



QUEENSLAND PARLIAMENT **COMMITTEES**

2025-26 Budget Estimates – Appropriation Bill 2025 – Volume of Additional Information

Education, Arts and Communities Committee

Report No. 6
58th Parliament, August 2025

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**Pre-hearing Questions on notice and
Responses – *Minister for Education and
the Arts***

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 1

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to the SDS, including pages 1 and 2 will the Minister advise:

- a) expected date of public release of the Comprehensive Review of School Resourcing; and
- b) total funding over the Forward Estimates to fully implement the recommendations of the Comprehensive Review of School Resourcing?

ANSWER:

I am advised:

- a) *Expected date of public release of the Comprehensive Review of School Resourcing:*

The current approach to state school resourcing has remained relatively unchanged for more than 30 years.

Extensive consultation undertaken through the School Resourcing Review (SRR) revealed a range of issues with the way state schools are resourced. For example, principals need to navigate five different staffing models and about 140 separate payments to understand their resourcing.

The review investigated more contemporary resourcing arrangements and how best to reduce red tape and support schools in budgeting and deployment of staff.

The review final report is under active consideration.

Changes to school resourcing arrangements are complex and require careful consideration and proper consultation. The Crisafulli Government will take the time needed to guarantee all schools are adequately funded and ensure there are no unintended consequences.

- b) *Total funding over the Forward Estimates to fully implement the recommendations of the Comprehensive Review of School Resourcing:*

On 24 March 2025, Queensland signed the *Better and Fairer Schools Agreement – Full and Fair Funding 2025–34* and an associated Bilateral Agreement.

This puts Queensland state schools on a path to reaching 100% of the Schooling Resource Standard by 2034.

The associated uplift would support any agreed shift to new school resourcing arrangements.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 2

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to the SDS and page 8 will the Minister advise for each financial year in the Forward Estimates:

- (a) net increase of school-based teacher aide positions;
- (b) net increase of school-based teacher positions; and
- (c) net increase of behaviour management positions?

ANSWER:

I am advised that for 2025–26, the budget includes a net increase of 195 Teacher Full-Time Equivalents (FTE) and 225 Teachers Aide FTEs.

As school FTE growth is largely driven by enrolments, the Department of Education does not break down FTEs into employment categories in the Forward Estimates.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 3

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to the SDS, including page 7 and an overseas trip taken by departmental officials in June 2025 will the Minister advise:

- (a) when the travel was first planned;
- (b) purpose of the travel;
- (c) total cost of the travel;
- (d) if at any point the Minister and/or ministerial staff were scheduled to attend; and if they were, the reason for the Minister and/or ministerial staff's cancellation of attendance?

ANSWER:

- (a) Planning for an overseas study tour for the Minister for Education, the Minister's Chief of Staff, the Director-General of the Department of Education and the Deputy Director-General, State Schools Strategy, commenced in April 2025.
- (b) The objectives of the study tour were to:
 - advance government objectives, promoting international engagement for the arts with key trading partners and benchmark global approaches to policy and reform;
 - promote **Queensland's education and arts capabilities to the world, generating increased revenue, market awareness and support from international strategic partners;**
 - discuss educational reform with thought leaders in relation to place-based learning, programs of excellence and school improvement; and
 - strengthen global partnerships and business opportunities for departmental commercial entities, such as Education Queensland International, and showcasing **Queensland's art and artists to an international audience.**
- (c) The cost to the department for the study tour was \$54,702.36 The total amount may vary due to fluctuations in exchange rates and international payment processing fees.
- (d) My Chief of Staff and I were due to attend the study tour; however, I decided that we should remain in Queensland to focus on domestic priorities, including ongoing industrial negotiations.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 4

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to page 8 of Budget Paper 4 and the More Teachers, Better Education fund where it states the program will deliver "specialist support including a new anti-bullying campaign, a boost to chaplaincy, and a boost to professional development in S.T.E.M. and inclusive education", and page 1 of the SDS where it states the program will "boost support for schools by delivering more teachers, teacher aides and behavioural support specialists... as well as reducing red tape and administrative burden for teachers..." – will the Minister advise:

- given the differences in the budget documents, what measures the fund actually covers;
- the formula for allocating funding to schools; and
- when funding allocation will commence?

ANSWER:

I am advised:

- Tables included in Budget Paper 4 present the relevant portfolio expense measures relating to decisions taken since the 2024–25 Budget, with expense measures for *More Teachers, Better Education* listed on page 8 in Budget Paper 4:

	2024–25 \$'000	2025–26 \$'000	2026–27 \$'000	2027–28 \$'000	2028–29 \$'000
More Teachers, Better Education	..	57,383	58,812	57,463	48,402

Funding will be used to deliver specialist support for schools. Examples of specialist support are included in the short description in Budget Paper 4, this is not an exhaustive list. Information within Budget Paper 4 complements information in the Department of Education's Service Delivery Statement.

The additional funding of \$222.1 million will provide more specialised support for schools under More Teachers, Better Education commitments including more teachers and teacher aides and behaviour specialists; more support for students, schools and families through anti-bullying initiatives including increased funding for chaplaincy and wellbeing officer services; and more support for schools with a boost to professional development in S.T.E.M. and inclusive education.

- Please refer to Question on Notice 792-2025.
- Some initiatives under anti-bullying commitments have already commenced with other commitments and initiatives rolling out from Semester 2, 2025.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 5

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to the SDS, including page 1 will the Minister advise the:

- (a) status of the Red-Tape Reduction Action Plan or Red-tape reduction action plan 2025-2028 (or similarly named document);
- (b) methodology implemented for determining red-tape levels for teachers;
- (c) specific criteria or metrics implemented to determine a reduction of red-tape;
- (d) **expected time period expected to achieve 25% reduction as outlined in the Minister's Charter Letter;** and
- (e) total amount of red-tape reduced for teachers to date (in percentage form)?

ANSWER:

I am advised:

- (a) The Red Tape Reduction Plan 2025–2028 (Reduction Plan) is scheduled for release in Term 3, 2025.
- (b) Feedback from teachers and school leaders captured during consultation in Term 1, 2025 provides a baseline in understanding the current red tape pressures affecting teachers and school leaders.
- (c) All types of activities that reduce the red tape burden on teachers and school leaders are being pursued. Many, but not all, of these activities will generate measurable impacts for teachers and school leaders. Success will be measured by combining a range of indicators including:
 - monitoring the quantifiable differences in time spent on routine administrative tasks;
 - monitoring the quantifiable differences that follow changes in administrative, policy, procedural or legislative requirements;
 - teacher and school leader feedback; and
 - retention and improved job satisfaction.
- (d) The Crisafulli Government has committed to reducing red tape and administrative burden on Queensland state school teachers by 25% over the next four years.
- (e) Once released, the Department of Education will seek periodic feedback collected through surveys, including through the annual School Opinion Survey, focus groups, and other tools to monitor impact of actions in the Reduction Plan.

Each year the combined effect of red tape reduction initiatives will be reviewed, and actions adjusted so that every opportunity to reduce red tape is taken.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 6

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to Answer to Question on Notice No. 648-2025 which related to safety incidents or incidences of occupational violence reported by staff, and the SDS, including page 1, will the Minister advise for Term 1 of 2025 and Term 1 of 2024 reported separately by school type, region, and staff position the:

(a) total number of WorkCover claims 'lodged': and

(b) total number of WorkCover claims 'accepted'?

ANSWER:

I am advised:

The total number of WorkCover claims 'lodged' and 'accepted' with Occupational Violence and Aggression as the 'mechanism of injury' for Term 1 of 2024 and 2025, by school type, region and occupational group are detailed in the tables below:

School Type			
Term 1	School Type	Lodged	Accepted
2024	Primary	93	84
	Primary-Secondary	16	15
	Secondary	39	35
	Special	92	87
2024 Total		240	221
2025	Primary	80	78
	Primary-Secondary	8	7
	Secondary	41	37
	Special	119	118
2025 Total		248	240

Region			
Term 1	Region	Lodged	Accepted
2024	Central Queensland	16	14
	Darling Downs South West	14	13
	Far North Queensland	8	8
	Metropolitan North	48	46
	Metropolitan South	58	50
	North Coast	31	30
	North Queensland	19	17
	South East Queensland	46	43
2024 Total		240	221

Region			
Term 1	Region	Lodged	Accepted
2025	Central Queensland	23	21
	Darling Downs South West	16	15
	Far North Queensland	11	11
	Metropolitan North	50	50
	Metropolitan South	72	70
	North Coast	32	31
	North Queensland	16	14
	South East Queensland	28	28
2025 Total		248	240

Occupation Group			
Term 1	Occupation Group	Lodged	Accepted
2024	Cleaners	3	1
	Public Servants	5	5
	Teacher Aides	77	69
	Teachers	155	146
2024 Total		240	221
2025	Cleaners	2	2
	Public Servants	4	4
	Teacher Aides	107	104
	Teachers	135	130
2025 Total		248	240

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 7

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to page 10 of Budget Paper 4 and the Performing Arts Experience funding, can the Minister provide a breakdown of the programs funded in this measure and what region these programs are based in (in table formatting)?

ANSWER:

I am advised:

From 2025–26, Queensland Government funding of \$8 million over four years for the Queensland Performing Arts Centre (QPAC) will give QPAC certainty to effectively plan world-class programming in the lead up to the Brisbane 2032 Olympic and Paralympic Games.

QPAC now has the funding assurance to lock in a vibrant program of signature events, new commissions and major international seasons.

Queenslanders can look forward to attending future iterations of the Out of the Box Festival for young children, an event which increases the opportunities for arts participation from a young age, and QPAC's signature Clancestry, which presents First Nations storytelling, music, dance, art and culture.

The funding will support QPAC's ongoing engagement with state arts organisations and local companies such as Shake and Stir and Camerata, popular co-presentations such as *Bluey*, and future investment in touring musicals.

The Crisafulli Government's four-year \$8 million investment will support important regional and digital initiatives which provide access for audiences throughout the State to engage with exceptional arts experiences.

It will enable the Digital Stage program to deepen regional audience engagement with the performing arts and provide QPAC the ability to continue partnering with local councils, venues and community groups to present public screenings, and to further expand low-cost digital access and services throughout the State.

In the past year alone, more than 1.5 million people have attended events and performances at QPAC, and this is set to increase when the new Glasshouse Theatre opens its doors next year. In addition, 18 venues throughout regional Queensland accessed the broadcast digital screening of QPAC's Ballet *Preljocal* and 14 schools participated in Out of the Box: *Tree of Hope*.

Specific regional programming supported by the funding in 2024–25 detailed in **Attachment 1** are indicative of QPAC's planning for programming in 2025–26 and beyond which will include digital screenings at multiple regional venues, engagement with schools throughout the State as part of future Out of the Box festivals and events in Far North Queensland and other key destinations outside South East Queensland.

Regional Support and Productions 2024-25	Location
<p>Digital screening of Ballet Preljocaj at 18 venues throughout regional Queensland and the South East</p>	<ul style="list-style-type: none"> • Brolga Theatre and Convention Centre, Maryborough • Dalby Players Little Theatre, Dalby • Forest View Residential Aged Care, Wondai • Gladstone Entertainment Convention Centre, Gladstone • Kingaroy Performing Arts Centre, Kingaroy • Miles Leichhardt Centre, Miles • Home of the Arts, Gold Coast • Mackay Entertainment and Convention Centre, Mackay • Moncrief Entertainment Centre, Bundaberg • Mount Isa Civic Centre, Mount Isa • Nanango Cultural Centre, Nanango • Proserpine Entertainment Centre, Proserpine • Redland Performing Arts Centre, Cleveland • Roma Bungil Cultural Community Centre, Roma • Studio 188, Ipswich • The Clink Theatre, Port Douglas • The J, Noosa • Melbourne Street Green, QPAC, Brisbane
<p>Out of the Box: <i>Tree of Hope</i> QPAC invited more than 1000 children throughout Queensland to reflect upon hope and what it means to them. Manifesting as a large-scale installation across the cultural precinct, the <i>Tree of Hope</i> shared their ideas through artworks</p>	<ul style="list-style-type: none"> • The Murri School, Acacia Ridge • C&K Walker Street Community Childcare, Bundaberg • Caboolture State School, Caboolture • C&K Whiterock Community Kindergarten, Cairns • Currumbin State School, Currumbin • Bethany Lutheran School, Ipswich • Woodridge State School, Logan • Longreach State School, Longreach

	<ul style="list-style-type: none"> • School of Distance Education, Longreach surrounds • Tagai State School, Mabuiag Island • C&K Sunset Community Kindergarten, Mount Isa • St Paul's Primary School, Rockhampton • C&K Maranoa Community Kindergarten, Roma • Yarrabah State Primary, Yarrabah
Love Stories at North Australian Festival of Arts, September 2024	Townsville
Production support for Stradbroke Chamber Music Festival	Stradbroke Island
Is That You Ruthie reading and workshop with Leah Purcell	Murgon

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 8

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to page 9 of Budget Paper 4 and Queensland's Creative Future Arts Uplift, can the Minister provide a breakdown of funding allocated to key regional arts festivals by festival name and region, and what funding will be allocated specifically for the Regional Arts Services Network?

ANSWER:

I am advised:

The Creative Futures Uplift of \$9.4 million will inject \$2.15 million to support the delivery of the following regional festivals:

- Woodford Folk Festival in the Moreton Bay Regional Council area with \$1 million in 2025–26 towards their Festival delivery in December 2026;
- the North Australia Festival of Arts in Townsville will receive \$300,000 over two years;
- Opera **Queensland's** Festival of Outback Opera delivered in Winton and Longreach will receive \$580,000 over two years;
- investment in these festivals will be supplemented with a further \$380,000 over two years through existing Arts Queensland investment; and
- the Australian Festival of Chamber Music, which from 2026 will move from Townsville to Cairns, will also receive \$270,000 over two years through the uplift, with a further \$370,000 over four years of festival delivery through existing Arts Queensland investment.

Funding of just over \$7.2 million through Queensland's Creative Future Arts Uplift will support the delivery of a new model of the Regional Arts Services Network from 2026.

This includes employment of up to seven artform-specific regionally located arts officers to support arts delivery and services, and local capacity building for regional Queensland artists and organisations. This investment will also support the delivery of a regional arts conference in 2026, and statewide coordination services.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 9

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to page 5 of the SDS, can the Minister please explain the reason for the new cost per student measure?

ANSWER:

I am advised that:

Departments are required to undertake an annual review of SDS measures as part of a commitment to continually improve performance information.

Following this review, the Department of Education identified an opportunity to improve the Average cost of service per student measure, which was previously reported against three cohorts:

- Primary (Prep to Year 6);
- Secondary (Year 7 to Year 12); and
- Students with disability.

The new measure allows the department to more accurately report the average cost as it removes duplication of students being reflected in multiple cohorts.

This ensures comparable and meaningful reporting across years, as well as better demonstrating the impact of the Better and Fairer Schools funding agreement with the Australian Government over the next decade.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 10

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK)

QUESTION:

With reference to page 8 of the SDS, can the Minister please explain the decrease in capital funding from 2024-25 to 2025-26?

ANSWER:

I am advised:

The 2025–26 total capital outlays of \$1.286 billion is \$174 million less than the 2024–25 estimated actual of \$1.46 billion.

The figures presented on page 8 of the Service Delivery Statement exclude \$814.8 million of funding that is centrally held by Queensland Treasury.

The \$814.8 million will fund new schools including six new special schools and campuses, two primary schools in Caloundra South and Ripley Valley (White Rock) as well as Stage 2 expansions of five recently completed new schools.

Centrally held funds will be released at the completion of Detailed Business Cases for new schools and otherwise by agreement of the Under Treasurer. This funding will be released from the 2025–26 year onwards and will therefore increase the Department of Education's capital outlays budget.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 11

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK)

QUESTION:

With reference to page 2 of the SDS, page 99 of the Budget Measures (BP4) and pages 8 and 22 of the Budget Capital Statement (BP3), will the Minister please outline:

- the location of the new schools and campuses that have been announced in the 2025-26 Budget, and which schools are expected to have enrolment pressures eased; and
- the cost of these new schools and campuses?

ANSWER:

I am advised:

- The 2025–26 budget commits an additional \$814.8 million in capital funding over the next four years towards the planning, construction and expansion of six new schools and two new campuses as well as funding Stage 2 of recently completed new schools:

School/Campus	Location	Easing enrolment pressure at
New special school Central Logan (Berrinba)	Bardon Road, Berrinba	Logan City Special School
New special school Beenleigh	Beenleigh	Beenleigh Special School
New special school Moreton Bay South	Moreton Bay South	Pine Rivers Special School
New special school campus Springfield-Redbank	Springfield-Redbank	Goodna Special School
New special school campus Ipswich West	Ipswich West	Ipswich West Special School
New special school Coomera	Coomera	Coomera State Special School
New primary school Caloundra South	Caloundra South (West)	Nirimba State Primary School and Baringa State Primary School
New primary school Ripley Valley (White Rock)	Ripley Valley (White Rock)	Ripley Valley State School and Fernbrooke State School
Scenic Shores State School	Redland Bay	Stage 2 of recently opened new school
Bellbird Park State School	Bellbird Park	Stage 2 of recently opened new school
South Rock State School	Yarrabilba	Stage 2 of recently opened new school
Corymbia State School	Logan Reserve	Stage 2 of recently opened new school
Collingwood Park State Secondary College	Collingwood Park	Stage 2 of recently opened new school

The Department of Education will also deliver a new secondary school in Gracemere, and a Health Sciences Academy in Rockhampton as part of a \$195 million investment by the Crisafulli Government over the next four years.

The Government is also investing in two new Youth Justice Schools, three new Crime Prevention Schools, and expanding an existing Crime Prevention School, with combined funding of \$90 million over five years.

- b) As these projects are yet to reach contract award, investment details remain Commercial-in-Confidence to protect the integrity of the tender process.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 12

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to page 8 of the SDS, will the Minister please advise how this Budget is supporting the delivery of more teachers and teacher aides as part of the Crisafulli Government's *More Teachers, Better Education* election commitment?

ANSWER:

I am advised:

The Department of Education is utilising the use of the additional \$222.1 million provided for the *More Teachers, Better Education* election commitment to provide more specialised support for schools including more teachers and teacher aides and behaviour specialists; more support for students, schools and families through anti-bullying initiatives including increased funding for chaplaincy and wellbeing officer services; and more support for schools with a boost to professional development in S.T.E.M. and inclusive education.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 13

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to page 1 of the SDS, will the Minister please outline the red tape reduction measures taken to date as part of the Crisafulli Government's commitment to reduce red tape in schools?

ANSWER:

I am advised:

- Developed a 'one-plan-per-student' approach to student needs management assessments, reducing the burden under the previous policy, which required numerous duplicative plans per pupil.
- Simplified time-consuming procurement processes by reducing the number of quotes required for low-value, routine purchases. This has improved efficiency and reduced paperwork, while ensuring value for money is maintained.
- Launched a single point of contact for teacher recruitment, making the process faster, easier, and more efficient for principals.
- Released a set of consistent statewide expectations for communication between parents/guardians and their child's school. These have set clear boundaries around acceptable behaviour, preferred forms of communication and appropriate timelines for responses.
- Supported departmental senior executives to spend time immersed in schools to ensure they understand first-hand the challenges schools faced and place this knowledge at the centre of decision-making.
- Released a small schools support plan, which include a statewide selection process for aspiring small school leaders to reduce the administrative burden of continual recruitment processes and improve leadership continuity in small schools.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 14

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to page 2 of the SDS and page 8 of the Budget Measures (BP4), will the Minister please outline how the Better and Fairer Schools Agreement – Full and Fair Funding will deliver better outcomes for students, teachers and schools?

ANSWER:

I am advised:

The *Better and Fairer Schools Agreement – Full and Fair Funding 2025–2034*, and the associated Bilateral Agreement with the Australian Government, secure federal school funding arrangements for Queensland schools for the next 10 years.

These agreements ensure Queensland schools will be funded to 100% of the Schooling Resource Standard (SRS) for the first time by 2034.

While signalling a commitment to reach 75% of the SRS by 2032, Queensland's previous Bilateral Agreement maintained a 69.26% share of the SRS for state schools between 2019 and 2023, increasing to 70.5% of the SRS in 2024.

Under its new Bilateral Agreement, Queensland has committed to increase its funding target for state schools from 70.5% of the SRS in 2025 to 75% of the SRS by 2028, four years earlier than agreed under the former Labor Government. This commitment provides for an estimated injection of \$9.4 billion in state funding for Queensland state schools over 10 years.

The Australian Government has committed to increase its funding target for state schools from 20% of the SRS in 2025 to 25% of the SRS in 2034. This will provide an estimated \$2.8 billion in additional federal funding over the next 10 years.

Queensland will maintain its 20% share of the SRS for non-state schools for the life of these agreements. The Australian Government will continue to provide at least 80% of the SRS for non-state schools in Queensland.

The new Bilateral Agreement sets out 25 continuing and 10 new/expanded state-specific actions against 10 National Reform Directions.

Additional federal funding for state schools under the Bilateral Agreement will be directed towards 10 new/expanded actions, which include:

- mandatory phonics and numeracy checks in the early years of schooling to identify students who need additional help, supported by the Teacher Relief Scheme;
- modernising school resourcing arrangements, including through streamlined administrative processes, strategic workforce planning and capability development, with the aim of improving whole-of-school approaches to identifying and responding to student learning needs;

- expanded access to specialist supports, with 140 new workplace health and safety roles already announced to tackle occupational violence and reduce red tape for teachers and school leaders;
- support for students transitioning to structured, full-time learning programs, including through small group tuition;
- increased support for schools to reduce teacher and school leader workload;
- extending access to healthcare professionals (such as general practitioners) in primary schools with the greatest need, including prioritisation of partnership school locations;
- tailored resources and professional development for mentors of early career teachers;
- progressive expansion of the Queensland Virtual Academy, providing equitable access to curriculum offerings, learning opportunities and teaching expertise;
- supporting small schools to improve educational outcomes, with fit-for-purpose approaches that refocus the curriculum on Mathematics and English; and
- support for schools to establish positive patterns of attendance and maintain strong behavioural standards.

These activities will complement the Queensland Government's existing reform agenda, which aims to lift Queensland's NAPLAN results, reduce red tape and maintain strong behavioural standards.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 15

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to page 1 of the SDS, will the Minister please outline the anti-bullying initiatives as part of the Crisafulli Government's More Teachers, Better Education election commitment?

ANSWER:

I am advised:

Funded under the Crisafulli Government's *More Teachers, Better Education* election commitment, the Department of Education has commenced delivery of five new anti-bullying initiatives to provide additional support to students, families and schools.

Rapid Support Squads

Launched in late Term 2, 2025, Rapid Support Squads have been activated in each of the eight education regions across Queensland to provide immediate support to schools in response to critical bullying incidents. These squads work closely with school leaders, staff and families to deliver evidence-based interventions for high-level bullying incidents, characterised by their intensity, frequency or impact on student welfare. Since commencement, eight schools have been supported through the Rapid Support Squad initiative as at 25 July 2025.

Queensland Anti-Bullying Stakeholder Reference Group

The Queensland Anti-Bullying Stakeholder Reference Group, chaired by Griffith University Professor Donna Pendergast AM, and comprising academics and experts in child development, mental health and bullying, was established and held its first meeting on 16 July 2025. The Reference Group will continue to provide critical advice to the department to guide implementation and development of future anti-bullying initiatives.

Funding additional chaplains and wellbeing staff

\$12.72 million was allocated to expand Chaplaincy and Student Wellbeing Services across three years from 2025 to 2027. This funding will be provided to 302 state schools (including campuses) currently on the waitlist for chaplaincy and wellbeing officer services. Chaplains and student wellbeing officers provide support across the whole school community and play a key role in supporting students and parent and community engagement. The first appropriation payment is scheduled for distribution to these 302 schools in August 2025.

Expanding a dedicated seven-day crisis support hotline

The department has also expanded crisis support hotline services offered by Parentline to provide free, confidential and immediate support to concerned parents and carers. Since 2 July 2025, phone hours and webchat services have been expanded to be available from 6:00am to midnight, seven days a week, affording parents the opportunity to connect with the service at a time that suits their schedule. The expansion will also include mediated peer support groups and a new Parent Navigator role that will work with families to strengthen their partnership with their child's school.

Developing new and updated professional development to upskill teachers, teacher aides and support staff

Support is underway for teachers, teacher aides and support staff through the development of new and updated professional learning, aimed to upskill educators to effectively address bullying. New materials will be made available in a variety of modes to offer flexible engagement and delivery. The first two self-paced microlearning modules, *Understanding and defining bullying* and *Identifying and responding to bullying*, were released on 14 July 2025. Another four modules in the *Addressing student bullying* microlearning series will be released in Term 4, 2025.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 16

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to page 6 of the SDS, will the Minister please outline how, in this Budget, the Crisafulli Government is investing in the arts by:

- a) delivering more creative experiences;
- b) supporting arts jobs; and
- c) upgrading key cultural venues across Queensland?

ANSWER:

I am advised:

Through the 2025 State Budget Outcome, new investment of \$62 million will deliver a fresh start and a plan for Queensland's future led by statewide arts and cultural activation and engagement. This includes investment of \$9.4 million in 2025–26 to support regional arts service delivery and more arts experiences for communities across Queensland including the following initiatives:

- a) This budget will support the growth of creative experiences across the State, including funding to support the delivery of significant regional festivals in 2025–26 including Woodford Folk Festival, The North Australia Festival of Arts in Townsville, Opera Queensland's Festival of Outback Opera delivered in Winton and Longreach and the Australian Festival of Chamber Music.

This new investment into Queensland's arts sector supports *Destination 2045* and this Government's commitment to grow and strengthen arts and cultural experiences across the State that will shape world-class programming in the lead up to the Brisbane 2032 Olympic and Paralympic Games.

- b) Festivals and arts experiences supported through this new investment will further support the employment of over 2,400 artists and arts workers per annum.

In addition, this limited life funding will also support a new statewide model of regional arts service delivery. From January 2026, this new approach will provide seven on the ground Regional Arts Advisors to grow the capacity of communities across the State to deliver quality arts experiences and programs that boost the State's vibrant arts scene.

New investment of \$38.2 million in 2025–26 will support local screen industry development and production attraction through incentives. In 2024–25, investment in incentives generated an estimated \$715 million in Queensland Production and Digital Games Expenditure and supported more than 5,400 employment opportunities for Queenslanders.

Furthermore, new investment of \$8 million over four years for the Queensland Performing Arts Centre will enable the organisation to lock in a vibrant program of signature events and new commissions which will create jobs for Queensland artists.

- c) The Crisafulli Government is also delivering on its Government Election Commitments with improved accessibility and upgrades to arts facilities and cultural venues in Queensland. Investment in arts infrastructure projects includes \$250,000 toward upgraded facilities for the Mackay Musical Comedy Players and \$90,000 to Phoenix Ensemble community theatre in Beenleigh. Arts Queensland funding will also support an extension to the Wondai Regional Gallery.

Furthermore, this Government is providing increased funding of \$3.8 million over three years to carry out critical works at the Queensland Museum Tropics in Townsville to ensure this signature facility will continue to connect locals and visitors to the cultural and natural heritage of tropical Queensland.

The Government is providing \$2.6 million over four years to support Braille House and Vision Australia's Queensland services.

In addition, the budget allocated \$10 million centrally held to support critical capital works at the heritage-listed Queensland Cultural Centre, which is home to the State's leading cultural and collecting institutions that in 2024–25 welcomed more than six million visitors.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 17

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to page 9 of Budget Measures (BP4), will the Minister please outline:

- a) whether there is increased funding in this Budget for the Regional Arts Services Network and key regional arts festivals; and
- b) what investments there are in this Budget that will support cultural tourism outcomes and creative uplift in regional Queensland?

ANSWER:

I am advised:

- a) There is increased funding for the Regional Arts Services Network and key regional arts festivals in 2025–26 compared with the previous year.
- b) From January 2026, \$9.4 million will support a new model of the Regional Arts Services Network, including additional services such as a Regional Arts Conference, enhanced digital resources, regionally based arts officers and dedicated statewide coordination support.

This increased investment will also support the delivery of key regional festivals—Woodford Folk Festival, Northern Australian Festival of Arts, Australia Festival of Chamber Music, and Opera Queensland's Festival of Outback Opera—acknowledging the significant role they play in delivering cultural tourism outcomes.

These festivals attract thousands of visitors to Queensland communities, drive regional development and also support the employment of Queensland artists and artworkers.

Queensland Museum Tropics will receive a \$3.8 million investment over three years for important upgrades to ensure it can continue to offer exceptional arts experiences to local audiences and visitors to the region.

\$42 million was committed to support the screen sector across the State from the Screen Queensland Cairns studios to the Gold Coast, for key screen incentives and initiatives, including local productions, to ensure Queensland continues to strengthen its reputation as a key production destination and drive local creative economies.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 18

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to page 2 of the SDS, will the Minister please outline how, in this Budget, the Crisafulli Government is investing in arts infrastructure projects across Queensland to enhance access to cultural facilities and increase participation in the arts?

ANSWER:

I am advised:

Our new 10-year arts strategy, *Queensland's Time to Shine*, includes actions that will activate cultural infrastructure and precincts including identifying opportunities to embed arts into the **Queensland Government's 2032 infrastructure delivery**, improving community access to the **State's network of galleries, venues and spaces** and the development of a cultural infrastructure plan.

The Crisafulli Government is delivering on election commitments to improve accessibility and upgrade arts facilities in Queensland. Our investment in infrastructure projects across the state will enable more Queenslanders to engage with local arts and culture.

In the South Burnett, earlier this year construction commenced on a Crisafulli Government Election Commitment on an extension to the Wondai Regional Art Gallery. Due to open in September, this \$100,000 project will add additional undercover workshops space and enhanced accessibility for Gallery visitors.

Government Election Commitments in Mackay, saw an investment of \$250,000 will provide upgraded facilities for the Mackay Musical Comedy Players, a volunteer run organisation that stages Broadway style musicals; while in Beenleigh, an investment of \$90,000 will assist the Phoenix Ensemble to upgrade its performance space with new seating and carpeting.

New investment of \$350,000, delivered through the Backing Indigenous Arts initiative, will provide eligible Indigenous Art Centres (IAC) across Queensland with \$25,000 each to support small-scale infrastructure and equipment upgrades. This funding will improve workspaces for artists and artswomen, and boost ongoing sustainability for IACs with nine IACs contracted to date.

This Government is providing increased funding of \$3.8 million over three years to carry out critical works at the Queensland Museum Tropics in Townsville to ensure this signature facility continues to connect locals and visitors to the cultural and natural heritage of tropical Queensland.

At the Queensland Cultural Centre, the construction of the \$184 million Glasshouse Theatre, funded with Queensland Government investment of \$159 million and \$25 million from the Queensland Performing Arts Centre (QPAC), will make QPAC the largest performing arts centre in Australia under one roof.

The Glasshouse Theatre, which is on track to be completed by the end of the year, will showcase world premieres, national exclusives and outstanding work from Queensland's leading arts companies.

The Glasshouse Theatre is designed to be inclusive and welcoming to all visitors, addressing a range of accessibility needs including hearing augmentation throughout the facility and flexible wheelchair positions for viewing in multiple locations

The new theatre will offer digital capacity to broadcast performances across the State ensuring Queenslanders have access to top quality arts experiences.

Each of these infrastructure projects helps to support local talent and drive regional growth and cultural tourism as we build up to the Brisbane 2032 Olympic and Paralympic Games.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 19

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK MP)

QUESTION:

With reference to the SDS, \$40 million has been allocated for Youth Justice Schools in Queensland. Can the Minister outline the Department's plan to deliver these schools, their location and dollar figure allocated for each school location?

ANSWER:

I am advised:

The \$40 million allocated for the Youth Justice Schools initiative falls under the Department of Youth Justice and Victim Support's (DYJVS) SDS, not the Department of Education (DoE).

DoE is collaborating with DYJVS to support the delivery of the Youth Justice Schools in Logan and Cairns. This collaboration includes ensuring that these schools pursue accreditation through the Non-State Schools Accreditation Board.

As the initiative falls under the Minister for Youth Justice and Victim Support's portfolio, questions regarding the investment should be referred to the Honourable Laura Gerber MP, Minister for Youth Justice and Victim Support and Minister for Corrective Services.

EDUCATION, ARTS AND COMMUNITIES COMMITTEE

2025 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 20

THE EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR EDUCATION AND THE ARTS (HON J LANGBROEK)

QUESTION:

With reference to the SDS, will the Minister outline if there is any budget allocation to commence planning for a second high school in Townsville's northern suburbs to accommodate the exponential growth in this area?

ANSWER:

I am advised departmental analysis has identified that a second high school in the northern suburbs of Townsville is expected to be required in the future; however, detailed planning has not yet commenced so a budget allocation is not yet required.

**Pre-hearing Questions on notice and
Responses – *Minister for Women and
Women’s Economic Security, Minister
for Aboriginal and Torres Strait Islander
Partnerships and Minister for
Multiculturalism***

Question on Notice

No. 1

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

With reference to the SDS, including pages 2 and 4, and the Minister's Charter Letter and the key portfolio deliverable of Closing the Gap, can the Minister provide an update on the work of the department in relation to Alcohol Management Plans, including what funding is currently allocated within the department to support necessary implementation among communities?

ANSWER:

Alcohol Management Plans operate in remote and discrete Aboriginal and Torres Strait Islander communities across the State to reduce alcohol misuse and harm. In the 2025-26 financial year, \$355,000 is scheduled for payment under contract to support the implementation of Alcohol Management Plans.

To effectively develop and implement strategies for managing alcohol misuse the community and local leadership input is integral. Local leaders, Elders, community justice groups, and residents are actively involved in developing Alcohol Management Plans to reflect the community's unique needs and priorities. These are incorporated in the Community Safety Plans.

Question on Notice

No. 2

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

With reference to the SDS, including pages 2 and 4 and the \$108 million Closing the Gap Priorities Fund, can the Minister advise:

- a) what process is applied by the department and ministerial office to decide funding allocation
- b) what consultation has been done in relation to the allocation of funding; and
- c) how much of the \$108 million is expected to be administered in the 2025-26 financial year?

ANSWER:

- a) Guidelines for the Closing the Gap Priorities Fund will be released soon providing opportunities for remote and discrete Aboriginal and Torres Strait Islander communities to apply for the second tranche of funds. The first tranche of funds were allocated to communities who had sought assistance previously for already identified projects.
- a) I have undertaken engagement across Aboriginal and Torres Strait Islander communities since my appointment as Minister. In addition, Ministers and Directors-General met with Mayors of remote and discrete Aboriginal and Torres Strait Islander communities on 3 March 2025 in Cairns. Discussions covered a range of matters including the creation of the Closing the Gap Priorities Fund.
- b) The quantum of funds to be administered in 2025-26 will be able to be confirmed once guidelines are finalised and funding proposals are approved.

