets	3.6	245,229	230,411
Loans and receivables	3.3	83,196	28,437
Intangible assets		10,985	9,695
Other non-current assets	3.7	8,818	-
Total non-current assets		<u>28,393,861</u>	<u>20,972,826</u>
Total assets		<u>29,280,295</u>	<u>21,251,365</u>
Current liabilities			
Lease liabilities	3.2	411,149	5,652
Payables	3.9	468,065	196,846
Queen's Wharf deferred consideration	3.11	71,250	-
Unearned revenue	3.12	48,396	29,786
Borrowings	3.10	16,281	16,193
Provisions	3.13	23,117	251
Accrued employee benefits		15,386	5,122
Other current liabilities	3.14	45,166	-
Total current liabilities		<u>1,098,810</u>	<u>253,850</u>
Non-current liabilities			
Lease liabilities	3.2	1,547,260	152,938
Borrowings	3.10	182,960	199,241
Queen's Wharf deferred consideration	3.11	48,142	-
Unearned revenue	3.12	21,161	-
Provisions	3.13	9,568	-
Other non-current liabilities	3.14	1,529	-
Total non-current liabilities		<u>1,810,620</u>	<u>352,179</u>
Total liabilities		<u>2,909,430</u>	<u>606,029</u>
NET ASSETS		<u>26,370,865</u>	<u>20,645,336</u>
EQUITY			
Contributed equity	3.16	17,998,214	13,958,821
Asset revaluation surplus	3.1	8,820,605	6,975,579
Accumulated surplus/(deficit)		(447,954)	(289,064)
Total equity		<u>26,370,865</u>	<u>20,645,336</u>

*The 2023 comparative figures relate to the published annual financial statements of the former Department of Housing. Comparative information has not been re-cast to reflect the transfer of activities as a result of machinery-of-government changes (refer to Note 1.5).

The accompanying notes form part of these financial statements.

Department of Housing, Local Government, Planning and Public Works
Statement of Changes in Equity
for the year ended 30 June 2024

	Contributed equity (Note 3.16) \$'000	Asset revaluation surplus (Note 3.1(d)) \$'000	Accumulated surplus/(deficit) \$'000	Total \$'000
Balance as at 1 July 2022	15,040,531	5,205,561	(489,805)	19,756,287
Operating result	-	-	(99,708)	(99,708)
Other comprehensive income				
- Increase/(decrease) in asset revaluation surplus	-	2,070,467	-	2,070,467
- Transfer to accumulated surplus/(deficit) for asset class disposed	-	(300,449)	300,449	-
Total comprehensive income for the year	-	1,770,018	200,741	1,970,759
Transactions with owners as owners				
- Appropriated equity injections (Note 3.17)	419,313	-	-	419,313
- Appropriated equity withdrawals (Note 3.17)	(45,807)	-	-	(45,807)
- Non-appropriated equity adjustments	6,460	-	-	6,460
- Net transfers in/(out) from/(to) other Queensland Government entities	(1,461,676)	-	-	(1,461,676)
Net transactions with owners as owners	(1,081,710)	-	-	(1,081,710)
Balance as at 30 June 2023	13,958,821	6,975,579	(289,064)	20,645,336
Balance as at 1 July 2023	13,958,821	6,975,579	(289,064)	20,645,336
Operating result	-	-	(142,256)	(142,256)
Other comprehensive income				
- Increase/(decrease) in asset revaluation surplus	-	1,845,026	-	1,845,026
Total comprehensive income for the year	-	1,845,026	(142,256)	1,702,770
Transactions with owners as owners				
- Appropriated equity injections (Note 3.17)	815,215	-	-	815,215
- Appropriated equity withdrawals (Note 3.17)	(255,364)	-	-	(255,364)
- Non-appropriated equity adjustments	3,546	-	-	3,546
- Net transfers in/(out) from/(to) other Queensland Government entities	3,475,996	-	-	3,475,996
- Dividends paid or declared	-	-	(16,634)	(16,634)
Net transactions with owners as owners	4,039,393	-	(16,634)	4,022,759
Balance as at 30 June 2024	17,998,214	8,820,605	(447,954)	26,370,865

The accompanying notes form part of these financial statements.

Department of Housing, Local Government, Planning and Public Works
Statement of Cash Flows
for the year ended 30 June 2024

	2024	2023*
	\$'000	\$'000
CASH FLOWS FROM OPERATING ACTIVITIES		
<i>Inflows:</i>		
User charges and fees	1,334,435	721,677
Appropriation receipts	1,606,374	1,194,177
GST input tax credits received from the Australian Taxation Office	287,187	231,003
GST collected from customers	82,195	28,212
Grants and other contributions	58,660	12,729
Other	29,018	31,677
<i>Outflows:</i>		
Supplies and services	(1,541,307)	(1,199,018)
Grants and subsidies	(545,531)	(312,410)
Employee expenses	(326,022)	(389,394)
GST remitted to the Australian Taxation Office	(196,496)	(171,965)
GST paid to suppliers	(171,552)	(87,889)
Finance/borrowing costs	(43,153)	(20,136)
Taxation equivalents	(4,082)	-
Other	(28,873)	(25,900)
Net cash provided by (used in) operating activities	540,853	12,763
CASH FLOWS FROM INVESTING ACTIVITIES		
<i>Inflows:</i>		
Loans and advances redeemed	23,954	21,965
Sales of property, plant and equipment	21,507	17,624
Redemption of other financial assets	6,179	2,843
<i>Outflows:</i>		
Payments for property, plant and equipment	(609,783)	(387,956)
Loans and advances made	(31,350)	(25,030)
Payments for intangible assets	(2,264)	(2,626)
Net cash provided by (used in) investing activities	(591,757)	(373,180)
CASH FLOWS FROM FINANCING ACTIVITIES		
<i>Inflows:</i>		
Equity injections	829,549	428,248
Transfers from other government entities	-	6,000
<i>Outflows:</i>		
Payment of lease liabilities	(224,510)	(29,397)
Equity withdrawals	(254,166)	(76,862)
Borrowing redemptions	(16,193)	(16,119)
Dividends paid	(1,628)	-
Net cash provided by (used in) financing activities	333,052	311,870
Net increase (decrease) in cash and cash equivalents	282,148	(48,547)
Increase (decrease) in cash and cash equivalents from machinery-of-government changes (Note 1.5)	119,101	(124,300)
Cash and cash equivalents – opening balance	185,059	357,906
Cash and cash equivalents – closing balance	586,308	185,059

*The 2023 comparative figures relate to the published annual financial statements of the former Department of Housing. Comparative information has not been re-cast to reflect the transfer of activities as a result of machinery-of-government changes (refer to Note 1.5).

The accompanying notes form part of these financial statements.

Department of Housing, Local Government, Planning and Public Works
Notes to the Statement of Cash Flows
for the year ended 30 June 2024

2024
\$'000

2023
\$'000

Reconciliation of operating result to net cash from operating activities

Operating surplus/(deficit) before income tax	(132,842)	(99,708)
Less: income tax benefit/(expense)	(9,414)	-
	<u>(142,256)</u>	<u>(99,708)</u>
<i>Non-cash items:</i>		
Depreciation and amortisation expense	425,293	235,589
Donated assets and services expensed	2,500	7,600
Contributed assets and services received	(7,258)	-
Impairment losses	13,363	2,676
Loss/(gain) on disposal of non-current assets	(360)	1,922
Revaluation decrement/(increment)	-	(45,941)
Write-off of assets	1,934	1,320
Net loss/(gain) on revaluation of financial assets	(21,420)	(36,391)
Capitalised finance lease interest revenue	(889)	-
<i>Change in assets and liabilities:</i>		
(Increase) decrease in GST input tax credits receivable	(17)	(1,684)
(Increase) decrease in loans and receivables	61,788	(9,977)
(Increase) decrease in contract assets	(3,789)	-
(Increase) decrease in other assets	2,818	(8,985)
Increase (decrease) in lease liabilities	3,838	6,946
Increase (decrease) in GST payable	170	3,120
Increase (decrease) in payables	178,438	(42,816)
Increase (decrease) in unearned revenue	11,691	572
Increase (decrease) in provisions	(2,873)	-
Increase (decrease) in accrued employee benefits	1,785	(1,258)
Increase (decrease) in other liabilities	16,097	(222)
Net cash from operating activities	<u>540,853</u>	<u>12,763</u>

Changes in liabilities arising from financing activities

	Borrowings	Lease	Dividends	Total
	\$'000	liabilities	Payable	\$'000
		\$'000	\$'000	\$'000
Balance as at 1 July 2022	231,553	276,704	-	508,257
Cash flows:				
Cash paid	(16,119)	(29,397)	-	(45,516)
Non-cash changes:				
Leases acquired/surrendered	-	20,931	-	20,931
Remeasurement of lease liability	-	(502)	-	(502)
Net transfers from machinery-of-government changes (Note 1.5)	-	(109,139)	-	(109,139)
Other	-	(7)	-	(7)
Balance as at 30 June 2023	<u>215,434</u>	<u>158,590</u>	<u>-</u>	<u>374,024</u>
Balance as at 1 July 2023	215,434	158,590	-	374,024
Cash flows:				
Cash paid	(16,193)	(224,510)	(1,628)	(242,331)
Non-cash changes:				
Leases acquired/surrendered	-	109,271	-	109,271
Remeasurement of lease liability	-	61,240	-	61,240
Dividends declared	-	-	16,634	16,634
Net transfers from machinery-of-government changes (Note 1.5)	-	1,853,818	1,628	1,855,446
Balance as at 30 June 2024	<u>199,241</u>	<u>1,958,409</u>	<u>16,634</u>	<u>2,174,284</u>

For changes in liabilities relating to equity appropriations refer to Note 3.17 which details equity appropriations payable/receivable.

Department of Housing, Local Government, Planning and Public Works
Statement of Comprehensive Income by Major Departmental Services, Commercialised Business Units (CBU), and Shared Service Providers (SSP)
for the year ended 30 June 2024

	Housing and Homelessness Services		Local Government Governance Support and Administration of Funding Programs	Office of the Independent Assessor	Better Planning for Queensland	Building and Government Accommodation Services	QBuild (CBU)	Arts Queensland
	2024	2023	2024	2024	2024	2024	2024	2023
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income								
User charges and fees	456,496	426,362	-	-	2,104	379,586	868,645	18,629
Appropriation revenue	1,307,499	827,967	39,266	2,237	10,826	83,583	-	125,929
Grants and other contributions	16,728	11,390	-	-	943	12,506	1,029	-
Other revenue	16,846	16,542	1,141	-	-	5,460	16,469	3,222
Total revenue	1,797,569	1,282,261	40,407	2,237	13,873	481,135	886,143	147,780
Gains on disposal/remeasurement of assets	22,204	82,760	-	-	-	-	-	-
Total income	1,819,773	1,365,021	40,407	2,237	13,873	481,135	886,143	147,780
Expenses								
Supplies and services	1,092,855	888,554	2,896	483	3,469	145,525	747,600	41,094
Depreciation and amortisation	162,134	148,463	129	-	-	262,545	485	54,150
Grants and subsidies	504,082	256,854	34,667	-	265	6,322	-	42,825
Employee expenses	185,646	133,813	5,909	1,522	14,428	18,313	105,863	14,847
Finance/borrowing costs	16,796	17,073	-	-	-	26,357	-	-
Impairment losses on loans and receivables	13,113	2,802	-	-	-	118	50	-
Other expenses	22,880	22,114	35	-	82	2,364	786	555
Total expenses	1,997,506	1,469,673	43,636	2,005	18,244	461,544	854,784	153,471
Operating result before income tax	(177,733)	(104,652)	(3,229)	232	(4,371)	19,591	31,359	(5,691)
Income tax benefit/(expense)	-	-	-	-	-	-	(9,414)	-
Operating result after income tax	(177,733)	(104,652)	(3,229)	232	(4,371)	19,591	21,945	(5,691)
OTHER COMPREHENSIVE INCOME								
Items that will not be reclassified to operating result								
Increase/(decrease) in asset revaluation surplus	1,764,250	1,958,639	-	-	-	80,776	-	102,395
Total other comprehensive income	1,764,250	1,958,639	-	-	-	80,776	-	102,395
Total comprehensive income	1,586,517	1,853,987	(3,229)	232	(4,371)	100,367	21,945	96,704

Refer to Note 1.4 for information on changes to services provided over the reporting period.

Department of Housing, Local Government, Planning and Public Works
Statement of Comprehensive Income by Major Departmental Services, Commercialised Business Units (CBU), and Shared Service Providers (SSP)
for the year ended 30 June 2024

	Community Services	Customer and Digital Services	CITEC (CBU)	Queensland Shared Services (SSP)	Corporate Administration Agency (SSP)	General - not attributed		Inter-service/ unit eliminations		Total department	
	2023	2023	2023	2023	2023	2024	2023	2024	2023	2024	2023
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Income											
User charges and fees	6,780	62,228	142,717	132,226	10,260	71	39,774	(376,920)	(110,127)	1,329,982	728,849
Appropriation revenue	155,624	134,748	-	-	-	10,232	8,227	-	-	1,453,643	1,252,495
Grants and other contributions	242	450	-	-	-	-	-	(579)	(81)	30,627	12,001
Other revenue	2,062	9,132	2	99	-	-	562	(341)	(200)	39,575	31,421
Total revenue	164,708	206,558	142,719	132,325	10,260	10,303	48,563	(377,840)	(110,408)	2,853,827	2,024,766
Gains on disposal/remeasurement of assets	-	-	-	-	-	-	-	-	-	22,204	82,760
Total income	164,708	206,558	142,719	132,325	10,260	10,303	48,563	(377,840)	(110,408)	2,876,031	2,107,526
Expenses											
Supplies and services	131,076	111,106	88,631	51,447	2,447	6,494	12,964	(377,261)	(110,408)	1,622,061	1,216,911
Depreciation and amortisation	3,613	16,129	12,177	1,039	-	-	18	-	-	425,293	235,589
Grants and subsidies	13,249	2,141	-	-	-	-	126	(579)	-	544,757	315,195
Employee expenses	14,414	74,108	37,061	72,227	7,884	2,490	35,128	-	-	334,171	389,482
Finance/borrowing costs	-	2,860	220	1	-	-	-	-	-	43,153	20,154
Impairment losses on loans and receivables	-	-	1	-	-	-	-	-	-	13,281	2,803
Other expenses	2,356	214	448	727	194	10	492	-	-	26,157	27,100
Total expenses	164,708	206,558	138,538	125,441	10,525	8,994	48,728	(377,840)	(110,408)	3,008,873	2,207,234
Operating result before income tax	-	-	4,181	6,884	(265)	1,309	(165)	-	-	(132,842)	(99,708)
Income tax benefit/(expense)	-	-	-	-	-	-	-	-	-	(9,414)	-
Operating result after income tax	-	-	4,181	6,884	(265)	1,309	(165)	-	-	(142,256)	(99,708)
OTHER COMPREHENSIVE INCOME											
Items that will not be reclassified to operating result											
Increase/(decrease) in asset revaluation surplus	9,433	-	-	-	-	-	-	-	-	1,845,026	2,070,467
Total other comprehensive income	9,433	-	-	-	-	-	-	-	-	1,845,026	2,070,467
Total comprehensive income	9,433	-	4,181	6,884	(265)	1,309	(165)	-	-	1,702,770	1,970,759

Refer to Note 1.4 for information on changes to services provided over the reporting period.

