

2015-16 Budget Estimates

Volume of Additional Information

**Communities, Disability Services and Domestic
and Family Violence Prevention Committee**

September 2015



Communities, Disability Services and Domestic and Family Violence Prevention Committee

Consideration of 2015/2016 Portfolio Budget Estimates

Volume of additional information

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- M I N U T E S -

Estimates Meeting No. 1

Minutes of a meeting of the Communities, Disability Services and Domestic and Family Violence Prevention Committee on Wednesday, 15 July 2015 at 9:25am Committee Room 2, Level 6, Parliamentary Annexe

Present:

Ms Leanne Donaldson MP (Chair)
Mr Mark McArdle MP (Deputy Chair)
Miss Nikki Boyd MP
Ms Ann Leahy MP
Mr Matt McEachan MP
Mr Rob Pyne MP

In attendance:

Mr Peter Rogers, Acting Research Director
Ms Lucy Manderson, Principal Research Officer

Apologies

NIL.

**Introduction – the Estimates
process**

Prior to the meeting Members were provided with:

- the Estimates 2015 – Members Information Manual;
- a questions taken on notice form;
- the draft Estimates 2015 – Inquiry timetable;
- the draft Estimates 2015 – Hearing schedule;
- the guidelines for camera operators in Estimates hearing; and
- the Administrative Arrangements Order (No. 2) 2015 – Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs; and Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland.

The committee noted:

- The committee will hold its public hearing on Thursday 27 August 2015 in the Legislative Council Chamber (Red Chamber) and will meet in a private room to be allocated.
- A quorum of four Members must be maintained throughout the hearing (SO 201), and non-Members should have been granted leave of the committee to attend and ask questions and do not count towards quorum.
- If a Member is unable to attend a meeting, the Leader of the House (for government members), or the Leader of the Opposition (for non-government members) can nominate a replacement Member. The replacement Member has the same rights as the Member replaced (SO 202).
- The contents of the circulated Members' Estimates information Manual, particularly hearing procedures for Estimates (pp 9 – 13).

- Committee Members must direct questions to the Minister, Director-General (DG) or a CEO (SO 181(d)). Questions to DGs and CEOs should focus on facts – questions should not seek comment on government policy. Advisers may answer questions referred to them by the Minister, the DG or CEO (SO 181(f)). If a question, other than one which seeks comment on policy, is directed to a DG or CEO, it should be answered by them or an advisor to whom they refer it, rather than by the Minister.
- Committee Members, or other Members with leave of the committee (SO 181(e)), may ask any question which is relevant to the examination of the Appropriation being considered (SO 181(g)).
- A Minister may inform the committee that a question, or part of a question asked at the hearing will be taken on notice and a written answer provided (SO 183(1)). If a question is addressed to a DG or CEO, the discretion to take the question on notice rests with the Minister.
- Attached form for question taken on notice at the hearing.
- A Minister, DG or a CEO may decline to answer a question and a committee may report that fact in its report (SO 183(4)).
- Ministers, witnesses, and other Members attending with leave of the committee, may table documents during an Estimates hearing, only by leave of the committee (SO 184(2)).
- Members of the committee may table documents in the committee hearing or meetings, without leave, provided the tabling does not offend any other Standing Order (e.g. naming children, commercial-in-confidence).
- There are no time limits on questions or answers, nor is there a requirement for the Estimates hearing time to be allocated evenly between government and non-government Members.

Ministerial Opening Statement

Members noted that there is no express provision for an opening statement by the Minister.

Discussion ensued.

On the motion of the Chair, seconded by Mr Pyne, the committee resolved to allow each Minister to make an opening statement of between three to five minutes.

Questions on Notice prior to the hearing

The committee noted Standing Order 182 which details procedures for questions on notice prior to the hearing.

The committee noted that Members of a portfolio committee may, at a reasonable time prior to the public hearing for Estimates, put a combined total of twenty questions on notice to each Minister (SO 182(1)), and of those twenty questions, at least ten questions are to be allocated to non-government Members (SO 182(2)).

The Chair encouraged Members to notify Ministers of their intention to examine any areas, in detail, at the time of submitting their questions on notice.

Members also noted that under Standing Order 182(8) answers to questions on notice prior to the hearing are deemed to be authorised for release by the committee and published at the commencement of the committee's hearing, unless the committee expressly orders otherwise.

Ms Leahy asked for confirmation as to whether Members are required or encouraged to refer to a particular line item in the Service Delivery Statement or another Budget or annual reporting document in their Estimates questions.

The Research Director advised Members that there is no requirement to provide a specific reference to Budget documents in Estimates questions, though this may provide helpful context and clarity to the question posed.

The Deputy Chair enquired as to whether there was a particular process or wording Members might employ to ensure their questions were addressed to the appropriate Minister, particularly where departmental service areas are subject to some overlap in Ministerial responsibilities.

The Research Director advised Members he would consult with other committees and seek clarification on the matter, and provide further advice.

Publication of documents tabled at the hearing

The committee noted Standing Order 184(3), which states that any document tabled at a portfolio committee's Estimates hearing is deemed to be authorised for release by the committee, unless the committee expressly authorises otherwise.

Publication of documents received after the hearing

The committee noted the potential need to meet to authorise the publication of material received after the Estimates Hearing.

Non-committee Members' attendance and participation

The committee noted a Member who is not a Member of the committee may, with the committee's leave, ask questions at the committee's Estimates hearing (SO 181(e)), and that past practice has been that non-committee Members have been given leave to attend and ask questions at the Estimates hearing.

The committee agreed that Members who wish to attend the committee's hearing to ask questions are welcome to do so.

Meeting adjourned at 10:05am.

Meeting resumed at 11:40am.

Estimates inquiry timetable

Prior to the meeting Members were provided with a draft Estimates inquiry timeline.

The committee noted that some times and dates are fixed by Standing Orders and by resolution of the House.

Discussion ensued.

On the motion of the Deputy Chair, seconded by Mr McEachan, the committee resolved to adopt the proposed inquiry timetable, as amended, to reflect the deadline for questions on notice to the Research Director of Friday 31 July 2015, and subsequently, the provision of pre-hearing questions on notice to the relevant Minister on Monday 3 August 2015.

Estimates hearing program	<p>Prior to the meeting Members were provided with a draft Estimates hearing program for Thursday 27 August 2015.</p> <p>Discussion ensued.</p> <p>On the motion of the Chair, seconded by the Deputy Chair, the committee <u>resolved</u> to adopt the draft Estimates hearing program, subject to any amendments agreed by the Chair and Deputy Chair.</p>
Use of ancillary material	<p>On the motion of Mr Pyne, seconded by the Deputy Chair, the committee <u>resolved</u> that while the committee does not object to the use of ancillary materials, the following guidelines should be complied with:</p> <ul style="list-style-type: none"> • The materials should not be of a size or nature which could create safety or security issues. • Information depicted in the materials should be presented in documentary or other acceptable form. • Advance notice should be given of the nature of ancillary material to be used to enable the committee to assess its compliance with the guidelines.
Authorisation of broadcast of proceedings and media rules	<p>Prior to the meeting Members were provided with a copy of the guidelines for camera operators in Estimates hearings.</p> <p>On the motion of the Chair, seconded by Miss Boyd, the committee <u>resolved</u> to allow the broadcast of Estimates committee proceedings, subject to the guidelines for camera operators in Estimates hearings.</p>
Auslan interpreter	<p>The committee considered arranging an Auslan interpreter for the duration of the hearing with the Minister for Disability Services, being 2:00pm – 5:30pm, Thursday 27 August 2015.</p> <p>On the motion of Miss Boyd, seconded by Mr McEachan, the committee <u>resolved</u> to direct the secretariat to arrange an Auslan interpreter for the duration of the Minister for Disability Services appearance before the committee at the Estimates hearing.</p>
General Business – Estimates catering	<p>The committee <u>agreed</u> that morning and afternoon tea arrangements be made by the secretariat, and that Members would make their own arrangements for the lunch break.</p>
Next meeting	<p>The committee <u>noted</u> the next Estimates committee meeting will be held at 8:30am on Thursday 27 August 2015, prior to the committee's public hearing.</p>
Closed:	11:53am.

Certified correct on this 9th day of September 2015



Ms Leanne Donaldson MP
Chair

- M I N U T E S -

Estimates Meeting No. 2

Minutes of a meeting of the Communities, Disability Services and Domestic and Family Violence Prevention Committee on Thursday, 27 August 2015 at 8:34am Room A35, Parliament House

Present:	Ms Leanne Donaldson MP (Chair) Mr Mark McArdle MP (Deputy Chair) Miss Nikki Boyd MP Ms Ann Leahy MP Mr Matt McEachan MP Mr Rob Pyne MP
In attendance:	Mr Karl Holden, Research Director Ms Lucy Manderson, Principal Research Officer
Apologies:	Nil.
Previous minutes:	<p>Prior to the meeting Members were provided with a copy of the draft minutes of the meeting held on 15 July 2015.</p> <p>On the motion of Mr McEachan, seconded by Ms Leahy, the committee <u>resolved</u> that the minutes of the meeting dated 15 July 2015 be accepted as a true and accurate reflection of that meeting.</p>
Folder of estimates information:	Members <u>confirmed</u> that they had received their folder of estimates information.
Estimates hearing approval:	<p>Ms Donaldson provided an overview of the arrangements for the hearing.</p> <p>Ms Donaldson sought the committee's agreement that questions relating to Multicultural Affairs be asked of the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs at the start of the first session of the hearing.</p> <p>Discussion ensued.</p> <p>Mr McArdle did not agree to the suggestion. Mr McArdle stated that the Standing Orders provide that questions can be asked across the Minister's portfolio at any time during her attendance at the hearing.</p>
Correspondence:	<p>The committee <u>noted</u> the letter from the Leader of the Opposition dated 28 July 2015 seeking leave for the following non-committee members to attend the estimates hearing:</p> <ul style="list-style-type: none">• the Leader of the Opposition• the Deputy Leader of the Opposition• the Member for Callide

- the Member for Aspley, and
- the Member for Hinchinbrook.

The committee noted that the Member for Dalrymple had also sought leave to attend the estimates hearing.

Other business: Nil.

Next meeting: The committee noted that the next Estimates committee meeting will be held at 2:30pm on Monday 31 August 2015, via teleconference.

Closed: 8:45am.

Certified correct on this 9th day of September 2015

A handwritten signature in dark ink, appearing to read 'L Donaldson', written in a cursive style.

Ms Leanne Donaldson MP
Chair

- M I N U T E S -

Estimates Meeting No. 3

**Minutes of a meeting of the
Communities, Disability Services and Domestic and Family Violence Prevention Committee
on Thursday, 27 August 2015 at 11:25am
Room A35, Parliament House**

Present: Ms Leanne Donaldson MP (Chair)
Mr Mark McArdle MP (Deputy Chair)
Miss Nikki Boyd MP
Ms Ann Leahy MP
Mr Matt McEachan MP
Mr Rob Pyne MP

In Attendance: Mr Karl Holden, Research Director

Apologies: Nil.

Leave for non-committee members to attend questions and asked questions: The committee noted that the Member for Mount Ommaney had sought leave to attend the estimates hearing.

Closed: 11:26am.

Certified correct on this 9th day of September 2015



Ms Leanne Donaldson MP
Chair

- M I N U T E S -

Estimates Meeting No. 4

**Minutes of a meeting of the
Communities, Disability Services and Domestic and Family Violence Prevention Committee
on Thursday, 27 August 2015 at 2:12pm
Room A35, Parliament House**

Present:

Ms Leanne Donaldson MP (Chair)
Mr Mark McArdle MP (Deputy Chair)
Miss Nikki Boyd MP
Ms Ann Leahy MP
Mr Matt McEachan MP
Mr Rob Pyne MP

In attendance:

Mr Michael Ries, Deputy Clerk
Mr Stephen Finnimore, Committee Office Manager
Mr Karl Holden, Research Director
Ms Lucy Manderson, Principal Research Officer

Apologies:

Nil.

Publication of correspondence:

Mr McArdle raised concerns that answers provided to the committee by the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland and the Director-General of the Department of Communities, Child Safety and Disability Services may have been misleading.

Mr McArdle circulated two emails sent from the Acting Research Director to committee members with respect to this matter.

The Deputy Clerk and the Committee Office Manager provided procedural advice to the committee.

Meeting adjourned at 2:21pm.

Meeting resumed at 2:33pm.

Mr McArdle moved a motion, seconded by Ms Leahy, that the committee publish the Acting Research Director's emails to committee members of 17 July 2015 at 12:49pm and 22 July 2015 at 12:17pm.

The committee voted on the motion, as follows:

- For: Mr McArdle, Ms Leahy, and Mr McEachan.
- Against: Ms Donaldson, Miss Boyd and Mr Pyne.

The votes on the motion being equal, in accordance with section 91C(7) of the *Parliament of Queensland Act 2001*, the question was decided in the negative.

The committee agreed the Chair would report the outcome of the motion in the hearing.

Closed: 2:34pm.

Certified correct on this 9th day of September 2015

A handwritten signature in black ink, appearing to read 'L Donaldson', written in a cursive style.

Ms Leanne Donaldson MP
Chair

- M I N U T E S -

Estimates Meeting No. 5

**Minutes of a meeting of the
Communities, Disability Services and Domestic and Family Violence Prevention Committee
on Wednesday, 9 September 2015 at 9:35am
Committee Room 3, Parliamentary Annexe, and teleconference**

Present:	Ms Leanne Donaldson MP (Chair) Mr Mark McArdle MP (Deputy Chair) Miss Nikki Boyd MP Ms Ann Leahy MP Mr Matt McEachan MP Mr Rob Pyne MP
In attendance:	Mr Karl Holden, Research Director Ms Lucy Manderson, Principal Research Officer
Apologies:	Nil.
Previous minutes:	<p>Prior to the meeting Members were provided with a copy of the draft minutes of the meetings held on:</p> <ul style="list-style-type: none">• 27 August 2015 at 8:34am• 27 August 2015 at 11:25am, and• 27 August 2015 at 2:12pm. <p>On the motion of Miss Boyd, seconded by Mr McArdle, the committee <u>resolved</u> that the minutes of the meetings dated 27 August 2015 at 8:34am, 27 August 2015 at 11:25am and 27 August 2015 at 2:12pm be accepted as a true and accurate reflection of those meetings.</p>
Correspondence:	<p>The committee <u>noted</u> the letter from Mr Michael Hogan, Director-General, Department of Communities, Child Safety and Disability Services (the Department) dated 2 September 2015 seeking amendments to the estimates hearing transcript.</p> <p>The Research Director briefed the committee on the requested amendments and advice provided to the Department in response.</p>
Draft report:	<p>Prior to the meeting Members were provided with a draft of <i>Report No. 3: 2015-16 Budget Estimates</i>.</p> <p>The committee considered the draft report.</p> <p>On the motion of Mr McArdle, seconded by Mr McEachan, the committee <u>resolved</u> that the committee's <i>Report No.3: 2015-16 Budget Estimates</i> be adopted as the report of the committee and be tabled by 11 September 2015.</p>

**Statement of reservation
and/or dissenting report:**

Mr McArdle indicated that he would be making a statement of reservation.