Question on Notice

No. 3

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

With reference to the SDS, including page 4 of the SDS and the commitment to improve economic and social outcomes for Aboriginal and Torres Strait Islander peoples, can the Minister provide a detailed update on the Queensland Indigenous Procurement Policy?

ANSWER:

In the 2024-25 financial year, the Queensland Government procured more than \$734 million with Indigenous businesses that surpassed the 3% addressable spend target for the first time. This also represents continued growth in the capacity and capability of Queensland's Indigenous businesses.

My department has examined the QIPP and engaged with stakeholders to gain insight into the policy's enablers and barriers, which highlighted the need to reduce duplication and streamline processes. We also work in cooperation with the Department of Housing and Public Works with regard to procurement.

We are committed to introducing more rigour through the validation of Indigenous business directories, creating greater accountability to ensure that only genuine Indigenous enterprises benefit from Queensland Government procurement targets.

Question on Notice

No. 4

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

With reference to the SDS and page 7, can the Minister advise as at 30 June 2025, in both head count and FTE terms the number of Multicultural Affairs Queensland staff employed, broken down in a table by role?

ANSWER:

Position Title	FTE	Head Count
Director	2	2
Executive Director	1.5	2
Manager	4	4
Officer	5	5
Principal Officer	11.8	12
Senior Officer	12.45	13
Grand Total	36.75	38

Question on Notice

No. 5

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

With reference to the SDS, including pages 5 and 7 and the funding announcement of \$1,931,286 under the Strengthening Multicultural Queensland Program for 2024-25 for 26 projects, can the Minister advise:

- a) how many applications/projects were received in total and how many were unsuccessful for the 2024-25 Program round;
- b) how much funding has been allocated in the 2025-26 Budget for the Strengthening Multicultural Queensland Program; and
- c) how much funding has been allocated in the 2025-26 Budget for the Celebrating Multicultural Queensland Program?

ANSWER:

- a) Under the 2024-25 Strengthening Multicultural Queensland program, 178 applications (178 projects) were received under the Empowering Multicultural Communities and Youth and Community Connection project categories. 26 applications (26 projects) were awarded funding. 152 applications (152 projects) did not receive funding.
- b) \$2 million.
- c) \$1 million.

Question on Notice

No. 6

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

With reference to the SDS, including pages 2 and 7 – will the Minister provide an itemised breakdown of:

- a) all grant funding and sponsorship programs; and
- b) their budgeted expenditure provided by the Office of Women, for the 2025/26 financial year?

ANSWER:

The Office for Women administers two grant programs; the Empowering Queensland Women grants and the Women in Industry Grants. The Office for Women sponsors event on a case-by-case basis.

The Empowering Queensland Women grants provide support for community led activities that contribute to women's economic security and \$540,000 is available in 2025-26.

The Women in Industry grants are currently under review in the context of the Industry Skills Solutions program administered by the Department of Trade, Employment and Training and the Australian Government's Building Women's Careers program to ensure best application of these funds to strengthen women's economic security. There is \$1.185 million currently allocated to this program for 2025-26.

The Office for Women has a sponsorship budget of \$107,000 in 2025-26.

Question on Notice

No. 7

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

With reference to the SDS, including pages 2 and 6 – will the Minister provide the following as percentages of total participants in the Future Women Jobs Academy for the 2024-25 financial year:

- a) aged over 40 years old;
- b) located in regional, rural or remote areas;
- c) from culturally and linguistically diverse backgrounds;
- d) living with a disability;
- e) identifying as First Nations; and
- f) identifying as culturally or linguistically diverse?

ANSWER

	2024 cohort (257 women)	2025 cohort (254 women)
a) Aged over 40 years	100%*	100%*
b) Located in regional, rural or remote areas	51%	34%
c) From culturally and linguistically diverse backgrounds	30%	28%
d) Living with a disability	16%	18%
e) Identifying as First Nations	3%	9%
f) Identifying as culturally or linguistically diverse	30% as per c)	28% as per c)

**At the time of recruitment 100% of participants were aged 39 or over, noting that a person recruited at age 39 would turn 40 during the program year.*

Question on Notice

No. 8

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

With reference to the SDS, including pages 2 and 6 – will the Minister provide a breakdown on programs tailored to women, such as the Women in Manufacturing Program, provided in collaboration with other agencies across government for the 2025/26 financial year, broken down by:

- a) program name;
- b) expenditure for the 2024/25 financial year;
- c) budgeted expenditure for the 2025/26 financial year; and
- d) Government Department providing the funding source?

ANSWER:

The Women's Economic Security Statement 2025-26 budget paper outlines investment in key programs positively impacting women. A number of these programs do not sit within the portfolio and detail would need to be sought from the individual Ministers responsible.

Question on Notice

No. 9

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

With reference to page 2 of the SDS and the reference to the importance of the South Sea Islander community, this year marks the 25th anniversary of the South Sea Islander community being recognised as a distinct cultural group. Can the Minister please advise what actions she is taking to recognise this occasion?

ANSWER:

7 September 2025 will mark 25 years since a formal Recognition Statement was tabled and signed in the Queensland Parliament to recognise Australian South Sea Islanders as a distinct cultural group. To mark this significant milestone, the Queensland Government in partnership with the Australian South Sea Islander community are running events and activities throughout 2025 to honour the resilience, culture and contributions of Australian South Sea Islanders to Queensland's vibrant multicultural landscape.

The department engaged an Australian South Sea Islander and First Nations graphic designer to create the anniversary artwork being used on digital and print materials.

A display building awareness of the history and contributions of Australian South Sea Islanders was featured at the Rockhampton and Mackay Shows in June. This display will also feature at the Ekka in Brisbane shortly.

The department is also sponsoring a two-day 'Recognition, Reclamation and Determination: Australian South Sea Islander Conference' organised by the Queensland United Australian South Sea Islander Council to be held in Rockhampton in November.

I am also proudly co-hosting a commemorative event with the Premier later this year that will bring Australian South Sea Islander community members and supporters together to reflect on the anniversary and reaffirm our commitment to the Recognition Statement.

Question on Notice

No. 10

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

With reference to Page 5 of the SDS, I note the Minister's recent release of the Celebrating Multicultural Queensland Grants Program. What changes has the Minister made to the program?

ANSWER:

The Celebrating Multicultural Queensland Grants Program and funding guidelines were reviewed following community feedback.

The program will be delivered over two rounds offering \$500,000 per round. Round one is for January to June events, and round two is for July to December events. This will help organisations who run events later in the year to apply for funding when they are more progressed in the planning process.

The guidelines now clarify that intercultural sporting events are eligible under the program, noting that sport is very effective in bringing people from different backgrounds together.

The program caps expenditure on performers and entertainment at \$5,000 of events funding and notes they must be local, Queensland based artists, encouraging a mix of urban, regional and remote talent where possible. Previously there was no cap nor prioritisation of local artists.

Expectations around outcomes monitoring to ensure clear, measurable outcomes have been strengthened.

The application form has also been reviewed to streamline and simplify the process for applicants as much as possible.

Question on Notice

No. 11

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

With regards to page 4 of the SDS, which references the \$5 Million Multicultural Connect Grants, can the Minister explain how these grants will assist Queensland's Multicultural communities?

ANSWER:

The Multicultural Connect grants program will offer grants of up to \$500,000 to support new and upgraded sports and community facilities for not-for-profit multicultural organisations in Queensland.

This will support more multicultural groups into permanent facilities, or increase or improve current facilities. Many multicultural groups have grown from a few people to large communities without having dedicated or permanent facilities to call home.

The Multicultural Connect grants program will provide infrastructure to connect communities year-round, and places to provide the wrap around support services that multicultural communities provide to each other.

Question on Notice

No. 12

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

With reference to page 2 of the SDS and the funding surrounding the work of the *Meriba Omasker Kaziw Kazipa* Commissioner, can the Minister please explain how this funding will benefit Torres Strait Islander peoples?

ANSWER:

The Queensland Government is investing \$6.8 million in new funding over 3 years from 2026-27 making a total of \$8.9 million to support the work of the Meriba Omasker Kaziw Kazipa (MOKK) Commissioner and the ongoing implementation of the *Meriba Omasker Kaziw Kazipa (Torres Strait Islander Traditional Child Rearing Practice) Act 2020*. This is funding that was not previously allocated to continue to support this important initiative.

This funding directly benefits Torres Strait Islander peoples by ensuring their traditional child-rearing practices are recognised in Queensland law through Cultural Recognition Orders (CROs) and by strengthening culturally safe access to government and community services. This work gives Torres Strait Islander families legal certainty that respects culture.

The frontline network of Cultural Support Officers (CSOs)—trusted local people who walk alongside families, translate legal steps into cultural context, and gather required consents from Elders and family lines. Their case management one on one service delivery model increases culturally safe participation, and ensures families are not left to navigate the process alone.

Travel and engagement resources allow the Office to reach families where they live—including very remote islands in the Torres Strait, Northern Peninsula Area communities, and mainland centres with significant Torres Strait Islander populations. This improves equity of access and reduces cost and distance barriers.

Resources enable coordinated work with Legal Aid Queensland and Births, Deaths and Marriages Queensland so that once a CRO is made, the child's (or adult's) identity documents can be aligned with their recognised parents. This unlocks access to schooling, post-school training, health care, social security, inheritance pathways, and travel documentation.

Communication materials—in plain English and Torres Strait languages—help families understand eligibility, consent requirements, and the benefits of legal recognition. Better-informed families means faster, and more complete applications.

Resourcing the program in-region creates jobs (CSOs, liaison, admin) and builds professional skills for Torres Strait Islander staff. This supports economic participation while strengthening culturally grounded governance in service delivery.

Question on Notice

No. 13

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

With reference to page 2 of the SDS and the funding of the *Meriba Omasker Kaziw Kazipa* Commissioner, can the Minister advise how many Cultural Recognition Orders have been made?

ANSWER:

As of 29 July 2025, a total of 110 Cultural Recognition Orders (CROs) have been granted under the *Meriba Omasker Kaziw Kazipa (Torres Strait Islander Traditional Child Rearing Practice) Act 2020*, which commenced on 1 July 2021.

In 2024-25, 55 CROs were granted. In the current 2025–26 financial year, nine CROs have been granted.

Question on Notice

No. 14

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

With reference to page 1 of the SDS which states that the Department will develop a plan for Queensland's future by co-ordinating whole-of-government efforts to lift living standards in Aboriginal and Torres Strait Islander communities, particularly in remote and discrete communities; can the Minister please outline how Community Enterprises Queensland contributes to the living standards of these Queensland communities?

ANSWER:

Community Enterprise Queensland (CEQ) is a not-for-profit Queensland Government statutory body, governed by the *Aboriginal and Torres Strait Islander Communities (Justice, Land and Others Matters) Act 1984*, and is responsible for providing goods and essential services to the Torres Strait, Northern Peninsula Area (NPA), and mainland Aboriginal remote communities through its network of 31 stores.

CEQ recognises that a significant issue facing the people of the Torres Strait, NPA and remote Indigenous communities is the rising cost-of-living, which is a large determinant of living standards in the locations served.

CEQ's initiatives to support living standards are broader than simply providing essential goods at a fair price. From cost-of-living support and major store upgrades to pioneering initiatives in nutrition, hygiene, and sustainability, CEQ continues to strengthen its role as a community-first not-for-profit service provider across the Torres Strait, NPA, Cape York Peninsula, Doomadgee and Palm Island.

In 2024-25 CEQ's 'Good Pasin' (Give Back) community reinvestment program supported over 400 applications with in-kind assistance to not-for-profit community organisations and individuals by way of sponsorships and donations.

The Good Pasin program included utilising the expertise and retail experience within CEQ to partner with the NPA Regional Council to enhance grocery access for residents in the Cape York community of Injinoo at the Council owned Injinoo Service Station to include an expanded grocery range tailored to the community's needs. This improvement meant that residents could reduce their need to travel to Umagico and Bamaga for essential supplies.

CEQ aims to be an employer of choice in regional Queensland, with a diverse workforce of over 400 team members. Ninety per cent of the remote team members employed at CEQ identify as Aboriginal or Torres Strait Islander peoples and many community members in remote locations in Queensland started their working careers in a CEQ operated store.

CEQ supports nutrition across the network and has introduced an internal nutrition policy that guides CEQ's stocking, pricing, and operational practices. One of the key achievements from this policy has been the focus of promotional efforts towards healthy products and providing customers with a shopping experience free from promotion of less healthy food and drinks.

Additionally, the Gather + Grow Healthy Stores Project is delivered in partnership with Health and Wellbeing Queensland to build the capacity and capability of remote food stores, by seeking to modify in-store environments to promote healthier food purchasing and support the employment by CEQ of a First Nations Nutrition Cadet.

An example of an important hygiene initiative by CEQ was the delivery of 70 hygiene care packs to Torres Strait Kaziw Meta boarding students, supporting good hygiene practices and student wellbeing.

Question on Notice

No. 15

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

With reference to page 1 of the SDS which states that the Department will develop a plan for Queensland's future by co-ordinating whole-of-government efforts to lift living standards in Aboriginal and Torres Strait Islander communities, particularly in remote and discrete communities; can the Minister please advise how customers of Community Enterprises Queensland stores are being supported with cost of living pressures?

ANSWER:

Community Enterprise Queensland (CEQ) operates 31 retail stores in some of the most remote parts of Northern Queensland and the Torres Strait and provide essential goods and services to communities including fresh fruit and vegetables, meat, groceries, fuel, gas, hardware, household appliances, furniture, mattresses and bedding and ATM facilities.

CEQ is aware of the need to ensure the availability and affordability of healthy food and essential staples to Aboriginal and Torres Strait Islander communities and offers specials and other incentives in store to help with the cost-of-living burden in remote communities.

All CEQ eligible stores have now been approved by the Queensland Rural and Industry Development Authority (QRIDA) for the Queensland Government Remote Communities Freight Assistance Scheme subsidy for eligible purchases. This discount applies to essential goods, such as fruit and vegetables, fresh meat and dairy, frozen goods, and groceries and is received by the customer at the register when they purchase their goods. Additionally, CEQ administers the Australian Government's Low-cost Essentials Subsidy Scheme (LESS) to reduce the cost of more items for its customers.

CEQ also offers specials and other incentives in store to help with the cost-of-living burden in remote communities and other initiatives to support customers of CEQ stores include:

- \$200,000 invested to bring down the price of staple items for the last three months of the year
- \$800,000 investment in Good Pasin (Give-back) to support families and organisations
- \$2,000,000 invested in wet season flights over 28 weeks without raising shelf prices
- \$415,000 invested to keep water at \$1.00 for customers
- \$750,000 in freight efficiencies, keeping costs down as volumes increase
- \$67,000 to support 74 sorry business activities
- free fruit for kids totalling \$50,000.

Question on Notice

No. 16

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

In reference to page 2 of the SDS of funding of \$20 million over 4 years to help women return to the workforce, can the Minister please advise who will be eligible to receive this funding?

ANSWER:

Consistent with the announcement of the program, and as published in the Women's Economic Security and Wellbeing Report 2025, and the Women's Economic Security Statement 2025-26 budget paper, the program will support Queensland women who want to transition back into the workforce after having children, caring for family or illness. Eligibility requirements will be released in due course, but will include having been out of work for more than six months or under-employment.

Question on Notice

No. 17

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

In reference to page 2 of the SDS of funding of \$20 million over 4 years to help women return to the workforce, can the Minister please advise what is the maximum funding available per participant?

ANSWER:

Consistent with the announcement of the program, and as published in the Women's Economic Security and Wellbeing Report 2025, participants will be able to access up to \$5000.

Question on Notice

No. 18

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

In reference to page 2 of the SDS of funding of \$20 million over 4 years to help women return to the workforce, can the Minister please advise what types of expenses this funding will be for?

ANSWER:

Consistent with the announcement of the program, and as published in the Women's Economic Security and Wellbeing Report 2025, recipients will be able to spend funds on essential costs that can be barriers to re-entering the workforce, including:

- Workwear
- Childcare
- Re-certification and training
- Preparation of CVs or job-seeking coaching
- Tools and technology
- Work relocation costs.

Question on Notice

No. 19

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

With reference to the SDS can the Minister outline in detail the State Government's plans to spend the \$20 million allocated in this State Budget over the next four years to improve women's participation rates in the workforce, strengthen economic security and improve socio-economic outcomes for women in Queensland?

ANSWER:

As per Budget Paper 4, page 64, the government is providing additional funding of \$20 million over 4 years to help women get back into the workforce with grants to cover essentials such as workwear, childcare and retraining. The initiative will assist women's participation rate in the workforce, strengthen economic security and improve socio-economic outcomes for women in Queensland.

The Women's Economic Security Statement 2025-26 budget paper also outlines additional expenditure across Government intended to improve women's economic security.

Question on Notice

No. 20

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE ASKED THE MINISTER FOR WOMEN AND WOMEN'S ECONOMIC SECURITY, MINISTER FOR ABORIGINAL AND TORRES STRAIT ISLANDER PARTNERSHIPS, MINISTER FOR MULTICULTURALISM (HON F SIMPSON)—

QUESTION:

The SDS states that the department will administer the \$108 million Closing the Gap Priorities Fund to deliver frontline tangible projects in rural, remote and discrete communities. How will those projects be monitored and assessed to ensure they are aligning with the Closing the Gap priorities?

ANSWER:

Guidelines for the Closing the Gap Priorities Fund will shortly be released.

Reporting on funded initiatives and outcomes will be part of the conditions of funding agreements.

**Pre-hearing Questions on notice and
Responses – *Minister for Families,
Seniors and Disability Services and
Minister for Child Safety and the
Prevention of Domestic and Family
Violence***

Question on Notice

No. 1

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

With reference to the SDS, including pages 2 and 10 can the Minister advise—

- a) on the breakdown of the 312 additional FTE allocated in the 2025-26 Budget for the Child Safety Service Stream above the 2024-25 Adjusted Budget, reported separately by position type;
- b) what new funding has been allocated in the 2025-26 Budget and across the identified forward estimates to deliver a 20% uplift to Child Safety Officers; and
- c) how many additional Child Safety Officers will be required in 2025-26, 2026-27, and 2027-28 to implement the Government's Safer Children, Safer Communities plan, reported separately by year?

ANSWER

- a) A breakdown of the 312 FTE movement between the 2024-25 Adjusted Budget and the 2025-26 Budget is provided below.

	FTE Movement
Frontline and Frontline Support	166.1
Corporate Services	25.0
Yet to be allocated	120.9
TOTAL	312.0

- b) Funding of \$77.6 million is committed over four years from 1 November 2024 to 30 June 2028 to support a 20 per cent increase to Child Safety Officer numbers as follows:
 - \$1.9 million in 2024-25;
 - \$13 million in 2025-26;
 - \$26 million in 2026-27; and
 - \$36.7 million in 2027-28.
- c) An additional 254.2 FTE Child Safety Officers are scheduled to roll out over four years from 1 November 2024 to 30 June 2028 as follows:
 - 20 FTE in 2024-25 (allocated);
 - 100 FTE in 2025-26;
 - 75 FTE in 2026-27; and
 - 59.2 FTE in 2027-28.

Question on Notice

No. 2

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

With reference to the SDS, including pages 1 and 2 and with regards to the workforce required to deliver the Safer Children, Safer Communities plan, can the Minister advise—

- a) when the residential care workforce strategy developed by PeakCare through government funding will be made public;
- b) when the government's response to the recommendations of the residential care workforce strategy will be made public;
- c) how much new funding has been provided in the 2025-26 Budget and across the identified forward estimates to implement recommendations of the residential care workforce strategy?

ANSWER

The Department of Families, Seniors, Disability Services and Child Safety continues to focus on delivering the Queensland Government's election commitments and improving outcomes for children experiencing vulnerability.

The department has provided funding of \$3.3 million to PeakCare to deliver three initiatives, including the development of the Residential Care Workforce Strategy; expansion of Queensland's Hope and Healing sector training framework; and to establish a new sector-led forum to showcase and recognise best practice across the sector .

The department will consider the Residential Care Workforce Strategy (the Strategy) when it is finalised, including any public release of the Strategy and the Government's response to any recommendations.

Question on Notice

No. 3

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

With reference to the SDS, including pages 1 and 2 and with regards to delivering the election commitments related to the Safer Children, Safer Communities plan, can the Minister advise—

- a) how much new funding has been provided in the 2025–26 Budget and across the identified forward estimates to implement a “... new independent complaints review process ... to escalate serious concerns about complex cases and restore critical support for families and carers”; and
- b) when will the new independent complaints review process be operational?

ANSWER

In 2025–26, the Department of Families, Seniors, Disability Services and Child Safety will continue to deliver Government Election Commitments related to child safety and the child protection system. The 2025–26 Budget included funding related to commitments under the *Safer Children, Safer Communities Plan*.

The Child Safety Commission of Inquiry (Commission of Inquiry) has been asked to review the effectiveness of the department's complaints processes.

Delivery of a new independent complaints and escalation review process, including future funding considerations, will be informed by the outcomes of the Commission of Inquiry, subject to future government consideration.

Question on Notice

No. 4

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

With reference to the SDS, including pages 1, 2 and 7 and the Federal Funding Agreement, will the Minister outline under the agreement:

- the number of Queensland frontline DV workers funded to date;
- the number of frontline DV workers employed to date;
- the number of frontline DV workers who have commenced service to date;
- the number of contracts yet to be progressed; and
- provide in table format the number of positions allocated to each DFV organisation/service to date?

ANSWER

As part of the 2022-23 Federal Budget, the Commonwealth Government committed funding for 500 new frontline workers nationally to support women and children experiencing domestic, family and sexual violence (DFSV).

Under the *Family, Domestic and Sexual Violence Responses 2021-2030 Schedule under the Federation Funding Agreement – Affordable Housing, Community Services and Other* (Federal Funding Agreement), Queensland was allocated \$37.154 million over four years from 2022-23 to deliver 111.6 new frontline workers to support women and children experiencing DFSV.

Queensland undertook a phased rollout to the workers:

- Stage One prioritised sexual assault services;
- Stage Two prioritised DFV services to target specific geographical regions and priority cohorts, including people from culturally and linguistically diverse backgrounds, people with disability, and Aboriginal and Torres Strait Islander people; and
- Stage Three prioritised LGBTIQ+ health community organisations.

Funding has been allocated for 113 workers, with contracts for all 113 workers executed and funding provided to organisations.

The most recent Commonwealth Government dashboard published as at 31 July 2025 stated 112 FTE and 131 workers having commenced service delivery. This means Queensland has exceeded its target of 111.6 FTE and has now fully delivered this initiative.

The remaining one FTE has been employed and will commence service delivery soon. At this point, 113 FTE and 132 workers will have commenced service delivery.

A table outlining the number of FTE allocated to each DFV organisation is provided below:

Organisation name	FTE allocated
CatholicCare Central Queensland	2
Centre Against Domestic Abuse Inc	2
Centre Against Sexual Violence Inc	4
Coalition on Criminal Assault in the Home (North Queensland) Inc	2
Community Action Inc	1
Diverse Voices (Gay and Lesbian Welfare Association Inc.)	2
Domestic Violence Action Centre Inc	6
Domestic Violence Prevention Centre Gold Coast Inc	2
Domestic Violence Resource Service (Mackay & Region) Inc	2
DVConnect Ltd	3
Family Planning Queensland	4
Five Bridges Ltd	1
Gold Coast Centre Against Sexual Violence Inc	2
Islamic Women's Association of Australia Inc	2
Laurel Place Inc	4
Lifeline Darling Downs And South West Queensland Limited	4
Lutheran Church of Australia Queensland District (Lutheran Community Care)	1
Macleod Accommodation Support Service Inc	2
Migrant Women's Emergency Support Service Inc	3
Murrigunyah Aboriginal and Torres Strait Islander Corporation for Women	2
North Queensland Combined Womens Services Incorporated	2
Northern Peninsula Area (NPA) Family and Community Services Aboriginal & Torres Strait Islander Corporation	2
Open Doors Youth Service Inc.	1
Phoenix House Association Inc	2
Pormpur Paanthu Aboriginal Corporation	1
Red Rose Foundation Ltd	2
Relationships Australia (QLD) Australia	1
Sandgate and Bracken Ridge Action Group Incorporated	1
Save The Children Australia	8
Settlement Services International Limited	1
Sisters Inside Inc	4
South Burnett CTC Inc	2
SUNNYKIDS LTD	1
Tableland Rape and Incest Crisis Centre	2
The Centre for Women and Co Ltd	1
The Corporation of the Synod of the Diocese of Brisbane	1
The Corporation of the Trustees of the Roman Catholic Archdiocese of Brisbane	2
The Women's Community Aid Association (Qld) Ltd	4
The Women's Legal Service Inc	1
Tully Support Centre Inc	1
UnitingCare Community	4
W W I L D - Sexual Violence Prevention Association Inc	2
Warringu Aboriginal and Torres Strait Islander Corporation	2
Wide Bay Sexual Assault Service Inc	2
Women's Crisis Support Service Incorporated	1
Women's Health Awareness Group of Gladstone Inc	4
Women's Health Information and Referral Service Central Queensland Inc	2
YFS LTD	1
Zig Zag Young Womens Resource Centre Inc	4
Total	113

Question on Notice

No. 5

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

With reference to the SDS, including pages 1, 2 and 7, will the Minister advise on funding allocated in 2025-26 Budget to provide baseline resources for the delivery of Domestic and Family Violence perpetrators programs, listed separately by funding allocation?

ANSWER

In the 2025-26 Budget, the Queensland Government has allocated a total of \$21.429 million in baseline resources to support the delivery of domestic and family violence perpetrator programs. This includes baseline funding of \$17.528 million for Perpetrator Intervention Programs and \$3.901 million for Men's Support Services.

These programs assist men to address their own use of domestic and family violence and other destructive patterns in their personal lives and relationships.

Question on Notice

No. 6

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

With reference to the SDS including pages 1, 2 and 7, and to the Family, Domestic and Sexual Violence Responses 2021-27 National Partnership, will the Minister provide:

- a) an itemised breakdown of initiatives under the partnership in Queensland; and
- b) expenditure allocated to each initiative for the 2025/26 financial year?

ANSWER

The Queensland Government is working with the Commonwealth Government and other state and territory jurisdictions to address and prevent domestic, family, and sexual violence (DFSV) at the national level. Since 2021, this has included working together through a national agreement to deliver key initiatives, including:

- critical DFSV services to meet demand and support those who need it most;
- initiatives to align with key policy frameworks such as the *National Plan to End Violence against Women and Children 2022-2032*;
- the recruitment of 500 new frontline and community DFSV sector workers nationally, and
- innovative approaches to address perpetrator behaviour.

On 13 February 2025, I signed the *2025-30 Family, Domestic and Sexual Violence Responses Federation Funding Agreement* (FDSV FFA) [formerly known as the *FDSV National Partnership Agreement* (NPA)]. Under this new agreement, the Queensland Government has committed \$75.8 million over five years from 2025–26, to be matched by the Commonwealth Government. This funding is held centrally, subject to finalisation of the bilateral project plan, which will detail the breakdown of funding against key initiatives.

Queensland's project plan for the FDSVR FFA will align with the Government's reform agenda for DFSV prevention, early intervention, crisis and recovery support, and holding persons using violence to account. The Queensland Government will deliver a new reform strategy for domestic and family violence by the end of 2025, and that strategy will guide the FFA funding in alignment with the national goals.

The Queensland Government is committed to ensuring that every dollar invested in the DFSV system delivers the best possible outcomes for the people who need support from that system. To achieve this, we are taking the time to carefully settle the details of the project plan that will guide future investment. This approach ensures funding is aligned with the strategic priorities of the Government, enabling a more effective and sustainable response to community and sector needs.

While work is underway with the Commonwealth Government to finalise the project plan, funding continues to flow to frontline services. The sector-wide boost to ongoing funding in **last year's budget** was in recognition of growing demand and to provide certainty from the State in light of the time-limited nature of NPA funding.

Question on Notice

No. 7

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

With reference to the SDS, including pages 2 and 10 and the funding of “a SecureCare residential facility specifically designed for children and young people in the out-of-home system who are a danger to themselves and others”, can the Minister advise:

- a) what consultation has been done with the disability sector regarding this commitment; and
- b) whether there has been scientific modelling to understand the impact of the committed services for children entering SecureCare who may have a disability?

ANSWER

All children and young people deserve to feel cared for and nurtured in stable environments, safe from abuse, neglect, violence and harm.

The Queensland Government’s *Safer Children, Safer Communities* plan includes a commitment to deliver a \$50 million SecureCare facility by 2028 for young people with mental health needs who are a danger to themselves or others.

The Department of Families, Seniors, Disability Services and Child Safety is working to develop an evidence-based SecureCare model, including appropriate policy, legislative, and program elements.

In line with my Ministerial Charter letter, I am committed to extensive consultation in the design and development of the SecureCare facility.

Relevant research and modelling will be considered to inform the design and development process. This will include engagement with, among others, the disability sector to ensure the model draws on relevant learnings and expertise from other systems.

Question on Notice

No. 8

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

With reference to the SDS, including page 8 and the objective of promoting the safety, inclusion, engagement, rights and social and economic participation of seniors, can the Minister provide an update on the status of the Seniors support package, which received additional funding in the 2024-25 budget, including:

- a) how much funding has been allocated thus far; and
- b) the programs and capital expenses of the package, listed in table format.

ANSWER

Prior to my appointment as Minister, the 2024-25 Queensland State Budget did not allocate additional funding to Seniors.

An Age-friendly Queensland: The Queensland Seniors Strategy 2024-2029 was released within existing resources.

Question on Notice

No. 9

Asked on 22 July 2025

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

How is the Department of Families, Seniors, Disability Services and Child Safety's 2025–26 Budget delivering on the Crisafulli Government's commitments to restore safety for all Queenslanders and put victims' rights first?

ANSWER

The 2025–26 Budget for the Department of Families, Seniors, Disability Services and Child Safety provides funding to restore safety for Queenslanders, including victim-survivors of domestic and family violence (DFV).

The 2025–26 Budget delivers multiple DFV election commitments that aim to keep victim-survivors safe. These include increasing funding to, and doubling the capacity of, Womensline and Mensline and delivering a North Queensland-based hub; increasing funding to provide grants to community organisations including DV Safe Phones; and expanding Hope Hub Recovery Centres to three additional sites.

The 2025–26 Budget also provides funding for Protea Place Women's Support Centre, Warwick WillowTree 37 and Miracle Mums Movement to support vulnerable women experiencing or recovering from DFV.

Further detail about the department's 2025–26 Budget Measures can be found in *Budget Paper 4: Budget Measures*, available at <https://budget.qld.gov.au/files/Budget-2025-26-BP4-Budget-Measures.pdf>.

Question on Notice

No. 10

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

Can the Minister provide an update on the department's work to reduce reliance on Individual Placement Support placements and provide stability for vulnerable children in care?

ANSWER

All children and young people deserve to be safe, nurtured and cared for. If they are unable to live with their own families, it is our responsibility to ensure they receive the best possible help and support so they may fulfill their potential and live their best lives.

The Queensland Government has committed to a child safety agenda that emphasises improved outcomes for vulnerable children, supports family preservation, facilitates cultural safety and increases focus on early intervention to break the cycle of youth crime with a focus on discipline and education.

Our *Safer Children, Safer Communities* (SCSC) policy includes major commitments to develop and fund new services and placement options for the complex children and young people who are currently being supported through Individualised Placement and Support (IPS) arrangements.

One of the first things I did as Minister was meet with stakeholders from the Residential Care sector and the Department of Families, Seniors, Disability Services and Child Safety has established a SCSC Taskforce made up of peak bodies and key stakeholder who will provide advice on the development and implementation of the SCSC Strategy, including the specific initiatives related to placements for complex children and young people.

On 18 May 2025, the Queensland Government announced a Commission of Inquiry into Child Safety which commenced on 1 July 2025 and will investigate the effectiveness of the system in keeping children safe, with a focus on the residential care system and the reliance on IPS packages.

To support the work to reform the placement service system and reduce reliance on IPS packages, the 2025-26 Budget includes:

- funding of \$70.1 million over three years to provide a \$1500 boost for foster and kinship carers;
- funding of \$28.8 million over four years to commence a pilot of Professional Foster Care for children with disabilities and complex needs;
- funding of \$10.9 million over four years to deliver a stronger model of care in residential settings with dual carers; and
- \$4.3 million of operating funds to commence the work to establish a secure care service.

Question on Notice

No. 11

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

Can the Minister provide an update on the status of the rollout of Secure Care services in Queensland?

ANSWER

All children and young people deserve to feel cared for and nurtured in stable environments, safe from abuse, neglect, violence and harm.

The Queensland Government's *Safer Children, Safer Communities* plan includes a commitment to deliver a \$50 million SecureCare facility by 2028 for young people with mental health needs who are a danger to themselves or others.

The Department of Families, Disability Services and Child Safety is working to develop an evidence-based Secure Care model. I am committed to extensive consultation in the design and development of Queensland's first SecureCare facility.

The 2025-26 Budget allocated additional funding of \$4.3 million and capital funding of \$50 million over three years to deliver this commitment. This includes \$10 million in 2025–26 to deliver the capital works for SecureCare.

Work is well underway towards developing a SecureCare model, including identifying appropriate policy, legislative, and program elements of the model.

Question on Notice

No. 12

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

Can the Minister advise how the new UNIFY system is supporting the Crisafulli Government's commitment to collect and evaluate data to ensure funding is well-spent and intended outcomes are reached?

ANSWER

Unify is supporting the Queensland Government's commitment to ensure funding is well-spent and intended outcomes are reached by combining smarter ways of working with modern technology to improve services for vulnerable Queenslanders. It is not just a new system, it's a major step forward in how frontline staff deliver support and how outcomes are tracked and improved.

Unify is designed to be client-focused, meaning it helps staff respond to the specific needs of children, young people, families, and communities more quickly and effectively. This leads to earlier interventions that can make a real difference.

It is also built for collaboration, making it easier for different government agencies and non-government partners to share information and work together. This ensures that clients receive coordinated support, rather than being passed between disconnected services.

Importantly, Unify is data-driven, which means it assists the Department of Families, Seniors, Disability Services and Child Safety to monitor outcomes and understand what's working. This allows future investments to be directed toward programs and services that deliver real results.

Some of the key benefits already being seen include:

- More time with clients: staff spend less time on paperwork and more time providing support.
- Better care and services: with improved access to client information and stronger data tools, staff can make better decisions and provide the right help at the right time.
- Improved data sharing: information about clients is easier to access and share, which supports more joined-up responses.
- Client involvement: clients can view and contribute to their own profiles, giving them more control and transparency.
- Flexible technology: the system is built to grow and adapt with changing service needs, ensuring it stays relevant and effective.

