

2011–12

Annual Report

Department of Justice and Attorney-General

Communication objective

The Department of Justice and Attorney-General's annual report summarises its financial and corporate performance for 2011-12. It has been prepared to meet the needs of stakeholders and the department's accountability requirements under the *Financial Accountability Act 2009*.



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 the department on (07) 3239 3520 and we will arrange an interpreter to effectively communicate the report to you.

The full financial statements of the Department of Justice and Attorney-General for 2011-12 are contained on the CD attached to the inside back cover of the report.

Our report, including additional information not reported in the published version is available at: http://www.justice.qld.gov.au/_data/assets/pdf_file/0006/161808/additional-published-info.pdf.

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A feedback survey is also available on our website.

ISSN 1838-1987

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Letter of compliance

2 November 2012

The Honourable Jarrod Bleijie MP
Attorney-General and Minister for Justice
Level 18, State Law Building
50 Anne Street, Brisbane QLD 4001

Dear Attorney

I am pleased to present the 2011-12 Annual Report for the Department of Justice and Attorney-General.

I certify that this annual report complies with:

- the prescribed requirements of the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, and
- the detailed requirements set out in the *Annual report requirements for Queensland Government agencies* published by the Department of the Premier and Cabinet.

This report is prepared on the basis of the administrative arrangements for this department applying for the whole of the 2011-12 financial year. That is, it reflects the current structure, operations and performance of the department including machinery-of-government changes made in April 2012 which saw Youth Justice, previously part of the Department of Communities, Child Safety and Disability Services join our department.

A checklist outlining the annual reporting requirements can be accessed at www.justice.qld.gov.au/corporate-publications.htm.

Yours sincerely

Terry Ryan
Acting Director-General



Director-General's message

Following the 2012 Queensland State election, the department focused its efforts on implementing the incoming government's vision and commitments, including four commitments to be delivered in the first 100 days of the new Government's term. The department ended the 2011-12 financial year having met these 100-day commitments and with significant progress made in contributing to the new Government's objectives for the community.

This annual report details the initiatives made in 2011-12 to contribute to *Getting Queensland Back on Track* as well as to future commitments and reforms the department will work towards in 2012-13 to contribute to the Government's strategic direction.

Amendments to the Criminal Code implemented several Government commitments for tougher sentences for repeat sexual predators who commit sex crimes against children, for people who evade police, for serious assault on police officers and for murder.

In 2011-12, the department continued to provide a broad range of services to the Queensland community.

Queensland courts and tribunals finalised more than 312 428 matters during the year. Supporting this work were the various court and tribunal registries in locations across Queensland.

The JPs in the Community program was expanded to 161 sites and approximately 2 140 active Justices of the Peace and Commissioners for Declarations volunteered 76 778 hours to the community.

The department's work to protect adults with impaired capacity or mental or intellectual impairment continued. The Adult Guardian acted as substitute decision maker for 2 407 adults with impaired capacity and received 615 new guardianship appointments.

The Office of the Adult Guardian concluded 263 investigations into allegations of neglect, exploitation or abuse, and community visitors made approximately 4 300 visits to over 1 100 accommodation sites supporting approximately 8 000 residents to help prevent abuse, neglect and exploitation.

Victims of crime continued to be supported through funding to provide counselling services, court support and specialist support referrals for these vulnerable members of the community.

The Registry of Births, Deaths and Marriages issued 281 734 life event certificates and registered 124 869 life events.

The Office of Fair and Safe Work Queensland continued its important work to keep Queensland homes, workplaces and communities safe.

In 2011-12, workplace health and safety officers undertook 1 017 investigations, issued 9 190 notices and completed 98 prosecutions resulting in over \$2.9 million in fines.

Electrical safety inspectors undertook 1 924 investigations, issued 1 562 notices and completed 9 prosecutions resulting in \$105 000 in fines.

In 2011-12, the Office of Liquor and Gaming Regulation completed 5 422 liquor and gaming audits and inspections, 8 610 liquor and gaming investigations (1 204 of which were related to liquor complaints from the general public) and processed 18 735 liquor and 7 432 gaming applications for a range of matters.

In 2011-12, the Office of Fair Trading received over 14 000 consumer complaints (satisfactorily finalising 88 per cent of these), achieved \$6 million of redress or compensation for consumers, completed 8 883 compliance exercises, finalised 2 926 investigations and initiated 1 794 enforcement actions against non-compliant traders.

Machinery-of-government changes in 2012 saw the department welcome Youth Justice Services. Through youth justice conferences, victims of crime can have greater participation in the justice system by directly holding to account young people who have offended against them. From July 2011 to June 2012, 2 937 referrals to conference were received and 2 282 referrals conferred with 98.2 per cent of participants satisfied with the outcome.

Machinery-of-government changes also saw two departmental business units transfer to other departments – the State Penalties Enforcement Registry and Public Sector Industrial and Employee Relations.

The past year has been one of significant change and development for the Department of Justice and Attorney-General. During this transition staff have continued to show a strong commitment to their work and maintained the provision of high-quality services to the community. I would like to thank them for their contribution and dedication. I would also like to thank all the other people, particularly the large number of volunteers, organisations and partners who work with us to serve the Queensland community.

Terry Ryan
Acting Director-General



The Minister

The Honourable Jarrod Bleijie MP is the Attorney-General and Minister for Justice. The Attorney-General's functions and powers are set out in the *Attorney-General Act 1999*. As the State's first law officer, the Attorney-General and Minister for Justice may start and conduct litigation for the State, the Governor, a minister or a person suing or being sued on behalf of the State. The Attorney-General also:

- acts as the guardian of the public interest, balancing conflicting private and collective interests
- is responsible for workplace health and safety and electrical safety and workers' compensation in Queensland
- has responsibility for some private sector industrial relations issues including trading hours, public holidays and child employment
- provides legal advice to Cabinet and the Executive Council and advises the Executive Council on judicial appointments
- can initiate or terminate criminal proceedings, advise on the exercise of the prerogative of mercy, grant immunities from prosecution and appear before a court in appropriate cases.

The Attorney-General and Minister for Justice is responsible for administering 221 Acts of Parliament relating to the operations of the portfolio of the Department of Justice and Attorney-General. This legislation includes establishing various bodies and statutory officers.¹ Though these bodies and individuals have varying degrees of independence from the Attorney-General and Minister for Justice, ultimately he is responsible to Parliament for the legislation under which each of them is established.



The department

The Department of Justice and Attorney-General is the government agency responsible for:

- administering justice in Queensland
- providing services to support a fair and equitable industrial relations system, safe work environments and improved personal and public electrical safety
- providing Queensland businesses and consumers with information and advice about their rights and responsibilities and investigating complaints about unfair business practices
- promoting the economic development of Queensland's liquor industry
- maintaining the integrity and probity of the gambling industry in Queensland and ensuring the community benefits from gaming machine gambling.

While many services are delivered in and around Brisbane, the department has a strong presence throughout regional Queensland:

- The Queensland Courts Service provides all Queenslanders with direct access to Queensland's justice system. Queenslanders in regional areas also have access to Queensland Government agencies to gain access and advice on State and federal government services.
- With a focus on delivering services to all Queenslanders, the JPs in the Community program has 160 signing sites across Queensland.
- Victims Assist Queensland court support officers are located in numerous courthouses around the State to make sure that victims of crime have access to the services they need.
- The Office of the Director of Public Prosecutions has chambers and sub-offices located throughout Queensland to represent the State in criminal cases.
- The Office of Fair and Safe Work Queensland provides workplace health and safety services, electrical safety services and industrial relations services across Queensland to keep workplaces and communities safe.
- The Office of Liquor, Gaming and Fair Trading offers a range of liquor licensing and regulation services in locations all across Queensland.

¹ The portfolio's statutory bodies and appointments are listed in Appendix 1. Legislation establishing the portfolio's statutory bodies and authorities is listed in Appendix 2.

Following the Queensland State election in March 2012, the incoming government announced changes to the structure of the Department of Justice and Attorney-General.

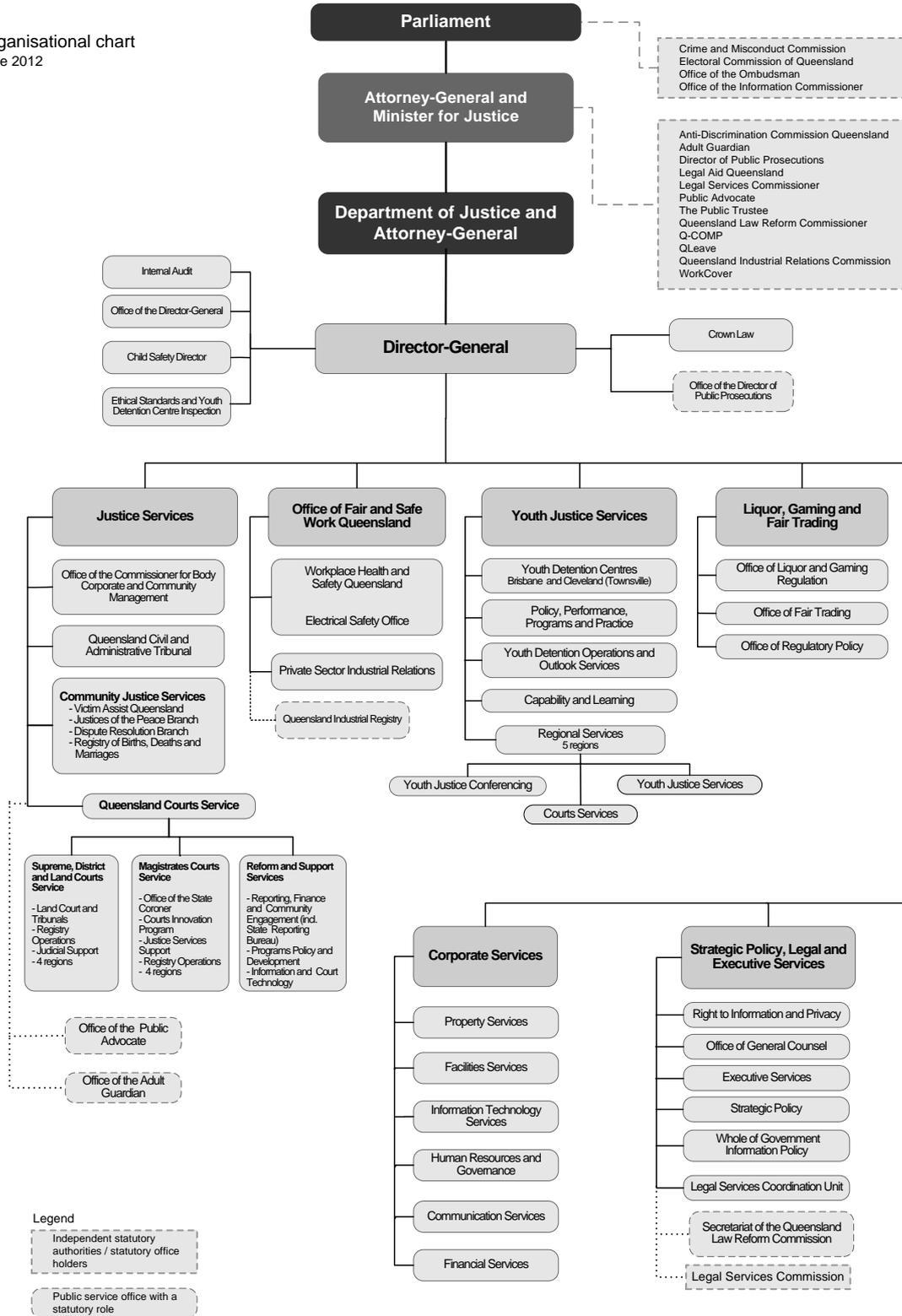
All structural changes are summarised in the following table:

Organisational unit	Transferred to/from	
Public Sector Industrial and Employee Relations	<i>to</i>	Public Service Commission
State Penalties Enforcement Registry	<i>to</i>	Queensland Treasury and Trade
Youth Justice	<i>from</i>	Department of Communities, Child Safety and Disability Services



Organisational structure

Organisational chart
June 2012





Getting Queensland back on track

Our vision, values and purpose

Contributing to the Government's objectives for the community

Our vision:

A fair, safe and just Queensland.

Our purpose:

To contribute to a fair and just society and safe, healthy and productive workplaces and community.

Our values:

Our values underpin and guide our planning, service delivery and reporting.

Purpose

We focus our efforts on achieving results that make a difference to the wellbeing of Queenslanders.

People

We invest in the development of our staff and encourage work life balance. We celebrate diversity and equity in our workplace.

Partnership

We work together in collaborative teams and partnerships with a strong focus on shared purpose and clear goals, respect and open communication.

Performance

We are accountable for delivering effective, timely and responsive services that contribute to the achievement of our vision. We use innovation and initiative to improve our performance.

Lower the **cost of living**

Grow a **four pillar economy**

Revitalise **frontline services**

Restore **accountability in government**

Invest in better infrastructure and planning

The department



Planning performance and reporting

The department contributes to the Government's commitments to the community through the delivery of a diverse range of services. The strategic plan is the link between the Government's plan for Queensland and the department, underpinning all of the department's work.

The strategic plan sets the department's priorities and forms the basis for its reporting. Performance indicators from the strategic plan have been used in performance chapters to report performance and show how the department is progressing toward achieving its objectives. The department's performance against its service standards is also reported in the performance chapters.



Strategic risks

The department uses the objectives, strategies and services set out in the strategic plan to successfully manage its strategic risks as it continues to look for more innovative and effective ways to deliver its services within a tight fiscal environment.

Planning for long-term demographic shifts - Population growth and changing demographics in Queensland, particularly in the south east, is increasing the demand for our services.

The department will consider both long-term planning and proactive measures to deal with demographic shifts and avoid the tendency to manage only short-term issues and immediate objectives.

High quality public governance through greater accountability - There is a renewed public interest in transparency and oversight of the use of public funds.

Simultaneously, the demands on the Government's services are rising. Stepping up to these demands will require better project management and an enforced attitude in favour of transparency and responsibility for the funding and outcomes of public programs.

Delivery of core functions in a tight fiscal environment - Fiscal pressures may make it difficult for the Government to provide funding for additional initiatives.

To prevent shortages and ensure continued improvement in core service delivery, the department will develop coherent strategies to meet the demands of citizens in a time of fiscal restraint.

In addition, policy makers may need to adjust their expectations about the roles that the State can perform.

Maintaining delivery effectiveness with reduced resources and HR transformation pressures - There is a growing need to recruit, retain and develop capability in the department's workforce. Increasingly, the public sector has to compete with the private sector for highly skilled employees.

Concurrently, government departments are facing budget reductions. These two opposing trends are driving the escalation of this risk.

Recognising opportunities and risks in emerging technologies - New technologies such as digitisation and social media will increasingly affect the department. These advances create new strategic risks to reputation. Furthermore, a greater emphasis on data monitoring and security will be required.

2011-15 objectives:

- Improve the administration of Queensland's justice system
- Better protect the rights and interests of Queenslanders

2012-16 objectives:

- Improve the administration of Queensland's justice system
- Improve frontline justice services for Queenslanders

This performance chapter covers three service areas:

Criminal and Civil Justice includes Queensland's courts and tribunals and provides coronial and prosecution services. This service area provides diversion programs to address causes of crime, Justice of the Peace services and civil and criminal mediation services across the State. It contributes to the department's objectives to improve the administration of Queensland's justice system and frontline justice services for Queenslanders.

Legal provides independent legal services for public sector agencies and the State. It also develops and coordinates proposals for justice-related legislation and provides advice on law reform and justice policy. This service area contributes to the department's objectives to improve the administration of Queensland's justice system and improve justice services for Queenslanders.

Human Rights Protection provides guardianship and victims of crime services. It also provides births, deaths and marriages registration services. It contributes to the department's objective to improve frontline justice services for Queenslanders.

These services are delivered by the following business areas:

Criminal and civil justice:

- Queensland courts and tribunals, including:
 - Supreme and District Courts[∇]
 - Magistrates Courts[∇]
 - Land Court and Tribunals[∇]
 - Childrens Court[∇]
 - Courts Innovation Program
 - Office of the State Coroner[∇]
 - Queensland Civil and Administrative Tribunal[∇]
- Office of the Director of Public Prosecutions[∇]
- Dispute Resolution Branch
- Justices of the Peace Branch
- Office of the Commissioner for Body Corporate and Community Management

Legal:

- Crown Law[♦]
- Legal Services Commission[∇]
- Legal Services Coordination Unit
- Office of General Counsel
- Queensland Law Reform Commission[∇]
- Right to Information and Privacy Unit
- Strategic Policy
- Whole of Government Information and Privacy

Human rights protection:

- Child Safety Director
- Office of the Adult Guardian[∇]
- Office of the Public Advocate[∇]
- Registry of Births, Deaths and Marriages
- Victim Assist Queensland

[∇] For more information on this area's activities and performance, see this business area's 2011-12 annual report.

[♦] For more information about Crown Law, see their annual report starting on page 50 of this annual report.

Our performance

Queensland courts performance compared with the national average

- Despite increased lodgements, Queensland courts continue to achieve impressive clearance rates in the criminal and civil jurisdictions. The following results were achieved during 2011-12:

Criminal jurisdiction

- Supreme and District Courts – 103.1 per cent
- Magistrates Court – 100.1 per cent.

Civil jurisdiction

- Supreme and District Courts – 107.9 per cent
- Magistrates Court – 99.9 per cent.

- The *Commonwealth Report on Government Services 2012*² highlights that Queensland courts compare very favourably to those in other Australian states and territories. As well as achieving high levels of performance in 2010-11, Queensland courts continued to be effective and cost efficient.

In 2010-11, the combined clearance rate for all matters in Queensland's civil jurisdiction was 109.6 per cent. This is the highest clearance rate of any state or territory in the civil jurisdiction and is 11.5 percentage points above the national average of 98.1 per cent.

In Queensland's criminal jurisdiction, the combined clearance rate for all matters was 104 per cent. Queensland courts experienced the second highest number of criminal lodgements of all jurisdictions and finalised 24.8 per cent of all criminal matters nationally. Despite significant demand, Queensland courts remained on par with the national average of 104.1 per cent.

In 2010-11, Queensland's Magistrates Court finalised 262 663 criminal and civil matters. The clearance rate for these matters was 105.8 per cent. This is the highest clearance rate achieved by a state or territory Magistrates Court and well above the national average of 101.9 per cent.

Using the average cost per finalised matter, Queensland was assessed as the most cost effective state in the criminal and civil jurisdictions during 2010-11:

Jurisdiction	Average cost (\$) per finalised matter	National average cost (\$) per finalised matter
Supreme Court criminal matter	7 573	17 002
Supreme Court civil matter	1 481	5 992
District Court criminal matter	6 262	8 804
District Court civil matter	1 078	2 125
Magistrates Court criminal matter	394	481
Magistrates Court civil matter	248	237

² The *Commonwealth Report on Government Services 2012* reports on data for the 2010-11 year.

Progress with civil and criminal justice reforms

- The department implemented election commitments through three bills to amend the Criminal Code:
 - the Criminal Law (False Evidence Before Parliament) Amendment Bill 2012 which makes it illegal to lie to Parliament;
 - the Criminal Law (Two Strike Child Sex Offenders) Bill 2012 which introduces a mandatory sentencing regime for repeat sexual predators who commit certain sex crimes against children; and
 - the Criminal Law Amendment Bill 2012 which introduces tougher sentences for people who evade police and for serious assault on police officers. The bill also introduces a tough new minimum non-parole period for murder.
- The Civil Partnerships and Other Legislation Amendment Bill 2012 amended the *Civil Partnerships Act 2011*. The Bill was passed on 22 June 2012 and included provisions to rename the *Civil Partnerships Act 2011* to the *Relationships Act 2011* and to remove provisions in the Act which allowed for civil partnership declaration ceremonies. The amendments came into effect on 27 June 2012. The Act provides for a couple, regardless of their sex, to have their relationship legally recognised in Queensland.
- The department assisted in developing the terms of reference for, and establishing, the Queensland Child Protection Commission of Inquiry to review Queensland's child protection system.
- The Queensland Courts Service planned a new regional structure that will deliver more efficient and effective court services to Queenslanders. The new structure will merge six regions into four.

Client satisfaction with information and services

- The Queensland Courts Service conducted a court users and partners survey that demonstrated strong overall satisfaction with respect to the timeliness (87.8 per cent) and professionalism of registry staff (90.8 per cent), public facilities (76.1 per cent) and the safety standard of the courthouse (87.8 per cent).
- Feedback from users of the Queensland Civil and Administrative Tribunal over 2011-12 demonstrated a 71 per cent overall satisfaction rating. This is an increase of 4 per cent in satisfaction from 2010-11.
- In 2011-12, the percentage of clients satisfied with the overall services of Victim Assist Queensland remained high with 96 per cent of clients surveyed reporting satisfaction with financial assistance services. The Victims LinkUp telephone and web service, which links victims of crime and their families to existing support services across Queensland that can help their recovery, reported a 98 per cent overall satisfaction rate.

Support provided to victims of crime

- Victim Assist Queensland administered \$2.2 million in recurrent funding to provide counselling services, court support and specialist support referrals for victims of crime. Victim Assist Queensland also provided one-off funding of \$100 000 for three community organisations to build capability to support victims of crime.
- The department also developed a number of resources to support victims of crime:
 - a *Fundamental Principles of Justice for Victims of Crime* online training resource to guide Queensland Government agencies in treating victims of crime. In 2011-12, the department completed a pilot of the online training;
 - a fact sheet and poster targeted at raising awareness of support services available to Indigenous victims of crime; and
 - a webpage to support parents and carers of young people who have been injured by violent crime.
- The Office of the Director of Public Prosecutions improved the information provided to victims of crime and their families about prosecution matters by implementing the use of SMS technology to provide timely information to victims and their families about court events.