Department of Housing, Local Government, Planning and Public Works
Statement of Assets and Liabilities by Major Departmental Services and Commercialised Business Unit (CBU)
as at 30 June 2024

	Housing and Homelessness Services		Local Government Governance Support and Administration of Funding Programs	Office of the Independent Assessor	Better Planning for Queensland	Building and Government Accommodation Services	QBuild (CBU)
	2024	2023	2024	2024	2024	2024	2024
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Current assets							
Cash and cash equivalents	288,325	185,059	-	-	-	175,796	69,358
Loans and receivables	59,654	73,762	1,500	(183)	(144)	25,797	155,807
Contract assets	-	-	-	-	-	-	126,725
Other financial assets	7,000	7,000	-	-	-	-	-
Other current assets	13,830	11,503	-	-	-	9,442	1,104
	368,809	277,324	1,500	(183)	(144)	211,035	352,994
Non-current assets classified as held for sale	2,399	1,215	-	-	-	7,582	-
Total current assets	371,208	278,539	1,500	(183)	(144)	218,617	352,994
Non-current assets							
Property, plant and equipment	21,957,278	19,879,650	35	-	-	3,762,490	5,290
Right-of-use assets	835,266	824,633	-	-	-	1,485,274	-
Other financial assets	245,229	230,411	-	-	-	-	-
Loans and receivables	26,625	28,437	1,718	-	-	54,853	-
Intangible assets	10,357	9,695	318	-	-	-	310
Other non-current assets	-	-	-	-	-	-	8,818
Total non-current assets	23,074,755	20,972,826	2,071	-	-	5,302,617	14,418
TOTAL ASSETS	23,445,963	21,251,365	3,571	(183)	(144)	5,521,234	367,412
Current liabilities							
Lease liabilities	5,235	5,652	-	-	-	405,914	-
Payables	345,944	196,846	16,679	(21)	5,462	39,407	169,653
Queen's Wharf deferred consideration	-	-	-	-	-	71,250	-
Unearned revenue	28,088	29,786	-	-	-	1,322	18,986
Borrowings	16,281	16,193	-	-	-	-	-
Provisions	-	251	-	-	-	21,054	2,063
Accrued employee benefits	5,922	5,122	438	33	299	1,180	7,514
Other current liabilities	-	-	-	-	931	32,953	11,282
Total current liabilities	401,470	253,850	17,117	12	6,692	573,080	209,498
Non-current liabilities							
Lease liabilities	161,990	152,938	-	-	-	1,385,270	-
Borrowings	182,960	199,241	-	-	-	-	-
Queen's Wharf deferred consideration	-	-	-	-	-	48,142	-
Unearned revenue	-	-	-	-	-	21,161	-
Provisions	-	-	-	-	-	9,568	-
Other non-current liabilities	-	-	-	-	-	1,149	380
Total non-current liabilities	344,950	352,179	-	-	-	1,465,290	380
TOTAL LIABILITIES	746,420	606,029	17,117	12	6,692	2,038,370	209,878

Refer to Note 1.4 for information on changes to services provided over the reporting period.

Department of Housing, Local Government, Planning and Public Works
Statement of Assets and Liabilities by Major Departmental Services and Commercialised Business Unit (CBU)
as at 30 June 2024

	General - not attributed	Inter- service/unit eliminations	Total department	
	2024	2024	2024	2023
	\$'000	\$'000	\$'000	\$'000
Current assets				
Cash and cash equivalents	52,829	-	586,308	185,059
Loans and receivables	-	(80,329)	162,102	73,762
Contract assets	-	(30,058)	96,667	-
Other financial assets	-	-	7,000	7,000
Other current assets	-	-	24,376	11,503
	52,829	(110,387)	876,453	277,324
Non-current assets classified as held for sale	-	-	9,981	1,215
Total current assets	52,829	(110,387)	886,434	278,539
Non-current assets				
Property, plant and equipment	-	-	25,725,093	19,879,650
Right-of-use assets	-	-	2,320,540	824,633
Other financial assets	-	-	245,229	230,411
Loans and receivables	-	-	83,196	28,437
Intangible assets	-	-	10,985	9,695
Other non-current assets	-	-	8,818	-
Total non-current assets	-	-	28,393,861	20,972,826
TOTAL ASSETS	52,829	(110,387)	29,280,295	21,251,365
Current liabilities				
Lease liabilities	-	-	411,149	5,652
Payables	1,328	(110,387)	468,065	196,846
Queen's Wharf deferred consideration	-	-	71,250	-
Unearned revenue	-	-	48,396	29,786
Borrowings	-	-	16,281	16,193
Provisions	-	-	23,117	251
Accrued employee benefits	-	-	15,386	5,122
Other current liabilities	-	-	45,166	-
Total current liabilities	1,328	(110,387)	1,098,810	253,850
Non-current liabilities				
Lease liabilities	-	-	1,547,260	152,938
Borrowings	-	-	182,960	199,241
Queen's Wharf deferred consideration	-	-	48,142	-
Unearned revenue	-	-	21,161	-
Provisions	-	-	9,568	-
Other non-current liabilities	-	-	1,529	-
Total non-current liabilities	-	-	1,810,620	352,179
TOTAL LIABILITIES	1,328	(110,387)	2,909,430	606,029

Refer to Note 1.4 for information on changes to services provided over the reporting period.

1 BASIS OF PREPARATION

1.1 Authorisation of financial statements

The financial statements are authorised for issue by the Director-General and Chief Finance Officer at the date of signing the Management Certificate.

1.2 General information

The Department of Housing, Local Government, Planning and Public Works is a not-for-profit Queensland Government department established under the *Public Sector Act 2022* (formerly the *Public Service Act 2008*) and controlled by the State of Queensland.

The head office and principal place of business of the department is 1 William Street, Brisbane, Queensland 4000.

1.3 Statement of compliance

The department has prepared these general purpose financial statements in compliance with section 38 of the *Financial and Performance Management Standard 2019*, the Australian Accounting Standards and Interpretations applicable to not-for-profit entities, and Queensland Treasury's Minimum Reporting Requirements for reporting periods beginning on or after 1 July 2023.

1.4 Department objectives and principal activities

As part of the machinery-of-government changes outlined in Note 1.5, the former Department of Housing was renamed to the Department of Housing, Local Government, Planning and Public Works.

During 2023-24 the service areas within the department contributed to the following government objectives:

- improve social and economic outcomes for Queenslanders across the State
- ensure Aboriginal and Torres Strait Islander peoples and culture are central to all engagement, design and delivery
- integrated and contemporary frontline services, programs and assistance
- well-planned communities where people want to live, work and play
- deliver a local government disciplinary framework that is balanced, timely and effective
- be the trusted experts to government and industry for excellence in building and design, industry regulatory reform, and government building and accommodation.

The following services were delivered by the department during 2023-24. Due to the machinery-of-government changes outlined in Note 1.5, responsibility for all services except for Housing and Homelessness Services was transferred in to the department with an effective date of 1 January 2024.

Housing and Homelessness Services

Benefit Queenslanders and their communities by providing housing and homelessness services that are responsive, integrated and accessible, and enrich the lives of Queenslanders.

Local Government Governance Support and Administration of Funding Programs

Stronger local governance in the local government system through capacity building and administration of funding programs.

Better Planning for Queensland

Drive an effective and efficient planning system underpinned by a responsive framework and accessible and transparent planning requirements.

Office of the Independent Assessor

Enhance the integrity of local governments as part of the councillor conduct complaints system.

Building and Government Accommodation Services

Deliver professional management of government infrastructure projects, that maximises opportunities for local businesses, as well as fit for purpose, well utilised and sustainable government office accommodation and employee housing.

1.4 Department objectives and principal activities (continued)

QBuild (CBU)

Support Queensland regional jobs and be the trusted building experts for Queensland government agencies, by providing state-wide planning, building, maintenance and recovery services that utilise local suppliers and QBuild apprentices.

The following services were delivered by the department until 1 June 2023, prior to machinery-of-government changes outlined in Note 1.5.

- Arts Queensland
- Community Services
- Customer and Digital Services
- CITEC
- Queensland Shared Services
- Corporate Administration Agency

1.5 Machinery-of-government changes

(a) Public Service Departmental Arrangements Notice (No. 5) 2023

On 18 December 2023 the former Department of Housing was renamed to the Department of Housing, Local Government, Planning and Public Works.

As part of these machinery-of-government changes, the following functions were transferred to the department:

- Local Government and Planning transferred in from the former Department of State Development, Infrastructure, Local Government and Planning
- Building division (including Public Works) and the Office of the Queensland Government Architect transferred in from the former Department of Energy and Public Works.

Pursuant to section 80 of the *Financial Accountability Act 2009*, for financial reporting purposes the effective date of the transfers is 1 January 2024.

Assets and liabilities transferred in	Department of State Development, Infrastructure, Local Government and Planning		Department of Energy and Public Works	Total net transfers
	2024	2024		
	\$'000	\$'000	\$'000	\$'000
Controlled				
Cash and cash equivalents	1,006	118,595		119,601
Loans and receivables	2,549	239,215		241,764
Contract assets	-	142,274		142,274
Property, plant and equipment	51	3,595,950		3,596,001
Right-of-use assets	-	1,568,183		1,568,183
Intangible assets	431	377		808
Non-current assets classified as held for sale	-	1,571		1,571
Other assets	-	19,747		19,747
Total assets	4,037	5,685,912		5,689,949
Lease liabilities	-	1,853,819		1,853,819
Payables	2	133,571		133,573
Queen's Wharf deferred consideration	-	119,392		119,392
Unearned revenue	-	49,335		49,335
Provisions	-	41,068		41,068
Accrued employee benefits	-	8,478		8,478
Other liabilities	1,010	8,406		9,416
Total liabilities	1,012	2,214,069		2,215,081
Net assets	3,025	3,471,843		3,474,868

1.5 Machinery-of-government changes (continued)

(a) Public Service Departmental Arrangements Notice (No. 5) 2023 (continued)

<i>Assets and liabilities transferred in</i>	Department of Energy and Public Works 2024 \$'000	Total net transfers 2024 \$'000
Administered		
Cash and cash equivalents	48,235	48,235
Total assets	48,235	48,235
Payables	42,124	42,124
Unearned revenue	6,111	6,111
Total liabilities	48,235	48,235
Net assets	-	-

The increase in net assets has been accounted for as an increase in contributed equity as disclosed in the Statement of Changes in Equity.

The following budgeted appropriations were reallocated as part of the machinery-of-government changes:

	Department of State Development, Infrastructure, Local Government and Planning 2024 \$'000	Department of Energy and Public Works 2024 \$'000	Total net transfers 2024 \$'000
Controlled - appropriation revenue	164,020	45,044	209,064
Controlled - equity adjustments	33,958	39,673	73,631
Administered - appropriation revenue	-	1,584	1,584
Administered - equity adjustments	-	100	100

(b) Public Service Departmental Arrangements Notice (No. 2) 2023

On 18 May 2023 the former Department of Communities, Housing and Digital Economy was renamed to the Department of Housing.

As part of these machinery-of-government changes, the following functions were transferred from and to the department:

- Arts Queensland and Community Services transferred out to the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts
- Customer and Digital Services, CITEC, Queensland Shared Services and Corporate Administration Agency transferred out to the Department of Transport and Main Roads
- Queensland Housing Supply Expert Panel transferred in from the Department of State Development, Infrastructure, Local Government and Planning
- Queensland Housing Growth Initiative transferred in from Queensland Treasury.

Pursuant to section 80 of the *Financial Accountability Act 2009*, for financial reporting purposes the effective date of the transfers was 1 June 2023. For functions transferred out of the department, transactions prior to 1 June 2023 are included in the 2022-23 comparative figures in these financial statements.

1.5 Machinery-of-government changes (continued)

(b) Public Service Departmental Arrangements Notice (No. 2) 2023 (continued)

<i>Assets and liabilities transferred</i>	<u>Transfers (out)</u>		<u>Transfers in</u>		
	Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts		Department of Transport and Main Roads	Queensland Treasury	Total net transfers
	2023 \$'000	2023 \$'000	2023 \$'000	2023 \$'000	
Controlled					
Cash and cash equivalents	(52,826)	(71,474)	-	(124,300)	
Loans and receivables	(36,421)	(45,093)	2,250	(79,264)	
Prepayments	(7,653)	(15,068)	-	(22,721)	
Property, plant and equipment	(1,296,017)	(8,103)	-	(1,304,120)	
Right-of-use assets	-	(100,670)	-	(100,670)	
Intangible assets	(1,085)	(8,419)	-	(9,504)	
Total assets	(1,394,002)	(248,827)	2,250	(1,640,579)	
Lease liabilities	-	(109,139)	-	(109,139)	
Payables	(27,597)	(32,942)	2,250	(58,289)	
Accrued employee benefits	(1,314)	(4,110)	-	(5,424)	
Other liabilities	-	(3,781)	-	(3,781)	
Total liabilities	(28,911)	(149,972)	2,250	(176,633)	
Net assets	(1,365,091)	(98,855)	-	(1,463,946)	

<i>Assets and liabilities transferred</i>	<u>Transfers out</u>			
	Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts		Department of Transport and Main Roads	Total net transfers
	2023 \$'000	2023 \$'000	2023 \$'000	
Administered				
Cash and cash equivalents	-	(1,520)	(1,520)	
Receivables	(1,930)	-	(1,930)	
Total assets	(1,930)	(1,520)	(3,450)	
Payables	(20,487)	(763)	(21,250)	
Total liabilities	(20,487)	(763)	(21,250)	
Net assets	18,557	(757)	17,800	

The increase/decrease in net assets has been accounted for as an increase/decrease in contributed equity as disclosed in the Statement of Changes in Equity.

There were no asset or liability transfers from the former Department of State Development, Infrastructure, Local Government and Planning in 2022-23.

1.5 Machinery-of-government changes (continued)

(b) Public Service Departmental Arrangements Notice (No. 2) 2023 (continued)

The following budgeted appropriations were reallocated as part of the machinery-of-government changes:

	Transfers out		Transfers in	
	Department of Treaty, Aboriginal and Torres Strait Islander		Queensland Treasury	Total net transfers
	Partnerships, Communities and the Arts	Department of Transport and Main Roads		
	2023	2023	2023	2023
	\$'000	\$'000	\$'000	\$'000
Controlled - appropriation revenue	(43,938)	(32,648)	2,250	(74,336)
Controlled - equity adjustments	18,120	3,808	-	21,928
Administered - appropriation revenue	-	(5,170)	-	(5,170)

1.6 Measurement

The historical cost convention is used as the measurement basis unless otherwise stated.

1.7 Presentation

Amounts included in the financial statements are in Australian dollars and have been rounded to the nearest \$1,000 or, where that amount is \$500 or less, to zero.

Comparative information reflects the audited 2022-23 financial statements of the former Department of Housing.

Assets are classified as current where their carrying amount is expected to be realised within 12 months after the reporting date. Liabilities are classified as current when they are due to be settled within 12 months after the reporting date, or the department does not have the right to defer settlement to beyond 12 months after the reporting date. All other assets and liabilities are classified as non-current.

1.8 New and revised accounting standards

No new or revised accounting standards were adopted during 2023-24.

2 STATEMENT OF COMPREHENSIVE INCOME NOTES

2.1 User charges and fees

Revenue from contracts with customers		
Building services	541,785	-
Commercial accommodation service*	252,034	-
Government employee housing accommodation service*	28,728	-
Information, communication and technology services	-	140,101
Services provided by shared service providers	-	133,829
Other	56,259	31,274
Property rental		
Social housing	451,176	422,871
Other	-	774
Total	1,329,982	728,849

* **Key judgement**: The department provides access to non-specialised, commercial accommodation and residential accommodation to other Queensland public sector entities under government-wide frameworks. The department has made a judgement that these arrangements are exempt from lease accounting under AASB 16 *Leases* due to the department having substantive substitution rights over the assets used within these arrangements.

Revenue from contracts with customers

Revenue from contracts with customers is recognised when the department transfers control over a good or service to the customer. The following table provides information about the nature and timing of the satisfaction of performance obligations, significant payment terms, and revenue recognition for the department's major categories of user charges revenue from contracts with customers for 2023-24. From 1 January 2024, significant changes to the department's user charges revenue streams occurred with responsibility for the services in the table transferring in to the department under the machinery-of-government changes outlined in Note 1.5.