Together, these improvements mean that Unify is not only helping staff do their jobs better, it is also making sure that public funds are used efficiently and services are delivering the outcomes they're meant to.

Question on Notice

No. 13

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

Can the Minister advise how this budget is supporting the Crisafulli Government's commitment to progress the Women's Safety and Justice Taskforce recommendations?

ANSWER

The Queensland Government remains steadfast in its commitment to enhancing the safety and justice outcomes of women in Queensland, with ongoing efforts guided by the recommendations of the Women's Safety and Justice Taskforce (the Taskforce).

Implementation of the Queensland Government's response to the Taskforce commenced in 2022 and continues across multiple government agencies.

The 2025-26 Budget includes funding of \$52.8 million to continue the implementation of Taskforce recommendations.

This includes \$4.395 million for primary prevention, \$6.309 million for perpetrator prevention programs and \$5.229 million for additional women's safety and violence prevention High Risk Teams. There is also scope to explore alternative solutions that are clearly defined and focused on measurable outcomes.

The Queensland Government's funding commitment seeks to ensure delivery of the intent of recommendations in a considered and measurable manner that focuses on outcomes, not individual recommendations, and holds persons using violence to account and achieving meaningful, lasting change.

Question on Notice

No. 14

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

With reference to page 2 of the SDS, can the Minister provide an update on the *National Partnership Agreement on Family, Domestic and Sexual Violence Responses 2025–30* funding and delivery?

ANSWER

The *Family, Domestic and Sexual Violence Responses 2021-2030 Schedule under the Federation Funding Agreement – Affordable Housing, Community Services and Other* (the FDSVR 2021-30 FFA, formerly known as the National Partnership Agreement) gives effect to a new FDSVR 2025-30 component.

To fund the FDSVR 2025-30, the Queensland Government has committed \$75.8 million over five years from 2025–26, to be matched by the Commonwealth Government.

Queensland's project plan for the FDSVR 2025-30 is being finalised with the Commonwealth to ensure it aligns with the Queensland Government's reform agenda for domestic, family and sexual violence (DFSV) prevention, early intervention, crisis and recovery support, and holding persons using violence to account.

The Queensland Government will deliver a new reform strategy for domestic and family violence by the end of 2025. This strategy will guide the FDSVR 2025-30 funding in alignment with the national goals.

The Queensland Government is committed to ensuring every dollar invested in the DFSV system, including through the FDSVR 2025-30, delivers the best possible outcomes for Queenslanders who need support from this crucial service system.

By taking this considered approach, we are confident the FDSVR 2025-30 funding and delivery will not only help to meet current demand but also position the sector to better respond to emerging challenges. This is about creating a system that is both responsive and resilient, ensuring every Queenslanders in need receives the support they deserve.

Question on Notice

No. 15

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

With reference to page 2 of the SDS, can the Minister advise how this budget is supporting the delivery of the Crisafulli Government's election commitments in the Families portfolio?

ANSWER

The Queensland Government is dedicated to ensuring safety where you live, providing health services when you need them, building a strong economy through respect for your money and creating a government that works for Queenslanders. In order to deliver on this positive vision for Queensland, it is our priority to deliver on all Government Election Commitments (GECs).

The 2025-26 State Budget has allocated \$62.5 million total funding to deliver 35 GECs in the Families portfolio, with an additional two to be delivered within existing resources. Funding allocated includes:

- \$7.02 million for upgrades to the premises of the Oxenford Men's Shed Inc, Mount Gravatt Men's Shed, Dickson Men's Shed and Stationary Aid and James Drysdale Reserve, the Collinsville Men's Shed, Labrador Men's Shed and the Mary Valley Men's Shed.
- \$42,000 for new tools and equipment for the Howard Men's Shed and Tin Can Bay Men's Shed.
- \$339,000 for new equipment and service delivery for the Fraser Community Meals on Wheels, Moreton Bay Meals on Wheels and Gympie Meals on Wheels
- \$3.3 million to upgrade local infrastructure including the Currimundi Community Hall, Machans Beach Hall, the Stratford Bowls Club, the Holloways Beach Community Hall, Yorkey's Knob Community Hall, Koah Hall, Kuranda Hall and the Bald Hills Memorial Hall.
- \$2.3 million to support U3A Bribie, Redlands and Southport with accommodation needs.
- \$1.85 million to support services delivered from Neighbourhood Centres, including Varsity Lakes Community Resource Centre, Logan East Community Neighbourhood Centre, Wynnum Community Place, and the Gatton and Laidley Community Centres.
- \$5 million for capital projects for Neighbourhood Centres in Goondiwindi and Moggill.
- \$150,000 towards renovations at the Maryborough Salvation Army.
- \$4.65 million over four years to support the delivery of domestic and family violence services including the Miracle Mum's Movement Inc. peer support service, Beyond DV Hope Hubs, and DV Safe Phone.
- \$31.25 million over four years to increase support for victims of domestic and family violence by expanding the Statewide Crisis Intake and Referral Service (Womensline and Mensline) and establish a new North Queensland hub providing greater crisis response and referral pathways.
- \$200,000 additional support for Senior Citizen Associations in Cairns.
- \$1.34 million to support a range of community services and associations including RTD Angels, Rosie's, the Gold Coast Lapidary Club and the Nerang Workplace Chaplain.
- \$6 million to support expansion of food relief programs in Caloundra and Nambour.

All commitments are currently progressing through appropriate procurement and funding processes to ensure community benefits are realised.

Question on Notice

No. 16

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

Can the Minister advise what the department is doing to support people with cost-of-living pressures?

ANSWER

The Queensland Government understands the pressures being experienced by Queenslanders, which is why we are delivering for Queensland to help lower household bills and support people experiencing financial hardship.

Through an investment of \$363.4 million in the 2025-26 State Budget to help seniors, pensioners, veterans and other Queenslanders living in low-income households across the State, the Queensland Government is:

- taking \$386 off power bills through the Energy Rebate Scheme and \$92 off the cost of reticulated gas, complemented by providing emergency assistance of up to \$720 once in a two-year period to assist low-income households experiencing short-term financial crisis and who are unable to pay their current electricity and/or reticulated natural gas account.
- providing a 20 per cent concession (up to a maximum \$200 per year) to lessen the impact of local government rates and charges on pensioners.
- providing \$120 per annum to eligible pensioner property owners in the South-East Queensland Water Grid to lessen the impact of water prices.
- locking in 50 cent fares on Translink bus, train and ferry services.
- providing up to 50 per cent off vehicle registration for pensioners, seniors and veterans, reducing registration from \$372.85 to \$186.45 for a 4-cylinder vehicle.
- providing free glasses every two years under the Spectacle Supply Scheme and free dental treatment, including dentures, through public dental clinics and hospitals.

To help people experiencing financial hardship, a further \$12.7 million has been allocated in the 2025-26 State Budget, comprising of:

- \$3.5 million for the continuation of additional investment in Emergency Relief for a further 12-months, providing support to people in immediate financial hardship;
- \$2.2 million to continue the Queensland Financial Resilience Program for a further 12-months, providing much needed financial counselling and resilience support in 20 locations across Queensland;
- \$6 million as Government Election Commitments to Gateway Care and The Everyday Foundation to provide food relief on the Sunshine Coast;
- \$700,000 to continue additional investment in school breakfast programs for a further six months; and
- \$300,000 additional funding for Meals on Wheels Moreton Bay over four years.

This is in addition to the Queensland Government's existing commitment of \$14 million in 2025-26 for financial literacy and resilience services, food rescue and redistribution services, school breakfast programs, meal delivery services, and emergency relief.

Question on Notice

No. 17

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

Can the Minister provide information about how the department is supporting older Queenslanders?

ANSWER

The Queensland Government recognises the importance of supporting seniors to be vital members of the community.

This means investing in opportunities for social connection, participation and inclusion – all key components of an age-friendly Queensland.

In 2025-26, we will invest \$6.8 million in the Seniors Social Isolation Program to keep older Queenslanders connected to each other and to their communities.

Social Isolation services offer information and advice to older people and can connect them to local services who provide a broad range of activities tailored to local need, from tai chi, dancing and craft to excursions and group activities.

There are 66 Seniors social isolation services across the State and older Queenslanders who have accessed these services have said they feel better informed, have learnt new skills and they continue to access services because they enjoy interacting with friends and they feel welcome and valued.

The Queensland State Budget 2025-26 allocated \$363.4 million to provide cost-of-living relief to seniors, pensioners, veterans and Queenslanders living in low-income households. Rebates and concessions are available for electricity, gas, rates, water, and motor vehicle registration.

Older Queenslanders can hear more about concessions and rebates and services to support them in their local community by attending a Seniors Expo or a Seniors Savings pop-up event. In the 2025 calendar year to date, we have held eight Seniors Expos and six Seniors Savings pop-up events, collectively engaging with more than 2,000 older people. There are more expos and pop-ups to come in 2025.

On 10 December 2024, we delivered on our First 100-day commitment to establish a Queensland Parliamentary Inquiry into Elder Abuse in Queensland. The Committee is inquiring into the nature and extent of elder abuse in Queensland, the effectiveness and cohesiveness of responses and opportunities to improve those responses.

In March 2025, we launched the Age-friendly Community Development Grant Program to build partnerships with local government to work collaboratively towards an age-friendly Queensland.

Seven local councils across South-East Queensland, North-West Queensland and Central Queensland will share in \$300,000 total grant funding. Funded activities include an age-friendly community audit, remote cattle station meetups and intergenerational storytelling projects.

Each October we celebrate Seniors Month. The 2025 theme “Connect and Celebrate” recognises that strong communities are connected communities. It focuses on the importance of ensuring Queensland seniors are supported to live active, healthy and productive lives and are connected, cared for and celebrated.

In 2025, 55 community organisations will share in \$100,000 funding to support a Seniors Month event in in their local community.

We are delivering on our commitment to ensure that government policies, programs and services are age-friendly and inclusive and help people age well when they live.

Question on Notice

No. 18

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

What steps is the Crisafulli Government taking to ensure the viability and sustainability of the disability support provider sector during this period of reform?

ANSWER

The Queensland Government is committed to progressing the National Cabinet agreement to secure the future of the National Disability Insurance Scheme (NDIS), in parallel with work underway by Health Ministers to strengthen the health system.

This includes working closely with the Commonwealth, state and territory governments to inform changes to the NDIS and design foundational supports.

Stakeholders have raised concerns the Commonwealth Government is making changes to the NDIS too quickly and without adequate consultation with people with disability or the disability service sector.

The Queensland Government continues to work with stakeholders through the Queensland Disability Stakeholder Engagement and Codesign Strategy and regular engagement with disability peak and advocacy organisations, to inform our contribution to reform activity to ensure that service gaps are not created, and that the Queensland service provider market is ready.

The Queensland Government has also advocated strongly to the Commonwealth about the impacts of recent NDIS pricing changes on the Queensland disability provider sector. For some years, the sector has raised concerns that NDIS pricing does not adequately reflect the cost of delivering services, negatively impacting service quality, availability, and provider viability.

Queensland will continue to work closely with the Commonwealth, state and territory governments to advocate strongly for the provider sector and ensure the interests of Queenslanders with disability and the sector are represented.

Question on Notice

No. 19

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

Referring to the SDS, \$10.9 million will be spent over 4 years to help deliver a dual-carer model in residential care to address concerns about safety and oversight in these facilities. Can the Minister outline how this can be achieved given that carers currently do not have a legislative instrument that allows them to keep a child from leaving the facility at any time of the day or night?

ANSWER

The appropriate safety and oversight of children in residential care begins when there is adequate staffing to meet the needs of these children and provide them with the care and support they need.

As part of the Commission of Inquiry announced in relation to the child safety system, the models of residential care are to be investigated, including the systemic and policy failures that have impeded the ability to appropriately support families and protect children at risk of harm.

While the Commission is in place we will not stop considering ways in which the support of children in residential care can be improved.

The commitment to a dual carer staffing model is one way in which the staffing arrangements in residential care homes can be strengthened to support the care of children with very complex needs. It will allow for more individualised care and support, enable stronger relationships with children in their care, provide a safer and more stable environment, and enable carers themselves to share the caring responsibilities.

Implementation of the dual carer staffing model is not contingent on legislative reform and will be delivered through future procurement processes.

Question on Notice

No. 20

EDUCATION, ARTS AND COMMUNITIES COMMITTEE asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CAMM)—

QUESTION

With reference to the SDS, can the Minister outline how the new North Queensland-based domestic and family violence hub will serve both male and female victims of domestic and family violence?

ANSWER

Domestic, family and sexual violence is never acceptable, no matter the sex or gender of the victim. The Queensland Government acknowledges that men can, and do, experience domestic and family violence, and it is essential that all victim-survivors have access to the help and support they need.

The Queensland Government is committed to ensuring that all people experiencing domestic, family, and sexual violence have access to an effective, responsive, and safe 24-hour, seven days a week intake and referral service system, particularly in times of crisis.

In support of this, the Queensland Government has committed \$31.3 million over four years from 2024–25 to double both Womensline and Mensline capacity to help more victims of domestic and family violence and deliver a better crisis response across the service system through a North Queensland-based networked hub model.

Work is underway engaging with local services and stakeholders in North Queensland to identify gaps and barriers within the current service system for victim-survivors seeking domestic and family violence support. This engagement will inform the design of the improved crisis and referral system in North Queensland.

Documents tabled at hearing 7 August 2025

1. News article, (30 July 2025) "Queensland Teachers' Union says improvement in conditions priority ahead of strike, government confident a deal can be reached" – tabled by Hon. Di Farmer MP, Member for Bulimba
2. News article, ABC Radio Mornings (31/07/2025), "Education Minister John-Paul Langbroek discusses the impending teachers' strike, issues facing teachers and schools and NAPLAN results" – tabled by Hon. Di Farmer MP, Member for Bulimba
3. Email from Principal to Parents and Carers (5 August 2025), "Attendance at School Wednesday 6 August due to Industrial Action" – tabled by Hon. Di Farmer MP, Member for Bulimba
4. Education document, undated, source unknown, "Roll marking on day of Protected Industrial Action" – tabled by Hon. Di Farmer MP, Member for Bulimba
5. Extracts of Dr Christian Rowan MP's social media featuring meetings with Queensland Teachers' Union members – tabled by Hon. Di Farmer MP, Member for Bulimba
6. News article, Courier Mail (February 25, 2025) "NAPLAN Qld: John-Paul Langbroek won't guarantee improvement" – tabled by Hon. Di Farmer MP, Member for Bulimba
7. News article, Gold Coast Bulletin (August 6, 2025) "Opposition targets Education Minister John-Paul Langbroek over race day, limo 'freebies'" – tabled by Hon. Di Farmer MP, Member for Bulimba
8. Secondary School Principals' Association Conference Program – tabled by Hon. Di Farmer MP, Member for Bulimba
9. PC Conference, Diary extract, 6 June 2025 – tabled by Hon. Di Farmer MP, Member for Bulimba
10. Queensland Teachers' Journal, 23 August 2024 "State Council Report: 10 August 2024 – EB11 – 5 interest areas" – tabled by Hon. Di Farmer MP, Member for Bulimba
11. A3 size poster extracts from industrial action – tabled by Hon. Di Farmer MP, Member for Bulimba
12. Document, undated, provided by whistleblower re violent incidents – tabled by Hon. Di Farmer MP, Member for Bulimba
13. Statement to the Minister for Education, undated, provided by whistleblower – tabled by Hon. Di Farmer MP, Member for Bulimba
14. Email from Multicultural Affairs Queensland (24 April 2025), "2025-26 Celebrating Multicultural Queensland program – Funding round opening soon and a free grants writing workshop" – tabled by Charis Mullen MP, Member for Jordan

15. Media release (20 November 2022) "Time for respect: One third of workers say they have experienced sexual harassment" – tabled by Hon. Shannon Fentiman MP, Member for Waterford
16. Extract from Service Delivery Statement - Office for Women 25-26 – "Percentage of women appointed to Queensland Government Boards" – tabled by Hon. Shannon Fentiman, Member for Waterford
17. News article, Courier Mail, (6 August 2025), "Blue Card screening jobs axed in budget" – tabled by Corrine McMillan MP, Member for Mansfield
18. News article, ABC News (30 June 2025), "Boy's suicide in residential care home should 'jolt' child safety department into action, advocates say" – tabled by Corrine McMillan MP, Member for Mansfield
19. Extract from Report "Insights and opportunities" (March 2025) – tabled by Corrine McMillan MP, Member for Mansfield
20. News article, The Courier Mail (7 August 2025), "Revealed: Major gaps in Qld child safety worker oversight system" – tabled by Corrine McMillan MP, Member for Mansfield
21. Question on Notice and response, No. 700/2025, Asked on 12 June 2025 – tabled by Corrine McMillan MP, Member for Mansfield
22. News article, The Courier Mail (2 September 2024), "LNP's multimillion-dollar promise to reform entire system" – tabled by Corrine McMillan MP, Member for Mansfield
23. News article, The Courier Mail (28 July 2025), "DV spike worse than ever" – tabled by Corrine McMillan MP, Member for Mansfield
24. News article, The Australian (3 October 2024), "David Crisafulli would resign as premier if an LNP government fails to reduce crime victim numbers" – tabled by Corrine McMillan MP, Member for Mansfield
25. DVConnect: Forensic Financial and Organisational Audit (1 April 2025) – tabled by Hon. Amanda Camm MP, Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence
26. DVConnect: Forensic Financial and Organisational Audit (Phase 2) (20 May 2025) – tabled by Hon. Amanda Camm MP, Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence
27. News article, Brisbane Times (7 August 2025), "Key Queensland women's safety oversight role quietly scrapped" – tabled by Corrine McMillan MP, Member for Mansfield

Queensland Teachers' Union says improvement in conditions priority ahead of strike, government confident a deal can be reached

By Julius Dennis Unions

Wed 30 Jul 2025 at 11:03am

Education, Arts and Communities Committee
Estimates Public Hearing 7 August 2025

Tabled ☒ or No: 1

Tabled by leave ☐ Clerk: LP

by: Hon D. Forster MP



Queensland state school teachers will strike next Wednesday. (ABC News: Keana Naughton)

In short:

About half a million Queensland school students will be impacted when the state's teachers go on strike next Wednesday.

Negotiations with the state government over pay and conditions have broken down, with the union saying strike action is a last resort.

What's next?

Parents are being asked to keep their children home from school on Wednesday, August 6, while the government says it is confident a deal can be reached.

An immediate improvement in daily working conditions is the top priority as Queensland teachers prepare to strike for the first time in 16 years, the union says.

Members of the Queensland Teachers' Union (QTU) voted yesterday to strike for 24-hours next Wednesday, August 6, at the state's 1,266 public schools.

QTU President Cresta Richardson said while meetings held over the past five months had been conducted "in good faith", the government's current offer did not cut the mustard.

"We just can't see how what has been on offer will make a difference in schools immediately," she told ABC Radio Gold Coast.



Cresta Richardson says conditions are just as important as salary to the union's members. (ABC News: Mark Leonardi)

Ms Richardson said the government had so far offered a pay rise of 8 per cent over three years and a second offer that included "some other little things", such as a \$100 camp allowance.

She said while "nation leading salaries" were important to attract and retain teachers to the workforce, conditions were at the front of mind for the union's members.

"Pay is important, but what's even more important for our members is conditions that support their ability to teach and lead schools," Ms Richardson said.

"We know that our teachers are really worried about their conditions, we have a lot of people leaving the profession and not enough coming in."

Decision to strike not 'taken lightly'

Roughly 570,000 students are set to be impacted by next Wednesday's strike.

The QTU has asked parents to keep kids at home but also ensured students would be looked after if they must attend school.

Ms Richardson said calling to strike for the first time since 2009 was not a decision "teachers take lightly".

Education Minister John-Paul Langbroek said the department would ensure schools organised appropriate supervision for students and encouraged parents to send their kids to school next Wednesday.

He said student safety was the government's "number one priority".

Mr Langbroek said he wanted to "make sure that Queensland teachers are well-renumerated and respected" and was confident a deal would be made.

He said protected action is a "regular part of the negotiation process".

"It's not as if you can sit down and sort out a deal. We've made a couple of offers to the teachers' union, and they of course have been rejected," Mr Langbroek said.

"I know remuneration is important, but conditions as well, and that's why we are working on conciliation with the teachers' union and will continue to do so."



John-Paul Langbroek says he is confident a deal will be made soon. (ABC News: Lucas Hill)

More work, same class size

Ms Richardson said "it feels like the whole job has changed" since she stopped teaching six years ago.

She said in that time the number of students that "required additional support" per class had grown despite classes staying the same size.

"What's changed is we have an inclusion model in Queensland which means more students with complex needs are placed in mainstream classrooms," she said.

"I've been talking to people that are seeing 10 or 12 students in their classes who require additional needs for the complexity that they have," she said.

"The maximum class size is still 28 — so we're not resourced properly.



About 100 teachers gathered in Toowoomba, west of Brisbane, for a rally ahead of next weeks' strike. (ABC News: Dan McCray)

Occupational violence a key issue

Ms Richardson said the teacher shortage and occupational violence were other major issues for members.

"Just being a teacher is way more complex than it's ever been. They don't get paid overtime — they just carry the load," she said.

Speaking at a QTU rally on Wednesday afternoon in Toowoomba, west of Brisbane, local teacher Emily Potts said the pay offer on the table did not reflect the hard work teachers around the state were putting in.



Emily Potts (centre) attended the rally on Wednesday afternoon. (ABC News: Dan McCray)

Ms Potts, who was one of about 100 teachers who gathered, said she was increasingly concerned with a rise in aggression and occupational violence – something she said her colleagues were exposed to multiple times a week.

"As a union representative, sometimes, I'm helping multiple teachers in my school each week to fill out occupational violence and aggression ... work, health and safety reporting due to the inappropriate behaviours students are exhibiting," she explained.

Ms Potts said she did not believe teachers were being listened to by the government, particularly regarding working conditions.



Yvette Copley says the government's offer is not enough. (ABC News: Dan McCray)

Toowoomba teacher Yvette Copley agreed working conditions were a major concern.

"[Politicians] are not having chairs thrown at them while they're doing their job," she said.

**"They're not being spoken to the way we are spoken to.
They're not being treated the way we are treated by
students and parents."**

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Posted Wed 30 Jul 2025 at 11:03am, updated Wed 30 Jul 2025 at 5:22pm

D.F
9.18 AM

Education Minister John-Paul Langbroek discusses the impending teachers' strike, issues facing teachers and schools, and NAPLAN results. (ABC Radio Mornings) (31/07/2025)



mp4 (10.2 MB)

Download

The government believes that an 8% pay increase over three years is adequate, but the Teachers' Union has not discussed their motivations for strikes with the Minister.

"It's the old story of lies, lies and damn statistics," says Langbroek about the union's claim that by the end of the proposed agreement Queensland teachers would be among the lowest-paid in Australia.

"I'm happy to acknowledge that the load on teachers is increasing and has increased, but the former Labor government basically didn't seem to do anything about it, which is why we've tried to do very specific things to try to help teachers get back to teaching."

Some of the red tape reduction strategies have already been implemented, like clearer parent communication guidelines, getting senior education officials into schools to see the results of decisions, reducing the need for quotes for small purchases, introducing health and safety officers into schools.

"Teachers don't deserve to be punching bags," says Langbroek, noting that students' disabilities and family lives can lead to challenging classroom behaviours. He says it's not fair that teachers who only have children for 13% of the time should have to deal with so many behavioural issues, when "parents have their children for 87% of the time and schools sometimes are wearing the burden of having to teach them things that their family should be dealing with."

The NAPLAN results need to be turned around, after ten years of a Labor government that discouraged people from participating and wanted to move on from the testing. Langbroek says "we believe that you really have to have people participating so that you can find out where more resources are needed to assist students who might need assistance."

[Australian Broadcasting Corporation \(ABC\)](#) (5232), 31/07/2025

ABC Radio Brisbane Mornings [C-2091]

[Teachers](#) (12351); [Education](#) (9375); [School discipline](#) (2016); [Schools](#) (10390); [Strikes](#) (6838); [Industrial disputes](#) (6411); [Industrial relations](#) (16764); [Child behaviour](#) (750); [Educational standards](#) (7909);

[Langbroek, John-Paul \(MP\)](#) (2807);

[QUEENSLAND \[C-AQ \]](#) (592924);

Education, Arts and Communities Committee
Estimates Public Hearing 7 August 2025

Tabled ☒ or No: 2
Tabled by leave ☐ Clerk: LF
by: Hon Di Farmer MP

9.24 AM
D.F.

From: [REDACTED]
Date: 5 August 2025
To: [REDACTED]
Subject: Re Attendance at School Wednesday 6 August due to Industrial Action

Dear Parents and Carers,

As you have been made aware, the Protected Industrial Action will occur tomorrow, Wednesday 5 August 2026. This will result in modified operations at the school for the day.

To ensure accurate records and support student safety, we ask that you notify the school if your child will be absent tomorrow.

While attendance will still be marked, if your child is absent tomorrow, they will not have this recorded as an absence on their attendance record.

How to Notify the School

We strongly encourage you to use the **Compass App** to notify the school of your child's absence. This is the most efficient method, as it feeds directly into our attendance system.

Other options include:

1. **QParents** or **OneSchool** – and our staff will manually enter their absence into Compass.
2. **Student Absence Line** – 3823 8555. Please leave a message with your child's full name, year level, and reason for absence. Again, this method requires manual entry into Compass by staff.

Thank you for your understanding and support as we manage school operations during this period.

[REDACTED]
Principal

Education, Arts and Communities Committee
Estimates / Public Hearing 7 August 2025

Tabled ☒ or No: 3

Tabled by leave ☐ Clerk: LP

by: Hon D. Farmer MP

FAQs – Roll marking on day of Protected Industrial Action:

Do rolls still need to be marked?

Yes. As per the Roll marking in state schools procedure, rolls should still be marked at the beginning of the school day and prior to the beginning of the afternoon session in primary and special schools. In secondary schools, class rolls must be marked at the beginning of the school day and subject rolls marked for each lesson. Schools of distance education have different attendance requirements, and their roll marking process should reflect these locally developed expectations.

If a student is absent from school because of the Protected Industrial Action (PIA), how should this be recorded?

If parents are keeping their children at home because of the teacher strike, and the parent/carer has notified that the student's absence is due to the PIA, the student is to be marked absent with the 'B – Attendance not required' absence reason code. This is considered as a reasonable excuse and does not count as an absence on the school's or student's attendance record.

If a student is absent from school for reasons other than the Protected Industrial Action (PIA) (e.g. illness), how should this be recorded?

For reasons provided by the parent/ carer other than the teacher strike, schools should use the relevant absence reason code from Table 2 in the Roll marking in state schools procedure.

Does same day student absence notification still apply when there is Protected Industrial Action (PIA)?

Yes. Same day student absence notification should occur if the student is absent and no explanation for the absence has been provided by the parent/carer.

If a parent/carer contacts the school and changes the reason for the absence later in the day, the absence reason code can be updated to reflect the reason provided. For example, if the parent notifies the school that their child is away due to the strike, the absence reason should be updated to 'B – Attendance not required'

Education, Arts and Communities Committee
Estimates Public Hearing 7 August 2025

Tabled ☒ or No: 4

Tabled by leave ☐ Clerk: LP

by:

Hon D. Farmer MP

10.02 AM



Dr Christian Rowan MP [Follow](#)

May 17, 2021 · 🌐

As the LNP's Shadow Minister for Education, this afternoon I caught up with [Queensland Teachers' Union](#) President Cresta Richardson, and Vice President Leah Olsson, as part of an ongoing commitment to discuss important education issues and policies which impact Queensland's teachers and staff, as well as Queensland students and school communities.





Education, Arts and Communities Committee
Estimates Public Hearing 7 August 2025
Tabled ☒ or No: 5
Tabled by leave ☐ Clerk: LP
by: Hon D. Farner MP.

10.13 AM





Dr Christian Rowan MP  · [Follow](#)

February 5, 2021 · 



As the LNP's Shadow Minister for Education, discussing education issues and policies with [Queensland Teachers' Union](#) President Cresta Richardson, and General Secretary Kate Ruttiman.

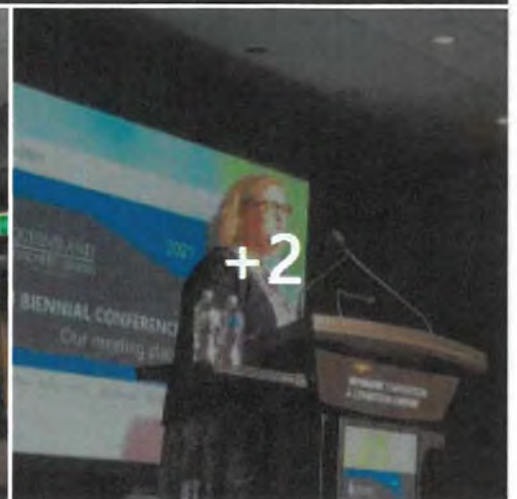
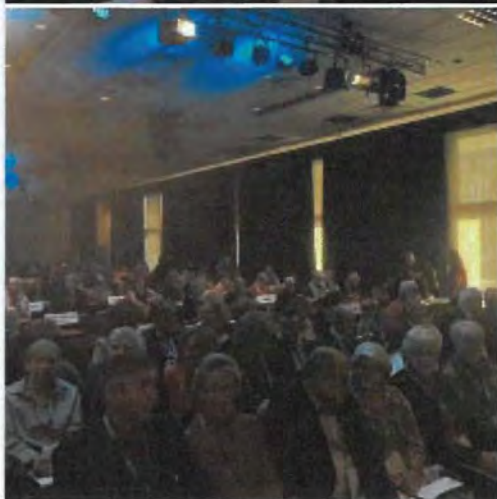





Dr Christian Rowan MP · Follow


June 28, 2021 ·

A pleasure to catch up with former **LNP - Liberal National Party** (Liberal) Member for Mount Coot-tha Lyle Schuntner, who was an elected representative in the **Queensland Parliament** from 1986-1989, at the Queensland Teachers' Union Biennial Conference 2021. Lyle was also President of the **Queensland Teachers' Union** from 1978 to 1986.





Dr Christian Rowan MP  · [Follow](#)

November 2, 2022 · 



As the [LNP - Liberal National Party](#)'s Shadow Minister for Education, a pleasure to meet with President Cresta Richardson and Vice President Leah Olsson of the [Queensland Teachers' Union](#) along with LNP State Leader of the Opposition [David Crisafulli MP](#).





Dr Christian Rowan MP [Follow](#)

April 26, 2022 · 🌐



As the [LNP - Liberal National Party](#)'s Shadow Minister for Education, an important regular meeting held today with the [Queensland Teachers' Union](#), including President Cresta Richardson, and Vice-President Leah Olsson, to discuss the new national curriculum, educational assessment & student outcomes, teacher workforce and staffing, ventilation in our schools, as well as other workplace health and safety issues.





Dr Christian Rowan MP [Follow](#)

July 19, 2022 · 🌐



Terrific to catch up with local Teachers and representatives of the Queensland Teachers' Union to discuss a range of education issues.





Dr Christian Rowan MP · Follow

June 6, 2023 · 🌐

...

As the **LNP's** Shadow Minister for Education, discussing education issues and policies with **Queensland Teachers' Union** President, Cresta Richardson, and Vice-President, Leah Olssen.






Dr Christian Rowan MP · Follow

June 26, 2023 ·

As the LNP's Shadow Minister for Education, attending the Official Opening of the [Queensland Teachers' Union](#) Biennial Conference.





Dr Christian Rowan MP  · [Follow](#)

December 1, 2023 · 



As the [LNP - Liberal National Party](#)'s Shadow Minister for Education, attending tonight's [Queensland Teachers' Union](#) Xmas Function along with State LNP Leader [David Crisafulli MP](#).





Dr Christian Rowan MP [Follow](#)

August 9, 2024 · 🌐



As the [LNP - Liberal National Party](#)'s Shadow Minister for Education, an important policy roundtable on teacher housing and accomodation with the [Queensland Teachers' Union](#).



NAPLAN Qld: John-Paul Langbroek won't guarantee improvement

Opposition Leader Steven Miles has slammed Education Minister John-Paul Langbroek who sensationally refused to guarantee the state's NAPLAN data would improve over the next four years.

Rose Innes and Chris Burns

4 min read February 25, 2025 - 12:46PM

Courier Mail

240 Comments

AA



Education Minister John-Paul Langbroek. Picture: Adam Head

- [Analysis: Culture starts at top](#)
- [Ranked: Qld school results](#)

Opposition Leader Steven Miles has launched a stinging attack on Education Minister John-Paul Langbroek who sensationally refused to guarantee the state's NAPLAN data would improve over the next four years.

Despite Premier David Crisafulli naming NAPLAN improvement as the [second top priority](#) for the Education Minister, Mr Langbroek says he is not willing to make any guarantees.

The minister also revealed he would rely on anecdotal evidence to track whether splashing tens of millions of dollars to reduce the scourge of bullying was working.

Mr Miles claimed Mr Langbroek would not be doing his job properly if he could not commit to improving education.

Education, Arts and Communities Committee
Estimates Public Hearing 7 August 2025
Tabled ☒ or No: 6
Tabled by leave ☐ Clerk: LP
by: Hon D. Fox MP

10.37 Am

"I've never seen a minister for any government wipe their hands of their responsibilities quite like this," Mr Miles said.

"When I was the Environment Minister, I wanted to see us improve environment outcomes, when I was the Health Minister, I wanted to see people be more healthy, and the Education Minister should want to see better outcomes from our schools."

Mr Miles said Mr Langbroek needed to listen to teachers and education experts, and deliver funding to schools to ensure they had the resources needed to improve NAPLAN results.

He said this appeared to be Premier David Crisafulli's first test in holding his ministers accountable.

"Can he stand up to John Paul Langbroek and tell him that he has to do what he has told him to do?" Mr Miles said.



Opposition Leader Steven Miles slammed the Education Minister over his NAPLAN comments. Picture Lachie Millard

Asked on Monday in a sit-down interview with The Courier-Mail if he would guarantee the state's NAPLAN results would be better by the next state election in 2028, Mr Langbroek said: "I don't make any guarantees.

"What my job is as minister, is to work with my department, to say, from a policy perspective, if we can work on the things that we believe, (with) the

department ... because they're the experts.

"I'm not a teacher."

Instead, Mr Langbroek said he would focus on removing the negativity around NAPLAN, without trying to add pressure for children and their parents, and improving participation from students.

"You're in Grade 3, for Pete's sake, let's not put pressure on," he said.

Queensland's NAPLAN results for reading and spelling went backwards in 2024 across all year levels which take the test compared to the year before.

