

Portfolio Briefing for the State Development, Infrastructure and Works Committee

Department of Housing and Public Works

5 February 2025



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Context

This Portfolio Briefing has been requested by the State Development, Infrastructure and Works Committee of the 58th Parliament.

The briefing has been requested to improve the committees understanding of the portfolio areas for Housing, Public Works and Youth.

The briefing is scheduled to take place on Wednesday 5 February 2025.

Background

Following machinery of government changes announced on 1 November 2024, the Department of Housing and Public Works was renamed from the Department of Housing, Local Government, Planning and Public Works.

As part of these changes, Public Service Departmental Arrangements Notice (No.9) 2024 declared the following functions to be part of the Department of Housing and Public Works:

- The Office of the Night Life Economy Commissioner (from the Department of Employment, Small Business and Training)
- Queensland Government Procurement (from the Department of Energy and Climate)
- Youth (from the Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities, and the Arts.

Additionally, Public Service Departmental Arrangements Notice (No.9) 2024 declared the following functions were removed from the Department of Housing and Public Works:

- Planning, Office of the Independent Assessor, transferred to Department of State Development and Infrastructure
- Local Government, transferred to the Department of Local Government, Water and Volunteers.

The department is presently undertaking a functional review to realign portfolio responsibilities in conjunction with the machinery of government change. This includes reorienting work packages to the priorities and core values of the Government.

This will culminate in the development and publication of a strategic plan by 28 March 2025 which will articulate the strategic objectives of the department and the tangible activities and programs that will deliver against the strategies.

This briefing reflects the priorities of the renamed department as detailed in the charter letter of the Minister for Housing and Public Works and Minister for Youth; Government Commitments reporting; and 100-day plan. The department will provide the Committee with the department's Strategic Plan upon its publication.

Overview

The Department of Housing and Public Works is a large, decentralised organisation that operates from 85 sites in all regions of the State (refer **Attachment 1**). The department has an annual budget of \$4.917 billion and comprises a budget of approximately 4,406 FTE inclusive of commercialised business units (refer the resourcing section below for details of the department's resource profile).

The core responsibilities of the department include housing and homelessness services, youth affairs and the night-life economy, management of government infrastructure projects, oversight of government accommodation, and leading whole of government procurement practices. A detailed description of service area responsibilities is outlined below.

An organisational chart detailing reporting responsibilities for the department is provided in **Attachment 2**.

The department also has a critical role in disaster recovery operations with lead responsibility for the Building Functional Recovery and Resilience Group through QBuild and supporting the Human and Social Functional Recovery and Resilience Group through provision of housing and homelessness support. Key roles and responsibilities of the department during a disaster include:

- Provision of temporary accommodation solutions and services for impacted members of a community
- Facilitating Structural Assistance Grant assessments on behalf of the Department of Local Government, Water and Volunteers
- Coordination of technical advice on structural suitability of buildings to use as places of refuge, evacuation centres and cyclone shelters
- Providing building response and recovery services to government agencies, and
- Coordination of temporary office accommodation for use by State agencies.

Service Areas

The Minister for Housing and Public Works and Minister for Youth has responsibility for three departmental service areas, two commercialised business units and two statutory bodies.

There are sixteen Acts of legislation that fall within this portfolio of responsibility (refer **Attachment 3**).

Departmental Service Areas

Housing and Homelessness

The Housing and Homelessness service area provides integrated and responsive services to vulnerable Queenslanders through:

- funding and delivering safe, secure, social and affordable housing
- funding homelessness services
- coordination of person-centred support which meets the needs of Queenslanders and enables social and economic participation
- delivery of frontline services for people experiencing homelessness (or at risk of homelessness), women and families experiencing domestic and family violence, and vulnerable young people,
- a housing regulatory environment that provides contemporary consumer protections, promotes fair trading and sector viability, and give providers confidence to invest
- engaging with the Australian Government and other state and territory governments on housing and homelessness matters and securing Queensland's fair share of federal funding, and
- partnering with peak bodies, Aboriginal and Torres Strait Islander Housing Queensland, Indigenous Community Housing Organisations, Aboriginal and Torres Strait Islander Councils and non-government organisations to improve outcomes for First Nations people in accessing appropriate and sustainable housing, including through home ownership opportunities.

