Departmental overview

# Director-General’s message

It is with great pleasure that I present the annual report of the renamed Department of Children, Youth Justice and Multicultural Affairs. Our department, renamed on 12 November 2020 as a result of machinery-of-government changes, brings together a highly skilled group of professionals focused on supporting Queenslanders to be safe and thriving in families, communities and culture. As a department, we aim to lift Queensland families, children and young people at points in their lives when they most need us.

Like many organisations, this year we’ve continued to deal with the effects of the COVID-19 pandemic across many fronts. As the state has moved in and out of lockdown, we have been able to respond quickly and effectively to ensure Queenslanders continue to receive the services they need. I am proud of the way all our staff and partners across the state have adapted to different ways of working with vulnerable children, young people, parents and families during this difficult and unpredictable time.

We are also grateful for the ongoing role that our foster and kinship carers play in keeping children safe and providing a nurturing home to children who are unable to live with their families. They are vital to our child protection system.

During the year the department continued to embed major reforms to the child protection and youth justice systems. Our work is guided by the *Supporting Families Changing Futures* 10-year child protection reform program, the *Our Way – A generational strategy for Aboriginal and Torres Strait Islander children and families 2017-2037 (Our Way)*, and the *Working Together Changing the Story - Youth Justice Strategy 2019-2023*. We are also leading implementation of the *Queensland Multicultural Policy - Our story, our future*.

Some of our achievements for the department this year have been the appointment of the state’s first Chief Practitioner to strengthen our child safety practice, and our work with First Nations communities in two early adopter locations to delegate authority for some statutory child protection authority to local Aboriginal community-controlled organisations. This is an important step towards addressing the issue of over-representation of First Nations children and families in the child protection system.

We are working closely with our partners to respond to the ongoing risks to community safety by a small number of young people. The expansion of co-responder teams and intensive interventions are targeting high-risk reoffenders. For the vast majority of young people on youth justice orders, they successfully complete their orders and have no further contact with the justice system.

Multicultural Affairs continued to promote an inclusive, harmonious and united Queensland by supporting events and projects through the Celebrating Multicultural Queensland grants program. These grants are just one of the ways we are helping to create communities in which people of all backgrounds feel a sense of belonging and respect.

None of what we achieve could be possible without the collaboration and support of our partners and stakeholders. I thank them for their willingness to engage openly and honestly with us and delivering the many support services Queenslanders depend on.

During 2020–21 I had the opportunity to visit many of our Child Safety and Youth Justice Service Centres across Queensland to meet our staff. I want to commend our staff for the compassion and commitment they bring to their role every day. I honour and respect my colleagues who show up every day determined to make a difference for children, young people, parents and families.

As we head into 2021–22 year, I am confident that as an organisation we will continue to grow, to learn, to strive to further improve, and to seek more effective ways of working and serving the Queensland community.

Kind Regards

Deidre Mulkerin Director-General

Department of Children, Youth Justice and Multicultural Affairs

# About the report

As part of Queensland Machinery of Government change, effective 12 November 2020, the former Department of Child Safety, Youth and Women was renamed the Department of Children, Youth Justice and Multicultural Affairs (the department) under Public Sector Departmental Arrangements Notice (No.4) 2020. Further, from this date, responsibility for Youth Justice and Multicultural Affairs was transferred to the renamed department.

The department’s annual report summarises its financial and corporate performance for 2020-21 against the objectives, performance indicators, service areas and service standards consistent with the department’s strategic plan and 2020-21 *Service Delivery Statements*. It has been prepared in accordance with the *Annual report requirements for Queensland Government agencies*, and the department’s accountability requirements under the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019*.

# Snapshot of our department

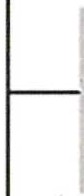
* $1.8 billion total expenditure in 2020-21.
* 4.905 full-time equivalent (FTE) employees with over 88 per cent in frontline and frontline support roles (Minimum Obligatory Human Resources Information (MOHRI) data for fortnight ending 18 June 2021).
* 54 child safety service centres, 27 youth justice service centres and three youth detention centres with a total capacity of 306 beds.
* Queensland’s central agency for multicultural affairs.

**Our organisational structure**

Statewide Operations

I I Region - Brisbane and Moreton Bay

Region -South East Region -South West



Service Delivery

{Child and Family Specialist)

Service Delivery

{Youth Justice Specialist)

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Office of the Chief

Practitioner, Child and Family Services

**Strategy**

**Internal Audit**

Region -Sunshine Coast and Central Region - North Queensland

Region - Far North Queensland

Youth Justice Statewide Services, Operations and



I Commissioning

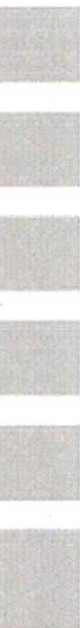
Youth Detention Operations and Reform

Child Protection Practice Specialist Services

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Complaints, Training and Review

**Multirultural Affairs**



**Strategic Policy and Legislation** Indigenous Strategy and Partnerships **Investment and Commissioning**

**Strategy and Delivery Performance**

**Portfolio Management and Youth Justice Policy, Strategy and Legislation**

People and Culture

Finance, Property and Prorurement Services

Corporate Services

**Children and Youth Justice Systems Reform** - Unify

Strategic Communication and Media Legal Services and Redress Information Services