Type of good or service	Nature and timing of satisfaction of performance obligations, including significant payment terms	Revenue recognition policies
Building Services	<p>The department provides strategic management of building, construction and maintenance activities primarily to other Queensland state government entities under fixed-price and variable-price contracts. Variable prices are included in the transaction price when they relate to provisional amounts (such as final cleaning, statutory charges etc.) that are highly likely to occur. Contingent amounts are subject to a high degree of uncertainty and are therefore only included in the transaction price when it is highly probable that a significant reversal will not occur.</p> <p>When the department acts as an agent (refer Note 5.7(a)) it will provide project management services with respect to these capital works projects.</p>	<p>Revenue from providing building services is recognised in the accounting period in which the services are provided.</p> <p>Revenue is recognised over time as the building services are provided using either:</p> <ul style="list-style-type: none"> percentage of completion methodology: stage of completion is measured by reference to the proportion of physical work completed as this represents the transfer of building services to the customer; or costs incurred to date: this method is typically used for straight-forward activities that occur over a short period of time.

2.1 User charges and fees (continued)

Revenue from contracts with customers (continued)

Type of good or service	Nature and timing of satisfaction of performance obligations, including significant payment terms	Revenue recognition policies
Building Services (continued)	<p>Building services contracts typically have durations of less than 12 months and contain one performance obligation. These performance obligations are satisfied over time as services are rendered.</p> <p>Customers are either invoiced progressively or on completion depending on the complexity of the work and consideration is payable when invoiced.</p>	<p>When customers are invoiced progressively, the timing of customer payment does not always match the revenue recognition policies described above. If the building services provided by the department exceed the payment, a contract asset is recognised. If the customer payment exceeds the building services provided by the department, a contract liability is recognised.</p> <p>Estimates of revenues, costs or extent of progress towards completion are revised if circumstances change. Any resulting increases or decreases in estimated revenues or costs are reflected in the profit or loss in the period in which the circumstances that give rise to the revision become known.</p>
Commercial Accommodation Service	<p>The department provides access to commercial accommodation primarily to other Queensland state government entities.</p> <p>Commercial accommodation contracts typically have durations of up to 10 years and contain multiple performance obligations relating to the commercial space being provided. Customers simultaneously receive and consume the benefits provided during the contract period and the department invoices on a monthly basis in a manner that fairly represents the transfer of these services. Consideration is recognised as a receivable when invoiced.</p>	<p>Revenue is recognised on a monthly basis as the actual services are provided over the duration of the contract.</p>
Government Employee Housing Accommodation Service	<p>The department provides access to government employee housing primarily to other Queensland state government entities.</p> <p>Government employee housing contracts are typically open ended and contain multiple performance obligations relating to the government employee housing being provided. Customers simultaneously receive and consume the benefits provided during the contract period and the department invoices on a monthly basis in a manner that fairly represents the transfer of these services. Consideration is receivable when invoiced.</p>	<p>Revenue is recognised on a monthly basis as the actual services are provided over the duration of the contract.</p>

Refer to Notes 3.5 and 3.14 for disclosures about contract assets and liabilities outstanding at year end.

2.1 User charges and fees (continued)

Property rental - social housing

Operating lease rent is received in respect of social housing and remote Aboriginal and Torres Strait Islander housing provided by the department to low-income households. Variable rent charges are capped at 25% of total household assessable income. Rent is recognised as revenue in the period in which it is earned.

2.2 Appropriation revenue	2024 \$'000	2023 \$'000
Reconciliation of payments from Consolidated Fund to appropriation revenue recognised in operating result		
Original budgeted appropriation revenue	1,026,401	1,283,257
Supplementary amounts:		
Transfers from/to other headings - variation in headings	-	(89,080)
Transfers from/to other departments - redistribution of public business	243,158	-
Unforeseen expenditure	336,815	-
Total appropriation receipts (cash)	1,606,374	1,194,177
Plus: Opening balance of deferred appropriation payable to Consolidated Fund	54,613	116,819
Plus: Transfer of deferred appropriation payable from other Queensland Government entities	(11,622)	-
Less: Transfer of deferred appropriation payable to other Queensland Government entities	-	9,651
Plus: Transfer of appropriation receivable to other Queensland Government entities	-	(13,539)
Less: Closing balance of deferred appropriation payable to Consolidated Fund	(195,722)	(54,613)
Appropriation revenue recognised in Statement of Comprehensive Income	1,453,643	1,252,495
Variance between original budgeted and actual appropriation revenue	427,242	(30,762)

Appropriations provided under the *Appropriation Act 2023* are recognised as revenue when received under AASB 1058 *Income of Not-for-Profit Entities*. Where the department has an obligation to return unspent (or unapplied) appropriation receipts to Consolidated Fund at year end (a deferred appropriation payable to Consolidated Fund), a liability is recognised with a corresponding reduction to appropriation revenue, reflecting the net appropriation revenue position with Consolidated Fund for the reporting period. Capital appropriations are recognised as adjustments to equity (refer to Note 3.17).

2.3 Other revenue	2024 \$'000	2023 \$'000
Supplementation revenue	14,907	-
Insurance compensation from loss of property	7,126	11,087
Grants and service procurement refunds	8,417	9,229
Interest	3,466	957
Other	5,659	10,148
Total	39,575	31,421
2.4 Gains on disposal/remeasurement of assets		
Net gain on financial assets at fair value through profit or loss	22,204	36,819
Revaluation increment - buildings	-	45,941
Total	22,204	82,760

	2024 \$'000	2023 \$'000
2.5 Supplies and services		
Cost of sales - Building construction and maintenance services	326,788	-
Property repairs and maintenance	390,185	339,365
Outsourced service delivery - Housing and Homelessness Services	397,877	266,986
Rates to local governments*	205,588	184,218
Information, communication and technology expenses	43,380	148,812
Property rental [†]	28,335	48,387
Consultants and contractors	70,049	44,159
Other property expenses	57,802	13,087
Outsourced service delivery - Community Services	-	122,041
Other	102,057	49,856
Total	<u>1,622,061</u>	<u>1,216,911</u>

* The department is not required to pay general rates to local governments for properties covered by Section 95 of the *Housing Act 2003* so these payments are considered special payments. Consequently, rates to local governments include special payments totalling \$64.105 million (2023 \$59.479 million) in respect of general rates.

[†] Property rental figures include payments made prior to 1 January 2024, to the former Department of Energy and Public Works, in respect of non-specialised commercial office accommodation under the Queensland Government Accommodation Office framework. These payments arose from non-lease arrangements under which the former Department of Energy and Public Works had substantive substitution rights over the assets used within this program. All payments were expensed as incurred. Payments have been eliminated from 1 January 2024 when responsibility for these assets was transferred in to the department from the former Department of Energy and Public Works under the machinery-of-government arrangements outlined in Note 1.5.

	2024 \$'000	2023 \$'000
2.6 Grants and subsidies		
Housing grants	504,082	256,854
Local government grants	34,932	-
Building and government accommodation services grants	5,743	-
Arts Queensland grants	-	42,825
Community services grants	-	13,249
Other grants and subsidies	-	2,267
Total	<u>544,757</u>	<u>315,195</u>

2.7 Employee expenses

Employee benefits

Wages and salaries	251,844	299,357
Annual leave levy	26,308	32,716
Employer superannuation contributions	35,165	40,658
Long service leave levy	6,494	7,841
Termination benefits	991	911
Other employee benefits	544	571
	<u>321,346</u>	<u>382,054</u>

Employee-related expenses

Workers' compensation premium	1,387	729
Other employee-related expenses	11,438	6,699
	<u>12,825</u>	<u>7,428</u>

Total

<u>334,171</u>	<u>389,482</u>
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Wages and salaries

Wages and salaries due (but unpaid at reporting date) are recognised in the Balance Sheet at current salary rates. As the department expects such liabilities to be wholly settled within 12 months of reporting date, the liabilities are recognised at undiscounted amounts.

2.7 Employee expenses (continued)

Employer superannuation contributions

Post-employment benefits for superannuation are provided through defined contribution (accumulation) plans or the Queensland Government's defined benefit plan (the former QSuper defined benefit categories are now administered by the Government Division of the Australian Retirement Trust) as determined by the employee's conditions of employment.

Defined Contribution Plans - Contributions are made to eligible complying superannuation funds based on the rates specified in the relevant Enterprise Bargaining Agreement or other conditions of employment. Contributions are expensed when they are paid or become payable following completion of the employee's service each pay period.

Defined Benefit Plan - The liability for defined benefits is held on a whole-of-government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*. The amount of contributions for defined benefit plan obligations is based upon the rates determined on the advice of the State Actuary. Contributions are paid by the department at the specified rate following completion of the employee's service each pay period. The department's obligations are limited to those contributions paid.

Annual leave and long service leave

Under the Queensland Government's Annual Leave Central Scheme and Long Service Leave Scheme a levy is made on the department to cover the cost of employees' annual leave (including leave loading and on-costs) and long service leave. The levies are expensed in the period in which they are payable. Amounts paid to employees for annual and long service leave are claimed from the scheme quarterly in arrears.

Employee-related expenses

Payroll tax and workers' compensation insurance are a consequence of employing staff, but are not counted in an employee's total remuneration package. They are not employee benefits, and are recognised separately as employee-related expenses.

Number of employees

The number of employees (measured on a full-time equivalent basis) as at 30 June 2024 is 3,880 (2023 1,314).

Key management personnel and remuneration disclosures are detailed in Note 5.1.

2.8 Impairment losses on loans and receivables	2024	2023
	\$'000	\$'000
Social housing debtors	7,203	(1,220)
Rental bond loans	5,648	3,662
Trade debtors	430	361
Total	13,281	2,803

2.9 Other expenses

Insurance premiums - Queensland Government Insurance Fund	18,246	16,545
Insurance premiums - other	1,413	1,755
Net loss from disposal of assets	1,680	2,351
Losses of buildings subject to insurance*	1,904	1,271
Queensland Audit Office - external audit fees [†]	858	1,200
Special payments - ex-gratia payments [‡]	129	719
Other	1,927	3,259
Total	26,157	27,100

* Certain losses of public property are insured with the Queensland Government Insurance Fund (QGIF). The claims made in respect of these losses have yet to be assessed by QGIF, and the amount recoverable cannot be estimated reliably at reporting date. Upon notification by QGIF of the acceptance of a claim, revenue will be recognised for the agreed settlement amount. For each accepted claim the department is liable for the first \$10,000, being the insurance excess.

[†] Total audit fees quoted by the Queensland Audit Office relating to the 2023-24 financial statements are \$0.444 million (GST exclusive) (2023 \$0.497 million).

2.9 Other expenses (continued)

‡ Special payments include ex-gratia expenditure that the department is not contractually or legally obligated to make to other parties. Special payments over \$5,000 include payments to:

- an adjoining owner for private property damage
- a borrower for maintenance of their Rental Purchase Plan property.

The total of all special payments includes rates payments that are required to be disclosed within Supplies and services (Note 2.5).

3 BALANCE SHEET NOTES

3.1 Property, plant and equipment

	2024	2023
	\$'000	\$'000
Land: at fair value	16,106,708	13,376,328
Buildings: at fair value	8,737,869	6,352,515
Infrastructure: at fair value		
Gross	520,306	-
Less accumulated depreciation	(217,227)	-
	<u>303,079</u>	-
Plant and equipment: at cost		
Gross	382,154	17,479
Less accumulated depreciation	(177,498)	(7,699)
	<u>204,656</u>	<u>9,780</u>
Heritage and cultural assets: at fair value		
Gross	245,132	-
Less accumulated depreciation	(153,087)	-
	<u>92,045</u>	-
Work in progress: at cost	280,736	141,027
Total	<u><u>25,725,093</u></u>	<u><u>19,879,650</u></u>

Department of Housing, Local Government, Planning and Public Works
Notes to the financial statements 2023-24

3.1 Property, plant and equipment (continued)

	Land \$'000	Buildings \$'000	Infrastructure \$'000	Plant and equipment \$'000	Heritage and cultural assets \$'000	Work in progress \$'000	Total \$'000
<i>Property, plant and equipment reconciliation</i>							
Carrying amount at 1 July 2022	12,046,302	6,193,300	-	18,920	442,304	204,175	18,905,001
Transfers from other Queensland Government entities	2,176	-	-	-	134	-	2,310
Transfers to other Queensland Government entities	(311,137)	(376,188)	-	(17,589)	(461,302)	(137,943)	(1,304,159)
Acquisitions	63,496	50,683	-	2,740	-	280,685	397,604
Transfers between classes	7,111	150,649	-	9,785	6,260	(173,805)	-
Transfers to right-of-use assets	-	-	-	-	-	(32,085)	(32,085)
Disposals	(7,601)	(2,458)	-	(83)	(6)	-	(10,148)
Assets reclassified as held for sale	(10,218)	(4,598)	-	-	-	-	(14,816)
Net revaluation increments/(decrements) recognised in asset revaluation surplus	1,586,199	433,496	-	-	50,772	-	2,070,467
Net revaluation increments/(decrements) recognised in operating result	-	45,941	-	-	-	-	45,941
Depreciation	-	(138,310)	-	(3,993)	(38,162)	-	(180,465)
Carrying amount at 30 June 2023	13,376,328	6,352,515	-	9,780	-	141,027	19,879,650
Carrying amount at 1 July 2023	13,376,328	6,352,515	-	9,780	-	141,027	19,879,650
Transfers from other Queensland Government entities	1,209,933	1,621,607	260,383	157,683	86,840	261,813	3,598,259
Transfers to other Queensland Government entities	(517)	(76)	-	(29)	-	-	(622)
Acquisitions	81,272	121,763	1	21,105	-	424,856	648,997
Transfers between classes	4,813	478,617	-	35,177	1,018	(519,625)	-
Transfers to right-of-use assets	-	-	-	-	-	(27,324)	(27,324)
Disposals	(3,597)	(4,406)	-	(108)	-	-	(8,111)
Assets reclassified as held for sale	(19,155)	(6,841)	-	-	-	(11)	(26,007)
Net revaluation increments/(decrements) recognised in asset revaluation surplus	1,457,631	335,664	47,090	-	4,641	-	1,845,026
Depreciation	-	(160,974)	(4,395)	(18,952)	(454)	-	(184,775)
Carrying amount at 30 June 2024	16,106,708	8,737,869	303,079	204,656	92,045	280,736	25,725,093

3.1 Property, plant and equipment (continued)

(a) Acquisitions

Cost is used for the initial recording of all property, plant and equipment asset acquisitions. Cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred in getting the asset ready for use.

Where assets are received free of charge from another Queensland Government department (whether as a result of a machinery-of-government change or other involuntary transfer), the acquisition cost is recognised as the gross carrying amount in the books of the transferor immediately prior to the transfer, together with any accumulated depreciation.

Items of property, plant and equipment with a cost or other value equal to, or in excess of, the following thresholds are recognised for financial reporting purposes in the year of acquisition:

Buildings	\$10,000
Infrastructure	\$10,000
Plant and equipment	\$5,000
Heritage and cultural	\$5,000
Land	\$1

Items with a lesser value are expensed in the year of acquisition.

Subsequent expenditure that increases the originally assessed service potential or useful life of an asset is capitalised to the value of that asset. Maintenance expenditure that merely restores original service potential (arising from ordinary wear and tear) is expensed.

Land improvements undertaken by the department are included with buildings.

(b) Measurement

Land, buildings, infrastructure and heritage and cultural assets are measured at fair value. These assets are reported at their revalued amounts, being the fair value at the date of valuation, less any subsequent accumulated depreciation. All of these assets are valued at highest and best use unless otherwise stated.

Key judgement: The cost of items acquired during the year has been judged by management to materially represent their fair value at the end of the reporting period.

Plant and equipment is measured at cost. The carrying amounts are not materially different from their fair value.

Capital works in progress are measured at their acquisition cost or construction cost.

(c) Revaluation

Land, buildings, infrastructure and heritage and cultural assets are revalued on an annual basis, either by specific appraisals undertaken by an independent professional valuer or by the use of appropriate and relevant indices.

The fair values reported by the department are based on appropriate valuation techniques that maximise the use of available and relevant observable inputs and minimise the use of unobservable inputs. All assets are valued at highest and best use, which is generally consistent with current use.