Following the recent machinery of government changes, Youth Affairs and the Office of the Night Life Economy Commissioner joined the department.

Youth Affairs are focused on:

- facilitating and supporting opportunities for young Queenslanders to build their leadership capabilities and be involved in shaping government policies, programs, and services on matters of importance that impact them
- delivering an appropriate safety response in Surfers Paradise during the designated Queensland end of Year 12 Schoolies Week of celebrations.

The key priority for the Night Life Economy Commissioner is to foster a safe, vibrant and world-class night-life across Queensland.

Building and Government Accommodation Services

Building and Government Accommodation Services manages government infrastructure projects and delivers fit-for-purpose, well utilised and sustainable government office accommodation, and employee housing.

This is achieved through:

- partnering with government agencies in the delivery of major government building and construction projects
- delivering quality office accommodation and property solutions
- delivering safe and secure government employee housing for frontline workers that supports Queensland's growing communities
- contributing to a safer, fairer, and more sustainable building and construction industry and responding to emerging issues, and
- providing leadership and strategic advice on urban design and the built environment to government departments, local councils, and the private sector.

Procurement policy and enabling services

The Procurement Policy and Enabling Services service area leads whole of government procurement practices that leverage the Government's buying power to prioritise Queensland businesses and jobs and ethical supply chains.

This is achieved through:

- provision of expert advisory, compliance, enabling and support in procurement services to government agencies, including category management for general goods and services, and
- providing procurement services that enable suppliers to reduce the cost of doing business with the Queensland Government, supporting employment and better social outcomes for communities.

Commercialised Business Units

QBuild

QBuild works in, and for, communities, including regional areas across Queensland, supporting government agencies with building, maintenance, rebuilding, and recovery services whilst committing to the highest standards of workplace health and safety. An asset life cycle management approach to service delivery adds value to boost Queensland's growing communities by providing critical, cost-effective, and streamlined services to customer agencies.

Leveraging a strong and skilled workforce, QBuild works directly with industry to maximise local supplier participation and create jobs state-wide through the QBuild apprenticeship program. QBuild's geographic presence enables immediate response to communities affected by natural disasters and other major events, working with government agencies to ensure assets become operational quickly and services are returned to Queenslanders.

QBuild has an objective to support Queensland regional jobs and be the trusted building experts for Queensland government agencies, by providing state-wide planning, building, maintenance, and recovery services that use local suppliers and QBuild apprentices.

QFleet

QFleet is responsible for whole-of-government fleet management and advisory services. These services include:

- vehicle procurement and contract management
- fleet advisory services to public sector departments, as well as government-funded organisations

- in-service maintenance
- accident management. and
- end-of-life repairs and vehicle remarketing.

QFleet's objective is to provide a central pool of expertise in fleet management and fleet management services, which enable government and government-funded organisations to safely deliver frontline services to the community. QFleet also seeks to support Queensland to achieve its emission reduction targets by leading the Queensland Government's transition to electric vehicles.

Statutory Bodies

Queensland Building and Construction Commission

The Queensland Building and Construction Commission (QBCC) is a statutory body established by the *Queensland Building and Construction Commission Act 1991* (QBCC Act) to regulate building work in Queensland. The QBCC comprises the Queensland Building and Construction Board, the Service Trades Council, the QBCC Commissioner and the organisational unit under the Commissioner's control.