The state's Year 3 cohort ranked second worst in the nation for reading last year, ahead of only the Northern Territory.



Premier David Crisafulli

Year 9 was ranked the worst in the country for pulling out of sitting the NAPLAN tests for spelling, reading, writing, grammar and punctuation, and numeracy.

Having a zero tolerance for violence in schools was also listed as one of the minister's key portfolio deliverables ordered by the Premier when he was appointed in November.

A former opposition leader, Mr Langbroek was education minister in the Newman government from 2012 to 2015.

Schools Hub

Don't miss out on the headlines from Schools Hub. Followed categories will be added to My News.

Follow

In Monday's interview he was evasive when asked how rates of bullying would be tracked to coincide with his core portfolio value to "reduce the administrative burden being placed on teachers to allow them more time to focus on classroom teaching."

"I'm not even quite sure what it is," he said.

"I don't think we normally have a stat that says these are the amount of bullying incidents in schools.

"We don't want anyone to be suffering from it."

How smart are you?



Take our mock NAPLAN test to see how you'd fare -via Cluey Learning

Start Quiz

But a Queensland Audit Office report published in December found there were 76,400 reported incidents of bullying in 2023 alone, with children affected from as young as prep.

There were also 7275 cyber-bullying incidents in 2023 – a staggering 41.4 per cent increase compared to a decade ago.

"I think the way that that would come through once we've progressed our bullying plan will be the sense that I'm receiving fewer complaints about it,"

he said. "It (bullying) is an issue with such variance that it's hard to measure numerically.

"It's not a case of we mark that down as a bullying incident, because in bullying, they're all different ways that it can happen sometimes, and that's part of the problem."

It comes following a cash splash of \$44m from the government allocated to behaviour management, a part of its \$207.8m "Better Education" policy.

Earlier this year, a 12-year-old Townsville girl sadly took her own life as a result of continuous bullying both online and at school in the third child suicide in Queensland in as many months.

Her death came just months after Brisbane Lourdes Hill student Ella Catley-Crawford died by suicide in November after she became the victim of an online catfishing scheme planned by other girls.



Education Minister John-Paul Langbroek. Picture: Adam Head

Mr Langbroek said the government's zero-tolerance policy of vapes in schools meant there would be "some actions".

"It doesn't always mean you're automatically going to be excluded," he said.

"I would prefer to as I did last time, say to principals, you're in charge. You're in charge of your local school community."

In semester 2 of 2024, a whopping 1901 expulsions or suspensions were handed out to kids for bringing vapes to school with Mr Langbroek saying

the numbers had already lowered in 2024 compared to 2023 – before he was the education minister.

Should students keep participating in NAPLAN?

Yes, it helps gauge whether they need support

No, they don't need to be tested

Cast your vote

“But I leave those particular matters of discipline up to principals and their senior teachers.”

When asked if he wanted to see a “return to the smart state” – a vision introduced by long-serving former Premier Peter Beattie which, among other things, looked at improving our education system – Mr Langbroek said Queensland calling themselves the smart state was “half smart”.

“... traditionally, when it comes to results, because we’ve got such a different cohort of schools compared to New South Wales, Victoria and the ACT, in terms of numbers, and also the five areas of Gonski need – we’ve got more of them,” he said.

“So us trying to say we’re smart is basically ignoring the challenges that we’ve got in our own state.”

When asked what his No.1 priority in the education portfolio was, Mr Langbroek said quality teaching.

“The thing that will improve a child’s education is the quality of the teacher in front of them,” he said.

“We need, you know, new teachers who are coming through to feel like they’re valued and supported.”

10.38 AM

(7)

Opposition targets Education Minister John-Paul Langbroek over race day, limo 'freebies'

John-Paul Langbroek is being targeted by Labor about race day 'freebies' as teachers go on strike - but the Education Minister has fired back, saying his opposite number has 'zero credibility'.



Paul Weston

follow

2 min read

August 6, 2025 - 6:00AM

Gold Coast Bulletin

19 Comments

AA

What to expect as thousands of teachers strike next week

Gold Coast

Don't miss out on the headlines from Gold Coast. Followed categories will be added to My News.

follow

The Opposition say Education Minister John-Paul Langbroek is more focused on "champagne" at Gold Coast races than fixing classrooms - but a turf club boss has come to his defence.

Labor has seized upon the Surfers MP's Register of Interests to State Parliament, on the eve of Wednesday's first teachers' strike in 16 years.

Mr Langbroek has listed five lots of free tickets to Bundall track events since late last year with limousine travel from Coastal Tipper Hire to this year's ANZAC Day Races.

The truck company is operated by Gold Coast Turf Club president and LNP donor Brett Cook, who defended Mr Langbroek saying he works hard attending charity events on top of his ministerial duties.

But Opposition education spokesperson Di Farmer said: "John-Paul Langbroek is more focused on canapés, champagne, and polishing his CV for a tilt at Gold Coast Mayor, than delivering results in Queensland classrooms.

Education, Arts and Communities Committee

Estimates Public Hearing 7 August 2025

Tabled ☒ or

No: 7

Tabled by leave ☐

Clerk: LF

by:

Hon D. Farmer MP

"He's rubbished NAPLAN targets, skipped the P&C state conference in his own backyard, and overseen Queensland's first teacher strike since 2009.

"John-Paul Langbroek's priority is catching a limo to the races - not Queensland classrooms."



Education Minister John-Paul Langbroek with his wife Stacey at the Magic Millions.

Mr Langbroek shot back: "Di Farmer has zero credibility after she was caught out as Education Minister partying at a PINK concert instead of fronting up to distressed parents about an asbestos-riddled Brisbane school.

"This is the same Education Minister who left our schools under-resourced, understaffed and unequipped to deal with violence, bullying and behavioural issues, while Queensland students fell behind in literacy and maths."



Education Minister John-Paul Langbroek at a charity race day.

The Crisafulli Government had delivered a \$21.9 billion education budget including 15 new schools and \$222.1 million to tackle behaviour, bullying and better support teachers – something Labor failed to do in 10 years, he added.

Government minders are furious because Mr Langbroek made proper declarations and could not attend the P&C meeting due to a national Cultural Ministers meeting in Hobart.

His declarations show tickets for November 5 races last year, the December 20 Silks Under the Stars, January's Magic Millions, and the Anzac races where he received limousine travel.

Mr Cook said the GCTC has had significant improvements and changes in the last two years with night racing rolling out.

"Its important to showcase those changes to the leaders of the Gold Coast," Mr Cook said.

"We invite people from a lot of different backgrounds to our official functions from racing, the business sector and both major political parties."



Education Minister and Surfers Paradise MP John-Paul Langbroek (far left) at the Gold Coast races. The Bundall track introduced night racing and invited Coast leaders.

Mr Cook said Mr Langbroek was a GCTC guest four times in 12 months, as per his declarations, including the Melbourne Cup and a special night meeting .

“What does get lost and just as importantly is Mr Langbroek supports a lot of charities also throughout the year as a paying patron, with Pink Ribbon race day and Men Matter Health charity day just two I know of - there are more,” he said.

“The last declaration was when Mr Langbroek made the effort to attend the Beaudesert races on Anzac Day from mid-afternoon - this was after serving all his full duties on the Gold Coast representing his local electorate from 4am to noon at Anzac functions.

“He then travelled to Beaudesert as Education Minister which was greatly appreciated as there is an opportunity to implement a training hub there with the help of local and state governments.”

August 20th, 2025

Secondary School Principals Ass
Conference (8)

Registration and Networking

Wednesday, August 20th, 2025 at 7:30 AM - 8:00 AM

Student Entertainment/Student Acknowledgement of Country

Wednesday, August 20th, 2025 at 8:00 AM - 8:10 AM

Welcome Kirsten Ferdinands/Tony McCormack Conference Chairs

Wednesday, August 20th, 2025 at 8:10 AM - 8:15 AM

Session Speakers



Kirsten Ferdinands



Tony McCormack

Breakfast - John Maclean

Wednesday, August 20th, 2025 at 8:15 AM - 8:55 AM

Session includes continental breakfast

Session Speakers



John Maclean
Breakfast Speaker

Sponsor - Gold - TUH

Wednesday, August 20th, 2025 at 8:55 AM - 9:00 AM

Pitch 1 - Chrissie Coogan

Education, Arts and Communities Committee
Estimates Public Hearing 7 August 2025

Tabled ☒ or No: 8

Tabled by leave ☐ Clerk: LP

by: Hon D. Farmer MP

Session Speakers



Chrissie Coogan
Principal Coorparoo SSC at Queensland ...

Pitch 1 - Selena Fisk

Wednesday, August 20th, 2025 at 9:10 AM - 9:20 AM

Session Speakers



Dr Selena Fisk
Dr - Data Storyteller at Speaker

Pitch 1 - Prof. Linda Graham

Wednesday, August 20th, 2025 at 9:10 AM - 9:20 AM

Session Speakers



Professor Linda Graham
Professor at QUT

Pitch 1 - Ben Sacco

Wednesday, August 20th, 2025 at 9:10 AM - 9:20 AM

Session Speakers



Ben Sacco
Education and Business management at ...

Pitch 2 - Chrissie Coogan

Wednesday, August 20th, 2025 at 9:30 AM - 9:40 AM

Session Speakers



Chrissie Coogan
Principal Coorparoo SSC at Queensland ...

Pitch 2 – Prof. Linda Graham

Wednesday, August 20th, 2025 at 9:30 AM – 9:40 AM

Session Speakers



Professor Linda Graham
Professor at QUT

Pitch 2 – Selena Fisk

Wednesday, August 20th, 2025 at 9:30 AM – 9:40 AM

Session Speakers



Dr Selena Fisk
Dr – Data Storyteller at Speaker

Pitch 2 – Ben Sacco

Wednesday, August 20th, 2025 at 9:30 AM – 9:40 AM

Session Speakers



Ben Sacco
Education and Business management at ...

Deep Dive – Ben Sacco

Wednesday, August 20th, 2025 at 9:50 AM – 10:30 AM

Session Speakers



Ben Sacco
Education and Business management at ...

Deep Dive - Selena Fisk

Wednesday, August 20th, 2025 at 9:50 AM - 10:30 AM

Selena Fisk

Session Speakers



Dr Selena Fisk

Dr - Data Storyteller at Speaker

Deep Dive - Chrissie Coogan

Wednesday, August 20th, 2025 at 9:50 AM - 10:30 AM

Session Speakers



Chrissie Coogan

Principal Coorparoo SSC at Queensland ...

Deep Dive - Linda Graham

Wednesday, August 20th, 2025 at 9:50 AM - 10:30 AM

Session Speakers



Professor Linda Graham

Professor at QUT

Morning Tea

Wednesday, August 20th, 2025 at 10:30 AM - 11:00 AM

Sponsor - Gold - Compass

Wednesday, August 20th, 2025 at 11:00 AM - 11:05 AM

Keynote - Simon Breakspear

Wednesday, August 20th, 2025 at 11:05 AM - 12:25 PM

Session Speakers



Simon Breakspear
Education policy at Speaker

Sponsor – Gold – NQ/QLD School Photography

Wednesday, August 20th, 2025 at 12:25 PM - 12:30 PM

Lunch

Wednesday, August 20th, 2025 at 12:30 PM - 1:30 PM

Round table – Andrew McQuarrie

Wednesday, August 20th, 2025 at 1:30 PM - 2:30 PM

Tynans

Session Speakers



Andrew McQuarrie
Tynans

Round table – Julie Rowe

Wednesday, August 20th, 2025 at 1:30 PM - 2:30 PM

Session Speakers



Julie Rowe
Director QSPA Board at QSPA

Round table – Andrew Riordan & Mark Maddox

Wednesday, August 20th, 2025 at 1:30 PM - 2:30 PM

Round table – Ross McSwan

Wednesday, August 20th, 2025 at 1:30 PM – 2:30 PM

Session Speakers



Ross McSwan

Barrister & Mediator at Speaker

Afternoon Tea

Wednesday, August 20th, 2025 at 2:30 PM – 3:15 PM

Sponsor – Gold – Bullyproof Australia

Wednesday, August 20th, 2025 at 3:15 PM – 3:20 PM

Keynote – Daniel Murray

Wednesday, August 20th, 2025 at 3:20 PM – 4:30 PM

Session Speakers



Daniel Murray

Empathy consultant at Speaker

Sponsor – Gold – Education Perfect

Wednesday, August 20th, 2025 at 4:30 PM – 4:35 PM

Welcome Reception & 60th Birthday Celebrations Leisure deck Level 7 The Star Hotel

Wednesday, August 20th, 2025 at 5:00 PM – 7:00 PM

Session Speakers



Mark Breckenridge
President at Queensland Secondary Princ...

August 21st, 2025

Registration/Networking

Thursday, August 21st, 2025 at 7:30 AM - 8:30 AM

Student Entertainment/Student Acknowledgement of Country

Thursday, August 21st, 2025 at 8:30 AM - 8:45 AM

Welcome Kirsten Ferdinands/Tony McCormack Conference Chairs

Thursday, August 21st, 2025 at 8:45 AM - 8:50 AM

Session Speakers



Kirsten Ferdinands



Tony McCormack

Charity Partner Presentation – Small Steps 4 Hannah

Thursday, August 21st, 2025 at 8:50 AM - 8:55 AM

President Address – Mark Breckenridge

Thursday, August 21st, 2025 at 8:55 AM - 9:15 AM

Session Speakers



Mark Breckenridge
President at Queensland Secondary Princ...

Panel Sharon Schimming Director General/Andy Mison President ASPA

Thursday, August 21st, 2025 at 9:15 AM - 10:00 AM

Session Speakers



Director General Sharon Schimming
Director General at Queensland Departm...



Andy Mison
President at ASPA

Life Members presented by President Mark Breckenridge

Thursday, August 21st, 2025 at 10:00 AM - 10:25 AM

Session Speakers



Mark Breckenridge
President at Queensland Secondary Princ...

Sponsor - Platinum - MSP Photography

Thursday, August 21st, 2025 at 10:25 AM - 10:35 AM

Morning Tea

Thursday, August 21st, 2025 at 10:35 AM - 11:05 AM

Sponsor - Platinum - Enquiry Tracker

Thursday, August 21st, 2025 at 11:05 AM - 11:15 AM

Keynote Speaker Dr Jason Fox

Thursday, August 21st, 2025 at 11:15 AM - 12:15 PM

Session Speakers



Dr Jason Fox
Bestselling author at Speaker

Sponsor - Platinum - Atomi

Thursday, August 21st, 2025 at 12:15 PM - 12:25 PM

Breakouts - Dan Gregory

Thursday, August 21st, 2025 at 12:35 PM - 1:15 PM

Dan Gregory

Session Speakers



Dan Gregory
Speaker, Author & Social commentator at...

Breakouts - Sarah McKay

Thursday, August 21st, 2025 at 12:35 PM - 1:15 PM

Session Speakers



Dr Sarah McKay
Neuroscientist, TV presenter & Author at S...

Breakouts - Neil Carrington

Thursday, August 21st, 2025 at 12:35 PM - 1:15 PM

Session Speakers



Dr Neil Carrington
Retired CEO ACT For Kids at Speaker

Lunch

Thursday, August 21st, 2025 at 1:15 PM - 2:30 PM

Sponsor - Gold - Classroom Profiling

Thursday, August 21st, 2025 at 2:10 PM - 2:15 PM

Keynote Speaker Louka Parry

Thursday, August 21st, 2025 at 2:15 PM - 3:15 PM

Session Speakers



Louka Parry

Sponsor - Gold - Wellio

Thursday, August 21st, 2025 at 3:15 PM - 3:20 PM

Afternoon Tea

Thursday, August 21st, 2025 at 3:20 PM - 3:50 PM

Student learning rounds 1

Thursday, August 21st, 2025 at 3:50 PM - 4:20 PM

Join in conversations led by the amazing students from our schools

Student learning rounds 2

Thursday, August 21st, 2025 at 4:30 PM - 4:50 PM

Join in conversations led by the amazing students from our schools

Thursday Evening Program

Thursday, August 21st, 2025 at 6:00 PM - 9:00 PM

QSPA 2025 Conference Dinner & Awards Presentation
Master of Ceremonies Yasmin London
Pre-dinner drinks from 6:00pm Sponsored by QTU
Music by SisterMISTER Band

...

[Read More](#)

Session Speakers



Yasmin London
MC for Conference at Powerhouse Speak...

August 22nd, 2025

Registration/Networking

Friday, August 22nd, 2025 at 7:30 AM - 8:30 AM

Student Entertainment/ Student Acknowledgement of Country

Friday, August 22nd, 2025 at 8:30 AM - 8:45 AM

Welcome Kirsten Ferdinands/Tony McCormack Conference Chairs

Friday, August 22nd, 2025 at 8:45 AM - 8:50 AM

Session Speakers



Kirsten Ferdinands



Tony McCormack

Sponsor - Platinum - Parentshop

Friday, August 22nd, 2025 at 8:50 AM - 9:00 AM

Keynote Speaker – Dr Jane Caro

Friday, August 22nd, 2025 at 9:00 AM – 10:00 AM

Session Speakers



Jane Caro

Public Education Activist and Social Com...

Sponsor – Platinum – Readcloud

Friday, August 22nd, 2025 at 10:00 AM – 10:10 AM

Morning Tea

Friday, August 22nd, 2025 at 10:10 AM – 10:40 AM

Sponsor – Gold – Daymap

Friday, August 22nd, 2025 at 10:45 AM – 10:50 AM

Keynote Speaker Hugh van Cuylenburg

Friday, August 22nd, 2025 at 10:50 AM – 11:50 AM

Session Speakers



Hugh Van Cuylenberg

Founding Director/Facilitator at The Resili...

Sponsor – Gold – Advanced Life Photography

Friday, August 22nd, 2025 at 11:50 AM – 11:55 AM

Guided tour of QUT Gardens Point campus (optional walking tour from conference venue)

Friday, August 22nd, 2025 at 11:50 AM - 1:15 PM

Breakout rotation 1 - Will Farmer

Friday, August 22nd, 2025 at 11:55 AM - 12:35 PM

Session Speakers



William Farmer
Dale Carnegie

Breakout rotation 1 - Brad Jeavons

Friday, August 22nd, 2025 at 11:55 AM - 12:35 PM

Session Speakers



Brad Jeavons
Author, Speaker and Consultant at Speak...

Breakout rotation 2 - Brad Jeavons

Friday, August 22nd, 2025 at 12:40 PM - 1:20 PM

Session Speakers



Brad Jeavons
Author, Speaker and Consultant at Speak...

Breakout rotation 2 - Will Farmer

Friday, August 22nd, 2025 at 12:40 PM - 1:20 PM

Session Speakers



William Farmer
Dale Carnegie

QSPA Leadership Bursary Lunch featuring speaker Shane Jacobson

Friday, August 22nd, 2025 at 1:25 PM - 2:45 PM

Presented by Platinum Sponsor Tynans

Session Speakers



Shane Jacobson
Actor & Entertainer at Speaker

Close of event - Survey

Friday, August 22nd, 2025 at 2:45 PM - 3:00 PM

(9) 10.42 Am
DF

3 June 2025	Dr Ruan Zongze, Chinese Consul-General of The People's Republic of China in Brisbane Mr Shi Wenhua Consul (Education), Consulate-General	Portfolio Matters
3 June 2025	Paul Spiro, Chair of Brisbane Economic Development Association, and previous Chair of Brisbane Festival Louise Bezzina, Artistic Director, Brisbane Festival Ministerial Staff	Portfolio Matters
6 June 2025	The Hon. Tony Burke MP, Minister for Home Affairs, Minister for the Arts, Minister for Cyber Security, Minister for Immigration and Citizenship and Leader of the House Kirsten Herring, Deputy Director-General, Arts Queensland Ministerial Staff	Portfolio Matters—Queensland Art Priorities
6 June 2025	The Hon. Tony Burke MP, Minister for Home Affairs, Minister for the Arts, Minister for Cyber Security, Minister for Immigration and Citizenship and Leader of the House State and Territories Arts' Ministers Official Observers Kirsten Herring, Deputy Director-General, Arts Queensland Departmental Staff Ministerial Staff	Cultural Ministers Meeting
9 June 2025	Sharon Schimming, Director-General, Department of Education Ministerial Staff	Pre-Cabinet Meeting
9 June 2025	The Hon David Crisafulli MP, Premier and Minister for Veterans Cabinet Ministers	Cabinet
10 June 2025	Carl Valentine, Chair of Townsville Grammar School Tim Kelly, Principal, Townsville Grammar School Ministerial Staff	Portfolio Matters
10 June 2025	Members of Parliament	Parliament Sitzings
10 June 2025	Lisa Rodgers, Chief Executive Officer, Australian Council for Educational Research (ACER) William Loudon, Board Chair, ACER Daniel Edwards, Head of Division, Education Research, Policy and Development, ACER Ministerial Staff	Portfolio Matters
10 June 2025	Gav Parry, General Manager, Centre of Arts, Sports and Technology	Portfolio Matters

Education, Arts and Communities Committee

Estimates Public Hearing 7 August 2025

Tabled ☒ or

No: 9

Tabled by leave ☐

Clerk: Lp

by:

Hon. D. Farmer MP

⑩ 10.45 AM
D.F.

State Council Report: 10 August 2024

Queensland Teachers' Journal, Vol 129 No 6, 23 August 2024, page 4.

QTU State Council was convened at the Brisbane Convention and Exhibition Centre on 10 August.

EB11

Delegates confirmed the interest-based bargaining approach to negotiations for a replacement certified agreement. Council endorsed the following five interest areas for EB11, based on the views of members expressed during months of consultation.

- Remuneration that recognises the professional qualifications of members.
- Attracting and retaining teachers and school leaders.
- Implementing the Comprehensive Review of School Resourcing.
- Supporting teachers and school leaders as professionals.
- Fair and safe workplaces.

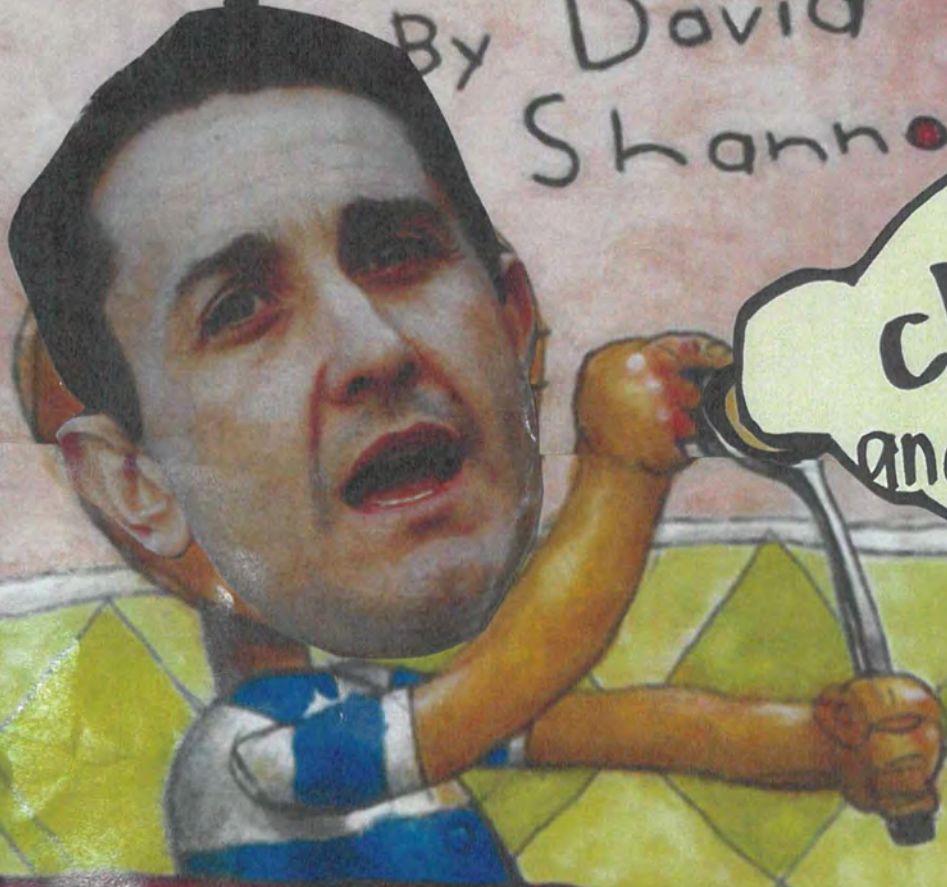
Education, Arts and Communities Committee
Estimates Public Hearing 7 August 2025

Tabled ☒ or No: 10
Tabled by leave ☐ Clerk: LF
by: Hon D. Farmer MP

That's Not Funny, David!

By David
Shannon

OLD
children
and teach



10.46 AM

Education, Arts and Communities Committee

Estimates Public Hearing 7 August 2025

Tabled ☒ or No: 11

Tabled by leave ☐ Clerk: LP

by: Hon D. Farmer MP

Working
nights,
weekends and
holidays!
What's not funny
David!

Sworn at,
hit, kicked
d spat at!
That's not funny
David!

No money
for resources
or
support staff!

That's not funny
David!

"Thank you
QLD teachers
for all you do,
lowest pay for
you" said
David.

28/01/25

I was holding a student hand and supporting them to transition to the bus, the child was escalated and then bit me on the forearm.

29/01/25

Pinched by student

28/01/25

student pinched teacher on arm multiple times across the day.

04/02/25

Student grabbed and pushed staff members

as aggressive and started pushing me

03/02/25

Student was aggressive in class, attempt to grab and or push staff. He also threw a plastic chair across the room which hit my hand.

06/02/25

left hand pinky finger smashed while student was banging head on floor

Education, Arts and Communities Committee

Estimates Public Hearing 7 August 2025

Tabled ☒ or No: 12

Tabled by leave ☐: Clerk: LF

by: Hon D. Farmer MP

10.54

dent

13/02/25

14/02/25

18/02/25

17/02/25

19/02/25

20/02/25

20/02/25

21/02/25

24/02/25

got hit in the back by a student

Assisting student with work, he turned round and pinched upper left arm, breaking the skin.

Student used her heel to kick my thigh

transition student pinched with nails

Student came on bus, initially happy but became aggressive during supervised walk to class. Mostly verbal aggression but one slap to a staff member.

student hit, pushed and pulled hair

Student headbutt into back

Heightened student that became aggressive towards staff

hit and kicked forcefully multiple times on legs and thighs by student

student behaviour resulting in physical aggression towards staff

el

25/02/25

Finger injured by student

12/03/25

Student punched me multiple times, backed me into the corner of the courtyard and continued to corner and threaten me

13/03/25

Student scratched my face to refuse when transitioning activities

19/03/25

Student pinched and scratched R) hand - broken skin + scratch puffed

19/03/25

Pulled neck from student behaviour

17/03/25

Staff member bit by student

18/03/25

student was eating, student blew a raspberry, staff member's face and arms where covered in spit and food particles

24/03/25

Student fell off the monkey bars. He went to the teacher for comfort and then bit her.

18/03/25

Student headbutted TA in the face.

t

27/03/25

A child was not interested in putting his clothes on and put his finger in my eye

27/03/25

Student bit my left hand

27/03/25

bitten by student on my left thigh above knee

31/03/25

Scratched by student while unloading bus

31/03/25

Scratched by student on my face under right eye, skin broken + blood

02/04/25

Furniture was pushed into right leg by a student

02/04/25

02/04/25

I moved sharply to avoid a student's pinch which has caused an injury to my upper arm.

02/04/25

Bite from student

04/04/25

Hit in the head with a toy car

23/04/25

Kicked and bitten by a student

24/04/25

Bitten multiple times by student

28/04/25

Multiple bites from student

29/04/25

Student scratched my face under right eye

nt

23/05/25

Student pulled me to the ground.

26/05/25

Bite from student

27/05/25

Student pulled on staff leg and tripped them over.

28/05/25

Headbutt to the knee

27/05/25

scratched across face by a student - skin broken and slightly bloody

02/05/25

Student biting classroom teacher

20/06/25		Bites and Pinches from student
23/06/25		Bite from student
23/06/25		Multiple bites from student
24/06/25		Student bit me on left upper arm/elbow
16/07/25		Bite from student
15/07/25		Student slapped TA and pushed her to the floor.
15/07/25		Student slapped, pushed and pulled TA.
21/07/25		Student punched Teacher in the chest, scratched boths arms and stomped on Teacher's feet.
22/07/25		pulled by student and fell down
22/07/25		Student bit me on the left breast biting the nipple on site of previous breast surgery

Statement to the Minister for Education

I have been a Teacher Aide in a Queensland Special School for nearly 18 years.

I love my job and I take pride in the work I do.

But the occupational violence I now face on a weekly – sometimes daily – basis is making my job not just physically exhausting, but psychologically traumatising.

I am highly trained. I have completed all mandatory Department courses – Student Protection, Code of Conduct, CARA, and MAST. I follow every Positive Behaviour Plan exactly as required. I have strong relationships with students, parents, and staff.

Despite my dedication, the system is failing. Staff are being attacked daily, and innocent students are traumatised. If parents knew the real level of violence in our classrooms, the Department would be facing massive backlash.

My most recent incident was on Friday, 1st August 2025.

An 11-year-old student – who has been violent towards staff almost daily this year – scratched my lips, neck and chest with long, dirty fingernails, grabbed my clothing, tried to head-butt me, and attempted to drag me to the ground.

It took four staff members to pull him off me.

I was completely helpless.

Other students watched this happen. They were shaken and frightened – and then, while still trying to process my own trauma, I had to comfort them too.

This is not a one-off. Staff are regularly spat on, kicked, punched, pushed, and verbally abused.

Our incident reports don't reflect the reality of what we face. Your system limits what we can report, which hides the truth of this violence.

Police have body cams.

Hospital staff have security guards.

What protection do we have?

Minister, I want to know: What are you going to do to keep me – and my colleagues – safe at work?

We love our students and our work, but enough is enough.

We deserve to be valued, respected, and safe in our classrooms.

I invite you to spend a week in these rooms – not an hour, not a day – and see what we face on the ground.

Thank you for listening.

I speak on behalf of all Teacher Aides and School Cleaners across the education system in QLD.

We need you to act today.

Charis Mullen

Subject:

FW: Query - Status of Celebrating Multicultural Qld Program

From: Multicultural Affairs Queensland <no-reply@maq.qld.gov.au>

Sent: Thursday, 24 April 2025 2:21 PM

To: [REDACTED]

Subject: 2025-26 Celebrating Multicultural Queensland program - Funding round opening soon and a free grants writing workshop 📧



2025-26 Celebrating Multicultural Queensland program

Funding round opening soon / Free Grant Writing Workshop!

The 2025-26 funding round under the Celebrating Multicultural Queensland program for multicultural events and festivals to be held in 2026 will be opening soon on 1 June 2025 and closing 13 July 2025.

To coincide with the opening of this funding round, the Ethnic Communities Council of Queensland (ECCQ) is delivering a free Grant Writing Workshop.

The online workshop will assist organisations to learn about how to present your idea in a grant application in a clear and succinct way, and how to make sure that you provide all the information needed for grant assessors.

The workshop is being held online via Zoom on Wednesday, 14 May 2025, from 6.00pm to 8.00pm.

To participate in this workshop, please visit [ECCQ's Humantix event page](#) to register. You will be kept updated and will receive the Zoom meeting details via email on the day of the training session.

If you have any questions, please contact ECCQ at advocacy@eccq.com.au.

ECCQ also has an Online Learning Hub where you can access online training, including grant writing, and useful templates. Please visit their website at <https://learning.eccq.com.au/> for more information.

If your organisation is planning a cultural event or multicultural festival in the 2026 calendar year, you can apply for one-off funding of up to \$20,000 under the Celebrating Multicultural Queensland program's 2025-26 funding round opening soon.

Events funded under the CMQ program will:

- improve appreciation of cultural diversity

Education, Arts and Communities Committee
Estimates Public Hearing 7 August 2025
Tabled ☒ or No: 1
Tabled by leave ☐ Clerk: [Signature]
by: Mrs C Mullen MP.

3:07
pm

- increase understanding of new and emerging culturally and linguistically diverse communities;
- increase a sense of belonging by people from a culturally and linguistically diverse background;
- improve feelings of social inclusion by people from a culturally and linguistically diverse background; or
- increase intercultural connections between people from various backgrounds.

Please ensure you carefully read the **Funding Guidelines for Multicultural Events** that will be available closer to the opening date, to ensure your organisation is eligible for funding and to learn more about the program and the funding requirements.

Please visit our website at www.tatsipca.qld.gov.au/cm-q-program for more information.

Thank you for your continued support for an inclusive, harmonious and united Queensland.

Kind regards

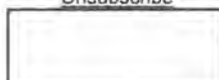
Multicultural Affairs Queensland
Department of Women, Aboriginal and Torres Strait Islander Partnerships and
Multiculturalism



This email was sent by Multicultural Affairs Queensland, Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism, Locked Bag 3405, Brisbane, Queensland 4001, Australia to



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Time for respect: One third of workers say they have experienced sexual harassment

 Sex Discrimination

Education, Arts and Communities Committee

Estimates Public Hearing 7 August 2025

Tabled ☒ or No: 2

Tabled by leave ☐ Clerk: LP

by: Hon S Fentiman MP

4-19 pm

Content type: Media Release

Published: Wednesday 30 November, 2022

Topic(s): Sex Discrimination



A major survey by the Australian Human Rights Commission has found one in three workers report having experienced sexual harassment in their workplace over the past five years.

The survey found that reporting of workplace sexual harassment remains alarmingly low, at only 18%. Women (41%) were far more likely than men (26%) to experience harassment, and more than three quarters of harassers were men (77%).

The survey, Time for respect: the fifth national survey of workplace sexual harassment in Australian workplaces (<https://humanrights.gov.au/time-for-respect-2022>), comes four years after the previous national survey (<https://humanrights.gov.au/our-work/sex-discrimination/publications/everyones-business-fourth-national-survey-sexual>) found similar rates of experiences of workplace sexual harassment reported.

Australia's Sex Discrimination Commissioner Kate Jenkins, who will present the findings in a speech to the National Press Club today, said: "It is unacceptable that so many Australian workers continue to experience sexual harassment."

"Though disappointing, it is not surprising that these results are similar to the previous survey's results because most of the recommendations from the Respect@Work Report have only recently been acted on, and some are still being implemented."

Federal parliament this week passed the Respect@Work Bill, which will create a positive duty on all employers to implement measures to prevent sexual harassment.

"The actions that governments and workplaces around Australia are now taking will have an impact, but it will take time. I urge them to continue implementing change now, so that results of the next national survey may be greatly improved," Commissioner Jenkins said.

