

State Budget 2013-14

Service Delivery Statements

Department of Communities, Child Safety and Disability Services



2013–14 State Budget Papers

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Appropriation Bills

Concessions Statement

The suite of Budget Papers is similar to that published in 2012-13.

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Service Delivery Statements

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Department of Communities, Child Safety and Disability Services

Summary of portfolio budgets

Page	Agency	2012-13 Budget \$'000	2012-13 Est. Actual \$'000	2013-14 Estimate \$'000
2	Department of Communities, Child Safety and Disability Services – controlled	2,563,893	2,526,498	2,580,163
	Department of Communities, Child Safety and Disability Services – administered	242,953	265,889	268,177
30	Commission for Children and Young People and Child Guardian	46,652	43,665	47,393

Notes:

1. Explanations of variances are provided in the financial statements.

PORTFOLIO OVERVIEW

Ministerial and portfolio responsibilities

The table below represents the agencies and services which are the responsibility of the Minister for Communities, Child Safety and Disability Services:

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

Assistant Minister for Child Safety
Tarnya Smith MP

Department for Communities, Child Safety and Disability Services
Director General: Margaret Allison

Service Area 1: Child Safety Services

Service Area 2: Disability Services

Service Area 3: Social Inclusion Services

Commission for Children and Young People and Child Guardian
Acting Commissioner and Child Guardian: Barry Salmon

Objective: To promote and protect the rights, interests and wellbeing of children and young people in Queensland.

Additional information about these agencies can be sourced from www.communities.qld.gov.au and www.ccypcg.qld.gov.au.

RESOURCES AND PERFORMANCE

DEPARTMENTAL OVERVIEW

Strategic direction

The Department of Communities, Child Safety and Disability Services is committed to supporting a resilient Queensland through excellence in leading contemporary frontline human services to Queenslanders.

Our organisation consists of the following divisions:

- Strategic Policy and Programs - leads the development of strategic policy and program investment and implementation of major reforms, to improve the sustainability of non-government organisations and innovation in the delivery of client services
- Regional Services – delivers disability, child safety and social investment services to individuals, families and communities across Queensland and coordinates and delivers a range of client-centred services by direct service delivery or through non-government organisations
- Corporate and Executive Services - provides strategic leadership for the department's corporate systems, policies and practices and supports the delivery of services to clients.

The department's key objectives are:

- For our clients: improved wellbeing, safety and participation of Queenslanders, particularly for vulnerable and disadvantaged people
- For communities: improved liveability, inclusion and cohesion in Queensland communities
- For our partners: improved capability, sustainability and productivity of human services and systems in Queensland.

The department contributes to achieving Queensland's future prosperity through the delivery of the Government's objectives to:

- grow a four pillar economy by:
 - ensuring value for money and return on investment; and
 - contributing to paying off Queensland's debt and investing in better frontline services
- lower the cost of living for families by providing concessions on electricity, gas, medical aids and electricity life support
- deliver better infrastructure and better planning by:
 - implementing policy, program and service delivery responses that are innovative, evidence-based, efficient and effective; and
 - adapting services within a changing environment that better meet client's needs
- revitalise frontline services for families by:
 - implementing relevant Government commitments;
 - implementing the Government's response to the Queensland Commission of Audit;
 - responding to the Queensland Child Protection Commission of Inquiry;
 - providing services for seniors, children, families, young people and women;
 - strengthening disability services and preparing for Queensland's transition to DisabilityCare Australia, the national disability insurance scheme;
 - continuing strong partnerships with non-government organisations; and
 - delivering responses to build resilient individuals, families and communities
- restore accountability in Government by:
 - reducing red tape and reporting requirements for non-government organisations; and
 - implementing a single human services quality framework, and contract management reforms with non-government organisations.

Environmental factors that shape our strategic directions and services include:

- population growth and changing demographics resulting in increasing demand for services
- increasing expectations for better access to integrated services
- major State and national reforms
- the impact of natural disasters on Queenslanders and on the State and national economies.

In December 2012, the Government announced a commitment to provide an additional \$868 million over a period to 2018-19 to address the historical under-funding of disability services in Queensland and to support transition to DisabilityCare Australia in Queensland. This funding coupled with the Australian Government's commitment to provide the State with a share of the proposed 0.5% Medicare Levy increase will contribute to the Queensland Government funding of \$2.03 billion of scheme costs in 2019-20 with the Australian Government funding the balance of the full scheme.

In 2013-14 State funding for specialist disability services, including funding for psychiatric disability services in the Queensland Health budget, has increased by 3.2% from almost \$959 million in 2012-13 to almost \$990 million in 2013-14. Funding for disability services shown in the Department's 2013-14 Service Summary excludes funding for psychiatric disability services transferred to Queensland Health.

In this Budget, funding has been allocated to meet a number of critical demand pressures, including:

- \$25.1 million over four years for Foster and Kinship Carer Allowances to meet demand from increasing numbers of children in out-of-home care
- \$55 million over four years to provide assistance for up to 1,200 young people with disability leaving school
- \$117.2 million over four years to provide support for up to 256 young adults with disability exiting the care of the State
- \$26.4 million over four years to provide support for up to 108 people with spinal cord injuries to leave the Princess Alexandra Hospital and live in the community.

Funding of \$16.065 million has been committed over three years (from 2012-13), for a new trial program aimed at developing innovative strategies that will provide sustainable living options for adults with a disability when they can no longer be cared for by their elderly parents. The Elderly Parent Carer Innovation Trial will provide capital grants up to \$1 million and small grants up to \$50,000 for residential construction, modification or acquisition projects.

Funding of \$7.4 million has been provided to continue the Youth Support Coordinator Initiative to 31 December 2013 to maintain support for at risk youth for the 2013 school year. From 2014, the program will be delivered by the Department of Education, Training and Employment.

Funding totalling \$15.2 million over four years has also been provided to continue the Emergency Relief program and to continue to support 13 Neighbourhood Centres formerly funded under the Community Development initiative.

In 2013-14, the department will continue to deliver a number of Government commitments, including:

- \$6.5 million to fund extra respite for people with high needs disabilities aged 16 to 25 years and their families and carers and establish Parent Connect
- \$2 million for Fostering Families, a two-year trial of an intensive family intervention program to target neglect
- providing \$375,000 for counselling services for victims of child abuse and sexual assault, including access to telephone counselling for children from regional areas
- providing Caring for Our Community grants for community and volunteer groups for essential equipment such as computers, upgraded software and white goods.

Departmental Budget Summary

The table below shows the total resources available in 2013-14 from all sources and summarises how resources will be applied by service area and by controlled and administered classifications.

Department of Communities, Child Safety and Disability Services	2012-13 Budget \$'000	2012-13 Est. Actual \$'000	2013-14 Estimate \$'000
CONTROLLED			
Income			
Appropriation for services ^{1,2}			
Deferred from previous year/s	96,316	90,926	45,026
Balance of service appropriation	2,430,419	2,386,288	2,520,866
Other revenue	33,970	46,305	14,271
Total income	2,560,705	2,523,519	2,580,163
Expenses			
Child Safety Services	774,089	825,780	819,824
Disability Services	1,367,454	1,366,026	1,430,777
Social Inclusion Services	422,350	334,692	329,562
Total expenses	2,563,893	2,526,498	2,580,163
Operating surplus/deficit	(3,188)	(2,979)	..
Net assets	386,387	419,202	420,263
ADMINISTERED			
Revenue			
Commonwealth revenue
Appropriation of administered items	242,978	227,631	257,451
Other administered revenue	31	48,967	10,732
Total revenue	243,009	276,598	268,183
Expenses			
Transfers to government	31	10,709	6
Administered expenses	242,953	265,889	268,177
Total expenses	242,984	276,598	268,183
Net assets	(5,004)	(4,945)	(4,945)
APPROPRIATIONS			
Controlled Items			
Departmental services ¹	2,519,217	2,469,696	2,565,892
Equity adjustment	11,252	(1,241)	3,494
Administered items	249,041	233,694	257,451
VOTE TOTAL³	2,779,510	2,702,149	2,826,837

Notes:

1. Appropriation for services does not match appropriation for departmental services due to appropriation receivable of \$13.238 million and appropriation payable of \$20.756 million.
2. Includes State and Commonwealth funding.
3. As represented in the 2013-14 Appropriation Bills.

Budget Measures Summary

The table shows a summary of Budget measures relating to the Department since the 2012-13 Budget. Further details are contained in Budget Paper No. 4.

Department of Communities, Child Safety and Disability Services	2012-13 \$'000	2013-14 \$'000	2014-15 \$'000	2015-16 \$'000	2016-17 \$'000
Revenue measures					
Administered
Departmental
Expense measures					
Administered
Departmental	348	43,446	84,177	117,805	202,805
Capital measures					
Administered
Departmental

Notes:

1. The total for 2013-14 reconciles with Budget Paper 4.

Staffing^{1,2}

Service Areas	Notes	2012-13 Budget	2012-13 Est. Actual	2013-14 Estimate
Child Safety Services		2,310	2,258	2,234
Disability Services		3,375	3,300	3,213
Social Inclusion Services		360	352	352
TOTAL	3,4	6,045	5,910	5,799

Notes:

1. Full-time equivalents (FTEs) as at 30 June.
2. Corporate FTEs are allocated across the service to which they relate.
3. Reduction in 2012-13 Estimated Actual FTEs is due to a revision of FTE requirements during the year.
4. Reduction in 2013-14 FTEs reflects an internal vacancy rate applied across the Department.