Ms Donaldson advised Members that any dissenting reports or statements of reservation must be provided to the Committee's Research Director by 10:00am on Thursday 10 September 2015, in accordance with Standing Order 187(3).

**Volume of additional
information:**

Prior to the meeting Members were provided with a list of additional material to be tabled with the draft report on the Budget Estimates.

On the motion of Mr McEachan, seconded by Ms Leahy, the committee resolved to table with the Estimates Report, a file titled "Additional Information" which will contain:

- the minutes of each Estimates Committee Meeting
- correspondence received from the Leader of the Opposition and Member for Dalrymple advising of an intention to attend and ask questions at the estimates hearing
- questions taken on notice and answers to those questions, and
- documents tabled at the hearing.

Authorisation of minutes

On the motion of Miss Boyd, seconded by Mr Pyne, the committee resolved that the minutes of this day's meeting be confirmed by the Chair and Deputy Chair and signed, under Standing Order 212(4), by the Research Director for inclusion in the volume of additional information.

Closed:

9:41am.

Certified correct on this

10th

day of September 2015



Mr Karl Holden
Research Director

Correspondence relating to attendance of non-committee members

- Letter from the Leader of the Opposition dated 28 July 2015
- Letter from Mr Shane Knuth MP dated 27 August 2015

Mineral House
Level 7,
41 George Street
PO Box 15057
City East QLD 4002

28 July 2015

Ms Leanne Donaldson MP
Chair
Communities, Disability Services and Domestic and Family Violence Prevention Committee
Parliament House
George Street
BRISBANE QLD 4000

Email: CDSDFVPC@parliament.qld.gov.au

Dear Ms Donaldson

Pursuant to Section 181 [e] of the Standing Rules and Orders of the Legislative Assembly I write to you today to seek leave for the following Non-Government Members of Parliament to attend the public Estimates hearings of the Communities, Disability Services and Domestic and Family Violence Prevention Committee, scheduled for 27 August 2015:

- Lawrence Springborg, Member for Southern Downs
- John-Paul Langbroek, Member for Surfers Paradise
- Jeff Seeney, Member for Callide
- Tracy Davis, Member for Aspley
- Member for Hinchinbrook, Andrew Cripps

Kind regards,

A large, stylized handwritten signature in black ink, appearing to read "Lawrence Springborg".

LAWRENCE SPRINGBORG MP
Leader of the Opposition



Serving Dalrymple

SHANE KNUTH MP

Communities, Disability Services and Domestic and Family Violence Prevention Committee
Leanne Donaldson MP
Committee Chair
cdsdfvpc@parliament.qld.gov.au

27 August 2015

Dear Ms Donaldson

Pursuant to section 181(e) of the standing orders of the legislative Assembly I seek leave to attend the Estimates Hearings of the Communities, disabilities Services and Domestic and Family Violence prevention Committee on the 27th Aug 2015.

Yours sincerely

Shane Knuth MP
Member for Dalrymple

Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs

- Answers to Questions on Notice
- Documents tabled at the hearing
 - Letter from Ms Tracy Davis MP to the Foundation to Prevent Violence Against Women and their Children dated 6 November 2013
 - Extracts from the Department of Communities, Child Safety and Disability Services' website titled 'Queensland Cultural Diversity Policy' and 'Queensland Cultural Diversity Action Plan'
 - Hansard extract from 14 July 2015

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 1**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

I refer to page 4 of the Department of Communities, Child Safety and Disability Services' Service Delivery Statement that details \$4.5 million is being provided to complete the state-wide network of Family and Child Connect services. Can the Minister please detail how state-wide coverage is being delivered and how local services are being bolstered to support families in the communities in which they live?

ANSWER

The Queensland Government is committed to developing a service system that ensures vulnerable families get the help they need, when they need it. Family and Child Connect (FaCC) provides an important pathway for families to access the best service for their needs.

Families, professionals and others who are concerned about a family they know can contact FaCC for information and advice about services. Families can also be assisted to link with the services they require.

The first seven FaCC Services commenced in January 2015 covering Townsville, Toowoomba, Roma, Sunshine Coast, Logan, Beenleigh/Bayside and the Gold Coast. An additional six services opened their doors in July 2015, providing coverage to Rockhampton/Emerald/Gladstone, Maryborough/Bundaberg, South Burnett, Moreton Bay, Ipswich and Browns Plains/Beaudesert.

New funding of \$4.5 million in 2015–16 will expand FaCC to achieve statewide coverage by mid-2016, with the final stage comprising Cairns, Mount Isa and the Gulf, Cape York and Torres Strait, Brisbane North, Brisbane South, and Brisbane South West.

The number and size of catchment areas managed by each FaCC is being monitored to maximise the funding able to be directed to services on the ground in each local community.

To build capacity in the local family support service system within each of these catchments, the Government is investing in complementary Intensive Family Support services for families facing multiple or complex challenges and Domestic and Family Violence services for those impacted by family violence.

In 2015–16, the Queensland Government has committed \$24.2 million to continue the expansion of Intensive Family Support and Domestic and Family Violence services. This includes new funding of \$3.8 million for new Intensive Family Support services in Brisbane, Mackay, Mount Isa and the Gulf, Cairns, and Cape York and Torres Strait.

This investment will enable vulnerable and at risk families to access the services they need, while our frontline Child Safety officers can focus their time and resources on those children who have experienced or are at risk of significant harm.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 2

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC and FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

I refer to table 1.2 on page 5 of Budget Paper 4. Can the Minister please advise how the department is meeting the reprioritisation allocations and how these whole of government measures compare to previous budgets?

ANSWER

The Palaszczuk Government is a responsible Government having more than offset the cost of its election commitments through a range of measures.

This includes a whole-of-government reprioritisation commencing in 2015–16. For this department, \$7.542 million will be returned to Government and reprioritised in 2015–16 compared to an operating budget of \$2.684 billion.

There is no impact on frontline services.

The department's 2015–16 allocation of \$7.542 million includes \$5.460 million in operating budget which will be met from the following savings:

- \$4.2 million in employee expenses due to ongoing productivity and efficiency improvements, including savings in Workcover costs, Fringe Benefits Taxes and costs associated with employee housing
- \$1 million in supplies and services by reducing expenditure relating to contractors, consultants, travel and advertising
- \$260,000 in unallocated Community Services funding.

\$2.082 million will also be contributed from equity reserves. These funds had accumulated for future capital projects but were uncommitted and subsequently determined to be surplus.

The department's contribution increases to \$12.826 million in 2016–17. This includes \$6.660 million in operating funds and \$6.166 million in equity reserves.

The department's contribution increases to \$13.229 million in 2017–18 and beyond (including \$6.950 million in operating funds and \$6.279 million in equity reserves).

The Palaszczuk Government's responsible and prudent approach can be sustainably managed through efficiency and productivity measures. This can be juxtaposed with the LNP's fiscal repair that cut departments and services to the bone. The former LNP Government reduced this department's operating budget by \$147 million in 2012–13, \$188 million in 2013–14 and \$245 million recurrently in 2014–15 as part of its fiscal repair task.

These cuts were implemented across the department and included cuts to funding provided to more than 300 non-government organisations. In total, \$60 million in grants were cut. Much of these paid the salaries and wages of people working in the community sector.

Community sector job cuts were in addition to the cuts LNP made to the department. The former LNP Government cuts resulted in more than 225 Full Time Equivalent positions in Child Safety and 140 Full Time Equivalent positions in Communities being lost under what was badged "fiscal repair". Staff numbers from the Office for Women and Office for Youth were cut by over two thirds and Multicultural Affairs lost one sixth of its staff.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 3**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC and FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

I refer to page 2 of the Department of Communities, Child Safety and Disability Services' Service Delivery Statement and ask how family and parenting support is being transformed for Aboriginal and Torres Strait Islander families?

ANSWER

The Palaszczuk Government recognises the importance of addressing over-representation of Aboriginal and Torres Strait Islander children in the child protection system, and is working to ensure vulnerable families have access to culturally appropriate support services that support and empower them to care for their children safely at home. It is a priority for this Government.

In 2015–16 additional funding of \$2.4 million to expand family support services, \$1.5 million to trial early intervention services and \$3 million for universal parenting support is being delivered that will include dedicated focus on supporting Aboriginal and Torres Strait Islander families and addressing their over-representation in our child protection system.

The Palaszczuk Government is also providing more than \$3 million over three years to the Queensland Aboriginal and Torres Strait Islander Child Protection Peak (QATSCIPP) to plan and develop the capacity of Aboriginal and Torres Strait Islander community-controlled agencies to provide child protection services.

With this funding, QATSCIPP will support capacity building in Indigenous organisations to allow them to play a leading role in child and family reforms.

A key priority for this Government is to listen and work with Aboriginal and Torres Strait Islander people and communities to co-design and implement community-driven services. This is exactly how we will be rolling out this new investment in 2015–16.

In 2015–16, additional funding of \$2.4 million has been allocated to support the expansion and integration of Aboriginal and Torres Strait Islander family support and child protection services to allow them to deliver more integrated services that are easier to access when concerns first emerge for a family.

This funding will underpin a new model of support that is being developed to integrate Aboriginal and Torres Strait Islander family support services across Queensland. Responsibility for shaping and delivering these services will rest with communities and Aboriginal and Torres Strait Islander community-controlled organisations. The new model will include a coordinated approach to case management, with greater client choice and control to access services through family-led decision-making. The integrated model will also work to support parents and families to identify strengths which will assist them in their vital role in raising their children.

The Aboriginal and Torres Strait Islander Child Protection Service Reform Project will undertake work across a number of discrete Indigenous communities to develop community based solutions that provide the best combination of services to meet the needs of Aboriginal and Torres Strait Islander children and families. Community-based referrals, services and support will focus on prevention, early intervention, family assessment and support, and family violence responses. This project will forge genuine partnerships with communities to understand needs and aspirations, and ensure that Aboriginal and Torres Strait Islander children and families have better access to culturally appropriate, innovative service responses. \$1.5 million has been committed to trials of these early intervention service responses for Indigenous families in seven discrete Aboriginal and Torres Strait Islander communities.

The Aboriginal and Torres Strait Islander Child Protection Service Reform Project will also undertake a review of the Safe House Model, which will consider the efficacy of the model as an option for co-located intensive family support services, and assess the options for extending safe houses, with particular attention to whether they provide a long-term placement option to ensure that Aboriginal and Torres Strait Islander children can remain connected to their communities.

Funding of \$6.6 million was approved as part of the 2015–16 State Budget for a two-year trial, to provide families in Queensland with access to an innovative parenting support program based on the Triple P model. The statewide program will be voluntary and free, and delivered using mixed formats, including online and face-to-face training, focused on developing people's parenting skills. Implementation planning is underway to ensure equitable access to the program for all Queensland communities and parents, including families living in Queensland's discrete Indigenous communities. Key Indigenous organisations in the community services sector will advise on implementation planning to achieve this aim.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 4

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC and FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

I refer to page 4 of the Department of Communities, Child Safety and Disability Services' Service Delivery Statement and note the \$54.5 million for implementing the recommendations of the Queensland Child Protection Commission of Inquiry. Can the Minister please outline the progress in implementing the 10 year road map of reform?

ANSWER

The Palaszczuk Government is committed to the reform roadmap for supporting families to care safely for their children and better meet the needs of children in out-of-home care.

We are now into the second year of the 10-year program of reform. Work on the majority of recommendations for which my department has lead responsibility, has commenced, and we are on track to deliver important reforms in 2015–16.

A key milestone was reached on 27 July 2015, when additional Family and Child Connect (FaCC) services opened their doors as part of the second stage of the statewide roll-out of community-based intake and referral services. These services are about helping to keep vulnerable families together by connecting them to the right services at the right time.

Services are now operating in Beenleigh, Browns Plains, Caboolture, Emerald, Gladstone, Gold Coast, Ipswich, Logan, Hervey Bay, Kingaroy, Murgon, Rockhampton, Roma, Sunshine Coast, Toowoomba and Townsville. When the final stage of the FaCC Intensive Family Support Service is rolled out to achieve statewide coverage, it will provide assistance to nearly 35,000 vulnerable families every year.

New funding of \$4.5 million in 2015–16 will expand FaCC to achieve statewide coverage by mid-2016, with the final stage comprising Cairns, Mount Isa and the Gulf, Cape York and Torres Strait, Brisbane North, Brisbane South, and Brisbane South West

Reducing the over-representation of Aboriginal and Torres Strait Islander children and young people in the child protection system is a key priority for the Palaszczuk Government. In 2015–16, we have allocated \$2.4 million to support the expansion and integration of Aboriginal and Torres Strait Islander family support and child protection services, and a further \$1.5 million to trial new early intervention services for Indigenous families in seven discrete Aboriginal communities.

We are listening and working alongside the Aboriginal and Torres Strait Islander community to design and deliver three distinct Aboriginal and Torres Strait Islander family-led decision-making and Shared Practice trials in three locations: Mount Isa; Torres Strait and Cairns; Ipswich and surrounds.

The second out-of-home care audit will be finalised this year, where over 3000 cases are reviewed to ensure the long-term guardianship orders are considered in the best interests of the child and, if not, determine whether the order should be varied or revoked.

The Queensland Child Protection Commission of Inquiry made it clear that systemic reforms should be implemented over time to embed cultural change across the system. The report also noted that many interacting factors will necessitate continuous fine-tuning of the strategies, policy directions, targets and outcomes ascribed by the Reform Roadmap.

As advised by the Commission, the Palaszczuk Government will take a common sense approach to the roll-out of the reforms, and we will make any adjustments necessary to ensure Queensland's vulnerable children and families receive the best possible programs, within the most considered and practical timeframes, to achieve optimal outcomes.

We are seeking input from industry groups, peak bodies, service providers, other agencies, young people and families about the reforms, and considering the impact of other social service reforms on the sector in planning our implementation approach, such as the findings and recommendations made by the Special Taskforce on Domestic Violence in its report *Not Now, Not Ever: Putting an End to Domestic and Family Violence in Queensland*.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 5**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC and FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

I refer to statements of page 8 of the Department of Communities, Child Safety and Disability Services' Service Delivery Statement regarding \$12.2 million over 4 years to support implementation of the Queensland Government's response to the high priority recommendations of the Domestic and Family Violence Taskforce Report, and I ask: Can the Minister please advise the total spend on domestic and family violence across her department, for 2015–16?