All assets measured at fair value are categorised within the following fair value hierarchy, based on the data and assumptions used in the most recent specific appraisals:

- level one – represents fair value measurements that reflect unadjusted quoted market prices in active markets for identical assets and liabilities
- level two – represents fair value measurements that are substantially derived from inputs (other than quoted prices included within level one) that are observable, either directly or indirectly
- level three – represents fair value measurements that are substantially derived from unobservable inputs.

For assets revalued using a cost valuation method (e.g. current replacement cost), accumulated depreciation is adjusted to equal the difference between the gross amount and carrying amount. This is generally referred to as the 'gross method'.

3.1 Property, plant and equipment (continued)

(c) Revaluation (continued)

For assets revalued using a market or income-based valuation approach, accumulated depreciation is eliminated against the gross amount of the asset prior to restating for the revaluation. This is generally referred to as the 'net method'.

Any revaluation increment arising on the revaluation of an asset is credited to the asset revaluation surplus of the appropriate class, except to the extent it reverses a revaluation decrement for the class previously recognised as an expense. A decrease in the carrying amount on revaluation is charged as an expense, to the extent it exceeds the balance, if any, in the revaluation surplus relating to that asset class.

When an asset is derecognised, any revaluation surplus included in equity in respect of that asset is not transferred to accumulated surplus, except where machinery-of-government changes (refer to Note 1.5) result in the transfer out of an entire asset class.

There has been no evidence of a material increase or decrease in the market values of properties from the date of valuation to 30 June 2024.

(i) Social housing – land and buildings

Fair value is primarily determined by establishing current market value from the sale prices of comparable properties as there are usually active and liquid residential property markets which provide sufficient applicable sales evidence. The revaluation framework for social housing assets has been developed in recognition of the large number, homogenous nature, location and density of the property portfolio.

As at 30 June 2024, the department revalued its social housing properties by dividing the state into geographical regions and homogenous groups within each region according to certain criteria (including number of bedrooms, condition, previous value, age of property, building type). Properties were sampled for specific appraisal from groups where the department owns its highest proportion of properties and where there is adequate market depth to determine fair value. In 2023-24 32% (2022-23 32%) of properties were specifically appraised. A sample of valuations that resulted in significant movements (+ or - 20% or greater than \$1 million) was reviewed by the department for reasonableness against external market information.

Following the specific appraisals of the representative sample of properties, separate indices were calculated for assets within each region using the mean of the ratios of the previous year's values to the current year's values. To ensure the integrity of the valuation results used to derive the indices, the department used two independent valuers to provide specific appraisals for different properties within the sample for that region. Properties with similar characteristics were given to each valuer. The mean of the test valuations provided by the second valuation firm must be within one standard deviation (+ or -) of the mean of the valuations provided by the primary valuation firm, and the relative standard error rate $\leq 4\%$, before the indices are accepted.

The indices were subsequently applied to properties across each region not specifically appraised, in order to derive current market values. An analysis performed by the department has indicated that on average, the variance between an indexed asset value and the valuation by an independent valuer when performed on a rotational basis is not significant, and the department's indices are sound.

Every five years, the sample is increased to further test the robustness of the index calculation process, and to provide greater coverage of the property portfolio by specific appraisal.

Specific appraisals of land are undertaken at the same time as the related building revaluations are performed.

The most significant inputs into the valuations were location, bedroom count, price per square metre (units generally), land size (detached houses generally), condition and a discount factor applied to accommodation in recognition of the cost of obtaining strata title to sell. Under the fair value hierarchy there are two inputs categorised as unobservable – condition of the property and the discount applied to some multi-unit properties without strata title on individual units.

The condition rating of the properties is supplied to the valuers as part of the valuation kit. The condition rating of the properties does not result in a significant adjustment to the valuations as the department's renewal policy requires properties to be maintained to a satisfactory standard, with property condition assessed at least once every three years by internal inspection.

The discounts applied to some multi-unit residential properties where there is no strata title for individual units results in adjustments to the level two inputs that are significant to the fair value measurement, and those buildings become subject to level three hierarchy disclosures. Where single title (i.e. not strata title) exists over multi-unit properties, an adjustment is made to reflect the required costs for strata title.

3.1 Property, plant and equipment (continued)

(c) Revaluation (continued)

(i) Social housing – land and buildings (continued)

Key assumptions: The following assumptions were made in relation to the valuation of social housing properties:

- All assets were valued at highest and best use. There were no assets valued where it was assumed that the highest and best use was other than its current use.
- Valuers have made the assumption that the data provided by the department is current and a true reflection of the characteristics of each property, e.g. number of bedrooms and property size.
- Valuers have assumed that all properties are in sound condition with no essential repairs required, or have assumed that the condition of the interior is consistent with the exterior of the building.
- Where recent sales for comparable properties were limited, valuers have assessed market value with reference to older sales in the area, sales in comparable areas or have applied an income approach.

(ii) Commercial properties – land and buildings

As at 30 June 2024, commercial properties were either:

- specifically appraised by independent valuers
- indexed using Rawlinsons Brisbane Construction Cost Index or
- indexed using a location-specific market index provided by an independent valuer.

These properties are specifically appraised on a rolling basis every two to four years, using a combination of market, income and cost-based approaches. Specific appraisals are procured annually in volatile property market conditions.

Valuation methods include direct comparison, capitalisation or discounted cash flow approaches or a combination of approaches depending on the size of the property and the available market evidence. Key inputs for valuation methods include sale prices, square metre of land or building area, capitalisation rates, rent rates, discount rates, operating expense rates per square metre and lease terms. These measures are influenced by market supply and demand dynamics. Building characteristics, such as size, grade and condition as well as functional, physical and economic obsolescence factors were also determinants considered by the valuers in assessing values. Valuers are required to maximise the use of observable property market evidence in determining values. In localities with adequate market activity, valuation methods are adopted that have direct reference to recent sales evidence of comparable properties.

Some localities, particularly remote areas, lack sufficient market activity to derive building values directly from sales evidence. Also, the specialised nature of some assets, such as convention centres and other purpose built structures, do not have an active market. Fair value for these assets has been assessed using current replacement cost.

Land values were assessed by the valuers having regard to market evidence of recent and relevant land sales. Land location, size, shape, elevation, accessibility, zoning and development potential were aspects considered in determining land values. Physical, legal and statutory constraints, such as heritage listings, easements, flooding and environmental, were also considered by the valuers.

(iii) Government employee houses – land and buildings

Fair value for Queensland Government employee houses is determined by establishing market value, primarily by the direct comparison method of valuation, or by indexation. There are usually active and liquid residential property markets which provide sufficient applicable sales evidence. Where there is no active and liquid market for assets, fair value is the current replacement cost. Where properties are indexed a number of indices are used depending on the location. Indices are derived from various qualified valuers providing representative property valuations across multiple regions within the state.

Specific appraisals are performed on these properties once every five years. They were specifically appraised by an independent valuer in 2020-21. Properties that aren't specifically appraised in any given year are indexed.

(iv) Infrastructure

The key infrastructure assets include Roma Street Parkland improvements, the Goodwill Bridge and the Kurilpa Bridge. Fair value for the infrastructure assets is assessed using current replacement cost due to the lack of market sales evidence for such assets.

3.1 Property, plant and equipment (continued)

(c) Revaluation of property (continued)

(iv) Infrastructure (continued)

Infrastructure assets are specifically appraised at least every four years using independent experts. They were subject to specific appraisal at 30 June 2024 by an independent valuer taking into account useful life, age, condition and functionality. Quantity surveyors assessed the replacement cost for the valuer. The valuer's assumptions for the infrastructure assets include:

- the property complies with all statutory requirements with respect to health, building, town planning and fire safety regulations
- a detailed structural survey would not reveal defects
- improvements are sited within title boundaries and without encroachment.

Assets that are not specifically appraised in any given year are indexed.

(v) Heritage and cultural assets

Heritage and cultural buildings at Queen's Wharf Precinct are valued in accordance with Note 3.1(h).

Fair value for the department's other heritage and cultural buildings is assessed based on relevant market evidence for similar assets. In localities where there is insufficient sales activity to derive market-based valuations, the buildings are valued using the current replacement cost and reproduction cost methods. This is also the case for unique or highly specialised buildings for which there is no comparable property market evidence. Properties are specifically appraised every four years unless there is an indication that more frequent revaluation is required. During 2023-24 the properties were indexed.

(d) Asset revaluation surplus by class

	Land \$'000	Buildings \$'000	Infrastructure \$'000	Heritage and cultural assets \$'000	Total \$'000
Balance as at 1 July 2022	4,955,884	-	-	249,677	5,205,561
Net revaluation increments/(decrements)	1,586,199	433,496	-	50,772	2,070,467
Transfer to accumulated surplus/(deficit) for asset class disposed	-	-	-	(300,449)	(300,449)
Balance at 30 June 2023	6,542,083	433,496	-	-	6,975,579
Balance as at 1 July 2023	6,542,083	433,496	-	-	6,975,579
Net revaluation increments/(decrements)	1,457,630	335,665	47,090	4,641	1,845,026
Balance at 30 June 2024	7,999,713	769,161	47,090	4,641	8,820,605

(e) Fair value measurement

Categorisation of fair values recognised as at 30 June 2024

	Level 2 \$'000		Level 3 \$'000		Total \$'000	
	2024	2023	2024	2023	2024	2023
Land						
- social housing	14,866,121	13,376,328	-	-	14,866,121	13,376,328
- commercial	570,182	-	513,050	-	1,083,232	-
- government employee housing	157,355	-	-	-	157,355	-
Total land	15,593,658	13,376,328	513,050	-	16,106,708	13,376,328
Buildings						
- social housing	3,171,306	2,933,178	3,742,329	3,419,337	6,913,635	6,352,515
- commercial	613,883	-	439,812	-	1,053,695	-
- government employee housing	657,342	-	113,197	-	770,539	-
Total buildings	4,442,531	2,933,178	4,295,338	3,419,337	8,737,869	6,352,515
Infrastructure	-	-	303,079	-	303,079	-
Heritage and cultural assets	4,815	-	87,230	-	92,045	-
Total	20,041,004	16,309,506	5,198,697	3,419,337	25,239,701	19,728,843

3.1 Property, plant and equipment (continued)

(e) Fair value measurement (continued)

Level 3 significant valuation inputs

Asset class	Type of significant unobservable inputs
Land	Future estimates of non-cash consideration to be received under non-cancellable contractual arrangements. The discount rate used to calculate a single present value of the future estimates.
Buildings	Discounts for non-strata title units. This represents the cost of obtaining strata title to sell. Cost estimates for differences in functionality, physical condition and level of customisation. Building replacement cost rates. Remaining useful lives and percentage of asset life expired. Government employee houses building condition and size.
Infrastructure	Infrastructure replacement cost rates on a per-component basis. Remaining useful lives and percentage of asset life expired.
Heritage and cultural assets	Building replacement cost rates. Adopted depreciation (percentage of asset life expired). Future estimates of non-cash consideration to be received under non-cancellable contractual arrangements. The discount rate used to calculate a single present value of the future estimates.

(f) Impairment

Property, plant and equipment assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the department determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

(g) Depreciation

Land is not depreciated as it has an unlimited useful life.

Buildings, infrastructure, heritage and cultural assets and plant and equipment are depreciated on a straight-line basis so as to allocate the net cost or revalued amount of each asset progressively over its estimated useful life to the department.

Any subsequent expenditure that increases the originally assessed capacity or service potential of an asset is capitalised, and the new depreciable amount is depreciated over the remaining useful life of the asset to the department.

Assets under construction (work-in-progress) are not depreciated until they reach their service delivery capacity. Service delivery capacity relates to when construction is complete and the asset is first put to use or is installed ready for use in accordance with its intended application. These assets are then reclassified to the relevant classes of property, plant and equipment.

Key estimate: For each class of asset the following depreciation rates were used:

Buildings	1%	to	9%
Infrastructure	1%	to	8%
Heritage and cultural assets	1%	to	1%
Plant and equipment	3%	to	80%

Remaining useful lives are reviewed annually. Where remaining useful lives require modification, the depreciation expense changes from the date of assessment until the end of the useful life (for both current and future years). The estimation of useful lives requires management judgement in assessing the condition of the asset.

3.1 Property, plant and equipment (continued)

(g) Depreciation (continued)

Key judgement: A key strategic asset management principle of the department is the efficient and effective maintenance and upgrade of social housing properties to optimise the useful lives of assets. The property condition is required to be assessed at least once every three years by internal inspection. This results in a condition rating being assigned, and informs future maintenance and upgrade activities. A property that is ready for demolition has a condition rating of one and a property that is like new has a condition rating of ten. Management has assessed that where at least 95% of social housing buildings have a condition rating greater than eight, this supports the annual revision of the remaining useful life for social housing buildings to 50 years. Once every five years the department engages independent experts to provide an opinion on the continued appropriateness of this remaining useful life methodology. During 2020-21 this review was undertaken and the results confirmed the appropriateness of the methodology.

(h) Queen's Wharf Precinct

On 16 November 2015 the Queensland Government entered into contractual arrangements with the Destination Brisbane Consortium ('the Consortium') to redevelop the Queen's Wharf Precinct in the centre of Brisbane into an Integrated Resort Development ('the IRD Project'). The redevelopment area is located between the Brisbane River and George Street, and between Alice and Queen Streets ('the IRD Precinct').

The Department of Housing, Local Government, Planning and Public Works is the owner of the majority of land and buildings within the IRD Precinct. A leasehold development lease and a freehold development lease for the project commenced on 22 February 2018 transferring responsibility of the whole site to the Consortium. As at 30 June 2024, the land and buildings in the precinct have been valued on the basis that the contractual arrangements are considered to be non-cancellable and the highest and best use of the land and buildings in the precinct is that of an IRD. The fair value is based on the income approach with the cash and future estimates for the non-cash consideration to be received under the contractual arrangements discounted to a single present value. Under the fair value hierarchy the future estimates of the non-cash consideration and the discount rate are categorised as unobservable inputs. The carrying value of the land and buildings within the Precinct is \$539.4 million.

(i) Long-term Community Housing Program

The department's Long-term Community Housing Program aims to deliver long-term rental housing that is secure, appropriate and affordable, for persons whose needs are not adequately met by other housing options. Under this program the department may provide grants of property or monetary assistance to community housing providers. Grant funding is provided for the construction, purchase or upgrade of dwellings and community housing providers may also contribute land and funding for the dwellings. The terms and conditions of the grant funding are contained in agreements entered into between the State and the provider. Legal title to dwellings funded under this program may be held by the provider or the department. As at 30 June 2024, the department had provided funding in relation to 3,594 (2023 3,089) properties under this program where title is held by the provider. Due to the fact that the department does not have sole control of these assets, and they are not material, these assets are not disclosed as department assets.

(j) Property leasing

The department's property assets are predominately held for rental to or occupancy by others by way of operating lease or other occupancy agreement, rather than for use by the department.

3.2 Leases as lessee

(a) Right-of-use assets

	Buildings \$'000	Plant and equipment \$'000	Total \$'000
Opening balance at 1 July 2022	830,454	100,827	931,281
Additions	33,660	13,440	47,100
Depreciation charge	(32,790)	(18,310)	(51,100)
Disposals/derecognition	(447)	-	(447)
Transfers out due to machinery-of-government changes (Note 1.5)	(4,713)	(95,957)	(100,670)
Other adjustments	(1,531)	-	(1,531)
Closing balance at 30 June 2023	824,633	-	824,633
Opening balance at 1 July 2023	824,633	-	824,633
Additions	163,760	-	163,760
Transfers in due to machinery-of-government changes (Note 1.5)	1,568,184	-	1,568,184
Depreciation charge	(238,737)	-	(238,737)
Disposals/derecognition	(34,696)	-	(34,696)
Other adjustments	37,396	-	37,396
Closing balance at 30 June 2024	2,320,540	-	2,320,540

Right-of-use assets are recognised at cost, consisting of the initial amount of the associated lease liability:

- less any lease incentives received
- plus any capital works completed on the underlying asset
- plus any restoration costs.

The carrying amount of right-of-use assets are adjusted for any remeasurement of the lease liability in the financial year following changes in lease payments payable or in variable lease payments that depend upon an index or rate, or a change in lease term.