Number of human rights matters lodged through the Queensland Civil and Administrative Tribunal

- In 2011-12, 10 084 human rights matters were lodged through the Queensland Civil and Administrative Tribunal. Demand for the tribunal's human rights services has remained strong since its inception in December 2009.

- To further improve services provided through the Queensland Civil and Administrative Tribunal, the hospital hearings project introduced onsite hearings for the appointment of substitute decision makers for vulnerable Queenslanders at a number of Queensland health facilities in South East Queensland. Hearing waiting times were reduced from approximately four months to four to six weeks.

Community access to Justices of the Peace services

- In 2011-12, access to Justice of the Peace services was improved by expanding the JPs in the Community program to 161 sites. In the past year, approximately 2 140 active Justices of the Peace and Commissioners for Declarations volunteered 76 778 hours to help the community by dealing with routine matters quickly, cheaply and reliably.
- The Justices of the Peace Branch improved the consistency of witnessing practices performed by Justices of the Peace and Commissioners for Declarations by providing regular professional development and training events across Queensland.

Other key performance in 2011-12

Protecting the rights of vulnerable Queenslanders

- During 2011-12, the Adult Guardian acted as substitute decision maker for 2 407 adults with impaired capacity, either as appointed guardian or as attorney appointed under an enduring power of attorney. The Adult Guardian received 615 new guardianship appointments and ceased acting as guardian in 366 cases. Throughout the year the Adult Guardian made health care decisions as statutory health attorney of last resort in 421 cases.
- In 2011-12, the Office of the Adult Guardian concluded 263 investigations into allegations that an adult with impaired capacity was being or had been neglected, exploited or abused.
- To help prevent abuse, neglect and exploitation of adults with impaired capacity or mental or intellectual impairment, community visitors made approximately 4 300 visits to over 1 100 accommodation sites supporting approximately 8 000 residents.

Information and services Queenslanders need to protect their rights, meet their obligations and access justice services

- The Office of the Commissioner for Body Corporate and Community Management responded to more than 24 000 client enquiries and provided a range of information products and services, including a fact sheet and the delivery of a series of seminars throughout Queensland on body corporate rights and responsibilities.
- The Registry of Births, Deaths and Marriages continued to improve service delivery timeframes for issuing life event certificates. Timeframes have improved from 10 weeks in 2008-09 to an average of 4.1 working days in 2011-12.
- Victim Assist Queensland introduced the SMS payment notification system which has transformed the way financial information is communicated to clients. This has reduced the workload for this particular activity by 93 per cent and ensures victims are immediately advised of the progress of their payments which enables them to make sound and informed decisions about their recovery.
- In February and March 2012, free community information sessions were held in 11 locations around Queensland to provide property owners, property occupiers, the community and neighbourhood groups with information on their rights in regard to the *Neighbourhood Disputes Resolution Act 2011*. The Act commenced on 1 November 2011 and modernised and reformed the law relating to dividing fences and trees. The department's website also contains comprehensive information about the Act and individuals' rights under it.

Alternative dispute resolution to make access to justice faster, easier and more cost effective

- The Queensland Civil and Administrative Tribunal introduced a trial program of hybrid hearings. Hybrid hearings combine a hearing with mediation and provide clients with an additional opportunity to negotiate a shared agreement or outcome rather than it being imposed by the tribunal.

- The Dispute Resolution Branch continued to deliver timely alternative dispute resolution services through its criminal and civil justice mediation services. In 2011-12, 80 per cent of civil matters were settled within 30 days and 69 per cent of criminal matters were settled within 65 days.
- The Mornington Island Restorative Justice project team worked with the Australian Government to transition ownership of a peacemaking and mediation service to the Junkuri Laka Justice Association.
- The Land Court and the Planning and Environment Court use alternative dispute resolution processes to provide litigants with a process that is faster and less costly than a full court hearing for both the court and litigants. In 2011-12, over 85 per cent of Land Court matters were finalised through alternative dispute resolution. In the Planning and Environment Court, over 70 per cent of matters were resolved using alternative dispute resolution.

High quality criminal justice services

- The Office of the Director of Public Prosecutions presented 100 per cent of indictments within the legislative timeframe of six months. The Office of the Director of Public Prosecutions prosecuted a number of high profile matters including Massimo Sica and assumed carriage of the prosecutions of Brett Cowan and Hohepa Morehu-Barlow.
- The Office of the Director of Public Prosecutions confiscates the proceeds of crime under chapter 3 of the *Criminal Proceeds Confiscation Act 2002*. Between 1 July 2011 and 30 June 2012, \$597 062 was forfeited to the State under the conviction based scheme. As at 30 June 2012, \$123 996.11 was collected as a result of the execution of pecuniary orders during the 2011-12 financial year.
- The Office of the Director of Public Prosecutions conducts legal work on behalf of the Crime and Misconduct Commission (CMC) as the solicitor on the record in relation to chapter 2 proceedings of the *Criminal Proceeds Confiscation Act 2002*. The CMC applies for the restraining order and subsequent forfeiture of the relevant assets or proceeds of crime. From 1 July 2011 to 30 June 2012, \$20.858 million in assets was restrained. A total of \$7.01 million of this amount was forfeited to the State.

Reforming policies and procedures to support the rights of Queenslanders

- The Queensland Courts Service assisted the State Coroner with a major review of the State coroners guidelines aimed at streamlining coronial practice. The State Coroner issued comprehensive autopsy guidelines which ensure that only deaths warranting investigation are brought into the coronial system and that invasive autopsies are only ordered if absolutely necessary for investigations.

Future direction

In 2012-13, these service areas will:

- develop legislation to implement the Government's election commitments to crack down on serious drug crime by introducing:
 - tougher sentences for drug traffickers and drug dealers who target children; and
 - new unexplained wealth and drug trafficker declarations to target the ill-gotten gains of drug criminals.
- introduce new sentencing laws to increase the maximum penalty for graffiti crime.
- amend laws to address synthetic drugs, penalties for child pornography and some child sex offences including a new child grooming offence.
- impose a nominal administration fee (the offender levy) on offenders found guilty of offences in the Supreme, District and Magistrates Courts.
- increase the value of the penalty unit from \$100 to \$110.
- administer additional funding of \$2 million over four years to community-based organisations to build capability to support victims of crime.
- establish a new coroner's office in Mackay to take pressure off already stretched regional Magistrates Courts to help clear a backlog in delayed cases.
- increase funding to expand and better support the role of Justices of the Peace, including trialling the use of JP (Magistrates Court) to hear suitable tribunal matters.

- conduct a review into the Queensland Civil and Administrative Tribunal to deliver easier access to justice for minor civil disputes.
- officially open the new Brisbane Supreme and District Courts on 3 August 2012. The new complex will provide significant operating efficiencies and will improve public access to court services.
- strengthen the capacity of families and support networks to play a positive role in the lives of people with impaired decision-making capacity by developing a mediation model for use in guardianship and investigation matters.
- undertake a systematic survey of key rights protection issues for the 8 000 people with disability and mental illness who live in residential facilities.
- engage with communities and training providers to deliver programs and continuing professional development to improve compliance and support for Justices of the Peace and Commissioners of Declarations in Queensland.
- continue to digitise approximately six million birth, death and marriage records currently held in paper or index format, which will result in improved service delivery timeframes and data security.
- release a new system to electronically receipt birth notifications from private hospitals. This system will use SMS technology to authenticate user details and will improve timeframes for birth registrations.
- complete the Mornington Island Restorative Justice project by mentoring the Junkuri Laka Justice Association in its first full year of managing the peacemaking and mediation service on Mornington Island.

Service standards and other measures

Service standards	Notes	2008-09 Actual	2009-10 Actual	2010-11 Actual	2011-12 Target/ est	2011-12 Est actual	2011-12 Actual
Supreme Court – Court of Appeal							
Clearance rate (finalisations/lodgements) per cent							
- Civil law		93.3%	93.2%	104.6%	100%	90%	98.5%
- Criminal law	1	107.6%	98.6%	89.4%	109%	105%	104.1%
Backlog indicator (greater than 24 months)							
- Civil law		0%	0%	0%	0%	0%	0%
- Criminal law		0%	0.6%	0%	0%	0%	0%
Supreme Court – Trial Division							
Clearance rate (finalisations/lodgements) per cent							
Civil law	2	87.5%	94.9%	129.6%	100%	130%	129.2%
Criminal law	3	99.6%	92.8%	98.4%	101%	108%	105.8%
Backlog indicator (greater than 24 months)							

Service standards	Notes	2008-09 Actual	2009-10 Actual	2010-11 Actual	2011-12 Target/ est	2011-12 Est actual	2011-12 Actual
- Civil law	4	5.8%	5.4%	7.2%	5%	9.6%	10.1%
- Criminal law		4.4%	3.7%	5.1%	5%	5.8%	6.4%
District Courts							
Clearance rate (finalisations/lodgements) per cent							
- Civil law	5	104.4%	94.2%	93.2%	100%	95%	94.9%
- Criminal law		100.7%	96.6%	104.4%	100%	104%	104.5%
Backlog indicator (greater than 24 months)							
- Civil law		4.4%	3.8%	3.9%	5%	3%	3%
- Criminal law		8.8%	6.3%	5.1%	5%	5%	5.5%
District Court – Appeals							
Clearance rate (finalisations/lodgements) per cent							
- Civil law	6	132.7%	99%	130.8%	100%	97%	109.2%
- Criminal law	7	95.2%	122.3%	38.5%	100%	85%	83.5%
Backlog indicator (greater than 24 months) per cent							
- Civil law	8	1.4%	2.9%	3.9%	0%	6%	4.4%
- Criminal law		0.3%	0.4%	0.1%	0%	2%	2.1%
Magistrates Courts							
Clearance rate (finalisations/lodgements) per cent							
- Civil law		99.7%	112.7%	110.4%	100%	99%	99.9%
- Criminal law		100.5%	101.6%	104.4%	100%	99%	100.1%
Backlog indicator (greater than 12 months)							
- Civil law		6.2%	7.7%	7.4%	6%	7.5%	8%
- Criminal law		14.3%	14.1%	13.1%	12%	12%	11.2%

Service standards	Notes	2008-09 Actual	2009-10 Actual	2010-11 Actual	2011-12 Target/ est	2011-12 Est actual	2011-12 Actual
Childrens Court							
Clearance rate (finalisations/lodgements) per cent							
- Civil law	9	--	--	--	100%	95%	94%
- Criminal law		--	--	--	100%	102%	101.1%
Backlog indicator (greater than 12 months)							
- Civil law		--	--	--	8%	10%	10.7%
- Criminal law		--	--	--	8%	7%	9.1%
Coroners Court							
Clearance rate (finalisations/lodgements) per cent							
	10	97.7%	88%	99.8%	97%	102%	106.9%
Backlog indicator (greater than 24 months)							
	11	10.1%	7.6%	11.8%	5%	13%	14.1%
Land Court and Tribunals							
Clearance rate (finalisations/lodgements) per cent							
	12	100.7%	265%	76%	95%	83%	84%
Backlog indicator (greater than 12 months)							
	13	--	--	25%	5%	25%	26%
Courts Innovation Program							
Diversionary court programs' completion rate							
		--	--	82.6%	82%	76%	80%
Tribunal services							
Body Corporate and Community Management							
Clearance rate (finalisations/lodgements) per cent							
	14	--	--	100%	95%	103%	103%
Queensland Civil and Administrative Tribunal							
Clearance rate							
	15	--	--	91%	85%	95%	96%
Prosecution Services							
Average time for presentation of indictments (months)							
	16	--	--	--	--	--	--

Service standards	Notes	2008-09 Actual	2009-10 Actual	2010-11 Actual	2011-12 Target/ est	2011-12 Est actual	2011-12 Actual
Dispute Resolution Services							
Agreement rate per cent							
- Civil mediation	17	--	--	84%	80%	85%	85%
- Criminal mediation		--	--	98%	95%	99%	99%
Life event registration services							
Average time to register life events (days):							
- births		--	--	--	7	7	6.9
- marriages		--	--	--	5	5	5.5
- deaths		--	--	--	3	3	3
- changes of name		--	--	--	15	15	15
Average time to issue life event certificates		--	--	--	5	4	4.1
Victims of crime assistance services							
Average length of time (calendar days) for financial assistance applications to be assessed:							
- interim assessments	18	--	--	--	21	12	12
- funeral assessments	18	--	--	--	21	7	7
- general assessments	18	--	--	--	90	71	70
- general assessments for secondary and related victims	18	--	--	--	180	91	90
Percentage of clients satisfied with the overall service:							
- financial assistance	19	--	--	--	70%	90%	96%
- LinkUp	19	--	--	--	70%	97%	98%
Guardianship services							
Average time to complete referred investigations (months)		--	--	--	5.5	5.85	5.9

Service standards	Notes	2008-09 Actual	2009-10 Actual	2010-11 Actual	2011-12 Target/ est	2011-12 Est actual	2011-12 Actual
Percentage of quality assurance audits of the delivery of guardianship services that meet targets		--	--	80%	80%	84%	84%
Legal services to Government							
Overall client satisfaction with services provided (feedback rating from 1 to 5)	20	--	--	--	3.57	4.48	4.48
Productivity for chargeable hours		102.6%	100%	100%	100%	100.2%	101.1%

Notes:

- The court has no control over the number of lodgements. There has been an increase of seven per cent in criminal lodgements in 2011-12.
- The increase in the monetary jurisdiction of the Supreme Court from \$250 000 to \$750 000 under the *Civil and Criminal Justice Reform and Modernisation Amendment Act 2010* resulted in a reduction in civil lodgements in 2011-12. This reduction led to an increased clearance rate.
- The increase in the criminal jurisdiction of the District Court under the *Civil and Criminal Justice Reform and Modernisation Amendment Act 2010* resulted in a reduction in criminal lodgements in the Supreme Court. This reduction led to an increased clearance rate.
- The court has no control over the number of active matters. There has been a significant reduction in the total number of active civil matters. Concurrently, the number of matters greater than 24 months old remained constant in 2011-12 compared to the previous year.
- The court has no control over the number of lodgements. There has been an increase of 20 per cent in civil lodgements in 2011-12 as a result of changes in the monetary jurisdiction of the Supreme and District Court under the *Civil and Criminal Justice Reform and Modernisation Amendment Act 2010*. This resulted in a clearance rate of less than 100 per cent.
- This variance is based on a very small number of matters. The progression of matters to finalisation is dependant on the readiness of parties to proceed and is not within the court's control.
- The court has no control over the number of lodgements. The variance is due to a significant number of lodgements made in Townsville about a particular aspect of liquor licensing law. These matters are unable to be finalised until a determination is made in a test case at the High Court of Australia. Once this occurs, all matters will proceed to finalisation.
- This variance is based on a very small number of matters. The progression of matters to finalisation is dependant on the readiness of parties to proceed and is not within the court's control.
- Child protection application lodgement volumes are not within the control of the Magistrates Court and fluctuate from month to month. The complexity of applications may affect the rate at which applications are able to be finalised. The court does not take into consideration the number of children involved in each application and therefore the complexity of the applications where a greater number of children may be involved is unknown. Some delays are caused by factors other than those related to the workload of the court (e.g. a witness being unavailable).
- A six month trial of a judicial registrar role in Brisbane since January 2012 and the allocation of an additional Brisbane Magistrate to coronial work since January 2012 have resulted in an increase in finalisations in 2011-12.
- Although the clearance rate has improved in the Coroners Court (see note 10), there has been a significant increase in demand for coronial services in recent years resulting in an increase to pending backlog despite annual increases in finalised investigations. In addition, the progression of matters to finalisation is dependant on other agencies to provide autopsy, toxicology and police reports. Coroners are required to await outcomes of investigative processes (e.g. workplace health and safety investigations) and criminal proceedings before proceeding to inquest.
- The Land Court's monthly clearance rates were above target for all but four months of 2011-12. Due to the release of the Valuer-General's decisions on objection, an extremely high number of appeals against land valuations were lodged towards the end of 2011. Despite an increase in finalisations over subsequent quarters, the target was unable to be met.
- The progression of matters to finalisation is dependant on availability of persons providing expert evidence and the readiness of parties to proceed. This is not within the court's control.
- The variance is due to a focus on reducing the number of pending applications for adjudication and conciliation services.
- Additional funding allowed for 600 additional hearings to be heard in 2011-12.
- The presentation of indictments within six months is a mandatory requirement under the

Director of Public Prosecutions Act 1984. In 2011-12, the ODPP present 100 per cent of indictments within six months. As the ODPP has limited ability to significantly alter existing legal processes and resulting timeframes, measuring average timeframes is not a meaningful performance measure. Therefore, this measure will not be reported and will be reviewed in 2012-13.

17. This positive result is indicative of the high quality service provided by DRB mediators and staff in assisting people to resolve their disputes through the voluntary 12 step mediation model. It is important to note that due to an increase in referrals from QCAT, this measure now only reflects 17 per cent of DRB's civil output. The other 83 per cent are compulsory mediations provided to QCAT clients mediated using an abbreviated mediation model. In 2011-12, the agreement rate for these compulsory mediations was 48 per cent which is just below the internal target of 50 per cent.
18. These are new measures as the service has only been operating for two years. As demand for financial assistance continues to increase and more complex matters are finalised it is expected that the average number of days to assess will also continue to increase. The measure will be monitored closely.
19. While the satisfaction rates from clients who have agreed to participate in a satisfaction survey are high, the number of clients who chose to complete the survey was limited. In 2012-13, better processes will be developed, including an online survey to increase the number of participants and provide a more accurate baseline for future reporting.
20. During the year the feedback rating was changed from a rating of 1 to 7 to a rating of 1 to 5. Crown Law has reported its client feedback performance using the new 1 to 5 rating. The previous 2011-12 target of 5 is extrapolated down to 3.57 to align with the new rating scale and to ensure consistency in future reporting.



2011-15 objective:

- Better services and pathways and a stronger service system for our customers and client³

2012-16 objective:

- Improve youth justice services

This performance chapter covers the following service area:

Youth Justice provides youth justice services, including boot camps, conferencing and detention centres; develops and implements strategies to meet the needs of youth justice clients and their families.

Youth justice services are delivered by the following business areas:

- Youth Justice Services
- Court Services
- Youth Justice Conferencing
- Youth Detention Centres
- Policy, Performance, Programs and Practice
- Youth Detention Operations and Outlook Services
- Capability and Learning

Our performance

Appropriate preventative support and development for young people at risk of offending

- The youth justice components of the cross-government strategy, Just Futures, were implemented to address the underlying causes of Indigenous over representation in the Queensland criminal justice system. Youth Justice Services is leading three key actions and meeting statewide targets by providing:
 - supported referrals for parents and carers of Indigenous young people who come into contact with the youth justice system;
 - supervision and access to interventions through collaborative case planning and engagement of community stakeholders; and
 - improved support and intervention to assist the transition of young Indigenous offenders leaving detention.
- Across the State, Youth Justice Services delivered the Aggression Replacement Training (ART) program and the Changing Habits and Reaching Targets (CHART) program. The ART program targets high risk young people who display aggressive behaviours and teaches them social skills, anger management techniques and moral reasoning with the aim of reducing the risk of them offending violently. The CHART program helps young people take responsibility for their offending and change their behaviour. Preliminary data shows that during 2011-12, 190 young people participated in ART and an average of 365 young people per month engaged in CHART.
- Youth Justice Services responded to evidence that a small minority of young offenders are responsible for the majority of youth crime in Queensland. Over the last three years, data consistently shows that 200 young people (between 4 and 5 per cent) accounted for around 30 per cent of total charges heard and finalised in Queensland courts⁴. To make sure these high risk offenders receive intensive supervision and

³ This objective was taken from the Department of Communities, Child Safety and Disability Services 2011-15 Strategic Plan

⁴ Youth justice data systems are being upgraded to provide better reporting capability of youth justice data. Until these critical changes are completed, preliminary data is available

support to address their behaviour, local expert panels that provide an intensive and collaborative case management response, were established in 15 locations over 2011-12. The collaborative panels, which include representatives from Queensland Government agencies and local community agencies, increase the interventions available for young people and their families and provide additional monitoring of young people's progress on orders. Since their establishment, over 200 young people have been referred resulting in young people accessing a range of services to address factors contributing to their offending, including:

- education programs;
- accommodation support for families to allow young people to remain in the family home;
- linking young people with a culturally appropriate mentor; and
- increasing participation in offence focused programs.

Appropriate intervention services and rehabilitation services for young offenders

- Youth justice conferences provided victims of crime with an opportunity for greater participation in the justice system by directly holding to account young people who had offended against them. During 2011-12, a total of 2 937 referrals to conference were received and 2 282 referrals were conferenced with 98.2 per cent of participants (including victims) satisfied with the outcome.
- Youth Justice Services partnered with Youth Legal Aid Queensland to appropriately divert young people from custody and further entrenchment in the criminal justice system through the increased use of bail options and sentence review mechanisms. A significant increase in higher court bail applications during 2011-12 resulted in improved access to bail and bail support for young people who would otherwise have been remanded in custody. Sentence reviews have achieved success in areas such as improving the rehabilitative prospects of young people by removing convictions recorded and allowing for intensive community based programs as an alternative to detention.
- Statutory supervision and offence-focused interventions were provided to 1 539 young people on supervised youth justice orders during 2011-12⁴.

Other key performance in 2011- 12

- Youth Justice Services implemented new information systems to better support frontline service delivery and youth detention centre operations across Queensland. The new systems provide greater access to case management information, increased reliability of court information using the direct transmission of electronic court outcomes from other criminal justice agencies in Queensland, and the integration of critical client information between youth detention and youth justice information systems. The systems also have improved systematic data collection and will significantly enhance reporting capabilities to inform future criminal justice policy and program development.
- During the expansion and construction of new buildings and the demolition of and refurbishment of existing buildings at the Cleveland Youth Detention Centre, continued security and safety was operationalised and managed.