"It is concerning that only 18% of sexual harassment incidents are reported. The website [respectatwork.gov.au](https://www.respectatwork.gov.au/) (<https://www.respectatwork.gov.au/>) provides information for workers and businesses on how to respond to incidents and resources to help create respectful workplaces, free from harassment."

The survey, conducted for the Commission by Roy Morgan Research, found only half the respondents said their employers provided information on how to report an incident, and even fewer (two in five) said they had attended training addressing sexual harassment.

Encouragingly, the survey indicated growing appetite for change. Almost three quarters of people believed their organisation's leaders were committed to ensuring a safe working environment free from sexual harassment.

Younger workers were more likely to experience sexual harassment. Other groups reporting higher than average rates included those who identified as LGBTQA+ (46%), people with an intersex variation (70%), First Nations people (56%), and those with a disability (48%).

Sexual harassment continues to occur in all industries and workplace settings, at all levels of seniority, and in a wide range of professional contexts. The survey report provides breakdowns for various industries. The Information, Media and Telecommunications industry returned the greatest prevalence (64%).

Two thirds (67%) of people who were sexually harassed experienced negative mental health impacts, and there were high rates of decreased job satisfaction (62%) and reduced self-esteem and confidence (57%).

The [Respect@Work Report](https://humanrights.gov.au/our-work/sex-discrimination/publications/respectwork-sexual-harassment-national-inquiry-report-2020), which the Commission published in March 2020 (<https://humanrights.gov.au/our-work/sex-discrimination/publications/respectwork-sexual-harassment-national-inquiry-report-2020>), made 55 recommendations to governments, the

private sector and the community for reforms to help prevent and address workplace sexual harassment. The Federal Government has committed to implementing all recommendations from the report.

Commissioner Jenkins' National Press Club speech will be televised on the ABC from 12:30pm AEST. It will be available to view afterwards on [ABC iView](https://iview.abc.net.au/show/national-press-club-address) (<https://iview.abc.net.au/show/national-press-club-address>) or [YouTube](https://www.youtube.com/c/nationalpressclubofaustralia/videos) (<https://www.youtube.com/c/nationalpressclubofaustralia/videos>). Transcripts are available to order through the National Press Club website.

You can download a copy of the 'Time for Respect' report on the [Commission's website](https://humanrights.gov.au/time-for-respect-2022) (<https://humanrights.gov.au/time-for-respect-2022>).

Media contact: media@humanrights.gov.au (<mailto:media@humanrights.gov.au>) or 0437 133 671

Tags

[Sex Discrimination \(/about/news?keys=Sex Discrimination\)](/about/news?keys=Sex Discrimination)

Performance statement

Office for Women¹

Objective

To improve the economic security of women in Queenslan

Description

This service area supports improvements to Queensland women’s economic security by identifying barriers to full social and economic participation and working in partnership with government, community and business to deliver initiatives to help enhance the lives of women and girls.

4.50pm
Education, Arts and Communities Committee
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Tabled by leave ☐ Clerk: LF
by: Hon S. Fentiman MP

Service standards	2024–25 Target/Est.	2024–25 Est. Actual	2025–26 Target/Est.
Effectiveness measure			
Percentage of women appointed to Queensland Government Boards	50%	53%	50%
Efficiency measure			
Not identified			

Note:

1. As part of the machinery-of-government changes effective 1 November 2024, the 'Office for Women' service area was transferred from the Department of Health to the Department of Women, Aboriginal and Torres Strait Islander Partnerships and Multiculturalism.



Sarah Cruickshank, Director-General Department of Justice, and Attorney-General Deb Frecklington during Budget Estimates. Picture: Liam Kidston

Blue Card screening jobs axed in budget

Mikaela Mulveney

Dozens of jobs in Blue Card Services are among more than 50 full-time jobs no longer funded throughout the Department of Justice.

And that includes positions screening for

individuals that could be a threat when working with children – a system currently under review and commissioned by the state government – which received no further funding beyond June 30.

Department of Justice

Director-General Sarah Cruickshank during Budget Estimates hearings on Tuesday was grilled on the 57 jobs no longer funded in this year's budget.

Among these were 29 FTE positions in the Office of the Director of Public

Prosecutions that related to historical case review processes arising from the Sofronoff Inquiry into forensic DNA testing.

Ms Cruickshank said many were not funded because they wrapped up their work.

"Some of that work,

obviously, is still ongoing, and so there are still staff who are working on it," Ms Cruickshank said.

"The other one relates to some funding ... that likewise had an expiry date of 30 June, 2025, related to Blue Card Services screening."

5.40 PM

Education, Arts and Communities Committee
Estimates Public Hearing 7 August 2025

Tabled ☒ or

No: 1

Tabled by leave ☐:

Clerk: L.P.

by:

Corrine McMillan MP

Boy's suicide in residential care home should 'jolt' child safety department into action, advocates say

ABC News Exclusive by investigative reporter [Eden Gillespie](#) Mon 30 Jun

WARNING: This story contains distressing content.

In short:

A 15-year-old Aboriginal boy subject to a child protection order died by suicide in a residential care home south of Brisbane last weekend.

Advocates are calling for his death to be investigated by an ongoing inquiry into the state's "broken" child protection system.

Queensland's child safety minister says the death of any young person is a "tragedy".

A 15-year-old Aboriginal boy, subject to a child protection order, died by suicide in a Queensland residential care home last weekend.

His body was discovered by other children at the Ipswich facility, south of Brisbane.

It has prompted calls from advocates for his death to be investigated by an ongoing inquiry into the state's "broken" child protection system.

That 17-month [commission of inquiry](#) is reviewing the system's approach to keeping children safe.

Sisters Inside chief executive Debbie Kilroy said the young people supported by the organisation were extremely "distressed" by the boy's death.

"I'm confused about why these deaths of children in care continue to happen," she told the ABC. "Will the [child safety] inquiry that the LNP set up investigate this death?"

Youth Advocacy Centre chief executive Katherine Hayes said the child's "shocking death" should "jolt" the Department of Child Safety into action. "How many more lives of children will be wasted?" she questioned.

Ms Hayes urged the government to "address the obvious failings in the residential care system without delay".

"Everyday, children are suffering in placements that are not fit for purpose," she said.

"These kids cannot wait for the outcome of the current Child Safety Commission — the government must act now."

The risk of suicide is up to four times higher among children in out-of-home care than in the general population, according to research by Queensland's Child Death Review Board.

The state's Family and Child Commissioner Luke Twyford said he struggled to comprehend the numbers.

"Over the last five years, 29 children who were known to the child protection system have died by suicide," he said.

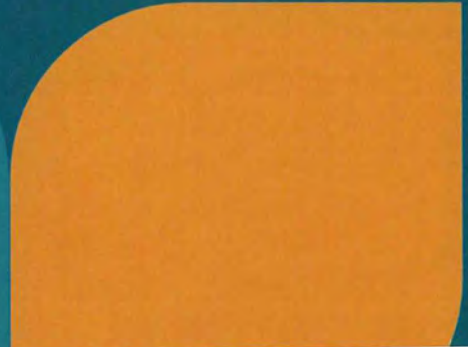
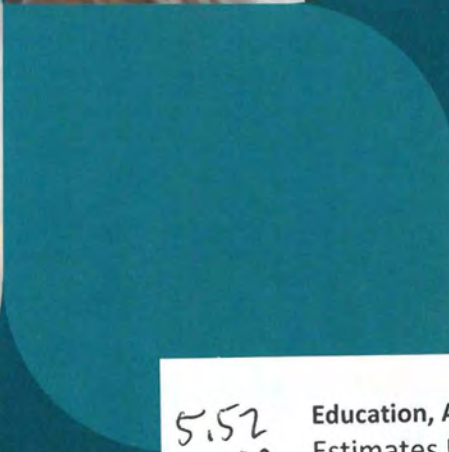
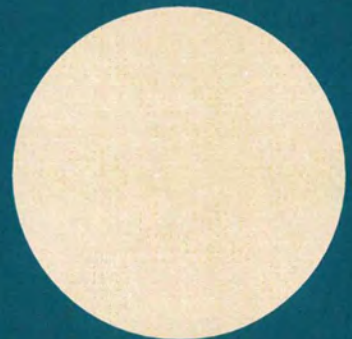
"The death of any child is an immense loss, and it's vital we honour them by learning all we can from their life experiences."

5.52 PM

Insights and opportunities

— Queensland Residential Care Workforce
March 2025

DETAILED REPORT



5.52 PM

Education, Arts and Communities Committee

Estimates Public Hearing 7 August 2025

Tabled ☒ or No: 3

Tabled by leave ☐ Clerk: WP

by: Ms C McMillan MP

Audit providers to understand the implications of NDIS changes

The introduction of the NDIS has seen an increase in providers delivering child protection services. While this is appropriate, it became apparent during consultation that some NDIS service providers were not fully aware of their obligations under the Child Protection Act 1999. We also heard that NDIS providers have greater flexibility in pay and shift structures under the SCHADS Award, which impacts the consistency of workforce conditions across the provision of residential care. **Undertaking an audit of current NDIS providers** would build better understanding around child protection service delivery in the NDIS context and assist in identifying the education and support needs service providers require to make sure their service provision aligns with the regulatory environment. Additionally, it would also support in identifying any impacts and implications resulting from the recent NDIS review.

Develop departmental communication strategy to improve transparency of current activities that are underway

The DFSDESCS is either aware of, or in the process of addressing many challenges raised during consultation. Discussion revealed, however, that the sector was often unaware of initiatives underway. **A departmental communication strategy** would improve transparency and awareness of current and planned initiatives. The more consistent and active utilisation of communication channels and partner organisations would also assist in supporting the sector remains well informed.

Develop shared resources on restrictive practice

Restrictive practices were consistently described as challenging and there appears to be inconsistent approaches and understanding across both departmental staff and the sector. **The development of shared resources on restrictive practice** would support service providers and departmental staff in adopting a consistent interpretation and application of the practice.

Review viability of a residential care worker register

The aim of a residential care worker register is to increase the safety, wellbeing and quality of care provided to children and young people in OOHC. Jurisdictions such as New South Wales have introduced this initiative as part of their response to concerns around safeguarding children and young people and enhancing accountability and oversight within the child protection system.

Queensland is currently in the process of significant reform designed to improve safeguarding and accountability practices, including the introduction of an Integrated Child Safe Organisations System led by the Queensland Family and Child Commission (QFCC). As part of this reform agenda, there is an opportunity for the QFCC to **review the viability of a residential care worker register**, or similar initiative to act as an oversight mechanism of the residential care workforce.

This would facilitate a clearer understanding of who is working in the sector and the service providers they work for, something that current processes and data sources are unable to provide.

+

Undertaking the outlined opportunities would assist in providing a greater level of practice, process and system transparency between government, service providers, the workforce and children and young people. They would also support the shaping of a more cohesive, consistent and contemporary approach to caring for children and young people in residential care.

5.57 PM
McMillan

Revealed: Major gaps in Qld child safety worker oversight system

Dangerous predators may be among those caring for thousands of children in state residential care - but the government wouldn't know as it doesn't have a list of individuals working in the system.

Mikaela Mulveney, August 7, 2025 - *The Courier Mail*

Thousands of children in the state's residential care system may currently be being cared for by dangerous predators, but the government wouldn't know as it doesn't have a list of individuals currently working in the system. And with approximately 5000 workers across the sector, it is up to the 146 providers to ensure they remain compliant.

But only 36 are audited by the government each year with growing numbers of "unlicensed" providers and key stakeholders have warned predators will use the "incompetent" system to prey on the most vulnerable.

The Department of Child Safety confirmed it does not have a list of individual workers on hand, which could include key details such as complaints history and if they held a valid Blue Card.

Rather, the government relies on providers to do their due diligence, and the lack of oversight has led to an increased risk of exploitation, according to child safety advocates.

Queensland Family and Child Commission principal commissioner Luke Twyford said it was the department's responsibility to provide a system of care and ensure quality of the workforce.

"The department can and must operate effective quality assurance processes to ensure the workers employed in organisations it pays to operate residential services are safe.

"Improving our monitoring and oversight of the people engaged to care for children is critical," he said.

It is understood the department audits licensed organisations once a year against a strict quality standards framework.

But the majority of residential care providers in Queensland are unlicensed and are not audited.

Leading child safety advocate Hetty Johnston said the system was incompetent.

“Offenders look for opportunities and these kinds of ... little exit doors, little escape routes for predators to hide ... are exactly what they’re looking for and that’s exactly where you’ll find them,” she said.

“The less eyes on, less oversight, the more predators.”

It is understood organisations could be waiting years to become a licensed, with not enough staff to process the explosion of unlicensed providers.

PeakCare chief executive Tom Allsop said every child deserves the highest standard of care and oversight.

“The longstanding barriers preventing many residential care organisations from becoming licensed by government must be addressed if we are going to have a consistent, contemporary and high-quality care system for children.”

Child Safety Minister Amanda Camm conceded unlicensed and for-profit providers had been “taking advantage of the system” and was a main catalyst for the state government’s 17-month commission of inquiry into child safety.

“It is my intention to move all providers over to the licenced model,” she said.

“I have also instructed my department to investigate information sharing practices across all agencies.”

5.51 PM
Education, Arts and Communities Committee
Estimates Public Hearing 7 August 2025

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Tabled by leave ☐ Clerk: LP

by: Ms C McMillan MP

⑤ 6-25

Question on Notice

No. 700

Asked on 12 June 2025

MS J HOWARD asked the Minister for Families, Seniors and Disability Services and Minister for Child Safety and the Prevention of Domestic and Family Violence (HON A CMM)—

QUESTION

Will the Minister advise the total number of Child Safety Officers (in table format, reported separately by headcount, FTE and by location) as at 1 June 2025 (or closest reportable date).

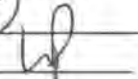
ANSWER

The Government's *Safer Children, Safer Communities* plan will boost the number of Child Safety officers supporting vulnerable children by 20 per cent by 2030.

The Active Paid Head Count and FTE for Child Safety Officers by regional location as at pay period end date 30 May 2025 is provided in the table below.

Region	Head Count	FTE
Brisbane and Moreton Bay	278	281.14
Far North Queensland	127	136.96
North Queensland	163	163.21
South East	271	267.97
South West	268	270.78
Sunshine Coast and Central	238	246.98
Statewide Operations	58	47.50
Grand Total	1403	1414.54

Education, Arts and Communities Committee
Estimates Public Hearing 7 August 2025

Tabled ☒ or No: ⑤
Tabled by leave ☐ Clerk: 

by: Ms C McMillan MP

6 626 PM

LNP's multimillion-dollar promise to reform entire system

Opposition Leader David Crisafulli has outlined his plan to overhaul Queensland's child protection system, as he named two things he believed were currently missing and made an ambitious promise.

Madura McCormack September 2, 2024 - 5:25PM - The Courier Mail

Hundreds more child safety officers will be recruited, a new safe house built, and a new "professional" foster carer program trialled under the LNP's multimillion-dollar promise to reform the child protection system.

Opposition Leader David Crisafulli has also promised Queensland's cohort of children in residential care — the largest in the nation — would not grow any further should the LNP take government after next month's election.

"At the heart of this (plan) is discipline and education, two things that have been missing," he said.

"There's also a hell of a lot of compassion and a plan to do something about the broken systems of child safety and residential care in Queensland."

The plan includes boosting the number of child safety officers by 20 per cent, above attrition, by the end of its first term in government at a cost of \$69.75m.

There will also be two carers on roster at every residential care facility all day every day, up from the current one, by 2030, with the measure to cost \$171.59m.

Opposition child safety spokeswoman Amanda Camm said the residential care system was in desperate need of reform, and the LNP's plan was about ensuring every worker was safe and every child supported.

An LNP government would also spend \$50m building a new "Secure Care" facility by 2028, designed to house a dozen children deemed by a court to require intensive wraparound therapeutic care.

These children, mainly aged 12 to 17, would be those experiencing serious self-harm risks, excessive drug and alcohol use and high-risk criminal behaviour.

In its first term of government the LNP would also trial a new "professional foster care" model, where 100 trained carers with qualifications or extensive experience would be paid a salary on top of normal allowances so they could dedicate their efforts to caring for children with complex needs.

These carers would only care for one child at a time, except where there are sibling groups. Those children would be those whose needs aren't being met in residential care.

The LNP would also spend \$63.5m to boost the annual allowance for children in out of home care by \$1500, with the cash to be used on extracurriculars like sport, music or tutoring.

Child Safety Minister Charis Mullen said the LNP's proposal was "underfunded, undercooked and underwhelming".

"The Miles Government already has a fully-funded \$500 million Putting Queensland Kids First Plan firmly aimed at stopping small problems becoming big ones," she said.

"And we've increased full-time Child Safety Officer positions by nearly 60 per cent to 1403 officers, with funding locked in for another 65 front line and support staff in child safety."

Nearly 12,000 Queensland children are in out-of-home care, with about 2000 living in residential care—a staggering 85 per cent increase in five years.

Education, Arts and Communities Committee
Estimates Public Hearing 7 August 2025

Tabled ☒ or

No: 6

2 . . Tabled by leave ☐

Clerk: LP

DV spike worse than ever
By Danica Clayton

The Courier Mail
Monday 28th July 2025
513 words
Page 5 | Section: NEWS
260cm on the page

Education, Arts and Communities Committee
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Tabled ☒ or No: 7
Tabled by leave ☐ Clerk: LP
by: Ms C. McMillan MP

7.50 pm

DV spike worse than ever

Queensland on track to surpass 2024's horror numbers

Danica Clayton

A devastating surge in domestic and family violence is gripping the state, with more than 500 calls for help being made each day.

Queensland police attended 199,372 domestic and family violence incidents during the 2024 to 2025 financial year, equating to roughly 546 incidents across the state each day.

This year is on track to surpass 2024's horror numbers, with the state having recorded more than half the total number of DFV breaches last year in just five months.

Between January 1 and May 31 this year, Queensland police had recorded 35,032 alleged breaches of DFV orders — more than half last year's total of 61,896 — putting the state on track to experience a 12 per cent rise annual rise, or more than 77,000 breaches.

The concerning figure would be more than double the 36,118 breaches recorded in 2020.

Cairns has consistently recorded the highest number of DFV breaches in Queensland, topping the state almost every month of the past five years, with more than 11,800 breaches recorded in Cairns alone from

January 2020 to June 2025.

The sad picture was reinforced by data from Women's Legal Service Queensland, which answered more than 15,700 calls for help in the 2024-2025 financial year — a 10 per cent increase on previous period.

Calls to the service's rural, regional and remote helpline saw an increase in calls for assistance of 157 per cent.

Women's Legal Service Queensland CEO Nadia Bromley called for more investment in violence prevention and assistance.

"We have seen more calls to our helplines, higher levels of violence, high levels of homelessness," Ms Bromley said.

"A huge investment needs to be made into prevention, early intervention and behaviour change programs because it is imperative we support people but have to take the steps to stop the violence, because court orders alone clearly are not good enough."

She said many women often faced a choice between being homeless or experiencing violence.

"We are increasingly seeing people separating under one roof, and women are choosing

to stay in that environment because that is preferable to being homeless," she said.

"It's a horrifying reality. It's difficult enough on your own, but to do that in the context of violence and homelessness ... it is genuinely a crisis."

Michelle Royes, Director Social Impact at DVConnect, echoed Ms Bromley's concerns.

"The most significant pattern we are seeing is more people reaching out for help — both victim/survivors and people using violence. While we're glad awareness is growing we need increased investment to keep up with the demand."

Minister for the Prevention of Domestic and Family Violence, Amanda Camm, said the government was committed to protecting victims and survivors of DFV.

"We have introduced legislation into parliament to give police the power to immediately protect victims of DFV for 12 months with a new Police Protection Direction and give courts the power to put GPS trackers on high-risk perpetrators to monitor their movements 24/7," she said.

DVConnect 1800 737732
Editorial P20




THE AUSTRALIAN

NATION

7:57pm

David Crisafulli would resign as premier if an LNP government fails to reduce crime victim numbers

By LYDIA LYNCH

  Gift this article  126 Comments

Education, Arts and Communities Committee
Estimates Public Hearing 7 August 2025
Tabled ☒ or No: 8
Tabled by leave ☐ Clerk: LP
by: Ms C. McMillan MP

9:30pm October 03, 2024. Updated 6:02am October 04, 2024

Queensland election favourite David Crisafulli has pledged to resign as leader of the Liberal National Party if the number of crime victims do not fall during his first four-year term, if elected at the October 26 state poll.

In an extraordinary pledge made at the first debate of the state election campaign, Mr Crisafulli accused the third-term Labor government of creating a “generation of untouchable” youth criminals and vowed to drive down the total number of victims in the state or quit.

“Queensland has the highest number of victims, 289,657; now that’s larger than Victoria and NSW despite their surging population,” he said. “And sorry, but listening to the Premier, it’s the same rhetoric we’ve heard across the last 10 years.”

Premier Steven Miles defended the growth in crime victims, attributing the increase to more domestic violence victims reporting their attacks to police. “I think it is important David is honest about those victim numbers; they did go down under the (LNP) Newman government because they excluded a range of domestic violence offenders.”

Voter Verdict panel reacts to Premier Steven Miles and Opposition Leader David Crisafulli head... more

Education, Arts and Communities Committee

Estimates Public Hearing 7 August 2025

Tabled ☐ or No: 9

Tabled by leave ☒ Clerk: W

by: Hon A Camm, MP

8.19PM

DVCONNECT: FORENSIC FINANCIAL AND ORGANISATIONAL AUDIT

Department of Families, Seniors,
Disability Services and Child Safety
(DFSDSCS)

Confidential

1 April 2025

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1.0 Executive Summary

1.1 Background

- 1.1.1 In early 2025, the Department of Families, Seniors, Disability Services and Child Safety (the **Department**) initiated a broad-ranging review of the state-wide intake and referral service system for domestic, family and sexual violence (DFS¹) in Queensland.
- 1.1.2 In the terms of reference¹, the Department stated that *'the DFSV intake and referral system in Queensland is under significant demand pressure and is not performing to meet individual or community need'*.
- 1.1.3 The purpose of the DFSV review is to thoroughly examine the current operating model, including the inputs, roles, outputs, and outcomes of the system, with a view to redesigning the model and delivering reform.
- 1.1.4 The review is focused on three fundamental areas of scope as the basis for informing future direction:
 - 1.1.4.1 Accountability and transparency – a forensic review of the current provider's compliance with contract obligations in terms of governance, financial management and human resources.
 - 1.1.4.2 Demand in the system - an analysis of demand and demand metrics across the system.
 - 1.1.4.3 Future model - articulation of options for consideration in delivering 24-hour 7 day a week crisis support.
- 1.1.5 BDO was engaged to undertake the 'Accountability and transparency' area of the review scope and to complete a forensic financial and organisational audit. Our work was structured around three key themes and lines of inquiry:
 - 1.1.5.1 Governance.
 - 1.1.5.2 Financial management.
 - 1.1.5.3 Human resource management and allocation.
- 1.1.6 The findings and recommendations in this report are structured according to these three lines of inquiry.

1.2 Key events timeline²

- 1.2.1 Analysis of Board papers and documents provides some insights into the key events impacting DVConnect's leadership, governance and strategic operations, including the breakdown of the relationship with Telstra Health for the 1800RESPECT contract.

2019

- New CEO appointed, Ms Beck O'Connor
- New Board Director appointed, Mr Ben Bjarnsen

¹ As per the 'Terms of Reference - Review into the state-wide intake and referral service system for domestic, family, and sexual violence in Queensland' provided by the Department on 11 February 2025.

² The timeline reflects a selection of key events for our lines of inquiry, rather than a complete list of all significant matters.

2020

- ▶ In February, DVConnect submitted a '*Client Costs Position Paper*' to the Department of Child Safety, Youth and Women seeking additional resourcing of an increase in service delivery hours by 8,400 per annum to a revised total of 53,400 per annum (contracted amount was 45,000 hours).
- ▶ In April, the Department allocated additional funding of \$1.5m to DVConnect in response to the '*Client Costs Position Paper*'.

2021

- ▶ During 2021, BoardPro (board management software) was implemented to better manage board documentation and reporting.
- ▶ During 2021, DVConnect's funded income decreases by 18%.
- ▶ The FY2020-21 funding deficit was confirmed to the Board as \$253,243.

2022

- ▶ Victim Connect implemented.
- ▶ Queensland Government announces additional financial support for DFSV services.
- ▶ Professor Patrick O'Leary and Carly Jacobitz appointed to the Board.
- ▶ A CEO Board paper (26 April 2022) reiterates the need for extra service delivery hours and discussed 'additional factors' arising in the intervening period, including:
 - Impact of COVID-19 on its services.
 - Coercive control dialogue and expected increased demand because of new legislation (2023).
 - Increased visibility and general demand of DVConnect.
 - Floods and impact of moving clients from higher risk areas.
 - Increase in police referrals to Mensline.
 - Increasing complexity in presentations and diverse and intersectional needs.
 - Implemented of trauma-informed model of cost referrals.³

2023

- ▶ In January 2023 Telstra Health was planning a '*significant reforecast*', '*possibly reducing FTEs by 40% or 20 FTEs*', equating to a \$3 million per annum funding reduction.
- ▶ In February 2023 the relationship between DVConnect and Telstra Health was 'fraught' (Board paper). DVConnect considers the risk 'isn't well understood' by Telstra Health and its inbound call forecasting is 'consistently inaccurate'.
- ▶ In June 2023 the Board was advised that the budget showed a deficit of \$162,966 with a comment stating, 'the long-term viability of 1800RESCEPT program is uncertain at this stage'.
- ▶ Board advised in June of \$181,000 deficit in FY22-23 budget.
- ▶ Updates to DVConnect's accounting system (MYOB Advanced) to enable better financial reporting.

³It appears that DVConnect did not make a further approach to the Department for extra funding at this time.

2024

- ▶ In January 2024 DVConnect wrote to the Department seeking extra funding for an uplift in service delivery hours from 45,000 to 57,000 hours per annum. This was followed with correspondence to the Department in February, April and May 2024, and later contract negotiations in June and July 2024.
- ▶ DVConnect proposes a new fee structure to Telstra Health per FTE to enable DVConnect to 'break even' on delivering the service; Telstra Health is 'considering' the proposal but wants to ensure financial viability of the service.
- ▶ On 1 May 2024 Telstra Health advised DVConnect of termination of the 1800RESPECT contract.
- ▶ In June 2024, Beck O'Connor resigns from her position as CEO of DVConnect to become the Victims' Commissioner for Queensland, with her final day being 30 August 2024.
- ▶ In July 2024 DVConnect renewed and signed several contracts with the Queensland Government.
- ▶ 30 August 2024 - all service delivery for 1800RESPECT was ceased and was handed over to Telstra Health.
- ▶ In September an external recruitment freeze was established to allow for internal redeployment of 1800RESPECT staff impacted by the contract termination requirements.⁴
- ▶ 30 September 2024 - all wages and costs associated with the 1800RESPECT program are finalised.
- ▶ In November 2024 the Chair of the DVConnect Board announces the appointment of a new CEO, Joanne Jessop, who will commence in March 2025.
- ▶ In December 2024, Murray Benton and Simone Moffat-Lane are appointed to the Board.

2025

- ▶ In January 2025, the monthly management report to the Board suggests an 80% response rate to clients, which is '*the highest in months.*'⁵
- ▶ In January 2025, the Board papers noted the 'recruit freeze has been lifted'.

1.3 Governance and strategic risk management

- 1.3.1 The conduct and composition of the board is governed by the DVConnect constitution. The constitution requires a minimum of three, and maximum of ten, board members. Directors may initially be appointed for a period of four years, up to a maximum of eight years of consecutive service.
- 1.3.2 A new CEO (Ms Joanne Jessop) has been recruited and is due to commence on 31 March 2025. There is currently an independent review of the 1800RESPECT contract being undertaken by an external party, Ms Leigh Tabrett. This review is in progress and the timeframe for its completion is unclear.
- 1.3.3 Based on an analysis of Board papers between FY2020 and FY2025, there is a reasonable level of transparency in significant decision-making and strategic risks facing DVConnect at a Board level. For example, considering DVConnect's significant contract to deliver 1800RESPECT, analysis of

⁴ DVConnect advised this redeployment was to accord with requirements of the *Fair Work Act 2009*.

⁵ BDO did not have call data for January 2025, but analysis of Womensline data suggests December's response rate was 54%.

Board papers provides the following relevant insights into the timeline of critical decision points and breakdown of the relationship with Telstra Health for the 1800RESPECT contract:

- ▶ January 2023 - Telstra Health was planning a 'significant reforecast' possibly reducing FTEs by 40% or 20 FTEs, equating to a \$3 million per annum funding reduction.
- ▶ February 2023 - DVConnect and Telstra Health relationship 'fraught', DVConnect considers the risk isn't well understood by Telstra Health and its forecasting is 'consistently inaccurate'.
- ▶ June 2023 - The Board was advised the budget showed a deficit of \$162,966 with a comment stating, 'the long-term viability of 1800RESPECT program is uncertain at this stage'.
- ▶ March 2024 - DVConnect proposes to Telstra Health a new fee structure on an FTE basis, to enable DVConnect to break even; Telstra Health considering proposal but wants to ensure financial viability of the service.
- ▶ 1 May 2024 - Telstra Health advised DVConnect of termination of contract.
- ▶ 30 August 2024 - all service delivery for 1800RESPECT ceased and was handed over to Telstra Health.
- ▶ 30 September 2024 - all wages and costs associated with the program were finalised

1.3.4 Board papers have a specific section on strategic issues that includes content on the budget and a section on corporate governance and risk. DVConnect also operates a governance manual (2023) and has an Audit, Risk and Finance Committee. The Committee is currently chaired by NED Carly Jacobitz, who also has input into the corporate risk register.

1.3.5 Under the standard terms of its agreement with the Department, DVConnect is required to:

promptly notify Us of any relevant matters that You reasonably think might affect Your ability to deliver any of the Services or meet Your obligations under the Service Agreement (section 3.1(a)(iii)).

1.3.6 Section 4.5 of the standard terms requires DVConnect to notify the Department if it receives other funds for any of its relevant contracted services or services of a similar nature (section 4.5(b)). However, there is no specific requirement for DVConnect to notify the Department if other funding ceases or is withdrawn by the other funding entity.

1.3.7 Given the Board's apparent knowledge of the difficulties with the 1800RESPECT contract going back to at least early 2023 (see 1.3.3 above), and the risk of contract termination, it is arguable that this risk could have been disclosed by DVConnect to the Department as part of its funding negotiations at the relevant time.

1.3.8 DVConnect contends that it was unable to advise the Department about the withdrawal of the 1800RESPECT contract as it was bound by confidentiality requirements, but during this review acknowledged in hindsight that doing so may have been warranted.

1.4 Financial management

Board oversight and accountability

1.4.1 There is a Budget Planning Policy and accompanying procedure that requires the Board to approve the annual budget before July. It is subject to quarterly reforecast, which is presented to the

Board for sign-off. Monthly finance reports are included in Board papers, with the Board's Audit, Risk and Finance Committee having oversight of monthly finance papers and annual budgeting.

- 1.4.2 There is a documented financial delegation of authority and only the Board (or its written-approved delegate) can enter contracts on behalf of 'DVConnect Limited'.
- 1.4.3 The addition of Ms Moffat-Lane to the Board in December 2024 brings additional financial and government accounting skills and experience to the Board.

Management of funding

- 1.4.4 There is no direct evidence of cross-subsidisation of services or misallocation of expenditure in prior financial years (noting that the auditors would not have signed off the acquitted profit and loss statements if the costs could not be directly attributed to the funding or reflect a reasonable allocation of corporate overhead).
- 1.4.5 However, because we were unable to view a detailed breakdown of full-time and part-time staffing for periods within the review, coupled with apparent reduced response rates on the phone lines (Womensline in particular), it is difficult to understand how effectively resources are being deployed on those services.⁶
- 1.4.6 DVConnect maintains individual profit and cost centres for each service. There are separate profit and loss statements for Statewide Crisis Support, 1800Respect, Forensic Support Service, Sexual Assault Line, Victims of Crime Community Response, Victim Connect, START Program, Bella's Sanctuary, Donations and Fundraising, Training, Board, and Corporate. Corporate costs appear to be allocated to the services in proportion to the amount of funding received.
- 1.4.7 Unearned income/reserves can accumulate where the funding received exceeds the costs incurred for a service during the financial year (as observed in the profit and loss). In theory, this provides an opportunity to reallocate the surplus from income to unearned income on the balance sheet, and either then returned to the Department or deducted from future payment of the relevant contracted amount.
- 1.4.8 In practice, based on the work we performed by reconciling funding agreements to P&Ls and acquittals, we have not observed instances where funding has been remitted to the Department or deducted from future payments by the Department. For prior financial years, there is no government reserve accumulating and all funds received have been fully acquitted.
- 1.4.9 For the current financial year, we note there is an unearned income balance related to deferred rollout of VOCCR (known to the Department) plus the financial impact of the unrealised salary uplift costs (being considered under DVConnect's current remuneration review).
- 1.4.10 The remuneration review is underway to consider salaries, and their potential upgrades, against the relevant award rates (Social, Community, Home Care and Disability Services Industry Award) and to formalise a competitive talent attraction and retention framework. We've been advised this proposed escalation in rates will be funded from the 20% funding uplift provided by the Department in 2024, not from accrued funds. It is anticipated that these changes will take effect in May 2025, the financial cost of which is still undetermined.

⁶ This type of more detailed analysis may be possible through *direct access* to DVConnect's relevant records, but was outside the scope of this review.

Contract compliance and performance reporting

- 1.4.11 There is no evidence of non-compliance with contract acquittal requirements during the Review Period.⁷
- 1.4.12 Both the Department and DVConnect agree that the current suite of monthly contract reporting metrics do not necessarily contribute to evaluating the effectiveness of DVConnect's service delivery. They may need to be reviewed in their entirety to ensure they are fit for purpose and represent useful measures of service delivery performance.
- 1.4.13 Until recently, the Board had direct oversight of the metrics reported to the Department in its P2i performance data uploads. In January 2025, the Board approved a change in delegation to the CEO, as responsible contract holder (as per the *Organisational Authority*, Appendix 7).