Right-of-use assets are depreciated over the lease term on a straight-line basis.

Revenue received from other Queensland state government entities in relation to these right-of-use assets is recognised as user charges – refer to Note 2.1.

The department has elected not to recognise right-of-use assets and lease liabilities for leases of low-value assets (less than \$10,000) and short-term leases (lease term 12 months or less). Lease payments associated with these leases are recognised as an expense on a straight-line basis over the lease term.

(b) Lease liabilities	2024 \$'000	2023 \$'000
Current	411,149	5,652
Non-current	1,547,260	152,938

Lease liabilities are initially recognised at the present value of lease payments over the lease term, less any lease incentives receivable.

Lease payments are discounted using Queensland Treasury Corporation's Fixed Rate Loan borrowing rate that best corresponds with the lease commencement month and term.

Rental payments are apportioned between the finance charge and a reduction in the recognised lease liability.

Lease liabilities are remeasured in certain situations such as a change in lease payments payable or in variable lease payments that depend on an index or rate, or a change in the lease term.

A maturity analysis for lease liabilities is included in Note 3.15.

3.2 Leases as lessee (continued)

(c) Lease interest

Interest expense on lease liabilities	33,584	9,864
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(d) Amounts recognised in Statement of Cash Flows

Total cash outflow for leases	273,129	51,235
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(e) The department's leasing activities

Buildings — office accommodation

As Queensland Government's central manager of government office accommodation, the Queensland Government Accommodation Office manages a portfolio of commercial accommodation leases represented by right-of-use assets (buildings).

Leases are negotiated on an individual basis and contain a wide range of different terms and conditions in order to achieve the best whole-of-government benefit. The department is exposed to potential future increases in variable lease payments based on CPI or market rates, which make up approximately 9% of the portfolio and these are not included in the lease liability until they take effect. When adjustments to lease payments based on CPI or market rates do take effect, the lease liability is reassessed and adjusted against the right-of-use asset.

The lease agreements do not impose any covenants other than the security interests in the leased assets that may be held by the lessor.

Key judgements in determining the lease term

Extension options are included in the majority of office accommodation leases, however these are not included in the lease term assessed at commencement date due to the department not being reasonably certain that they will be used. In determining whether these options should be included in the lease term assessed at commencement date, the department considered its current office accommodation strategic plan and its history of exercising extension options.

The lease term is reassessed if the department becomes reasonably certain that an extension option will be exercised. The department has exercised approximately 23% of its extension options for the year ending 30 June 2024.

Key judgements regarding lease and non-lease components

The department has not separated out non-lease components from lease components for those leases where the base rent is 'all inclusive' as the non-lease component of the base rent cannot be reliably measured.

Buildings on Deed of Grant in Trust land

The department has concessionary leases consisting of buildings on Deed of Grant in Trust land. These buildings are leased from a number of Aboriginal and Torres Strait Islander councils. The leases facilitate the construction and/or refurbishment of properties on communal land in accordance with the National Partnership on Remote Housing, entered into between the Australian Government and the Queensland Government.

The leases have below-market rental terms, with lease payments indexed annually by the Consumer Price Index (CPI). Lease payments for the 2023-24 financial year consisted of rent of \$1,122.84 (2023 \$1,045.26) per property and a rates equivalent component (where applicable) of \$2,807.09 (2023 \$2,613.14) per property. The department is responsible for construction, upgrades, maintenance and insurance of the properties and the use of the properties is restricted to social housing purposes. Lease terms are 40 years with renewal options of an additional 40 years. The department may terminate the leases with 3 months' notice. No leases have been terminated by the department or have reached the end of the lease term.

3.3 Loans and receivables

Current

Contracts with customers

Trade debtors	110,707	10,396
Social housing debtors - maintenance	32,427	32,006
Less: loss allowance	(24,197)	(21,697)
	<u>8,230</u>	<u>10,309</u>
<i>Total contracts with customers</i>	<u>118,937</u>	<u>20,705</u>
Rental bond loans	40,434	34,064
Less: loss allowance	(21,136)	(18,577)
	<u>19,298</u>	<u>15,487</u>
Social housing debtors - rent	15,055	14,277
Less: loss allowance	(8,660)	(6,533)
	<u>6,395</u>	<u>7,744</u>
Annual leave reimbursements*	7,041	3,130
Long service leave reimbursements*	2,229	858
Housing loans	3,878	3,928
Equity adjustment receivable	-	21,910
Finance lease receivables	3,718	-
Other loans and advances	606	-
Total	<u><u>162,102</u></u>	<u><u>73,762</u></u>

Non-current

Rental bond loans	10,108	8,516
Less: loss allowance	(5,284)	(4,644)
	<u>4,824</u>	<u>3,872</u>
Housing loans	21,801	24,565
Finance lease receivables	54,853	-
Other loans and advances	1,718	-
Total	<u><u>83,196</u></u>	<u><u>28,437</u></u>

* Refer to Note 2.7 for further information.

Loans and receivables are measured at amortised cost which approximates their fair value at reporting date. Loans and receivables are recognised at the amount due at the time of sale or service delivery with the exception of housing loans, which reflect the monies lent, plus interest and other costs, less repayments from borrowers. Settlement of trade debtors is generally required within 30 days from invoice date. Bond loan terms range from 18 to 30 months. Original housing loan terms range from 10 to 35 years.

3.3 Loans and receivables (continued)

Movements in loss allowance

	Current			Total	Non-current Rental bond loans
	Rental bond loans	Social housing debtors - Rent	Social housing debtors - Maintenance		
	\$'000	\$'000	\$'000		
Balance at 1 July 2022	16,589	6,772	22,995	46,356	4,147
Increase in allowance recognised in operating result	3,165	(93)	(1,127)	1,945	497
Amounts written-off during the year	(1,177)	(146)	(171)	(1,494)	-
Balance at 30 June 2023	18,577	6,533	21,697	46,807	4,644
Balance at 1 July 2023	18,577	6,533	21,697	46,807	4,644
Increase in allowance recognised in operating result	5,009	3,602	3,601	12,212	640
Amounts written-off during the year	(2,450)	(1,475)	(1,101)	(5,026)	-
Balance at 30 June 2024	21,136	8,660	24,197	53,993	5,284

The department's impairment accounting policies for loans and receivables are outlined in Note 3.4.

3.4 Credit risk

The department is exposed to credit risk on its loans and receivables. The maximum exposure to credit risk at balance date is the gross carrying amount of these assets without taking into account collateral. The department manages credit risk by monitoring all funds owed on a timely basis.

Rental bond loans and social housing debtors

Risk management

Rental bond loans and social housing debtors are the main sources of credit risk for the department. To manage credit risk, the department's preferred payment method is Easypay, which consists of three types of electronic deductions, the Rent Deduction Scheme (through Services Australia - Centrelink), the Direct Deduction Facility through the Commonwealth Department of Veteran Affairs and a bank direct debit through financial institutions. The department actively pursues outstanding debts. Where a customer has a previous debt with the department and is applying for further housing assistance, the department requests that the customer repays the debt or enters into an agreeable arrangement for the debt to be paid through a Deed of Repayment arrangement.

Loss allowance

To measure the loss allowance under AASB 9 *Financial Instruments*, the department has used the following approach.

For social housing debtors the department has applied the simplified approach in AASB 9 and has calculated the lifetime expected credit loss on a collective basis.

For rental bond loans the department has applied, on a collective basis, the general approach for measuring the loss allowance. This involves the recognition of a lifetime expected credit loss for loans that have a significant increase in credit risk. A 12-month expected credit loss is recognised for those loans that do not have a significant increase in credit risk. Loans are considered to have a significant increase in credit risk where they have repayments that are past due.

3.4 Credit risk (continued)

Rental bond loans and social housing debtors (continued)

To calculate the lifetime expected credit losses for both rental bond loans and social housing debtors, the department uses a provision matrix that is based on the department's historical credit loss experience for various groups of debtors with shared credit risk characteristics, adjusted for current circumstances and forward-looking factors where relevant. Loss histories associated with the various debtor groups are reviewed to determine percentage rates to be applied to calculate the expected credit loss. Social housing debts are grouped based on days past due, the nature of the debt (rent or maintenance) and the type of property (remote Indigenous housing or public housing). Bond loan debts are grouped based on days past due and current vs terminated tenancy.

Write-offs

Debts are written off against the relevant allowance for impairment when there is no reasonable expectation of recovery. Indicators that there is no reasonable expectation of recovery include:

- bankruptcy conditions apply
- customers are deceased
- the tenancy is terminated and the debt is low value
- for all other amounts - the tenancy is terminated (and for bond loan customers the bond is disbursed) and multiple attempts to contact the customer (through various channels) and recover the debt have been unsuccessful.

The write-off of a debt does not release the customer from the debt and future action may be taken to recover the debt if further housing assistance is sought. A debt may only be waived in exceptional circumstances after a full review of the debt has been undertaken.

All known bad debts were written-off as at 30 June.

Housing loans

Housing loans have low credit risk and accordingly no impairment allowance is recognised for these debts. Most loans in the department's housing lending portfolio are secured by a registered first mortgage over the property concerned. Loans under the Rental Purchase Plan scheme are secured through title to the property remaining with the department until the purchase is fully completed under the contract. For loans under the Pathways Shared Equity Program, title to the property is held jointly by the department and the borrower until the purchase is fully completed under the contract. Housing loans generally have a low level of arrears and defaults, and a lot of the loans were provided many years ago based on much lower residential property values. The level of write-offs has been immaterial.

Other receivables

Trade debtors have low credit risk as they are predominately with other state government agencies. Finance lease receivables have low credit risk as they are with a Commonwealth Government agency and an industry superannuation fund. The level of write-offs has been immaterial and therefore no impairment allowance is recognised for these receivables.

3.5 Contract assets	2024	2023
	\$'000	\$'000
Current	96,667	-

The department recognises contract assets for work performed for customers under Building Services contracts. Contract assets are transferred to receivables when the department's right to payment becomes unconditional. This usually occurs when the invoice is issued to the customer.

3.6 Other financial assets	2024	2023
	\$'000	\$'000
<i>Current</i>		
Financial assets at fair value through profit or loss	7,000	7,000
<i>Non-current</i>		
Financial assets at fair value through profit or loss	245,229	230,411

The department has two housing products which are classified as financial assets at fair value through profit or loss, being Rental Purchase Plan and Pathways Shared Equity.

3.6 Other financial assets (continued)

Under a Rental Purchase Plan agreement, clients obtain a loan from the department for the purchase of a part share in a home and pay monthly instalments which include both a loan repayment (including interest) and a rent component. Under the Pathways Shared Equity Program, clients obtain a loan from the department for the purchase of a share in a property they are currently renting from the department. Clients pay monthly loan repayments to the department.

The department does not have effective control of properties subject to these agreements and its interest in the properties meets the definition of a financial instrument. Fair value is based on the net market value of the department's proportion of the underlying properties. Each year a sample of shared equity properties are specifically appraised, with the remaining properties subject to a desktop valuation. These assets are a level 2 in the fair value hierarchy.

Loans provided under the loan agreements for these products are disclosed as housing loans receivable.

The department is exposed to market risk through its interest in Rental Purchase Plan and Pathways Shared Equity properties as the value of the department's interest in the properties is directly related to movements in the residential property market in the respective areas where they are located. Historically between 80% to 92% of the value of the department's interest in these properties is concentrated in the south-east corner of Queensland.

3.7 Other assets	2024	2023
	\$'000	\$'000
Current		
Prepayments	23,895	11,503
Other	481	-
Total	<u>24,376</u>	<u>11,503</u>
Non-current		
Deferred tax assets	8,818	-
Total	<u>8,818</u>	<u>-</u>

3.8 Non-current assets classified as held for sale

Land	7,134	710
Buildings	2,847	505
Total	<u>9,981</u>	<u>1,215</u>

Non-current assets held for sale consist of those assets that management has determined are available for sale in their present condition, for which their sale is highly probable within the next twelve months. Historically these assets largely consist of social housing to be sold in line with relevant portfolio management strategies to ensure the alignment of cost-effective and suitable properties with client needs in specific locations.

In March 2022 the department paused the divestment program for social housing in South East Queensland. This was in direct response to 2022 flooding events and increased demand for social housing. Post June 2022 the decision to pause the divestment program was extended statewide, therefore properties that had previously been listed as assets held for sale, and not already under contract, were removed from the market.

The amounts included in the above note reflect sales with existing social housing tenants, sales of government employee housing and the sale of land at Kirwan resulting from the demolition of the stadium on Willow Sports Field.

The assets are measured at the lower of their carrying amount and their fair value less costs to sell. Any write-down to fair value less costs to sell is a non-recurring valuation. The write-down is recognised as an impairment loss expense. These assets are no longer depreciated upon being classified as held for sale.

	2024 \$'000	2023 \$'000
3.9 Payables		
Current		
Trade creditors	211,069	106,196
Grants and subsidies payable	31,662	35,039
Deferred appropriation payable to Consolidated Fund	195,722	54,613
Equity adjustment payable	8,701	-
Dividends	16,634	-
GST payable	28,245	24,528
GST input tax credits receivable	(23,968)	(23,530)
Net GST payable	4,277	998
Total	468,065	196,846

3.10 Borrowings

Current

Australian Government borrowings	16,281	16,193
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Non-current

Australian Government borrowings	182,960	199,241
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Borrowings are initially recognised at fair value, plus any transaction costs directly attributable to the borrowings, and then subsequently held at amortised cost using the effective interest method. Borrowing costs are recognised as an expense.

The fair value of Australian Government borrowings is notified by the Queensland Treasury Corporation and is calculated using discounted cash flow analysis. It is classified as a level three fair value in the fair value hierarchy. The carrying amount and fair value is disclosed below:

	2024		2023	
	Carrying amount \$'000	Fair value \$'000	Carrying amount \$'000	Fair value \$'000
Australian Government borrowings	199,241	287,007	215,434	287,986

3.11 Queen's Wharf deferred consideration

	2024 \$'000	2023 \$'000
Current	71,250	-
Non-current	48,142	-

The developer of the Queen's Wharf Project is providing the state with cash and non-cash consideration in return for the right to develop the Precinct and operate the Integrated Resort Development. The upfront cash received cannot be recognised as revenue until completion of the Project. Until this point in time, the upfront cash is recognised with a corresponding liability.

3.12 Unearned revenue

	2024 \$'000	2023 \$'000
Current		
Rent	28,088	29,786
Finance lease revenue	1,322	-
Supplementation revenue	18,986	-
Total	48,396	29,786
Non-current		
Finance lease revenue	21,161	-
Total	21,161	-

	2024 \$'000	2023 \$'000
3.13 Provisions		
Current		
Transfer duty	19,000	-
Make good	1,749	-
Cladding remediation	305	-
Other	2,063	251
Total	23,117	251
Non-current		
Make good	9,568	-
Total	9,568	-

Movements	Transfer duty	Make good	Cladding remediation	Other	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Balance at 1 July 2023	-	-	-	251	251
Transfers in due to machinery-of-government changes (Note 1.5)	19,000	17,079	4,989	-	41,068
Additional provision made	-	1,206	-	2,063	3,269
Provision utilised through payments	-	(6,968)	(4,684)	(251)	(11,903)
Balance at 30 June 2024	19,000	11,317	305	2,063	32,685

Transfer duty

A provision is recognised for transfer duty in relation to the Queen's Wharf Precinct IRD agreement. Duty is payable to Queensland treasury when the IRD long term lease is issued.

Make good

Commercial office leases may contain a make good clause that requires the premises to be returned in a specified condition or other consideration to be provided at the end of the lease term. The department has established make good provisions in respect of these leases.

Cladding remediation

The department recognises a provision for rectification costs for one departmental owned site requiring remediation to address the presence of combustible cladding. The site has had interim risk mitigation strategies implemented and is safe for occupation pending final remediation.