Future direction

In 2012-13, this service area will:

- develop and implement (over two years) trial youth boot camps for 80 young people at high risk of being in detention.
- improve the quality of youth justice conferencing and implement graffiti responses for young people on supervised orders for graffiti-related offences to promote responsibility and accountability through youth

⁴ Youth justice data systems are being upgraded to provide better reporting capability of youth justice data. Until these critical changes are completed, preliminary data is available

offender reparation. This will include practice enhancements in key performance areas such as increased victim participation in youth justice conferencing and decision-making accountability.

- review and improve policies, practices and training provided to youth detention centre staff to support and maintain contemporary youth detention facilities to ensure detained young people remain safe and well in youth detention and have their rehabilitation needs met.
- develop and implement a safe and supported working environment strategy for youth detention centre staff.
- continue collaborative panels throughout the State as part of case management activities for repeat offenders and young people identified as high risk.
- develop and support the current non-government organisation investment in youth justice services to enable improved targeting of services to meet the needs of youth justice clients and their families.

Service standards and other measures

Service standards	Notes	2008-09 Actual	2009-10 Actual	2010-11 Actual	2011-12 Target/ est	2011-12 Est actual	2011-12 Actual
Support for young people							
Percentage of orders supervised in the community that are successfully completed:							
- Aboriginal and Torres Strait Islander young people	1	--	--	72%	68%	71%	N/A
- Other young people	1	--	--	80%	78%	80%	N/A
- All young people	1	--	--	76%	73%	76%	N/A
Percentage of completed referrals to the conditional bail program that are successful:							
- Aboriginal and Torres Strait Islander young people	1	55.3%	72.2%	71.4%	60%	72%	N/A
- Other young people	1	--	--	72.2%	70%	72%	N/A
- All young people	1	59.7%	73.7%	71.8%	65%	73%	N/A
Percentage of youth justice conferencing participants (including the victim) that are satisfied with the outcome	2	98.7%	99%	99%	98%	98%	98.2%
Rate per 1 000 young people (ages 10-16 years) in detention ³ :							
- Aboriginal and Torres Strait Islander young people	1	3.78	3.14	2.94	3.6	3.2	N/A
- Other young people	1	--	--	0.15	0.15	0.14	N/A
- All young people	1	0.36	0.34	0.33	0.36	0.33	N/A

Service standards	Notes	2008-09 Actual	2009-10 Actual	2010-11 Actual	2011-12 Target/ est	2011-12 Est actual	2011-12 Actual
Other measures							
Number of referrals for young people dealt with through youth justice conferencing:							
- Aboriginal and Torres Strait Islander young people	2	664	732	691	600	782	1 110
- Other young people	2	--	--	1 696	1 800	1 535	1 827
- All young people	2	2 614	2 513	2 387	2 400	2 317	2 937
Average daily number of young people in detention: ³							
- Aboriginal and Torres Strait Islander young people	1	81	82.2	78	95	84	N/A
- Other young people	1	--	--	59	60	55	N/A
- All young people	1	136	141.5	137	155	138	N/A

Notes:

1. Data for 2011-12 is not yet available. Under nationally agreed reporting guidelines, data extraction for a financial year takes place after 31 August of the following financial year. The additional eight weeks enables activities that started close to the end of the financial year to be finalised and entered into information systems. Implementation of new Youth Justice Information systems may contribute further to delays in reporting.
2. A new youth justice conferencing information system, CRISYJ commenced in May 2012. As a result, data for 2011-12 has been extracted from two different information systems, CRISYJ and the superseded YJCFiles. Because of differences between the two systems and slightly different counting rules for data extracted from the two systems, the absolute reliability of the data for the 2011-12 financial year cannot be guaranteed.
3. Figures for categories may not add to the total average daily number due to rounding.



Fair and safe work services

2011-15 objective:

- Improve health, safety and fairness in workplaces and the community

2012-16 objective:

- Improve health, safety and fairness in workplaces and the community

This performance chapter covers the following service area:

Fair and Safe Work supports an industrial relations framework for Queensland's private sector, provides workplace health and safety services, workers' compensation policy advice, and electrical safety services, including developing and enforcing standards and promoting strategies for improved performance.

Fair and safe work services are delivered by the following business areas:

- Electrical Safety Office
- Workplace Health and Safety Queensland
- Private Sector Industrial Relations
- Queensland Industrial Relations Commission.[∇]

Our performance

Workplace Health and Safety Queensland and the Electrical Safety Office play an important role in helping keep Queenslanders safe at work, at home and in their communities. Key performance indicators that demonstrate the effectiveness of these services are: the *reduction in workplace death and injury*; and *reduction in deaths and serious incidents caused by electricity*.

Reduction in workplace death and injury

- The *National OHS Strategy 2002-12* set targets to reduce the incidence of work-related injury claims by 40 per cent, and the incidence of work-related fatal claims by 20 per cent, by 2012. Workplace Health and Safety Queensland continued to support this strategy through several initiatives including: the Zero Harm at Work Leadership Program, Medium Sized Business Initiative, Injury Prevention and Management Program and a focus on high risk injuries and industries (construction, transport, manufacturing and agriculture).
- The number of Queensland workers who died because of work-related activity decreased by 35 per cent between 2006-07 and 2010-11. This improvement made Queensland the third most improved jurisdiction out of the ten being measured across Australia).⁵
- The incidence of compensated injury and musculoskeletal serious injury claims declined by 21.1 per cent during 2010-11, an improvement on 2009-10 when a 16.9 per cent decline was achieved. During 2010-11, claims went from 16.6 for every 1 000 Queensland employees from the base period of the strategy (2000-01 to 2002-03), to 13.1 claims per 1 000 Queensland employees. This improvement made Queensland the fifth most improved jurisdiction out of the 10 being measured across Australia.⁵

Reduction in deaths and serious incidents caused by electricity

- Queensland's five year moving average electrical fatality rate has reduced significantly over the last decade, with rates below the national average. There has been a marked decrease in fatalities per million population

[∇] For information on this area's activities and performance, see this business area's 2011-12 annual report.

⁵ The most recent available data is for 2010-11 and is published in Fair Work Australia's *Comparative Performance Monitoring Report (14th Edition)* released in October 2012.

from 3.58 in 2000-01 to 1.16 in 2010-11. During 2011-12 there were four fatalities provisionally attributed to electrocution in Queensland, two less than in 2010-11.

- During 2011-12 there were 37 verified serious electrical incidents in Queensland, two less than 2010-11.

Improved work-life balance outcomes for workers and their families

- To help businesses implement work-life balance and flexible workplace policies, Private Sector Industrial Relations successfully piloted the Flexible Workplace Arrangements Reporting system in both private and public sectors. This web-based reporting system supports a range of tools designed to enable work-life balance and will be made widely available in 2012.

Increased number of public sector agencies implementing a structured healthy workplace program

- Workplace Health and Safety Queensland helped public sector agencies implement healthy workplace programs. All public sector agencies have healthy workplace activities in place that vary in scope and complexity, from a simple flu immunisation program to comprehensive multi-strategy programs that address organisational, environmental and individual factors. A series of workshops were delivered to key health and safety representatives in 11 regional centres across Queensland to increase knowledge and skills and broaden the range of future healthy workplace programs implemented across the public sector, particularly in regional worksites.

Other key performance in 2011-12

- The national *Work Health and Safety Act 2011* was implemented to provide greater certainty for employers, particularly those operating across state borders and, over time, to provide reduced compliance costs for businesses. To make sure stakeholders were well informed on changes to the laws, Workplace Health and Safety Queensland delivered over 200 information sessions across the State.
- Workplace Health and Safety Queensland continued to manage asbestos-related concerns in the Queensland community. To make sure there is a focused approach to asbestos-related activities over the next five years, the *Asbestos Work Health and Safety Action Plan 2011-16* was released. Key aspects of the plan include working with industry groups to protect workers at risk from exposure to asbestos and improve the range of asbestos risk management information products. Workplace Health and Safety Queensland also established a single point of contact phone number for asbestos-related matters to ensure the public can readily and easily access information and advice about asbestos from a coordinated source.
- Workplace Health and Safety Queensland further supported the *National OHS Strategy 2002-12* by hosting Safe Work Week, celebrated nationally from 23 to 29 October 2011. Safe Work Week was celebrated by Queenslanders throughout October 2011, raising awareness of the importance of workplace health and safety in Queensland. Workplace Health and Safety Queensland hosted 42 events, with those in Brisbane focusing on new nationally harmonised workplace health and safety laws. The King George Square finale event had an estimated 3 000 people attend with a range of safety partners exhibiting at the event.
- The Electrical Safety Office continued to work with Queensland Treasury and Trade to develop responses to electrical licensing legislation associated with the proposed introduction of the National Occupational Licensing System. Work also continued in conjunction with SafeWork Australia to develop Codes of Practice supporting proposed amendments to the *Electrical Safety Act 2002* associated with national work health and safety harmonisation.
- The Electrical Safety Office developed and released for public consultation a regulatory impact statement on proposals for the extension of safety switches in residential accommodation. The results of this consultation will inform the Government on possible future legislative options.
- To further educate Queenslanders about the risks associated with not using a licensed electrical contractor, the Electrical Safety Office launched the *Don't do your own electrical work* media campaign.
- The Injury Prevention and Management (IPaM) Program helps employers to reduce their workers' compensation costs. IPaM advisors work with businesses that have poor workers' compensation claims experience to improve their injury prevention and rehabilitation and return to work processes. Employers that actively participate in the program and demonstrate reasonable efforts to implement agreed improvements will continue to have their workers' compensation premium rate capped at twice their industry's average rate. Workers' compensation data for 2011-12 indicates that the number and costs of

claims for IPaM employers has decreased and that the average premium rate for all IPaM employers decreased by two per cent while premiums for the whole scheme increased by nine per cent.

- The Private Sector Industrial Relations inspectorate continued to deliver compliance services in the national workplace relations system under agreement between the federal Fair Work Ombudsman and the Queensland Government. Industrial inspectors are duly badged as inspectors under federal and state jurisdictions.
- The *Holidays and Other Legislation Amendment Act 2011* was passed in November 2011. The Act provided a one-off public holiday for the celebration of the Queen's Diamond Jubilee on the second Monday in June 2012 and prescribes an additional holiday whenever Christmas day, Boxing Day or New Year's Day falls on a weekend.
- The *Industrial Relations (Fair Work Act Harmonisation) and Other Legislation Amendment Act 2012* was passed in June 2012. The Act modernised the *Industrial Relations Act 1999* to reflect certain key aspects of the Commonwealth's *Fair Work Act 2009* for taking protected industrial action in connection with a proposed certified agreement; establish a process for employers to request employees to approve a proposed certified agreement; and introduce a Ministerial power to make a declaration to terminate industrial action threatening the safety or welfare of the community or causing significant damage to the economy.
- The Act also amended the *Industrial Relations Act 1999* to require the Queensland Industrial Relations Commission to give consideration to the State's financial position and fiscal strategy when determining wage negotiations by arbitration and it established a process for the treasury chief executive to brief the commission about such matters. It also appointed members of the commission as appeals officers under the *Public Service Act 2008*.

Future direction

In 2012-13, this service area will:

- implement the Queensland *Workplace Health and Safety Strategy 2004-12*.
- implement the *Electrical Safety Plan for Queensland 2009-14*.
- assist in achieving the vision of the Australian *Work Health and Safety Strategy 2012-2022* through initiatives that support the strategy's seven key action areas.
- review the *Electrical Safety Regulation 2002* to align with the nationally consistent framework for work-related workplace safety risks.
- implement the Electrical Equipment Safety System, which is a result of uniform legislation and rules for safety standards. The new system will better protect the public from electric shock and fire which may be caused by electrical equipment. It will include a national database of safe electrical equipment searchable by retailers, electricians and the public.
- monitor key industrial relations developments impacting on Queensland businesses and the four pillar economy.
- continue to implement the national model for occupational health and safety harmonisation.
- continue to promote and implement programs to improve health and well being for workers and provide formal training and development to government agency representatives in worker health initiative design and implementation.
- continue to place a strong emphasis on information and education about electrical safety, especially the risks associated with overhead and underground lines, working with or near live parts and the benefits of installing a safety switch.
- work with stakeholders to influence and improve standards of electrical safety concerning emerging renewable energy technology.
- work with WorkCover Queensland to assist employers to improve injury prevention and injury management practices.
- continue to assist Queensland Treasury and Trade with amendments to electrical licensing legislation associated with the proposed introduction of the National Occupational Licensing System.
- implement recommendations following the Queensland Parliament's Finance and Administration Committee's review of workers' compensation arrangements in Queensland. The Committee must report to Parliament by 28 February 2013.

- continue to work in partnership with the Australian Government to provide private sector industrial relations services to workers and employers covered by Queensland legislation and the *Fair Work Act 2009*.
- seek to identify ways to reduce the regulatory burden for Queensland businesses. This will be achieved through the 10 year review of the *Electrical Safety Regulation 2002* and reducing the number of forms used to administer the *Work Health and Safety Act 2011* and the associated regulation.
- repeal the Mandatory Code of Practice for Outworkers in the Clothing Industry and the *Workers' Accommodation Act 1952*; and examine the potential for further red tape reduction through amendment or repeal of the *Pastoral Workers' Accommodation Act 1980* and the *Private Employment Agents Act 2005*.
- progress amendments to the *Holidays Act 1983* to reinstate the Birthday of the Sovereign (Queen's Birthday) public holiday to the second Monday in June and move Labour Day from May to the first Monday in October, the date previously appointed as the Queen's Birthday public holiday from 2012.

Service standards and other measures

Service standards	Notes	2008-09 Actual	2009-10 Actual	2010-11 Actual	2011-12 Target/ est	2011-12 Est actual	2011-12 Actual
Private sector Industrial Relations Services							
Overall client satisfaction with work life balance information		--	--		Benchmark to be established	74%	74%
Administration of the Industrial Court and Commission System							
Percentage of matters resolved at conference	1	80%	74%	68%	65%	70%	70%
Average time for decisions to be published and made available to the community (days)	2	--	--	--	3.5	1	1
Level of client satisfaction with Registry Services		--	95%	86%	85%	92%	92%
Other measure		87%	80%	69%	75%	77%	73%
Percentage of matters completed within 3 months							
Workplace Health and Safety Services (including Workers Compensation Policy)							
Percentage of successful prosecutions (per cent)	3	90%	88%	83%	85%	73.4%	73.4%
Overall client satisfaction by workplaces with the inspectorate's effectiveness and professionalism	4	--	87.5%	--	75-80%	94%	94%
Cost of WHSQ services per worker covered by the workers' compensation scheme	5	--	\$22.21	\$31.21	\$25.62	\$32.48	\$32.96

Service standards	Notes	2008-09 Actual	2009-10 Actual	2010-11 Actual	2011-12 Target/ est	2011-12 Est actual	2011-12 Actual
Electrical Safety Office							
The number of reported serious electrical incidents involving powerlines, installations and electrical equipment per million population	6	--	--	9	10	8.86	8.2
Overall client satisfaction with:							
- access to inspectorate contact		--	--	Amended measure	85%	90%	90%
- access to and relevance of electrical safety seminar programs		--	--	Amended measure	90%	90%	90%
Cost of electrical safety services per person in Queensland	7	\$3.25	\$3.48	\$3.36	\$3.36	\$3.50	\$3.50

Notes:

1. This positive result is due to the Queensland Industrial Relations Commission's successful conference process, resulting in fewer matters proceeding to a hearing.
2. Improved publishing processes have resulted in faster publishing of decisions on the Queensland Industrial Relations Commission's website.
3. There were 26 unsuccessful prosecutions. Of these: one was dismissed by the courts; five were withdrawn from the court when the Director-General accepted an enforceable undertaking application, made by either the company, or an associated entity; and 20 were withdrawn from the court for various other reasons.
4. This very positive result is due to increased engagement by Workplace Health and Safety Queensland across the Queensland business community to raise the profile of its advisory and inspectorate services. Surveys are conducted on a biannual basis.
5. The major reason for the increased cost of service delivery per worker was due to labour force growth being lower than expected in 2011-12. The 2012-13 target has been increased by 3.5 per cent in line with increased cost of Workplace Health and Safety Queensland service delivery.
6. This is a positive indicator of electrical safety advisory and inspectorate services.
7. The 2011-12 variance was largely due to the one-off electrical safety advertising campaign *Don't do your own electrical work*.



Liquor, gaming and fair trading services

2011-15 objective:

- Improve safety and fairness for Queensland businesses and consumers

2012-16 objective:

- Improve safety and fairness for Queensland businesses and consumers

This performance chapter covers the following service area:

Liquor, Gaming and Fair Trading provides regulatory and consumer protection services across the liquor, gaming, and general marketplace and not for profit sectors, particularly through encouraging industry integrity and fostering business and consumer confidence. This service area develops and implements initiatives to minimise harm from liquor and gambling and educates and protects vulnerable consumers.

Liquor, gaming and fair trading services are delivered by the following business areas:

- Office of Fair Trading
- Office of Liquor and Gaming Regulation
- Office of Regulatory Policy.

Our performance

Increased business and consumer confidence in the fair operation of the marketplace

- The Office of Fair Trading facilitated six road shows across Queensland to provide rural and remote consumers and businesses better access to assistance on fair trading issues, including, scams, refund rights, unsolicited selling, product safety and incorporated associations. The Office of Fair Trading also continued to work in partnership with the Indigenous Consumer Assistance Network to give Far North Queensland communities better access to assistance on consumer issues.
- To strengthen child safety in Queensland a compulsory safety standard for bunk beds in holiday rental premises and other short-term accommodation services was established.
- The Office of Fair Trading continued to collaborate with the Commonwealth Government and other state and territory regulators on a number of national compliance projects, including consumer guarantees and unfair contract terms.
- To further promote the fair operation of the marketplace and best practice in industry, a forum for businesses, particularly energy retailers, was held to promote key aspects of the newly introduced Australian Consumer Law, including their obligations about unsolicited consumer agreements.

Maintain a low problem gambling prevalence rate

- To encourage the creation of gambling environments that minimise harm to individuals and the broader community, the Office of Liquor and Gaming Regulation worked with Queensland gambling providers to increase compliance with the *Queensland Responsible Gambling Code of Practice*. Under the code of practice, providers commit to providing safe, supportive and responsible gambling environments for their customers.
- A problem gambling campaign titled *Gambling too much?* was launched to minimise gambling harm in Queensland pubs and clubs. *Gambling too much?* aims to remove the stigma attached to problem gambling and drive behaviour change by encouraging people to seek counselling assistance, explore self-help options or undertake self-exclusion measures.

Meet milestones for national reforms impacting fair trading

- Business name registration in Queensland was transferred to the Commonwealth Government in May 2012. The national Business Names Register replaces eight state and territory systems, by offering a single online service to register, renew and search business names. The new national register administered by the Australian Securities and Investments Commission has cut red tape and costs for Australian businesses.
- Queensland's personal property securities registers, the Register of Encumbered Vehicles and Bills of Sales Register, were transitioned to the national Property Security Register in January 2012. The register provides consumers, businesses and the finance industry with a single point of contact to check if personal property has a security interest registered against it.
- Given the vital work performed by security providers, to strengthen public safety in Queensland amendments were made to the *Security Providers Act 1993* to include mandatory fingerprinting of all Queensland security providers. The changes, which came into effect on 1 July 2011, ensure a nationally consistent approach to security industry regulation and provide an extra layer of protection for Queensland consumers, the public and security firms.

Conduct investigations and resolve complaints to ensure industry integrity, marketplace fairness and safer drinking environments

- In partnership with industry, the community and local government agencies, the Office of Liquor and Gaming Regulation progressed the two year pilot of the Drink Safe Precincts program to implement local solutions to reduce alcohol-related violence and improve community safety in Queensland. Investigations into violent incidents on licensed premises also continued with a view to minimising harm through negotiation, licence conditioning and venue classification.
- A risk based approach to monitor and investigate liquor and gaming operations in Queensland was adopted to support industry integrity and safer environments for Queenslanders. All gambling products continued to be evaluated and tested to make sure they met legislation, national standards and technical requirements.
- In 2011-12 the Office of Liquor and Gaming Regulation:
 - completed 8 318 liquor and gaming audits and inspections
 - completed 7 037 liquor and gaming investigations of which 899 were related to liquor complaints from the general public
 - processed 18 735 liquor and 7 432 gaming applications for a variety matters.
- In 2011-12 the Office of Fair Trading :
 - received over 14 600 consumer complaints
 - satisfactorily finalised 88 per cent of conciliations
 - achieved \$6.2 million of redress or compensation for consumers
 - completed 9 873 businesses for compliance
 - finalised 2 926 investigations
 - initiated 1 829 enforcement actions against non-compliant traders
 - finalised legal proceedings against a trader for false and misleading representations about the provision of kit sheds resulting in fines and compensation totalling over \$1 million.

Other key performance in 2011-12

- The Office of Liquor and Gaming Regulation implemented an online portal which enables Queensland licensees to view and print their licensing information, update contact details, pay annual liquor licensing fees, apply to alter licences and download applications. Licensees taking advantage of the online services will benefit from streamlined application processing and more convenient access to their licence information.