The QBCC has regulatory functions and responsibilities under the QBCC Act, the *Building Act 1975*, the *Plumbing and Drainage Act 2018* and the *Building Industry Fairness (Security of Payment) Act 2017* (BIF Act), and subordinate legislation. The QBCC regulates the building industry to ensure standards are met; provides remedies for defective building work; provides support, education and advice for consumers and those who undertake building work; regulates domestic building contracts; and regulates building products to ensure safety. The QBCC administers a safety net for Queensland consumers undertaking residential building work through the statutory insurance scheme, known as the Queensland Home Warranty Scheme (QHWS).

Under the QBCC Act, the QBCC administers licences for building contractors, nominee supervisors, site supervisors, fire protection workers and mechanical services workers. It also licenses building certifiers and pool safety inspectors (under the *Building Act 1975*), and issues occupational licences for plumbing, drainage and wet fire protection work (under the *Plumbing and Drainage Act 2002*). The QBCC also monitors compliance with the Minimum Financial Requirements for licensing, as well as administering provisions of the BIF Act intended to promote security of payment, including the Project Trust Account framework and the adjudication process.

Residential Tenancy Authority

The Residential Tenancies Authority (RTA) is Queensland's independent and impartial statutory body that administers the *Residential Tenancies and Rooming Accommodation Act 2008* (RTRA Act) and *Residential Tenancies and Rooming Accommodation Regulation 2009*.

The RTA:

- regulates Queensland's residential rental sector to uphold fairness, integrity and balance within the sector and empower Queenslanders to make informed renting choices
- provides tailored tenancy information, support, targeted information on legislation, and bond management services, and offers a free dispute resolution service to help parties resolve tenancy issues in a cost-effective manner and avoid legal action
- conducts digital and in-person customer and stakeholder engagement activities state-wide, providing information and education on tenancy rights and responsibilities under the RTRA Act
- investigates alleged offences under the RTRA Act with the aim to prevent repeat offending and improve compliance, and
- monitors rental data and trends and works with all sector groups including tenants, property managers and owners, community and industry stakeholder groups and the Queensland Government to inform and support positive renting outcomes.

Strategic Objectives

The Department of Housing and Public Works draft vision is *Secure a brighter future for Queenslanders through social and affordable housing, construction, and service innovation.*

The purpose of the department is to create foundations that deliver a place to call home for more Queenslanders and value through government procurement, youth engagement and a thriving night-life economy and construction sectors.

The department will deliver our vision through our objectives:

- Increase housing options and harness the potential of the community housing sector to help, find and secure, and keep a place to call home.
- Create future prosperity by unleashing Queensland's procurement power, supporting a vibrant night-life economy and activating opportunities for young Queenslanders.
- Boost Queensland's productivity through an effectively regulated construction industry and delivery to contribute to a more sustainable future.
- Foster a culture of integrity, learning and inclusion where we empower our people to deliver solutions.

The department continues to refine our vision, purpose and objectives as part of the finalisation of the department's Strategic Plan 2025-2028, due on 28 March 2025.

Key Programs/Initiatives

The key initiatives and programs overseen by the department include:

Housing and Homelessness

- Implement the Government's "Securing our Housing Foundations" across critical planks including Unlock, Build, Boost, Ease and Help. A number of specific actions and initiatives are outlined below.
- Deliver an additional 53,500 social and community housing dwellings.
- Build new homes through administration of the \$2 Billion Housing Investment Fund.
- Unlocking land and expanding home ownership options to build stronger communities
- Fostering a stable legislative and regulatory environment to attract investment and increase housing supply
- Unlock the Community Housing Sector in Queensland commencing with regulatory changes that allow Community Housing Providers access to build on charity owned and church owned land and partner with the Community Housing Sector to build 10,000 community homes on these lands with 500 homes built within two years.
- Deliver eight new supported accommodation services for young Queenslanders.
- Engage with the Community Housing Sector to deliver a Master Agreement for Community Housing Providers in Queensland.
 - Sign a master agreement with the community housing sector to deliver certainty and stability for this segment of the housing market to grow
- Improving housing outcomes for First Nations people.
 - Expand opportunities for home ownership in Queensland's Indigenous communities, including delivering a new rent-to-buy scheme to boost home ownership on Palm Island in partnership with the Palm Island Aboriginal Shire Council, and
 - Closing the housing gap.
- Stewardship of regulated housing markets by maintaining contemporary and effective legislation and regulatory oversight.
- Deliver an ongoing funding uplift in Specialist Homelessness Services across the State.