ANSWER

In 2015–2016, the Department of Communities, Child Safety and Disabilities will spend \$39.3 million tackling domestic and family violence in Queensland. This includes:

- \$25.415 million allocated to non-Government organisations to deliver much needed services, including support to victims and children and behaviour change programs to rehabilitate perpetrators of this type of violence. This includes new funding of \$750,000 for DVConnect.
- A further \$7.1 million is allocated to new and enhanced domestic and family violence support services as part of the additional \$49 million investment over five years under the Child and Family Reform program. This investment will provide ongoing funding for specialist domestic and family violence workers in 20 Family and Child Connect services across the state. In addition, new or enhanced domestic and family violence services will be established in Far North Queensland and Central Queensland, commencing in March.
- A further \$6.038 million is allocated from the \$12.2 million available over four years to support implementation of high priority recommendations of the Bryce report, including:
 - \$4 million (\$8 million over two years) as the capital component for the establishment of new crisis shelters in Townsville and Brisbane (recommendation 84).
 - \$538,000 to conduct reviews into the impacts on people with disabilities (recommendation 10) and prevalence and characteristics of elder abuse (recommendation 11).
 - \$300,000 to consult and develop foundational tools to support integrated service delivery models (recommendations 9 and 74), including the development of a process for managing high risk cases (recommendation 76), a common risk assessment framework (recommendation 77), and development of information sharing protocols to support the safety of victims and their families (recommendations 78 and 79).

- \$1.2 million new to undertake work related to the recommendations of the Bryce report including the review of the *Domestic and Family Violence Protection Act 2012*. This investment includes the establishment of the Office for Women and Domestic Violence Reform to deliver key responsibilities of the department.
- Funding for existing staff of \$537,000 and \$210,000 for Domestic and Family Violence Prevention Month in May 2016 will also be provided, including one-off grants to enable community organisations to provide activities and events.
- As a result, a total of \$39.3 million will be provided for new and existing specialist domestic and family violence services. These services are supported by the broader community support services provided by the department, including sexual assault, women's health and family support services and neighbourhood centres, which play an important role in identifying domestic violence and supporting those affected to access specialist support.
- This important issue requires a response across many Government Departments. The total spend across Government on domestic and family violence initiatives for the current financial year is at least \$66 million.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 6

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC and FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

I refer to page 8 of the Department of Communities, Child Safety and Disability Services' Service Delivery Statement and note references to engagement with multicultural stakeholders to foster a harmonious and inclusive Queensland. Could the Minister please advise how emerging multicultural groups in regional Queensland are being supported?

ANSWER

The Palaszczuk Government maintains a strong commitment to ensuring that Queensland communities are welcoming and inclusive and that Queenslanders of all backgrounds have the opportunity to participate in, and contribute to, the economic, social and cultural fabric of our great state.

The Queensland Government's objectives for the community highlight our continued commitment to building regions and ensuring safe, caring and connected communities.

Our highly valued Community Action for a Multicultural Society (CAMS) program is an example of how we work to support emerging as well as established communities throughout Queensland.

The Palaszczuk Government is not only continuing the CAMS program, it is expanding it.

We recognise that we need to invest in these sorts of programs to make sure new and emerging groups as well as those that are more established, particularly in regional areas of Queensland where isolation can be an issue, have a voice and know their contributions are valued and welcomed.

Mt Isa and Rockhampton will now benefit from the CAMS program, along with other regional areas such as Townsville, Mackay, Cairns, Hervey Bay and Bundaberg.

Additionally, new funding has been allocated to support a CAMS officer to work directly with muslim women.

All CAMS organisations are expected to know their communities and to deliver initiatives that promote social ties and improve community relations and understanding.

In addition, on 5 August 2015 I announced the opening of the Celebrating Multicultural Queensland grants program which is now funded \$1 million recurrently, giving greater certainty. The grants round closes on 14 September 2015.

Events and projects funded under this program will make a difference for emerging communities in regional areas by showing that the Palaszczuk Government is supportive of individuals and organisations that celebrate multicultural groups and promote the benefits of culturally diverse communities.

Multicultural Affairs Queensland works actively with a variety of Australian and local government agencies to ensure the policy and service delivery environment takes account of key factors such as education, employment opportunities, health services and opportunities for new arrivals to connect with and feel safe in a new home with a welcoming community.

Queensland Multicultural Week (QMW) is a statewide program of events aimed at building community cohesion by celebrating and encouraging broader recognition of Queensland's cultural diversity and is currently being held throughout Queensland (22–30 August).

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 7**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

I refer the committee to page 8 of the Department of Communities, Child Safety and Disability Services' Service Delivery Statement and statements regarding the Queensland Government's commitment to acknowledging the strengths of our multicultural community. Could you please outline how the Multicultural Awards contribute to this acknowledgement?

ANSWER

The Queensland Multicultural Awards have been acknowledging Queenslanders who promote inclusion and harmony since 1990.

Queensland Multicultural Awards recognise community volunteers and groups, businesses, government agencies and media whose efforts in the multicultural sector assist our newest Queenslanders feel at home, and celebrate the strengths of our multicultural communities.

The Awards raise the profile of achievements across the state and encourage excellence by individuals, organisations, education providers, government, businesses and the media in promoting the benefits of multiculturalism in Queensland.

Each QMA category recognises different contributions to the strengths of our multicultural Queensland:

- The **Multicultural Ambassador Award** recognises an exceptional individual who has made a significant contribution to supporting and promoting multiculturalism and community harmony over a sustained period of time.
- The **Business Excellence** category acknowledges businesses that maximise and promote the benefits of Queensland's multicultural population and support the economic independence of culturally diverse Queenslanders.
- The **Communication and Media** category celebrates an individual or media/communications initiative that enhances community connections and positively promotes our rich multicultural society.
- The **Education and Training Innovation** category credits innovative education, training and language independence initiatives which maximise opportunities for multicultural Queenslanders to participate in the economy and community.
- The **Services and Communities** category values community organisations and public sector agencies that demonstrate excellence in delivery of an innovative initiative that helps shape Queensland as a state with a multicultural future for all.
- The **Outstanding Volunteer** category recognises an individual who has demonstrated commitment to supporting and promoting multiculturalism and community harmony through volunteering.

- Via the **Minister's award**, I have the opportunity to choose outstanding nominees who are contributing to the strength of our multicultural communities.

The Queensland Multicultural Awards 2015 was held on Saturday 22 August at a gala dinner at the Brisbane Convention and Exhibition Centre. I was honoured to host this event to acknowledge 23 amazing finalists and the eight outstanding 2015 winners.

The total number of nominations received for the 2015 awards was 123, the highest number received in the past five years. 40 per cent of nominations were from regional Queensland and this demonstrates the value of this program in promoting multiculturalism in our State's regional, rural and remote communities.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 8**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

I refer to page 2 of the Department of Communities, Child Safety and Disability Services' Service Delivery Statement and the reference under departmental priorities to supporting community recovery. Can the Minister please outline for the Committee the assistance that has been provided to people in each of the communities that have suffered hardship following a disaster event in 2015?

ANSWER

Sadly, 2015 has seen a number of our Queensland communities impacted by significant disasters and emergencies. This year we have been struck by severe storms, cyclones, biological hazards and a series of tragic events that have had a significant impact on the communities of Ravenshoe and Mount Isa.

To respond to these events the Queensland Government deployed over a thousand public servants and non-government organisation representatives and volunteers, who were on the ground as soon as possible to assist individuals, families and communities who have suffered hardship and loss as a result of these catastrophic events.

To ensure the most vulnerable in the communities were reached, the Government provided services through the Community Recovery Hotline, outreach visits to people's homes, and Community Recovery service centres.

When needed, a range of financial assistance measures were activated to not only get people back on their feet in the immediate period following a disaster, but also to assist them return to their homes in a safe and habitable state.

The Government recognises the effects of disasters may continue to disrupt people's lives and the community fabric beyond the initial impact of an event, which is why a range of longer-term strategies and funding arrangements are implemented to address ongoing individual and community needs.

The attached list outlines assistance provided in 2015 across a range of disasters and significant events requiring a community recovery response.

Panama Disease – March 2015

The department allocated \$130,000 (ex GST) to the Tully Support Centre to assist community members impacted by the Panama disease threat to the Far North Queensland banana industry earlier this year.

The funding provides generalist counselling and support, and emergency relief brokerage funds to individuals and families in hardship who are not receiving direct support through industry-based organisations or other sources.

Tropical Cyclone Marcia – February 2015

Financial assistance was made available to support vulnerable individuals and families from Rockhampton, Livingston, Banana, North Burnett, Gladstone and Isaac shires who were affected by Tropical Cyclone Marcia. As at 30 June 2015, the following financial assistance was provided:

Grant Type	No. Assisted	Total Amount Paid	Grant Purpose
Immediate Hardship Assistance	28,148 people	\$5.066 million	To address immediate needs such as food, shelter, medication
Extended Power Outage Assistance	40,390 vouchers	\$7.8 million	To address hardship as a result of extended power outage for seven or more days
Essential Household Contents Grant	3094 people	\$1.249 million	Contribution towards the repair or replacement of essential household items such as a fridge
Essential Services Safety Reconnection Scheme grant	69 people	\$60,985	Contribution toward the reconnection and repair of essential services damaged by the disaster
Structural Assistance Grant	309 people	\$591,346	Contribution toward the repair of owner/occupied dwellings

Through our non-government partners, emotional support and counselling was also provided in recognition of the levels of stress and distress that individuals and families were experiencing as a result of the cyclone and extended power outages.

The Queensland Government contributed a further \$1 million donation to four non-government agencies, including Red Cross, Salvation Army, UnitingCare Community and St Vincent de Paul. This meant the organisations could tailor solutions to meet the needs of impacted communities. An example of this was the Salvation Army 'Fill a Fridge' campaign.

The Queensland Government also successfully negotiated with the Australian Government for a \$5.086 million joint funding package to help restore social networks and community functioning in the communities most severely impacted by Tropical Cyclone Marcia. Approved under Category C of the Natural Disaster Relief and Recovery Arrangements, the package provides:

- \$3,298,840 million for *Personal Support and Counselling* in Rockhampton, Livingstone, Gladstone, North Burnett and Banana shires
- \$1,787,012 for *Community Development* in Rockhampton, Livingstone, Gladstone, North Burnett and Banana shires.

UnitingCare Community received \$1.068 million (excluding GST) to provide specialist counselling support. As at 30 June 2015, this service had 22,323 contacts with clients.

East Coast Low storms – May 2015

Financial assistance was made available to support vulnerable individuals and families that were impacted by the East Coast Low storms across the south east Queensland local government authorities of Brisbane, Logan and Moreton Bay on 1 May 2015. As at 30 June 2015, the following financial assistance provided was provided:

Grant Type	No. Assisted	Total Amount Paid	Grant Purpose
Immediate Hardship Assistance	1331 people	\$239,633	To address immediate needs such as food, shelter, medication
Essential Household Contents Grant	516 people	\$299,410	Contribution towards the repair or replacement of essential household items such as a fridge
Structural Assistance Grant	8 people	\$9736	Contribution toward the repair of owner/occupied dwellings
Exceptional Circumstances	3 grants	\$37,590	Funeral expenses

The department also collaborated with our human and social recovery partners, Australian Red Cross, Salvation Army, St Vincent de Paul Society, Lifeline, GIVIT and Queensland Health, to provide practical and psychological support and emergency relief to those impacted by the East Coast Low storms.

Tropical Cyclone Pam – March 2015

To support the evacuation of Australians from Vanuatu in March this year as a result of Tropical Cyclone Pam, evacuees who were flown into Brisbane were met by staff from the department and assisted with accommodation referrals and transport.

There were eight Immediate Hardship Assistance payments made at a cost of \$1440.

Ravenshoe Gas Explosion – June 2015

The department is participating in recovery groups and supporting the appeals committee in the small community of Ravenshoe to assist people impacted by the tragic Ravenshoe explosion of 9 June 2015.

In July 2015, the department provided \$159,509 (GST inclusive) to the Ravenshoe Community Centre to provide individual and community support services, and jointly funded the Tablelands Regional Council \$103,987 (GST inclusive) for a community development officer in conjunction with the Department of Infrastructure, Local Government and Planning.

The Queensland Government also contributed \$20,000 to the Ravenshoe Appeal being run by GIVIT. As at 13 August 2015, the total funds donated to the appeal was \$535,498.

Mt Isa Domestic Explosion – July 2015

Following the domestic explosion in Mount Isa, the department, Centacare, North West Remote Health Service, the Department of Housing and Public Works, the Health and Hospital Service and Salvation Army provided affected residents with information, practical assistance, psychological first aid and referrals. A triage service operated to direct people to the most appropriate support for their needs. As at 5 August 2015, 40 families have been assisted. Community-based support continues to be available to affected residents through the Community Recovery Hotline, with referrals and outreach coordinated through the Mount Isa office as required.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 9**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

I refer to page 15 of the Department of Communities, Child Safety and Disability Services' Service Delivery Statement that details funding for a maintenance and upgrade program for multipurpose and Neighbourhood Centres. Can the Minister please outline for the committee the support being provided by the Queensland Government for these Centres across Queensland, and if the federal government is providing similar support to these organisations?

ANSWER

Neighbourhood centres play a vital role in local communities, acting as hubs for a broad range of community services, providing access to targeted support services for those in need and contributing to community engagement and connectedness.

The Palaszczuk Government is reinstating \$12.2 million over four years for neighbourhood centre capital upgrade priorities, starting with \$1.95 million in 2015–16. This commitment replaces the \$4 million annual Neighbourhood Centre Replacement Program, ceased by the Newman Government in June 2012.

With a \$14.072 million investment in 2015–16, the department will continue to fund 122 neighbourhood centres statewide. Along with upgrade funding, \$1.68 million in maintenance funding will be provided in 2015–16 to ensure neighbourhood, community and multi-tenanted service centres are maintained to a standard suitable for service delivery.

Recently announced Commonwealth funding cuts to community services across Queensland are still being assessed to determine the exact impact on funded services but at last count this was close to \$1 million.

The likely reduction in Commonwealth emergency relief funds translates to nominated neighbourhood centres losing all or partial Commonwealth funding allocated in previous years for distribution to those in most need in the local community. Small local organisations have been the hardest hit, having at least eight centres that lost 100 per cent of their commonwealth funding.

Despite this decision from the Commonwealth, the Queensland Government's support for neighbourhood centres is unwavering, based on our understanding of the vital services that centres provide to local families and the role they play in local communities.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No.10**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)—

QUESTION

I refer to page 8 of the Department of Communities, Child Safety and Disability Services' Service Delivery Statement and the reference to funding for Drink Safe Precincts. As part of the Queensland Government's response to tackling alcohol-related violence, can the Minister please detail for the committee what is being done by her department to keep vulnerable people safe in key entertainment precincts?