- Approximately \$107 000 was provided to 32 eligible liquor accord groups throughout Queensland. The money received from these grants has been used to benefit local communities in ways that minimise harm and maximise safety in and around licensed premises in Queensland.
- In consultation with the liquor industry and other key stakeholders, a new suite of online resources outlining best practice for safety in licensed venues was introduced. The resources include topics on risk management, ID scanners and closed circuit television. The safety audit tool *No More Risky Business* was also updated.
- Approximately \$46.65 million was approved for more than 2 539 successful applications to the various community benefit funds.⁶
- The Office of Fair Trading joined forces with other state fair trading offices to raise consumer awareness of travelling con men and itinerant traders. The national campaign aimed to bring awareness to and educate local communities on how to identify suspicious activity. The campaign also encourages communities to report suspicious incidents to the national hotline (1300 133 408).
- Critical work was undertaken by the Office of Fair Trading to address problems in a number of key areas including group buying, excessive interest rate charges, solar energy traders, product safety, and second-hand motor dealing.
- Amendments to legalise the conduct of two-up in RSL and services clubs on Anzac Day were introduced, as well as amendments removing the need for RSL members to sign in at licensed RSL clubs.
- During Schoolies Week 2011, the Office of Liquor and Gaming Regulation ran the *Supplying alcohol to minors is no minor offence* campaign. The campaign focused on the consequences of supplying alcohol to a minor for unsupervised consumption and was targeted at parents, family and adult friends of teenagers aged 14 to 17 years.

Future direction

In 2012-13, this service area will:

- continue support of the Drink Safe Precinct trials and establish future arrangements following the completion of the trials to maintain healthy and vibrant night time economies where people can relax in a safe environment.
- progress red tape reduction initiatives across all administered legislation and processes. This will include reviewing the *Land Sales Act 1984*, modernising the legislation for businesses and consumers to provide confidence for Queensland's property development sector and appoint a red tape reduction expert panel to review liquor licensing, gaming, trading hours and noise restriction laws.
- implement the Government's election commitments on warning statements in real estate contracts. As well as the Flood Commission of Inquiry recommendation regarding disclosure in the real estate conveyancing process.
- finalise projects under the liquor and gaming Service Delivery Improvement Program to improve client services across the State.
- continue to work collaboratively with liquor accords throughout Queensland to improve safety in local communities and to encourage well managed environments in and around licensed premises.
- redevelop the Grants Management System to improve processing of community grants in Queensland.
- conduct a review of the Gambling Help Service System to ensure efficient and effective problem gambling service delivery to Queenslanders.
- in collaboration with industry, finalise a review of the *Queensland Responsible Gambling Code of Practice*.
- participate in coordinated education and compliance initiatives with state and territory regulators under the Australian Consumer Law with a focus on high risk industry sectors.
- contribute to lowering the cost of living for Queensland families by continuing to use powers under the Australian Consumer Law and other industry legislation to make sure consumers get what they pay for. This includes:

⁶ Appendices 11-14 of this report include further information about community benefit funds.

- conducting price scanning checks
- providing consumers with access to redress
- ensuring traders comply with consumer guarantee provisions and use fair contract terms.

Service standards and other measures

Service standards	Notes	2008-09 Actual	2009-10 Actual	2010-11 Actual	2011-12 Target/ est	2011-12 Est actual	2011-12 Actual
Facilitate a business climate that is well understood and respected							
Percentage of decisions upheld on appeal	1	--	--	71.4%	70%	60%	60%
Proportion of disputes/conciliations satisfactorily finalised	2	--	--	89%	80%	88%	88%
Proportion of licensing applications and registration services processed within timeframes established in service delivery standards		--	--	90.8%	90%	90.5%	90.5%
Proportion of audit, probity and inspection activities completed in accordance with annual program targets	3	--	--	104.5%	90%	99%	101%
Proportion of investigations completed within timeframes established in service delivery standards	4	--	--	84.5%	75%	85%	85.5%
Proportion of complaints/conciliations resolved within timeframes established in service delivery standards		--	--	85%	85%	84%	84.5%
Social marketing campaigns achieve the expected level of awareness in target audiences	5	--	--	100%	75%	--	--
Protect Queensland now and for the future							
Consumer redress facilitated by the Office of Fair Trading	6	--	--	\$4.8 million	\$3 million	\$6 million	\$6.2 million
Proportion of Indigenous communities subject to alcohol restrictions where community development activities are completed in accordance with annual program targets		--	--	94.7%	85%	89%	89%

Notes:

1. Actual numbers are low (five decisions), therefore a large variance can be expected.
2. Obtaining a satisfactory outcome on a complaint lodged by a consumer is largely dependent on the willingness of the consumer and trader to agree on an acceptable resolution.
3. This continuing positive result is due to appropriate monitoring and revision of audit, probity and inspection calendars. The program is reviewed regularly and amended to reflect operational imperatives.
4. Completion rates are influenced by unforeseen contingencies, resource availability and investigation complexities and will vary annually.
5. Measuring campaign effectiveness is complicated and campaigns are not undertaken as a regular activity, making annual reporting in a meaningful way difficult. As a result, this measure has not been reported on and the way that campaign effectiveness is measured will be reviewed in 2012-13.
6. Redress is the compensation or the in-kind value to address issues a consumer has complained about. The amount of redress can vary significantly as it depends on the nature of complaints on hand. Redress can be achieved through conciliation, investigations, prosecution, restitution, and from the Property Agents and Motor Dealers Claim Fund.





A sustainable and accountable organisation

2011-15 objective:

- Improve our organisational effectiveness

2012-16 objective:

- Improve our organisational effectiveness

Performance against this objective was delivered by all divisions of the department including its corporate services division.

Governance

A number of previous annual reporting requirements relating to organisational effectiveness have been addressed by publishing the information on the department's website only. This information is available from: http://www.justice.qld.gov.au/_data/assets/pdf_file/0006/161808/additional-published-info.pdf.

Governance – management and structure

Governance committees

As chief executive of the department, the Director-General is supported in meeting his statutory responsibilities under the *Financial Accountability Act 2009*, the *Public Service Act 2008* and other relevant legislation by the expert advice and assistance of a board of management and five special purpose governance committees.



Board of management

The Board of Management (BOM) is the department's leadership, planning and accountability committee. It supports the Director-General in discharging his statutory responsibilities and provides leadership, strategic direction and oversight of the department's governance and associated committee structure.

Membership of BOM at 30 June comprised the following positions and officers:



<p>Barry Leahy Director-General (chair)</p>	<p>Barry was appointed Acting Director-General in April 2012.</p> <p>Between February 2010 and April 2012, Barry was Associate Director-General, Office of Fair and Safe Work Queensland, responsible for workplace health and safety, industrial relations, and electrical safety in Queensland. This position followed his role as Deputy Director-General of the former Department of Employment and Industrial Relations. Barry has worked in the public service for over 30 years in a number of senior positions in industrial relations and occupational health and safety, including as the Chief Executive Officer of Comcare, the organisation responsible for workplace safety, rehabilitation and compensation in the Commonwealth jurisdiction.</p> <p>Barry holds a Bachelor of Economics.</p>
<p>Terry Ryan Deputy Director-General (co-deputy chair)</p>	<p>Terry was appointed Deputy Director-General, Justice Services in October 2011 after acting in the position from January to October 2010 and since January 2011. Previously, Terry held the positions of Assistant Director-General, Strategic Policy, Legal and Executive Services (from April 2008) and Director, Strategic Policy Unit (from 2001).</p> <p>Terry joined the department in 1996 after a career as a lawyer in the private and public sectors and a social worker in the child and youth welfare field. He is a member of the Australian Criminology Research Advisory Council.</p> <p>Terry holds a Bachelor of Social Work, Bachelor of Laws and Master of Laws.</p>
<p>David Ford Deputy Director-General (co-deputy chair)</p>	<p>David was appointed Deputy Director-General, Liquor, Gaming, Racing and Fair Trading and also Commissioner for Fair Trading in April 2009. He was previously Deputy Under Treasurer from 2005–09, following a period as Deputy Director-General, Department of Tourism, Fair Trading and Wine Industry Development and a decade as Executive Director, Queensland Office of Gaming Regulation in Queensland Treasury.</p> <p>David's responsibilities include the Office of Liquor and Gaming Regulation, the Office of Fair Trading and the Office of Regulatory Policy.</p> <p>David is an Associate Fellow of the Australian Institute of Management and a member of the Institute of Public Administration of Australia. He has several years experience as a former chair and committee member of the International Association of Gaming Regulators.</p>
<p>Simon Blackwood Acting Deputy Director-General (co-deputy chair)</p>	<p>Acting as Deputy Director-General, Office of Fair and Safe Work Queensland since April 2012, Simon was previously Executive Director, Workplace Health and Safety Queensland. Before his appointment to this role in December 2007, he was Executive Director, Private Sector Industrial Relations. He is responsible for workplace health and safety, industrial relations, and electrical safety in Queensland.</p> <p>Simon is highly experienced in the field of labour relations having spent more than 20 years working and studying in the area. He holds a PhD in labour relations and sociology from the University of Queensland.</p>
<p>Jenny Lang Assistant Director-General</p>	<p>Jenny was appointed Assistant Director-General, Strategic Policy, Legal and Executive Services in December 2011. She had previously acted in the role from January 2010 with a three month period between October 2010 and December 2010 when she acted as Executive Director of Strategic Policy, Legal and Executive Services. Jenny is responsible for strategic policy and legal and executive services in the department. Before this appointment Jenny was the Director of the Tribunals Review Project. This project amalgamated a range of Queensland Tribunals into one body, the Queensland Civil and Administrative Tribunal, which commenced on 1 December 2009.</p> <p>Jenny holds a Bachelor of Laws and before joining the Queensland public sector, worked as a lawyer in private practice for a number of years.</p>

Brett Walker Assistant Director-General	Assistant Director-General, Corporate Services since May 2009, Brett is responsible for corporate services in the department. Brett was previously the Executive Director, Executive and Strategic Services in the former Department of Employment and Industrial Relations, a position he held from August 2005. During the past 10 years, Brett has undertaken a number of senior roles within the former department and his experience in the public sector spans more than 30 years in a number of departments. He is a Fellow of CPA Australia.
Steve Armitage Assistant Director-General	Steve was appointed Acting Assistant Director-General, Youth Justice in June 2012. Previously Steve held the positions of Executive Director, Indigenous Education (2007-2012) and Executive Director, Strategic Implementation (2004-2007) in the former Department of Education and Training, Deputy Director General (2001-2004) and Executive Director, Youth Justice (1999-2001) in the former Department of Families. Steve has over 30 year's experience in human services from direct service delivery to senior leadership roles. In the past 15 years he led the delivery of a series of major reforms in the fields of Indigenous Education, Child Protection, Youth Justice and mainstream education and training. Steve holds a Bachelor of Social Work (Hons) UQ.
Greg Cooper Crown Solicitor	Greg was appointed Crown Solicitor on 1 November 2008. In his role as Crown Solicitor he acts as the solicitor on the record for the State, and provides independent legal advice to the Premier, the Attorney-General, Ministers, Directors-General and departmental officers on matters of significance to the Government. The Crown Solicitor is also responsible for resolving conflicts of interest in any legal matters being handled by Crown Law and is responsible for setting professional and ethical standards. Before Greg's appointment, he spent four years as Deputy Crown Solicitor of the Litigation Branch and six years as Crown Counsel. Greg has extensive expertise in the fields of constitutional and public law.

Also attending Board of Management meetings as non-voting observers were Tony Moynihan, SC, Director of Public Prosecutions, Peter Cook, Executive Director, Financial Services and Roger McCarthy, Director, Office of the Director-General.

Workforce Management Steering Committee

The role of the committee is to strategically guide, monitor and evaluate the department's workforce management planning framework, ensure the department meets its human resource obligations under legislation, industrial instruments, directives and policies, and help to develop and maintain a healthy workforce culture and organisational values.

This committee is chaired by the Deputy Director-General, Office of Fair and Safe Work Queensland.

Finance Committee

The role of the committee is to:

- approve the annual departmental budget
- ensure the department's budget is aligned with the department's strategic plan and Government priorities
- monitor and report on the department's financial performance against departmental priorities and approved budgets
- formulate strategies for improving the department's financial position, including approving and monitoring the departmental budget processes.

This committee is chaired by the Deputy Director-General, Office of Fair and Safe Work Queensland.

Information Management Committee

The role of the committee includes:

- ensuring the department's Information Management (IM) and supporting Information and Communication Technology (ICT) strategic directions and investment decisions are aligned with Government commitments and business priorities
- prioritising and approving IM and ICT programs and projects
- implementing effective processes for commissioning and managing IM and ICT programs and projects
- maintaining effective IM and ICT resource management
- implementing effective IM and ICT governance, risk management and performance improvement strategies.

This committee is chaired by the Deputy Director-General, Justice Services.

Accommodation, Fleet and Asset Management Committee

The role of the committee is to define the department's major and minor capital works program, set the accommodation, fleet and asset management strategic and operational direction for the department, having regard to obligations under the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*, and to ensure good governance and management of the department's accommodation, fleet and asset portfolio.

This committee is chaired by the Deputy Director-General, Justice Services.

Audit and Risk Management Committee

The Audit and Risk Management Committee (ARMC) is an independent advisory body to the Director-General. It assists the Director-General to discharge his responsibilities under the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2009*. The committee operates under the approved Terms of Reference and aligns with Queensland Treasury and Trades *the Audit Committee Guidelines: Improving accountability and performance*.

Membership of ARMC at 30 June 2011 comprised the following positions and officers:

Position	Officer
Standing members	
Deputy Director-General, Liquor, Gaming and Fair Trading	David Ford (chair)
Deputy Director-General, Justice Services	Terry Ryan (deputy chair)
Assistant Director-General Corporate Services	Brett Walker
Business Manager, Office of the Director of Public Prosecutions	Helen Kentrotis
Executive Director, Crown Law	Susan Chrisp
Executive Director, Community Justice Services	David Mackie
Executive Director, Electrical Safety Office	Peter Lamont
A/Director, Information Technology Services	Ken Hunter
External Member ⁷	Michael Schafer
Observers	
Executive Director, Financial Services	Peter Cook
Director, Corporate Governance	Alison Gardiner
Director, Internal Audit	Leon Smith
Director of Audit, Queensland Audit Office	Oliver Clare
Audit Manager, Queensland Audit Office	Daniel Pisarev

⁷ The external member does not receive remuneration.

The committee's roles and responsibilities include:

- assessing and contributing to the audit planning processes relating to the risks and exposures to the department, taking into account its performance management framework and the financial and operational environment in which it operates
- assessing and enhancing the department's corporate governance, including its systems of internal control and the internal audit function
- evaluating the Internal Audit Charter, reviewing and evaluating the Internal Audit Annual and Strategic Plans and facilitating the practical discharge of the internal audit function, particularly in respect of planning, monitoring and reporting
- through the internal audit function, oversight and appraisal of the department's financial operational reporting processes and reviewing the annual financial statements and management representations for recommendation and endorsement for signature by the Director-General
- appraising the department's systems for risk management in terms of section 28 of the *Financial and Performance Management Standard 2009* and reviewing the department's risk management planning, monitoring and reporting processes in accordance with the Australia/New Zealand Standard for Risk Management (AS/NZS ISO 31000:2009, Risk Management – Principles and Guidelines).

Achievements in 2011-12 include:

- reviewed and endorsed the *Annual Internal Audit Plan 2011-12* and the *Strategic Internal Audit Plan 2011-15*
- considered Internal Audit reports and Queensland Audit Office reports
- considered other papers presented, including a review of the adequacy of management's implementation of audit recommendations
- reviewed the risk management framework, including policies and procedures relevant to a range of risk management activities
- considered corporate governance reports including updates regarding risk management, business continuity planning and system appraisals
- reviewed and endorsed the department's annual financial statements for 2010-11 for signoff by the Director-General.

External accountability

The department's governance framework supports internal mechanisms to monitor and report on corrective actions taken to implement recommendations from external agencies concerning operations of the department. The department has reviewed findings and recommendations raised in these reports and taken action to improve the department's operations.

Queensland Audit Office

In 2011-12, the Queensland Audit Office conducted a number of cross-sector audits which included coverage of this department.

Report No. 4 for 2012

Auditor-General of Queensland Report to Parliament No. 4 for 2012 – Managing Employee Unplanned Absence.

This report assessed whether public service departments are effectively managing unplanned absence. It reviewed the role of central agencies, and a selection of public sector departments.

Report No. 5 for 2012

Auditor-General of Queensland Report to Parliament No. 5 for 2012 – Internal Control Systems.

This report summarised results from the interim phase of the 2011-12 financial audits of departments, statutory bodies and government owned corporations. It contained results of audits where areas of control were emphasised during the audit process.

Department response

Specific audit findings in relation to those cross-sector reviews directly affecting the department are contained in separate and dedicated audit reports issued earlier to the department.

The Auditor-General's Reports Nos. 4 and 5 summarise results and report at a whole-of-government level.

The department has undertaken work where appropriate to address identified audit issues.

Corrective action is monitored by the department's Audit and Risk Management Committee.

Reports by the Queensland Audit Office can be accessed at www.qao.qld.gov.au.

Queensland Ombudsman

In November 2011, the Queensland Ombudsman released *The Hendra Virus Report: An investigation into agency responses to Hendra virus incidents between January 2006 and December 2009*. The department's Workplace Health and Safety Queensland was one of the agencies investigated.

The Ombudsman made a number of recommendations relevant to Workplace Health and Safety Queensland:

- improved coordination was required between the agencies responding to Hendra virus incidents
- a coordinated approach is required from Queensland Primary Industries and Fisheries, Queensland Health and Workplace Health and Safety Queensland in communicating with private veterinarians and the public about the risk of human infection from Hendra virus
- consideration should be given to the skills, experience and training of workplace health and safety investigators assigned to investigations.

The department had made significant improvements to address these recommendations before the report was released, including upskilling of investigators, and is continuing to work with other relevant agencies to address coordination and communication recommendations.

Reports by the Queensland Ombudsman can be accessed at www.ombudsman.qld.gov.au.

Queensland Coroner

In the 2011-2012 financial year there were 13 coronial recommendations directed to the department from five inquests.

The Queensland Government publishes yearly reports responding to coronial recommendations directed to Government in the previous calendar year. As such, the responses to eight of these recommendations directed to the department in 2011 will be consolidated with responses from other government agencies into the next yearly Government Response to Coronial Recommendations report. The remaining five recommendations, and any further recommendations directed to the department in 2012, will be responded to in the subsequent yearly report.

Internal Audit

Internal Audit forms an integral component of the corporate governance framework by conducting reviews of financial, information management and performance management systems. The independence of Internal Audit is maintained by reporting directly to the Director-General, with a subsidiary reporting relationship to the Audit and Risk Management Committee.

Internal Audit adheres to the approved Internal Audit Charter developed in accordance with the International Standards for the Professional Practice of Internal Auditing (Institute of Internal Auditors). An independent review by the Institute of Internal Auditors in 2009-10 assessed that Internal Audit conformed to International Standards for the Professional Practice of Internal Auditing and the Institute of Internal Auditors' Code of Ethics. An independent peer review is required to be conducted once every five years.

Audit outputs and performance

Audit outputs	2011–12 performance / achievement
Delivery of annual and strategic plans, and monitoring and improving financial accountability, internal control processes and business practices within the department	<ul style="list-style-type: none"> ▪ conducted a number of audits covering financial compliance, operational performance, project management and information systems reviews ▪ achieved management acceptance of a high percentage of audit findings and recommendations targeted at business improvements in processes
Review of the effectiveness of internal controls in mitigating risks	<ul style="list-style-type: none"> ▪ conducted risk analysis as part of the annual audit planning process, together with analysis conducted during specific audit engagements
Participation as an observer on various governance committees	<ul style="list-style-type: none"> ▪ consultation on project steering committees for key projects

Risk management

The department's risk management framework is based on AS/NZS ISO 31000:2009, Risk Management – Principles and Guidelines, and has been designed to achieve integration of risk management into standard business processes.

The prime responsibility for controlling and mitigating operational risks lies with management of each operational area. Under this approach, managers play a key role in identifying and assessing the risks associated with their business, including developing and monitoring mitigating controls. The responsibility for controlling and mitigating strategic risks lies with the senior executive more generally, supported by the advisory role of the Audit and Risk Management Committee.

During 2011-12, some refinements have been made to risk management practices. The number of risk management workshops has expanded. Reporting of material business risks has been reviewed and improved. The department continues to benchmark its processes against better practice so that improvement opportunities are identified.

Governance – people

As at 30 June 2012, the department employed 5 017 full time equivalent (FTE) staff. Through these valuable staff, the department drives performance and delivers effective services to the community across Queensland.

Due to the complexity of machinery-of-government changes effective 1 May 2012, annual separation and retention rates for the 2011-12 financial year are unable to be calculated and may misrepresent actual long-term agency trends.

Women

The department continued to support women's career development in the department through mentoring arrangements, job rotation, and opportunities to relieve in higher positions. Women participated in the 2012 Public Sector Management Program, the department's management development program and the Diploma of Management.