3.14 Other liabilities

	2024 \$'000	2023 \$'000
Current		
Contract liabilities	29,617	-
Current tax liability	11,282	-
Other	4,267	-
Total	45,166	-
Non-current		
Contract liabilities	805	-
Deferred tax liability	380	-
Other	344	-
Total	1,529	-

Contract liabilities

Contracts with customers are generally for periods of one year or less or are billed based on time elapsed. The balance of contract liabilities at the end of the financial year is generally recognised as revenue in the following year.

The department has applied the practical expedient in AASB 15 *Revenue from Contracts with Customers*, relating to transaction prices allocated to unsatisfied or partially satisfied performance obligations at the end of the reporting period.

Unearned revenue that does not arise from contracts with customers is included in Note 3.12.

3.15 Liquidity risk

The department is exposed to liquidity risk in respect of its payables, Australian Government borrowings and lease liabilities. The department reduces the exposure to liquidity risk by ensuring it has sufficient funds available to meet these obligations as they fall due.

As at 30 June 2024 the department had undrawn overdraft facilities of \$20 million (2023 nil) with the Commonwealth Bank and undrawn working capital facilities of \$25 million (2023 nil) with Queensland Treasury Corporation.

The following table sets out the liquidity risk of financial liabilities held by the department. It represents the contractual maturity of financial liabilities, calculated based on undiscounted cash flows relating to the liabilities at reporting date. The undiscounted cash flows will differ from the amortised cost (carrying amount) where this is based on principal loan amount outstanding or discounted cash flows.

2024	Amortised Cost \$'000	Undiscounted cash flows			Total \$'000
		Contractual maturity payable in			
		<1 year \$'000	1-5 years \$'000	>5 years \$'000	
Financial liabilities					
Lease liabilities	1,958,409	464,493	1,259,384	540,214	2,264,091
Australian Government borrowings	199,241	25,133	97,369	140,575	263,077
Payables	468,065	468,065	-	-	468,065
Total	2,625,715	957,691	1,356,753	680,789	2,995,233

2023	Amortised Cost \$'000	Undiscounted cash flows			Total \$'000
		Contractual maturity payable in			
		<1 year \$'000	1-5 years \$'000	>5 years \$'000	
Financial liabilities					
Lease liabilities	158,590	12,413	38,073	230,682	281,168
Australian Government borrowings	215,434	25,762	100,159	162,918	288,839
Payables	196,846	196,846	-	-	196,846
Total	570,870	235,021	138,232	393,600	766,853

3.16 Contributed equity

Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities* specifies the principles for recognising contributed equity by the department. The following items are recognised as contributed equity during the reporting and comparative years and are disclosed in the Statement of Changes in Equity:

- appropriations for equity adjustments (refer to Note 3.17)
- non-appropriated equity adjustments
- non-reciprocal transfers of assets and liabilities between wholly-owned Queensland State Public Sector entities e.g. as a result of machinery-of-government changes (refer to Note 1.5).

3.17 Appropriations recognised in equity

	2024 \$'000	2023 \$'000
Reconciliation of payments from consolidated fund to equity adjustment		
Original budgeted equity adjustment appropriation	457,265	279,044
Supplementary amounts		
Transfers from/to other departments - redistribution of public business	76,902	-
Transfers from/to other headings	-	71,882
Unforeseen expenditure	37,670	-
Equity adjustment receipts (payments)	571,837	350,926
Less: Opening balance of equity adjustment receivable	(21,910)	-
Plus: Opening balance of equity adjustment payable	-	959
Plus: Transfer of equity adjustment receivable to other Queensland Government entities	18,369	-
Plus: Transfer of equity adjustment payable from other Queensland Government entities	256	(289)
Plus: Closing balance of equity adjustment receivable	-	21,910
Less: Closing balance of equity adjustment payable	(8,701)	-
Equity adjustment recognised in contributed equity	559,851	373,506
Variance between original budgeted and actual equity adjustment appropriation	102,586	94,462

4 BUDGET TO ACTUAL COMPARISON

Following machinery-of-government changes outlined in Note 1.5 and as required by Queensland Treasury policy under such circumstances, the budget figures used in this comparison represent the Adjusted Budget figures for the financial year, as published in the latest Service Delivery Statement tabled in Parliament.

	Variance notes	Adjusted Budget 2024 \$'000	Actual 2024 \$'000	Variance \$'000
STATEMENT OF COMPREHENSIVE INCOME				
Income				
User charges and fees	1	1,067,304	1,329,982	262,678
Appropriation revenue	2	1,232,279	1,453,643	221,364
Grants and other contributions		177,956	30,627	(147,329)
Other revenue		40,783	39,575	(1,208)
Total revenue		<u>2,518,322</u>	<u>2,853,827</u>	<u>335,505</u>
Gains on disposal/remeasurement of assets		-	22,204	22,204
Total income		<u>2,518,322</u>	<u>2,876,031</u>	<u>357,709</u>
Expenses				
Supplies and services	3	1,286,187	1,622,061	335,874
Depreciation and amortisation		419,790	425,293	5,503
Grants and subsidies	4	607,240	544,757	(62,483)
Employee expenses		333,436	334,171	735
Finance/borrowing costs		33,323	43,153	9,830
Impairment losses on loans and receivables		4,347	13,281	8,934
Other expenses		25,938	26,157	219
Total expenses		<u>2,710,261</u>	<u>3,008,873</u>	<u>298,612</u>
Operating result before income tax		<u>(191,939)</u>	<u>(132,842)</u>	<u>59,097</u>
Income tax benefit/(expense)		4,847	(9,414)	(14,261)
Operating result after income tax		<u>(187,092)</u>	<u>(142,256)</u>	<u>44,836</u>
OTHER COMPREHENSIVE INCOME				
Items that will not be reclassified to operating result				
Increase/(decrease) in asset revaluation surplus		-	1,845,026	1,845,026
Total other comprehensive income		<u>-</u>	<u>1,845,026</u>	<u>1,845,026</u>
Total comprehensive income		<u>(187,092)</u>	<u>1,702,770</u>	<u>1,889,862</u>

4 BUDGET TO ACTUAL COMPARISON (CONTINUED)

BALANCE SHEET	Variance notes	Adjusted Budget 2024 \$'000	Actual 2024 \$'000	Variance \$'000
Current assets				
Cash and cash equivalents	5	370,405	586,308	215,903
Loans and receivables		154,143	162,102	7,959
Contract assets		53,254	96,667	43,413
Other financial assets		7,000	7,000	-
Other current assets		10,165	24,376	14,211
		<u>594,967</u>	<u>876,453</u>	<u>281,486</u>
Non-current assets classified as held for sale		1,778	9,981	8,203
Total current assets		<u>596,745</u>	<u>886,434</u>	<u>289,689</u>
Non-current assets				
Property, plant and equipment	6	21,389,806	25,725,093	4,335,287
Right-of-use assets		2,313,096	2,320,540	7,444
Other financial assets		228,490	245,229	16,739
Loans and receivables		87,379	83,196	(4,183)
Intangible assets		183,380	10,985	(172,395)
Other non-current assets		2,226	8,818	6,592
Total non-current assets		<u>24,204,377</u>	<u>28,393,861</u>	<u>4,189,484</u>
TOTAL ASSETS		<u>24,801,122</u>	<u>29,280,295</u>	<u>4,479,173</u>
Current liabilities				
Lease liabilities		395,567	411,149	15,582
Payables	7	171,793	468,065	296,272
Queen's Wharf deferred consideration		-	71,250	71,250
Unearned revenue		52,727	48,396	(4,331)
Borrowings		16,281	16,281	-
Provisions		2,240	23,117	20,877
Accrued employee benefits		11,067	15,386	4,319
Other current liabilities		6,686	45,166	38,480
Total current liabilities		<u>656,361</u>	<u>1,098,810</u>	<u>442,449</u>
Non-current liabilities				
Lease liabilities		1,541,802	1,547,260	5,458
Borrowings		182,960	182,960	-
Queen's Wharf deferred consideration		48,142	48,142	-
Unearned revenue		21,161	21,161	-
Provisions		3,200	9,568	6,368
Other non-current liabilities		1,081	1,529	448
Total non-current liabilities		<u>1,798,346</u>	<u>1,810,620</u>	<u>12,274</u>
Total liabilities		<u>2,454,707</u>	<u>2,909,430</u>	<u>454,723</u>
NET ASSETS / TOTAL EQUITY		<u>22,346,415</u>	<u>26,370,865</u>	<u>4,024,450</u>

4 BUDGET TO ACTUAL COMPARISON (CONTINUED)

STATEMENT OF CASH FLOWS	Variance notes	Adjusted Budget 2024 \$'000	Actual 2024 \$'000	Variance \$'000
CASH FLOWS FROM OPERATING ACTIVITIES				
<i>Inflows:</i>				
User charges and fees	8	1,095,493	1,334,435	238,942
Appropriation receipts	9	1,262,991	1,606,374	343,383
GST input tax credits received from Australian Taxation Office		94,916	287,187	192,271
GST collected from customers		50,107	82,195	32,088
Grants and other contributions		188,992	58,660	(130,332)
Other		68,375	29,018	(39,357)
<i>Outflows:</i>				
Supplies and services	10	(1,244,289)	(1,541,307)	(297,018)
Grants and subsidies	11	(607,005)	(545,531)	61,474
Employee expenses		(330,432)	(326,022)	4,410
GST remitted to Australian Taxation Office		(90,909)	(196,496)	(105,587)
GST paid to suppliers		(41,903)	(171,552)	(129,649)
Finance/borrowing costs		(33,323)	(43,153)	(9,830)
Taxation equivalents		5,519	(4,082)	(9,601)
Other		(20,112)	(28,873)	(8,761)
Net cash provided by (used in) operating activities		398,420	540,853	142,433
CASH FLOWS FROM INVESTING ACTIVITIES				
<i>Inflows:</i>				
Loans and advances redeemed		24,396	23,954	(442)
Sales of property, plant and equipment	12	115,507	21,507	(94,000)
Redemption of other financial assets		5,000	6,179	1,179
<i>Outflows:</i>				
Payments for property, plant and equipment	13	(573,192)	(609,783)	(36,591)
Loans and advances made		(64,017)	(31,350)	32,667
Payments for intangible assets		(3,700)	(2,264)	1,436
Net cash provided by (used in) investing activities		(496,006)	(591,757)	(95,751)
CASH FLOWS FROM FINANCING ACTIVITIES				
<i>Inflows:</i>				
Equity injections		797,107	829,549	32,442
<i>Outflows:</i>				
Payment of lease liabilities		(237,832)	(224,510)	13,322
Equity withdrawals		(257,544)	(254,166)	3,378
Borrowing redemptions		(16,193)	(16,193)	-
Dividends paid		(52)	(1,628)	(1,576)
Net cash provided by (used in) financing activities		285,486	333,052	47,566
Net increase (decrease) in cash and cash equivalents		187,900	282,148	94,248
Increase (decrease) in cash and cash equivalents from machinery-of-government changes (Note 1.5)		47,580	119,101	71,521
Cash and cash equivalents – opening balance		134,925	185,059	50,134
Cash and cash equivalents – closing balance		370,405	586,308	215,903

4 BUDGET TO ACTUAL COMPARISON (CONTINUED)

Explanations of major variances

Major variances have been assessed as meeting both of the following criteria:

- The line item within the Statement of Comprehensive Income or the Balance Sheet is material (greater than 10%) compared to total income, total expenses, total assets (less property, plant and equipment) or total liabilities, as applicable. The line item within the Statement of Cash Flows is material (greater than 10%) compared to total inflows or total outflows (as applicable) for the relevant cash flow category (i.e. operating/investing/financing).
- The variance between the actual amount and the budget is greater than 10% except for payments for property, plant and equipment (Statement of Cash Flows) and employee expenses and supplies and services (Statement of Comprehensive Income) where 5% is used.

The department may include as major variances, line items not meeting the above criteria, but which are considered material due to their nature.

Statement of Comprehensive Income

1 *User charges and fees*

Income derived from user charges and fees are \$262.7 million more than budget and primarily due to QBuild's increased client agency programs of work.

2 *Appropriation revenue*

The net increase of \$221.4 million of appropriation revenue is mainly due to the increased investment in housing and homelessness services and responses, addressing key housing pressures including supply as part of Homes for Queenslanders, the Queensland Government's whole-of-system housing plan.

3 *Supplies and services*

The increase of \$335.9 million in supplies and services is mainly due to the increased investment in housing and homelessness services and responses, addressing key housing pressures including supply as part of Homes for Queenslanders, the Queensland Government's whole-of-system housing plan, and QBuild's increases in payments to contractors reflecting the higher volume of client agency programs of work.

4 *Grants and subsidies*

The net decrease of \$62.5 million is mainly due to the reallocation of funding to the Queensland Reconstruction Authority led Voluntary Home Buyback program, as well as timing of the delivery of grant programs as a result of challenging construction market conditions and severe weather events. This was offset by the increased investment in housing and homelessness services and responses, addressing key housing pressures including supply as part of Homes for Queenslanders, the Queensland Government's whole-of-system housing plan.

Balance Sheet

5 *Cash and cash equivalents*

The increased cash balance of \$215.9 million is primarily due to the timing differences across capital works, grants, and supplies and services, partially offset by reduced asset sales proceeds due to the pause in the social housing sales program.

6 *Property, plant and equipment*

The department does not budget for movements in the fair value of property as this is reflective of market movements which cannot be reliably estimated in advance, particularly given the size and diversity of the department's property portfolio.

The increase is mainly due to increases in the value of the department's property portfolio reflecting increases in valuations across the Queensland property market.

4 BUDGET TO ACTUAL COMPARISON (CONTINUED)

Explanations of major variances (continued)

7 *Payables*

The increased current payables of \$296.3 million is mainly due to capital projects, grants and maintenance activities committed but not finalised at financial year end.

Statement of Cash Flows

8 *User charges and fees*

The increase from user charges and fees are \$238.9 million more than budget and primarily due to QBuild's increased client agency programs of work.

9 *Appropriation receipts*

The net increase of \$343.4 million is mainly due to the increased investment in housing and homelessness services and responses, addressing key housing pressures including supply as part of Homes for Queenslanders, the Queensland Government's whole-of-system housing plan.

10 *Supplies and services*

The variance of \$297 million in supplies and services is mainly due to the increased investment in housing and homelessness services and responses, addressing key housing pressures including supply as part of Homes for Queenslanders, the Queensland Government's whole-of-system housing plan, and QBuild increases in payments to contractors reflecting the higher volume of client agency programs of work.

11 *Grants and subsidies*

The net variance of \$61.5 million is mainly due to the reallocation of funding to the Queensland Reconstruction Authority led Voluntary Home Buyback program, as well as timing of the delivery of grant programs as a result of challenging construction market conditions and severe weather events. This was offset by the increased investment in housing and homelessness services and responses, addressing key housing pressures including supply as part of Homes for Queenslanders, the Queensland Government's whole-of-system housing plan.

12 *Sales of property, plant and equipment*

The decrease in asset sales proceeds of \$94 million is due to the pause in the social housing sales program.

13 *Payments for property, plant and equipment*

The variance of \$36.6 million is mainly due to additional government employee housing construction partially offset by changes in the timing of delivery of various Housing and Homelessness capital programs and initiatives.

5 OTHER INFORMATION

5.1 Key management personnel disclosures

(a) Details of key management personnel (KMP)

The department's responsible Minister is identified as part of the department's KMP, consistent with additional guidance included in the revised version of AASB 124 *Related Party Disclosures*. That Minister is the Minister for Housing, Local Government and Planning and Minister for Public Works.

The following details for non-ministerial KMP reflect those positions that had authority and responsibility for planning, directing and controlling the activities of the department during the year. Further information about these positions can be found in the body of the Annual Report under the section relating to the Executive Leadership Team.

Following the machinery-of-government changes effective from 1 June 2023, the department reviewed its functional alignment. This identified an optimal structure of four divisions, each led by a Deputy Director-General. The new structure was effective from 22 September 2023.

Following the machinery-of-government changes effective from 1 January 2024, three KMP positions transferred to the department. Refer to Note 1.5 for information on this machinery-of-government change.