ANSWER

Alcohol-related violence in and around licensed venues continues to be a concerning issue for Queenslanders. In recognition of the strong community views towards this issue, the Queensland Government has developed a comprehensive alcohol-related violence policy — *'Tackling Alcohol-Fuelled Violence'*.

As part of a whole-of-government response to alcohol fuelled violence in entertainment precincts, the Queensland Government is funding rest and recovery services for people who are intoxicated, to increase the safety and wellbeing of vulnerable people and assist people at risk of harm to themselves or from others.

Under the response, the Department of Communities, Child Safety and Disability Services will administer \$10.8 million over three years from 2015–16 to fund rest and recovery services in 15 Safe Night Precincts across Queensland. These locations include Fortitude Valley, Surfers Paradise, Townsville, Brisbane inner west, Brisbane CBD, Sunshine Coast, Airlie Beach, Cairns, Broadbeach, Ipswich, Rockhampton and Toowoomba. This expansion in support services builds on the success of the previous Drink Safe Precincts trial, which began in 2010.

The department has commenced research and design work to implement appropriate support services in each location, commencing in 2016.

To ensure service continuity during expanded support service implementation, \$1.207 million was allocated to extend three existing Drink Safe Precincts services to 30 June 2016.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY
VIOLENCE PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 11**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC and FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

Minister I refer to the public servant numbers detailed in the portfolio SDS, and ask since the assent of the Industrial Relations and Other Legislation Amendment Bill 2015 can the Minister advise how many public servants within the Department's staffing allocation have had their details supplied to unions under the Government's Union Encouragement Policy - listed in the following format for each portfolio in the Departments of Communities, Women and Youth and Child Safety, and Multicultural Affairs.

ANSWER

The Palaszczuk Government made a commitment to restore fairness for government workers.

Union encouragement was one of the many conditions of employment rendered unenforceable during the former government's term. I am proud to defend the right of every worker to join, or not to join, their union.

The *Industrial Relations (Restoring Fairness) and Other Legislation Amendment Act 2015* (the Act) is one of the ways the Palaszczuk Government is delivering on its commitments. From June 2015, the Act restores the ability for union members to organise and protect workers' employment conditions, including re-enlivening any provisions within industrial instruments requiring new employee details to be passed onto relevant unions

These amendments were important because the former government went further than any Queensland government in history in attacking workers' rights.

The union encouragement policy released in May 2015 provides for new employees to have ready access to a union representative so that they can make an informed decision about whether or not to join a union. The policy operates subject to relevant legislation.

The manner regarding release and reporting of new employee details will vary depending on the industrial instrument. The Government will be consolidating the number of new employee details provided to unions across the public sector on a quarterly basis. Quarterly reporting is in line with a number of public sector certified agreements such as the State Government Department Certified Agreement (the Core Agreement) which covers nearly 50,000 public servants. From June 2015 the re-enlivened provisions provides that information about new starters is to be provided to relevant unions on a quarterly basis. While some agencies may have released new employee details to unions, the first full quarterly report (the September quarter report) consolidating the number of new employee details provided to unions across the public sector will be available in October 2015.

All public servants are protected by privacy laws and agencies are responsible for complying with those laws. Each agency is required to comply with their relevant industrial instrument(s) regarding union encouragement, including reporting timeframes.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 12**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC and FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

With reference to the SDS 'Staffing' table on Page 16 of the SDS–can the Minister advise how many staff does the Department of Child Safety employ in the SES stream and what are their roles?

ANSWER

Specific to the Child Safety portfolio, as at 1 July 2015 there are 11 SES roles, as follows:

- Deputy Director-General, Child, Family and Community Services and Southern Cluster Operations SES 4
- Executive Director, Child, Family and Community Services Commissioning SES 3
- Executive Director, Child and Family Practice and Service Improvement SES 2
- Executive Director, Child and Family Reform SES 2
- 7 x Regional Directors, Child and Family Services SES 2

In addition, there are 18 SES roles in the new departmental structure which in part serve the Child Safety portfolio, as follows:

- 7 x Regional Executive Directors SES 3
- Deputy Director-General, Strategy, Engagement and Innovation SES 4
- Senior Executive Director, Policy and Legislation SES 3
- Executive Director, Legislative Reforms (SES 2 equivalent)
- Executive Director, Stakeholder Engagement and Communication SES 2
- Executive Director, Investment, Performance and Innovation SES 3
- Deputy Director-General, Corporate and Executive Services SES 3
- Chief Finance Officer, Corporate and Executive Services SES 3
- Chief Procurement Officer, Corporate and Executive Services SES 2
- Chief Human Resources Officer, Corporate and Executive Services SES 2
- Chief Information Officer, Corporate and Executive Services (SES 3 equivalent)
- General Counsel, Legal Services, Corporate and Executive Services SES 2.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 13**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

With reference to page 4 of the SDS in relation to the Family and Child Connect services – can the Minister detail:

- a) the number of families directly diverted from the statutory child protection system
- b) the number of referrals from Child Safety
- c) the number of referrals from mandatory reports
- d) the number of self-referrals
- e) other referrals and the origin of these referrals?

ANSWER

The intent of Family and Child Connect (FaCC) and Intensive Family Support services is to offer support to families in need earlier so that they do not require a statutory response. The program is modelled on the successful trial of the Helping Out Families initiative that was highlighted by the Child Protection Commission of Inquiry for state-wide roll out.

It is pleasing to see that the early results of reducing local intakes by providing earlier wrap around support for families that was trialled in the Helping Out Families initiative are continuing under the FaCC state-wide roll out.

The commencement of FaCC has resulted in fewer intakes. For the 12 months ending March 2015, there were 9787 fewer intakes to the department (a reduction of 7.8 per cent) compared to the 12 months ending in December 2014.

This is viewed as a positive shift in reporting behaviour to Child Safety, as it indicates substantially fewer reports are being made which do not meet the threshold for statutory intervention.

From January to June 2015, FaCC Services have responded to 2787 contacts from Child Safety, mandatory reporters, community members and services or from families. This includes 520 families referred to FaCC services by Child Safety.

FaCC services provided information, advice or resources on 730 occasions, recommended a specialist support service on 316 occasions and provided a more comprehensive assessment and active engagement response, usually requiring a home visit to families on 1150 occasions. Of those families requiring a more comprehensive assessment response, the department's Government partner agencies together referred the largest number of families at 564. This comprised 207 Health referrals; 185 Police referrals and 172 Education referrals.

Most encouragingly, there have been 101 self-referrals to a FaCC service from families themselves.

Domestic and family violence services referred four families, and another 92 families were referred to FaCC Services from other family support services, such as disability services, housing services and Aboriginal medical services.

It is pleasing to see these early intervention and prevention services which build on Labor's Helping Out Families initiatives, making a real difference.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 14**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

With reference to 'Staffing' table on page 16 of the SDS. In respect of the whole department can the Minister advise:

- a) what are the current staff vacancy numbers;
- b) what is the position description (including levels) of the vacant positions and where are these vacant positions located; and
- c) is the department currently engaging in recruitment processes for these positions?

ANSWER

The vacancy numbers for the Department of Communities, Child Safety and Disability Services as at pay period ended 26 June 2015, was 289.

- A) It should be noted that the vacancy numbers are a snapshot at a point in time and represent a proportion of the total positions (4.63 per cent).
- B) It would be neither practicable nor reasonable to divert the resources of the department to identify and list all of the particulars requested in the question. To do so would require a vast amount of work diverting officers and funding away from the provision of services to Queenslanders.
- C) The department actively manages vacancies within available funding, and undertakes recruitment activities within these parameters.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 15**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

With reference to page 8 of the SDS which outlines total operating expenditure for Community Services can the Minister advise if the department is planning any campaigns related to portfolio responsibilities for the next two financial years and if so, what are they and what are the probable budgets for these campaigns?

ANSWER

The Department of Communities, Child Safety and Disability Services runs a number of strategic, social marketing and promotional campaigns each year.

The objectives of the campaigns range from raising awareness of legislative changes, and reinforcing the contribution of people of all ages and genders, and those from diverse cultural backgrounds, through to connecting vulnerable Queenslanders with support services and addressing damaging behaviours.

In developing campaigns, the department engages with external service providers and members of diverse communities to help ensure effective messaging and the inclusion of the most appropriate communication channels to reach the intended audiences.

Following implementation, campaigns are evaluated to build on the success and address any emerging issues.

It is estimated that the budget for campaigns the department is planning to roll out in 2015-16 will be \$245,000. This amount will be allocated to the following campaigns:

- Domestic and Family Violence Prevention Month — \$110,000
- Elder abuse prevention — \$100,000
- Grandparents Day — \$15,000
- Queensland Women's Week — \$20,000.

In addition, the department also provides funding to non-government organisations to deliver the following campaigns:

- Seniors Week (delivered by Council on the Ageing Queensland)
- National Youth Week (delivered by PCYC)
- Child Protection Week (delivered by ACT for Kids)
- Foster and Kinship Carer Week (delivered by Foster Care Queensland)
- Queensland Multicultural Week (delivered by Kinetic Events in partnership with Brisbane Multicultural Arts Centre).

Campaigns for 2016–17 are still to be determined.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 16**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

With reference to page 19 of the SDS which outlines Grants and Subsidies expenses, can the Minister explain:

- 1) why the Caring for our Community grants were axed by the Labor Government
- 2) what advice was provided by the department in the decision-making which supported this action?

ANSWER

Caring for our Community was a small grants program, providing funding to a range of not-for-profit and community organisations for the purchase of equipment and goods.

It was, however, an unfunded 2012 election commitment of the previous government. There was also never any public commitment made by the previous government that the grants would continue after the three years, nor was it a 2015 LNP election commitment, as best we can tell.

The Caring for our Community scheme duplicated similar grants programs offered by other government agencies, such as the Gambling Community Benefit Fund, where community organisations can continue to apply for similar small grants for equipment and upgrades.

Funding has been redirected in line with the Queensland Government's objective to achieve greater value for investment, to support priorities such as the Domestic and Family Violence Taskforce Response.

To inform the decision taken by the Queensland Government, the Department of Communities, Child Safety and Disability Services provided data on the 2014–15 grants round, as well as advice on other priorities for funding consideration.

The Palaszczuk Government recognises and appreciates the valuable contribution of volunteers and community organisations across the State, and will continue to work with, and listen to these organisations, particularly those who were prevented by the previous LNP Government from voicing their views through clauses in their funding agreements.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No.17

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

With reference to SDS which states “Additional funding of \$770,000 per annum will support the implementation of Multicultural Recognition Legislation”; can the Minister detail what this expenditure will specifically be used for, including the number of staff expected to be involved as well as what the timeframes are to develop the legislation?

ANSWER

The Palaszczuk Government is drafting and will introduce multicultural recognition legislation to create a Multicultural Queensland Charter and establish a Multicultural Queensland Advisory Council.

Together these will be key to our continuing efforts to build and sustain a fair and equal society through a strong focus on harmony, unity and inclusion.

Queensland is one of few Australian jurisdictions that does not have a legislated statement from its parliament that recognises our multicultural heritage and a commitment of support for our culturally and linguistically diverse communities.

New South Wales, Victoria and South Australia all have multicultural related legislation. By statutorily entrenching multicultural recognition, we are ensuring the protection of our culturally and linguistically diverse community and symbolically recognising the contribution our multicultural groups make to Queensland public life.

The legislation will provide an instrument to strengthen multicultural policy, program development and implementation across Government which will support people from culturally and linguistically diverse backgrounds to live in communities that are inclusive, and have equitable access to services and opportunities.

New recurrent funding of \$770,000 will support the implementation of the proposed legislation, supported by Multicultural Affairs Queensland.

The investment will enable the promotion of the Charter to foster a harmonious and inclusive Queensland and will cover the standard remuneration costs of members of the Queensland Multicultural Advisory Council. Funding will, as well, support the Advisory Council to engage with stakeholders across Queensland in preparing advice for government on customer focused policies and services concerning multiculturalism.

The funding includes an amount for four new recurrent positions, including two Full Time Equivalent (FTE) AO7 positions, one FTE AO6 and one FTE AO4, to support the implementation of the proposed legislation including: secretariat support to the Advisory Council; developing the multicultural policy, coordinating agencies’ contributions to action plans and monitoring agency reporting; working across government to improve service delivery for clients, including project managing potential new initiatives, and coordinating stakeholder engagement activities across Queensland.

Further detail on the scope of work to implement the proposed legislation is subject to the development and parliament's consideration of the proposed Multicultural Recognition Legislation.

An interim Multicultural Community Reference Group has been established and is providing valuable input into the draft Bill and the Multicultural Queensland Charter. Members of the interim Reference Group are not remunerated and other costs associated with the operation of the Group are funded within the department's existing budget.

It is anticipated that the legislation will be introduced to Parliament later this year or in early 2016 in recognition of the valuable contribution of Queensland's multicultural communities and the need for greater services to be responsive to their needs.

It is hoped that the Bill will be supported by all Members of Parliament. The Private Member's Bill introduced by Labor in opposition did not receive support.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 18**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION0

With reference to SDS which states “enable the promotion of a Multicultural Queensland Charter” can the Minister detail:

- a) what the Charter is expected to cover;
- b) what this expenditure will specifically be used for, including the number of staff expected to be involved; and
- c) what the timeframes are to develop the Charter?

ANSWER

The Palaszczuk Government is drafting and will introduce multicultural recognition legislation to create a Multicultural Queensland Charter and establish a Multicultural Queensland Advisory Council.

Together these will be key to our continuing efforts to build and sustain a fair and equal society through a strong focus on harmony, unity and inclusion.

A Multicultural Queensland Charter enshrined in legislation is the most effective way to demonstrate the Government and Parliament's commitment to multiculturalism.

The Charter will set out principles to promote harmony and inclusiveness in Queensland.

Together with the legislation, the Charter will provide a strong instrument to strengthen multicultural policy, program development and implementation across Government which will support people from culturally and linguistically diverse backgrounds live in communities that are inclusive, with equitable access to services and opportunities.

New South Wales, Victoria and South Australia all have multicultural related legislation. By statutorily entrenching multicultural recognition, we are ensuring the protection of our culturally and linguistically diverse community and symbolically recognising the contribution our multicultural groups make to Queensland public life.