SERVICE PERFORMANCE

Services

Our service areas are:

Child Safety Services

Child Safety Services leads child safety policy and manages program investment to support families whose children may be at risk of harm. It provides services to protect children and young people from harm or who are at risk of harm and whose parents cannot provide adequate care or protection for them. Child Safety Services also provides adoption services. Functions include:

- working with families at risk to address the protection needs of their children and prevent them coming into care
- intake services, including advice and referral information and after hours services
- undertaking investigations and assessments of children who are suspected to be in need of protection
- responding to children assessed in need of protection, including seeking child protection orders and case planning processes
- recruitment and assessment of foster and kinship carers
- working with young people transitioning from care
- Adoption Services Queensland
- child safety policy, program design implementation and monitoring;
- child protection service system capacity and reform
- funding non-government organisations to provide a range of child and family support, and child safety services.

Disability Services

Disability Services leads disability policy and manages program investment across the government and non-government sectors to support people with disability, their families and carers and provides and funds services for children, young people and adults with disability and their families and carers. Functions include:

- developing and implementing disability policy, programs and services and improvements
- delivering accommodation support, respite, therapy and clinical services, family and community support, community participation services and forensic disability services
- delivering training in specialist behaviour support through key partnerships
- purchasing disability and community care services from non-government organisations
- managing the disability support system and service reforms.

Social Inclusion Services

Social Inclusion Services leads policy and manages program investment across the government and non-government sectors for vulnerable groups including young people, seniors, women, and people impacted by homelessness and domestic and family violence. Social Inclusion Services leads the provision of advice regarding relevant concessions, volunteering and issues impacting carers in Queensland. It also leads non-government organisation reform, including red tape reduction, and leads the human and social community recovery response in the event of a natural disaster. Functions include:

- developing policy and providing advice, through the Office for Women, on issues affecting the wellbeing of women, and support the delivery of frontline services which better meet the needs of Queensland women in need
- providing free and confidential information and referral service on issues affecting women across Queensland

- managing the delivery of programs, through the Office for Seniors, Carers and Volunteering, that invest in seniors' wellbeing by providing information and support to build connections with their community; prevent elder abuse and/or financial exploitation; support older people to improve their health, wellbeing and safety; and to address legal and other issues affecting older people
- through the Office for Youth, managing youth development and leadership programs and providing funding to support young people at risk
- policy and program management for the delivery of services to people experiencing domestic and family violence and people experiencing homelessness
- increasing awareness of and prevention of, domestic and family violence and elder abuse
- funding to non-government organisations to provide practical assistance and supports to vulnerable Queenslanders
- implementing service system reform, including around quality and licensing systems
- leading community recovery responses to natural disasters and emergencies.

Red tape reduction

The Department makes a significant investment in frontline services through contracting with non-government organisations.

In 2012-13, the department delivered key initiatives to reduce red tape. In 2013-14 further initiatives will be delivered arising from the recommendations from the Queensland Commission of Audit.

A number of key reforms to be delivered by the Department have been indicated in *A Plan - Better Services for Queenslanders*, the Queensland Government response to the Queensland Commission of Audit Final Report. These reforms are aimed at improving service effectiveness and efficiency, leveraging the innovation and efforts of non-government organisations, and reducing internal administrative and corporate costs, as well as costs for service providers. These reforms include rationalising and recommissioning programs, streamlining procurement and contracting, and further reductions in red tape.

These reforms will:

- support the Government in determining which services represent best value for money; and
- ensure the right services are being delivered to the right clients.

The Human Services Quality Framework (HSQF) was implemented in February 2013 and will be delivered over the next three years (to 2015). The framework is designed to reduce red tape by allowing non-government organisations funded by the department to conform with only one set of quality standards. The intent of the HSQF is to create a streamlined and client focused quality framework for human services that facilitates continuous quality improvement. It is anticipated that the HSQF will reduce the duplication of the existing suite of quality standards, from 42 standards to six, and allow funded non-government organisations to maintain a focus on quality while freeing up resources to be redirected to frontline services.

From March 2013 the department introduced a single state-wide licencing process for organisations licensed under the *Child Protection Act 1999*. Non-government organisations operating across the state will spend less time making licence applications and preparing for assessment, reducing duplication of work for non-government organisations and the department and increasing the focus on frontline services.

The department has commenced phasing in streamlined financial reporting for funded non-government organisations. Time formerly spent by non-government organisations preparing periodic financial acquittals is now being focused on service delivery. This reform is being implemented in a way which will increase accountability for delivery of outputs and outcomes while reducing red tape.

Reporting has been minimised by aligning conditions of service agreements for both the Australian and Queensland Governments and reducing the frequency and number of reports required. Non- government organisations funded by both the State and Australian government under the community care programs will also spend less time preparing reports as periodic financial and performance reports have been reduced from quarterly to half-yearly and the number of separate reports have been reduced by up to half.

A review of the complaints management process has achieved a reduction by half, in the time taken to resolve or respond to complaints. These savings have been achieved without risking the quality of the complaints management process. The improved timeliness of complaint handing has significantly increased the quality of complaint outcomes.

2013-14 Service Summary

Service area	Sources of Revenue				
	Total cost \$'000	State Contribution \$'000	User Charges \$'000	C'wealth Revenue \$'000	Other Revenue \$'000
Child Safety Services	819,824	818,515	937	..	372
Disability Services	1,430,777	1,100,978	1,132	326,649	2,018
Social Inclusion Services	329,562	240,894	319	78,855	9,493
TOTAL	2,580,163	2,160,387	2,388	405,505	11,883

Notes:

1. Explanations of variances are provided in the financial statements.

Performance Statement

To improve accountability for performance, service standards for the 2013-14 State Budget will only present measures relating to the efficiency or effectiveness of services delivered by government. Measures of input and/or activity, which do not demonstrate effectiveness or efficiency and are no longer relevant measures of the agency's services will be discontinued from being reported in the Service Delivery Statements. Discontinued measures that remain relevant to the agency's services will continue to be publicly available through alternative communication channels. For details on measures which are being discontinued and where this information may be accessed in the future, please refer to the 2013-14 Budget website at www.budget.qld.gov.au.

Department of Communities, Child Safety and Disability Services	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
Service Area: Child Safety Services				
Service standards				
Rate of substantiated harm per 1,000 children (0-17 years of age)	1	6.2	6.6	7.0
Rate of children subject to protective orders per 1,000 children (0-17 years of age):				
• Aboriginal and Torres Strait Islander Children		51.0	48.0	49.0
• Other children		5.3	5.7	5.9
• All children	2	8.2	8.5	8.8
Proportion of children on a care and protection order exiting care after 12 months or more who had 1 or 2 placements				
	3	41%	34%	34%
State contribution (\$000)		773,220	821,709	818,515
Other revenue (\$000)		869	4,098	1,309
Total cost (\$000)		774,089	825,780	819,824
Service Area: Disability Services				
Service standards				
Government expenditure, per person, receiving disability services:				
• Accommodation support services		\$74,000-\$79,000	78,500	\$74,000-\$79,000
• Community support services		\$7,500-\$10,500	8,000	\$7,500-\$10,500
• Community access services		\$15,000-\$18,000	16,000	\$15,000-\$18,000
• Respite services		\$13,000-\$16,000	15,000	\$13,000-\$16,000
State contribution (\$000)		1,076,633	1,061,837	1,100,978
Other revenue (\$000)		290,494	304,006	329,799
Total cost (\$000)		1,367,454	1,366,026	1,430,777

Department of Communities, Child Safety and Disability Services	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
Service Area: Social Inclusion Services				
Service standards				
Closed support periods in which clients needed assistance to obtain/maintain independent housing, by type of tenure	4,5	New measure	84%	83-87%
State contribution (\$000)		311,329	236,708	240,894
Other revenue (\$000)		108,160	95,161	88,668
Total cost (\$000)		422,350	334,692	329,562

Notes:

1. The rate of children subject to substantiated harm per 1,000 children was higher than expected in 2012-13, and is expected to continue at a higher rate through 2013-14. The 2012-13 target/estimate was based on a historical decline in the number of substantiations. This trend reversed from 2011-12, and coupled with lower than expected population growth, has resulted in a higher than expected substantiation rate.
2. The number of non-Indigenous children subject to protective orders grew faster than expected through 2012-13, while the population growth was lower than expected.
3. The decrease in the proportion of children experiencing only one or two placements during their time in care may be partly due to children and young people staying in care for longer. Over recent periods there have been more children admitted to out of home care than exiting care.
4. The 2012-13 estimated actual data is being sourced from the Australian Institute of Health and Welfare (AIHW) Specialist Homelessness Services Collection and will be provided as noted below.
5. The measure now reported provides information on the performance of clients needing assistance to obtain/maintain independent housing and is sourced from the Report on Government Services 2013. This measure replaces the discontinued measure of "In specialist homelessness services, the percentage of closed support periods where clients exit to independent accommodation".

Administered Items

Administered activities are those undertaken by departments on behalf of the Government.

The Department of Communities, Child Safety and Disability Services administers funds on behalf of the State to reimburse providers for concessions to eligible pensioners and seniors for rates, electricity, water, reticulated natural gas and also disburses electricity life support concessions to eligible persons.

The department also administers payments for natural disasters on behalf of the State and Australian Governments, for example, Emergency Assistance Grants, Essential Household Contents Grants, Structural Assistance Grants and Essential Services Safety and Reconnection scheme.

In 2013-14, the total operating expenditure for Administered items is \$268.2 million.

This includes \$2.5 million in 2013-14 (\$5 million over two years) committed to respond to communities impacted by ex-tropical cyclone Oswald. The Department coordinates the support for the restoration of emotional, social and physical wellbeing, and for developing financial assistance packages for individuals, families and non-government organisations.

Financial statements and variance explanations in relation to Administered Items appear in the Departmental Financial Statements.