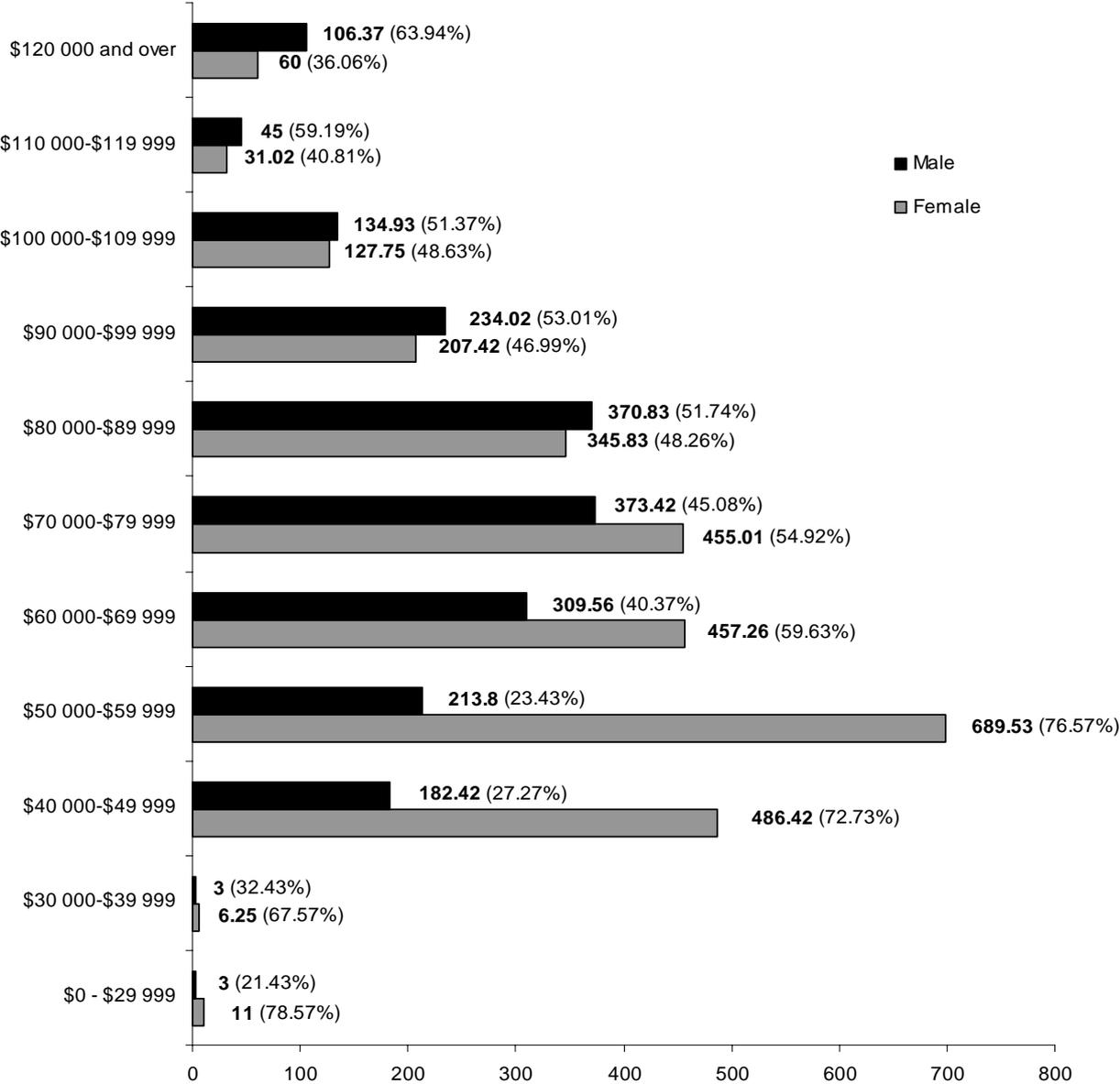
Workforce planning, attraction and retention

The department's workforce planning framework enables the department to identify and address any emerging or existing knowledge and skills gaps which could prevent the department from achieving Government commitments and priorities.

In 2011-12, the department implemented workforce planning as part of the reconfiguration of roles and skills to meet emerging government and client needs.

The department continues to invest in contemporary recruitment and selection processes, such as developing and using assessment centres, to ensure that the best person for the job is identified and employed.

Breakdown of salary by gender



Leadership and management development framework

In 2011-12, the department developed a management development program to increase nontechnical management skills and to provide a professional development pathway for its new and existing managers. The pathway included a number of workshops:

- Managing in the Department of Justice and Attorney-General – this workshop provided managers with practical skills to meet the legislative and regulatory requirements of their roles and responsibilities. Twenty-five workshops were delivered to 233 managers.
- Managing with Confidence – this workshop provided managers with essential people management skills, strategies and practices. Forty-two managers participated in this program during the year.
- The department successfully trialled video link to deliver these workshops ensuring that they can be delivered efficiently by video link to regional staff across Queensland in the future.
- Further leadership and management development initiatives provided during 2011-12 included:

- Thirty-four staff participated in a diploma of management that provides for managers to have their skills and experience formally recognised and aligned to a national competency framework
- five staff participated in the Public Sector Management Program run by the Public Service Commission. The program is a leadership and management education program for Australia's public sector senior and middle managers and other high performing staff.

Other development initiatives

Other initiatives in 2011-12 to develop staff and build departmental performance included:

- team effectiveness training delivered to 430 staff
- performance management workshops to help managers set clear performance targets for their staff and establish an accountability framework delivered to 284 staff
- customer service training delivered to 42 staff
- innovation workshops to identify the current challenges experienced by teams and to develop meaningful, cost effective and creative solutions provided to 32 staff.

In addition, seven scholarships for the Australia and New Zealand School of Government and Public Sector Management programs were offered to departmental staff.

Performance management framework

The department has an integrated performance management framework that includes employee induction, probation, employee performance plans, processes for addressing unsatisfactory performance and a recognition program for high performance staff and teams.

Managers work with staff to develop employee performance plans that are relevant to their business and that drive performance. All performance plans have:

- specific performance measures
- a focus on training and development opportunities
- an emphasis on the importance of integrity.

The department continues to strengthen its performance management framework to improve service delivery and organisational performance.

Flexible working arrangements

The department has policies and procedures to enable staff and their managers to establish suitable flexible and work-life balance working arrangements, including:

- part-time work
- job sharing
- telecommuting
- compressed working hours
- flexible working hours.

Staff also have access to special leave in certain circumstances, including carer's leave, study and training leave, career breaks, bereavement leave and purchased leave. Parenting and pregnancy policies are in place to govern unpaid/paid parental leave, pre-natal leave and safety at work during pregnancy.

In 2011-12, the department promoted and encouraged the use of flexible working arrangements, including coordinating sessions to encourage sustainable travel under the TravelSmart program.

The department also completed a work-life balance pilot to provide an opportunity for managers and employees to trial available work-life balance policies, including flexible work arrangements, within a supported environment. The aims of the pilot were to:

- increase uptake of work-life balance opportunities by addressing barriers to employee knowledge and management capability
- educate managers and employees on the practicalities and benefits of implementing flexible working arrangements

- trial a consistent process for recording and assessing requests for flexible working arrangements.

Industrial and employee relations

The department supports and promotes fair and equitable working conditions for its employees through industrial and employee relations frameworks, policies and practices. This enables the department to deliver key business activities and departmental operations.

In 2011-12, the department:

- assisted managers with formal disciplinary processes, including representation at the Public Service Commission and the Queensland Industrial Relations Commission
- provided industrial and employee relations advice directly to business units on a range of operational and strategic matters
- assisted business units with the effective management of workplace injuries or absences including WorkCover matters, return to work programs and other medically advised interventions
- continued participation with relevant unions through the Agency Consultative Committee and a range of Local Consultative Committees to facilitate consultation on a broad range of industrial and employee relations, workforce strategy and organisational change issues.

Safer and healthier workplaces

The department values its employees and supports all staff to maintain a safe and healthy lifestyle.

In 2011-12 the department provided a number of healthy lifestyle program activities, including:

- influenza vaccinations to staff
- subsidies to staff to participate in the Queensland Corporate Games and the Bridge to Brisbane fun run
- healthy and active lifestyles promotion through the department's intranet and other forms of communication.

Also during the year, the department began a trial of a workplace weight management program through Weight Watchers.

Regular information on workplace incidents and risks is provided to senior departmental committees.

Voluntary separation program

A Voluntary separation program was introduced as part of the Mid-Year Fiscal and Economic Review in January 2011. This program was one of a number of measures designed to deliver additional savings and reprioritise spending. The program was targeted primarily at non-frontline areas, as a service reprioritisation strategy to ensure continued growth in frontline areas. The department sought expressions of interest from all eligible permanent staff. Offers were made to eligible employees based on the following criteria:

- must be permanently employed
- commenced permanent employment with the Queensland public service before 1 January 2010.
- must not have received a redundancy from the Queensland Government after 1 January 2005.
- must not be a contracted Senior Executive Service (SES) or section 122 officer.
- must not have received significant investment in professional development in the last 3 years (participation in development opportunities that require a financial and time investment).

In 2011-12, 162 employees accepted offers of voluntary separation packages at a cost of \$18 909 358.35.

Voluntary early retirements, redundancies and retrenchments

Three employees accepted redundancies during 2011-12. The combined monetary value of these packages was \$216 881.73.

There were no retrenchments or voluntary early retirements in the department in 2011-12.

Public sector ethics

Education and training

From 1 July 2011 to 30 June 2012, the department complied with section 12K of the *Public Sector Ethics Act 1994* by:

- providing face to face training in workplace ethics to 1 184 staff
- providing online refresher training to 1 233 staff.

All Senior Executive Service or equivalent officers have completed comprehensive face to face ethics training through the Queensland Ombudsman's Office during the past two years.

Procedures and practices

Under section 12L of the *Public Sector Ethics Act 1994*, the department's administrative procedures and management practices must have proper regard to the principles of the Act. To comply with section 12L, the department ensures that:

- the principles and values of the Act and the Code of Conduct are embedded in human resource management policies, practices and procedures. Any modifications or reviews take into consideration the ethical standards reflected in the Act and the Code of Conduct.
- the strategic plan includes an objective to improve our organisational effectiveness. A strategy that supports this objective is to continue to foster a culture of integrity and accountability. This strategy is consistent with the Act's ethics principles and the Code of Conduct.
- preparation of business plans to support the strategic objectives and strategies outlined in the strategic plan. Each staff member has a performance effectiveness plan that aligns with their business area, the department's strategic plan, the Act's ethics principles and the Code of Conduct and emphasises the importance of integrity.

External cooperation and review

- The Crime and Misconduct Commission (CMC) and the department are working together to implement the Building Integrity Plan (BIP) agreed between the agencies in early 2009.
- The program involves a review of the department's integrity related policies and procedures.
- The CMC issued its final draft BIP evaluation report on 28 June 2012 and provided an overall rating of *exceptional* (82 per cent). All seven components of the BIP received a rating of *exceptional*, with a percentage range between 80 to 100 per cent. The CMC commended the department for having a strong integrity framework and complaints handling ratings.
- A very positive result is the *exceptional* (100 per cent) ratings received for the Dealing with/investigating misconduct and Public Interest Disclosures (PIDs) and PI Disclosers components.

Financial overview

Summary of Financial performance

The financial amounts summarised below include the operations of the Department of Justice and Attorney-General (excluding administered activities).

Financial snapshot	2011-12 Actual \$'000	2011-12 Revised budget* \$'000	2010-11 Actual \$'000
Income	648 031	616 776	524 683
Expenses	646 483	616 776	522 200
Operating result from continuing operations	1 548	0	2 483
Total assets	1 651 525	1 702 273	1 242 942
Total liabilities	74 612	49 318	85 087
Net assets	1 576 913	1 652 955	1 157 855

* The 2011-12 Revised budget, as published in the 2012-13 Service Delivery Statements, reflects the machinery-of-Government change that occurred in 2012 including the transfer of the Youth Justice function from the Department of Communities, Child Safety and Disability Services; transfer of State Penalties Enforcement Registry function to Queensland Treasury and Trade; transfer of Public Sector and Employee Relations function to Public Service Commission; and the transfer of the Retirement Village Act function to the Department of Housing and Public Works.

The department returned an operating surplus of \$1.548 million for the year ending 30 June 2012. This surplus is primarily attributed to the operations of The Registry of Births Deaths and Marriages and is being used to fund the cost of the digitisation of approximately six million births, deaths and marriages records currently held in paper format.

The function of Youth Justice, the most significant of a number of machinery-of-Government changes, was transferred to the department effective from 1 May 2012. The transfer increased actual revenues and expenses by \$24.545 million and \$24.055 million respectively in 2011-12.

Department services

The department provides services to support Queensland Government priorities across the following six areas:

- Criminal and civil justice which includes Queensland's courts and tribunals, coronial and prosecution services and community justice programs.
- Fair and safe work which includes workplace health and safety, electrical safety and industrial relations services.
- Legal services which includes Crown Law services and strategic policy and advice on law reform and justice policy.
- Human rights protection services which includes the Registry of Births, Deaths and Marriages, Victim Assist Queensland and guardianship services.
- Liquor, gaming and fair trading services which includes the Office of Liquor and Gaming, the Office of Regulatory Policy and the Office of Fair Trading.
- Youth Justice services which includes youth detention centres, boot camps, youth justice conferencing, youth justice services and court services.

Income

Revenue for the department totalled \$648.031 million against the revised budget forecast of \$616.776 million. The variance of \$31.255 million, or 5 per cent, is explained in the following sections.

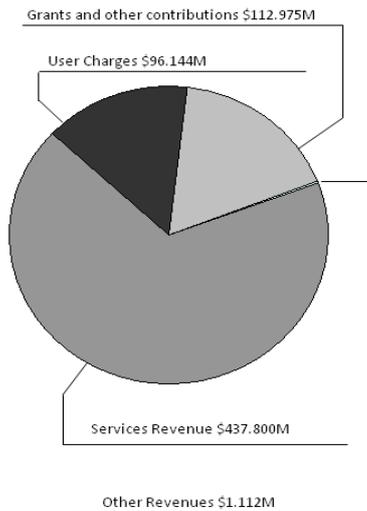
The primary funding for the department is departmental services revenue provided by the Queensland Government to enable the department to carry out its services. Departmental services revenue is also referred to as appropriation and totalled \$437.8 million or 67.6 per cent of total revenue and reflects a variance of 5.4 per cent to the budgeted figure of \$415.342 million. The variance of \$22.46 million primarily reflects the increase in

service revenue provided to meet the cost of the 2011 voluntary separation program and additional depreciation costs from increased 2011 building values.

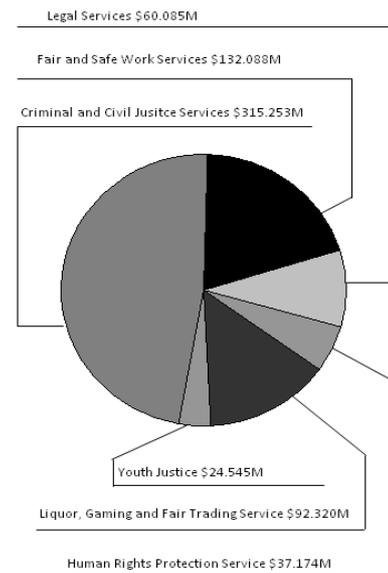
User charges revenue totalled \$96.144 million, an increase of \$5.127 million on the revised budget of \$91.017 million. The increase is mainly due to the higher than expected revenues from professional legal services generated by Crown Law and industrial relations services undertaken in agreements with the Federal Government.

Grants and other contributions revenue was \$112.975 million reflecting a variance of \$4.757 million to the budgeted figure of \$108.218 million. The increase is primarily grants received from the Community Investment Fund to fund the Office of Liquor, Gaming and Fair Trading and Healthy Workers Initiatives managed by the Office of Fair Safe Work Queensland.

2011-12 Income - where our funds come from



2011-12 Income by department service area



Note: The above graphs do not agree as the income by service area graph includes inter-departmental service revenue of \$13.434 million which has been eliminated in the income by category graph.

Expenses

The 2011-12 expenditure of \$646.483 million is \$29.7 million over the revised budget forecast of \$616.776 million, a variance of 4.8 per cent.

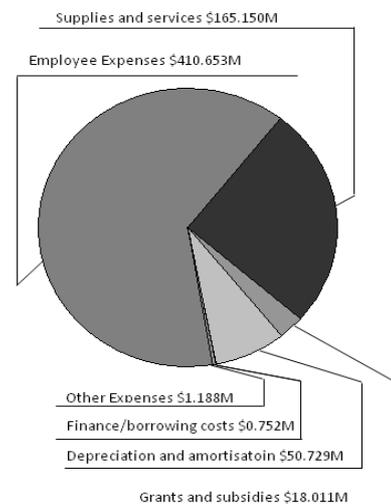
Employee expenses totalled \$410.653 million against a budgeted figure of \$399.134 million, a variance of 2.9 per cent. The variance primarily reflects the redundancy costs of the 2011 voluntary separation program. Employee expenses are 63.5 per cent of total expenditure and represent employee and related costs such as salaries and leave entitlements, superannuation, payroll tax and workers compensation insurance.

Supplies and services expenses of \$165.15 million represent the costs incurred from third parties for the daily operation of the department during the financial year. The most significant supplies and services expenditure is property tenancy and maintenance costs due to the significant property assets owned, maintained and leased by the department.

Grants and subsidies totalled \$18.011 million in 2011-12 and primarily represented grants provided for the Community Justice Groups, Safe Work Australia, Victims of Crime support organisations, the Anzac Day Trust, Gambling Help Services and Youth Justice Counselling and Support Services for young offenders.

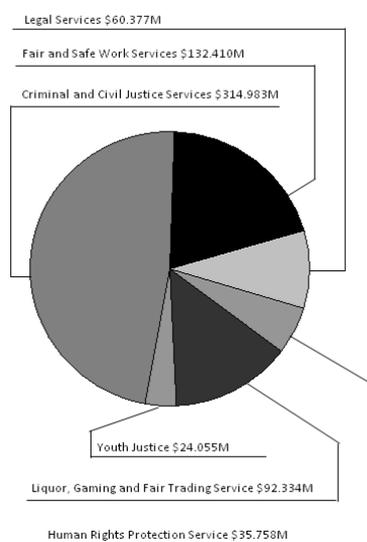
Borrowing costs is the interest paid to Queensland Treasury Corporation on the funds borrowed for the construction of the Brisbane Magistrates Court complex.

2011-12 Expenses - how our funds are spent



Depreciation is the value by which the assets are consumed during the year.

2011-12 Expenses by department service area



Assets

At 30 June 2012, the department held assets valued at \$1.652 billion comprising mainly land, buildings and construction work in progress. Capital expenditure for 2011-12 was \$237.151 million with the construction of the new Brisbane Supreme and District Court Complex costing \$210.286 million. The new courts were officially opened as the Queen Elizabeth II Courts in early August 2012.

The department has also invested a further \$12.930 million in minor works and renewal of its property and accommodation portfolio across the State.

Liabilities

As at 30 June 2012, the department had liabilities of \$74.6 million. Payables and Accrued Employee Benefits make up most of our liabilities. Most payables are invoices that remain outstanding to trade creditors at financial year end. Annual Employee Benefits represent amounts for Long Service and Annual Leave awaiting transfer to centrally managed funds.

Note: The above graphs do not agree as the expenses by service area graph includes inter-departmental service expenses of \$13.434 million which has been eliminated in the expenses by category graph.

Chief Financial Officer statement

The Executive Director, Financial Services is the appointed Chief Financial Officer (CFO) responsible for financial administration of the department.

In accordance with section 77(2)(b) of the *Financial Accountability Act 2009* (the Act), the CFO has provided the Director-General with a statement conforming with section 57 of the *Financial and Performance Management Standard 2009* attesting that the financial internal controls of the department are operating efficiently, effectively and economically.

The CFO for the Department of Justice and Attorney-General has fulfilled minimum responsibilities of the role as defined in section 77(1) of the Act.

Statements – actual to budget comparative

	Notes	2012 Actual	2012 Revised budget	Variance
		\$'000	\$'000	%
Income from continuing operations				
Departmental services revenue	1	437 800	415 342	5%
User charges		96 144	91 017	6%
Grants and other contributions		112 975	108 218	4%
Other revenues		1 104	2 199	-50%
Gains		8	-	-
Total income from continuing operations		648 031	616 776	5%
Expenses from continuing operations				
Employee expenses	2	410 653	399 134	3%
Supplies and services	3	165 150	151 954	9%
Grants and subsidies		18 011	18 568	-3%
Depreciation and amortisation	4	50 729	42 688	19%
Impairment losses		92	-	-
Finance/borrowing costs		752	808	-7%
Other expenses		1 096	3 624	-70%
Total expenses from continuing operations		646 483	616 776	5%

	Notes	2012 Actual	2012 Revised budget	Variance
		\$'000	\$'000	%
Operating result from continuing operations		1 548	-	-
Other comprehensive income				
Increase (decrease) in asset revaluation surplus	5	(61 822)	18 013	<100%
Total other comprehensive income		(61 822)	18 013	<100%
Total comprehensive income		(60 274)	18 013	<100%

The variances between 2012 Actual and 2012 Revised budget includes:

1. The increase reflects net funding required for the 2011-12 Voluntary Separation Program, depreciation and operational requirements of the department.
2. The increase reflects net funding required for the 2011-12 Voluntary Separation Program.
3. The increase reflects the funding for initiatives realigned from 2010-11 and higher than anticipated expenses for the National Workplace Relations System on behalf of the Australian Government.
4. The increase reflects the change in expected life and value of assets from the annual revaluation.
5. The decrease reflects the change in property, plant and equipment values as a result of the annual revaluation in accordance with accounting policies.

Statement of financial position

	Notes	2012 Actual	2012 Revised budget	Variance
		\$'000	\$'000	%
Current assets				
Cash and cash equivalents	6	36 752	21 384	72%
Receivables	7	51 182	42 414	21%
Inventories		323	472	-32%
Other		3 458	2 058	68%
Total current assets		91 715	66 328	38%
Non current assets				
Intangible assets		29 359	30 599	-4%
Property, plant and equipment	8	1 529 659	1 604 535	-5%
Other		792	811	-2%
Total non current assets		1 559 810	1 635 945	-5%
Total assets		1 651 525	1 702 273	-3%
Current liabilities				
Payables	9	57 994	36 402	59%
Other financial liabilities		-	-	-
Accrued employee benefits		10 191	7 939	28%
Other		1 876	3 545	-47%
Total current liabilities		70 061	47 886	46%
Non current liabilities				
Payables		-	1 244	-
Other financial liabilities		-	-	-
Accrued employee benefits		148	118	-25%
Other		4 403	70	>100%
Total non current liabilities		4 551	1 432	>100%
Total liabilities		74 612	49 318	51%
Net assets		1 576 913	1 652 955	-5%
Equity				
Contributed equity		986 524	1 049 083	-6%
Accumulated surplus		273 304	268 695	2%
Asset revaluation surplus		317 085	335 177	-5%
Total equity		1 576 913	1 652 955	-5%

The variances between 2012 Actual and 2012 Revised budget includes:

6. The cash balance increased due to timing differences relating to the increase in payables that will be settled within normal vendor terms.
7. The variance is a timing difference in the level of receivables estimated for the 2011-12 budget and the actual balance as at 30 June 2012.