1.5 Resource allocation and call response rates

- 1.5.1 The response rate for calls answered has trended down from March 2023 to December 2024 (the data range we were provided) from a peak monthly performance of 87% of calls answered in May 2023 (WL-89%, ML-89%, SAL-87%, VC-87%, 1800R-97%) to a low 58.3% overall in October 2024 (WL-41.9%, ML-87%, SAL-91.5%, VC-85.6%, VOCCR - 94.2%).⁸
- 1.5.2 However, October 2024 (lowest overall response rate) was also the busiest month for incoming calls, with 6,590 total calls recorded, while July 2023 was least busy, with 3,583 inbound calls.
- 1.5.3 The rise in the number of outbound calls appears to correlate with a drop in the number of inbound calls answered: in the months where inbound calls answered drops, total number of outbound calls have risen (e.g. September, October and November 2024).
- 1.5.4 Total number of inbound *and* outbound calls has remained relatively steady over the period, although ranges from a low of 5,579 (July 2023) to 8,109 (December 2024). Total calls where DVConnect spoke with a client (inbound and outbound) for this period was 6,542 calls on average per month.
- 1.5.5 It is not possible to say with any exactitude what extra activity or services are being delivered by the increasing outbound calls or whether the perceived increasing complexity of cases is impacting call response rates and the increasing number of outbound calls.
- 1.5.6 Further detailed FTE data and analysis would be required to confirm if the reduction in response rates in Womensline is a direct result of under-resourcing or other internal capacity factors.⁹
- 1.5.7 In its letter to the Department on 2 April 2024 DVConnect stated that there was a 'significant rise in call volumes compared to last year (7000 additional calls in last quarter alone)'. The call data provided to us suggests that the total number of calls handled (inbound and outbound) in the March 2024 quarter was 21,575 compared to the previous quarter of 19,345.
- 1.5.8 While baseline rosters exist (and are established when the budget is applied to a roster and then assigned to FTE) CICs are tasked to triage, intake and assessment based on the needs of the day (e.g. 'responsive rostering' in practice). However, we've been advised it is the number of calls handled by CIC workers tasked to triage, plus increasing call volumes and unavailability of crisis accommodation that is impacting the response rate. DVConnect's view is that any suggested

⁷ For the current year we have relied on P2i reports in the absence of end of year audited acquittals.

⁸ Response rate is calculated as a percentage of total answered calls over total incoming, so percentages will always be weighted towards WL which has the largest volume of calls by a significant margin.

⁹ We were provided the past 2 years of FTE data and base rosters (Appendix 2).

solution to allocate more CIC workers to triage, overlooks the need for CIC workers to attend to intake and placement to provide a pathway to safety.

- 1.5.9 DVConnect and the Department may have differing views on how the funding agreements may circumscribe how resources can be shifted to meet unforeseen increased demand on various services. For example, DVConnect considers it cannot shift resources from phone line to phone line as the relevant contracts expressly prohibit this, or skillsets are not transferrable between phone lines, whereas the Department may have a view that some flexing under funding agreements is allowable. Greater clarity is required on these positions to ensure consistency.

1.6 Recommendations

- 1.6.1 Where possible, recommendations have been grouped according to the key themes and lines of inquiry. The key findings (above) collectively suggest a central theme of the need for greater clarity of both the Department's and DVConnect's roles and expectations (respectively as funder and provider), so that services can be provided efficiently and effectively.

Managing program and financial risk

- 1.6.2 The Department needs to provide better clarity on its expectations on notification of significant risks or matters that may have a bearing on delivery of DVConnect's funded services. (e.g. funding reduction, significant employee turnover or matters impacting delivery capacity and capability).
- 1.6.3 For greater transparency, the Department needs to advise DVConnect the specific financial and performance information it requires as part of its evaluation of any future funding requests from DVConnect and to improve its future contract decision-making.

Resource management and allocation

- 1.6.4 The Department and DVConnect need to agree on expectations around the adequate resourcing of funded services and the ability to or limitations on shifting resources between funded services as required to meet unforeseen increased demand.

Strategic engagement

- 1.6.5 The Department should formalise a process for more regular engagement and relationship management between the Department and DVConnect's Board to promote mutually beneficial delivery relationships (as funder and provider) and to properly manage strategic risk in the ongoing delivery of services.

Contract performance data

- 1.6.6 The Department needs to review the effectiveness of the current suite of performance data it requires DVConnect to report to ensure that it is practical to obtain and report, is relevant, useful for monitoring and evaluating, and contributes to improving overall service performance.

1.7 Conclusion

- 1.7.1 Collectively, improvements in these areas will improve core aspects of the current service model so that Domestic, Family and Sexual Violence telephone support services are efficient and effective. They will provide greater transparency and consistency so that both the Department and DVConnect know what services the funding is paying for, exactly how those services are being delivered and what can be improved for future service model design.

2.0 Introduction

2.1 Engagement, scope, and approach

2.1.1 BDO Services Pty Ltd (BDO) was engaged on 7 February 2025, by the State of Queensland (acting through the Department) under QGP0050-18 Tranche 1 for the provision of Professional Services – Finance, Audit and Economic Services by Consultants to the Queensland Government.

2.1.2 We were engaged to deliver a forensic financial and organisational audit of DVConnect in accordance with the deliverable timeframe listed below:

2.1.2.1 Project plan (Milestone 1) – due on Friday 28 February 2025.

2.1.2.2 Draft report (Milestone 2) – due on Monday 17 March 2025.

2.1.2.3 Final report (Milestone 3) – due on Friday 28 March 2025.

2.1.3 We were instructed to consider all domestic, family and sexual violence support services funded, or administered, by the Queensland Government during the period of 1 July 2019 to 28 February 2025 (Review Period).

2.1.4 We delineated our analysis and designed our review with reference to the topics set out below:

2.1.4.1 Governance:

- Transparency of decision-making.
- Communication of information and decision-making between the Board, Chief Executive Officer (CEO), and Senior Management.
- Metrics and performance indicators relied on for decision-making.
- Risk management.

2.1.4.2 Financial management:

- Flow-of-funding from contract to phone line.
- Cross-subsidisation of services.
- Annual budgeting process and financial reporting.
- Financial delegation of authority.
- Fraud risk management.

2.1.4.3 Human resources:

- Understanding call volumes and response rates.
- Collection and analysis of data from telephony and client management systems.
- Allocation of FTE to support services and responsive rostering.
- Staff well-being.

2.1.5 We held discussions with the following DVConnect staff to obtain an understanding of the organisation and give context to the documentation and data that we collected and analysed:

2.1.5.1 Governance:

- Fiona Maxwell, Chair of the DVConnect Board of Directors.
- Michelle Royes, Acting CEO.

2.1.5.2 Financial management:

- Michelle Royes, Acting CEO.

- ▶ Fiaza Khan, Head of Finance and Business Services.
- ▶ Beech Simmonds, Corporate Services Manager.
- 2.1.5.3 Human resource management and resource allocation:
 - ▶ Michelle Royes, Acting CEO.
 - ▶ Beech Simmonds, Corporate Services Manager.
 - ▶ Brayden Kyssecker, Workforce Planning & Data Analytics Lead.
 - ▶ Emma Wade, Head of People, Engagement and Wellbeing.
 - ▶ Kathryn McGahan, Director Client Services – Response & Accountability.
 - ▶ Angie Creed, Accommodation Coordinator.

2.2 Information obtained and reviewed

2.2.1 We obtained the following documentation and data listed below by source and category:

2.2.1.1 Department:

- ▶ Service agreements.
- ▶ Funding schedules.
- ▶ Investment specifications.
- ▶ Previous reports, reviews and papers.
- ▶ Contract analyses and P2i reporting.
- ▶ Financial statements and acquittals.
- ▶ Human Services Quality Framework (HSQF) audit reports.
- ▶ Client call data.

2.2.1.2 DVConnect:

- ▶ Policies and procedures.
- ▶ Board papers.
- ▶ Financial statements and acquittals.
- ▶ Client call data.
- ▶ FTE data.

2.2.1.3 See Appendix 1 for a detailed list of documentation obtained.¹⁰

2.3 Assumptions and limitations

- 2.3.1 We have relied on the work performed by DVConnect's auditors, Vincents (previously PKF Brisbane Audit) through the audit and assurance services provided to DVConnect. We have assumed that the financial records provided to us by DVConnect that we have relied on present a true and fair view in so far as they are accompanied by audited acquittal statements. We undertook our own procedures to reconcile funding agreements to financial reports and acquittal statements which is discussed in section 5.1.1.
- 2.3.2 We have relied on the contract administration process administered by the Queensland Government during the Review Period, and as set out in the relevant service agreements and

¹⁰ It was neither possible nor necessary to review all of these documents for purposes of this review.

funding schedules. We undertook our own procedures to consider the compliance with the service agreements and funding schedules which is discussed in section 5.2.

- 2.3.3 While every effort has been made to obtain, and analyse, all relevant documents for the Review Period, we do not represent to have obtained, and analysed, all relevant documents. Limitations to the scope of our procedures are addressed in the relevant section/s of this report.
- 2.3.4 We did not consider the role of Save the Children Australia who are sub-contracted to provide services under *Service Agreement No. 695.2021 Provision of Victim Services Funding Program 2022-2027 Stream 1 - Trauma-informed support for all victims of violent crime*.
- 2.3.5 The scope of the review did not include a comprehensive validation of each component of the funded services agreements against actual service delivery.

2.4 Disclaimers

- 2.4.1 BDO Services Pty Ltd is a member of an Australian association of independent accounting and management consulting firms trading under the name BDO.
- 2.4.2 BDO Services Pty Ltd conducts its business independently of all other firms of Chartered Accountants or other entities that trade under the name BDO.
- 2.4.3 In completing this report BDO have relied upon information provided, which we believed to be reliable, complete and accurate. Our findings are based on information provided at the time of writing the report. BDO reserve the right to amend or update this report if information not previously available, known, or provided, becomes known after the date of issue of this report.
- 2.4.4 The engagement of BDO is as an independent contractor and not in any other capacity. We are not responsible for the appropriateness of any commercial or strategic decisions taken by any parties.
- 2.4.5 In preparing this report, BDO has referred to, considered, and relied upon various sources of information. All sources of information relied on are included as an appendix to this report.
- 2.4.6 The publication, disclosure, or use of this report by any other party requires BDO's express consent in writing. The exceptions to this requirement are a disclosure to others within your organisation or your professional advisors on a confidential basis, or as required by law, court order or any regulatory or professional body as part of, or because of, our scope of work.
- 2.4.7 The services provided in connection with this engagement comprise an advisory engagement, which is not subject to assurance, or other standards issued by the Australian Auditing and Assurance Standards Board and, consequently no opinions or conclusions intended to convey assurance have been expressed. No warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided.

3.0 DVConnect's contracted services

3.1 Funded services for the Review Period

3.1.1 DVConnect receives funding from the Queensland Government under a series of core agreements and supplementary variations. We considered all active funding agreements throughout the Review Period in our analysis. A detailed summary of funding agreements grouped by service and showing amounts paid, can be seen in Appendix 3.

3.2 Current year funding of DVConnect services

3.2.1 In the current financial year, DVConnect receives funding from the Queensland Government under a series of agreements to deliver its services, as set out in Table 1 below:

Table 1 - DVConnect funding in FY2024-25

Funding agreement ¹¹	Service	Funding at January-2025	Total FY2024-25 ¹²
con_149494 con_20258 con_20220	Helpline (<i>Womensline, Mensline, Clientline, Serviceline and Policeline</i>).	\$7,852,915	\$13,462,138
con_20244 con_13256 con_20255 con_18296 con_19894	Sexual Assault Line	\$695,860	\$1,192,900
con_20901	START Program	\$672,278	\$1,792,900
con_20249	Forensic Support Line	\$361,491	\$619,700
695.2021 Stream 1, Var#2 and Var#4	VictimConnect	\$1,447,526	\$2,406,050
695.2021 Var#3 and Var#3a	Victims of Crime Community Response (VOCCR)	\$2,118,389	\$7,740,282
Total funding (through Profit & Loss)		\$13,148,460	\$26,021,070

¹¹ Refer to *Funding agreements summary*, Appendix 3

¹² Total expected funding in FY2024-25 as per active funding agreements.

Unearned income ¹³	All services (excl. VOCCR)	(\$243,121)	N/A
Unearned income ¹⁴	VOCCR	\$3,599,145	N/A
Total funding received / budgeted		\$16,504,484	\$26,021,070

3.2.2 The Queensland Government also administers federal funding that is allocated under the National Partnership Agreement (NPA) on Domestic, Family and Sexual Violence '500 workers' initiative which is utilised by DVConnect Helpline, Sexual Assault Line and the START Program.

3.3 Funding schedules

- 3.3.1 The funding schedules set out the specific service delivery requirements including the period and amount of funding, output hours and FTE where applicable. The funding agreements that were active during the Review Period and considered in our analysis, are addressed in detail in Appendix 4.
- 3.3.2 Per annum funding of Helpline, Sexual Assault Line and Forensic Support Line is paid quarterly, with the first instalment issued within 28 days of the schedule start date of the funding agreement. Subsequent payments are made only if periodic data, reports, and statements for the prior period are submitted and current.
- 3.3.3 One-off and milestone funding of Helpline, Sexual Assault Line and Forensic Support Line is paid in a single instalment within 28 days after submitting non-periodic data, reports, or statements. Payments are made if DVConnect satisfies the terms of the service agreement and on demonstration of adequate service delivery.
- 3.3.4 Per annum funding of VictimConnect and VOCCR services is paid in accordance with the service agreement and contract variations. Funding of Stream 1 for the delivery of trauma-informed support for all victims of violent crime, contract variation 2 for additional funding of victims of youth related property crime and in response to Forensic DNA testing, and contract variation 4 to support an additional 350 hours in therapeutic counselling and 525 hours of information, referral and psychological first aid plus team leader oversight, is paid 6-monthly subject to DVConnect meeting its reporting requirements.
- 3.3.5 One-off funding of contract variations 3 and 3a for the delivery of the VOCCR pilot program is paid in advance, 28-days after the contract signing. Brokerage costs are to be recovered monthly in arrears. The variation states that reporting requirements are to be developed in collaboration with the supplier. We understand that the rollout of VOCCR to some sites has been deferred. The financial impact of the deferral is shown on the extracted balance sheet table at 5.2.18
- 3.3.6 We considered the compliance of DVConnect with the in-scope terms of the funding service agreements in section 5.2 below.

¹³ Reflects funding received but held on the balance sheet until it is 'earned' and reported through profit and loss. Funding is released on a straight-line basis.

¹⁴ VOCCR is recorded separately as the rollout is partly deferred.

3.4 Service agreement contractual obligations

3.4.1 As a recipient of Queensland Government funding, DVConnect is obligated to meet the terms set out in the funding service agreements that apply to the funding schedules.

3.4.2 The contractual obligations applicable to the delivery of Helpline, Sexual Assault Line and Forensic Support Line¹⁵ services are summarised below:

3.4.2.1 Section 3: Use of funding and service delivery

- ▶ General requirements: Outlines fundamental obligations including compliance with agreements, policies, and legislation, and to maintain necessary permits and licences.
- ▶ Service commencement and delivery: Defines timelines and processes for starting and continuing services.
- ▶ Quality standards: Specifies the need to adhere to quality standards.
- ▶ Conduct: Services should be delivered professionally and in collaboration with other organisations for effective service delivery.
- ▶ Dispute resolution and complaints: Procedures should be in place to resolve disputes and handling complaints concerning service-related issues.

3.4.2.2 Section 4: Other obligations

- ▶ Liaison with contact officer: Maintain communication and compliance with requests from the contract manager.
- ▶ Monitoring of service delivery: Mandatory participation in contract monitoring activities.
- ▶ Employee responsibilities: Responsible for all employees, including the payments of wages and entitlements.
- ▶ Financial viability: Maintain financial stability to fulfill contractual obligations.
- ▶ Notifications: Mandatory notification of changes in details, additional funding, misconduct allegations, and constitutional amendments.
- ▶ Cultural accessibility: Accessible and culturally appropriate services for diverse communities.

3.4.2.3 Section 5: Reporting obligations

- ▶ Reporting requirements: Comply with reporting requirements and provide accurate and timely information as requested.

3.4.3 The contractual obligations applicable to the delivery of VictimConnect and VOCCR¹⁶ services are summarised below:

3.4.3.1 Section 1: General information

- ▶ Agreement term: Defines start and end dates and options for extension.

¹⁵ In reference to the *Service Agreement - Standard Terms Version 1.1* dated 17 February 2015.

¹⁶ In reference to *Service Agreement No. 695.2021 Provision of Victim Services Funding Program 2022-2027 Stream 1 - Trauma-informed support for all victims of violent crime* executed on behalf of the State of Queensland on 23 December 2021.

- ▶ Service delivery model: Trauma-informed victim support for all victims including 24/7 telephone support, case management, emotional support, psychological first aid and free therapeutic counselling.
- ▶ Deliverables: Defines output hours for the service delivery.
- ▶ Service delivery requirements: To provide statewide support, assistance to access financial support, case management, promote the Charter of Victims' Rights, culturally and cohort appropriate access to services, develop and maintain formalised referral strategies, train staff and/or volunteers, offer activities that build capacity in other agencies.
- ▶ Reporting requirements: Defines requirements of performance requirements.

3.4.4 We considered the compliance of DVConnect with the terms of the funding service agreements that are relevant to our scope in section 5.2 below.

Notification of key matters

3.4.5 Under the standard terms of its agreement with the Department, DVConnect is required to:

promptly notify Us of any relevant matters that You reasonably think might affect Your ability to deliver any of the Services or meet Your obligations under the Service Agreement (section 3.1(a)(iii)).

3.4.6 Section 4.5 of the standard terms requires DVConnect to notify the Department if it receives other funds for any of its relevant contracted services or services of a similar nature (section 4.5(b)). However, there is no specific requirement for DVConnect to notify the Department if other funding ceases or is withdrawn by the other funding entity.

3.4.7 Given the Board's apparent knowledge of the difficulties with the 1800RESPECT contract going back to at least early 2023 (see 1.3.3 above), and the risk of contract termination, it is arguable that this risk could have been disclosed by DVConnect to the Department as part of its funding negotiations at the relevant time.

3.4.8 DVConnect contends that it was unable to advise the Department about the withdrawal of the 1800RESPECT contract as it was bound by confidentiality requirements, but during this review acknowledged in hindsight that doing so may have been warranted.

4.0 DVConnect's operations

4.1 Understanding of services

4.1.1 DVConnect's principal activities includes the provision of counselling, advocacy, referral, information, financial and accommodation support to members of the public who are at risk or are experiencing domestic and family violence or other types of violent crime. See Appendix 5 for a detailed organisation summary.

4.1.2 DVConnect applies the funding to deliver the scope of services shown in table 1 below:

Table 1 - Funding of service line delivery¹⁷

Service	Description	Service Users	Offering
Womensline	Helpline available 24/7 365 days per year helpline	Women, non-binary or gender fluid individual affected by domestic and family violence in Queensland.	Service providing emergency support to women experiencing domestic and family violence, including crisis counselling, safety planning, emergency transport, accommodation, and pet support.
Mensline	Helpline available from 9 am to midnight.	Male, non-binary or gender fluid individual seeking help for their own violent behaviour or experiencing abuse.	Supporting men who are using or experiencing domestic and family violence, support for men to change their abusive behaviour, referrals to specialist behavioural change programs, safety planning for men experiencing abuse, emergency transport, and information and referral options.
Sexual Assault Line	Provides support to individuals who have experienced sexual	Anyone in Queensland	Immediate support, information, advise or counselling and connection

¹⁷ Source: 'BRD-POL-Introduction to DVConnect Limited'

assault or abuse, offering confidential advice, counselling, and referrals.

impacted by sexual assault.

to additional resources for ongoing care.

Forensic Support Line	Offers specialized support related to forensic medical assessments and legal processes for victims of violence.	Individuals requiring forensic support.	A specialist support telephone connecting people who have been impacted by The Commission of Inquiry into Forensic DNA Testing in Queensland with specialised therapeutic information, brief counselling, referral and support.
VictimConnect	24/7 service supporting victims of violent crime, providing general information, referrals, therapeutic counselling, and case management.	Victims of violent crime, including domestic, family, and sexual violence.	Connecting victims with appropriate services and support networks.
VOCCR (in partnership with VictimConnect)	Community-based responses to support victims of crime, involving outreach and coordination with local services.	Victims of crime within specific communities in Queensland.	Enhancing community-level support with tailored assistance and resources.

4.2 Technology and systems

4.2.1 DVConnect utilises the following systems to support its service delivery:

4.2.1.1 Service delivery:

- Infoxchange: client and case management system that contains client profiles, records service notes, demographic data and all client interactions for the period they are supported (we observed a current long-standing client profile with over 700

interactions). Purchase orders for client brokerage costs are raised from Infoxchange, which then interfaces with DVConnect's finance system, MYOB Advanced.

- Amazon Connect by Amazon Web Services: cloud-based platform that enables the delivery of the Helpline services and records and reports call data metrics.
- Calabrio: provides tools for call recording, rostering of telephone workforce, and call analytics.

4.2.1.2 Governance:

- Board Pro: Corporate governance platform to assist in the management of board meetings, documents, and communication.
- Risk Wizard: integrated risk, compliance and incident management system to be implemented in July 2025.¹⁸

4.2.1.3 Financial management:

- MYOB Advanced: cloud-based enterprise resource planning and accounting system used to record financial information and produce financial reports.
- Ocerra Accounts Payable Automation: integrated with MYOB Advanced to automate invoice processing, segregate duties in the accounts payable function and maintain approval workflows.
- Eftsure: integrated with MYOB Advanced and Ocerra Accounts Payable Automation to mitigate payment related fraud risks.

4.2.1.4 Human resource management and allocation:

- Employment Hero: cloud-based human resources, payroll and benefits platform that streamlines employment processes and provides employee related reporting.

4.3 Inbound referrals

4.3.1 Clients are referred to DVConnect from various sources and through different channels including:

- 4.3.1.1 Self and third-party referrals of individuals to the Helplines (e.g. family members or friends of affected individuals, or members of the community who have witnessed domestic or family violence incidents).
- 4.3.1.2 Police referral of individuals identified as needing support through the Redbourne platform (Redbourne referrals reported in P2i in Q2-FY2024-25: Mensline 2,154, and Womensline 191).
- 4.3.1.3 Court supported referral of individuals involved in legal proceedings relating to domestic violence.
- 4.3.1.4 Regional domestic and family violence services refer individuals for safety planning or access to emergency accommodation.
- 4.3.1.5 Queensland Homelessness Information Platform (QHIP) service coordination protocol applicable to domestic violence as the presenting issue for seeking refuge.

¹⁸ DVConnect is currently transitioning to the Risk Wizard platform from its existing risk management process that utilises spreadsheets and manual workflows.

- 4.3.1.6 Community organisations and partnerships referral of individuals need crisis support.
- 4.3.1.7 Local medical practitioners (Hospitals/GP's (including mental health referrals), Child Health Nurses)
- 4.3.2 Cost referrals occur when a woman visits a related ('sister') service and is recognised by the service as in need of crisis accommodation. DVConnect will accept the risk assessment completed by the referring service rather than requiring a complete intake and assessment process to be completed internally.
- 4.3.3 Cost referrals are usually received by phone in the first instance however they are monitored in the client services team or QHIP. Team leaders will assess whether a referral is accepted or declined and will record the decision in QHIP if applicable. A client profile is established and a purchase order for motel accommodation and transportation costs (if required) is raised. Referred costs are tracked separately and reported through the Crisis profit and loss as 'Client Accommodation - Cost Referral' and 'Client Transport - Cost Referral'.

5.0 DVConnect's governance, finance and resourcing

5.1 Governance

- 5.1.1 We held discussions with Fiona Maxwell (Chair of the DVConnect Board of Directors) and Michelle Royes (Acting CEO), and obtained and analysed policies, procedures, and board reports and to inform our analysis of governance. A detailed process summary is available in Appendix 6.

Corporate governance committees

- 5.1.2 The corporate governance committee structure is shown in figure 1 below:



Figure 1: Corporate governance committee structure

- 5.1.3 The corporate governance committees meet monthly. The operational governance committees (i.e. Clinical Governance, Monthly Connect, Data Governance) report to the board through CEO. The board governance committees (i.e. Audit, Risk, and Finance (ARF) and Clinical Governance Sub-Committee) report directly to the Board.

Board composition and oversight responsibilities

- 5.1.4 The board has oversight of organisational compliance and performance. The conduct and composition of the board is governed by the DVConnect constitution. The constitution requires a minimum of three, and maximum of ten, board members. Directors may initially be appointed for a period of four years, up to a maximum of eight years of consecutive service.
- 5.1.5 The Board maintains oversight of DVConnect through monthly Board meetings. Board reports contain a monthly management report and discussion about the overall operating environment and key metrics reported by service line, Audit, Risk, and Finance Committee minutes, a finance report and supplementary reports that are relevant to the topics discussed during the month. Board reports are available on BoardPro.
- 5.1.6 The Board also had oversight of the metrics reported to the Department in P2i data uploads. In January 2025, the Board approved a change in delegation to the CEO, as responsible contract holder.
- 5.1.7 The Board monitors compliance and performance under the following areas:

5.1.7.1 Legal:

- Directors' responsibilities, legal compliance, and insurance requirements.

5.1.7.2 Organisational accountability:

- Monitor financial performance, and compliance audits.

5.1.8 The Board monitors organisational performance under the following areas:

5.1.8.1 Strategy and policy:

- Approve and embed organisational vision and mission.
- Approve and monitor strategic and operational plans and policies.

5.1.8.2 Accountability:

- Overall performance.
- Board evaluation and succession planning.
- Outcome reporting.
- CEO oversight.

5.1.8.3 Risk management:

- Monitor critical risks and maintain risk management strategy and risk management framework.

5.1.8.4 Public relations:

- To promote the vision of the organisation, facilitate cohesion, and protect the interests of stakeholders.

5.1.9 The current DYConnect board comprises professionals with diverse backgrounds:

- Fiona Maxwell, service as Chair, is nearing the end of her tenure after 8 years and is the Executive Director of FareShare.
- Ben Bjarnesen, on the board since 2019, is a QPS officer and founder of the LGBTQIA+ Domestic Violence Awareness Foundation, contributing significantly to LGBTQ+ domestic violence support.
- Professor Patric O’Leary, appointed in 2022, is a Griffith University Academic specialising in violence prevention and providing expert advice on child sexual abuse.
- Carly Jacobitz, also appointed in 2022, is a psychologist and Deputy CEO for Child, Youth and Family at Life Without Barriers.
- Murray Benton, appointed in 2024, serves as Deputy CEO of Youth Justice at QATSICPP and is a member of the Child Death Review Board.
- Simone Moffat-Lane, appointed in November 2024, is a Chartered Accountant and acting Chief Financial Officer in the Queensland Government.

Organisational delegation of authority

- 5.1.10 Operational decision-making is delegated in the *Organisational Authority Policy* (Appendix 7) and contains authority in relation to financial matters, clinical governance, human resources, industrial relations, and operational issues.

- 5.1.11 DVConnect maintains a set of policies, procedures and forms that are accessible by employees through Employment Hero and/or the DVConnect or VictimConnect websites. Policies and procedures are referenced to the corresponding Human Services Quality Framework (HSQF) standards.
- 5.1.12 Day-to-day financial decision-making is governed by a financial delegation of authority contained within the *Organisational Authority*. Notwithstanding the financial delegations, employees do not have the authority to sign legally binding third-party agreements on behalf of 'DVConnect Limited' unless specifically delegated in writing by the board.

Risk management

- 5.1.13 DVConnect describes the purpose of DVConnect's risk management process is to:
 - 5.1.13.1 Safeguard resources.
 - 5.1.13.2 Ensure a consistent approach to risk management across the organisation.
 - 5.1.13.3 Define responsibilities to ensure that risk management processes are integrated into the strategic and operational planning, and decision-making.
 - 5.1.13.4 Create a risk awareness culture that assists staff to carry out their roles
- 5.1.14 At the February 2025 board meeting, the Board endorsed the procurement of RiskWizard to be implemented from July 2025. Relevant inputs to the process have been identified for system migration, and consultation and briefings with service delivery, clinical governance, corporate business areas and senior management has occurred.
- 5.1.15 Risk categories and risk appetite levels have been updated to align the existing risk framework and processes to RiskWizard, and presented to the Audit, Risk and Finance (ARF) Committee for consideration and recommendation to the Board that RiskWizard would encompass:
 - 5.1.15.1 Financial.
 - 5.1.15.2 Infrastructure.
 - 5.1.15.3 Governance, legal and compliance.
 - 5.1.15.4 Clinical practice.
 - 5.1.15.5 Workforce including health, safety and wellbeing.
 - 5.1.15.6 Brand and reputation.

Monitoring service delivery

- 5.1.16 DVConnect advised that it evaluates its own service delivery through identifying possible service delivery and efficiency improvements. It stated it does this by utilising data on service performance, feedback from experts, a staff-led service improvement forum and feedback from other integrated service streams. It's unclear how feedback from the Department is used to improve service delivery. DVConnect also utilise a *Plan, Do, Check, Act* cycle to incrementally test and evaluate improvements.

5.1.17 The *Plan, Do, Check, Act* cycle structure is shown in figure 2 below:



5.2 Financial management

5.2.1 We held discussions with Michelle Royes (Acting CEO), Fiaza Khan (Head of Finance and Business Services) and Beech Simmonds (Corporate Services Manager), and obtained and analysed policies, procedures, funding agreements, policies, procedures, service line profit and loss statements, acquittal statements, consolidated balance sheets and balance sheet reconciliations to inform our analysis of financial management. A detailed process summary is available in Appendix 8.

Budgeting process

5.2.2 The budget planning policy and procedure sets out the budget structure and deadlines. The annual budget must be approved by the board before early-July and is subject to quarterly reforecast. The ARF Committee has oversight of the budget and supports the board in managing the budget. The Head of Finance is responsible for providing a monthly finance report for inclusion in the monthly board and ARF Committee pack.

5.2.3 The Director of Operations is responsible for ensuring that operating activities are aligned with the budget, and they must report realised or forecast discrepancies between actual expenditure and the budget to the ARF Committee. The ARF Committee has the authority to conduct a budget review if variances persist between the operating needs of the organisation and the approved budget.

Client services costs

5.2.4 Client services or brokerage costs, are incurred by Womensline and reported separately through the Helpline P&L. As per the year-to-date January 2025 P&L, we note \$2,369,248 of client services costs were recorded. There were no client services costs recorded in other service line P&Ls.

- 5.2.5 Client services costs are delineated by accommodation, meals, transport, sundry, emergency relief payments, and groceries & care packs. Cost referrals are reported separately as 'Accommodation - Cost Referral' and 'Transport - Cost Referral', as previously discussed.

Table 2 - Helpline P&L extract - Client services expenses

Helpline - Client Services Expenses Reported as of 31 January 2025	YTD Actual	YTD Budget
Client Accommodation	\$1,615,815.07	\$1,797,546.33
Client Accommodation - Cost Referral	\$324,802.20	\$84,000.00
Client Meals	\$76,923.76	\$125,000.00
Client Transport	\$284,684.55	\$415,000.00
Client Transport - Cost Referral	\$32,918.48	\$23,000.00
Client Sundries	\$31,855.00	\$63,000.00
Emergency Relief Payment	\$973.78	\$3,500.00
Groceries & Care Packs	\$1,275.71	\$7,000.00
Total - Expenses - Client Services	\$2,369,248.55	\$2,518,046.33

- 5.2.6 We discussed client services costs with the Director of Client Services - Response and Accountability, and the Accommodation Coordinator. DVConnect noted that they operate without fixed partnerships or access to accommodation discounts. They attempt to pre-book accommodation to mitigate price fluctuations and vacancy restrictions, especially when major events are scheduled in metro regions. Prices are said to fluctuate between \$200/night and \$400/night, depending on availability.
- 5.2.7 DVConnect advised that it attempts to maintain good relationships with moteliers to ensure future access to the accommodation. They maintain a central register that contains a list of accommodation, address and contact details.
- 5.2.8 DVConnect notes that some women have complex trauma history and can cause damages to motel rooms that require repairs. The Accommodation Services Coordinator advised that while they do review and query cost of damage with the motel, they must balance the need to maintain a positive relationship to ensure future access to the accommodation.
- 5.2.9 Prezee vouchers are used by DVConnect and are typically restricted to one voucher per woman. A tiered financial limit is applied depending on whether the woman is single or has one or more children. Prezee vouchers are intended as a one-off emergency payment. DVConnect provides women support to access government crisis payments, and local food banks or community kitchens.

- 5.2.10 DVConnect noted the benefit of receiving a single contract for client costs funding that commenced in the current financial year. The current funding structure enables DVConnect to manage the client services costs within a dedicated budget, without having to balance the utilisation of client services costs with the allocation of FTE to the lines.
- 5.2.11 Client services costs are monitored and reported monthly against budget. DVConnect advised that it accesses donations and reserves to supplement client services costs if the actuals costs exceed budget. We have not analysed this supplementation.

Reporting of service line financial performance

- 5.2.12 DVConnect records and reports income and costs for each service line separately. The individual profit and loss (P&L) statements are provided to the auditors to support the annual acquittal process. There is limited potential for cross subsidisation because the revenues and costs must be aligned to the service for the auditors to sign off on the acquittal.
- 5.2.13 A monthly P&L is produced for each of the following services:
- 5.2.13.1 Crisis Line.
 - 5.2.13.2 Sexual Assault Line.
 - 5.2.13.3 Forensic Support Service.
 - 5.2.13.4 START Program:
 - ▶ START is co-funded by a philanthropic donation.
 - 5.2.13.5 VictimConnect.
 - 5.2.13.6 VOCCR.
 - 5.2.13.7 Bella's Sanctuary:
 - ▶ Bella's Sanctuary is funded by donations.
 - ▶ The premises was donated to DVConnect and is reflected in the balance sheet as a non-cash reserve.
 - 5.2.13.8 Corporate overhead:
 - ▶ Corporate overhead is fully allocated each month to the funded services proportionate to the amount of funding received by the service.
 - 5.2.13.9 Board costs:
 - ▶ The board is funded by donations.
 - ▶ Costs are not allocated out of the board P&L.
 - 5.2.13.10 Delivery of workplace training:
 - ▶ DVConnect earns revenue delivering workplace DFSV training.
 - ▶ Training revenue earned is allocated to the cost of delivering the training.
 - ▶ Costs are not allocated out of the training P&L.
 - 5.2.13.11 Donations and fundraising:
 - ▶ Funding received through donations and fundraising activities.
- 5.2.14 As part of our procedures, we obtained all the P&L's related to the in-scope funding agreements and reconciled these to funding agreement and audited acquittal statements.