Refer to Note 5.2 for material related party transactions with KMP.

Position	Position responsibility
Director-General	Responsible for executive leadership, overall strategic direction and the administration of the department.
Deputy Director-General, Corporate Services	Responsible for enabling a high-performing department by providing systems, advice and governance to support high-quality service delivery outcomes. As part of the functional alignment, the former division of Strategy and Corporate Services was renamed Corporate Services. Responsibility for policy and legislation development moved to Policy, Performance and First Nations.
Deputy Director-General, Policy, Performance and First Nations	Responsible for the development and implementation of housing and homelessness strategies and policies to support the delivery of programs, initiatives and pathways, as well as driving system-wide legislative reform across the housing sector. Functions include strategic policy, legislation, intergovernmental relations, regulatory services, and First Nations housing and homelessness services.
Deputy Director-General, Social and Affordable Housing Growth	Responsible for delivery of a coordinated and integrated social and affordable housing capital investment program across Queensland and the development of innovative social and affordable housing to maximise the Queensland Government's investment in social and affordable housing initiatives.
Deputy Director-General, Housing and Homelessness Services	Responsible for delivering holistic services and support to ensure every Queenslanders has access to a safe, secure, and affordable home that meets their needs. The role provides leadership in delivering quality housing and homelessness support services through state-wide frontline service delivery and via engagements with funded service providers.
Deputy Director-General, Local Government	Responsible for the development and implementation of strategies, policies and programs that support a sustainable local government system.
Deputy Director-General, Planning	Responsible for the coordinated and integrated delivery of planning functions and services for Queensland.
Deputy Director-General, Public Works	Responsible for providing strategic leadership to deliver high quality outcomes under the department's capital works and building asset management programs, accommodation and employee housing programs and disaster management coordination efforts. The role is critical in developing and maintaining effective partnerships and relationships with key stakeholders and clients including interface with the building industry.
Chief Finance Officer	Responsible for direction of the efficient, effective and economic financial administration of the department.
Associate Director-General, Housing and Homelessness Services	In 2022-23, this position was responsible for providing strategic leadership to design and deliver housing and homelessness services in Queensland through remote Aboriginal and Torres Strait Islander housing, social and private housing assistance, homelessness support services and regulatory services which regulate residential services, residential parks and retirement villages industries in Queensland. In 2023-24, this role was repurposed as part of the functional alignment.

5.1 Key management personnel disclosures (continued)

(a) Details of key management personnel (KMP) (continued)

*Functions transferred from department (2022-23)**

Position	Position responsibility
Chief Customer and Digital Officer	Responsible for driving Queensland's Digital Economy, delivering better citizen-centric services and optimising Queensland Government's investment and use of technology.
Deputy Director-General, Transformation and Enabling Technologies	Responsible for providing strategic leadership to the Transformation and Enabling Technologies stream to deliver the services, solutions and technologies that empower Queensland Government agencies to provide high-quality services to Queenslanders. The stream has a heavy focus on partnering with Queensland Government agencies and industry to provide innovative, responsive and integrated services.
Deputy Director-General, Services Delivery and Operations	Responsible for providing strategic leadership for digitally-enabled whole-of-government services to the Queensland public and modern and trusted corporate services and advice to Queensland Government departments and statutory authorities.
Deputy Director-General, First Nations Strategy	Responsible for delivering an integrated response for First Nations people including reframing the department's relationships with Aboriginal and Torres Strait Islander stakeholders, enabling and supporting community-led and place-based solutions, and enabling the delivery of enhanced Aboriginal and Torres Strait Islander client and community outcomes.
Deputy Director-General, Arts Queensland	Provides strategic leadership and direction on the efficient, effective and economic administration of Arts Queensland.
Deputy Director-General, Communities	Responsible for providing strategic and operational leadership in managing the delivery of and investment in programs and initiatives that support Queensland communities.

*Refer to Note 1.5.

(b) Remuneration policies

Ministerial remuneration entitlements are outlined in the Legislative Assembly of Queensland's Members' Remuneration Handbook. The department does not bear any cost of remuneration of ministers. The majority of ministerial entitlements are paid by the Legislative Assembly with the remaining being provided by Ministerial Services Branch within the Department of the Premier and Cabinet. As all ministers are reported as KMP of the Queensland Government, aggregate remuneration expenses for all ministers are disclosed in the Queensland General Government and Whole of Government Consolidated Financial Statements, which are published as part of the Queensland Treasury's Report on the State Finances.

Remuneration policy for the department's other KMP is set by the Queensland Public Sector Commission as provided for under the *Public Sector Act 2022*. Individual remuneration and other terms of employment (including motor vehicle entitlements) are specified in employment contracts.

Remuneration expenses for those KMP comprise the following components:

Short-term employee expenses include:

- salaries, allowances and leave entitlements earned and expensed for the entire year, or for that part of the year during which the employee was a KMP
- non-monetary benefits - consisting of provision of vehicle and car parking, together with fringe benefits tax applicable to the benefit.

Long-term employee expenses include amounts expensed in respect of long service leave entitlements earned.

Post-employment expenses include amounts expensed in respect of employer superannuation obligations.

Termination benefits include payments in lieu of notice on termination and other lump sum separation entitlements (excluding annual and long service leave entitlements) payable on termination of employment or acceptance of an offer of termination of employment.

No remuneration packages for key management personnel provide for any performance or bonus payments.

5.1 Key management personnel disclosures (continued)

(c) Remuneration expenses

The following disclosures focus on the expenses incurred by the department that are attributable to non-ministerial key management personnel positions during the respective reporting periods. Therefore, the amounts disclosed reflect expenses recognised in the Statement of Comprehensive Income.

1 July 2023 – 30 June 2024

Position	Short-term employee expenses		Long-term employee expenses \$'000	Post-employment expenses \$'000	Termination benefits \$'000	Total \$'000
	Monetary expenses \$'000	Non-monetary benefits \$'000				
Director-General	467	12	12	60	-	551
Deputy Director-General, Corporate Services ¹	264	13	7	35	-	319
Deputy Director-General, Policy, Performance and First Nations (acting from 25/09/2023 to 04/02/2024) ¹	108	4	3	13	-	128
Deputy Director-General, Policy, Performance and First Nations (from 05/02/2024) ¹	128	5	3	15	-	151
Deputy Director-General, Social and Affordable Housing Growth (acting from 13/07/2023 and appointed from 08/12/2023) ¹	288	11	7	39	-	345
Deputy Director-General, Housing and Homelessness Services (acting from 25/09/2023 to 23/01/2024) ¹	94	4	2	11	-	111
Deputy Director-General, Housing and Homelessness Services (from 24/01/2024) ¹	136	5	3	16	-	160
Deputy Director-General, Local Government ²	136	6	3	17	-	162
Deputy Director-General, Planning ²	159	6	4	19	-	188
Deputy Director-General, Public Works ³	163	6	4	20	-	193
Chief Finance Officer (to 03/09/2023)	36	2	1	5	-	44
Chief Finance Officer (acting from 04/09/2023 to 22/10/2023)	32	2	1	3	-	38
Chief Finance Officer (from 23/10/2023)	165	9	4	20	-	198

Notes

- Following the machinery-of-government changes effective from 1 June 2023, the department reviewed its functional alignment. This identified an optimal structure of four divisions, each led by a Deputy Director-General. The new structure was effective from 22 September 2023.
- These positions transferred from the Department of State Development and Infrastructure from 1 January 2024.
- This position transferred from the Department of Energy and Climate from 1 January 2024.

5.1 Key management personnel disclosures (continued)

(c) Remuneration expenses (continued)

1 July 2022 – 30 June 2023

Position	Short-term employee expenses		Long-term employee expenses \$'000	Post-employment expenses \$'000	Termination benefits \$'000	Total \$'000
	Monetary expenses \$'000	Non-monetary benefits \$'000				
	Director-General (from 18/05/2023)	58				
Director-General (to 18/05/2023)	363	10	10	46	-	429
Associate Director-General, Housing and Homelessness Services (to 09/06/2023)	321	10	8	40	-	379
Deputy Director-General, Strategy and Corporate Services	243	12	6	27	-	288
Chief Finance Officer	232	12	6	29	-	279
Chief Customer and Digital Officer (to 31/05/2023) ¹	297	11	7	33	-	348
Deputy Director-General, Transformation and Enabling Technologies (to 31/05/2023) ¹	238	10	6	26	-	280
Deputy Director-General, Services Delivery and Operations (to 31/05/2023) ¹	251	10	6	28	-	295
Deputy Director-General, First Nations Strategy (from 05/09/2022 to 31/05/2023) ²	210	9	5	21	-	245
Deputy Director-General, Arts Queensland (to 31/05/2023) ²	258	12	7	29	-	306
Deputy Director-General, Communities (from 01/08/2022 to 31/05/2023) ²	230	10	6	24	-	270

Notes

1. These positions transferred to the Department of Transport and Main Roads from 1 June 2023.
2. These positions transferred to the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts from 1 June 2023.

5.2 Related party transactions

(a) Transactions with people/entities related to KMP

Based upon KMP declarations, there have been no transactions with related parties that have materially affected the department's operating result and/or financial position.

(b) Transactions with other Queensland Government controlled entities

The Department of Housing, Local Government, Planning and Public Works is controlled by the State of Queensland which is the ultimate parent and therefore a related party. Other Queensland public sector entities, over which the State has control, joint control or significant influence are also related parties of the department. Transactions/balances with related party entities that are individually or collectively significant are reported below.

As a result of the machinery-of-government changes outlined in Note 1.5, the department's principal activities for the period 1 January to 30 June 2024 (refer to Note 1.4) include major activities involving other Queensland Government entities such as construction and maintenance programs, office accommodation and government employee housing. The line items below are predominately comprised of related party transactions associated with these activities:

- Revenue from contracts with customers (refer to Note 2.1)
- Trade debtors (refer to Note 3.3)
- Contract assets (refer to Note 3.5)

Other significant related party transactions/balances are identified below:

- Grants and other contributions revenue (refer to the Statement of Comprehensive Income)
- Income tax benefits/(expense) and associated assets/liabilities (refer to the Statement of Comprehensive Income, Notes 3.7 and 3.14)
- Assets and liabilities transferred due to machinery-of-government changes (refer to Note 1.5)
- Appropriation and equity funding from government (refer to Notes 2.2, 3.3, 3.9, 3.17 and 5.6)
- Insurance premiums (Queensland Government Insurance Fund) and insurance compensation from loss of property (refer to Notes 2.3 and 2.9)
- Property repairs and maintenance costs and property rental and associated payables (refer to Note 2.5 and 3.9)*
- Information, communication and technology support charges (refer to Note 2.5)
- Annual and long service leave related transactions (refer to Notes 2.7 and 3.3)
- Sale of land and buildings (refer to Note 3.1)
- Capital works on buildings and right-of-use assets and associated payables (refer to Notes 3.1, 3.2 and 3.9)*
- Provisions for transfer duty (refer to Note 3.13)
- Contract liabilities (refer to Note 3.14)
- Administered grants and other contributions revenue (2022-23) (refer to Note 5.6)
- Administered grants and subsidies expense (2022-23) (refer to Note 5.6(d))
- Transfer of administered revenue to government (refer to Note 5.6)
- Administered receivables and payables (refer to Note 5.6)

* Relates to transactions prior to the machinery-of-government changes effective from 1 January 2024.

5.3 Commitments for expenditure

Commitments at reporting date (inclusive of non-recoverable GST input tax credits) are payable:

	Not later than one year \$'000	Later than one year and not later than five years \$'000	Total \$'000
2024			
Property, plant and equipment	403,651	13,422	417,073
2023			
Property, plant and equipment	203,610	58,825	262,435

5.4 Contingencies

Contingent asset

The department has a contingent asset in relation to unfair property wear and tear costs to be on-charged to social housing clients. As at 30 June 2024 assessments are yet to be completed and it is not possible to make a reliable estimate of the amount receivable.

Contingent liability

Claims made under a construction contract have been received from the contractor, claiming additional costs incurred as a result of changes to statutory requirements. The department has rejected the claims in full on the basis that the claimed amounts have not been adequately substantiated. The contractor maintains its entitlement to the claims and the department and contractor are engaging in an attempt to resolve the claims. At this stage, the financial impact of the claims cannot be reliably estimated as of the reporting date. Further information is not disclosed on the grounds that it could prejudice the outcome.

5.5 Taxation

The department is a State body as defined under the *Income Tax Assessment Act 1936* and is exempt from Commonwealth taxation with the exception of Fringe Benefits Tax and Goods and Services Tax (GST).

The department has in place grouping arrangements with QBuild (which was previously part of the Department of Energy and Public Works), meaning transactions between the GST group members are out of scope for GST. Under GST grouping arrangements, the Australian Taxation Office (ATO) recognises the department's Housing GST entity, as the nominated representative of the combined GST group, to be responsible for remitting GST collected and for claiming input tax credits for GST on behalf of members of the group. As a result of machinery-of-government changes effective from 1 January 2024, QBuild has transferred in to the department from the former Department of Energy and Public Works, meaning transactions between group members are now internal to the department, although both Housing and QBuild continue to be a GST group and report to the ATO accordingly.

Agreement has been reached with Queensland Treasury that the department's commercialised business unit, QBuild, is to pay an income tax equivalent, in accordance with the requirements of the National Tax Equivalents Regime. Where a commercialised business unit is subject to the tax equivalents regime, the income tax equivalent expense is calculated based on the Balance Sheet approach under which temporary differences are identified for each asset and liability. The tax effect of timing differences, which arise from items being brought to account in different periods for income tax and accounting purposes, is recognised as a tax asset or a tax liability. Tax assets are not brought to account unless realisation of the asset is probable. Tax assets relating to commercialised business units with tax losses are only brought to account to the extent that future profits are probable. Recovery of deferred tax assets is primarily based on projected operational results outlined in three year forecasting budgets provided to Queensland Treasury.

5.6 Administered activities

Variance notes	Housing and Homelessness Services		Local Government	Building and Government Accommodation Services	Community Services	Customer and Digital Services	Arts Queensland	Total department		Adjusted budget	Budget variance
	2024	2023	2024	2024	2023	2023	2023	2024	2023	2024	2024
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Administered revenues											
Appropriation revenue	37,118	36,112	568,718	17,086	-	3,761	153,925	622,922	193,798	590,526	32,396
Grants and other contributions	17,528	-	568,086	-	49,684	-	-	585,614	49,684	606,864	(21,250)
User charges and fees	215	61	2,237	21	-	-	-	2,473	61	2,534	(61)
Other revenue	-	-	-	-	2,378	-	-	-	2,378	-	-
Total administered revenues	54,861	36,173	1,139,041	17,107	52,062	3,761	153,925	1,211,009	245,921	1,199,924	11,085
Administered expenses											
Grants and subsidies	46,281	37,062	568,258	-	7,709	-	153,925	614,539	198,696	597,804	16,735
Supplies and services	9,898	1,847	-	17,086	28,139	3,761	-	26,984	33,747	46,772	(19,788)
Employee expenses	3	-	-	-	-	-	-	3	-	-	3
Transfer of administered revenue to government	92	61	570,783	21	-	-	-	570,896	61	555,348	15,548
Other expenses	4	-	-	-	-	-	-	4	-	-	4
Total administered expenses	56,278	38,970	1,139,041	17,107	35,848	3,761	153,925	1,212,426	232,504	1,199,924	12,502
Operating result	(1,417)	(2,797)	-	-	16,214	-	-	(1,417)	13,417	-	(1,417)
Administered current assets											
Cash and cash equivalents	1	1,184	5,170	556,226	1	-	-	557,411	5,170	-	557,411
Receivables	2	122	13	555,095	22	-	-	555,239	13	-	555,239
Total administered current assets		1,306	5,183	1,111,321	23	-	-	1,112,650	5,183	-	1,112,650
Administered current liabilities											
Payables	3	5,520	7,979	1,111,321	23	-	-	1,116,864	7,979	-	1,116,864
Accrued employee benefits		-	1	-	-	-	-	-	1	-	-
Total administered current liabilities		5,520	7,980	1,111,321	23	-	-	1,116,864	7,980	-	1,116,864
Net administered assets		(4,214)	(2,797)	-	-	-	-	(4,214)	(2,797)	-	(4,214)

Refer to note 1.4 for information on changes to services provided over the reporting period.