The content of the charter is subject to consultation, however it is likely to include reference to:

- a shared commitment to Queensland, Australia, democratic society and rule of law.
- recognition that the people of Queensland come from diverse backgrounds and have contributed to building the state.
- people's ability to express their diverse backgrounds.
- equal rights and responsibilities under the law, and mutual respect and fair treatment.
- equitable access to the services provided or funded by the Government.
- opportunities that encourage the full participation of people from diverse backgrounds in the cultural, economic, political and social life of Queensland.

Development of the charter is included in the total allocation of \$770,000 to support the implementation of the proposed multicultural recognition legislation and charter.

The investment will enable the promotion of the Charter to foster a harmonious and inclusive Queensland. Funding will also cover the costs associated with the members of the Queensland Multicultural Advisory Council to engage with stakeholders across Queensland to garner advice for government on customer focused policies and services concerning multiculturalism.

The funding includes an amount for four new recurrent positions, including two Full Time Equivalent (FTE) AO7 positions, one FTE AO6 and one FTE AO4, to support the implementation of the proposed legislation including: secretariat support to the Advisory Council; developing the multicultural policy, coordinating agencies' contributions to action plans and monitoring agency reporting; working across government to improve service delivery for clients, including project managing potential new initiatives, and coordinating stakeholder engagement activities across Queensland.

The investment will enable the promotion of the Charter to foster a harmonious and inclusive Queensland and will support the Advisory Council to engage with stakeholders across Queensland in preparing advice for government on customer focused policies and services concerning multiculturalism.

Further detail on the scope of work to implement the proposed legislation Charter is subject to the development and enactment of the proposed Multicultural Recognition Legislation, anticipated in 2016.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 19**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Communities, Women and Youth, Minister for Child Safety and Minister for Multicultural Affairs (HON S FENTIMAN)–

QUESTION

Can the Minister outline how much funding has been allocated to any reviews, boards, inquiries, taskforces or committees established by the respective department since January 2015, including:

- a) the commencement date and completion date (if applicable);
- b) a list of the total cost of administering each body;
- c) the payments, fees and sitting fees paid to the chairperson and members for each body;
- d) the name of any bodies that have as part of the committee membership:
 - i. United Voice appointed delegate, and /or
 - ii. Together Union appointed delegate

ANSWER

I refer the Committee to Question on Notice 554, tabled on 13 August 2015.

In accordance with the *Annual report requirements for Queensland Government agencies for the 2014-2015 reporting period*, government agencies are required to publish information about all government bodies through the Queensland Government Open Data website (<https://data.qld.gov.au>) at the time their annual reports are tabled. This information is required to include the description and role of each government body, the total sum paid to the Chair and members of each body, and the total on-costs of the body including such things as travel.

I refer the Committee to the Open Data website where information for 2014–2015 will be published by agencies in accordance with these requirements.

Should the Committee have a question about a specific matter that is not published as part of the 2014–2015 annual reporting requirement I would be pleased to consider a request for that information.



Hon Tracy Davis MP

Minister for Communities, Child Safety and Disability Services

KH
27/08/15
1

Our reference: MO/13/06791
COM 09357-2013

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6 NOV 2013

Ms Natasha Stott Despoja AM
Chair
Foundation to Prevent Violence against Women and their Children
PO Box 24229
MELBOURNE VIC 3001

Dear Ms Stott Despoja

Natasha

Thank you for your letter concerning membership of the Foundation to Prevent Violence against Women and their Children. I appreciated the opportunity to meet with you in August and I certainly share your enthusiasm and vision to end violence against women.

The Queensland Government's commitment to preventing violence against women and their children is evidenced through the government's investment in violence prevention across a number of levels. This includes prioritising funding for front line services for women and children across the government and non-government sectors.

The Queensland Government has had to make some difficult decisions in order to return the State to a stable financial position, and as there are no unallocated funds available for membership of the Foundation, I must decline your invitation to become a Member or Owner of the Foundation at this time.

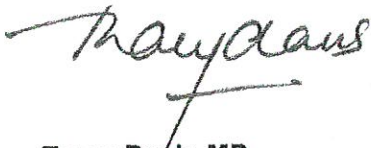
However, the Queensland Government is committed to working in partnership with the Australian Government and other jurisdictions to progress the National Plan to Reduce Violence Against Women and their Children and funds a range of initiatives that support the National Plan. In addition to funding prevention and support services for women and children, this includes in-kind funding to the National Centre of Excellence to Reduce Violence Against Women and their Children and the statewide social marketing campaign, *Make the Call*, which encourages every day Queenslanders to contact our statewide, domestic violence helpline for information and support if someone they know is being abused.

I look forward to a continuing relationship with the Foundation should project opportunities present themselves. I commend your enthusiasm and wish you well with establishing such a worthy organisation.

If you require any further information or assistance in relation to this matter, please contact Ms Sally Grant, Policy Advisor in my office on 07 3235 4280.

Thank you for taking the time to update me on your work.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Tracy Davis', with a stylized flourish underneath.

Tracy Davis MP
Minister for Communities, Child Safety
and Disability Services



Queensland Cultural Diversity Policy

The Queensland Government's vision for cultural diversity is to provide equality of opportunity for all Queenslanders so that each and every person can participate in our strong economy and enjoy our vibrant society.

To achieve this vision the Queensland Cultural Diversity Policy focusses on improving the following four outcomes:

- language independence
- education participation and attainment
- economic independence and participation
- community participation.

Underpinning these outcomes is a commitment to ensuring the Queensland Government delivers effective, responsive services.

Multicultural Affairs Queensland has the whole-of-government lead for the implementation and monitoring of the Policy.

The Queensland Cultural Diversity Policy is closely aligned to the vision and preliminary targets of the Queensland Plan: a 30-year vision for Queensland.

Queensland Cultural Diversity Action Plan

The Queensland Cultural Diversity Action Plan outlines the steps the Queensland Government will take to achieve the outcomes identified in the Policy and ensure that all Queenslanders can fully participate in our economy and society.

The Action Plan focusses on making the best use of Queensland's diversity and reducing the barriers to economic and community participation through actions which: build English language proficiency delivered where people live; improve access to translated material and interpreters; support education participation and attainment; promote pathways to employment and business; and enable civic and community participation including to take on leadership roles.

The Queensland Government will continue to partner with business, industry, the community and non-government sectors to achieve the best possible outcomes for Queensland and Queenslanders.

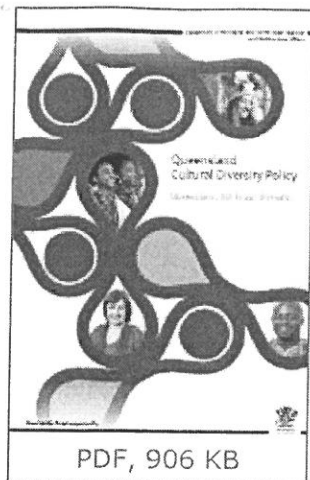
Progress in the implementation of the Action Plan will be published annually by agencies on their websites.

The content on this page may have been updated since printing. Please check the website to ensure you have the latest information.

Last reviewed

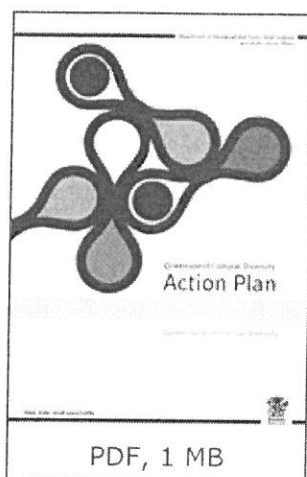
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Queensland Cultural Diversity Action Plan



DOCX, 53 KB

<https://www.communities.qld.gov.au/multicultural/policy-and-governance/queensland-cultural-diversity-policy>

**Queensland Government**

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Policy and governance

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Queensland Cultural Diversity Policy

The policy focuses on providing opportunities for culturally and linguistically diverse Queenslanders to communicate in English, get an education, find employment, and participate in the community.

Language Services Policy

Language services, such as interpreters, aim to provide people who have difficulties communicating in English with the same access to services and programs as English-speaking Queenslanders.


Translating and interpreting services

Queensland Government agencies are required to provide and pay for professional interpreting services for clients seeking Queensland Government services who have difficulties communicating in English.

Queensland interpreter card

Helping people with limited English proficiency to access an interpreter when using government services.

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Queensland Cultural Diversity Policy

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The Queensland Government's vision for cultural diversity is to provide equality of opportunity for all Queenslanders so that each and every person can participate in our strong economy and enjoy our vibrant society.

To achieve this vision the Queensland Cultural Diversity Policy focusses on improving the following four outcomes:

- language independence
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The Queensland Cultural Diversity Policy is closely aligned to the vision and preliminary targets of the [Queensland Plan: a 30-year vision for Queensland](#).

Queensland Cultural Diversity Action Plan

The Queensland Cultural Diversity Action Plan outlines the steps the Queensland Government will take to achieve the outcomes identified in the Policy and ensure that all Queenslanders can fully participate in our economy and society.

The Action Plan focusses on making the best use of Queensland's diversity and reducing the barriers to economic and community participation through actions which: build English language proficiency delivered where people live; improve access to translated material and interpreters; support education participation and attainment; promote pathways to employment and business; and enable civic and community participation including to take on leadership roles.

The Queensland Government will continue to partner with business, industry, the community and non-government sectors to achieve the best possible outcomes for Queensland and Queenslanders.

Progress in the implementation of the Action Plan will be published annually by agencies on their websites.

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Queensland Cultural Diversity Policy



Queensland Cultural Diversity Action Plan



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Queensland Cultural Diversity Policy

In summary...

As our state's diversity continues to grow it is critical we continue to recognise the custodianship of the land and enduring traditions and cultures of the 'First Australians', the Aboriginal people and Torres Strait Islander people. A separate Economic Participation Framework focuses on providing opportunities for Aboriginal and Torres Strait Islander Queenslanders.

This policy focuses on opportunities for our newest Australians.

Queensland reaps significant economic and social benefits both from its cultural diversity and through continuing migration. Through their skills, knowledge, ingenuity and sheer effort, generations of migrants have been instrumental in developing our economy and enriching our social and cultural profile.

We value cultural diversity and are committed to ensuring that every single Queenslanders has the opportunity to participate in our great state both economically and in our community.

Cultural diversity must be about maximising its benefits for our state, and making sure all Queenslanders can access the same opportunities and support. No matter how people come to Queensland, we have a responsibility to do what we can to make sure they can participate in our economy and community as quickly and as fully as possible.

Valuing cultural diversity is about being able to express and share cultural traditions, practices and beliefs while unifying the whole community within the framework of Australia's democracy and rule of law. We need to recognise our cultural diversity as a positive and valuable resource for our great state.

We welcome cultural diversity as a strength.

Embracing cultural diversity ensures a fair go for everyone, helps eliminate discrimination, and strengthens cohesion in our society.

The Honourable Glen Elmes, MP
Minister for Aboriginal and Torres Strait
Islander and Multicultural Affairs and
Minister Assisting the Premier

Robert Cavallucci, MP
Assistant Minister for
Multicultural Affairs

Queensland Cultural Diversity Action Plan

<https://www.communities.qld.gov.au/resources/multicultural/policy-governance/cdp-action-plan-final.pdf>

Foreword

Queensland is blessed with a multitude of cultural influences which have shaped who and what we are as modern day Queenslanders.

The Queensland Government recognises the enduring traditions and cultures of the 'First Australians', the Aboriginal people and Torres Strait Islander people, but also acknowledges the rich migrant heritage which is woven through the tapestry of our increasingly diverse society.

The Queensland Cultural Diversity Policy articulates the Queensland Government's vision to provide equality of opportunity for all Queenslanders so that each and every person can participate in our strong economy and enjoy our vibrant society. This Cultural Diversity Action Plan provides a roadmap for how the Queensland Government will achieve that vision.

The Action Plan represents a commitment to ensuring all Queenslanders can fully participate in our economy and society. It includes actions from most departments and a number of statutory authorities. The Plan is a living document that will be updated with new actions over time, so that together we can take great strides forward to achieve strong outcomes for our culturally diverse communities.

Queensland today is more culturally diverse than any other time in history. The Queensland Government recognises this and we are more committed than ever to supporting our vibrant culturally diverse communities.

Queensland is richer culturally and stronger economically for the contribution made by migrants and refugees. The Newman Government is committed to supporting the continued growth and development of strong multicultural communities across our state.

We want to be sure that all Queenslanders – no matter what their cultural background or circumstances – have the opportunity to be their best and to achieve economic prosperity according to their skills, determination and application.



The Honourable Glen Elmes, MP

Minister for Aboriginal and Torres Strait Islander
and Multicultural Affairs

Regional Communities

Mr PEARCE: My question is to the Minister for State Development and Minister for Natural Resources and Mines. Will the minister outline how the Queensland government will be supporting regional communities across the Mirani electorate?

Dr LYNHAM: I thank the member for Mirani for his question. The member for Mirani is in a strong resource-producing community, and I understand the importance of this question to him. I wish to now refer to the LNP's recently released *A real economic plan*. The plan states—

An LNP Government would maintain and enhance the LNP's 'Royalties for the Regions' program to ensure investment in regional Queensland with a guaranteed percentage of funds quarantined to ensure a fair share of revenue is invested back into each resource area ...

But we all know what the LNP really thinks about these election commitments: they are just meaningless words, absolute meaningless words. The former government introduced its Royalties for the Regions funding program during its term of government. Of the total spend of \$482 million to the Royalties for the Regions funding program over three years, only \$156 million went to 'resource' community councils. Thirty per cent went to the regions that the previous government called the 'engine room of our state'. That is despite the previous government saying it was high time that a share of royalties earned from the resource industry in regional Queensland was given back to the people of those regions to deliver much needed infrastructure and services.

Mr Cripps: Your program is shorter, smaller and narrower. Why are you ripping us off?

Dr LYNHAM: When you open up the entire area of Queensland to this, it is hardly about resource-producing communities. When you dedicate funding on a strategic allotment based upon your election commitments, it is absolutely hopeless.

Fortunately, as part of the Palaszczuk government, I have announced a new program called Building our Regions that will pump \$200 million over the next two years into regional projects. In the 2015-16 budget \$100 million is allocated to this important regional program. Not only will the program provide funding for critical infrastructure in regional areas of the state but also it will support 600 jobs across the state, foster economic development and improve the livability of regional communities.

This \$200 million budget commitment will strengthen regional towns and cities through funding airports, transport, road projects, flood mitigation projects and other community infrastructure. We want local governments to come with us with projects that will be catalysts in their communities for economic growth and local jobs. We want to fund projects that will tackle the infrastructure constraints for local businesses in those communities such as the communities in the seat of Mirani. There will be particular emphasis on resource-producing communities where the funds will provide an opportunity to address any impacts of resource sector growth in those communities.

(Time expired)

Superannuation

Ms DAVIS: My question is to the Minister for Communities. Can the minister explain what impact Labor's superannuation and long service leave raids will have on the future entitlements of staff employed within her department?