Cash, unearned income and general reserve balances

- 5.2.15 DVConnect produces a consolidated balance sheet that is reconciled monthly. We analysed the January 2025 balance sheet and relevant reconciliations that were provided by the Head of Finance, to obtain an understanding of the accounting.
- 5.2.16 The consolidated balance sheet extract below is intended to show the relationship between cash, unearned income and reserves. That is, that the cash balance can be explained in part by unearned income (which is accounted for in accordance with revenue recognition accounting standards) and the other part reserves, which is delineated between current and prior years. A sufficient reserve balance is necessary to demonstrate liquidity ratios (which is relevant to auditors' going concern assessments) and in the case of DVConnect as a charity, to have available funds to pay operating expenditure that exceed donation or funding shortfalls.
- 5.2.17 We have not included other current and non-current assets or liabilities in the analysis, e.g. prepayments, fixed assets, accounts payable, leases and employee provisions. The extract is intended as an illustration to explain cash.
- 5.2.18 Table 3: Consolidated balance sheet extract as of 31 January 2025

Cash, unearned income and reserves	December, 2024	January, 2025
ASSETS: Total Cash¹⁹	\$10,598,585.50	\$8,453,525.61
<i>Unearned Income - Funding</i>	<i>\$54,996.88</i>	<i>(\$243,121.00)</i>
<i>Unearned Income - VOCCR</i>	<i>\$2,082,457.48</i>	<i>\$3,599,145.87</i>
<i>Unearned Income Refund - VOCCR 2024</i>	<i>\$1,852,512.70</i>	<i>\$0.00</i>
LIABILITIES: Total Unearned Income	\$3,989,967.06	\$3,356,024.84
<i>General Reserve - Non-Government</i>	<i>\$4,617,768.42</i>	<i>\$4,617,768.42</i>
<i>Current Year Surplus/Deficit</i>	<i>\$847,206.76</i>	<i>\$831,072.75</i>
EQUITY: Total Reserves	\$6,953,565.79	\$6,938,431.78

5.2.19 Explanation of accounts:

- 5.2.19.1 Cash reflects funding held in unearned income, plus non-government general reserve and current year surplus/deficit.
- 5.2.19.2 Unearned income reflects the amount of funding received that is not yet earned. Unearned income is allocated to the P&L on a 'straight-line' basis, i.e. funding will be allocated to the P&L equally over the period of months it is intended to fund.
- 5.2.19.3 The non-government general reserve defined in the *Organisational Authority* policy as 'liquid, unrestricted assets that can be used to support operations in the event of an unanticipated loss of revenue or increase in expenses or approved project work

¹⁹ Cash includes all cash at bank and petty cash accounts (petty cash balance is \$50).

aligned to the strategic plan'. We note the current non-government reserve balance of \$4,617,768 reflects 15% of DVConnect's consolidated operating costs budgeted for the current financial year (\$29,209,625).

- 5.2.19.4 The current year surplus/deficit reflects the sum of all net surplus/deficit positions reported in all P&Ls year to date. A net surplus will accumulate when revenues exceed expenses for the period. If at year end, there is a net surplus accumulated to a funded service, the balance will be reallocated to unearned revenue.

Non-Government and Government General Reserves

- 5.2.20 The policy for maintaining the 'Non-government general reserve' is stated in the *Organisational Authority Policy* (Appendix 7) and summarised below:

5.2.20.1 Maintain a minimum balance of \$600,000 to ensure minimum liquidity ratios are maintained. That is, that there are sufficient current assets to cover current liabilities at any point in time. We haven't undertaken a detailed liquidity analysis to speak to what an appropriate liquidity ratio should be.

5.2.20.2 Reserves above \$600,000 are available in the first instance to meet operational costs for Bella's Sanctuary that are not met by donations, and then for strategic priorities like system implementations. The CEO is authorised to utilise reserves above \$600,000 in this manner.

5.2.20.3 Reserves above \$600,000 to be utilised for other costs should be requested by the CEO to the ARF Committee.

- 5.2.21 We understand there is general reserve balance that has accumulated over time in relation to non-government funding. For example, as reported to the Board in November 2024, since 2019 the general reserve balance has been steadily increasing 'due to operational costs, salaries and wages being underbudget year on year from a reported net balance of \$1.025m to \$4.6m in 2024 and a projected \$3.6m at the end of FY2025 (refer Appendix 9).

- 5.2.22 While this balance could potentially be utilised to fund certain services (e.g. to hire new staff), DVConnect advised that it has historically used financial reserves to support operations, and considers that while it may be feasible to use reserves to fund additional FTEs and improve helpline response rates, this approach carries material risk. It considers reliance on reserves alone is not a responsible long-term strategy and reliance on reserves without a replenishment plan would raise serious concerns on its status as a going concern.

- 5.2.23 For clarity, there has been no suggestion by either the Department or DVConnect that this is an available option for increasing FTE capacity.

- 5.2.24 There is no specific policy concerning 'Government general reserve'. Based on our understanding of the process and reconciliation of funding agreements to acquittals during the Review Period, government funding is fully acquitted each financial year, that is, all funds have been spent against funded activities. However, if a government funded P&L was to result in a surplus at financial year end, the excess revenue would be reallocated from the P&L to the balance sheet as unearned income and dealt with in consultation with the funder (either refunded or offset against future funding payments). See the VOCCR unearned income balances accrued during the current financial year as an example of when funding has not been expended and is therefore held on the balance sheet as unearned.

Fraud risk

- 5.2.25 DVConnect has a fraud risk management policy that defines the purpose, scope and responsibilities assigned to managing fraud risk at an organisational level which is supported by the organisational delegation of authority.
- 5.2.26 There is also a financial delegation of authority, and segregation of duties in the finance team that is enforced through systems-based user roles.
- 5.2.27 There is a limited use of cash (noting a \$50 petty cash balance reported on the balance sheet), and the allocation of Prezee vouchers is limited to one per person (generally speaking) and assigned to a client through Infoxchange where a purchase order is raised before a voucher is purchased.
- 5.2.28 Other client costs are initiated within the client profile of Infoxchange where a purchase order is raised and then matched to an invoice for payment.
- 5.2.29 There is system-based segregation of duties established within Ocerra AP Automation that streamlines the invoice payment process and integrates with MYOB Advanced.
- 5.2.30 Outgoing payments are checked by the integrated EFTSure platform which requires multifactor verification, manages the vendor master file, verifies payment details, and onboards suppliers. The controls established by EFTSure prevent duplicate payments, payments to unknown suppliers, and performs third party verification of banking details to reduce the risk of DVConnect paying scam invoices.

5.3 Resource allocation and call response rates

- 5.3.1 We held discussions with Michelle Royes (Acting CEO), Beech Simmonds (Corporate Services Manager), Brayden Keysecker (Workforce Planning & Data Analytics Lead), Emma Wade (Head of People, Engagement and Wellbeing), Kathryn McGahan (Director Client Services - Response & Accountability), and Angie Creed (Accommodation Coordinator). We also obtained and analysed policies, procedures, call data extracted from Amazon Connect, and P2i data, to inform our analysis of human resource management and allocation. A detailed HR management and resource allocation summary is available in Appendix 10.

Budget and rostering

- 5.3.2 Funding is allocated to resources using a top-down budgeting approach wherein DVConnect assesses the requirements and restrictions of each funding schedule and will then allocate available funds to an allocation of full time equivalent (FTE) staff within the funding budget. We understand that estimates of salaries and wages costs are made under the Social, Community, Home Care and Disability Services (SCHADS) award framework. Other awards may also exist that were not discussed.
- 5.3.3 The approved budget is provided to workforce planning to who work with the Director Client Services - Response and Accountability, to ensure the allocation of shifts aligns with demand patterns and core landing trends and to establish a or costed full-time equivalent (FTE) budget known as a "base roster". The base roster is structured by days of the week, shifts of the day, and roles.

- 5.3.4 The base roster is expanded to form a live roster that is provided to staff up to 3-months in advance. Staff are provided with a roster in advance to allow them certainty of hours and structure.
- 5.3.5 'Responsive rostering' is the practice of adapting the live roster to the needs of the day. While a staff member will be aware of the days of the week they are working and in which shift, the responsive rostering process intends to allocate them to tasks where they are most needed.

Remuneration framework review

- 5.3.6 We obtained the terms of reference for the remuneration framework review which was prepared by the former Chief Operating Officer (Candice Alvaro) and approved by the Board in August 2024 (Appendix 11).
- 5.3.7 DVConnect advises that the key benefits proposed by the remuneration framework review can be summarised at a high-level as:
- 5.3.7.1 Attracting diverse talent:
 - ▶ A more flexible classification system that includes roles for emerging practitioners and senior specialists.
 - 5.3.7.2 Retention of staff:
 - ▶ Majority of front-line staff are currently classified at a Level 4 under the SCHADS award when comparable roles in similar organisations are classified at a Level 5 band.
 - 5.3.7.3 Supporting succession planning:
 - ▶ The introduction of emerging leader and senior leader classifications provides a structured way to develop internal talent for future leadership roles.
 - 5.3.7.4 Consistency and fairness:
 - ▶ The proposed changes will align with industry standards which often see roles classified across multiple levels to reflect varying degrees of responsibility, expertise and impact.
 - 5.3.7.5 Compliance and risk mitigation:
 - ▶ A formal remuneration framework helps to ensure compliance with employment regulations and reduces the risk of disputes related to pay and role classifications.
- 5.3.8 DVConnect plans to pay staff according to their updated remuneration classifications and in accordance with the SCHADS award from May 2025 which may include position upgrades and associated salary uplifts. We did not obtain detailed information to quantify the financial impact of the review as the process is ongoing.
- 5.3.9 DVConnect advised us that the financial impact of the review is a primary contribution to the variance between actual salaries and wages compared with budget as reported through the Helpline P&L. This and other surpluses are reflected in the year-to-date balance sheet as 'Current Year Surplus/Deficit' as explained in paragraph 5.2.19.4.

Employment contracts

- 5.3.10 We did not request a consolidated view of all staff employed by DVConnect. We are unable to delineate staff numbers by service area and employment status except to report our understanding of the process, supported by reference to the documents we obtained to conduct our analysis.
- 5.3.11 Based on our discussion with DVConnect, we understand that type of employment contract offered will depend on the role and service under which a person is employed.
- 5.3.12 Corporate staff typically have full-time permanent contracts. Rostered staff allocated to the phone lines (particularly Womensline which is a 24-hours a day, 365-day service) are typically employed on a permanent part-time basis. Employees hired to deliver a pilot program, or a service that is funded on a short-term basis, may be hired on a fixed-term temporary contract that is aligned with the period of funding.

Short-term funding during 1800REPSECT transition

- 5.3.13 During the transition of the 1800RESPECT contract from Medibank Health to Telstra Health (approximately 12 months), DVConnect received short-term funding envelopes to maintain service-delivery. The short-term funding converted to fixed-term temporary employment contracts of approximately 3-months.
- 5.3.14 DVConnect reported staff turnover of approximately 20% (as stated in the board reports) during this time. DVConnect attributed the higher rates of turnover to the reduced certainty of employment inherent in short-term employment contracts.

Employment redundancies following 1800REPSECT exit

- 5.3.15 DVConnect explained that redundancies can occur when funding is cancelled and that redundancies are managed in accordance with Fair Work legislation to effect employment termination.
- 5.3.16 The termination of the 1800RESPECT contract is an example of where funding termination resulted in employment redundancies. DVConnect established an external recruitment freeze so that staff employed under 1800RESPECT could be offered redeployment opportunities within DVConnect until all 1800RESPECT employment contracts were formally exited.
- 5.3.17 DVConnect advised they have exited all 1800REPSECT employment contracts with no adverse findings made by the Fair Work Commission. The recruitment freeze was lifted in January 2025.

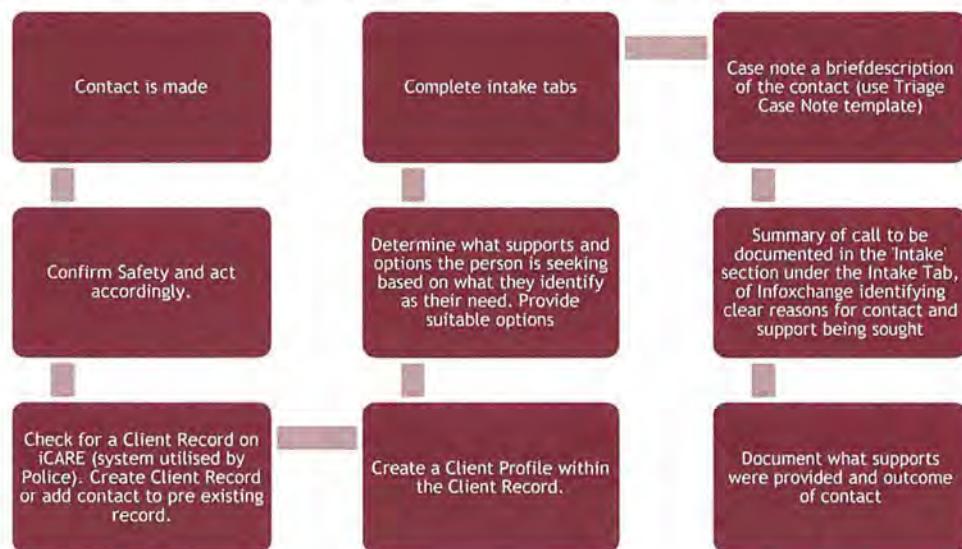
Staff wellbeing

- 5.3.18 DVConnect adopts a strengths-base "vicarious growth" model while acknowledging the risks of vicarious trauma sustained by their front-line staff. The framework includes recruiting experienced practitioners, a structured 6-week induction and mentoring program, mandatory self-care and resilience training, and regular professional supervision.
- 5.3.19 DVConnect offers wellness programs, and technology to support remote work. Team leaders provide immediate support and oversight. They aim to balance practitioner well-being with maintaining service standards.

5.3.20 Figure 3: Wellbeing initiatives



5.3.21 Figure 4: Touch Points of Triage: Information, Support and Referral Calls



Telephony system and data availability

- 5.3.22 DVConnect transitioned from Commsoft to Amazon Connect in November 2022. As a result, our granular call data analysis was contained to the period March 2023 to January 2025.
- 5.3.23 We used data reported through P2i that was provided by the Department, to supplement our analysis and inform an understanding of response rate performance throughout the Review Period.

Analysis of unmet demand

- 5.3.24 In quarter 2 of the current financial year, Womensline reported 19,013 incoming calls with a call response rate of 47%.
- 5.3.25 DVConnect primarily attributes the downward trend in response rate to an increase in inbound calls, that is also impacted by a bottleneck that exists at the point of triage, plus the restrained capacity to access crisis accommodation and its consequential impact on outgoing calls.
- 5.3.26 Our understanding of a contributing factor to the increase in outgoing calls is that, where the supply of motel accommodation is restrained, or when women are staying in motel accommodation for longer periods of time because access to refuge accommodation is limited, this impacts the level of outgoing calls that are required to find a pathway for the woman. That is, there is an increased ratio of outbound calls to inbound calls.

Inputs to analysis

- 5.3.27 Based on our understanding of the process and the data captured, we worked with DVConnect to define a theoretical formula to model a relationship between call response rate and call data points as follows:

5.3.27.1 When call response rate % decreases:

- ▶ 'Contacts queued'²⁰ increases.
- ▶ 'Answered calls' remains constant.
- ▶ 'Outgoing calls' increases.
- ▶ 'Average handle time' reflects complexity.

- 5.3.28 DVConnect also provided us with a table that mapped the roles performed by the Womensline staff to call data points and other reported metrics. The purpose of this data table was to assist our understanding of 'who does what' and how the frontline activity is reflected in the data. The table is shown in Appendix 12.

Analysis of telephony call data

- 5.3.29 We used the historical call metrics report extracted from Amazon Connect to analyse the call response rate (%) formula defined above for Womensline call data for the period March 2023 to January 2025.
- 5.3.30 The analysis showed that a decrease in 'Call response rate %' is coupled with an increase in 'Outgoing calls', as suggested by DVConnect.
- 5.3.31 We found that 'Answered calls' deviated over time such that they did not add value to the analysis and so were excluded. Further, we found that 'Average handle time' remained constant throughout the period (averaging 600 seconds) which seemed unlikely and therefore did not provide helpful context and was also excluded.²¹
- 5.3.32 The historical call data analysed is shown in figures 5 and 6 below.

²⁰ See definition of call data points at Amazon Web Services website:
<https://docs.aws.amazon.com/connect/latest/adminguide/historical-metrics-definitions.html>.

²¹ There may be potential for further detailed analysis of call data and scenario modelling for further insights on actual inbound and outbound call activity.

Figure 5 - Response rate (%) vs Total Incoming Calls

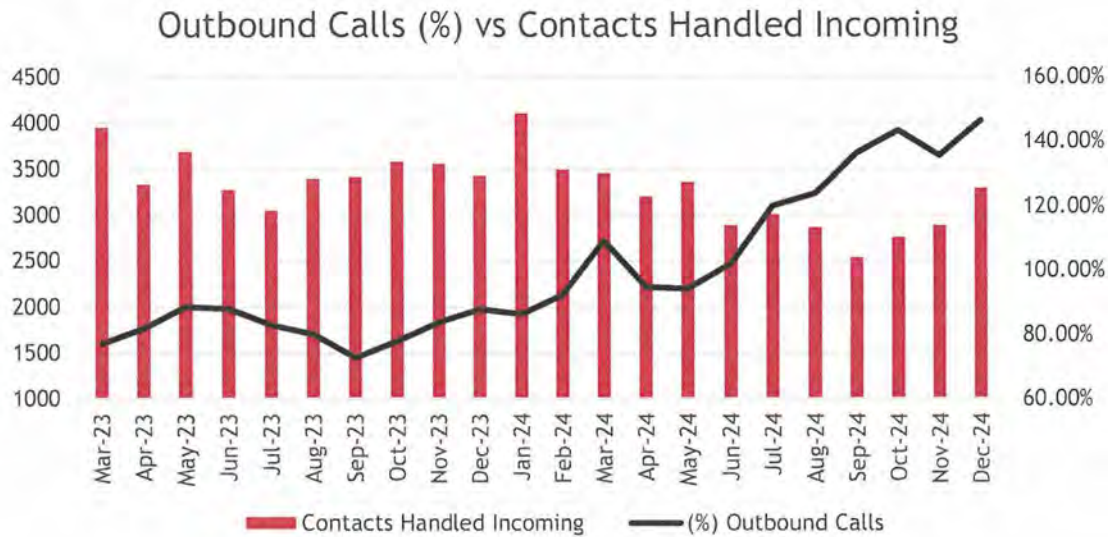
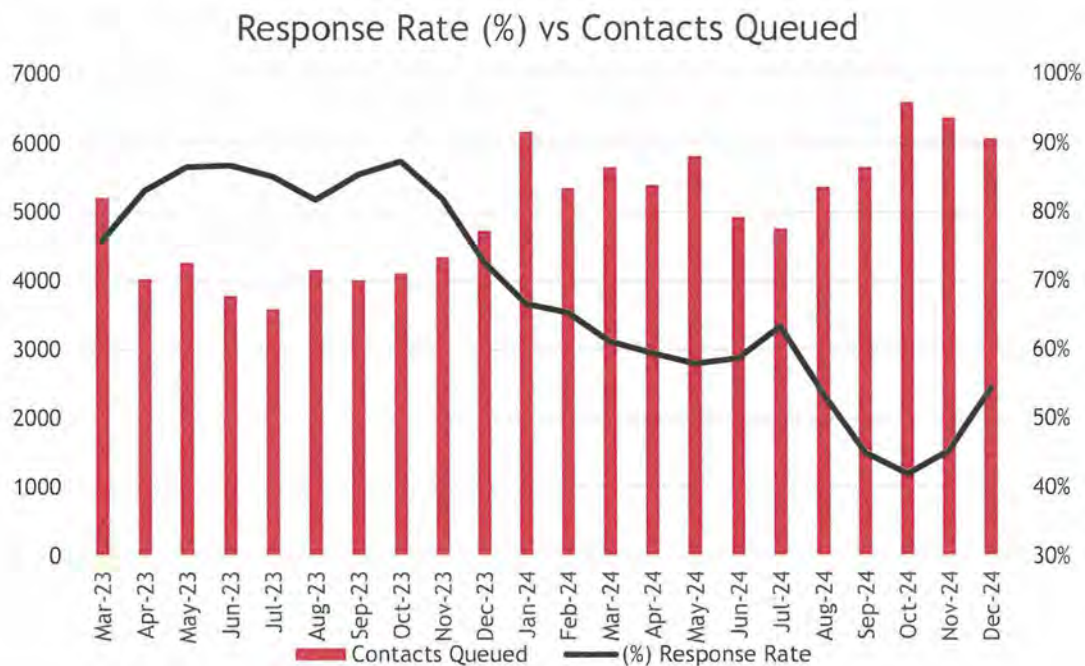


Figure 6 - Total Outgoing Calls (as a %) vs Total Incoming Calls



5.3.33 Based on the analysis of historical Womensline call data alone, it is not possible to pinpoint a cause of unmet demand beyond increasing call volumes. Analysis suggests that a reduction in call rate response is coupled with an increase in outgoing calls.

5.3.34 We have been advised that incoming calls are allocated to CIC workers on triage (see Appendix 12), which may support DVConnect's assertion that a bottleneck to the response rate exists at triage within the broader system.

Analysis of P2i data

5.3.35 We considered the P2i data reported for Womensline during the Review Period to identify potential spikes or dips that might indicate a cause for a reduction in call response rates over time.

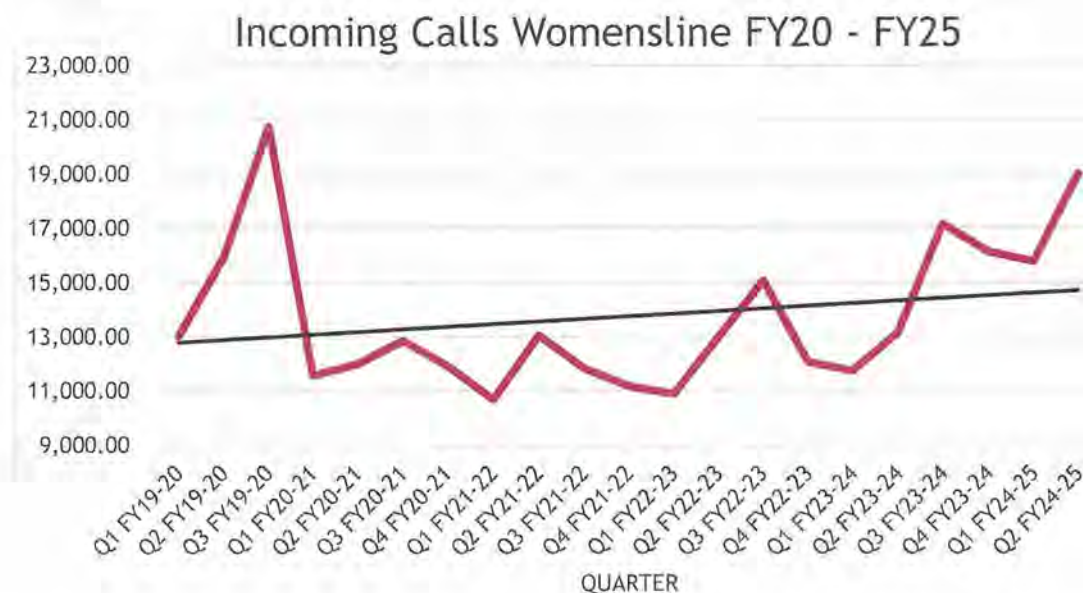
5.3.36 We observed that Q3 FY19-20 inbound calls to Womensline (20,728) was comparable to the Q2 FY24-25 inbound calls (19,013), however with a higher response rate in Q3 FY19-FY20 (76%) compared to Q2 FY24-25 (47%), while all other measures remained constant. That is, these periods appeared to be comparable, however with a significantly lower call response rate in the current financial year.

5.3.37 We used this data to consider what other factors could impact the response rate between otherwise comparable quarters.

5.3.38 We were not able to substantiate the accuracy of the Q3 FY19-20 data to source as the telephony system changed in November 2022. However, DVConnect did confirm the incoming call numbers and response rate were reported in P2i at that time.

5.3.39 We do note that the reported Q3 FY19-20 call data was inconsistent with other call data reported around the time and therefore appears anomalous, as shown in figure 7 below:

Figure 7 - Incoming calls to Womensline reported through P2i²²



5.3.40 As of Q2 FY23-24, Womensline reported 17,151 incoming calls and a call response rate of 60% which was the start of the downward trend in the response rate.

²² We were not provided Q4 FY19-20 data.

5.4 Contract compliance

- 5.4.1 Based on the work performed we have not observed any instances of:
 - 5.4.1.1 non-compliance with contract acquittal requirements in prior years (noting that the auditors would not have signed off the acquittal statement if the reported funding and expenditure items did not reconcile to the relevant funding amount and service P&L).
 - 5.4.1.2 Indication of non-compliance with contract requirements in the current year with a caveat that we have relied on P2i payment reporting in the absence of audited acquittals as they are only produced annually.
- 5.4.2 Based on the work performed and further to above, we can also state there is no indication of cross-subsidisation of services or misallocation of expenditure noting that the auditors would not sign off the acquitted P&L if the costs could not be directly attributed to the funded service (or reflect a reasonable allocation of corporate overhead).
- 5.4.3 Based on the work performed and further to above, we can also state the assurance process and financial controls in place are likely to contribute to a reduction in the risk of fraud.

6.0 Conclusion and recommendations

6.1 Opportunities: the current service model

6.1.1 The key findings collectively suggest opportunities to improve core aspects of the current service model so that Domestic, Family and Sexual Violence support services are efficient and effective, including:

- ▶ Roles and responsibilities: greater clarity in the respective roles and expectations of the Department as funder and DVConnect as service provider.
- ▶ Managing program and financial risk: agreed protocols on notification of significant risks or matters that may have a bearing on delivery of funded services and clarity on the specific financial and performance information the Department needs to inform future contract decision-making.
- ▶ Resource management: this review could not clearly establish the relationship between DVConnect's staffing arrangements (full-time and part-time) and its response rate performance on phone lines. Expectations around adequate resourcing and expectations to meet unforeseen demand need to be clarified.
- ▶ Strategic engagement: both the Department and DVConnect acknowledged there are opportunities to re-establish better and more regular engagement and senior relationships for ongoing effective program delivery.
- ▶ Monitoring performance: contract performance data captured in P2i may no longer be fit for purpose and may not support effective ongoing monitoring of the funded services and program performance evaluation.

6.1.2 Collectively, improvements in these areas will provide greater transparency and consistency so that both parties know what funding is paying for, what is being provided in return, how those services are being delivered and what can be improved for future service model design.

6.2 Recommendations

Where possible, recommendations have been grouped according to this review's key themes and lines of inquiry.

Managing program and financial risk

6.2.1 The Department needs to provide better clarity on its expectations on notification of significant risks or matters that may have a bearing on delivery of DVConnect's funded services. (e.g. funding reduction, significant employee turnover or matters impacting delivery capacity and capability).

6.2.2 For greater transparency, the Department needs to advise DVConnect the specific financial and performance information it requires as part of its evaluation of any future funding requests from DVConnect and to improve its future contract decision-making.

Resource management and allocation

- 6.2.3 The Department and DVConnect need to agree on expectations around the adequate resourcing of funded services and the ability to shift resources between funded services as required to meet unforeseen increased demand.

Strategic engagement

- 6.2.4 The Department should formalise a process for more regular engagement and relationship management between the Department and DVConnect's Board to promote mutually beneficial delivery relationships (as funder and provider) and to properly manage strategic risk in the ongoing delivery of services.

Contract performance data

- 6.2.5 The Department needs to review the effectiveness the current suite of performance data it requires DVConnect to report to ensure that it is practical to obtain and report, relevant, useful for monitoring and evaluating, and contributes to improving overall service performance.

7.0 Appendices

Reference	Description
Appendix 1	Detailed List of Information Provided
Appendix 2	FTE Data and Base Rosters
Appendix 3	Funding Agreements Summary
Appendix 4	Active Funding Agreements
Appendix 5	Understanding the Organisation Process Summary
Appendix 6	Governance Process Summary
Appendix 7	Organisational Authority Policy
Appendix 8	Financial Management Process Summary
Appendix 9	DVConnect's Board Reported Overview of General Reserve since FY2019 to FY2025
Appendix 10	Human Resource Management and Resource Allocation Process Summary
Appendix 11	Remuneration Framework Review
Appendix 12	Frontline Workers Activity Table

Education, Arts and Communities Committee

Estimates Public Hearing 7 August 2025

Tabled ☐ or No: 10

Tabled by leave ☒ Clerk: LL

by: Hon A. Comm MP

**DVCONNECT: FORENSIC FINANCIAL
AND ORGANISATIONAL AUDIT
(PHASE 2)**

Department of Families, Seniors,
Disability Services and Child Safety
(DFSDSCS)

Confidential

20 May 2025

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1.0 Executive Summary

1.1 Background

In December 2024, the Department of Families, Seniors, Disability Services and Child Safety (the Department) initiated a broad-ranging review of the state-wide intake and referral service system for domestic, family and sexual violence (DFS¹) in Queensland.

On 7 February 2025, BDO Services Pty Ltd (BDO) was engaged to support the Department's review by conducting a forensic review of DVConnect's compliance with contract obligations in terms of governance, financial management and human resources. The report arising from that work was delivered on 1 April 2025. On 16 April 2024, BDO was engaged to perform further work across two key areas:

- Detailed analysis of resourcing levels and helpline response rates, including any potential relationship between resourcing and call response rate performance.
- Further analysis of Board papers and other relevant available information to determine the extent of Board discussions on Queensland Government contracts and funding.

The review period was from 1 July 2023 to March 2025¹ with analysis looking at performance on a month-by-month breakdown. Section 2.1 sets out further details about the scope of this work.

1.2 Resourcing and call response performance

Overall performance

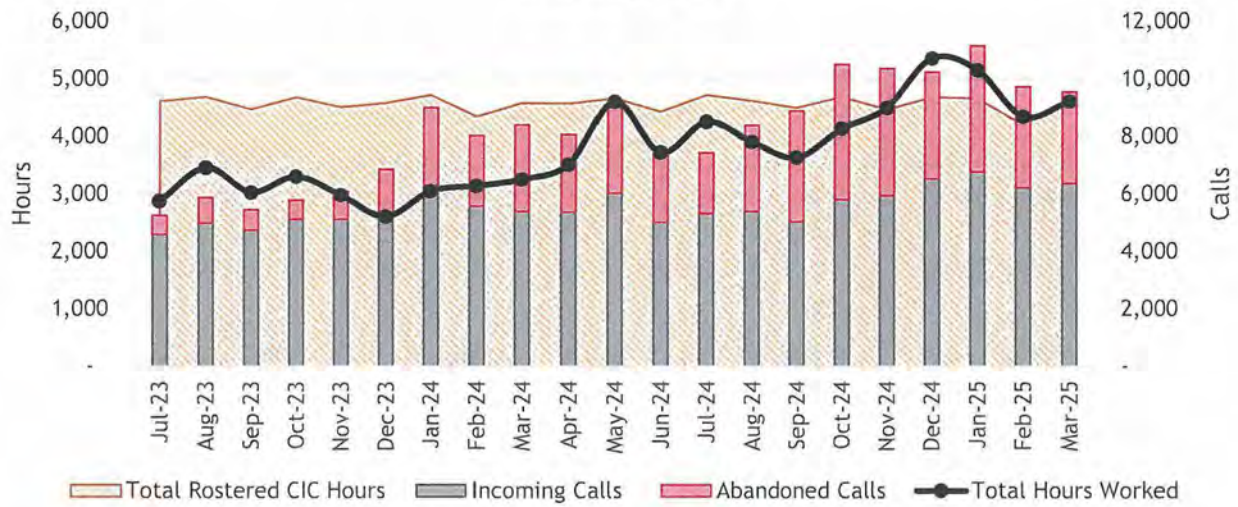
These findings are reflected in Graphs A and B (below). The supporting detailed analysis and associated navigable dashboards are presented in Appendix 2 of this report.

- Between July 2023 and October 2024, the actual hours worked on Crisis Services² consistently fell below the DVConnect staff rostered hours (i.e. fewer staff on phone lines than planned).
- The lowest point in total hours worked was in December 2023 when DVConnect staff only worked 57% of the hours they had been rostered/expected to work.
- Following a low response rate during the quarterly period July - October 2024, there was an increase in the hours worked by Crisis Intervention Counsellors (CIC), which may have been an attempt to address the low response rate.
- The number of calls abandoned has grown steadily and has remained at a relatively high proportion of all calls (e.g. in October 2024 the volume of abandoned calls was almost equal to answered calls). However, in the same period, the incoming calls answered have not seen the same proportional increase.
- From July 2023 to March 2025, the total abandoned calls have increased by 388% (2,532 calls). During the same period, the total number of CIC hours worked increased by 61% (1,741 hours) while the total incoming calls answered only increased by 39% (1,775 calls).
- From July 2023 to March 2025, the total outbound calls increased by 39% (1,213 calls) while in the same period Counsellor Support Worker (CSW) hours worked increased by 268% (1,366 hours).

¹ The original scope of work was for the review period 1 July 2022 - 31 March 2025 however due to data unavailability, the review period was revised to 1 July 2023 - 31 March 2025 (refer to section 3.3).

² Crisis Services includes the following lines: Womensline, Mensline, Police Line and Clients Line.

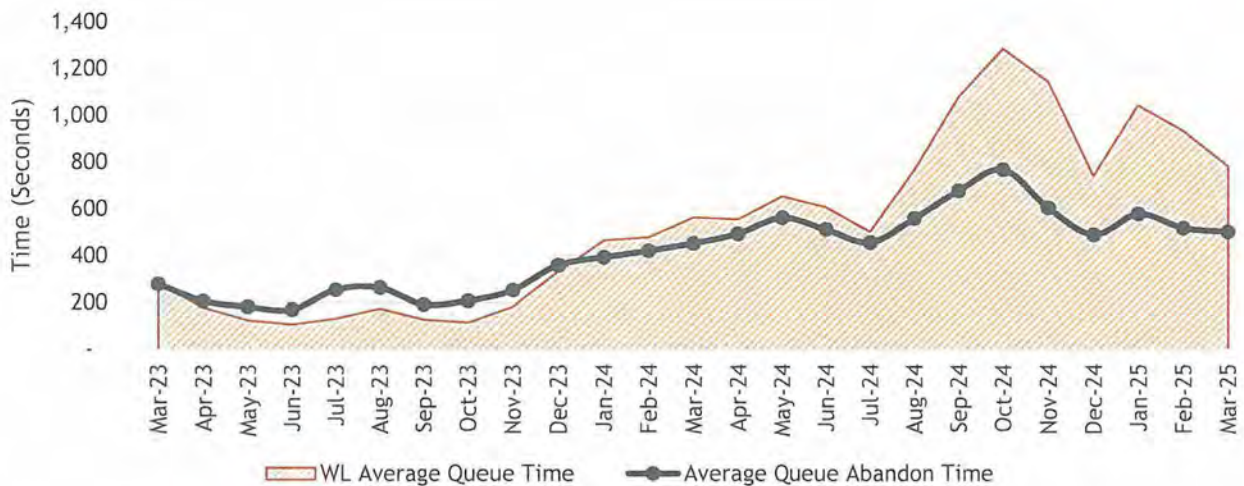
Graph A - Comparison of CIC Hours Worked with Rostered Hours and Incoming Calls



Queue times and call duration

- Over the full period, the average queue time per incoming call answered on Womensline increased by 505% (651 seconds), while the average work time per incoming call received on Womensline only increased by 45% (310 seconds).
- The average queue time per incoming call answered on Womensline reached its greatest value in October 2024 at 21 minutes 24 seconds.
- The average queue time per incoming call abandoned peaked in October 2024 at 12 minutes 47 seconds.