CAPITAL

Capital program

The department's capital program focuses on providing integrated community services to improve the wellbeing, safety and participation of Queenslanders, particularly vulnerable and disadvantaged people.

The department is investing capital funding of \$12.2 million to support people with a disability through infrastructure upgrades and construction of purpose build accommodation as part of a targeted response for people with an intellectual and/or cognitive disability who exhibit severely challenging behaviours including:

- \$1.6 million for the construction of a day service centre and supported accommodation facility in the South West Region, replacing an existing facility
- \$5.6 million for the construction, acquisition and modification of supported accommodation dwellings across Queensland. These dwellings will provide long term accommodation for people with an intellectual and/or cognitive disability who exhibit severely challenging behaviours to enable transition to community living
- \$5.0 million for infrastructure upgrades to various departmental properties across Queensland to ensure compliance with the *Building Act 1975* requirements.

The department is constructing facilities which will support the provision of services to protect children and young people from harm or who are at risk of harm; including:

- \$1.2 million to deliver the capital component of the Safe Haven program which provides culturally appropriate services to respond to the safety needs of children, young people and their families. The program operates in the communities of Mornington Island, Coen, Cherbourg and Palm Island
- \$3.3 million for Residential Care Facilities, which will expand the range of placement options for children and young people in the child protection system
- \$1.8 million under the services for Indigenous Communities Project to continue establishing Safe Houses in the Torres Strait to provide a safe place for Indigenous children in the statutory child protection system to remain in their communities, while their longer term needs are assessed
- \$0.9 million to continue establishing employee housing and office accommodation in Cooktown to service remote Indigenous communities.

The department is also supporting a number of information and communications technology projects including:

- \$2.4 million for the Integrated Client Management System (ICMS), a statewide web-based information system, aimed at providing a clear, real-time picture of each child known to child safety services. Continuing investment in ICMS is to provide supportable and contemporary technology to improve service delivery
- \$2.2 million for the Disability Information System. On-going work is focussed on positioning Disability Services and Community Care Services for the transition to DisabilityCare Australia and the National Health Reform
- \$3.9 million on other Information Systems including continued ongoing investment in existing systems to provide additional system functionality, improved service delivery and business efficiencies.

Capital budget statement

Department of Communities, Child Safety and Disability Services	Notes	2012-13 Budget \$'000	2012-13 Est. Actual \$'000	2013-14 Estimate \$'000
Capital Purchases¹				
Total land, buildings and infrastructure		45,112	19,432	22,628
Total plant and equipment		4,356	3,812	8,706
Total other capital		6,101	3,529	9,012
Total Capital Purchases	2, 3	55,569	26,773	40,346

Notes:

1. For more detail on the agency's capital acquisitions please refer to Budget Paper 3.
2. The decrease between 2012-13 Budget and 2012-13 Estimated Actual is due to deferrals of capital projects to future years as a result of delays in the commencement and completion of projects.
3. The decrease between 2012-13 Budget and 2013-14 Budget reflects a review of the Department's capital infrastructure plan resulting in capital outlays being reprogrammed over the next four years based on historical construction commencement and completion timeframes.

BUDGETED FINANCIAL STATEMENTS

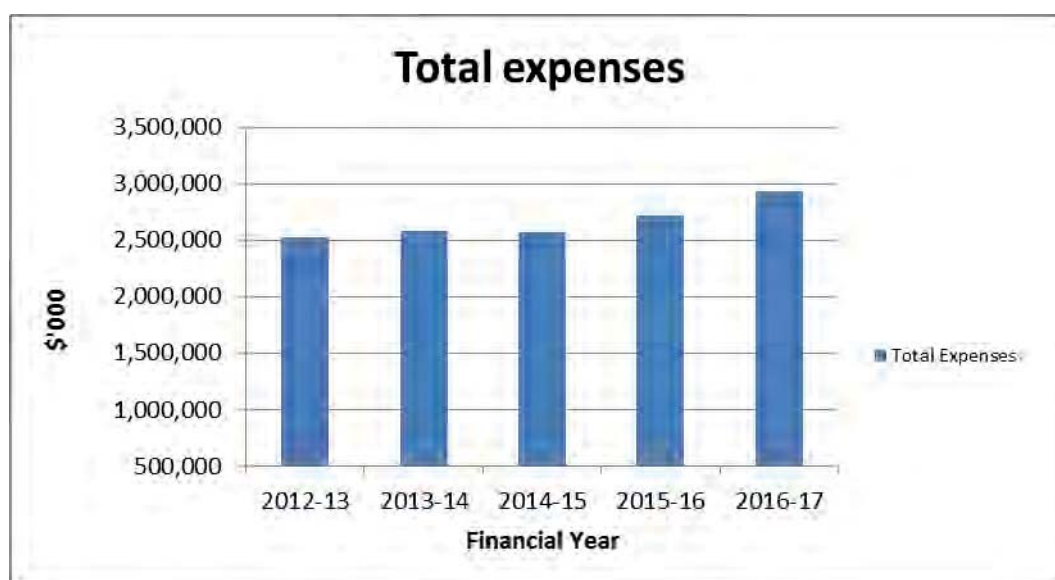
Analysis of budgeted financial statements

An analysis of the Department's budgeted financial statements, as reflected in the Department's financial statements, is provided below.

Departmental income statement

Total expenses are estimated to be \$2.580 billion in 2013-14, an increase of \$16.270 million over the 2012-13 Budget. The increase is mainly due to additional funding for the transition to DisabilityCare Australia, population growth and grants and subsidies indexation, offset by a reduction in deferred funding from 2012-13 into 2013-14 when compared to funding deferred from 2011-12 into 2012-13 and the full year effect of fiscal repair savings measures commenced in 2012-13.

Chart: Total departmental expenses across the Forward Estimates period



The funding reduction in 2014-15 reflects the cessation of the National Partnership Agreement for Homelessness with the Commonwealth refusing to commit funding beyond 2013-14.

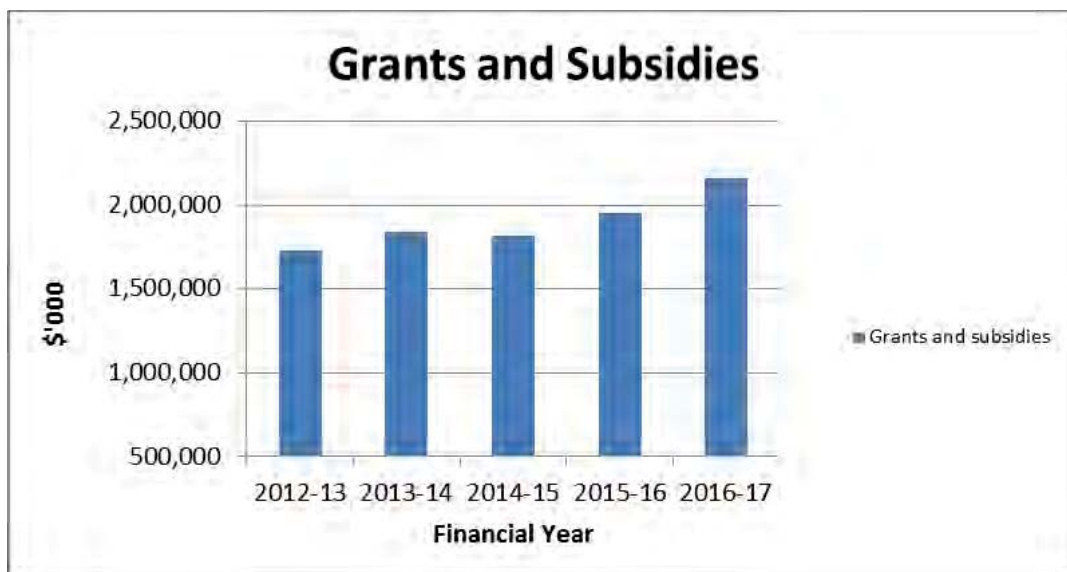
Increased funding in 2015-16 and 2016-17 is mainly due to additional funding for the transition to DisabilityCare Australia, as well as population growth and grants and subsidies indexation.

The major expenditure item for the Department is Grants and Subsidies (\$1.837 billion) which represents over 70% of the budget. The Department outsources its service delivery of particular programs by contracting non-government organisations to deliver community, child and family and disability services to vulnerable Queenslanders.

The Department is enhancing the cost effectiveness of service delivery by:

- streamlining funding legislation, program specifications, quality systems and reporting requirements
- undertaking program reviews to ensure value for money and return on investment and transitioning to more cost effective service delivery models.

Chart: Grants and Subsidies expenses across the Forward Estimates period



The grants and subsidies forward estimates principally reflect the Government’s commitment to additional funding of \$868 million over a period to 2018-19 to support Disability Services for the implementation of DisabilityCare Australia, as well as population growth and grants and subsidies indexation.

Employee expenses and supplies and services reductions reflect the full year effect of budget savings measures and internal efficiencies.

Departmental balance sheet

The Department’s major assets are in Property, Plant and Equipment (\$323.6 million) which consist mainly of Land, Buildings and other Plant and Equipment. It is anticipated that these balances will remain relatively stable over the forward estimates mainly due to expected completion of capital projects relating to the Disabilities Infrastructure Programs, Child Safety Residential Care Facilities, Child Safety Remote Indigenous Service Delivery and Safe Havens Programs. The Department will continue to review its asset base to support an enhanced service delivery model.

The Department does not have any interest bearing liabilities or borrowings. Its main liabilities relate to grant payables and other sundry payables at year end. These liabilities are expected to remain relatively stable over the forward estimates period.