Ms FENTIMAN: Unlike those opposite, Labor will not mount an all-out assault on public servants. We saw it last term. The LNP promised public servants that their jobs were safe, promised them that they had nothing to fear, and then sacked 24,000 of them. In my department, as the member for Aspley would know, that was more than 225 full-time, front-line Child Safety staff. Shame! Not only do they attack public servants; they strip away WorkCover protections for workers and they do everything they can to destroy employee representatives. The budget that the Treasurer will hand down today protects workers. It does not attack them, it does not sack them and it does not sell our assets—something that the LNP said was our only option.

My mum is a state school teacher. I know how important superannuation is to our hardworking public servants. Under no circumstances will this government do anything to threaten workers' superannuation rights and entitlements. In fact, universal superannuation is one of Labor's proudest achievements, and we will always defend it and protect it.

Ms Davis interjected.

Mr SPEAKER: Order! Member for Aspley, your question was reasonably wide and I think the minister is answering the question.

**Minister for Disability Services, Minister for
Seniors and Minister Assisting the Premier
on North Queensland**

- Answers to Questions on Notice

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 1

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

I refer to page 6 of the SDS, and I ask what is the Disability Services' budget doing to address the increase in numbers of people with disability on the Department's Register of Need who are waiting for funds to become available?

ANSWER

When Labor left Government in 2012 the number of people on the Register of Need has increased from 5967 people to a staggering 17,379 after just three years under the former LNP Government as at March 2015.

Unfortunately, the previous LNP Government's priority was fiscal repair and not people with disability. In 2014-15 alone they cut \$108 million from the Disability Services budget.

The Disability Services' Register of Need details the number and relative priority of people with disability who have been assessed as needing disability services but where funding is not available.

The register ensures that people with the greatest need are allocated disability supports and services as these become available. In 2015-16 the budget for Disability Services will increase by 5.58 per cent to reach a total operating expenditure of \$1.547 billion.

This additional funding will support critical demand pressures:

- \$5.5 million to provide assistance up to 300 young people to leave school.
- \$12.6 million to provide support for up to 64 young adults with disability exiting the care of the State.
- \$3.2 million to provide support up to 27 people with spinal cord injuries to leave the Princess Alexandra Hospital and return home with adequate supports.
- \$2 million to assist 20 people who are able to be discharged from public health facilities to move to community living with supports.
- \$6 million to support families of children with disability who have critical need
- an additional \$4.8 million to be provided for aids and equipment.

The Government will maximise all available funding and any unused capacity to support people on the Register of Need who have the greatest need.

Ultimately, the successful roll-out of the National Disability Insurance Scheme (NDIS) from July 2016 will be the strategy to reduce the Register of Need.

This Government is committed to rolling out the NDIS in an effective and timely way, and will lobby hard for our fair share of the DisabilityCare Australia Fund so we can get support to more people earlier through the NDIS.

The Palaszczuk Government went to the election with a commitment for an early launch of the NDIS. We have committed an additional \$1.9 million as our share for the early launch in Queensland. As Queensland is the only jurisdiction not to have a trial site, the launch will provide an opportunity to test the scheme in our unique environmental and locational setting, and ensure the full scheme is well implemented for the best possible benefit of Queenslanders with disability.

The Premier and I will continue to advocate for Queenslanders to get the best possible rollout of the NDIS.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 2**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

I refer the Minister to page 6 of the SDS, that identifies that \$6.6 million has been allocated to NDIS readiness initiatives, can the Minister please advise how these initiatives will support both the not for profit and for profit organisations that provide disability services?

ANSWER

This Government is committed to making sure people with disability, their families and service providers are ready to transition to the National Disability Insurance Scheme (NDIS). That is why we have allocated \$6.6 million in 2015–16 to provide a range of targeted initiatives.

NDIS readiness service provider initiatives will support not for profit and for profit organisations that are funded by the department to provide disability and community care services.

As part of these initiatives, support will be provided to organisations' boards and management teams and organisational leaders with regard to their business models, including financial readiness, systems management and workforce capacity. This will include at least 30 workshops and the opportunity for 40 service providers to obtain one-on-one support. This one-on-one active assistance will support service providers to be well positioned to deliver services under the NDIS. While it will be available to those providers who most need this type of assistance, it is proposed that small and medium service providers who may not have large boards or other ways to gain information and implement the NDIS should have higher priority.

Both not for profit and for profit service providers can also continue to access tools and resources to help them understand their business and respond to consumer demand in the NDIS.

The importance of supporting and building a strong workforce to deliver on the NDIS is also recognised. There will be 13,000 more jobs in Queensland when the NDIS is fully implemented in June 2019.

Work has already been underway with the sector in the development of a Queensland NDIS Workforce Strategy, which has a focus on local workforce solutions for local needs. Action plans will then be developed and implemented to establish market stewardship and local workforce development leadership arrangements. There will be a range of other opportunities, such as the establishment of industry forums, to identify local solutions and opportunities from the NDIS that will also be part of these NDIS readiness initiatives.

Nine service providers will also provide over 520 workshops to people with disability, their families and carers to help them understand the NDIS and the opportunities it will bring. It is estimated that there will be with over 7500 attendances at these workshops. Also, an additional service provider will commence from 1 October 2015 to deliver a dedicated strategy to assist Aboriginal and Torres Strait Islander people with disability and their families to prepare for the NDIS.

There are also a variety of other activities under the NDIS readiness initiative, like phone support and other resources that will assist people with disability, their families and carers.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 3**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

I refer to Pages 6 and 7, of the SDS reference the ongoing funding of \$126 million for AS&RS. Can the Minister explain the benefits for staff and clients as a result of the continuation of these services?

ANSWER

Accommodation Support and Respite Services (AS&RS) provides accommodation, support and respite to some of Queensland's most intellectually disabled people.

The previous LNP Government's decision to transfer AS&RS to the non-Government sector created uncertainty, distress and anguish for the clients, families and staff of the service.

The Palaszczuk Government made a commitment to clients, family and to AS&RS to end the uncertainty and continue to provide high-quality accommodation support and respite services to Queenslanders with disability who have high and complex needs. We have honoured that commitment.

The Department of Communities, Child Safety and Disability Services will be registered as a provider with the National Disability Insurance Agency (NDIA) and people with disability and their families will be able to choose AS&RS as one of many providers under the National Disability Insurance Scheme (NDIS). Since coming to Government we have kept our commitment to job security and commenced a process to move temporary and casual AS&RS staff into permanent positions.

AS&RS clients will continue as they are and our highly valued AS&RS staff will keep their jobs and working conditions.

My department has started detailed planning to support AS&RS to transition to the NDIS environment, including a major review of current processes and procedures to support the department to become a provider of services in the NDIS environment.

The Palaszczuk Government is committed to supporting our most vulnerable and honouring our commitment to AS&RS clients, their families and staff is a key part of our commitment.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 4

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

I refer to the Government's investment of just under \$25 million in a range of initiatives that will provide housing accommodation options for people with disability across the state and I ask the Minister, how will this investment assist in meeting the expected increased need for accommodation as a result of the introduction of the NDIS?

ANSWER

The National Disability Insurance Scheme will increase demand for affordable and appropriate housing for people with disability. Disability housing in Queensland is already under pressure.

The Government's investment of just under \$25 million to provide housing accommodation options for people with disability across the state will relieve this pressure somewhat.

Despite the Productivity Commission's 2011 report stating there would be Commonwealth NDIS funding of up to \$700 million per year by 2019 to invest in sustaining existing specialist disability accommodation and stimulating the construction of new specialist disability housing options across Australia, Queensland still does not have certainty around specialist disability housing.

The Abbott Government initially supported the Productivity Commission's report however the Prime Minister and Assistant Minister Fifield have backed away from their decision.

The \$700 million per year would sustain existing specialist disability accommodation, leverage innovative disability housing options, and create jobs.

In April 2015 I sought to clarify Queensland's access to NDIS funding for disability housing at the Disability Reform Council meeting and, together with my colleague the Honourable Leeanne Enoch MP, Minister for Housing and Public Works, wrote to Senator the Honourable Mitch Fifield, Assistant Minister for Social Services, to raise my concerns.

Unfortunately, with only 10 months until the commencement of the NDIS in Queensland we still have no clarity from the Australian Government about how they will address the shortage of specialist disability accommodation in Queensland.

It is important these issues are urgently resolved to provide certainty for people with disability, service providers and the construction industry, and also to support investment and jobs growth.

I will continue to work with the Premier and my Ministerial colleague the Honourable Leeanne Enoch MP, Minister for Housing to obtain funding for specialist disability housing in Queensland.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 5**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

I refer to page 2 of the SDS, that prioritises Queensland being ready for smooth transition to the NDIS, and I ask, can the Minister provide an update on the negotiations for the Government and the Commonwealth Bilateral Agreement that details Queensland's transition to the NDIS?

ANSWER

The National Disability Insurance Scheme (NDIS) will transform the disability sector as we know it.

Unfortunately, the previous LNP Government had to be dragged kicking and screaming to sign the Heads of Agreement with the Australian Government and make the NDIS a reality for approximately 97,000 Queenslanders with disability.

This Government is committed to doing what we can to ensure a smooth transition from the State Disability Services system to the national system under the National Disability Insurance Agency.

We committed to an early launch of the NDIS in Queensland. The previous Government chose not to have a trial, making Queensland the only jurisdiction in Australia not to have a trial. We have honoured our part of the plan by providing \$1.9 million for the launch in the budget and are waiting for the Commonwealth Government to approve the launch and provide \$2.7 million in funding to make the launch a reality.

The bilateral agreement is crucial in the NDIS process in that it will outline how the NDIS will be rolled out in Queensland, including the specific locations, timing and funding, over the three years 2016–17, 2017–18 and 2018–19.

To ensure a smooth transition, my department and other relevant agencies have been working with Australian Government officials to negotiate and finalise as much of the bilateral agreement as we can, pending the decision on access to the DisabilityCare Australia Fund.

Full and fair access to Queensland's share of the DisabilityCare Australia Fund remains the key stumbling block. Regrettably, despite having committed at the Council of Australian Governments meeting in April 2015 to giving consideration to flexible access to NDIS funding, the Prime Minister is holding out on Queensland. In doing so, the Abbott Government is putting Queensland's transition and full scheme in jeopardy. It's making people wait to know; and it will make them wait for support.

We have advocated at every level in Canberra for a bilateral agreement with the Australian Government based on Queensland's full and fair access to the DisabilityCare Australia Fund.

Full and fair access to Queensland's share of the DisabilityCare Australia Fund, to which Queenslanders have been contributing through the increase to the Medicare Levy since 1 July 2014, is necessary for a smooth and successful roll-out in Queensland. It would enable more participants to enter the scheme earlier, rather than the majority of clients, approximately 62,000 having to wait until the final year of transition which would occur under the Australian Government's rationed approach.

The Queensland Government is not asking for anything more than our full and fair share of the DisabilityCare Australia Fund. With the bilateral agreement due to be signed by 31 August 2015 the Premier and I will continue to advocate and fight for what is rightfully ours. Queensland deserves a full, fair and smooth transition and a successful and sustainable NDIS.

We are desperately keen to advise Queenslanders with disability and their families and carers, and providers and their staff, about who, where, when, how and what will transition into the NDIS over the three years from July 2016.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 6**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

I refer to page 16 of the SDS and ask, can the Minister provide a breakdown of the employment status of the 3170 budgeted Disability Services staff?

ANSWER

In April 2011 Campbell Newman promised Queensland's Public Servants that they have nothing to fear from an LNP Government. Upon winning the 2012 election the LNP Government sacked thousands of public servants over the term of its government.

The Palaszczuk Government came to government on a promise of jobs and job security and we are honouring our commitment. Our valued Disability Services Accommodation Support and Respite Services staff now have job security and my department has commenced giving casual and temporary AS&RS staff the ability to become permanent staff.

The budget figure of 3170 full-time equivalent (FTE) staffing for Disability Services is a forecast estimate to 30 June 2016.

As this is a forecast estimate, it is not possible to accurately predict a breakdown of employment status.

However, as at 30 June 2015, Disability Services had an actual FTE of 3070 FTE.

Of the 3070 FTE:

- 2459.43 (80.11 per cent) were permanent
- 432.87 (14.1 per cent) were temporary
- 160.57 (5.22 per cent) were casual
- 17.63 (0.57 per cent) were contract.

In July 2015, the department commenced a process by which existing temporary and casual Residential Care Officers can be considered for appointment to available permanent vacancies through a closed merit process. This is in keeping with this government's commitment to employment security.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 7**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

On page 6 of the SDS, an investment of \$4.8 million for 'aids and equipment' is referenced. Can the Minister explain what type of assistance this will provide for Queenslanders with disability?

ANSWER

Disability aids and equipment are a necessary part of the support this Government provides to people with disability to help to prevent injury and loss of function and to help them to live independently in their home and remain connected to their community.

My department funds disability aids and equipment through the Community Aids, Equipment and Assistive Technology Initiative (CAEATI) and the Vehicle Options Subsidy Scheme (VOSS). The scheme is administered by Queensland Health on our behalf.

Unfortunately, in 2014-15, despite strong demand for the program the previous LNP Government committed only half of what was required to CAEATI and VOSS. The government needed to find an extra \$3.92 million in order to maintain these important supports.

When I became Minister I determined that the scheme was too important to curtail and made the decision to provide an additional investment of \$4.8 million for 2015-16 on top of the original \$5 million budgeted.

Aids and equipment and vehicle modifications required by National Disability Insurance Scheme (NDIS) participants will be funded under the NDIS and my department will continue to work closely with the National Disability Insurance Agency to ensure Queenslanders with disability have access to appropriate aids and modifications during the transition to the NDIS.

I am very pleased to let you know about an exciting event coming to Brisbane in late October. The New World Conference: Disability in the 21st Century and trade show will be hosted by the National Disability Insurance Agency. The conference program will feature leading Australian and international experts and major technological giants such as Apple showcasing how innovative and effective technology will transform the lives of people with disability, their families and carers. This is the way of the future.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 8

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

In reference to page 6 of the SDS and the allocated \$1.9 million for an NDIS early launch site, can the Minister advise the Committee about how this launch will help Queensland to make a smoother transition to the NDIS?

ANSWER

In the 2015–16 Queensland Budget we allocated \$1.9 million for the early launch of the NDIS in Queensland. An early launch will allow the Queensland Government and the National Disability Insurance Agency (NDIA) to test rollout processes and how the scheme will operate in a Queensland context.

Unfortunately, the previous LNP Government refused to sign Queensland up for an NDIS trial, making us the only state or territory in the country not to have a trial to test the implementation before full roll out.