Graph B - Movement between Average Queue Time and Queue Abandon Time (WL)



Sexual assault line

- Between January 2024 and March 2025, in each month the actual hours worked on the Sexual Assault Line (SAL) were less than the planned rostered hours.
- From January 2024 to March 2025, the total hours worked on the SAL reduced by 32% (166.10 hours) (with lowest hours worked in November 2024); however, in the same period incoming calls also increased by 49% (83 calls).
- Between September and November 2024, the total incoming calls answered doubled, without any significant changes in total hours worked. However, the 3-month period November 2024 to January 2025 saw the highest number of calls answered per month.
- Between March 2023 and March 2025, the average work time per call on the SAL increased by 50% (350 seconds). During the same period the average queue time per incoming call answered has decreased by 69% (66 seconds).
- During the period March 2023 to March 2025, the average queue time per incoming call abandoned peaked in January 2024 at 7 minutes 24 seconds.

1.3 Board and CEO discussions on contracts and funding

Overall, while the Board papers reflect decisions on Queensland Government contract extensions and funding decisions at various times, there is limited detail on any associated discussions or individual board director positions on these matters. The papers are also generally silent on the quantum of funding required and underpinning performance data or analysis to support approaches to government for funding increases. This is despite some Board minutes (e.g. June 2024) suggesting that DVConnect 'was able to clearly demonstrate the need for additional funding though data' and having submitted to the department 'the Statewide Crisis deficit spanning a historical four-year period' (June 2024).

However, the February 2024 Board paper records that DVConnect was seeking an uplift in (then) current total funding for Crisis Services from approximately \$6.4m to approximately \$10m per annum, based on an expected required increase of service delivery hours from 45,000 to 57,000, to meet the forecast increased demand.

In discussions during the period April to July 2024 the CEO canvassed with the Board an opportunity for DVConnect to submit a 'non-compliant' bid for additional funding for victims of non-violent crime, noting while the proposed funding was 'inadequate', it would reduce DVConnect's 'financial deficit'. Board minutes suggest that a 'significant amount of time' in June was given to negotiating the Womensline and Mensline state contracts with the Queensland Government.

For the specific contract negotiation period April to July 2024, the Board minutes did not record any stated position on the Board's willingness or otherwise to agree and finalise contracts, or its position on negotiations during this time. However, minutes from meetings in June do suggest the (then) CEO advised the Board that 80% of requested funding had been agreed for 5 years and that 'the Attorney-General had offered that if DVConnect signs the draft five-year agreement, for the first year, the Queensland Government would provide an additional \$4.174 million for client costs, which will then be reviewed for adequacy.'³

³ It was outside the scope of this review to consider contract activities (if any) subsequent to this purported agreement.

2.0 Introduction

2.1 Engagement scope

Engagement

BDO Services Pty Ltd (BDO) was engaged on 17 April 2025, by the State of Queensland (acting through the Department) under QGP0050-18 Tranche 1 for the provision of Professional Services -Finance, Audit and Economic Services by Consultants to the Queensland Government.

Scope

We were engaged to deliver further detailed analysis across two key areas following the delivery of the Forensic Financial Audit into DVConnect (DVC Audit_1: QGP0050-18, DVConnect Forensic Financial and Organisational Audit). These areas include:

- Analysis of resourcing levels and helpline response rates (FY23-current) of DVConnect. Specifics include:
 - Supplier to provide further analysis and clarity on FTE/resource allocation and any potential relationship with the declining response rates on Womensline (noting the sub-lines).
 - If possible, map funding allocation, FTE allocation, call volume and response rates across the helplines (with a focus on Womensline).
- Provide further analysis of Board papers (Jan 2023 - 2024) to consider the below questions:
 - Is there any further detail available about what was in the Board papers on the Board's position on the Queensland government contracts?
 - Did the Board have a stated position or discuss the matter of signing or not signing the contracts during April to July?
 - Do the Board papers reflect any decision-making or advice in relation to the contracts?

We were instructed to consider all domestic, family and sexual violence support services funded, or administered, by the Queensland Government during the period of 1 July 2023 to 28 February 2025 (Review Period).

2.2 Information obtained and reviewed

We obtained the following documentation and data from DVConnect:

Department:

- Procure to invest (P2i) reports for the services lines; Womensline, Mensline, Sexual Assault Line and Victims of crime for the period March 2023 to 31 March 2025.

DVConnect:

- Board papers for period January 2023 - December 2024.
- De-identified employee timesheet data for each DVC cost centre⁴ for the period 1 July 2023 to 31 March 2025.
- Monthly DVC Amazon call data for the period March 2023 to March 2025.
- Summary payroll report for the years ending 30 June 2023 and 30 June 2024, and the period ending 31 March 2025.

⁴ The following cost centres are recorded in the de-identified timesheet data: Corporate, Crisis, Executive, Forensic Support Services, Sexual Assault Line, START Program, and Statewide Crisis – Corporate

- Roster Wage Modelling DVC report for the service lines; Womensline, Mensline, Sexual Assault Line and Forensic Services Line.

2.3 Assumptions and limitations

While every effort has been made to obtain, and analyse, all relevant documents for the Review Period, we do not represent to have obtained, and analysed, all relevant documents. Limitations to the scope of our procedures are addressed in the relevant section/s of this report.

2.4 Disclaimers

BDO Services Pty Ltd is a member of an Australian association of independent accounting and management consulting firms trading under the name BDO.

BDO Services Pty Ltd conducts its business independently of all other firms of Chartered Accountants or other entities that trade under the name BDO.

In completing this report BDO have relied upon information provided, which we believed to be reliable, complete and accurate. Our findings are based on information provided at the time of writing the report. BDO reserve the right to amend or update this report if information not previously available, known, or provided, becomes known after the date of issue of this report.

The engagement of BDO is as an independent contractor and not in any other capacity. We are not responsible for the appropriateness of any commercial or strategic decisions taken by any parties.

In preparing this report, BDO has referred to, considered, and relied upon various sources of information. Sources of information relied on are included as an appendix to this report.

The publication, disclosure, or use of this report by any other party requires BDO's express consent in writing. The exceptions to this requirement are a disclosure to others within your organisation or your professional advisors on a confidential basis, or as required by law, court order or any regulatory or professional body as part of, or because of, our scope of work.

The services provided in connection with this engagement comprise an advisory engagement, which is not subject to assurance, or other standards issued by the Australian Auditing and Assurance Standards Board and, consequently no opinions or conclusions intended to convey assurance have been expressed. No warranty of completeness, accuracy or reliability is given in relation to the statements and representations made by, and the information and documentation provided.

3.0 Analysis of resourcing and call response performance

Analysis was conducted over the DVConnect timesheet and call data to determine whether any relationship exists between the telephone call response rate and the resourcing levels across the DVConnect services lines.

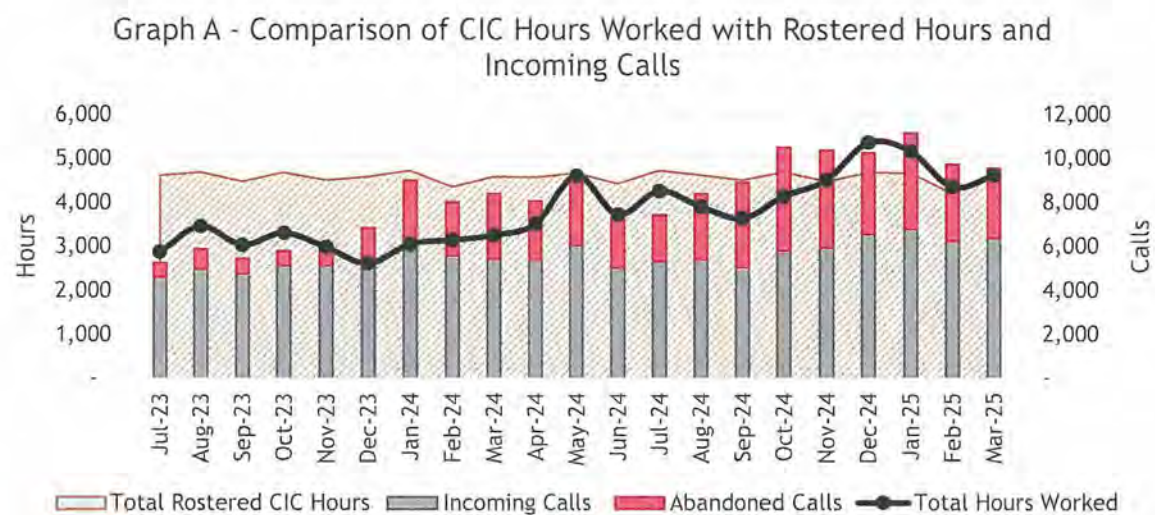
The analysis was conducted over the three DVConnect service lines; Crisis Services⁵, Sexual Assault Line and Forensic Services Line. The analysis is provided in dashboards presented in Appendix 2 of this report.

3.1 WomensLine and other crisis lines

The following key findings are made based on data extracted from the Crisis Services data, which should be read in conjunction with the analysis recorded within the Crisis Services dashboard in Appendix 2.

Graph A - Comparison of resourcing and telephone call performance

- ▶ Following the low response rate recorded in the period July 2024 to October 2024, the hours worked by the CICs rose above the expected rostered hours to improve the response rate.
- ▶ From July 2023 to March 2025, the total abandoned calls increased by 388% (2,532 calls). During the same period, the total number of CIC hours worked increased by 61% (1,741 hours) while the total incoming calls answered only increased by 39% (1,775 calls).
- ▶ The lowest point in total hours worked was in December 2023 when DVConnect staff only worked 57% (2,956.25 hours) of the hours they had been expected to work.

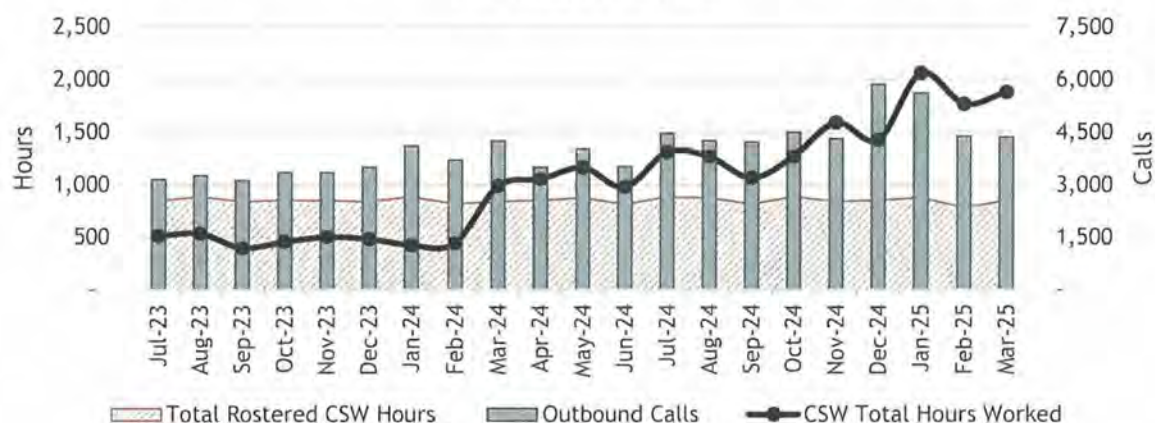


⁵ Crisis Services includes the following lines; Womensline, Menline, Police Line and Client Line

Graph B - Comparison of Critical Support Worker resourcing and outbound calls

- Since March 2024, the actual Crisis Support Worker (CSW) hours worked were above the expected rostered hours.
- From July 2023 to March 2025, the total outbound calls increased by 39% (1,213 calls) while in the same period CSW hours worked increased by 268% (1,366 hours).

Graph B - Comparison of CSW Hours Worked with Rostered Hours and Outbound Calls



Graph C - Telephone call queue times and duration as a proportion of total calls

- From July 2023 to March 2025, the average work time per incoming call received on Womensline increased by 45% (310 seconds).
- From July 2023 to March 2025, the average queue time per incoming call answered on Womensline increase by 505% (651 seconds). The largest increase in average queue time per incoming call occurred between July 2024 and October 2024, where in the same period no significant noticeable increase was identified in incoming calls on Womensline. The average queue time per incoming call on Womensline reached the greatest value in October 2024 at 21 minutes 24 seconds.

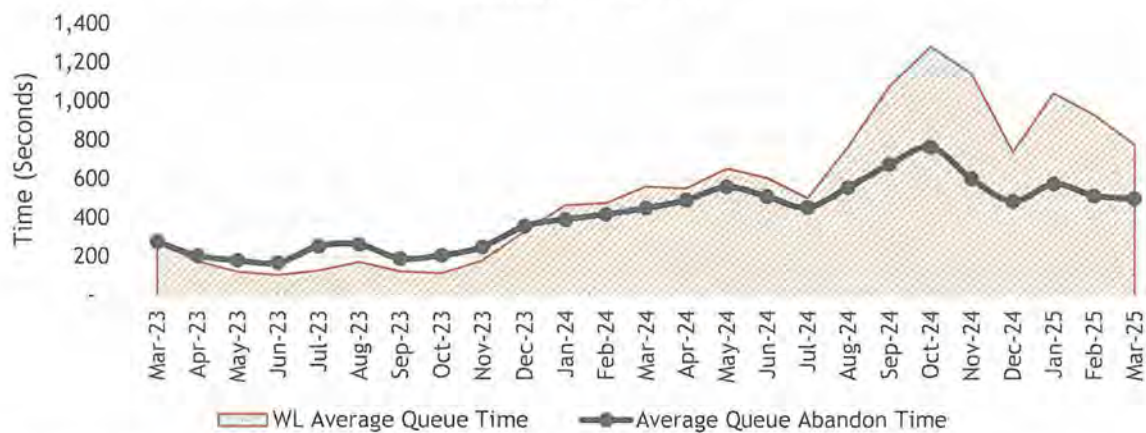
Graph C - Movement in Average Work and Queue Times Against Total Incoming Calls (WL)



Graph D - Average telephone call queue times and call abandonment times

- ▶ Between March 2023 and December 2023, the average queue time per incoming call answered on Womensline was less than the average queue time per incoming call abandoned.
- ▶ Since January 2024, the average queue time per incoming call abandoned has remained lower than the average queue time per incoming call answered. The average queue time per incoming call abandoned peaked in October 2024 at 12 minutes 47 seconds.

Graph D - Movement between Average Queue Time and Queue Abandon Time (WL)



Graph E - Average call queue time and duration as a proportion of actual CIC hours worked

- ▶ Between the period July 2023 to March 2025, the movement in CIC hours worked on Womensline (49% or 1,206 hours) has increased in line with the average work time per incoming call (45% or 310 seconds).
- ▶ During the period July 2024 to September 2024, CIC hours worked decreased by 22% (754 hours), during the same period the average queue time per incoming call answered increased by 115% (577 seconds).
- ▶ During the period October 2024 to December 2024, CIC hours worked increased by 28% (950 hours), during the same period the average queue time per incoming call answered decreased by 42% (545 seconds).

Graph E - Movement in Average Call Work Time Against Hours Worked on Womensline



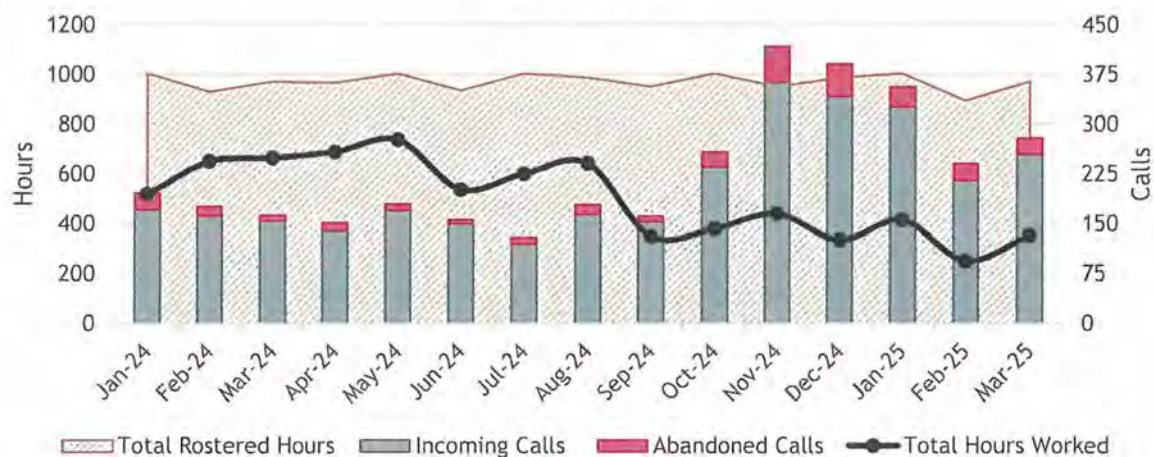
3.2 Sexual Assault Line

The following key findings were made based on data extracted from Sexual Assault Line (SAL), which should be read in conjunction with the analysis recorded within the SAL dashboard at Appendix 2.

Graph A - Comparison of resourcing and telephone call performance

- Between January 2024 and March 2025, in each month the actual hours worked on the SAL were less than planned rostered hours.
- From January 2024 to March 2025, the total hours worked on the SAL reduced by 32% (166.10 hours) (with lowest hours worked in November 2024); however, in the same period, incoming calls answered increased by 49% (83 calls). Further, between October 2024 and March 2025, the number of incoming calls increased while minimal changes were made to the total hours worked, which appeared to correlate with the increase in total abandoned calls.
- Between September and November 2024, the total incoming calls answered doubled, without any significant changes in total hours worked. The 3-month period November 2024 to January 2025 saw the highest number of calls answered per month.

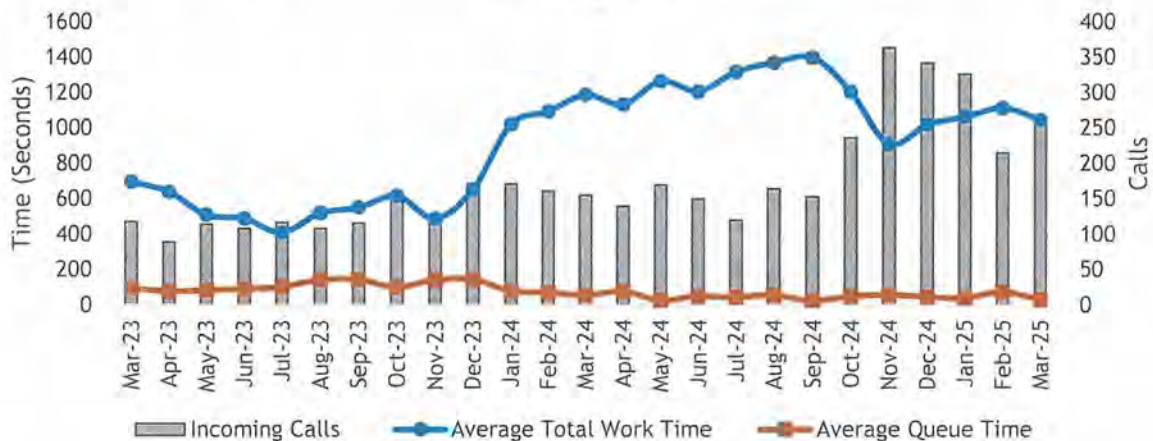
Graph A - Comparison of Hours Worked with Rostered Hours and Incoming Calls



Graph B - Telephone call queue times and duration as a proportion of total calls

- Between March 2023 and March 2025, the average work time per call on the SAL increased by 50% (350 seconds). During the same period the average queue time per incoming call answered decreased by 69% (66 seconds).
- The period November 2024 to January 2025 saw the greatest number of incoming calls answered, while no noticeable increases were identified in the total hours worked and the average queue time.

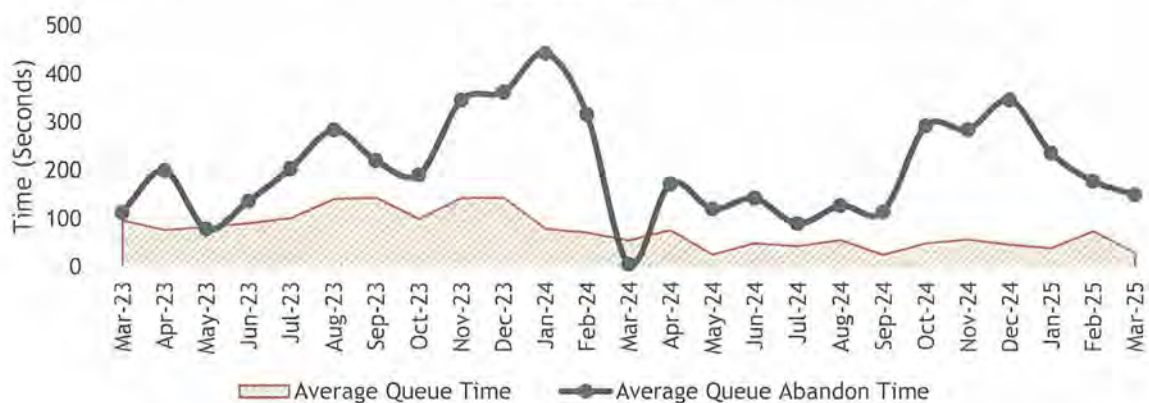
Graph B - Movement in Average Call and Queue Times Against Total Incoming Calls



Graph C - Average telephone call queue times and call abandonment times

- During the period March 2023 to March 2025 (apart from March 2024), the average queue time per incoming call abandoned was greater than the average queue time per incoming call answered.
- During the period March 2023 to March 2025, the average queue time per incoming call abandoned peaked in January 2024 at 7 minutes 24 seconds.

Graph C - Movement between Average Queue Time and Queue Abandon Time



3.3 Data limitations and assumptions

Meaningful findings were unable to be drawn following the analysis conducted over the Forensic Services Line due to only 8 calls being made on the line during the period February 2024 and March 2025 (Appendix 2).

The data analysis completed in line with the terms of the engagement were also limited based on the data provided by DVConnect. The following limitations and assumptions applied to the analysis:

- ▶ The expected rostered hours across Crisis Services have been formulated based on the Rostered Wage Modelling for both Womensline and Mensline. The Rostered Wage Modelling report has not been provided for the other service lines within Crisis Services.
- ▶ The Rostered Wage Modelling Report for; Womensline, Mensline, Sexual Assault Line and Forensic Service Line, was a roster for a weeklong period provided at a point in time and may not be an accurate representation of the actual rostered hours for the period under review
- ▶ The total hours worked across Crisis Services was unable to be split between the service lines within Crisis Services (i.e. Womensline, Mensline, Police Line and Clients Line)
- ▶ DVConnect was only able to extract monthly reporting data across each service line between March 2023 and March 2025, with detailed call data being unable to be extracted
- ▶ The timesheet data was only able to be extracted for the period 1 July 2023 to 31 March 2025, which limited the period available for review

The data analysis completed in line with the terms of the engagement included the following assumptions, based on what BDO had previously been advised by DVConnect during stakeholder meetings:

- ▶ Within Crisis Services, only CIC staff are tasked with answering incoming calls, no other staff members have any involvement in answering these calls.
- ▶ Within Crisis Services, only CSW staff are tasked with making outbound calls, no other staff members have any involvement in making outbound calls.
- ▶ The Rostered Wage Modelling report for; Womensline, Mensline, Sexual Assault Line and Forensic Service Line have remained the same across the period July 2023 to March 2025
- ▶ The average work time on each incoming call answered is the accumulative total of the 'Average customer hold time', 'Average agent interaction time' and 'Average after contact work time' recorded in the DVConnect Amazon call data
- ▶ The employee hours worked are limited to the service line recorded against their employee number on the timesheet data

4.0 Board discussions on government contracts and funding

To understand the decision-making around contract negotiations and funding requests between DVConnect and the Queensland Government, we completed further analysis of Board papers (Jan 2023 - December 2024), with a focus on the following questions:

- ▶ Is there any further detail available about what was in the Board papers on the Board's position on the Queensland government contracts?
- ▶ Did the Board have a stated position or discuss the matter of signing or not signing the contracts during April to July?
- ▶ Do the Board papers reflect any decision-making or advice in relation to the contracts?

4.1 Board's position in lead-up to contract discussions

The Board papers often commented on funding and contract extensions of Department-issued contracts without identifying a specific position. The papers are also generally silent on the quantum of funding required and underpinning performance data or analysis to support approaches to government for funding increases. Board papers reported on DVConnect's intention to seek funding increases and address the 'risks' associated with inadequate funding but lacked specific detail about the quantum of funding needed.

Contract funding amount concerns

- ▶ In June 2023 DVConnect Board minutes reported that funding received for State lines (Mensline and Womensline) does not *'adequately cover costs associated with providing the current demand for the service'*. They report that DVConnect has developed a briefing paper to be submitted to Department discussing the actual costs of service delivery. At this time DVConnect also reported that they were concerned about the volatility of the Telstra Health contract due to the pattern of reduction in forecasted number.
- ▶ In September 2023, DVConnect reported that they have experienced high demand for Victim Connect and the funding currently provided is *'not sufficient to meet demand'* however no further detail was reported.
- ▶ In February 2024, DVConnect reported that for Crisis Services it sought a *'comprehensive and fair funding'* review for hourly rate and contracted service delivery hours in order to meet current and forecast demand, increased public expectation and operating costs. Board reports suggesting DVConnect was seeking amendments to the contracts as follows:
 - Increase in the base hourly rate from \$142.04 to \$175.37.
 - Increase in agreed service delivery hours from 45,000 to 57,000 per annum.
 - An overall funding increase from \$6,391,800 to \$9,996,090 per annum.

Overall challenges and risks

- ▶ In June 2023, DVConnect reported that the *'state budget failed to reflect any funding increases for DVConnect'*, and the continuation of enhancement funding for the 2024/2025 financial year was not confirmed. The Board minutes reflect that *'state-wide service costs are currently not adequately funded by the state and a submission is being prepared'*.
- ▶ DVConnect outlined in an issues paper attached to a January 2024 board paper the risks it associated with *'no proportionate additional funding'*, including increased call abandonment, increased pressure on staff, and reputational damage. However, it did not identify specific additional funding required.⁶ Overall, the paper discussed:

⁶ See Appendix 3 for DVConnect Issues Paper January 2024

- Impact of increase in demand and complexity
- Impact of the increase in 'Cost of Living'
- Dignity, safety and human rights
- Workforce
- Additional unfunded work by DVConnect

4.2 Discussions during April to July 2024

Between April 2024 to July 2024, DVConnect released four board reports:

- 22 April 2024
- 27 May 2024
- 24 June 2024
- 22 July 2024

The following contract discussions were extracted from the Board papers:⁷

22 April 2024

- The acting CEO and CEO advised that negotiations with the department for additional funding were still ongoing.⁸
- The first stage of the 500 workers initiative roll-out will prioritize workers for DJAG-funded sexual assault services. DVConnect had been offered 2 FTE for the sexual assault Helpline. These positions were for 2 years and not recurrent funding
- The Queensland Government had provided funding of \$500,000 per annum (ex GST) over four years to help support this cohort of victims with counselling and practical support (this excludes financial support).

27 May 2024

- In May 2024 DVConnect reported that the commission urges the government to provide greater certainty around streams of funding for the delivery of frontline services through longer-term contract arrangements and additional funding to enable data collection and evaluation. Any specific funding amounts were not reported.

24 June 2024

- DVConnect reported that the CEO advised that there was a government announcement of significant additional funding for VoCCR. There was an opportunity for DVConnect to submit a proposal for victims of non-violent crime, noting the money on offer is inadequate; however, a non-compliant bid could be submitted.
- The Queensland Government Forensic Support service would continue beyond September with further funding.
- DVConnect are expecting funding of \$479K called the Greater Support of Victims of Crime to be paid in June 2024. This would reduce the financial deficit DVConnect were currently facing.

⁷ Where possible, these summations have quoted directly from Board papers; in some instances, contextual information is added.

⁸ Board papers referred to both CEO and Acting CEO in the same monthly minutes.

- DVConnect reported that they would receive Queensland funding of \$1.2 million for the START program.
- Victims of Crime Community Response (VoCCR) would continue to expand with an additional \$7.5 million of funding until 30 June 2025.
- After raising funding concerns directly with the Attorney-General, 'the Attorney-General had offered that if DVConnect signs the draft five-year agreement, for the first year, the Queensland Government will provide an additional \$4.174 million for client costs which will then be reviewed for adequacy'.⁹
- DVConnect reported that its analysis of the Statewide Crisis deficit spanning a historical four-year period had been submitted to the department for review, as part of its advocacy for the program to be 'fully funded'. It also reported that this means DVConnect would not have to 'provide in-kind funding'.

22 July 2024

- DVConnect reported that it was continuing negotiations for additional funding for their state service contracts.
- The CEO advised that with the state services agreement, 80% of requested funding has been agreed upon for five years, but only one year of client costs means actual and forecasts each year will inform clients. It was reported that DVConnect's Director of Operations, was able to clearly demonstrate the need for additional funding through data. Additional details were not reported
- DVConnect reported that June and July have predominantly been focused on state contract renewals and preparation/execution of the 1800RESPECT transition.
- DVConnect finalised their discussion by stating that a significant amount of time in June was spent negotiating the Womensline and Mensline state contracts with the Department of Justice and Attorney General.

Overall, there was no specific stated position of whether or not the Board was committed to signing or not signing the contract proposed by the Department.

4.3 Contract and funding deliberations

In reference to the contract decision making, the Board Papers did not report any detailed insights or recommendations concerning the contracts under negotiation. While the Board papers acknowledged the ongoing discussions and preparations, they did not report on specific advice, deliberations, perspectives of the individual Board members or specific Board decisions on negotiation points.

⁹ Refer also Appendix 4, *Letter from Director-General DJAG to DVC – 21 June 2024 'Revised offer'*

5.0 Appendices

Reference	Description
Appendix 1	List of Board Papers FY23 - FY 25
Appendix 2	Data analytics dashboard over the three DVConnect service lines; Crisis, Sexual Assault Line and Forensic Services Line
Appendix 3	DVConnect Issues paper January 2024
Appendix 4	Director General DJAG Funding Offer Letter to DVConnect

Exclusive Politics Queensland Queensland government

Key Queensland women's safety oversight role quietly scrapped

8.35pm



Matt Dennien

August 7, 2025 – 5.00am

Education, Arts and Communities Committee

Estimates Public Hearing 7 August 2025

Tabled ☒ or No: 11

Tabled by leave ☐ Clerk: lf

by: Ms C. Millam MP

The news

The Crisafulli government quietly abandoned a key plank of the landmark women's safety and police inquiry reports, handing the work of publicly overseeing progress on major reforms to an advisory panel and a new departmental office.

The Independent Implementation Supervisor role – formerly handed to Cathy Taylor for a minimum two-year term in March 2023 – and the office supporting it, was wound up this year with no public acknowledgement from the government.

The office's website remains online, with no mention that the role no longer exists. The only public statement seen by this masthead was a LinkedIn post from Taylor five months ago revealing she had "finished my time" in the position.



Minister Amanda Camm announced the new advisory panel in May, but failed to mention that the independent supervisor role had been wound up. MATT DENNIEN

Prevention of Domestic and Family Violence Minister Amanda Camm confirmed in a statement the office “ceased” in February and was replaced by a new advisory panel and an office established within her department.

Why it matters

In the first of her *Hear Her Voice* reports in 2021, Margaret McMurdo AC made calls for sweeping reforms across the criminal justice, policing and corrections systems to support victim-survivors of sexual assault, and also those accused, or found guilty of, a crime.

“Importantly, the [Women’s Safety and Justice] Taskforce recommends the appointment of an independent implementation supervisor so the public will know the progress of the implementation of its proposed reforms,” the report stated.

One key recommendation was a commission of inquiry into police responses to domestic violence. In 2022, this inquiry by Judge Deborah Richards reiterated the calls for an implementation supervisor, among other recommendations, including a civilian-led police integrity unit.

Taylor’s most recent progress report in November noted that while extensive effort had been put into the reform program, “foundational” calls in some areas regarding early intervention and bail programs “remain in the early stages”, and a “decision remains outstanding” on the police integrity unit’s model.

What they said

After this masthead’s email to the supervisor’s office to check on the status of its biannual public progress report, due in May, went undelivered, questions were sent to Camm’s office about its status.

In a statement, she said: “The Office of the Independent Implementation Supervisor ceased in February this year and was replaced by the Independent Domestic and Family Violence Reform Advisory Panel.

“We have established a Reform Implementation Office within the department to continue to progress the work of the former OIIS, alongside our advisory panel.”

Asked whether the panel would make any public reports on the progress of reforms, Camm pointed to Taylor’s latest report in which her conclusion features support for “a reprioritisation and consolidation of key deliverables”.

“As part of the development of a 10-year DFV strategy, we will consider appropriate reporting models, along with advice received from our new advisory panel.”

Taylor posted on LinkedIn in March that it had “been a privilege to work so closely with so many who have spent their lives pursuing safety for women and girls in Queensland”.

She was contacted for comment on Wednesday.

Another point of view

Tim Prenzler, a professor of criminology in the school of law and society at the University of the Sunshine Coast, said the previous Labor government had stalled on the police integrity unit (PIU), in particular, and “now the conservatives are doing the same thing”.

“The LNP should have gone to the election last year fully committed to the PIU and all the associated recommendations of the inquiry to do with police responses to domestic violence,” said Prenzler, who prepared an expert report for the Richards Inquiry.

What you need to know

Announcing the new advisory panel in May, Camm said it would offer “practical advice on government policy and how reform already underway will operate in the [domestic and family violence] system”.

The panel met for the first time in Townsville on May 26 and was expected to meet four times a year to “identify priorities”.

No mention was made of any regular public updates on reform progress. There is little public detail available about the work of the new office within Camm’s department.

The government has repeatedly refused to detail its plans regarding the police integrity unit, and recently declined to even say if an ongoing working group’s proposal had been handed to the government.

“The Crisafulli government continues to consider the implementation of a police integrity unit,” Attorney-General Deb Frecklington said in a statement.

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