INCOME STATEMENT

Department of Communities, Child Safety and Disability Services	Notes	2012-13 Budget \$'000	2012-13 Est. Act. \$'000	2013-14 Estimate \$'000
Income				
Service revenue	1, 6, 14	2,526,735	2,477,214	2,565,892
User charges	2, 7, 15	922	9,047	2,388
Grants and other contributions	3, 8, 16	32,473	28,037	9,733
Other revenue	4, 9, 17	575	9,221	2,150
Gains on sale/revaluation of property, plant and equipment and investments	
Total income		2,560,705	2,523,519	2,580,163
Expenses				
Employee expenses	10, 18	586,818	592,895	555,968
Supplies and services	5, 11, 19	174,620	155,366	148,710
Grants and subsidies	12, 20	1,755,807	1,731,589	1,837,496
Depreciation and amortisation	13, 21	41,127	41,127	32,296
Finance/borrowing costs	
Other expenses		3,134	3,134	3,306
Losses on sale/revaluation of property, plant and equipment and investments		2,387	2,387	2,387
Total expenses		2,563,893	2,526,498	2,580,163
OPERATING SURPLUS/(DEFICIT)		(3,188)	(2,979)	..

STATEMENT OF CHANGES IN EQUITY

Department of Communities, Child Safety and Disability Services	Notes	2012-13 Budget \$'000	2012-13 Est. Act. \$'000	2013-14 Estimate \$'000
Net effect of the changes in accounting policies and prior year adjustments	22, 23	..	(10,383)	..
Increase/(decrease) in asset revaluation reserve	
Net amount of all revenue and expense adjustments direct to equity not disclosed above	
Net income recognised directly in equity	
Surplus/(deficit) for the period		(3,188)	(2,979)	..
Total recognised income and expense for the period		(3,188)	(13,362)	..
Equity injection/(withdrawal)		10,922	(1,571)	3,494
Equity adjustments (MoG transfers)		(6,304)	(6,304)	(2,433)
Total movement in equity for period		1,430	(21,237)	1,061

BALANCE SHEET

Department of Communities, Child Safety and Disability Services	Notes	2012-13 Budget \$'000	2012-13 Est. Act. \$'000	2013-14 Estimate \$'000
CURRENT ASSETS				
Cash assets	24, 32	90,252	54,786	52,310
Receivables	25, 33	16,503	58,709	54,009
Other financial assets	
Inventories	
Other	26, 34	3,062	7,277	7,277
Non-financial assets held for sale	27, 40	..	5,612	..
Total current assets		109,817	126,384	113,596
NON-CURRENT ASSETS				
Receivables	
Other financial assets	
Property, plant and equipment	28, 35, 41	349,096	303,354	323,631
Intangibles	36, 42	66,888	66,542	59,844
Other	
Total non-current assets		415,984	369,896	383,475
TOTAL ASSETS		525,801	496,280	497,071
CURRENT LIABILITIES				
Payables	29, 37	123,459	53,422	53,152
Accrued employee benefits		15,302	22,644	22,644
Interest-bearing liabilities and derivatives	
Provisions		124	278	278
Other		..	171	171
Total current liabilities		138,885	76,515	76,245
NON-CURRENT LIABILITIES				
Payables	
Accrued employee benefits	
Interest-bearing liabilities and derivatives	
Provisions		529	327	327
Other		..	236	236
Total non-current liabilities		529	563	563
TOTAL LIABILITIES		139,414	77,078	76,808
NET ASSETS/(LIABILITIES)		386,387	419,202	420,263
EQUITY				
Capital/contributed equity	30, 38	605,370	546,443	547,504
Accumulated surplus/(accumulated deficit)	31, 39	(218,983)	(127,241)	(127,241)
Reserves:				
- Asset revaluation surplus	
- Other (specify)	
TOTAL EQUITY		386,387	419,202	420,263

CASH FLOW STATEMENT

Department of Communities, Child Safety and Disability Services	Notes	2012-13 Budget \$'000	2012-13 Est. Act. \$'000	2013-14 Estimate \$'000
CASH FLOWS FROM OPERATING ACTIVITIES				
Inflows:				
Service receipts	43, 50, 61	2,519,217	2,469,696	2,565,892
User charges	44, 51, 62	14,321	12,789	3,282
Grants and other contributions	45, 52, 63	32,473	28,037	9,733
Other	53, 64	212,176	214,245	188,259
Outflows:				
Employee costs	54, 65	(586,818)	(592,895)	(555,968)
Supplies and services	46, 55	(375,965)	(337,134)	(334,819)
Grants and subsidies	56, 66	(1,755,807)	(1,746,950)	(1,837,496)
Borrowing costs	
Other	47, 57, 67	(16,840)	(7,183)	(4,507)
Net cash provided by/(used in) operating activities		42,757	40,605	34,376
CASH FLOWS FROM INVESTING ACTIVITIES				
Inflows:				
Sales of property, plant and equipment	
Investments redeemed	
Loans and advances redeemed	
Outflows:				
Payments for property, plant and equipment and intangibles	48, 58, 68	(55,899)	(27,103)	(40,346)
Payments for investments	
Loans and advances made		(857)	(857)	..
Net cash provided by/(used in) investing activities		(56,756)	(27,960)	(40,346)
CASH FLOWS FROM FINANCING ACTIVITIES				
Inflows:				
Borrowings	
Equity injections	49, 59	25,642	13,149	14,026
Outflows:				
Borrowing redemptions	
Finance lease payments	
Equity withdrawals	60, 69	(14,390)	(14,390)	(10,532)
Net cash provided by/(used in) financing activities		11,252	(1,241)	3,494
Net increase/(decrease) in cash held		(2,747)	11,404	(2,476)
Cash at the beginning of financial year		92,999	43,382	54,786
Cash transfers from restructure	
Cash at the end of financial year		90,252	54,786	52,310

ADMINISTERED INCOME STATEMENT

Department of Communities, Child Safety and Disability Services	Notes	2012-13 Budget \$'000	2012-13 Est. Act. \$'000	2013-14 Estimate \$'000
Revenues				
Commonwealth grants	
Taxes, fees and fines		6	6	6
Royalties, property income and other territorial revenue	
Interest		25
Administered revenue	70, 74, 77	242,978	227,631	257,451
Other	71, 75, 78	..	48,961	10,726
Total revenues		243,009	276,598	268,183
Expenses				
Supplies and services	
Depreciation and amortisation	
Grants and subsidies	72, 79	105,807	132,687	107,084
Benefit payments	
Borrowing costs	
Other	73, 76, 80	137,146	133,202	161,093
Total expenses		242,953	265,889	268,177
Net surplus or deficit before transfers to Government		56	10,709	6
Transfers of administered revenue to Government		31	10,709	6
OPERATING SURPLUS/(DEFICIT)		25

ADMINISTERED BALANCE SHEET

Department of Communities, Child Safety and Disability Services	Notes	2012-13 Budget \$'000	2012-13 Est. Act. \$'000	2013-14 Estimate \$'000
CURRENT ASSETS				
Cash assets	81, 84	8,215	4,234	4,234
Receivables	82, 85	28,402	4,128	4,128
Inventories				
Other		..	304	304
Non-financial assets held for sale	
Total current assets		36,617	8,666	8,666
NON-CURRENT ASSETS				
Receivables	
Other financial assets	
Property, plant and equipment	
Intangibles	
Other	
Total non-current assets	
TOTAL ADMINISTERED ASSETS		36,617	8,666	8,666
CURRENT LIABILITIES				
Payables	83, 86	41,616	13,607	13,607
Transfers to Government payable		5	4	4
Interest-bearing liabilities	
Other	
Total current liabilities		41,621	13,611	13,611
NON-CURRENT LIABILITIES				
Payables	
Interest-bearing liabilities	
Other	
Total non-current liabilities	
TOTAL ADMINISTERED LIABILITIES		41,621	13,611	13,611
ADMINISTERED NET ASSETS/(LIABILITIES)		(5,004)	(4,945)	(4,945)
EQUITY				
Capital/Contributed equity		(7,277)	(7,318)	(7,318)
Accumulated surplus/(Accumulated deficit)		2,273	2,373	2,373
Reserves:	
- Asset revaluation surplus	
- Other (specify)	
TOTAL ADMINISTERED EQUITY		(5,004)	(4,945)	(4,945)

ADMINISTERED CASH FLOW STATEMENT

Department of Communities, Child Safety and Disability Services	Notes	2012-13 Budget \$'000	2012-13 Est. Act. \$'000	2013-14 Estimate \$'000
CASH FLOWS FROM OPERATING ACTIVITIES				
Inflows:				
Administered item receipts	87, 92, 98	249,041	233,694	257,451
Grants and other contributions	88, 93, 99	..	85,929	8,226
Taxes, fees and fines		6	6	6
Royalties, property income and other territorial revenues	
Other	89, 94, 100	25	10,703	2,500
Outflows:				
Transfers to Government	90, 95, 101	(31)	(10,709)	(6)
Grants and subsidies	91, 102	(105,807)	(132,687)	(107,084)
Supplies and services	96, 103	(143,209)	(139,265)	(161,093)
Borrowing costs	
Other	
Net cash provided by/(used in) operating activities		25	47,671	..
CASH FLOWS FROM INVESTING ACTIVITIES				
Inflows:				
Sales of property, plant and equipment	
Investments redeemed	
Loans and advances redeemed	
Outflows:				
Payments for property, plant and equipment and intangibles	
Payments for investments	
Loans and advances made	
Net cash provided by/(used in) investing activities	
CASH FLOWS FROM FINANCING ACTIVITIES				
Inflows:				
Borrowings	
Equity injections	
Outflows:				
Borrowing redemptions	
Finance lease payments	
Equity withdrawals	
Net cash provided by/(used in) financing activities	
Net increase/(decrease) in cash held		25	47,671	..
Administered cash at beginning of financial year		8,696	(42,931)	4,234
Cash transfers from restructure	97, 104	(506)	(506)	..
Administered cash at end of financial year		8,215	4,234	4,234

EXPLANATION OF VARIANCES IN THE FINANCIAL STATEMENTS

Income statement

Major variations between 2012-13 Budget and 2012-13 Estimated actual include:

1. Service revenue: Decrease is mainly due to deferrals for Grants and Subsidies, as well as deferral of salary increases under the Core Enterprise Bargaining Agreement.
2. User charges: Increase is mainly due to the inclusion of revenues associated with memorandums of understanding with the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs and the Department of Justice and Attorney General for delivery of a range of corporate services.
3. Grants and other contributions: Decrease is mainly due to the reduction of revenue from the Queensland Reconstruction Authority, transfer of recalled grants from grants and other contributions to other revenue, offset by increases for Gambling Help Support Services.
4. Other revenue: Increase is mainly due to the transfer of recalled grants from grants and other contributions as well as the recognition of additional revenue for recalled grants.
5. Supplies and services: Decrease is mainly due to the transfer of Disability Services growth funds from supplies and services to grants and subsidies to reflect funding needs and priorities.