8. The variance is due to a lower level of capital expenditure than planned, mainly for the Brisbane Supreme and District Court complex project and a decrease in the total asset value of property, plant and equipment as a result of the annual revaluation in accordance with accounting policies.
9. The increase in payables over a higher level of payables for the youth justice function transferred to the department.

Future direction

In 2012-13, the department will work to deliver the following strategic plan strategies to improve its organisational effectiveness:

- responsible financial management that contributes to the Government's fiscal strategies and targets through reassessment of service delivery priorities and delivery models
- contribute to sustainable public sector growth
- identify opportunities to redirect resources to frontline service delivery
- robust governance practices
- develop innovative models for service delivery
- reduce red tape relating to the department's services, legislation and regulations
- improve workforce capability and diversity and encourage staff to protect their health and work-life balance
- continue to foster a culture of integrity and accountability
- maintain productive engagement with stakeholders and the community.



Crown Solicitor's message

Crown Law maintained its position as the leading provider of legal services to the Queensland Government by managing thousands of legal matters, many of which are lengthy and complex.

During the last financial year, we provided advice on key policy areas such as health, education, the environment and resources, and assisted government agencies following several natural disasters, including playing a key role in the Queensland Floods Commission of Inquiry. We continued to represent the State and assist the Attorney-General with significant civil and criminal legal matters before the State's courts, some of which are outlined in this report, such as the Pacific Adventurer oil spill and the Quandamooka and Gunggandji native title claims.

Overall, our client satisfaction was 4.48 out of 5, which is 26 per cent above the annual target of 3.57 out of 5. This performance measure includes client satisfaction with Crown Law's accessibility, promptness of service, commitment to deadlines, knowledge, skills and value for money.

The Queensland Government has many legal requirements and operates in a highly competitive legal market. The practice of law is driven significantly by personal relationships and reputation. It is through maintaining good relationships and high quality work that Crown Law maintains its reputation of providing solutions-focused advice.

Nevertheless, we are not immune to market forces. Crown Law is faced with challenges such as cost reduction strategies affecting department legal budgets and a need to find even greater efficiencies and productivity improvements. Crown Law also competes against the salary packages of private law firms. Positioning Crown Law in terms of value for money and provision of advice, as well as being an employer of choice in terms of opportunity of legal work and career advancement, will be key strategies to strengthen our position.

We look forward to assisting the new Queensland Government to achieve the most efficient and effective means of delivering legal services.

Recently Crown Law's Strategic Leadership team updated Crown Law's vision and core ideology to ensure our business and our people aspire to meet these new goals and objectives.

Crown Law's vision of the future is to be the Queensland Government's first choice by being the best provider of legal services. This vision will be driven by our core purpose to protect and support Government in the public interest and our entire organisation will be guided by core values of integrity, excellence, respect and responsibility.

I extend a hearty thanks to all of Crown Law's clients for their continuing support and commitment; Crown Law considers itself as an integral part of your team. I also wholeheartedly thank my colleagues for their high standard of work and dedication over the past year.

I look forward to Crown Law's continued partnership with our clients to provide the best possible legal services to support the Queensland Government into the future.

G R Cooper

Crown Solicitor

About Crown Law

Crown Law has been the principal provider of legal services to the Queensland Government since 1859 and has operated as a completely self-funded business unit of the Department of Justice and Attorney-General since 1997.

Each year, Crown Law continues to grow in legal expertise and knowledge as it manages thousands of matters for the State and its agencies. Our role within the Queensland Government is to provide legal services to departments and agencies, statutory bodies and Government-owned corporations, commercialised business units, disciplinary boards and tribunals.



These services are categorised into 'tied' and 'untied' legal work. Untied work is open to competition from private legal firms. Crown Law's tied fees are set by Cabinet and our untied fees continue to represent value for money to the Government.

Crown Law receives no direct funding from Treasury, but instead is fully funded through legal fees and pays a 70 per cent dividend on profits directly back to the Consolidated Fund.

As the Queensland Government's only full service legal practice, Crown Law provides unrivalled expertise in government law and understands the environment, imperatives and goals of its clients.

Quality

The continued certification against *ISO9001:2008* and the *LAW9000 Legal Best Practice standard* recognises Crown Law's dedication and commitment to providing quality legal services to the Government. Crown Law is the only government legal practice in Australia to have achieved this level of recognition. The quality management framework ensures best legal practice through monitoring and measuring processes, continuous improvement, performance management and client feedback measures. All elements of the framework are linked to the Crown Law business plan strategies and operational objectives.

Structure and governance

Strategic Leadership Team

The Strategic Leadership Team leads the continuous development of Crown Law as a successful legal services business, which is client focused and strives to build on relationships to achieve Crown Law's vision and statement of strategic intent. It is responsible for business strategies and emerging issues, succession planning for all levels and areas of expertise, identifying opportunities for business growth, innovation and improvement and enhancing the organisation for efficiency and business performance.

Organisational structure

Crown Law's organisational structure includes:

- the Crown Solicitor
- Crown Counsel and four legal branches, which include 20 specialist legal teams
- Client Relationship Management, which specialises in client-focused legal management solutions
- the Practice Management Branch, which specialises in business strategy and corporate support.

Our performance

Significant matters

Queensland Floods Commission of Inquiry

A dedicated team of lawyers from Crown Law, ably assisted by equally dedicated support officers, represented the State before the Queensland Floods Commission of Inquiry, which was announced by the then Premier, Anna Bligh on 17 January 2011. After 14 months, the Commission's final report was released, making 177 recommendations. The Crown Law Flood Team included Deputy Crown Solicitor, Peter Dwyer; Assistant Crown Solicitor, Paul Lack; Senior Principal Lawyer, Caroline Helman; Principal Lawyer, Nicole MacPhee; Senior Lawyer, Cosmo Cater; Lawyer, Bromley Hornsby; Law Clerk, Menaka Wickramasinghe; Executive Secretary, Kyra McMaster; Executive Legal Secretary, Robyn McBryde and Executive Legal Secretary, Kellie McGrow and Senior Legal Secretary, Jennifer Dalton.

Part of the team toured some of the worst flood-affected areas of Toowoomba and the Lockyer Valley to gain a greater understanding of what had occurred. They attended three rounds of public hearings which required them to travel across the State to other towns and cities including Ipswich, Dalby, Goondiwindi, St George, Rockhampton, Maryborough, Gympie, Emerald and Bundaberg.

R v Santos & Ors [2011] QDC 1

The Pacific Adventurer matter has become a landmark case that will go down in Crown Law's history, with a record high fine and a multi-million dollar settlement. Crown Law was involved from the beginning, when the news broke that 31 containers had toppled into Moreton Bay from the MV Pacific Adventurer in the early hours of 11 March 2009, causing the largest oil spill on our coastline in over 30 years.

The Crown Solicitor, Greg Cooper and Senior Deputy Crown Solicitor, Tony Keyes provided initial advice to the Department of the Premier and Cabinet as a result of the spill. In the days following the spill, further detailed advice was provided by our Advocacy – Parslow Chambers to Maritime Safety Queensland. The biggest fine imposed in a prosecution for an oil pollution incident in Australian history was handed down on 14 October 2011 by Judge Kiernan Dorney QC.

Swire Navigation Company Ltd and Bluewind Shipping Ltd were each convicted and fined \$600 000, a total fine of \$1.2 million. The companies were also ordered to make a public apology to the people of Queensland to be published in *The Courier-Mail* newspaper.

Delaney on behalf of the Quandamooka People v State of Queensland [2011] FCA 741

History was made on 4 July 2011 when the Federal Court of Australia made the first determination of a native title claim in South-East Queensland, recognising the Quandamooka People as the native title holders of North Stradbroke Island and nearby islands. Sixteen years after the Quandamooka claim was filed, Justice John Dowsett made the landmark ruling before more than 800 people at a special court hearing on North Stradbroke Island. The decision gives the Quandamooka People exclusive rights to 2 262 hectares of land and non-exclusive rights to more than 22 600 hectares.

The native title rights also allow the Quandamooka People, among other rights, to gather and use traditional natural resources in accordance with their laws and customs. The Quandamooka People will also have a permanent involvement in managing the national parks on the island and receive a share in mining royalties until sand mining operations cease on North Stradbroke Island, which is to happen by 2 025. Crown Law's Native Title Teams worked tirelessly on behalf of the State to reach the native title consent determination between the Quandamooka People and the State, as well as multiple other respondent parties.

Murgha on behalf of the Combined Gunggandji Claim v State of Queensland [2011] FCA 1511

On 19 December 2011, the Gunggandji people of Yarrabah in far north Queensland were recognised as the native title holders of more than 7 500 hectares of land east of Cairns. The Federal Court decision was Australia's 176th native title determination, 66 of which have occurred in Queensland.

The mediation was conducted by Crown Law officers and State negotiators from the Department of Environment and Resource Management over many years in the National Native Title Tribunal and during case management proceedings conducted by the Federal Court. Our lawyers involved in the negotiation of the Combined Gunggandji People's native title claim included Assistant Crown Solicitor, Kristy Snape and Principal Lawyers, Rachel Woolley and Paulette Dupuy instructing Counsel, Helen Bowskill.

State of Queensland v Jason James Heraud [2011] QCA 297

Crown Law represented the State in a matter that has challenged the way claims are issued in cases where the State is both the employer and occupier. Before the Court of Appeal it was considered whether separate claims can be made under the *Personal Injuries Proceedings Act 2002* (PIPA), where compensation had been made under Chapter 5 of the *Workers' Compensation and Rehabilitation Act 2003* (Qld) (WCRA).

In June 2008, a Queensland Government employee was injured on his way to work. The applicant believed he was entitled to bring two discrete causes of action seeking compensation from the State as his employer under the WCRA and from the State in its capacity as occupier of the site through a PIPA claim.

The Court of Appeal made reference to the *Public Service Act 1996* and the *Crown Proceedings Act 1980* and found that the applicant was employed by the State and not the specific department where he worked. The decision is an important one in terms of claims where allegations of negligence are being made against, not only a government entity as employer, but also a separate government entity as occupier. The court observed "the respondent's claim notified under the provisions of the PIPA, was therefore a claim for damages for personal injuries against the same juristic person as satisfied his claim for compensation brought under the Workers' Compensation Act".

***Re Floyd* [2011] QSC 218**

In July 2011, Crown Law officers appeared before the Supreme Court to put submissions to the Court after a woman sought to obtain an order to allow the removal of the testes and spermatozoa from her de facto partner who was killed in an accident that day. The application had to be heard on an urgent basis as the surgical procedure was required to be performed within 24 hours to be effective. The woman contacted the Supreme Court in the hours following her partner's death and Justice Atkinson arranged for the matter to be heard before her later that afternoon.

After submissions were made, the Court authorised the removal and storage of sperm obtained from the deceased.

***Kazakova v Queensland Fire and Rescue Service* [2011] QCA 328**

On 18 November 2011 the Court of Appeal found no reason to grant the owner of a boarding house leave to appeal against breaches, which put the safety of her six tenants at risk. On 20 August 2009, Eva Kazakova was prosecuted for two breaches of the *Fire and Rescue Service Act 1990* and was convicted by a Magistrate after trial. Ms Kazakova was fined \$5 000.

A further \$5 869.30 in professional costs was awarded to the complainant. The Court of Appeal also refused with costs Ms Kazakova's application for leave to appeal. Advocacy Galligan Chambers' former Senior Lawyer, Des Lang and Lawyer, Joanne Zhou acted for the Department of Community Safety in this matter. In closing remarks, a Court of Appeal Justice reiterated earlier comments that Ms Kazakova's breaches of the Act had risked her tenants' safety.

***Attrill v State of Queensland* [2011] QCAT 361**

In a significant decision for government agencies, the Queensland Civil and Administrative Tribunal (QCAT) Appeal Tribunal overturned an earlier QCAT decision of *Attrill v State of Queensland*. The effect of the Appeal Tribunal's decision is that employees who lodge complaints of discrimination as a result of being directed to attend an independent medical assessment under Chapter 5, Part 7 of the *Public Service Act 2008*, could potentially apply for – and obtain – an injunction restraining their employer from continuing with any process until their complaint is resolved.

On 23 March 2012, an appeal was filed with the Court of Appeal against the decision. Crown Law's Workplace Law Team handled this matter on behalf of the State.

Client counsel

Departments and agencies across Queensland Government seek Crown Law's experienced lawyers to work in their legal teams to provide on-site legal counsel and support. These lawyers, known as client counsel, provide a legal service for long term, specialised or project work.

Client learning and development

Crown Law places a high value on supporting the ongoing legal education and development of all government officers, not just government lawyers, and continues to play a pivotal role in their up-skilling in areas relevant to their everyday duties.

The Crown Law Library provides clients with high quality resources and research services. These services include specialist library technicians who provide expert retrieval services; an online reading room, which gives clients access to databases on legal commentary, legal and medical journal research and legislation; and comprehensive legal research and database training throughout the year.

In 2011, Crown Law held the *Legal Solutions for Government Conference*, which attracted 98 participants across all levels of the Queensland Government. Eight senior lawyers from Crown Law presented papers throughout the day long conference.

Crown Law delivered 22 information and training sessions to more than 700 government officers. Crown Law's commitment to the learning and development of clients is demonstrated in a range of educational forums including Government legal briefings, tailored training workshops, presentations to industry conferences and seminars and specific presentations for legal units in client agencies.

All of these events are supported by a range of publications such as Legal Updates, comprehensive training manuals and online information.

Tailored training workshops have also been conducted for key client agencies. Topics included sound decision making (demand for which warranted a series of 10 workshops for one agency alone), Australian consumer law, due diligence in the investigation and prosecution of offences and statutory interpretation.

Several of our lawyers presented at industry forums and conferences over the past 12 months, including the Queensland Law Society's *Sixth Annual Government Lawyers Conference* in May 2012. Deputy Crown Solicitor, Karen Watson presented a session on disciplinary matters under the *Public Service Act 2008* and Senior Special Counsel, Belinda Comino discussed the application of State powers under the *Sustainable Planning Act 2009*. Also at this conference, Assistant Crown Solicitor, Paula Freeleagus and Principal Lawyer, Mike Smith delivered a joint presentation on litigation and contract disputes. Crown Law Library Manager, Kit Kugatoff in conjunction with Professor Andrew Mowbray from the Sydney University of Technology's Faculty of Law, presented a session on research skills for departmental legal officers.

Our people

Crown Law is committed to being the law firm of choice for lawyers who want challenging, interesting and often high profile work, with important social, economic and political implications for the community. Crown Law's success is driven by our committed and dedicated staff who maintain their focus on excellent client service.

Crown Law employs 317 staff, 244 female and 73 male employees. This equates to 180 law officers and 137 support staff including paralegals, legal secretarial support and practice management staff.

Crown Law recognises that retaining good lawyers is about diversity of work, equal opportunities and flexible work life balance options. Currently 105 (33 per cent) staff are engaged in work life balance arrangements such as telecommuting, part time or job share arrangements and compressed hours. Approximately 75 per cent of our 317 staff are women, and of the eight senior management staff, four are women.

Since introducing the graduate program in 2011, Crown Law welcomed a second round of four new young lawyers on 13 February 2012. Our graduates undertake four, six month rotations in each of our four legal branches. They work across several legal teams within each branch, gaining exposure to a wide variety of challenging and engaging legal matters. Our first round of graduates, who are now more than half way through the program, have benefitted from working closely with experienced senior lawyers in an extensive learning and development program specifically tailored to them.

In addition, the graduate program provides opportunities for Indigenous employment where two places are offered from a graduate intake of four.

Achieving our goals

Crown Law's strategic business plan 2011-12 pillars are:

- Business performance
- Organisational health
- Leadership.

Members of the Strategic Leadership Team champion these pillars and their outcomes are communicated across Crown Law through branch level operational and wellness plans published on the staff intranet site. Staff performance agreements and development plans are also aligned with Crown Law's goals.

Performance and accountability culture

Crown Law uses a number of measures to monitor performance, remain accountable and celebrate achievements throughout the year. The following measures direct our efforts and support our continuous improvement culture:

- Client relationship management framework – emphasises client feedback and information sharing within our organisation ensuring clients' needs are understood and met.
- Annual client reviews – in-depth interviews which provide a wealth of insight understanding of our clients and our performance, helping to shape and improve our service delivery.
- Client feedback surveys – our scorecard process surveys clients on performance in both current and recently completed legal matters.

- Performance development framework – all staff operate within a clear and comprehensive framework that supports the continuous monitoring and development of skills and competencies, through regular reviews, training and goal setting.

Annual productivity comparison

	2011-12 (forecasted)	2011-12 (actual)	2010-11	2009-10	2008-09	2007-08
Total	100%	101%	100%	100%	103%	99%

Note:

Numbers have been rounded to the nearest whole percentage.

Annual overall client satisfaction comparison

	2011-12 (forecasted) Score out of 5	2011-12 (actual) Score out of 5	2010-11 Score out of 5	2009-10 Score out of 5	2008-09 Score out of 5	2007-08 Score out of 5
Total	3.57	4.48	4.36	4.41	Not measured	Not measured

Note:

During the past year the feedback rating was changed from a rating of 1 to 7 to a rating of 1 to 5. Crown Law has reported its client feedback performance using the new 1 to 5 rating. The previous 2011-12 target of 5 was extrapolated down to 3.57 to align with the new rating scale and to ensure consistency in future reporting. The previous 2010-11 and 2009-10 results have been extrapolated to the new scale for comparison purposes. The measure was not used in 2008-09 or 2007-08.

Operating results

Crown Law earned \$40.6 million in professional fees and achieved a profit of \$190 000. Crown Law has been self funded since 1997 and receives no grants or subsidies. Seventy per cent of profit, less the funding for the Legal Services Coordination Unit (part of the Department of Justice and Attorney-General), is returned to the Government.

Annual profit/loss comparison

	2011-12 (forecasted) \$000	2011-12 (actual) \$000	2010-11 \$000	2009-10 \$000	2008-09 \$000	2007-08 \$000
Profit/(Loss)	0	190	539	904	1,019	752
70% dividend	0	133	377	633	713	526
Net Profit/(Loss)	0	57	162	271	306	226

Note:

There is a requirement for the Department of Justice and Attorney-General (as a result of a CBRC decision) to fund the cost of the Legal Services Coordination Unit (LSCU) from the 70 per cent dividend payable to Government. The payments to fund the LSCU from this dividend have been: \$446 000 in 2007-08, \$377 000 in 2008-09, \$432 000 in 2009-10, \$455 000 in 2010-11 and estimated to be \$500 000 in 2011-12. The LSCU is not part of Crown Law.



Appendix 1

Statutory bodies and appointments¹

Adult Guardian²
Anti-Discrimination Commission Queensland²
Anzac Day Trust
Appeal Costs Board
Breakwater Island Casino Community Benefit Fund²
Building and Construction Industry (Portable Long Service Leave) (QLeave) Board
Cardiac Assessment Tribunal
Composite Medical Assessment Tribunal
Construction Industry Sector Standing Committee
Contract Cleaning Industry (Portable Long Service Leave) Authority Board²
Council of the Queensland Law Society Incorporated²
Criminal Organisation Public Interest Monitor
Crime and Misconduct Commission – Chairperson and part-time Commissioners²
Crime and Misconduct Commission – Assistant Commissioners²
Crime and Misconduct Commission – Crime Reference Committee²
Dermatology Assessment Tribunal
Director (and Deputy Director) of Public Prosecutions²
Disaster Appeals Trust Fund
Disfigurement Assessment Tribunal
Ear, Nose and Throat Assessment Tribunal
Electoral Commission of Queensland²
Electrical Licensing Committee
Electrical Safety Board
Electrical Equipment Committee
Electrical Safety Education Committee
Funeral Benefits Trust Fund Board of Trustees
Gambling Community Benefit Fund²
General Medical Assessment Tribunal
Health and Community Services Industry Sector Standing Committee
Information Commissioner/RTI Commissioner/Privacy Commissioner²
Jupiters Casino Community Benefit Fund²
Land Court
Land Tribunal (Aboriginal)
Legal Aid Board
Legal Aid Queensland – Chief Executive Officer²
Legal Practice Committee
Legal Practitioners Admissions Board²
Legal Services Commission²
Licensing Review Committee³
Manufacturing Industry Sector Standing Committee
Neurology/Neurological Assessment Tribunal
Office of the Regulator



Ophthalmology Assessment Tribunal
 Orthopaedic Assessment Tribunal
 Professional Standards Council²
 Public Advocate²
 Public Interest Monitor^{2, 4}
 Public Trustee of Queensland²
 Public Trust Office Investment Board
 Queensland Civil and Administrative Tribunal – President and Deputy President²
 Queensland Civil and Administrative Tribunal – Senior Members, Ordinary Members (full-time and part-time) and Adjudicators²
 Queensland Civil and Administrative Tribunal – Lay and Practitioner Panels (formerly Legal Practice Tribunal)²
 Queensland Industrial Relations Commission²
 Queensland Law Reform Commission²
 Queensland Liquor and Gaming Commission^{2, 5}
 Queensland Ombudsman²
 Reef Hotel Casino Community Benefit Fund²
 Retail, Wholesale, Hospitality, Recreation and Other Services Industry Sector Standing Committee
 Registrar-General (and Deputy) of Births, Deaths and Marriages
 Responsible Gambling Advisory Committee
 Rural Industry Sector Standing Committee
 Sentencing Advisory Council⁶
 Solicitor-General
 State Coroner
 Supreme Court Library Committee²
 Transport and Storage Industry Sector Standing Committee
 Workers' Compensation Regulatory Authority (Q-Comp) Board
 WorkCover Queensland Board (includes CEO of the WorkCover Employing Office)²
 Workplace Health and Safety Board

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1. Legislation establishing the portfolio's statutory bodies and authorities is listed in Appendix 2.
 2. The statutory bodies/statutory appointments prepare their own annual reports.
 3. Discontinued as at 1 January 2012.
 4. The department is jointly responsible with the Minister for Police, Corrective Services and Emergency Services.
 5. Changes to Queensland Liquor and Gaming Commission from 1 July 2011.
 6. At the time of printing, an official date to dissolve this committee is currently being decided by Parliament.