- Deliver \$1 Million for the Australian Street Aid Project (Chances) for homeless support services in Mackay
- \$2 million funding for Roofs to Recovery, a Sunshine Coast homelessness charity, to buy land and build six one-bedroom homes, including accommodation for a support worker to help them access services, for people needing transitional housing around Caloundra
- Provide emergency accommodation for vulnerable women and children through the ten new and replaced domestic and family violence shelters
- Guarantee a 20 per cent uplift in funding to specialist homelessness services across the next four years
- Help get Queenslanders sleeping rough into accommodation by boosting after hours outreach homeless services
- Transforming the homelessness system and services through review and continued delivery of responsive social housing.
- Regulation of key housing and accommodation sectors including community housing, retirement villages, manufactured home and residential services.

Youth

- Play an active and engaged role in Queensland's Youth Parliament forums and settings to ensure that young Queenslanders' voices are heard.
- Investigate and activate opportunities to better allow for young Queenslanders to be consulted and informed on work undertaken by the Queensland Government.
- Coordinate the Safer Schoolies Response to ensure the schoolies period is as safe as possible for school leavers, residents, businesses, and the community.

Night Life Economy

- Support and grow the night life industry across the state
 - Establishing an industry advisory panel comprising live music venue operators, event promoters, hotel and club representatives, performers, academics, charities and Safe Night Precinct workers from across the state.
 - Stimulating the night-life economy by collaborating with local businesses and across government to address barriers, identify opportunities and create a vibrant and safe nightlife environment, boosting economic growth.

Public Works

- Supporting Queenslanders impacted by disruptive events including the 2022 SEQ floods through the Resilient Homes Fund and Accommodation Package.
 - Playing a leading role in comprehensive government efforts to restore and strengthen communities affected by disasters by promoting sustainable building practices, improving residential resilience, and incorporating disaster mitigation strategies.
- Lift productivity across Queensland's construction industry so that community infrastructure can be completed in a timely manner with respect for taxpayer money in mind.
 - Promoting a well-regulated and supported construction sector by strengthening the building regulator and fostering intergovernmental collaboration to improve industry performance, efficiency, and effectiveness.
- Improve safety and control of state-owned infrastructure
 - \$250,000 to protect and enhance Maleny's 'Dark Sky' status by fast tracking lighting replacement on all state-owned buildings in Maleny such as the police station and hospital.
- Deliver a legislative and regulatory environment that will generate strong investor confidence in Queensland, therein driving up housing supply and maintaining housing affordability for homeowners and renters alike.

Procurement

- Ensure the procurement practices across Government are achieving their desired outcomes and that Queensland taxpayer money is respected throughout procurement activities.
 - Driving economic growth and job creation by supporting local businesses through the Buy Queensland Procurement Strategy and capitalising on the 2032 Games procurement strategy.
 - Simplifying procurement processes to facilitate seamless connections between government buyers and suppliers and publish procurement pipelines to enable businesses to plan and invest confidently.

QBuild

- Drive a transformative trades and apprenticeships program to elevate QBuild and industry excellence.
- Transforming QBuild into a model of leadership in sustainability and community focus by integrating renewable energy, energy-efficient design and construction, and eco-friendly materials while prioritizing resource efficiency.

QFleet

- Leading the transition to a cost-effective, low-emission fleet to reduce environmental impact and promoting the use of alternative fuel vehicles.

Performance monitoring and measurement

In consultation with the Department of the Premier and Cabinet, the department has developed service standards that measure the efficiency and effectiveness of service area performance in the department and its commercialised business units.