Major variations between 2012-13 Budget and 2013-14 Estimate include:

6. Service revenue: Increase is due to additional funding for the transition to DisabilityCare Australia, funding for Pay Equity for the Social and Community Services Sector and growth and escalation funding, offset by the full year effect of the Government's fiscal repair plan.
7. User charges: Increase due to the recognition of revenue associated with the memorandum of understanding with the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs for delivery of a range of corporate services.
8. Grants and other contributions: Decrease is mainly due to Queensland Reconstruction Authority revenue for pre 2012-13 events, ceasing in 2012-13 and reduction in Youth Support Coordinator funding.
9. Other revenue: Increase is due to the transfer of recalled grants from grants and other contributions.
10. Employee expenses: Decrease is mainly due to the full year effect of the fiscal repair as well as reductions to recognise the part year effect of enterprise bargaining.
11. Supplies and services: Decrease is mainly due to the full year effect of the fiscal repair and the transfer of Disability Services growth funding from supplies and services to grants and subsidies to reflect funding needs and priorities.
12. Grants and subsidies: Increase is due to the allocation of funds for the transition to DisabilityCare Australia, funding for Pay Equity for the Social and Community Services Sector and additional growth and escalation funding.
13. Depreciation: Decrease is due to the review of the capital program which revised the useful life of some intangible (technology) assets, led to disposal of some assets and reprogrammed capital expenditure based on need and achievability.

Major variations between 2012-13 Estimated actual and the 2013-14 Estimate include:

14. Service revenue: Increase is due to additional funding for the transition to DisabilityCare Australia, funding for Pay Equity for the Social and Community Services Sector and growth and escalation funding, offset by the full year effect of the Government's fiscal repair plan.
15. User charges: Decrease is mainly due to the memorandum of understanding with the Department of Justice and Attorney General being recognised in 2012-13 only for delivery of a range of corporate services.
16. Grants and other contributions: Decrease is mainly due to Queensland Reconstruction Authority revenue for pre 2012-13 events ceasing in 2012-13 and reduction in Youth Support Coordinator funding.
17. Other revenue: Decrease is mainly due to recognition of increases in recalled grants.
18. Employee expenses: Decrease is mainly due to the redundancy costs in 2012-13 as well as the recognition of the part year effect of enterprise bargaining adjustments and the department's contribution to the Government's fiscal repair plan.
19. Supplies and services: Decrease is mainly due the full year effect of the Government's fiscal repair plan.
20. Grants and subsidies: Increase is due to the allocation of funds for the transition to DisabilityCare Australia, funding for Pay Equity for the Social and Community Services Sector and additional growth and escalation funding offset by the full year effect of the fiscal repair.

21. Depreciation: Decrease is due to the review of the capital program which revised the useful life of some intangible (technology) assets, led to disposal of some assets and reprogrammed capital expenditure based on need and achievability.

Statement of changes in equity

Major variations between 2012-13 Budget and 2012-13 Estimated actual include:

22. Net effect of changes/prior year adjustments: Decrease is due to incorrect invoicing of corporate charges in 2011-12.

Major variations between 2012-13 Estimated actual and the 2013-14 Estimate include:

23. Net effect of changes/prior year adjustments: Increase is due to incorrect invoicing of corporate charges in 2011-12.

Balance sheet

Major variations between 2012-13 Budget and 2012-13 Estimated actual include:

24. Cash assets: Decrease is mainly due to adjusting for the audited financial statements actuals, offset by increases for the Elderly Parent Innovation Trial.
25. Receivables: Increase is mainly due to adjusting for the audited financial statements actuals, offset by a reduction to correctly align the expected receivables.
26. Other current assets: Increase is due to adjusting for the audited financial statements actuals.
27. Assets held for sale: Increase is due to the recognition of assets across all services due to be sold as they no longer meet the departments requirements with proceeds of sale to be reinvested in the capital program.
28. Property, Plant and Equipment: Decrease is due to the delays in project completions and a revised capital plan.
29. Payables: Decrease is due to adjusting for the audited financial statements actuals as well as a decrease to correctly align the expected payables.
30. Capital/contributed equity: Decrease is mainly due to the deferral of projects to 2013-14 and reprogramming of the capital program across financial years as well as adjusting for the audited financial statements actuals, offset by an increase for the Elderly Parent Carer Innovation Trial.
31. Accumulated surplus/(accumulated deficit): Decrease is mainly due to adjusting for the audited financial statements actuals.

Major variations between 2012-13 Budget and 2013-14 Estimate include:

32. Cash assets: Decrease is due to adjusting for the audited financial statements actuals.
33. Receivables: Increase is due to adjusting for the audited financial statements actuals.
34. Other current assets: Increase is due to adjusting for the audited financial statements actuals.
35. Property, Plant and Equipment: Decrease is mainly due to the reprogramming of the capital program over the forward estimates to meet departmental requirements.
36. Intangibles: Decrease is mainly due to conversion of equity for reprioritised information and communications technology projects to operating funds to fund demand pressures.
37. Payables: Decrease is due to adjusting for the audited financial statements actuals as well as a revision in payables expected at 30 June 2013 based on latest estimates.
38. Capital/contributed equity: Decrease is mainly due to the deferral of projects to 2013-14 and reprogramming of the capital program across financial years as well as adjusting for the audited financial statements actuals, offset by an increase for the Elderly Parent Carer Innovation Trial.
39. Accumulated surplus/(accumulated deficit): Decrease is mainly due to adjusting for the audited financial statements actuals.

Major variations between 2012-13 Estimated actual and the 2013-14 Estimate include:

40. Assets held for sale: Decrease is due to the recognition of assets due to be sold as they no longer meet the department's service delivery requirements in 2012-13.
41. Property, Plant and Equipment: Increase reflects capital projects across all services planned for completion and commencement in 2013-14.
42. Intangibles: Decrease is mainly due to conversion of equity (for reprioritised information and communications technology projects) to operating funds to fund demand pressures.

Cash flow statement

Major variations between 2012-13 Budget and 2012-13 Estimated actual include:

43. Service revenue: Decrease is mainly due to deferrals for Grants and Subsidies, as well as deferral of salary increases under the Core Enterprise Bargaining Agreement.
44. User charges: Decrease is mainly due to an adjustment of the GST collected, offset by revenues associated with memorandums of understanding with the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs and the Department of Justice and Attorney General for delivery of a range of corporate services.
45. Grants and other contributions: Decrease is mainly due to the reduction of revenue from the Queensland Reconstruction Authority for pre 2012-13 events.
46. Supplies and services: Decrease is mainly due to an adjustment of the GST paid, as well as the transfer of funds from supplies and services to grants and subsidies for disability services.
47. Other outflows: Decrease is mainly due to an adjustment of the GST collected from customers
48. Payments for Property, Plant and Equipment: Decrease is mainly due to the delay in completion of projects and reprogramming of the capital program across financial years.
49. Equity injections: Decrease is mainly due to the deferral of capital projects to 2013-14 offset by an increase for the Elderly Parent Carer Innovation Trial.

Major variations between 2012-13 Budget and 2013-14 Estimate include:

50. Service revenue: Increase is due to additional funding for the transition to DisabilityCare Australia, funding for Pay Equity for the Social and Community Services Sector and growth and escalation funding, offset by the full year effect of the Government's fiscal repair plan.
51. User charges: Decrease is mainly due to an adjustment of the GST collected offset by an increase for the recognition of revenue associated with the memorandum of understanding with the Department of Aboriginal and Torres Strait Islander and Multicultural Affairs for delivery of a range of corporate services.
52. Grants and other contributions: Decrease is mainly due to Queensland Reconstruction Authority revenue for pre 2012-13 events ceasing in 2012-13 and reduction in Youth Support Coordinator funding.
53. Other inflows: Decrease is mainly due to the reduction of GST tax credits received based on latest estimates, offset by an increase following the transfer of recalled grants from grants and other contributions.
54. Employee costs: Decrease is mainly due to the full year effect of the Government's fiscal repair plan as well as reductions to recognise the part year effect of enterprise bargaining.
55. Supplies and services: Decrease is mainly due to the reduction of GST paid, as well as the full year effect of the Government's fiscal repair plan and internally identified savings.
56. Grants and subsidies: Increase is due to the allocation of funds for the transition to DisabilityCare Australia and funding for Pay Equity for the Social and Community Services Sector.
57. Other outflows: Decrease is mainly due to an adjustment of the GST remitted to the Australian Taxation Office.
58. Payments for Property, Plant and Equipment: Decrease is mainly due to the reprogramming of the capital program over the forward estimates.
59. Equity injections: Decrease is mainly due to reprogramming of the capital program across financial years.
60. Equity withdrawals: Decrease is due to an adjustment for depreciation funding tied to specific Information Technology projects which has been returned to the Consolidated Fund.