Appendix 2

Acts Administered by the Attorney-General and Minister for Justice

- *Aboriginal and Torres Strait Islander Communities (Justice, Land and Other Matters) Act 1984* Part 4, sections 18-25 (sections 4, 8, 64-67, 70 and 71 jointly administered with the Minister for Communities, Child Safety and Disability Services)
- *Aboriginal Land Act 1991* (sections 50 to 62; Part 8; sections 134 and 138 as they apply to the provisions of the Act administered by the Minister) †
- *Acts Interpretation Act 1954*
- *Adoption Act 2009 (Part 14A)*
- *All Saints Church Lands Act 1924*
- *All Saints Church Lands Act 1960*
- *Anglican Church of Australia Act 1895*
- *Anglican Church of Australia Act 1895 Amendment Act 1901*
- *Anglican Church of Australia Act 1977*
- *Anglican Church of Australia Constitution Act 1961*
- *Anglican Church of Australia (Diocese of Brisbane) Property Act 1889*
- *Ann Street Presbyterian Church Act 1889*
- *Anti-Discrimination Act 1991* †
- *Anzac Day Act 1995* †
- *Appeal Costs Fund Act 1973* †
- *Associations Incorporation Act 1981*
- *Attorney-General Act 1999*
- *Australia and New Zealand Banking Group Limited (NMRB) Act 1991*
- *Australian Consular Officers' Notarial Powers and Evidence Act 1946*
- *Bail Act 1980*
- *Births, Deaths and Marriages Registration Act 2003* †
- *Bishopsbourne Estate and See Endowment Trusts Act 1898*
- *Body Corporate and Community Management Act 1997*
- *Boonah Show Ground Act 1914*
- *Breakwater Island Casino Agreement Act 1984*
- *Brisbane Casino Agreement Act 1992*
- *British Probates Act 1898*
- *Building and Construction Industry (Portable Long Service Leave) Act 1991* †
- *Building Units and Group Titles Act 1980* (Parts 4 and 5; sections 121 to 125; sections 127 to 132; Schedules 2, 3 and 4; sections 5, 5A, 119, 133 and 134 jointly administered with the Minister for Natural Resources and Mines)
- *Burials Assistance Act 1965*
- *Business Names Act 1962*
- *Business Names (Commonwealth Powers) Act 2011*
- *Cairns Casino Agreement Act 1993*
- *Carruthers Inquiry Enabling Act 1996*
- *Casino Control Act 1982*
- *Cattle Stealing Prevention Act 1853*
- *Charitable and Non-Profit Gaming Act 1999*
- *Charitable Funds Act 1958*
- *Child Protection Act 1999* (jointly administered with the Minister for Communities, Child Safety and Disability Services)
- *Child Employment Act 2006*
- *Childrens Court Act 1992* (except to the extent administered by the Minister for Communities, Child Safety and Disability Services)
- *Chinese Temple Society Act 1964*
- *Choice of Law (Limitation Periods) Act 1996*
- *Churches of Christ, Scientist, Incorporation Act 1964*
- *Civil Liability Act 2003*
- *Civil Partnerships and Other Legislation Amendments Act 2012*
- *Civil Proceedings Act 2011*
- *Classification of Computer Games and Images Act 1995*
- *Classification of Films Act 1991*
- *Classification of Publications Act 1991*
- *Collections Act 1966*
- *Commercial Arbitration Act 1990*
- *Commissions of Inquiry Act 1950*
- *Commonwealth Places (Administration of Laws) Act 1970*
- *Commonwealth Powers (De Facto Relationships) Act 2003*

- *Commonwealth Powers (Family Law-Children) Act 1990*
- *Community Services Act 2007* (jointly administered with the Minister for Communities, Child Safety and Disability Services to the extent it is relevant to Youth Justice Services)
- *Companies (Acquisition of Shares) (Application of Laws) Act 1981*
- *Companies and Securities (Interpretation and Miscellaneous Provisions) (Application of Laws) Act 1981*
- *Companies (Application of Laws) Act 1981*
- *Contract Cleaning Industry (Portable Long Service Leave) Act 2005* †
- *Co-operative Schemes (Administrative Actions) Act 2001*
- *Cooperatives Act 1997*
- *Coroners Act 2003*
- *Corporations (Administrative Actions) Act 2001*
- *Corporations (Ancillary Provisions) Act 2001*
- *Corporations (Commonwealth Powers) Act 2001*
- *Corporations (Queensland) Act 1990*
- *Court Funds Act 1973*
- *Credit (Commonwealth Powers) Act 2010*
- *Credit (Rural Finance) Act 1996*
- *Cremations Act 2003*
- *Crime and Misconduct Act 2001* †
- *Crimes at Sea Act 2001*
- *Criminal Code Act 1899 (including Criminal Code)*
- *Criminal Code Amendment Act 1922*
- *Criminal Law Amendment Act 1892*
- *Criminal Law Amendment Act 1894*
- *Criminal Law Amendment Act 1945*
- *Criminal Law (Rehabilitation of Offenders) Act 1986*
- *Criminal Law (Sexual Offences) Act 1978*
- *Criminal Organisation Act 2009*
- *Criminal Proceeds Confiscation Act 2002*
- *Crown Proceedings Act 1980*
- *Dangerous Prisoners (Sexual Offenders) Act 2003*
- *Defamation Act 2005*
- *Director of Public Prosecutions Act 1984* †
- *Disposal of Uncollected Goods Act 1967*
- *Disposal of Unexecuted Warrants Act 1985*
- *Dispute Resolution Centres Act 1990* †
- *District Court of Queensland Act 1967*
- *Domicile Act 1981*
- *Drug Court Act 2000*
- *Drugs Misuse Act 1986* (except to the extent administered by the Minister for Agriculture, Fisheries and Forestry)
- *Electoral Act 1992* †
- *Electrical Safety Act 2002* †
- *Electronic Transactions (Queensland) Act 2001*
- *Evidence Act 1977*
- *Evidence and Discovery Act 1867*
- *Evidence (Attestation of Documents) Act 1937*
- *Evidence on Commission Act 1988*
- *Factors Act 1892*
- *Fair Trading Act 1989*
- *Fair Work (Commonwealth Powers) and Other Provisions Act 2009*
- *Federal Courts (State Jurisdiction) Act 1999*
- *Financial Transaction Reports Act 1992*
- *Funeral Benefit Business Act 1982*
- *Futures Industry (Application of Laws) Act 1986*
- *Gaming Machine Act 1991* (except to the extent administered by the Treasurer and Minister for Trade)
- *Guardianship and Administration Act 2000* †
- *Guides Queensland Act 1970*
- *Holidays Act 1983*
- *Imperial Acts Application Act 1984*
- *Industrial Relations Act 1999* (except to the extent administered by the Minister for Aboriginal and Torres Strait Islander and Multicultural Affairs and Minister Assisting the Premier) †
- *Information Privacy Act 2009*
- *Interactive Gambling (Player Protection) Act 1998*
- *Introduction Agents Act 2001*
- *Invasion of Privacy Act 1971*
- *Judges (Pensions and Long Leave) Act 1957* (except to the extent administered by the Treasurer and Minister for Trade)

- *Judicial Remuneration Act 2007*
- *Judicial Review Act 1991*
- *Jupiters Casino Agreement Act 1983*
- *Jurisdiction of Courts (Cross-vesting) Act 1987*
- *Jury Act 1995*
- *Justice and Other Information Disclosure Act 2008*
- *Justices Act 1886*
- *Justices of the Peace and Commissioners for Declarations Act 1991*
- *Keno Act 1996*
- *Land Court Act 2000 †*
- *Land Sales Act 1984*
- *Law Reform Act 1995*
- *Law Reform Commission Act 1968 †*
- *Legal Aid Queensland Act 1997 †*
- *Legal Profession Act 2007 †*
- *Limitation of Actions Act 1974*
- *Liquor Act 1992* (except to the extent administered by the Treasurer and Minister for Trade)
- *Lotteries Act 1997*
- *Magistrates Act 1991*
- *Magistrates Courts Act 1921*
- *Maintenance Act 1965*
- *Mercantile Act 1867*
- *Neighbourhood Disputes Resolution Act 2011*
- *Oaths Act 1867*
- *Ombudsman Act 2001 †*
- *Partnership Act 1891*
- *Pastoral Workers' Accommodation Act 1980*
- *Peace and Good Behaviour Act 1982*
- *Peaceful Assembly Act 1992*
- *Penalties and Sentences Act 1992 †*
- *Personal Injuries Proceedings Act 2002*
- *Personal Property Securities (Ancillary Provisions) Act 2010*
- *Personal Property Securities (Commonwealth Powers) Act 2009*
- *Powers of Attorney Act 1998*
- *Presbyterian Church of Australia Act 1900*
- *Presbyterian Church of Australia Act 1971*
- *Printing and Newspapers Act 1981*
- *Prisoners International Transfer (Queensland) Act 1997*
- *Prisoners (Interstate Transfer) Act 1982*
- *Private Employment Agents Act 2005*
- *Professional Standards Act 2004 †*
- *Property Agents and Motor Dealers Act 2000*
- *Property Law Act 1974*
- *Public Trustee Act 1978 †*
- *Queensland Civil and Administrative Tribunal Act 2009*
- *Queensland Congregational Union Act 1967*
- *Queensland Temperance League Lands Act 1985*
- *Recording of Evidence Act 1962*
- *Referendums Act 1997*
- *Regulatory Offences Act 1985*
- *Relationships Act 2011*
- *Retail Shop Leases Act 1994*
- *Returned & Services League of Australia (Queensland Branch) Act 1956*
- *Returned Servicemen's Badges Act 1956*
- *Right to Information Act 2009 †*
- *Roman Catholic Church (Corporation of the Sisters of Mercy of the Diocese of Cairns) Lands Vesting Act 1945*
- *Roman Catholic Church (Incorporation of Church Entities) Act 1994*
- *Roman Catholic Church Lands Act 1985*
- *Roman Catholic Church (Northern Lands) Vesting Act 1941*
- *Roman Catholic Relief Act 1830*
- *Safety in Recreational Water Activities Act 2011*
- *Sale of Goods Act 1896*
- *Sale of Goods (Vienna Convention) Act 1986*
- *Salvation Army (Queensland) Property Trust Act 1930*
- *Scout Association of Australia Queensland Branch Act 1975*
- *Sea-Carriage Documents Act 1996*
- *Second-hand Dealers and Pawnbrokers Act 2003*
- *Storage Liens Act 1973*
- *Securities Industry (Application of Laws) Act 1981*
- *Security Providers Act 1993*

- *Solicitor-General Act 1985* †
- *Standard Time Act 1894*
- *Status of Children Act 1978*
- *Succession Act 1981*
- *Supreme Court Act 1995*
- *Supreme Court Library Act 1968* †
- *Supreme Court of Queensland Act 1991*
- *Surrogacy Act 2010*
- *TAB Queensland Limited Privatisation Act 1999*
- *Telecommunications Interception Act 2009*
- *Terrorism (Commonwealth Powers) Act 2002*
- *Torres Strait Islander Land Act 1991* (sections 47 to 59; Part 8; sections 131 and 135 as they apply to the provisions of the Act administered by the Minister) †
- *Tourism Services Act 2003*
- *Trading (Allowable Hours) Act 1990*
- *Travel Agents Act 1988*
- *Trust Accounts Act 1973*
- *Trustee Companies Act 1968*
- *Trusts Act 1973*
- *United Grand Lodge of Antient Free and Accepted Masons of Queensland Trustees Act 1942*
- *Uniting Church in Australia Act 1977*
- *Vexatious Proceedings Act 2005*
- *Victims of Crime Assistance Act 2009*
- *Wagering Act 1998*
- *Wesleyan Methodist Trust Property Act 1853*
- *Wesleyan Methodists, Independents, and Baptists Churches Act 1838*
- *Wine Industry Act 1994*
- *Witness Protection Act 2000*
- *Workers' Accommodation Act 1952*
- *Workers' Compensation and Rehabilitation Act 2003* †
- *Work Health and Safety Act 2011* †
- *Young Offenders (Interstate Transfer) Act 1987*
- *Youth Justice Act 1992* (jointly administered with the Minister for Communities, Child Safety and Disability Services)

† This Act established a statutory body or authority that is part of the portfolio of the Attorney-General and Minister of Justice

Appendix 3

Work Health and Safety Board report

The Work Health and Safety Board is the peak advisory body to the Queensland Government and the Attorney-General and Minister for Justice on work health and safety matters.

The *Work Health and Safety Act 2011*, which commenced on 1 January 2012, establishes the Work Health and Safety Board under schedule 2, division 2 of the Act to give advice and make recommendations to the Minister regarding policies, strategies, allocation of resources and legislative arrangements for work health and safety. Under the Act, the board's functions and operation mirror those established under the repealed *Workplace Health and Safety Act 1995*.

Through the board, key industry representatives work collaboratively to assist Workplace Health and Safety Queensland (WHSQ) in developing work health and safety strategies, legislation and advice.

Board membership

The Chairperson, Mr Vince O'Rourke, was appointed on 1 January 2011 until 31 December 2012, while board members were appointed on 1 January 2011 for a three year term.

The board is comprised of 13 members representing employer and worker associations and experts. Members are selected by the Minister for their knowledge and experience in workplace health and safety.

The board's membership as at 30 June 2012 was:

Chair - Mr Vince O'Rourke	
Representing employers	
<ul style="list-style-type: none"> ▪ Mr John Crittall Director, Construction Division, Master Builders Association Queensland ▪ Mr Peter Garske Chief Executive Officer, Queensland Trucking Association Vacancy 	<ul style="list-style-type: none"> ▪ Ms Wendy Erhart Co-Owner, G & W Racing Pty Ltd ▪ Ms Joanne Grainger Chair, Cotton Australia – resigned 19 August 2011
Representing workers	
<ul style="list-style-type: none"> ▪ Ms Amanda Richards Assistant General Secretary, Queensland Council of Unions ▪ Mr Tom Jeffers Vice President and Southern District Secretary, Australian Workers' Union ▪ Mr Brian Devlin Assistant Secretary/Secretary TSA Division, Australian Manufacturing Workers' Union 	<ul style="list-style-type: none"> ▪ Mr Wallace Trohear Representing the CFMEU Construction Division – resigned 7 June 2012 ▪ Ms Julie Bignell Branch Secretary, Australian Services Union (Central & Southern Qld Branch)
Other members	
<ul style="list-style-type: none"> ▪ Ms Kelli Stallard Partner, Dibbs Barker Lawyers ▪ Ms Kirstin Ferguson Non-executive Director 	<ul style="list-style-type: none"> ▪ Mr Tony Hawkins Chief Executive Officer, WorkCover Queensland

Meetings

The board formally met five times during 2011-12.

WHS Board Work Plan

The board held its annual planning session in February 2012 and undertook a review of its work plan within the context of the national harmonisation of work health and safety laws and the draft *Australian Work Health and Safety Strategy 2012-2022*. The board's work plan for 2012-13 continues to pursue the aims of the previous plan and builds on its achievements. A key platform to achieving the plan's objectives is continuing to build collaborative partnerships with business to foster a culture of safety leadership in Queensland workplaces through the Zero Harm at Work Leadership Program. This program means no harm to anyone, anytime while at work and targets senior levels of management of leading and influencing organisations.

The work plan includes a range of targeted initiatives which are designed to assist business improve health and safety outcomes, create productive and innovative workplaces and in turn reduce workers' compensation premiums for employers. In addition to developing a safety culture through the Zero Harm at Work Leadership Program, other priorities for the board include promoting the safety message through its networks and events and building strategic relationships to encourage business and workers to participate in work health and safety programs and activities.

The work plan also complements the draft *Australian Work Health and Safety Strategy 2012-2022*.

Zero Harm at Work Leadership Program activities

The Zero Harm at Work Leadership Program engages Queensland's industry leaders and promotes the open sharing of knowledge, innovation and experience across industry. During 2011-12, successful industry based forums were held in the education sector together with five regional forums during Safe Work Week 2011. The Zero Harm at Work Leadership Program website now includes a library of 18 case studies from across most Queensland industry sectors. These industry case studies showcase business leadership and innovation. The case studies allow industry to share experiences and lessons learnt, as well as provide practical guidance for any business that is grappling with similar issues.

In 2011-12, 91 of the 160 Zero Harm at Work Leadership Program member organisations submitted a report based on program guidelines, representing a return rate of 57 per cent. A full evaluation, analysis and summary report for the 2011 reporting season is available on the Zero Harm at Work Leadership Program website. The reporting process highlighted the ongoing effort of program members to engage supply chain entities, sub-contractors and industry representatives as an integral part of the program.

As at 30 June 2012, the Zero Harm at Work Leadership Program included 219 member organisations from leading Queensland companies, associations and unions across all industry sectors.

Other activities

The board considered and made recommendations on various issues throughout the year including:

- National Harmonisation of Model OHS Laws
- Medium Sized Business Initiative
- Fatigue in the Construction Industry.

Industry sector standing committees

The Board is supported by six industry sector standing committees:

- Construction Industry Sector Standing Committee
- Health and Community Services Industry Sector Standing Committee
- Manufacturing Industry Sector Standing Committee
- Retail and Wholesale Industry Sector Standing Committee (incorporating hospitality, recreation and other services)

- Rural Industry Sector Standing Committee
- Transport and Storage Industry Sector Standing Committee.

These committees provide advice and make recommendations to the board about work health and safety in the industry sector for which the committee was established.

The Rural Industry Sector Standing Committee priority has been the promotion of quad bike safety throughout the rural sector. The Committee has assisted in the amendments to the *Rural Plant Code of Practice 2004* and addressed musculoskeletal risks in the horticultural industry and the interaction between older farmers and rural mobile plant.

Following a report completed by WHSQ on 22 serious incidents involving elevating work platforms, the Construction Industry Sector Standing Committee established a working party to consider the matters of operator competence, plant maintenance, control system failures and the location of emergency controls. The working group, which concluded in June 2012, will document its recommendations for presenting to the board shortly. Another Construction ISSC/industry working party was established to investigate the issue of fatigue in the Queensland construction industry. The group, which examined research carried out by the University of Queensland, recommended several strategies government and industry could implement to eliminate or minimise the associated risks of fatigue.

The board's priority of young workers was continued in the retail industry, with statewide workshops for the managers of young workers focusing on development characteristics as they relate to risk management in retail. Work in the hospitality industry has continued to target manual tasks and slips, trips and falls.

In the health and community services industry a forum on occupational violence was well received by over 50 health care professionals, while the 2011 School Safety Conference attracted over 100 representatives from the State, Independent and Catholic education sectors. Regional health and community services networks are being established statewide, and the Ceiling Hoist Reference Group has been formed to provide information aimed at increasing the use of ceiling hoists within the industry.

The Transport and Storage Industry Sector Standing Committee provided significant input into the development of the 'Safe handling when securing loads' statewide campaign, the healthy worker initiative for transport; and, development of consultation, cooperation and coordination guidance material for the transport and storage sector.

The Manufacturing Industry Sector Standing Committee supported the ongoing delivery of the Participative Ergonomics for Manual Tasks (PERforM) program and the development of reference groups for red meat processors in South East Queensland. The Committee provided industry insight to further develop WHSQ's understanding of the underlying causes of incidents which occur during maintenance and non-production tasks, such as unscheduled machinery repairs.

In addition, all Industry Sector Standing Committees provided an invaluable link between industry, workers and government during the period of transition to the new harmonised health and safety legislation.

Payments to members of the board 2011-12

Payments to members of the Board for 2011-12 totalled \$11 797.

Appendix 4

Electrical Safety Board report

The *Electrical Safety Act 2002* provides a legislative framework to help protect people and property from the risks associated with electricity. The Act establishes a Commissioner for Electrical Safety, an Electrical Safety Board and three committees: the Electrical Safety Education Committee; the Electrical Licensing Committee and the Electrical Equipment Committee. All committees report to the board.

Mr Jack Camp was appointed Queensland's first Commissioner for Electrical Safety in October 2002 for five years and he was reappointed for a further five year term in October 2007. The Commissioner provides independent electrical safety advice to the Minister and chairs and manages the board and committees.

The primary function of the board is to give advice and make recommendations to the Minister about policies, strategies and legislative arrangements for electrical safety.

Board and committee members represent employers, workers and the community. Membership of the board and three committees is for a term of three years. Current board and committee members were appointed for a three year period commencing 1 October 2011.