The department monitors progress against service standards throughout the year and publishes performance outcomes bi-annually through the Service Delivery Statement in the budget papers and the annual report tabled in Parliament by 30 September each year. The current draft of Service Delivery Statement performance measures is included in **Attachment 4**.

On a quarterly basis, the department reviews its achievements to ensure that performance metrics are on track, and where necessary, mitigations are identified to remediate performance issues.

The department will review its performance measures following finalisation of the new strategic plan by 28 March 2025 and commence reporting against the new targets in 2025. While still under development, potential measures that will support implementation of the department's strategies will be linked to:

- Social and affordable housing delivery
- Number of households assisted
- Achievement of service objectives across the portfolio
- Customer satisfaction, and
- Service delivery measures.

Strategic challenges

There are several strategic challenges that may impact the department's service performance at a portfolio specific level.

1. Housing insecurity across the Queensland community characterised by:
 - Decreased housing availability and affordability due to increased demand, including rental availability and affordability.
 - Increased number of people facing housing insecurity and requiring housing assistance and support.
 - Rising cost of living.
2. Social housing supply
 - The commitment to deliver 53,500 social and community housing is facing construction market competition as it is being delivered alongside a significant pipeline of infrastructure delivery across Queensland, including schools, energy, transport infrastructure along with infrastructure required to support the 2032 Olympic and Paralympic Games.
 - Construction cost growth along with land and borrowing costs is increasing the cost of grants and other funding support required by Community Housing Providers.
 - The lack of available, serviced land and other time and cost challenges to deliver social homes in remote and discrete Aboriginal and Torres Strait Island Local Government areas due to high cost of materials, transport and labour, as well as wet season impacts.
3. Labour, materials and supply shortages
 - Construction and building labour shortages affecting housing construction, maintenance and program implementation, exacerbated further in remote and discrete communities.
 - Disruptive events including natural disasters that require an immediate response that compete for finite resources with business-as-usual activities.
 - Limited diverse suppliers that narrow opportunities for agencies to meet spend targets with local supplier mandates, small and medium sized enterprise spend, and First Nations businesses.
4. Customer and tenant complexity
 - Increasingly complex customer cohorts many of whom experience mental health challenges, domestic and family violence, economic instability, drug and alcohol problems, and social inequalities.
 - Closing the Gap for Queensland's Aboriginal and Torres Strait Islander peoples and communities requires systemic challenges to be addressed in consultation with community.
5. Complex homelessness ecosystem characterised by:
 - Transient populations and inconsistent approach to managing homelessness by Local Authorities.
 - Finite accommodation options – including temporary, crisis and supported accommodation options.
6. Legislative reform that balances competing priorities
 - Giving providers confidence to invest in housing supply through a stable and certain regulatory framework while maintaining contemporary consumer protections and responding to emerging issues in regulated housing markets, including retirement villages, manufactured homes, residential services, residential rental, and community housing.
 - Modernising the regulation and provision of residential services in Queensland to better meet resident support and accommodation needs consistent with contemporary expectations and attract sustainable provider investment in this sector.
7. Interoperability between Commonwealth and State (and other jurisdictions) arrangements and intergovernmental coordination

- Complex building laws and standards across jurisdictions presenting challenges for rapid adoption of solutions (for example, modular and prefabricated buildings) and inconsistencies in licensing, certification, consumer protection including insurance requirements leading to complexity of building in one location and installing in another.
 - Reduction in real terms in Commonwealth funding for the National Agreement of Social Housing and Homelessness to meet needs and rising service delivery costs
 - The large number of relatively low value Commonwealth funding streams, each with various onerous requirements, comes at significant administrative impost on the state and community housing providers and can impede delivery.
 - Short-term nature of Commonwealth funding commitments impedes planning and restricts long-term solution development, and this does not build a sustainable pipeline of social and affordable housing delivery.
 - Conditions and restrictions in use of Commonwealth funding including building specifications and requirements.
8. Workplace Health and Safety (WH&S)
- Increasingly complex WH&S environment in Housing Service Centres and responding to the needs of vulnerable Queenslanders.
 - High risk work environments in the construction and building sector.