Major variations between 2012-13 Estimated actual and the 2013-14 Estimate include:

61. Service revenue: Increase is due to additional funding for the transition to DisabilityCare Australia, funding for Pay Equity for the Social and Community Services Sector and growth and escalation funding, offset by the full year effect of the Government's fiscal repair plan.
62. User charges: Decrease is mainly due to an adjustment of the GST collected, as well as the impacts of memorandums of understanding with the Department of Justice and Attorney General and Department of Aboriginal and Torres Strait Islander and Multicultural Affairs for delivery of a range of corporate services.
63. Grants and other contributions: Decrease is mainly due to Queensland Reconstruction Authority revenue for pre 2012-13 events ceasing in 2012-13 and reduction in Youth Support Coordinator funding.

- 64. Other inflows: Decrease is mainly due to the reduction of GST tax credits based on latest estimates.
- 65. Employee costs: Decrease is mainly due to the redundancy costs in 2012-13 as well as the recognition of the part year effect of enterprise bargaining adjustments and the departments contribution to the Government's fiscal repair plan.
- 66. Grants and subsidies: Increase is due to the allocation of funds for the transition to DisabilityCare Australia and funding for Pay Equity for the Social and Community Services Sector.
- 67. Other outflows: Decrease is mainly due to the reduction of GST remitted to the Australian Taxation Office.
- 68. Payments for Property, Plant and Equipment: Increase reflects deferrals for a number of capital projects expected to commence or be completed in 2013-14.
- 69. Equity withdrawals: Decrease is due to an adjustment for depreciation funding tied to specific Information Technology projects which has been returned to the Consolidated Fund.

Administered income statement

Major variations between 2012-13 Budget and 2012-13 Estimated actual include:

- 70. Administered revenue: Decrease is mainly due to the transfer of the National Reciprocal Transport Scheme to the Department of Transport and Main Roads, as well lower than expected concessions expenditure.
- 71. Other revenue: Increase is due to recognition of revenue from the Queensland Reconstruction Authority for 2012-13 events, as well the recognition of GST reimbursement following a determination by the Australian Taxation Office.
- 72. Grants and subsidies: Increase is due to recognition of funding from the Queensland Reconstruction Authority for 2012-13 events, offset by a realignment of concessions to other expenses.
- 73. Other expenses: Decrease is mainly due to lower than expected concessions expenditure, and the transfer of the National Reciprocal Transport scheme to the Department of Transport and Main Roads offset by a realignment of concessions to other expenses.

Major variations between 2012-13 Budget and 2013-14 Estimate include:

- 74. Administered revenue: Increase is due to revised estimates of concessions in 2013-14.
- 75. Other revenue: Increase is due to the recognition of revenue from the Queensland Reconstruction Authority for 2012-13 events.
- 76. Other expenses: Increase is mainly due to revised estimates of concessions in 2013-14, offset by the transfer of the National Reciprocal Transport scheme to the Department of Transport and Main Roads.

Major variations between 2012-13 Estimated actual and the 2013-14 Estimate include:

- 77. Administered revenue: Increase is mainly due to revised estimates of concessions in both years.
- 78. Other revenue: Decrease is mainly due to reduced revenue from the Queensland Reconstruction Authority for 2012-13 events, as well the recognition of GST reimbursement following a determination by the Australian Taxation Office.
- 79. Grants and subsidies: Decrease is mainly due to reduced revenue from the Queensland Reconstruction Authority for 2012-13 events.
- 80. Other expenses: Increase is mainly due to revised estimates of concessions in 2013-14 as well as the recognition of GST reimbursement following a determination by the Australian Taxation Office in 2012-13 only.

Administered balance sheet

Major variations between 2012-13 Budget and 2012-13 Estimated actual include:

- 81. Cash assets: Decrease is due to adjusting for the audited financial statements actuals, offset by recognition of funds received from the Queensland Reconstruction Authority for pre 2012-13 events.
- 82. Receivables: Decrease is due to adjusting for the audited financial statements actuals, offset by recognition of funds received from the Queensland Reconstruction Authority for pre 2012-13 events.
- 83. Payables: Decrease is due to adjusting for the audited financial statements actuals.

Major variations between 2012-13 Budget and 2013-14 Estimate include:

- 84. Cash assets: Decrease is due to adjusting for the audited financial statements actuals, offset by recognition of funds received from the Queensland Reconstruction Authority for pre 2012-13 events.

- 85. Receivables: Decrease is due to adjusting for the audited financial statements actuals, offset by recognition of funds received from the Queensland Reconstruction Authority for pre 2012-13 events.
- 86. Payables: Decrease is due to adjusting for the audited financial statements actuals.

Administered cash flow statement

Major variations between 2012-13 Budget and 2012-13 Estimated actual include:

- 87. Administered item receipts: Decrease is mainly due to the transfer of the National Reciprocal Transport Scheme to the Department of Transport and Main Roads, as well lower than expected concessions expenditure.
- 88. Grants and other contributions: Increase is mainly due to the recognition of revenue from the Queensland Reconstruction Authority for 2012-13 events, as well as the recognition of funds received from the Queensland Reconstruction Authority for pre 2012-13 events.
- 89. Other inflows: Increase is due to recognition of GST reimbursement following a determination by the Australian Taxation Office.
- 90. Transfers to Government: Increase is due to the recognition of GST reimbursement following a determination by the Australian Taxation Office.
- 91. Grants and subsidies: Increase is due to recognition of funding from the Queensland Reconstruction Authority for 2012-13 events, offset by a realignment of concessions to other expenses.

Major variations between 2012-13 Budget and 2013-14 Estimate include:

- 92. Administered item receipts: Increase is due to revised estimates of concessions in 2013-14.
- 93. Grants and other contributions: Increase is mainly due to the recognition of revenue from the Queensland Reconstruction Authority for 2012-13 events.
- 94. Other inflows: Increase is due to the recognition of Natural Disaster Relief and Recovery Arrangements funding in 2013-14.
- 95. Transfers to Government: Decrease is due to Aboriginal Welfare Fund Interest income being transferred to the Department of Aboriginal, Torres Strait Islander and Multicultural Affairs.
- 96. Supplies and services: Increase is due to revised estimates of concessions in 2013-14.
- 97. Cash transfers from restructure: Decrease is due to the transfer of the Aboriginal Welfare Fund to the Department of Aboriginal, Torres Strait Islander and Multicultural Affairs.

Major variations between 2012-13 Estimated actual and the 2013-14 Estimate include:

- 98. Administered item receipts: Increase is mainly due to revised estimates of concessions in both years.
- 99. Grants and other contributions: Decrease is due to reduced receipts from the Queensland Reconstruction Authority in 2013-14.
- 100. Other inflows: Decrease is due the recognition of GST reimbursement following a determination by the Australian Taxation Office offset by the recognition of Natural Disaster Relief and Recovery Arrangements funding in 2013-14.
- 101. Transfers to Government: Decrease is due to due to the recognition of GST reimbursement following a determination by the Australian Taxation Office in 2012-13.
- 102. Grants and subsidies: Decrease is due to reduced expenditure on reconstruction activities in 2013-14 for 2012-13 events.
- 103. Supplies and services: Increase is due to revised estimates of concessions in 2013-14.
- 104. Cash transfers from restructure: Decrease is due to the transfer of the Aboriginal Welfare Fund to the Department of Aboriginal, Torres Strait Islander and Multicultural Affairs.

STATUTORY BODY

COMMISSION FOR CHILDREN AND YOUNG PEOPLE AND CHILD GUARDIAN

AGENCY OVERVIEW

Strategic direction

The Commission provides robust, independent oversight of the child protection and youth justice systems, and administration of the blue card system regulating organisations providing services to children and young people.

The Commission's work is directed towards the achievement of the following strategic objectives:

- all children and young people in Queensland have their rights, interests, safety and wellbeing upheld and enhanced
- children and young people who are disadvantaged or at risk of harm receive appropriate support and early intervention
- Queensland has effective child safety and youth justice systems that protect and support children and young people where statutory intervention is appropriate.

The Commission progresses its strategic agenda through fulfilling the following statutory functions:

- monitoring, auditing and reviewing the effectiveness of the child safety system including the handling of individual cases of children within the system
- actioning complaints and undertaking investigations relating to services provided or required by children within the child safety and youth justice systems
- independently monitoring the safety and wellbeing of all children residing in foster homes, residential facilities, detention centres and authorised mental health facilities through a program of regular visits and surveys and advocating on any systemic issues identified
- conducting and promoting research about the rights, interests and wellbeing of children
- monitoring and reviewing laws, policies and practices that impact on children and promoting action that upholds the principles underlying the *Commission for Children and Young People and Child Guardian Act 2000*
- maintaining Queensland's child death register (including analysing and reporting on trends) and chairing the Child Death Case Review Committee which reviews statutory child protection responses to children in the three years prior to their deaths
- administering the blue card system, including the daily monitoring of blue card holders.

Key issues for the Commission's operations include: accommodating the increasing number of children becoming known to the child protection system; sustaining informed levels of compliance with the blue card system; and putting in place cost effective technological developments to increase the efficiency of its operations.

Continuing challenges faced by the child protection and youth justice systems include: comparative disadvantage being experienced by Indigenous children and young people; the need to improve educational outcomes for children and young people in care; the need to improve outcomes for children and young people transitioning from care; and the need to achieve inter-jurisdictional consistency and best practice on matters related to the safety and wellbeing of children.