-{ Unify Program

Children and Youth Justice Systems

# Our service delivery

Service delivery highlights for 2020-21:

* Responded to the increasing number of Queensland children requiring care during the COVID- 19 pandemic. The number of children in care increased to 10,929 as at 31 March 2021, up from 10,190 when compared to the same period last year.
* 26,035 child protection investigations commenced as at 31 March 2021, 1,771 (seven per cent) more than the same time the previous year.
* 11,813 children in foster care, kinship care or residential care, 1,623 more than the same time last year (as at 31 March 2020).
* 5,785 approved carer families (as at 31 March 2021), 307 more than the same time the previous year.
* 33 Aboriginal and Torres Strait Islander Family Wellbeing Services contributed to reducing the likelihood of Aboriginal and Torres Strait Islander children coming into care.
* Partnered with the Queensland Mental Health Commission, other agencies and community organisations to implement the *Aboriginal and Torres Strait Islander Healing Strategy.*
* Partnered with two Aboriginal and Torres Strait Islander community controlled organisations (ACCOs) and the Queensland Aboriginal and Torres Strait Islander Child Protection Peak to implement delegated authority, where the powers and functions of the Chief Executive for an Aboriginal and Torres Strait Islander child, are transferred to the chief executive officer of an ACCO.
* Commenced implementation of amendments to the *Youth Justice Act 1992* which were passed as part of the *Youth Justice and Other Legislation Amendment Bill 2021*, with implementation to be supported by over $98 million in new funding over four years.
* In the 12 months to 31 March 2021, 1,544 young people were supervised by youth justice.
* In the 12 months to 31 March 2021, 43 per cent of young people did not return to the youth justice system after their first finalised court appearance.
* In the 12 months to 31 March 2021, the number of young offenders aged 10-17 years with a proven offence in Queensland decreased by 12 per cent when compared to the 12 months ending 31 March 2020.
* Invested $2.1 million via the Celebrating Multicultural Queensland (CMQ) program, including funding of $300,000 for Regional Partnership Projects.
* Continued to lead and coordinate the Queensland Government’s participation in the National Redress Scheme for people who have experienced institutional child sexual abuse and support the Truth, Healing and Reconciliation Taskforce.

# Summary of financial performance

This summary of financial performance reflects the period from 1 July 2020 to 30 June 2021. A comprehensive view of the department’s financial performance is provided in the Appendix 5: Financial Statements of this annual report.

## Operating result

The operating result for the department is a loss of $3.9 million for the year ending 30 June 2021.

|  |  |  |
| --- | --- | --- |
| **Operating Result** | **2020-21**  **Actual**  **$’000** | **2020-21**  **Budget1**  **$’000** |
| Total income | 1,812,492 | 1,734,986 |
| Total expenses | 1,816,396 | 1,735,041 |
| **Operating result** | **(3,904)** | **(55)** |

## Income

The department’s primary source of income is appropriation revenue provided by the Queensland Government for provision of services. Revenue for the department totalled $1,812.5 million against the budget of $1,735 million. The variance of $77.5 million (4.47 per cent) is due to increased appropriation revenue.

|  |  |  |
| --- | --- | --- |
| **Sources of income** | **2020-21**  **Actual**  **$’000** | **2020-21**  **Budget1**  **$’000** |
| Appropriation revenue | 1,781,371 | 1,696,568 |
| User charges and fees | 25,523 | 30,163 |
| Grants and other contributions | 1,706 | 1,505 |
| Other revenue | 3,892 | 6,750 |
| **Total income** | **1,812,492** | **1,734,986** |
| **Note:**  1 These figures represent budgeted figures as published in the latest Service Delivery Statement tabled in Parliament. | | |

## Expenses

Our department provides a wide range of services to the community, delivered by contracted non-government organisations and through direct service delivery. As a result, our two largest expense categories are supplies and services, and employee expenses.

Expenditure for the department totalled $1,816.4 million against the budget of $1,735 million. The variance of $81.4 million (4.69 per cent) is mainly due to increased expenditure relating to rising demand for placements for children in care.

## Assets

As at 30 June 2021, the department held assets valued at $663.4 million. Assets include land, buildings and plant and equipment as well as intangible assets, primarily internally generated software and systems.

## Liabilities

Our total liabilities as at 30 June 2021 were $79.8 million. Our liabilities consist primarily of payables for service procurement and provisions for employee entitlements.

## Financial position

As at 30 June 2021, the net assets position was $583.5 million.

|  |  |
| --- | --- |
| **Changes in equity** | **2020-21**  **$’000** |
| **Balance as at 30 June 2020** | **97,127** |
| Operating result | (3,904) |
| Net increase/(decrease) in asset revaluation surplus | 113 |
| Net equity adjustments | 37,544 |
| Net transfers in/out to other Queensland Government entities | 452,670 |
| **Balance as at 30 June 2021** | **583,549** |

## Statement by the Chief Finance Officer

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

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