Resourcing

Budget

Service area	Indicative Annualised Budget 2024-25 (\$ '000)
Housing and Homelessness Services	2,308,309
Public Works	1,027,841
Procurement policy and enabling services	25,886
Youth Affairs	4,668
Night-Life Economy	120
Departmental Total	3,366,824
QFleet	187,987
QBuild	1,362,428
Reporting Entity Total	4,917,239

Notes:

1. Figures are based on SDS published budgets and represent annualised budget figures.
2. Note that in 2024-25 the functions transferred into DHPW will in actual terms be prorated from the MoG effective date of 1 November 2024.

People (FTE)

There are approximately 4,406 budgeted FTE in the Department of Housing and Public Works comprising departmental and commercialised business units.

Staffing Departmental

The table below shows the projected Full Time Equivalents (FTEs) as at the 30 June 2025.

Service area ¹	2024–25 Budget	2024-25 Est. Actual
Housing and Homelessness Services	1,709	1,709
Building and government accommodation services	236	236
Procurement policy and enabling services ^{2, 3}	125	155
Youth Affairs ³	13	13
Total FTEs	2,083	2,113

Notes:

1. Corporate FTEs are allocated across the service to which they relate.
2. 2024-25 Est. Actual includes the corporate allocation to transfer from the former DEC to HPW
3. 2024-25 Est. Actual reflects the Interim MoG transfer FTEs which are not yet finalised.

Staffing Commercialised business units

The table below shows the projected Full Time Equivalents (FTEs) as at the 30 June 2025.

Service area	2024–25 Budget	2024-25 Est. Actual
QBuild	2,284	2,290
QFleet ⁴	39	39
Total FTEs	2,323	2,329

Notes:

4. 2024-25 Est. Actual reflects the Interim MoG transfer FTEs which are not yet finalised.

Capital Program

The Capital Program for the Department of Housing and Public Works in 2024-25 is in the order of \$1.445 billion, including capital purchases of property, plant and equipment of \$757.6 million and capital grants of \$687.4 million.

Housing and Homelessness

The department's mandate includes responsibility for the delivery 53,500 social and community homes by 2044.

These social and community homes will include a range of dwelling types, including detached houses, townhouses, modular dwellings, and low- and high-rise apartments to meet the housing needs of individuals and families, including those in remote and discrete Aboriginal and Torres Strait Islander

communities. Cohort specific responses such as youth foyers, domestic and family violence shelters, supportive housing, and supported accommodation will also contribute to the target.

Across Queensland, the department delivers social homes through both state-led public housing and partnerships with registered community housing providers (RCHPs), community organisations and Aboriginal and Torres Strait Islander councils.

Since 1 July 2023, as at 31 December 2024, 1,851 social homes have been delivered towards the 53,500 social and community housing target, including 921 in partnership with an RCHP or an Aboriginal and Torres Strait Islander Local Government Authority. This includes:

- 743 new builds
- 1,108 purchases.

The department is scaling up annual delivery to average more than 2,000 social and community homes per annum from 2028, subject to state and commonwealth funding.

As at 31 December 2024, the social housing portfolio comprised 76,925 homes accommodating approximately 155,000 people. The department is responsible for the maintenance of the more than 63,000 of these social homes which are owned (or leased) by the department. This includes homes in remote and discrete Aboriginal and Torres Strait Islander Local Government areas, which are managed under 40-year leases.

Social and affordable housing is also being delivered through Economic Development Queensland (EDQ). Social homes delivered by EDQ will contribute towards the 53,500 social housing target. As these homes are delivered, they will be captured in reporting by DHPW.

In 2024-25 the capital program for Housing is \$1.131 billion.