RESOURCES AND PERFORMANCE

The Commission's priorities continue to evolve in response to the changing needs of children and system improvements. The Commission continues to meet increasing demands on its blue card and community visiting systems e.g. in 2013-14 the Commission expects to process approximately 300,000 blue card applications and authorisations and visit over 8,000 children in out-of-home care and detention.

In 2012-13, the Commission has further strengthened and expanded its comprehensive evidence base on the current state of Queensland's child protection system and has recently implemented the first stage of its new child death information system. The new system will enhance the Commission's capacity to capture and analyse data and increase its ability to review individual cases and provide reports to Parliament and the community more efficiently.

Data captured as part of the Commission's independent oversight functions (including investigations, audits, reviews, visits and surveys) have informed reports on outcomes for children and young people in Queensland's child protection and youth justice systems, and the effectiveness of these systems. In addition to providing objective and evidence-based indicators of outcomes and where improvement needs to occur, the data has helped provide a voice for children in both of these systems.

This unique evidence base has also enabled the Commission to provide decision makers with access to accurate, contemporary reports and other material about significant issues affecting children and young people e.g. types of preventable deaths and injury.

Since 2010-11, the Commission has received on average nearly 21,000 blue card applications and authorisations per month, with the number of blue card applicants and card holders monitored on a daily basis regularly exceeding 550,000 in 2012-13, an increase of more than 80,000 over the last three years. There has also been an increased focus on engagement with Indigenous communities in relation to the blue card system, which has contributed to the percentage of Indigenous blue card holders now being on par with the general population.

Importantly, over the last three years, there have been over 2,000 cases (on average 63 per month) where individuals were prohibited from working with children in regulated service environments.

In 2013, the Commission developed options for Government to reduce red tape by streamlining the blue card application process. The intent is to produce more user friendly application processes for organisations and individuals and improve the cost effectiveness of the system.

The Commission's performance is externally scrutinised through the public tabling and release of its reports, its strategic plan, the budget estimates hearing, and by a joint Parliamentary Committee.

In 2013-14, in addition to continuing to deliver its core statutory functions, the Commission will:

- implement relevant government responses to the Queensland Child Protection Commission of Inquiry that affect functions administered by the Commission
- continue to visit and advocate for 17 year olds in adult correctional facilities
- explore and implement options to improve the efficiency of the Commission's community visitor program while maintaining the integrity of the function
- implement Government endorsed options for streamlining the blue card application process
- continue to give a voice to Queensland children, particularly those most vulnerable, through evidence-informed advocacy and the publication of evidence-based reports, submissions, policy position papers and contemporary information on key issues affecting them
- continue to provide leadership in the provision of information about the outcomes for children and young people requiring statutory intervention to assist service providers in achieving systemic improvements in service delivery and accountability.

Additional information on the Commission's public value can be sourced at www.cycpcg.qld.gov.au.

STATEMENTS

Staffing

Commission for Children and Young People and Child Guardian	Notes	2012-13 Budget	2012-13 Est. Actual	2013-14 Estimate
	1, 2, 3	318	318	318

Notes:

1. Full-time equivalents (FTEs) as at 30 June.
2. The figures include 165 Commission Community Visitors (CVs) employed on a casual basis. While CVs have been budgeted as FTE (based on actual hours worked), the actual headcount fluctuates throughout the year to accommodate variations in both the number and locations of children and young people in alternative care.
3. The remaining FTE staffing numbers (246 as at 30 June 2013) also vary throughout the year to manage demand peaks and troughs related to the blue card system.

Performance Statement

To improve accountability for performance, service standards for the 2013-14 State Budget will only present measures that relate to the efficiency or effectiveness of services delivered. Measures of input and/or activity which do not demonstrate the effectiveness or efficiency of the agency's services have been discontinued. Discontinued measures that remain relevant to the agency's services will continue to be publicly available through alternative communication channels. For details on measures which are being discontinued and where this information may be accessed in the future, please refer to the 2013-14 Budget website at www.budget.qld.gov.au.

Commission for Children and Young People and Child Guardian	Notes	2012-13 Target/Est.	2012-13 Est. Actual	2013-14 Target/Est.
Service standards				
Statutory oversight recommendations pertaining to the child protection and youth justice systems are accepted by government	1	95%	95%	95%
Children within the Commission's visiting jurisdiction:				
• are visited in accordance with the designated visiting schedule		90%	95%	90%
• have their concerns resolved locally		85%	90%	85%
• have a visit report submitted to the Commissioner within 10 days	2, 3	New measure	New measure	90%
Average processing times (days) of blue card applications where there is no criminal history	4	17	8	15

Notes:

1. This is an amended service standard that highlights the effectiveness of the Commission's investigations, systemic monitoring, audit and review statutory oversight functions in developing recommendations which are accepted by government to improve services or processes impacting children and young people in the child protection and youth justice systems. Two previous service standards (percentage of recommendations from investigations accepted by government and percentage of recommendations from systemic monitoring, audit and review activities accepted by Government) have been amalgamated, with existing reporting methodology remaining the same.
2. Reference to children includes young people under the age of 18.
3. Legislation states that children on child protection orders must be regularly and frequently visited by a community visitor, to promote and protect their rights, interests and wellbeing. This service standard recognises the necessity that children are regularly visited, the importance of resolving concerns impacting their health, safety and wellbeing needs, and the need to report on the visit. A related service standard and existing measures were amalgamated with reporting methodologies remaining the same.
4. The timeliness of processing blue card applications is a key driver of customer satisfaction. The 2012-13 estimated actual of eight days is based on current volume trends and staffing resources. The 2012-13 financial year should not be used as an indicator of normal blue card trends as this year has been impacted by the introduction of a three year blue card cycle and the number of renewal applications received (which generally make up the majority of applications received), is substantially lower in the third year of this cycle.

INCOME STATEMENT

Commission for Children and Young People and Child Guardian	Notes	2012-13 Budget \$'000	2012-13 Est. act. \$'000	2013-14 Estimate \$'000
Income				
User charges		..	2	..
Grants and other contributions	1,6,9	42,664	42,099	40,214
Other revenue	2,7,10	3,988	3,906	7,179
Gains on sale/revaluation of property, plant and equipment and investments	
Total income		46,652	46,007	47,393
Expenses				
Employee expenses	3,11	32,469	31,068	32,317
Supplies and services	4,8,12	12,235	10,868	13,080
Grants and subsidies	
Depreciation and amortisation	5,13	1,897	1,675	1,940
Finance/borrowing costs	
Other expenses		51	54	56
Losses on sale/revaluation of property, plant and equipment and investments	
Total expenses		46,652	43,665	47,393
OPERATING SURPLUS/(DEFICIT)		..	2,342	..

STATEMENT OF CHANGES IN EQUITY

Commission for Children and Young People and Child Guardian	Notes	2012-13 Budget \$'000	2012-13 Est. act. \$'000	2013-14 Estimate \$'000
Net effect of the changes in accounting policies and prior year adjustments	
Increase/(decrease) in asset revaluation reserve	
Net amount of all revenue and expense adjustments direct to equity not disclosed above	
Net income recognised directly in equity	
Surplus/(deficit) for the period	14,15	..	2,342	..
Total recognised income and expense for the period		..	2,342	..
Equity injection/(withdrawal)	
Equity adjustments (MoG transfers)	
Total movement in equity for period		..	2,342	..

BALANCE SHEET

Commission for Children and Young People and Child Guardian	Notes	2012-13 Budget \$'000	2012-13 Est. act. \$'000	2013-14 Estimate \$'000
CURRENT ASSETS				
Cash assets		6,091	7,903	8,029
Receivables		284	336	336
Other financial assets	
Inventories	
Other		135	71	71
Non-financial assets held for sale	
Total current assets		6,510	8,310	8,436
NON-CURRENT ASSETS				
Receivables	
Other financial assets	
Property, plant and equipment	19,25	4,650	4,666	3,816
Intangibles	16,20	5,346	5,851	5,911
Other	
Total non-current assets		9,996	10,517	9,727
TOTAL ASSETS		16,506	18,827	18,163
CURRENT LIABILITIES				
Payables	17,21	1,788	1,889	1,889
Accrued employee benefits		1,666	1,624	1,624
Interest-bearing liabilities and derivatives	
Provisions	
Other	22,26	664	664	814
Total current liabilities		4,118	4,177	4,327
NON-CURRENT LIABILITIES				
Payables	
Accrued employee benefits		509	509	509
Interest-bearing liabilities and derivatives	
Provisions	
Other	23,27	2,958	2,958	2,144
Total non-current liabilities		3,467	3,467	2,653
TOTAL LIABILITIES		7,585	7,644	6,980
NET ASSETS/(LIABILITIES)		8,921	11,183	11,183
EQUITY				
Capital/contributed equity		8,412	8,412	8,412
Accumulated surplus/(accumulated deficit)	18,24	509	2,771	2,771
Reserves:				
- Asset revaluation surplus	
- Other (specify)	
TOTAL EQUITY		8,921	11,183	11,183