Queensland has challenges for the implementation of the NDIS given our unique geography and demographic spread. An early launch gives the Queensland Government the opportunity to test the implementation of the NDIS in regional and rural areas.

The early launch will mean approximately 600 people will receive support from the NDIA before the scheme formally starts in Queensland from 1 July 2016.

This gives the Queensland Government the opportunity to learn from people with disability, their families and service providers so we can ensure that we make the transition to full scheme as smooth as possible.

We will be able to see how well we are communicating with people with disability and what we need to do to ensure that people in the more remote areas of Queensland are well informed and prepared for their planning discussions with the NDIA.

Early launch provides the opportunity to see how prepared service providers are to operate in the NDIS environment, including becoming an NDIA-registered provider.

It will also test the ability of service providers to work within a dual system as the scheme phases in across Queensland over the three years from 2016 to 2019.

The learnings from the early launch will help further refine Queensland's participant readiness and provider readiness activities.

I am seeking to finalise our negotiations with the Australian Government around the early launch as a matter of urgency, and I hope to be able to share further details with you very soon.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 9**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

In reference to page 8 of the SDS, will the Minister advise what is being done to ensure our ageing population is able to find secure, age-appropriate accommodation?

ANSWER

This Government values our seniors and one of the Palaszczuk Government's Supporting Seniors election commitments was to establish an advisory taskforce on residential transition for ageing Queenslanders.

My department is working closely with the Department of Housing and Public Works to establish the Taskforce.

We know that many people face issues of affordability, fairness and independence related to their housing as they age. Some experience barriers in accessing the range of housing options available.

This adds a level of complexity to the decisions older people make regarding their future living arrangements.

Unlike the previous Government who made savage cuts to the Office for Seniors this government values our seniors and that is why we made a number of election commitments to support older Queenslanders.

It is essential that people have the opportunity to stay close to loved ones as they age and that care and accommodation are affordable.

The Taskforce will make recommendations to me on affordable and less complex housing models, and other initiatives to support older Queenslanders to retain their independence into old age, and control how and where they live in an age-friendly society.

The Taskforce will include a range of people from seniors' organisations, academia, peak bodies, private developers and government who will work together to identify a range of appropriate accommodation options for older Queenslanders with a view to offering improved choices for older people.

The Taskforce will publish its report and provide advice and recommendations to the Government in 2016.

We value our seniors and the contribution they make to the community and we will ensure that as they age transition options exist that protect vulnerable older people.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 10**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

In reference to page 8 of the SDS, will the Minister (a) advise what is being done to rebuild the Office for Seniors to ensure they are able to advocate for Queensland's ageing population, and (b) outline any changes made to the resourcing of this office in 2012/13, 2013/14 and 2014/15?

ANSWER

What is being done to rebuild the Office for Seniors to ensure they are able to advocate for Queensland's ageing population?

As Minister for Seniors, I am the voice in the Queensland Government for this active and growing population. This includes making sure that seniors are front and centre when we discuss policies that may impact on their lives and focusing on the unique issues faced by older Queenslanders.

This Government values our seniors and that's why we made a number of election commitments to Queenslanders including allocating \$2 million over four years to rebuild the Office for Seniors and implement those commitments.

The Department of Communities, Child Safety and Disability Services is establishing a 'one stop shop' where seniors can go to get advice about all government services and assistance to make life easier and help increase the social and economic participation and connectedness of older Queenslanders.

The department has also begun work on the Government's commitment to establish an Advisory Taskforce on the Residential Transition for Ageing Queenslanders. The Taskforce will make recommendations that support older Queenslanders to retain their independence into old age and allow them to maintain control over how and where they live.

The department is also working to implement the Tech Savvy Seniors initiative in collaboration with Telstra, Department of Science, Information Technology and Innovation and the State Library of Queensland, which will increase the digital literacy of seniors and get older people connected and using online services.

To fulfil these election commitments and continue to work across government to improve policy and service delivery for seniors, carers and volunteers and deliver programs for older people, the Department of Communities, Child Safety and Disability Services have budgeted for an additional two full time equivalent positions, one of which will be dedicated to the One Stop Shop for Seniors and related initiatives.

Outline any changes made to the resourcing of this office in 2012/13, 2013/14 and 2014/15

Prior to 2012, the Office for Seniors and Office for Volunteering consisted of 19 full time equivalent positions.

In 2012–13, 12 of these positions were abolished by the former government.

Additionally, the Strategic Policy unit responsible for policy advice for seniors, carers, volunteering, cards and concessions ceased (three additional positions). This unit's policy responsibilities were transitioned to the Office for Seniors, Carers and Volunteering with no staffing resources.

No changes were made to the resourcing of this Office in 2013–14.

An additional two positions were created effective 1 July 2015, one of which will work on the one stop shop for seniors and related initiatives.

I am dedicated to rebuilding the Office for Seniors to demonstrate this Government's commitment to older Queenslanders and recognition of the invaluable contribution they make to our communities.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 11**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

Minister I refer to the public servant numbers detailed in the portfolio SDS, and ask since the assent of the Industrial Relations and Other Legislation Amendment Bill 2015 can the Minister advise how many public servants within the Department's staffing allocation have had their details supplied to unions under the Government's Union Encouragement Policy - listed in the following format for each portfolio in the Departments of Disability Services and Seniors.

ANSWER

The Palaszczuk Government made a commitment to restore fairness for government workers.

Union encouragement was one of the many conditions of employment rendered unenforceable during the former government's term. I am proud to defend the right of every worker to join, or not to join, their union.

The *Industrial Relations (Restoring Fairness) and Other Legislation Amendment Act 2015* (the Act) is one of the ways the Palaszczuk Government is delivering on its commitments. From June 2015, the Act restores the ability for union members to organise and protect workers' employment conditions, including re-enlivening any provisions within industrial instruments requiring new employee details to be passed onto relevant unions

These amendments were important because the former government went further than any Queensland government in history in attacking workers' rights.

The union encouragement policy released in May 2015 provides for new employees to have ready access to a union representative so that they can make an informed decision about whether or not to join a union. The policy operates subject to relevant legislation.

The manner regarding release and reporting of new employee details will vary depending on the industrial instrument. The Government will be consolidating the number of new employee details provided to unions across the public sector on a quarterly basis. Quarterly reporting is in line with a number of public sector certified agreements such as the State Government Department Certified Agreement (the Core Agreement) which covers nearly 50,000 public servants. From June 2015 the re-enlivened provisions provides that information about new starters is to be provided to relevant unions on a quarterly basis. While some agencies may have released new employee details to unions, the first full quarterly report (the September quarter report) consolidating the number of new employee details provided to unions across the public sector will be available in October 2015.

All public servants are protected by privacy laws and agencies are responsible for complying with those laws. Each agency is required to comply with their relevant industrial instrument(s) regarding union encouragement, including reporting timeframes.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 12**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

With reference to page 7 of the SDS outlining the numbers of Queenslanders with disability accessing support services, what progress has been made since March 2015 in revitalising frontline services in Queensland to give people with disability and their families, greater choice and control of the services they receive?

ANSWER

After three years of severe cuts by the previous LNP Government this Labor Government is committed to revitalising frontline services and increasing opportunities for people with disability.

The previous LNP Government's priority was fiscal repair, not supporting people with disability. In 2014–15 the previous Government cut \$108 million from the disability services budget.

The Queensland Government believes that people with disability should have access to a full range of services and to be able to choose their preferred provider, including those services offered by Government.

Unfortunately, because of the previous Government's decision to privatise Accommodation Support and Respite Services (AS&RS), people with disability who have high and complex needs, their families and staff have had to live with uncertainty about their future.

The Palaszczuk Government went to the election with a commitment to retain AS&RS and give certainty to clients, their families and staff. AS&RS clients now have certainty about their future. I have written to all of our valuable AS&RS staff to inform them that their jobs are safe under a Palaszczuk Labor Government.

This Government continues to offer people with disability the opportunity to self-direct their funds under Your Life Your Choice. From March to 30 June 2015, 128 people with disability chose to become Your Life Your Choice participants. In July 2015 we saw another 66 people move to self-direct their funds under Your Life Your Choice, bringing the 31 July total to over 1600 people.

The Government has also:

- created more accommodation places for people with disability who can no longer be cared for by their elderly parent, as part of the Elderly Parent Carer Innovation Trial
- assisted the AEIOU Foundation for Children with Autism to be more responsive in providing specialist early intervention services for children aged 0–6 years and to meet demand across the state, particularly in areas where there is large population growth, such as the Gold Coast

- provided an additional \$716,633 to meet rising home modification costs due to the higher number of people with spinal cord injury returning to private homes and allocated a further \$3.2 million in 2015–16 to support up to 27 people with spinal cord injury to return home with necessary support arrangements in place.

All of these opportunities provide greater choice and control for people with disability, their families and carers helping more people to prepare for the National Disability Insurance Scheme.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 13**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

With reference to page 6 of the SDS, what progress has been made since March 2015 by the Government to support Queensland to be ready, willing and able to make social and economic opportunities available to people with disability and to make other services and sectors such as education, health, transport, tourism and housing accessible and inclusive?

ANSWER

This Government is committed to supporting Queenslanders with disability to live a happy and fulfilling life. Unfortunately the same can't be said for the previous LNP Government.

Between 1998-99 and 2011-12, under Labor governments, the compound annual growth rate in Disability State funding (excluding psychiatric disability and community care) was 15.1%, however the compound annual growth rate over the past three years under the previous government was just 3.9%.

In 2014-15 alone the LNP Government cut \$108 million from the Disability Services budget.

In our 2015-16 budget, we allocated \$1.547 billion to Disability Services to enable Queenslanders with disability to have choice, control and opportunities in their lives through access to disability services and other supports.

This Government's commitment to Queenslanders with disability included two key election commitments. The first being a commitment to an early launch of the National Disability Insurance Scheme in Queensland. The early launch will test the roll out of the NDIS in Queensland and is necessary because the previous LNP Government refused to sign up to a trial site making us the only state or territory not to have a trial site in Australia. We committed \$1.9 million to the launch in our 2015-16 budget.

The second key commitment was to finally give certainty and peace of mind to our Accommodation Support and Respite Services (AS&RS) clients, their families and staff by announcing that the Government would continue to provide these valuable services. The previous LNP Government had announced that AS&RS would be transitioned to the non-Government sector creating uncertainty, distress and anguish amongst clients, their families and our valuable AS&RS staff.

The NDIS will open up further opportunities and give greater choice and control and foster social and economic participation for people with disability. At full transition the NDIS will be pumping an estimated \$4 billion per annum into the Queensland economy making Queenslanders with disability a powerful new consumer group.

97,000 Queenslanders with disability are expected to have transitioned to the NDIS by 2018-19. To meet this increased demand it is predicted there will be an additional 13,000 workers required by 2019.

While the Australian Government is responsible for ensuring people with disability receive opportunities to reach their potential through participating in the workforce, my department has been working in collaboration with key agencies to develop a Queensland NDIS Workforce Strategy. The Strategy will provide a high-level solution-based approach to how we ensure supply meets demand.

My department under the leadership of my Director-General heads the Queensland Government agency coordinating the transition to the NDIS.

To support the non-Government sector to transition to an NDIS environment my department is rolling out sector, participant and workforce readiness activities. In our first budget we allocated \$8.5 million to prepare for the NDIS including \$283,379 to the National Disability Service Queensland to work with small to medium disability and community care service providers boards, management teams and organisational leaders to build capacity to transition to the NDIS.

Unlike the previous LNP Government the Palaszczuk Government is committed to supporting Queenslanders with disability and we will continue to advocate to the Australian Government to get the best outcome for people transitioning to the NDIS.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 14**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

With reference to page 6 of the SDS, in accordance with the legislative provisions of the *Disability Services Act 2006*, what issues has the department identified relating to service delivery to people with disability and how have these issues been addressed?

ANSWER

Unlike the previous LNP Government this Government is committed to supporting Queenslanders with disability to live a happy and fulfilling life.

After three years of the LNP Government's fiscal repair there are a number of issues that I am working hard to change.

Between 1998-99 and 2011-12, under Labor governments, the compound annual growth rate in Disability State funding (excluding psychiatric disability and community care) was 15.1%, however the compound annual growth rate over the past three years under the previous government was just 3.9%.

In 2014-15 alone the LNP Government cut \$108 million from the Disability Services budget.

The previous Government's fiscal repair saw the Register of Need blow out from 5967 people when we left Government in 2012 to a staggering 17,379 when we returned to Government just three short years later.

With the NDIS commencing from July 2016, and this Government advocating to get Queensland the best deal possible from the Australian Government, the register of need is expected to reduce significantly over the next four years.

The Palaszczuk Government is committed to a smooth roll out of the NDIS in Queensland. Unlike the previous Government who were dragged kicking and screaming to sign the NDIS Heads of Agreement with the Australian Government this Government is excited about the enormity of change the NDIS will bring for Queenslanders with disability. That is why we went to the election with a commitment to an early launch of the NDIS.

The LNP Government chose not to trial the NDIS in Queensland making us the only jurisdiction not to have a trial. The launch is very different from the trial sites operating in the other states. It is too late for a trial, however, the launch will be the NDIS starting early in Queensland in a specific area before July 2016. The launch will enable us to test the NDIS in a Queensland setting, which is important given our unique geography and demographic spread and that is why we committed \$1.9 million to the launch in the budget.

Another key election commitment of this Government was to finally give certainty to Accommodation Support and Respite Services clients, their families and staff. The previous Government caused unnecessary stress and anxiety by deciding to move AS&RS to the non-Government sector. \$126 million was committed in the budget to enable Queenslanders with disability and high and complex needs to have the choice of continuing to receive support directly-delivered by AS&RS.

This Government will continue to work closely with the Commonwealth Government to ensure that people with disability transition to the NDIS as smoothly as possible and I will continue to advocate to get the best deal possible for Queensland.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 15**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

With reference to page 6 of the SDS, what consultation has occurred since March 2015 by the department with other agencies to achieve a whole-of-Government approach to addressing service delivery issues for people with disability?

ANSWER

The Palaszczuk Government is committed to ensuring that people with disability get the support they need and to do that my Department has the lead role in whole-of-Government coordination in relation to service delivery issues for people with disability. This includes the lead role in coordinating the implementation of the National Disability Insurance Scheme (NDIS) in Queensland.

Work across Government is progressed through priorities in the National Disability Strategy 2010–2020, the Queensland Disability Plan, and departmental Disability Service Plans. The requirement for Queensland Government departments to develop Disability Service Plans is a legislative provision under the *Disability Services Act 2006*.

