

Complaints management

The department provided a complaints management system, in accordance with 219A of the *Public Service Act 2008*, allowing clients and the general public the opportunity to voice their satisfaction or dissatisfaction with our services. From 1 July to 12 November 2020, the department received 47 complaints, all of which related to detention centres.

In accordance with section 219A of the *Public Service Act 2008* departments are required to publish the following information on the department's website:

- number of customer complaints received by the department in the year
- number of those complaints resulting in further action
- number of those complaints resulting in no further action.

Youth justice complaints information for the reporting period is available on the website of the Department of Children, Youth Justice and Multicultural Affairs.

Risk management and oversight

Risk management

The *Financial Accountability Act 2009* requires the accountable officer to establish and maintain appropriate systems of internal control and risk management.

The department's governance arrangements ensure risks are considered at all levels of the department, with the Audit and Risk Committee providing oversight of the effective performance of our risk management framework.

The department manages its financial risks and liabilities by reviewing financial performance through our governance framework. The Audit and Risk Committee, supported by the Fraud and Corruption Control Committee, provides risk guidance and leadership around audit activities, audit recommendations, financial reporting, fraud and corruption, internal controls and compliance.

Audit and Risk Committee and internal audit

The department's Audit and Risk Committee was responsible for overseeing the performance of the internal audit function and was chaired by an external member.

The department received its internal audit services from the Department of Child Safety, Youth and Women (DCSYW) in accordance with a Memorandum of Understanding, which provides independence of departmental management and external auditors.

The appointed Head of Internal Audit, Mr Ian Rushworth satisfies the requirements that there is a Head of Internal Audit under *the Financial Accountability Act 2009* and the *Financial Accountability Regulation 2019* Section 5 who is a Professional Member, Institute of Internal Auditors – Australia (PMIA) and a Certified Internal Auditor (CIA).

The internal audit function is undertaken in accordance with a strategic internal audit plan approved by the Director-General. The Internal Audit Charter is consistent with relevant legislation, better practice guides and international internal auditing standards. Internal Audit's assurance activities complement departmental monitoring practices and oversight from external regulators and central agencies.

During the reporting period the following Internal Audit Reviews were completed:

- Information Security Management System (ISMS)
- Procure to Invest (P2i) Data Migration.

External scrutiny

The work of the department was subject to a number of oversight mechanisms and a number of bodies provide a robust framework for ensuring accountability and improvement including the Queensland Audit Office, the Crime and Corruption Commission, the Queensland Ombudsman and the Office of the Public Guardian. The Queensland Family and Child Commission is also overseeing implementation of the initiatives arising from the Youth Justice Strategy and examining options that will inform future youth justice systems and processes.

Significant activities regarding the department are noted below.

Queensland Audit Office

The Queensland Audit Office is the independent auditor of the Queensland public sector. It conducts financial audits and performance audits to provide public confidence in the reliability of public sector entity financial statements and operating performance.

The department continued implementation of recommendations from the Queensland Audit Office's *Managing Cyber Security Risks* report.

Crime and Corruption Commission

The Crime and Corruption Commission (CCC) aims to reduce the incidence of major crime and corruption in the public sector in Queensland. Its functions and powers are set out in the *Crime and Corruption Act 2001*.

The department continued implementation of recommendations from the CCC's *Operation Impala – A report on misuse of confidential information in the Queensland public sector*.

Queensland Ombudsman

The Queensland Ombudsman's role is to give people a timely, effective and independent way to have administrative actions of agencies investigated; improve the quality of decision-making and administrative practice in government agencies; and provide oversight of the *Public Interest Disclosure Act 2010*.

The Queensland Ombudsman made no formal report recommendations for the department from 1 July to 12 November 2020.

The Ombudsman's Brisbane Youth Detention Centre investigation report was tabled in Parliament in March 2019. All 17 recommendations were accepted or accepted in principle. At 12 November 2020, all recommendations had been commenced and 11 completed. Full implementation has been delayed due to the impact of COVID-19 and is scheduled for mid-2021.

Office of the Public Guardian

The Office of the Public Guardian provides a community visitor and advocacy program to protect the rights and interests of children and young people in care and at visitable sites, including youth detention centres. The department provides quarterly reports to the Office of the Public Guardian in accordance with section 39 of the *Youth Justice Regulation 2016*.

Detention centre inspectorate

The department's statutory inspections of Queensland's youth detention centres are conducted quarterly by principal inspectors. The Youth Detention Inspectorate determines the areas of focus for each quarterly inspection by considering: emerging risk; implementation of legislation, policy and standards; past reviews and recommendations.

The executive summary of each report plus the department's response are published online and available at www.publications.qld.gov.au/dataset/youth-detention-centres-quarterly-reports.