CASH FLOW STATEMENT

Commission for Children and Young People and Child Guardian	Notes	2012-13 Budget \$'000	2012-13 Est. act. \$'000	2013-14 Estimate \$'000
CASH FLOWS FROM OPERATING ACTIVITIES				
Inflows:				
User charges		3	2	..
Grants and other contributions	28,32,36	42,664	42,099	40,214
Other	33,37	5,398	5,319	8,631
Outflows:				
Employee costs	29,38	(32,469)	(31,068)	(32,317)
Supplies and services	30,34,39	(14,165)	(12,798)	(15,193)
Grants and subsidies	
Borrowing costs	
Other		(54)	(57)	(59)
Net cash provided by/(used in) operating activities		1,377	3,497	1,276
CASH FLOWS FROM INVESTING ACTIVITIES				
Inflows:				
Sales of property, plant and equipment	
Investments redeemed	
Loans and advances redeemed	
Outflows:				
Payments for property, plant and equipment and intangibles	31,40	(1,150)	(1,450)	(1,150)
Payments for investments	
Loans and advances made	
Net cash provided by/(used in) investing activities		(1,150)	(1,450)	(1,150)
CASH FLOWS FROM FINANCING ACTIVITIES				
Inflows:				
Borrowings	
Equity injections	
Outflows:				
Borrowing redemptions	
Finance lease payments	
Equity withdrawals	
Net cash provided by/(used in) financing activities	
Net increase/(decrease) in cash held		227	2,047	126
Cash at the beginning of financial year	35,41	5,864	5,856	7,903
Cash transfers from restructure	
Cash at the end of financial year		6,091	7,903	8,029

EXPLANATION OF VARIANCES IN THE FINANCIAL STATEMENTS

Income statement

Major variations between 2012-13 Budget and 2012-13 Estimated actual include:

1. Decrease in grants and other contributions due to deferral of salary increase under the Core Enterprise Bargaining Agreement.
2. Decrease in other revenue is mainly due to a decrease in blue card revenue, partially offset by increased bank interest.
3. Decrease in employee expenses is mainly due to capitalisation of employee expenses incurred for software development and deferral of the assumed start date for the Core EB Agreement.
4. Decrease in supplies and services is mainly due to capitalisation of expenditure incurred for software development and a decrease in blue card related expenditure.
5. Decrease in depreciation and amortisation is mainly due to deferral of the completion date of the Child Death Register and the eDRMS TRIM Implementation Project.

Major variations between 2012-13 Budget and 2013-14 Estimate include:

6. Decrease in grants and other contributions is mainly due to deferred funding of \$2.6 million from 2011-12 received in 2012-13.
7. Increase in other revenue is mainly due to increased blue card revenue with 2013-14 being a peak year in the three-year cycle.
8. Increase in supplies and services is mainly due to increased blue card related expenditure with 2013-14 being a peak year in the three-year cycle.

Major variations between 2012-13 Estimated actual and 2013-14 Estimate include:

9. Decrease in grants and other contributions is mainly due to deferred funding of \$2.6 million from 2011-12 received in 2012-13.
10. Increase in other revenue is mainly due to increased blue card revenue with 2013-14 being a peak year in the three-year cycle.
11. Increase in employee expenses is mainly due to contingency for salary increases under the Core EB Agreement.
12. Increase in supplies and services is mainly due to increased blue card related expenditure with 2013-14 being a peak year in the three-year cycle.
13. Increase in depreciation and amortisation is mainly due to additional amortisation expense for the Child Death Register and the eDRMS TRIM Implementation Project.

Statement of changes in equity

Major variations between 2012-13 Budget and 2012-13 Estimated actual include:

14. Surplus for 2012-13 is mainly due to capitalisation of project expenditure (which is reflected in the cash flow statement as payments for property, plant and equipment and intangibles).

Major variations between 2012-13 Estimated actual and 2013-14 Estimate include:

15. Surplus for 2012-13 is mainly due to capitalisation of project expenditure (which is reflected in the cash flow statement as payments for property, plant and equipment and intangibles).

Balance sheet

Major variations between 2012-13 Budget and 2012-13 Estimated actual include:

16. Increase in intangibles is mainly due to capitalisation of expenditure incurred on the development of employment screening and child death register databases offset by amortisation expense.
17. Increase in payables is mainly due to supplier fee increases.
18. Increase in accumulated surplus is mainly due to capitalisation of project expenditure (which is reflected in the cash flow statement as payments for property, plant and equipment and intangibles).

Major variations between 2012-13 Budget and 2013-14 Estimate include:

19. Decrease in property plant and equipment is mainly due to depreciation expense.
20. Increase in intangibles is mainly due to capitalisation of expenditure incurred on the development of employment screening and child death register databases offset by amortisation expense.
21. Increase in payables is mainly due to supplier fee increases.

22. Increase in other current liabilities is due to an increase in the current portion of a deferred liability for the 53 Albert Street accommodation lease.
23. Decrease in other non-current liabilities is due to a decrease in the non-current portion of a deferred liability and a decrease in the non-current portion of a lease incentive liability for the 53 Albert Street accommodation lease.
24. Increase in accumulated surplus is mainly due to capitalisation of project expenditure for the Child Death Register and the eDRMS Implementation Project, which is reflected in the cash flow statement as payments for property, plant and equipment and intangibles.

Major variations between 2012-13 Estimated actual and 2013-14 Estimate include:

25. Decrease in property, plant and equipment is mainly due to depreciation expense for the year.
26. Increase in other current liabilities is due to an increase in the current portion of a deferred liability for the 53 Albert Street accommodation lease.
27. Decrease in other non-current liabilities due to a decrease in the non-current portion of a deferred liability and a decrease in the non-current portion of a lease incentive liability for the 53 Albert Street accommodation lease.

Cash flow statement

Major variations between 2012-13 Budget and 2012-13 Estimated actual include:

28. Decrease in grants and other contributions is due to deferral of salary increase under the Core EB Agreement.
29. Decrease in employee costs is mainly due to deferral of the assumed start date for the Core EB Agreement and capitalisation of employee expenses incurred in software development for the Child Death Register and the eDRMS Implementation Project.
30. Decrease in supplies and services is mainly due to capitalisation of expenditure incurred for software development and a decrease in blue card related expenditure.
31. Increase in payments for property, plant and equipment and intangibles is mainly due to additional expenditure incurred on development of the Child Death Register.

Major variations between 2012-13 Budget and 2013-14 Estimate include:

32. Decrease in grants and other contributions is mainly due to deferred funding of \$2.6 million from 2011-12 received in 2012-13.
33. Increase in other inflows is mainly due to increased blue card revenue with 2013-14 being a peak year in the three-year cycle.
34. Increase in supplies and services is mainly due to increased blue card expenditure with 2013-14 being a peak year in the three-year cycle.
35. Increase in cash at the beginning of financial year is mainly due to the operating surplus for the 2012-13 financial year and funding for depreciation and amortisation.

Major variations between 2012-13 Estimated actual and 2013-14 Estimate include:

36. Decrease in grants and other contributions is mainly due to deferred funding of \$2.6 million from 2011-12 received in 2012-13.
37. Increase in other inflows is mainly due to increased blue card revenue with 2013-14 being a peak year in the three-year cycle.
38. Increase in employee costs is mainly due to contingency for salary increases under the Core EB Agreement.
39. Increase in supplies and services is mainly due to increased blue card expenditure with 2013-14 being a peak year in the three-year cycle.
40. Decrease in payments for property, plant and equipment and intangibles is mainly due to additional expenditure incurred on development of the Child Death Register in the 2012-13 year.
41. Increase in cash at the beginning of financial year is mainly due to the operating surplus for the 2012-13 financial year and funding for depreciation and amortisation.

GLOSSARY OF TERMS

Accrual Accounting — Recognition of economic events and other financial transactions involving revenue, expenses, assets, liabilities and equity as they occur and reporting in financial statements in the period to which they relate, rather than when a flow of cash occurs.

Administered Items — Assets, liabilities, revenues and expenses an entity administers, without discretion, on behalf of the Government.

Agency/Entity — Used generically to refer to the various organisational units within Government that deliver services or otherwise service Government objectives. The term can include departments, commercialised business units, statutory bodies or other organisations established by Executive decision.

Appropriation — Funds issued by the Treasurer, under Parliamentary authority, to agencies during a financial year for:

- delivery of agreed services
- administered items
- adjustment of the Government’s equity in agencies, including acquiring of capital.

Balance Sheet — A financial statement that reports the assets, liabilities and equity of an entity as at a particular date.

Capital — A term used to refer to an entity’s stock of assets and the capital grants it makes to other agencies. Assets include property, plant and equipment, intangible items and inventories that an entity owns/controls and uses in the delivery of services.

Cash Flow Statement — A financial statement reporting the cash inflows and outflows for an entity’s operating, investing and financing activities in a particular period.

Controlled Items — Assets, liabilities, revenues and expenses that are controlled by departments. These relate directly to the departmental operational objectives and arise at the discretion and direction of that department.

Depreciation — The periodic allocation of the cost of physical assets, representing the amount of the asset consumed during a specified time.

Equity — Equity is the residual interest in the assets of the entity after deduction of its liabilities. It usually comprises the entity’s accumulated surpluses/losses, capital injections and any reserves.

Equity Injection	— An increase in the investment of the Government in a public sector agency.
Financial Statements	— Collective description of the Income Statement, the Balance Sheet and the Cash Flow Statement for an entity's controlled and administered activities.
Income Statement	— A financial statement highlighting the accounting surplus or deficit of an entity. It provides an indication of whether the entity has sufficient revenue to meet expenses in the current year, including non-cash costs such as depreciation.
Outcomes	— Whole-of-government outcomes are intended to cover all dimensions of community well being. They express the current needs and future aspirations of communities, within a social, economic and environment context.
Own-Source Revenue	— Revenue that is generated by an agency, generally through the sale of goods and services, but it may also include some Commonwealth funding.
Priorities	— Key policy areas that will be the focus of Government activity.
Services	— The actions or activities (including policy development) of an agency which contribute to the achievement of the agency's objectives.

For a more detailed Glossary of Terms, please refer to the Reader's Guide available on the Budget website at www.budget.qld.gov.au.