Board membership

Chair - Mr Jack Camp	
Chief Executive of the Department of Justice and Attorney-General	
<ul style="list-style-type: none"> ▪ Mr Barry Leahy Associate Director-General Department of Justice and Attorney-General Nominee of the Director-General Until: 25 May 2012	<ul style="list-style-type: none"> ▪ Dr Simon Blackwood Deputy Director-General Department of Justice and Attorney-General Nominee of the Director-General From: 28 May 2012
Representing employers	
<ul style="list-style-type: none"> ▪ Mr Malcolm Richards Chief Executive Officer Electrical and Communications Association, Queensland	<ul style="list-style-type: none"> ▪ Mr Guy Houghton Chief Executive Officer National Electrical and Communications Association
Representing workers	
<ul style="list-style-type: none"> ▪ Mr Keith McKenzie Strategic Lead Organiser Electrical Trade Union	<ul style="list-style-type: none"> ▪ Ms Sandra Bratt Electrical fitter/mechanic
Representing the community	
<ul style="list-style-type: none"> ▪ Ms Cherie Dalley President, Queensland Consumers Association Councillor, Logan City Council	<ul style="list-style-type: none"> ▪ Ms Peta Frampton Queensland Consumers Association

Board activities and achievements

The Electrical Safety Board met five times during the year.

Electrical Safety Plan for Queensland 2009 – 2014

A major undertaking was assessing performance against the *Electrical Safety Plan for Queensland 2009-2014*. The plan outlines strategies, goals and targets to support improvements in electrical safety. The issues identified in the plan help to ensure the plan can address emerging risk areas as and when they occur.

Legislation amendments

The board recommended amending the *Electrical Safety Act 2002* and the *Electrical Safety Regulation 2002* to ensure legislation continues to meet policy intent. Three amendments came into force during the year.

Council of Australian Governments' decision to implement a national licensing system

The Electrical Safety Office (ESO) has been represented on a number of national committees and working groups that have been considering a national system. The board has taken a keen interest in progress of the matter and has had significant input and comment through the ESO representatives.

The board continues to be concerned that the final system to be introduced nationally does not dilute the robust current Queensland electrical licensing system.

Safety switch research project

The board oversighted the development of the Regulatory Assessment Statement (RAS) to extend the requirements for safety switches in all types of residential accommodation. The RAS proposed four options for change to extend the mandatory fitting of safety switches to power, lighting and other safety switch capable electrical circuits in all types of Queensland homes and temporary accommodation. The RAS was open for public comment from 21 December 2011 to 31 March 2012. Responses to the RAS will be evaluated and reported to the Minister later in 2012.

Other activities

The board considered and/or made recommendations on various other issues throughout the year including:

- continued input into a research project about attitudes to electrical safety of licensed electrical workers and contractors, as a result of continued electrical incidents involving electrical workers and contractors
- the development of a signage solution to the problem of unlicensed installation of electrical equipment. The commencement of the new regulatory *Don't Do-It-Yourself* warning sign requirements commenced on 1 July 2011.

Committees

The Electrical Licensing Committee establishes and safeguards appropriate standards of performance for electrical services providers and provides advice to the board about electrical licences and training. It takes appropriate disciplinary action against electrical contractors and workers and hears review appeals against decisions refusing electrical licence applications.

During the year, matters involving 10 electrical licence holders were referred to the committee for consideration of disciplinary action as a result of unsafe electrical work and non-compliant practices.

The committee also heard 36 review appeals against decisions refusing electrical licence applications. The committee confirmed all 36 cases.

The Committee also provided advice on:

- an ESO review into the appropriateness of disciplinary actions handed down at disciplinary hearings involving licensed electrical workers and contractors
- the Council of Australian Governments' decision to introduce a national trade licensing system.

The Electrical Safety Education Committee continued its focus on the provision of advice and making recommendations to the board about the promotion of electrical safety in workplaces and in the broader community.

The Electrical Equipment Committee continued its focus on providing advice and making recommendations to the board about the safety, energy efficiency and performance of electrical appliances and equipment. The committee also focused on changes to national electrical safety standards, proposed research to identify trends in electrical equipment incidents, as well as those involving emerging technologies.



Appendix 5

ANZAC Day Trust Annual Report 2011-12

Legislation was passed in 1965 that allowed places of public entertainment and amusement to trade on the afternoon and evening of ANZAC Day. This heralded the end of an era in which ANZAC Day was a 'closed day' and business trading was very restricted. The Parliament of the day was optimistic that in return for the bonus of extra trading hours on ANZAC Day, those businesses which benefited, would donate to the ANZAC Day Trust Fund. The fund was established under the same legislation and provides funding, on application, to organisations offering financial assistance and relief to ex-service men and women and their dependants.

The annual disbursement of the trust fund to over 250 ex-service organisations, supports:

- aged and infirm veterans wishing to remain in their own homes
- maintenance of essential services
- the construction and maintenance of homes/units for war veterans
- many other services such as advocacy, hospital visits, food hampers and gift/amenities parcels for the sick.

An annual appeal for donations each April begins with a mail out targeting those businesses providing public entertainment and amusement. The main source of funds, however, continues to be an annual grant provided by the Queensland Government.

The trustees

The following Board of Trustees were appointed for a three year term commencing 26 April 2010:

- Mrs P E Waters – Chairperson
- Mr Brian Avery – representing the Legacy Clubs of Queensland
- Mr Peter Jones – representing the Returned & Services League of Australia (Qld Branch)
- Mr J S (Steve) Rowan – representing all other ex-service organisations.

Activities

The main activities of the trust throughout the year are the public appeal in April, and the disbursement of the trust fund, including the Government grant appropriation, in November of the same calendar year.

Queensland bowls clubs, sporting clubs, metropolitan hotels and bars, cinemas and theme parks/tourist attractions were canvassed in the 2012 appeal which netted a total of \$16 808 from 47 donors (\$18 663 from 42 donors in 2011).

In the 2011-12 financial year, payments totalling \$1 212 817 were disbursed to 265 applicant ex-service organisations. In the previous financial year, 260 organisations had benefited. Preliminary indications are that disbursements will occur to more than 250 organisations in 2012-13.

Income

The trust was funded predominantly by way of a grant appropriation of \$1 180 230 from the Queensland Government.

Proceeds of the annual appeal totalled \$16 808.

Interest on investments during the year, amounted to \$17 677 and cash at bank as at 30 June 2012 was \$26 388.

Acknowledgments

The trustees wish to record their gratitude and appreciation to all supporters of the trust, in particular the donors who have maintained their generosity for many years. Certificates of Appreciation were issued to all those who contributed.

The Queensland Government is once again commended by the trustees for its generous financial support. The secretariat and administrative support provided by the Department of Justice and Attorney-General is also gratefully acknowledged.

Financial audit and statements

The audit of the books and accounts of the trust has been performed in accordance with the provisions of the *Financial Accountability Act 2009*.

Disbursement of the ANZAC Day Trust Fund

The Trust Fund is disbursed annually to applicant ex-service organisations in November. In 2011, \$1 212 817 was disbursed as follows:

Returned and Services League of Australia (Queensland Branch)	\$616 994
(branches and sub-branches)	
R.S.L. Care (Qld)	\$100 000
Legacy Clubs of Queensland	\$245 532

Made up as follows:

	\$
Bundaberg	9 918
Brisbane	100 000
Cairns	5 529
Gold Coast	29 780
Coolangatta/ Tweed Heads	8 957
Fraser Coast & Country Burnett	6 835
Ipswich	11 532
Mackay	6 730
Rockhampton & Central Queensland	13 610
Toowoomba	12 395
Townsville	40 246

Other organisations	\$250 291
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Made up as follows:

	\$
2/15th BN AIF Remembrance Club	1 000
2nd Battalion The Royal Australian Regiment Association	1 230
2nd Field Ambulance Past Members Assoc	1 000
ADCC War Veterans Trust	19 307
Air Crew Association Brisbane Branch	1 000
Armed Services Assistance Centre	1 000
Association of Queensland Korea Veterans	1 000
Australian Army Aviation Association	1 000
Aust Federation of TPI Ex-servicemen & Women Qld	23 683
Australian Womens Army Service Assoc of Qld Inc	1 000
Bundaberg & District Disabled Veterans Association Inc	1 000
Bundaberg & District Ex Servicewomens Association Inc	1 000
Caloundra Combined Ex-Servicewomens Association	1 000
Capricorn Disabled Servicemens & Womens Assn Rockhampton & Districts Inc	1 000
Council of Ex-Servicewomens Associations (Qld)	1 000
Dalby & Districts Disabled Veterans Association	1 000
Defence Force Welfare Association Queensland Branch	2 307
Ex-servicemen & Women Welfare Association Inc	1 000
F.E.S.R. Navy Association (Qld Division)	1 000
Gold Coast & District Ex-Servicewomens Association	395
Hervey Bay Ex-Servicewomen's Assoc Social Club	1 000
Hervey Bay Vietnam Veterans Social Club	1 373
Incapacitated Servicemen and Women's Assoc of Aust	5 353
Ipswich & District Veterans Support Group	1 000
Naval Associations of Australia - Queensland	16 715
National Servicemen's Association of Australia (Qld) Inc	22 231

\$

Partially Blinded Soldiers Association of Australia (Qld Branch)	2 152
Post 1955 Veterans Group Inc	1 000
Queensland Commando Association	1 000
RAAF Associations	19 950
RAAOC Association (Qld Div) Inc	1 551
Rats of Tobruk Association (Queensland)	1 000
Redcliffe District Ex-Service Womens Club Inc.	1 000
Royal Australian Army Nursing Corps Association Queensland Inc	1 000
Royal Australian Navy Corvettes Assoc (Qld)	1 016
Royal Australian Regiment Association (Queensland Division) Inc	1 000
Royal Marines Association Queensland	1 000
Royal Naval Association Queensland Branch	1 000
Totally & Permanently Disabled Ex-Servicepersons Assoc (Townsville) Inc	6 675
Totally & Permanently Disabled Soldiers' Assoc Brisbane North	915
Totally & Permanently Disabled Soldiers' Assoc Brisbane North Ladies Auxiliary	2 000
Totally & Permanently Disabled Soldiers' Assoc (Fraser Coast) Inc	1 310
Totally & Permanently Disabled Soldiers' Assoc (Fraser Coast) Inc Ladies Auxiliary	1 000
Totally & Permanently Disabled Soldiers' Assoc (Gympie) Inc	1 000
Totally & Permanently Disabled Soldiers' Assoc (Sunshine Coast) Inc	1 000
Totally & Permanently Disabled Soldiers' Association Queensland Inc	1 000
Tweed, Coolangatta & District Ex-Service Women's Association (Inc)	1 000
Veterans Support & Advocacy Service Australia Inc	17 142
Vietnam & Logistical Support Veterans Association Inc	1 000
Vietnam Veterans Association of Australia (Queensland)	19 235
Vietnam Veterans Federation of Australia Queensland Branch Inc	10 345
Vietnam Veterans Federation of Australia Townsville Sub Branch Inc	1 123
War Widows Guild of Australia (Qld)	41 283

	\$
War Widows Guild of Australia (Qld) - Caloundra Sub Branch	1 000
Womens Royal Australian Army Corps Queensland Inc	1 000
TOTAL	\$1 212 817

ANZAC Day Trust Donors

Alma Park Zoo	Kingaroy & Dist RSL & Citizens Memorial Club
AussieWorld	Laidley Bowls Club
Australia Zoo	Laserforce / Lasergames
Biggenden Bowls Club	Lions Club of Miles
Blackbutt Golf Club	Lowood & District Memorial Bowls Club
Bribie Island Bowls Club Inc	Mooloolaba Bowls Club
Brothers Leagues Club Ipswich Inc	Murgon Ladies Bowling Club
Buderim Bowls Club Inc	Murgon Lions Club
Bulimba Memorial Bowls & Community Club Inc	North Mackay Bowls Club
Bundaberg & District RSL & Citizens Memorial Club	Palace Cinemas
Cairns RSL Sub Branch	Paradise Point Bowls Club Inc
Cairns RSL Club Limited	Pomona Bowls Club
Carina Leagues Club Limited	Qld Ex-prisoners of War Assoc.
Clifton Bowls Club Inc	Qld Provincial Cinemas
Currumbin Wildlife Sanctuary	R & S Hawkins Pty Ltd – McDonalds Gladstone
Eidsvold Bowls Club Inc	RAAM Trading Pty Ltd
Event Cinemas	Ravenshoe Memorial Bowls Club
Gatton RSL Services Club Inc	Redcliffe Golf Club
Gaythorne RSL Sub Branch	Sherwood Services Club Inc
Gum Sing Pty Ltd, Wynnum	Sporting Shooters Assoc of Aust (Brisbane)
Ipswich RSL Services Club Inc	The Bay Boozatorium
Kedron-Wavell RSL Sub Branch Inc	Townsville RSL Sub-branch Inc
King Tutt's Putt Putt Pty Ltd	Treasury Casino & Hotel
	Wondai Diggers' Memorial & Citizens Club

Appendix 6

Consumer credit fund

The Consumer Credit Fund holds money generated by fines imposed on financial institutions under the *Credit (Commonwealth Powers) Act 2010*. The Office of Fair Trading uses these funds to undertake consumer engagement, education, research and surveys.

The fund balance was \$858 000 as at 30 June 2011 and \$756 000 as at 30 June 2012. During 2011-12 the fund received \$50 946 through fines. The major disbursements from the fund during the year were contributions of \$112 500 to the Queensland Council of Social Services Energy Consumer Advocacy Project and \$22 800 for the Indigenous Consumer Assistance Network outreach programs.

Appendix 7

Disaster Appeals Trust Fund Committee

Role and membership

The Disaster Appeals Trust Fund committee is constituted under the *Collections Act 1966*. The committee comprises of five members. The Public Trustee holds the position of ex-officio and the remainder of the committee is appointed by the Governor in Council.

The committee manages the fund, which is kept by the Public Trustee. The fund is made up of monies from previous disaster relief appeals and is allocated by the committee to current disaster relief, subject to the approval of the Governor in Council.

Activities and achievements

During 2011-12, the committee paid \$3 700 to the Cyclone Larry Disaster Relief Fund and paid the balance of the fund, \$113 840.41, to the Premier's Disaster Relief Appeal Fund.

Appendix 8

Funeral Benefit Trust Fund Board of Trustees

Role and membership

The Funeral Benefit Trust Fund is constituted under the *Funeral Benefit Business Act 1982*. The Board of Trustees administers the fund by determining claims made by contributors.

The Board of Trustees consists of four members appointed by Governor in Council of which only the representative of the corporations receives remuneration for meeting attendance.

The fund covers the cost of secretariat and administrative support provided by the Office of Fair Trading and the corporations as well as revaluation and investment cost and bank fees.

Activities and achievements

During 2011-12, the board processed 150 funeral benefit claims resulting in \$45 025 being paid from the fund. During the same period, 87 contributors surrendered their agreements resulting in a payout to contributors of \$22 841.

The board formally met 12 times during 2011-12.



Appendix 9

Queensland Liquor and Gaming Commission

Role and membership

The Queensland Liquor and Gaming Commission is an independent statutory body operating under the *Gaming Machine Act 1991* and the *Liquor Act 1992*. It carries out various functions and responsibilities under these Acts, including:

- granting, cancelling and suspending various gaming machine licences, as well as liquor licences of significant community impact
- determining the approved number of gaming machines at individual clubs and hotels, gaming hours and other gaming machine licence conditions

determining permanent extended liquor trading hours and variations to the conditions of certain liquor licences.

The commission meets at least once a month, subject to need, and comprises seven members.

Activities and achievements

The following table shows applications considered by the commission during 2011-12.

Licence type	Total
Gaming machine licence granted (clubs)*	3
Gaming machine licence granted (hotels)*	71
Gaming machine licence additional premises (clubs)	2
Approved applications for an increase in gaming machines (clubs and hotels)	107
Increase in gaming hours (clubs and hotels)	2
Permanent entitlement transfers (clubs)	36
Number of entitlements transferred (clubs)	404
Liquor licence granted (clubs)	1
Liquor licence granted (hotels)	4
Liquor licence granted (nightclubs)	0
Extended trading hours (clubs, hotels and nightclubs)	23
Variation of licence/conditions	44
Temporary variations	32

*includes applications delegated to the chief executive

The commission met 12 times in 2011-12.

Appendix 10

Responsible Gambling Advisory Committee

Role and membership

The Responsible Gambling Advisory Committee is a key element of the Queensland Responsible Gambling Strategy. The committee provides a forum for the community, gambling industry and State Government to work together to develop ethical and responsible approaches to gambling. The committee is an advisory body which:

- provides advice to the Minister on gambling-related issues and the minimisation of gambling-related harm
- promotes and monitors the development of partnerships and the exchange of information between community, industry and Government to address gambling-related concerns.

Members are drawn from community organisations, the gambling industry and relevant government agencies.

Gambling industry representation occurs through Clubs Queensland, Queensland Hotels Association, Tabcorp, TattsBet, Echo Entertainment and Golden Casket Lottery Corporation Limited.

The community sector representation is achieved through the Gambling Help Network, the Queensland Council of Social Services, Ethnic Communities' Council of Queensland and Heads of Churches.

The Queensland Government is represented by the Department of Communities, Child Safety and Disability Services, Queensland Health and the Department of Justice and Attorney-General.

Activities and achievements

During 2011-12 the committee:

- established a working party to review the Queensland Responsible Gambling Code of Practice
- conducted the annual regional community services and industry forum at Ipswich in September 2011
- advised the Minister on the recommendations made by the Productivity Commission Inquiry into Gambling in its final report
- supported the establishment of a local responsible gambling network in Central Queensland
- reviewed gambling-related research reports in the context of their potential for policy application and advice to the Minister.

The committee formally held four meetings during 2011-12.

Appendix 11

Gambling Community Benefit Fund

Role and membership

The Gambling Community Benefit Fund was established in 1994 under the *Gaming Machine Act 1991*. The fund aims to enhance the capacity of community organisations to provide services and activities to Queenslanders. Grants for the Solar Sport and Community Group Grant program were also allocated from this fund until the program's conclusion on 22 May 2012.

The committee is made up of eight members who make funding recommendations to the Minister.

Activities and achievements

The committee formally held four meetings during 2011-12. As a result, 2 152 applications were approved, totalling more than \$40.2 million.

Appendix 12

Breakwater Island Casino Community Benefit Fund

Role and membership

The Breakwater Island Casino Community Benefit Fund was established in 1988 under the *Casino Control Act 1982*, to provide non-recurrent grants to not-for-profit community organisations in North Queensland. The geographical reach of the fund covers the areas of Mount Isa, Cloncurry, McKinlay, Richmond, Flinders, Charters Towers, Hinchinbrook, Townsville, Burdekin, Whitsunday and Mackay.

The board is made up of seven members who make funding recommendations to the Minister.

Activities and achievements

The board formally met twice during 2011-12. As a result, 77 applications were approved, totalling more than \$295 000.

Appendix 13

Jupiters Casino Community Benefit Fund

Role and membership

The Jupiters Casino Community Benefit Fund was established in 1987 under the *Casino Control Act 1982*, to provide non-recurrent grants to not-for-profit community organisations. The fund's geographical jurisdiction extends from the Queensland - New South Wales border to the northern boundaries of Boulia, Winton, Barcaldine and Isaac.

The board is made up of seven members who make funding recommendations to the Minister.

Activities and achievements

The board formally met four times during 2011-12. As a result, 229 applications were approved, totalling more than \$5.4 million.

Appendix 14

Reef Hotel Casino Community Benefit Fund

Role and membership

The Reef Hotel Casino Community Benefit Fund was established in 1996 under the *Casino Control Act 1982*, to provide non-recurrent grants to not-for-profit community organisations in Far North Queensland. The geographical jurisdiction of the fund extends north from Burke, Carpentaria, Croydon, Etheridge, Tablelands and Cassowary Coast including Torres Strait and Thursday Island.

The board is made up of seven members who make funding recommendations to the Minister.

Activities and achievements

The board formally met twice during 2011-12. As a result, 81 applications were approved, totalling more than \$626 000.

Appendix 15

Payments to members of government boards and tribunals

The department's work is greatly assisted by a range of boards and committees. In some cases, part-time members are entitled to receive remuneration in accordance with a scale of fees determined by the government. Remuneration paid to part-time members of such bodies during 2011-12 are summarised below.

Details of the remuneration paid to members of the boards of statutory bodies and companies that report to Parliament separately are not included below. Such information can be obtained from the annual reports of those organisations.

Board or tribunal	Expenses
Electrical Safety Board	\$5 678
Electrical Safety Committees	\$8 937
Funeral Benefit Trust Fund	\$1 135
Gambling Community Benefit Fund	\$11 569
Industry Sector Standing Committee	\$10 486
Jupiters Casino Community Benefit Fund	\$1 551
Queensland Gaming Commission	\$34 306
Workplace Health and Safety Board	\$11 770





Glossary

ART	Aggression Replacement Training Program	OHS Laws	Occupational Health and Safety Laws
ARMC	Audit and Risk Management Committee	PErforM	Participative Ergonomics for Manual Tasks
BIP	Building Integrity Plan	PIPA	<i>Personal Injuries Proceedings Act 2002</i>
CBRC	Cabinet Budget Review Committee	PIDs	Public Interest Disclosures
CHART	Changing Habits and Reaching Targets Program	QCAT	Queensland Civil and Administrative Tribunal
CMC	Crime and Misconduct Commission	RAS	Regulatory Assessment Statement
CRISYJ	Conferencing, Reporting and Information systems Youth Justice	RTI	Right to Information
DRB	Dispute Resolution Branch	BOM	Board of Management
ESO	Electrical Safety Office	WHSQ	Workplace Health and Safety Queensland
FTE	Full time equivalent	WRCA	<i>Workers' Compensation and Rehabilitation Act 2003</i>
ICT	Information and Communication Technology	PErforM	Participative Ergonomics for Manual Tasks
IM	Information Management	PIPA	<i>Personal Injuries Proceedings Act 2002</i>
IPaM	Injury Prevention and Management Program	PIDs	Public Interest Disclosures
LSCU	Legal Services Coordination Unit	YJCFiles	Youth Justice conferencing files
ODPP	Office of the Director of Public Prosecutions		

Our finances

The CD-ROM attached below contains an electronic version of the full financial statements of the Department of Justice and Attorney-General for the 2011-12 financial year.