5.6 Administered activities (continued)

The department administers, but does not control, certain resources on behalf of the Queensland Government. In doing so, it has responsibility and is accountable for administering related transactions and balances, but does not have the discretion to deploy the resources for the achievement of the department's objectives.

Administered transactions and balances are not significant in comparison to the department's overall financial performance/financial position.

Amounts appropriated to the department for transfer to other entities in accordance with legislative or other requirements are reported as administered appropriation revenue or equity injections.

Accounting policies applicable to administered items are consistent with the equivalent policies for controlled items.

(a) Budget to actual comparison - explanations of major variances

1 *Cash and cash equivalents*

The variance is primarily due to Financial Assistance Grants for Local Governments being received from the Australian Government earlier than budgeted.

2 *Receivables*

The variance is primarily due to the timing of receipt of Financial Assistance Grants from the State Government.

3 *Payables*

The variance is primarily due to the timing of acquittal of Financial Assistance Grants to Local Governments, and transfer to the Queensland Government.

(b) Reconciliation of payments from consolidated fund to administered income	2024	2023
	\$'000	\$'000
Budgeted appropriation revenue	35,496	200,889
Transfers from/to other departments - redistribution of public business	(65,175)	-
Transfers from/(to) other headings	-	(2,516)
Unforeseen expenditure	97,975	-
Total administered appropriation revenue receipts (cash)	68,296	198,373
Plus: Opening balance of deferred administered appropriation payable to Consolidated Fund	5,170	595
Plus: Closing balance of administered appropriation revenue receivable	549,456	-
Less: Closing balance of deferred administered appropriation payable to Consolidated Fund	-	(5,170)
Administered appropriation revenue	622,922	193,798

(c) Administered equity payments from consolidated fund

Transfers from/(to) other headings	-	19,714
Transfers from/to other departments - redistribution of public business	100	-
Unforeseen expenditure	(100)	35,475
Administered equity adjustment recognised in contributed equity	-	55,189

5.6 Administered activities (continued)

(d) Grants and subsidies

Local government grants	568,258	-
Housing and homelessness services grants		
Residential Tenancies Authority	37,119	36,112
Disaster recovery	9,162	950
Arts Queensland grants		
State Library of Queensland	-	70,283
Queensland Art Gallery	-	34,092
Queensland Museum	-	35,983
Queensland Performing Arts Trust	-	10,967
Queensland Theatre Company	-	2,600
Community services grants		
Disaster recovery	-	7,709
Total	614,539	198,696

(e) Undrawn facilities

The department has overdraft facilities totalling \$75 million (2023 \$75 million) with the Commonwealth Bank in relation to its Administered accounts. The amount undrawn as at 30 June 2024 is \$75 million (2023 \$73.083 million).

5.7 Agency transactions and balances

As the department performs only a custodial role in respect of agency transactions and balances, they are not recognised in the financial statements but are disclosed in these notes for the information of users.

(a) QBuild

QBuild acts as an agent on behalf of other Queensland Government agencies in relation to the procurement and project management for large capital works projects. Fees received for the provision of these services are included in Note 2.1 User charges and fees.

	2024 \$'000	2023 \$'000
Agency revenues		
Receipts for goods and services	409,656	-
Agency expenses		
Payments for supplies and services	409,656	-
Agency current assets		
Receivables	111,583	-
Agency current liabilities		
Bank overdraft	71,339	-
Payables	38,556	-
Other	1,688	-
Total liabilities	111,583	-

5.7 Agency transactions and balances (continued)

(b) Major Projects Delivery

Major Projects Delivery acts as an agent on behalf of other Queensland Government agencies and non-government entities to project manage major capital works projects. Fees received for the provision of these services are included in Note 2.1 User charges and fees.

	2024 \$'000	2023 \$'000
Agency revenues		
Receipts for goods and services	121,669	-
Agency expenses		
Payments for supplies and services	121,669	-
Agency current assets		
Receivables	50,241	-
Agency current liabilities		
Payables	50,241	-

(c) Agency transactions - local government

From 1 January 2024 the department acted as an agent, processing transactions on behalf of the Department of Environment, Science and Innovation in respect of the Local Government Levy Ready Grant Program and the Flying Fox Roost Management Grant Program.

	2024 \$'000	2023 \$'000
<i>Agency cash assets</i>		
Transfers in due to machinery-of-government changes (Note 1.5)	4,279	-
Grants provided	(426)	-
Balance at 30 June	3,853	-

(d) Agency transactions - machinery-of-government

From 1 June 2023 to 30 November 2023 the department acted as an agent, processing transactions on behalf of the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts and the Department of Transport and Main Roads, following machinery-of-government changes outlined in Note 1.5.

	Revenues \$'000	Expenses \$'000
2024		
Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts	98,855	96,914
Department of Transport and Main Roads	72,917	71,622
Total	171,772	168,536
2023		
Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts	9,501	9,501
Department of Transport and Main Roads	15,016	15,016
Total	24,517	24,517

5.7 Agency transactions and balances (continued)

(e) Smart Service Queensland

Smart Service Queensland acts as an agent for collection and payment processing services, and undertakes certain transactions on behalf of Queensland Government agencies and its clients. Effective from 1 June 2023, Smart Service Queensland was transferred to the Department of Transport and Main Roads as part of the machinery-of-government changes outlined in Note 1.5.

	2024 \$'000	2023 \$'000
<i>Agency cash assets</i>		
Balance at 1 July	-	2,407
Collections during the period	-	388,904
Distributions according to clients' instructions during the period	-	(389,176)
Transfers out due to machinery-of-government changes (Note 1.5)	-	(2,135)
Balance at 30 June	-	-

Fees received for the provision of these services are included in user charges.

5.8 Climate risk disclosure

Whole-of-government climate-related reporting

The State of Queensland, as the ultimate parent of the department, has published a wide range of information and resources on climate-related risks, strategies and actions accessible via <https://www.energyandclimate.qld.gov.au/climate>

The Queensland Sustainability Report (QSR) outlines how the Queensland Government measures, monitors and manages sustainability risks and opportunities, including governance structures supporting policy oversight and implementation. To demonstrate progress, the QSR also provides time series data on key sustainability responses. The QSR is available via Queensland Treasury's website at <https://www.treasury.qld.gov.au/programs-and-policies/queensland-sustainability-report/>

Departmental accounting estimates and adjustments – climate-related risks

The department considers climate-related risks when assessing material accounting judgements and estimates used in preparing its financial report. Key estimates and judgements identified include the potential for changes in asset useful lives, changes in the fair value of assets, impairment of assets, the recognition of provisions or the possibility of contingent liabilities.

No adjustments to the carrying value of assets were recognised during the financial year as a result of climate-related risks impacting current accounting estimates and judgements. No other transactions have been recognised during the financial year specifically due to climate-related risks impacting the department. The department continues to monitor the emergence of material climate-related risks that may impact the financial statements of the department, including those arising under the Queensland Government's Queensland 2035 Clean Economy Pathway, and other Queensland Government climate-related policies or directives.

5.9 Events occurring after the reporting date

No events have occurred after the reporting date that require additional disclosures or adjustments to these financial statements.

Department of Housing, Local Government, Planning and Public Works

Management Certificate of the Department of Housing, Local Government, Planning and Public Works

These general purpose financial statements have been prepared pursuant to section 62(1) of the *Financial Accountability Act 2009* (the Act), section 38 of the *Financial and Performance Management Standard 2019* and other prescribed requirements. In accordance with section 62(1)(b) of the Act, we certify that in our opinion:

- (i) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- (ii) the financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Department of Housing, Local Government, Planning and Public Works for the financial year ended 30 June 2024, and of the financial position of the department at the end of that year.

The Director-General, as the Accountable Officer of the department, acknowledges responsibility under section 7 and section 11 of the *Financial and Performance Management Standard 2019* for the establishment and maintenance, in all material respects, of an appropriate and effective system of internal controls and risk management processes with respect to financial reporting throughout the reporting period.



T. Brady
MIPA
Chief Finance Officer
Department of Housing, Local Government,
Planning and Public Works



M. Cridland
Director-General
Department of Housing, Local Government,
Planning and Public Works

30 August 2024

30 August 2024

INDEPENDENT AUDITOR'S REPORT

To the Accountable Officer of the Department of Housing, Local Government, Planning and Public Works

Report on the audit of the financial report

Opinion

I have audited the accompanying financial report of the Department of Housing, Local Government, Planning and Public Works.

The financial report comprises the statement of financial position and statement of assets and liabilities by major departmental service, commercialised business units and shared service providers as at 30 June 2024, the statement of comprehensive income, statement of changes in equity, statement of cash flows and statement of comprehensive income by major departmental services, commercialised business units and shared service providers for the year then ended, notes to the financial statements including material accounting policy information, and the management certificate.

In my opinion, the financial report:

- a) gives a true and fair view of the department's financial position as at 30 June 2024, and its financial performance for the year then ended
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards.

Basis for opinion

I conducted my audit in accordance with the *Auditor-General Auditing Standards*, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

I am independent of the department in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General Auditing Standards*.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Key audit matters

Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the financial report of the current period. I addressed these matters in the context of my audit of the financial report as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on these matters.

Valuation of social housing land (\$14.9 billion) and buildings (\$6.9 billion)

Refer to Note 3.1 in the financial report

Key audit matter	How my audit addressed this key audit matter
<p>The department engaged independent valuers to perform specific appraisal valuations representing 32% of social housing properties in the current year using significant inputs such as location, bedroom count, price per square metre, land size, condition and a discount factor applied to accommodation in recognition of the cost of obtaining strata title to sell.</p> <p>Specific judgement was required in relation to:</p> <ul style="list-style-type: none"> the condition of the property. The condition rating of the properties was supplied to the valuer by management based on property condition assessments performed at least once every 3 years by internal inspection. Management assessed the overall condition of properties by using a rating scale of 1 (property ready for demolition) to 10 (property is as new), and assessed that at least 95% of properties had a condition rating of greater than 8 at balance date. Judgement is required for interpreting and applying this condition rating scale. Once every 5 years the department engages independent experts to provide an opinion on the continued appropriateness of this methodology, with this review last undertaken in 2020–21 the discount applied to some multi-unit properties without strata title on individual units. Where there is no comparable sales data available, strata comparison is applied with discount to non-strata units determined by the independent valuer. The department updated the fair values of the remaining properties using indices it derived from the results of the specific appraisal valuations. The development of these indices required significant judgement for determining the criteria for classifying properties into homogenous groups with materially similar characteristics. 	<p>My procedures included, but were not limited to: Verifying the adequacy of management’s review of the valuation process by inspecting final valuation approvals and evidence of oversight by management.</p> <p>For specific appraisal valuations in the current year:</p> <ul style="list-style-type: none"> reviewing evidence to confirm the competence, capability and objectivity of the independent valuers obtaining an understanding of the appraiser’s methodology (including by reviewing the terms of engagement and valuers’ methodology statements) and comparing for appropriateness to common industry practice for a sample of valuations, evaluating the relevance, completeness and accuracy of market evidence (comparable sales for similar properties) provided to support the fair value, including by benchmarking against other published market data comparing the reasonableness of discount rates applied to properties without strata title to industry benchmarks. <p>For indexations in the current year:</p> <ul style="list-style-type: none"> evaluating the methodology for appropriateness relative to common industry practice assessing the appropriateness of the criteria for classifying properties by considering the common characteristics of each homogenous group, and investigating whether homogenous groups required further disaggregation where they experienced a broad range of fair value movements for specific appraisal valuations in the current year re-performing the calculation of a sample of valuation indices applied by management for properties with common characteristics in a sample of regions comparing the indices applied to similar properties in similar locations that were comprehensively revalued. <p>[continued over page]</p>

Key audit matter	How my audit addressed this key audit matter
	<p>Auditing the condition rating system for reasonableness and appropriate application. This included:</p> <ul style="list-style-type: none"> • obtaining an understanding of the quality assurance process on condition assessments to assess the occurrence and accuracy of the recorded condition ratings • observing the property condition assessment being performed by management for a sample of social housing properties and vouching the accuracy of management's recorded condition ratings • for a sample of social housing buildings, re-performing the calculation of the overall property condition rating determined by management, including verification of benchmark data (inputs such as size and bedroom count) and locality indices applied by management to supporting documentation • inspecting maintenance/upgrade costs incurred during the year and assessing management's total asset management plans to support management's judgement that properties rated greater than eight are in sound condition • assessing the likelihood that properties that have not been subject to a condition assessment in the last 3 years will have experienced a decline in their condition rating to less than 8 • re-calculating that at least 95% of the social housing properties have a condition rating of eight and above.

Valuation of commercial buildings (\$1.8 billion) and infrastructure assets (\$0.3 billion)

Refer to Note 3.1 in the financial report

Key audit matter	How my audit addressed this key audit matter
<p>The fair value measurement of commercial buildings without an observable market and infrastructure assets is based on the current replacement cost method.</p>	<p>My procedures included, but were not limited to:</p> <ul style="list-style-type: none"> • assessing the adequacy of management's review of the valuation process and results • reviewing the scope and instructions provided to the valuer <p>[continued over page]</p>

Key audit matter	How my audit addressed this key audit matter
<p>The Department of Housing, Local Government, Planning and Public Works used a combination of comprehensive revaluation and indexation methods to determine the fair value of these assets as at 30 June 2024.</p> <p>The comprehensive revaluations are dependent on certain key assumptions that require significant management judgement for:</p> <ul style="list-style-type: none"> identifying any components of the assets that have separately identifiable replacement costs estimating the gross replacement cost for each asset component by developing unit rates for the modern equivalent asset estimating the remaining useful life of each asset. <p>The indexation method required:</p> <ul style="list-style-type: none"> judgement in determining changes in cost and design factors for each asset type since the previous indexation or comprehensive revaluation reviewing previous assumptions and judgements used in the indexation or comprehensive revaluation to ensure ongoing validity of assumptions and judgements used. <p>The measurement of accumulated depreciation involved significant judgements for determining condition and forecasting the remaining useful lives of the asset building components.</p> <p>The significant judgements required for gross replacement cost and useful lives are also significant judgements for calculating annual depreciation expense.</p>	<ul style="list-style-type: none"> assessing the competence, capabilities and objectivity of the experts involved in developing the unit rates assessing the appropriateness of the valuation methodology and the underlying assumptions with reference to common industry practices evaluating the relevance and appropriateness of the indices used for changes in cost inputs by comparing to other relevant external indices examining a sample of asset valuation movements since the last revaluation date and corroborating the changes with other available information evaluating useful life estimates for reasonableness by: <ul style="list-style-type: none"> reviewing management's annual assessment of useful lives ensuring that no building asset still in use has reached or exceeded its useful life where changes in useful lives were identified, evaluating whether the effective dates of the changes applied for depreciation expense were supported by appropriate evidence.

Responsibilities of the department for the financial report

The Accountable Officer is responsible for the preparation of the financial report that gives a true and fair view in accordance with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards, and for such internal control as the Accountable Officer determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

The Accountable Officer is also responsible for assessing the department's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless it is intended to abolish the department or to otherwise cease operations.

Auditor's responsibilities for the audit of the financial report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of my responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at:

https://www.auasb.gov.au/auditors_responsibilities/ar6.pdf

This description forms part of my auditor's report.

Report on other legal and regulatory requirements

Statement

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2024:

- a) I received all the information and explanations I required.
- b) I consider that, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.

Prescribed requirements scope

The prescribed requirements for the establishment and keeping of accounts are contained in the *Financial Accountability Act 2009*, any other Act and the Financial and Performance Management Standard 2019. The applicable requirements include those for keeping financial records that correctly record and explain the department's transactions and account balances to enable the preparation of a true and fair financial report.



Brydie Morris
as delegate of the Auditor-General

30 August 2024

Queensland Audit Office
Brisbane