These three key frameworks complement each other and a key aim is to help improve service delivery to people with disability through a whole-of-Government approach. In particular, the Plans provide for a coordinated approach to improving access and responsiveness of government services and create accessible and inclusive communities across the mainstream sectors of education, health, transport, tourism and housing to benefit all people with disability and Queenslanders overall.

A significant service delivery issue in the lives of people with disability will be the upcoming transition to the National Disability Insurance Scheme.

The transition from the current state based system to the national system under the National Disability Insurance Agency is a mammoth undertaking and my department is coordinating the transition. Since March of this year, we are working closely with other Government agencies in areas such as health, education, transport, justice, Aboriginal and Torres Strait Islander partnerships, and housing.

It is crucial that Government departments work together to ensure the implementation to the NDIS is effective, well-coordinated and that is why my Director-General leads the Reform Leaders Group comprising the Directors-General of key departments involved with the transition. This group is responsible for setting priorities and ensuring successful implementation through regular and effective interagency linkages and collaboration. Senior officers of each department also meet regularly through an Inter-agency working group to coordinate planning and implementation.

On a day to day basis, my department is coordinating efforts across these Queensland Government agencies to ensure comprehensive transition plans are in place to support NDIS readiness for their clients, staff and service providers.

All agencies have a strong focus on developing detailed Participant and Provider readiness strategies and activities, as well as contributing to the development of a coordinated Communications and Engagement Plan for Queensland. To assist participants and providers to get ready for the NDIS, this Government is providing \$6.6 million for NDIS readiness initiatives across the state.

The work of Queensland agencies is also being represented through the development of a joint Operational Plan with the National Disability Insurance Agency. This plan will serve as a detailed road map for moving to the NDIS across the transition period.

My department continues to work with Commonwealth officers to define and develop the future interface between mainstream services and the NDIS. Interface principles agreed by COAG in 2013 have now been reviewed. Queensland agencies have had considerable input into the review which is being overseen by the Inter-jurisdictional Mainstream Interface Working Group (the Working Group), comprising representatives from the Commonwealth, all states and territories, and the National Disability Insurance Agency.

My department has coordinated, collated, synthesized and progressed agencies feedback and comments to the Commonwealth for their consideration at various points in the review process. Good progress has been made and while there are some remaining policy and operational issues to be finalised, processes are in place for this to occur. This work is crucial in ensuring a strong and sustainable system for Queensland in the future.

As a strong advocate for the NDIS, the Palaszczuk Government has made a public commitment to an early launch site in Queensland to test service delivery. In 2015–16 the Palaszczuk Government has committed an additional \$1.9 million as its contribution to the launch. The launch will provide an opportunity to commence and test the scheme in a regional and rural location and ensure the full scheme is well implemented to best benefit Queenslanders with disability.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

QUESTION ON NOTICE

No. 16

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

With reference to page 17 of the SDS which outlines the Government's priority of getting Queensland ready for the NDIS, what is the proposed advertising plan and budget for this that will be focused in the NDIS launch/trial site?

ANSWER

The Palaszczuk Government has made it a priority to ensure as many people as possible know about the National Disability Insurance Scheme (NDIS) and what it means for them.

My department and Government departments across Queensland are working with people with disability and their families, service providers, the sector workforce and the community more broadly to get the message out there.

We use a range of communication channels including the Queensland Government website (www.qld.gov.au), email updates, an NDIS events e-calendar and an NDIS newsletter to share information about the NDIS.

Government agencies impacted by the NDIS have developed comprehensive communication plans to make sure that people receive the right information at the right time.

Unfortunately the previous Government refused to sign up for an NDIS trial site to test the implementation before full rollout making Queensland the only state or territory not to have a trial site.

The Palaszczuk Government went to the election with a commitment to have an early launch of the NDIS in Queensland and in our June budget we committed \$1.9 million to make our commitment a reality.

As part of the launch we will work with the National Disability Insurance Agency (NDIA) to have focused information available for people with disability who will be invited to participate in the early launch.

The \$1.9 million we allocated in the budget includes the Queensland Government's contribution to the costs of 600 participants' individual funded packages, participant and provider readiness activities and a small project team to work on the launch transition activities.

The NDIA will use their trial site experience and existing resources to help people with disability assess their eligibility for the NDIS and to let people know how they can contact the NDIA. They will also provide resources to assist participants with their planning conversations with NDIA planners.

Unfortunately the Commonwealth Government has not yet approved Queensland's launch proposal. Despite the Prime Minister telling the Premier at the Council of Australian Governments meeting in April that he would consider our proposal for an early launch he is yet to agree.

The Premier and I will continue to advocate for Queensland to ensure people with disability, their families and carers, service providers and the community receive up-to-date information for the full roll out of the NDIS.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 17**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

With reference to page 17 of the SDS, given the NDIS involves significant investment to grow a market that will attract new providers with varying experience, skills and motivations, what measures is the Minister and her department taking to ensure Queensland is ready?

ANSWER

The Palaszczuk Government is committed to a successful rollout of the NDIS in Queensland.

Unfortunately the previous Government was not as committed and did everything they possibly could to avoid signing the NDIS Heads of Agreement. In addition, the LNP Government refused to sign up for an NDIS trial in Queensland making us the only state or territory in the country not to have a trial.

This Government is committed to ensuring that Queensland's disability services market is ready to transition to the National Disability Insurance Scheme (NDIS).

This year there has been significant provider development activity with the delivery of 16 NDIS readiness workshops for service providers by National Disability Services Queensland.

A leading consultancy group has developed NDIS business readiness tools and conducted workshops with approximately 200 service providers to help them examine their business models in readiness for the consumer demand of the NDIS.

It is important to understand that enabling a viable and sustainable NDIS market is not just the responsibility of the Queensland Government. It will require a coordinated effort between the Commonwealth and State governments, the National Disability Insurance Agency (NDIA) and the sector.

At full rollout there will be approximately 97,000 Queenslanders with disability accessing the NDIS. This is double the number of people who currently access the system and to meet this huge increase in demand an extra 13,000 jobs will be created in Queensland.

Although the NDIA will be central to growing the future NDIS market, this Government is working alongside the NDIA and the non-government sector to assist Queensland meet the workforce demand required by the roll out of the NDIS.

As well as this, the Queensland Government and the NDIA are finalising a joint Transition Operational Plan, which details the activities and roles and responsibilities of government and the NDIA required for Queensland's smooth and seamless transition to the NDIS. Under this plan the NDIA, in consultation with the Queensland Government, will lead the market readiness activities under the National Integrated Market, Sector and Workforce Strategy.

Government departments across Queensland have been preparing for the NDIS for around 18 months. My department has led and coordinated the work with Queensland Government agencies impacted by the NDIS to help them develop and refine their individual transition plans to support NDIS readiness for their clients, staff and service providers.

The future NDIS market will be significantly different from Queensland's current disability service system and I am pleased to say that these NDIS market readiness activities will contribute to the sustainable and effective market required for the NDIS in Queensland.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 18**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

With reference to page 8 of the SDS, of the budget allocation of \$2 million over four years for Queensland Seniors, what amount is set aside for frontline service delivery and what amount is administration costs?

ANSWER

The previous Government made savage cuts to the Office for Seniors and that is why part of the Palaszczuk Government's Supporting Seniors election commitments includes rebuilding the Office for Seniors. This Government allocated \$2 million over four years to support rebuilding the Office for Seniors and to enable delivery of the Government election commitments for Seniors, including the One-Stop Shop for Seniors and establishment of an Advisory Taskforce on Residential Transition for Ageing Queenslanders (the Taskforce).

Of the \$2 million over four years, approximately \$0.980 million has been allocated for improving frontline services to older people.

The One-Stop Shop for Seniors comprises a range of initiatives that contribute to the improved provision of information about relevant services, and related initiatives that increase the social and economic participation and connectedness of older Queenslanders.

One of these initiatives is online improvements to the Seniors and Carers Business Discount Scheme, including an improved search function so discounts and benefits are easier for cardholders to find. The improvements will ensure the scheme can be delivered sustainably into the future and can offer a better experience for cardholders and businesses.

A part of the \$2 million allocated over four years is \$85,000 in 2015–16 to establish and provide ongoing support for the Advisory Taskforce on Residential Transition for Ageing Queenslanders. The Taskforce will make recommendations to the government that support older Queenslanders to retain their independence into old age and allow them to maintain control over how and where they live.

Of the \$2 million funding commitment, up to \$240,000 per annum for four years has been allocated for staffing costs to rebuild the Office for Seniors following the abolition of 12 of the 19 positions by the former government. This will enable delivery of the One-Stop Shop and Residential Taskforce commitments, as well as:

- working with Council on the Ageing Queensland (COTA) to engage with the community and build the capacity of services to deliver program improvements in 2016
- supporting and recognising older Queenslanders with a range of annual events and campaigns including: (i) Seniors Week held in August each year; (ii) Grandparents Day in October; and (iii) World Elder Abuse Awareness Day in June.

- exploring options for a review into the characteristics and prevalence of elder abuse in Queensland, which was a recommendation in the *Not Now, Not Ever: Putting an end to domestic and family violence in Queensland* (the Bryce Report) into domestic and family violence
- delivering programs for older people that assist those affected by elder abuse and social isolation
- supporting vulnerable Queenslanders to manage cost of living pressures through administration of concessions, rebates and cards schemes.

In addition, the department has a budget of \$7.67 million in 2015–16 dedicated to seniors programs. We fund a raft of services for older Queenslanders including five Seniors Legal and Support Services across the state, a variety of services including 60 and Better programs, Older People's Action programs, Older Men's groups, the Seniors Enquiry Line, the Elder Abuse Prevention Unit, the Older Women's Network, Time for Grandparents, and Seniors Week.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 19**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

With reference to page 8 of the SDS which outlines the Advisory Taskforce on Residential Transition for Ageing Queenslanders, to date has the Advisory Taskforce met and if not why; what are the Terms of Reference for the Advisory Taskforce; and of the \$2 million over four years funding commitment to the Office of Seniors, how much has been allocated to the Advisory Taskforce and for what purpose is this funding being used?

ANSWER

This Government values our seniors and one of the Palaszczuk Government's Supporting Seniors election commitments was to establish an advisory taskforce on residential transition for ageing Queenslanders.

My department is working closely with the Department of Housing and Public Works to establish the Taskforce.

The Taskforce will make recommendations to the Government that support older Queenslanders to retain their independence into old age and allow them to maintain control over how and where they live.

The main purpose of the Taskforce is to advise the Queensland Government on affordable and less complex housing models, and other initiatives to support older Queenslanders to retain their independence into old age and to control how and where they live in an age-friendly society. The Terms of Reference are being finalised and will outline scope, purpose and membership.

The Taskforce's membership includes key stakeholders including seniors' organisations, academics, business leaders, private developers and others who will be able to identify a range of appropriate accommodation options for older Queenslanders. As well as seeking the advice of the Taskforce, broader engagement will be undertaken with experts in their fields relevant to the purpose of the Taskforce.

The Taskforce will provide a report with advice and recommendations to the Palaszczuk Government in August 2016.

Of the \$2 million allocated in the budget to rebuild the Office for Seniors, Carers and Volunteering over four years, \$85,000 has been allocated in 2015–16 to establish and provide ongoing support for the Taskforce. This includes commissioning research to build an evidence base and undertaking consultation with a broad range of stakeholders.

**COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE
PREVENTION COMMITTEE**

2015 ESTIMATES PRE-HEARING

**QUESTION ON NOTICE
No. 20**

THE COMMUNITIES, DISABILITY SERVICES AND DOMESTIC AND FAMILY VIOLENCE PREVENTION COMMITTEE asked the Minister for Disability Services, Minister for Seniors and Minister Assisting the Premier on North Queensland (HON C O'ROURKE)—

QUESTION

With reference to page 16 of the SDS, apart from the election commitment to establish a One-Stop Shop for Seniors, what additional new programs/initiatives have been implemented under the Seniors portfolio since March 2015?

ANSWER

The Palaszczuk Government values the contribution our seniors make every day across Queensland.

Unlike the previous Government Queensland's seniors are a priority of this Government.

It has been a busy time in the seniors portfolio since March with a great deal of work being undertaken to develop and prepare for new programs.

This Government's priorities for older people in Queensland are focused on identifying opportunities to maximise economic and social participation for seniors, reduce social isolation and enhance the connectedness of seniors with their communities. While the One-Stop Shop for Seniors is one initiative to help achieve this aim, there are several other programs underway to increase social inclusion of older people.

Digital technologies offer a great opportunity to enable people to connect — with more and more older people accessing these technologies. The Office for Seniors has been working to develop partnership arrangements with other government departments, the private sector and universities that will enable delivery of programs to help seniors become more confident and skilled in using information technology.

Another key priority for the seniors portfolio is to take steps to deal with elder abuse in our communities. The *Not Now: Not Ever* report from the Domestic and Family Violence Taskforce chaired by Dame Quentin Bryce proposed a review into the prevalence and characteristics of elder abuse. This is a substantial undertaking and the Office for Seniors is progressing work to examine possible approaches to such a review.

The *Trust your Instinct* elder abuse awareness campaign, culminating in World Elder Abuse Awareness Day, took place in June 2015.

From May to July 2015, the Office for Seniors also responded to the Communities, Disability Services Committee Parliamentary Inquiry into the adequacy of existing financial protections for Queensland's seniors. Financial abuse is an insidious form of elder abuse often at the hands of trusted family members that denies older people their right to make decisions regarding their own money and assets. I welcomed the opportunity to contribute to the inquiry, and I will be giving careful consideration to the Inquiry recommendations when the report is available.

I am committed to assisting older Queenslanders to manage the rising cost of living. Since early this year, the department has worked on improvements to the Seniors Business Discount Scheme which will be launched late 2015 enabling Seniors Business Discount Card holders to access special discounts, as well as enhanced search functionality, when searching online for discounts.

My department has been working across a number of Queensland Government agencies to increase accessibility to the Electricity Rebate Scheme for off-the-grid customers in remote communities using card operated electricity meters, and increase the take-up of the concession in these communities. An awareness raising campaign has commenced, with posters and brochures made available for display where power cards are sold and in Queensland Government offices, and information via word-of-mouth through community networks. A free call 1800 phone number was established on 1 July 2015 so these customers can apply for the electricity rebate over the phone to help overcome poor internet connectivity, as well as language and literacy barriers in remote communities.

The Communities, Disability Services, Domestic and Family Violence Prevention Committee are currently undertaking an inquiry into the adequacy of existing financial protections for Queensland's seniors. The report is due to be tabled in Parliament by the end of August, and will provide further information and evidence to assist the government in combatting this appalling form of abuse.

Unlike the previous Government who made savage cuts to the Office for Seniors, attempted to cut pensioner concessions and allowed the cost of utilities such as electricity to skyrocket, I will be a champion for our valuable seniors.