- Capital purchases total \$507.8 million including \$314.9 million for construction of new social housing, \$120.8 million for upgrades to existing social housing stock and \$65.8 million for the purchase of land and existing properties. Of this amount, \$96.3 million is within Aboriginal and Torres Strait Islander communities.
- Capital grants total \$623.9 million to deliver social housing dwellings, commence and continue construction, and upgrade existing dwellings in partnership with registered housing providers. Of this amount, \$78.8 million is within Aboriginal and Torres Strait Islander communities.

The program of work for delivery of social and affordable homes includes a combination of state and commonwealth funded programs. These include:

- **Housing Investment Fund** - The \$2 billion Housing Investment Fund (HIF) targets the commencement of 5,600 social and affordable homes by 30 June 2027, including through partnerships with community housing providers and the private sector. As at 31 December 2024, 2,931 homes have been contracted (1,517 social and 1,414 affordable), including 743 homes delivered (646 social and 97 affordable) and 1,820 homes under construction (710 social and 1,110 affordable).
- **QuickStarts Qld (QSQ)** – QSQ is a \$2.658 billion capital delivery program, that includes state-led delivery and delivery in partnership with registered community housing providers, community organisations and Aboriginal and Torres Strait Islander councils. QSQ has a target to commence 3,265 social homes by 30 June 2025. As at 31 December 2024, 1,275 social homes have been delivered (including 247 in partnership with a Community Housing Provider), 1,115 social homes are in construction and 651 social homes are under contract to be delivered.
- **Social Housing Accelerator (SHA)** – In June 2023, the Australian Government announced the SHA, with Queensland receiving \$398.3 million to support the delivery of up to 600 social homes through both state-delivered and homes delivered in partnerships with RCHPs, and in partnership with Aboriginal and Torres Strait Islander councils. As at 31 December 2024, 30 social homes have been delivered (including 12 in partnership with a Community Housing Provider), 150 social homes are in construction and 37 social homes are under contract to be delivered.

- **Funding Allocations in the 2024/25 budget** – Additional capital funding of \$1.75 billion was approved in the 2024/25 budget. This includes \$1 billion in funding for social housing delivery.
- **National Rental Affordability Scheme Purchase (NRAS) Initiative** – The NRAS Purchase Initiative supports community housing providers to acquire properties exiting the NRAS to retain as social and affordable homes. This Initiative was funded as part of the \$1.75 billion in the 2024/25 budget allocations. As at 31 December 2024, 270 social homes purchased by community housing providers have settled, and an additional 7 properties have been conditionally contracted with willing sellers.
- **Housing Support Program: Priority Work Stream (PWS)**: The Australia Government contributed \$199.2M to the Queensland Government to deliver social homes and enabling infrastructure through the PWS. The DHPW received \$98M to deliver 90 social homes. As at 31 December 2024, 68 social homes are under contract to be delivered.

Public Works

In 2024-25 the capital program for Public Works is \$292.4 million. Capital purchases total \$229 million including the following key highlights:

- \$162.9 million investment to deliver safe and secure government employee housing including in remote and regional communities as part of government's commitment to attract and retain key frontline staff. This program will include new accommodation for staff delivering critical services, replacement or refurbishment of residences at the end of their useful life to modern design standards and the upgrade of residences to ensure they remain fit-for-purpose and appropriate for employees.
- \$17.1 million to support the delivery of a levee to reduce the impact of flooding on parts of Bundaberg East and Bundaberg South.
- \$15.8 million to make Zero Emission Vehicle (ZEV) charging infrastructure available in Queensland government buildings.

Capital grants total \$63.4 million being for eligible homeowners to raise, repair or retrofit their homes to incorporate flood resilient design and materials to reduce the impacts of future flood events. Grant applications received as at 2 January 2025 totalled 1,943 with \$88.24 million total grants committed.

Attachments

Attachment 1 – Department of Housing and Public Works locations

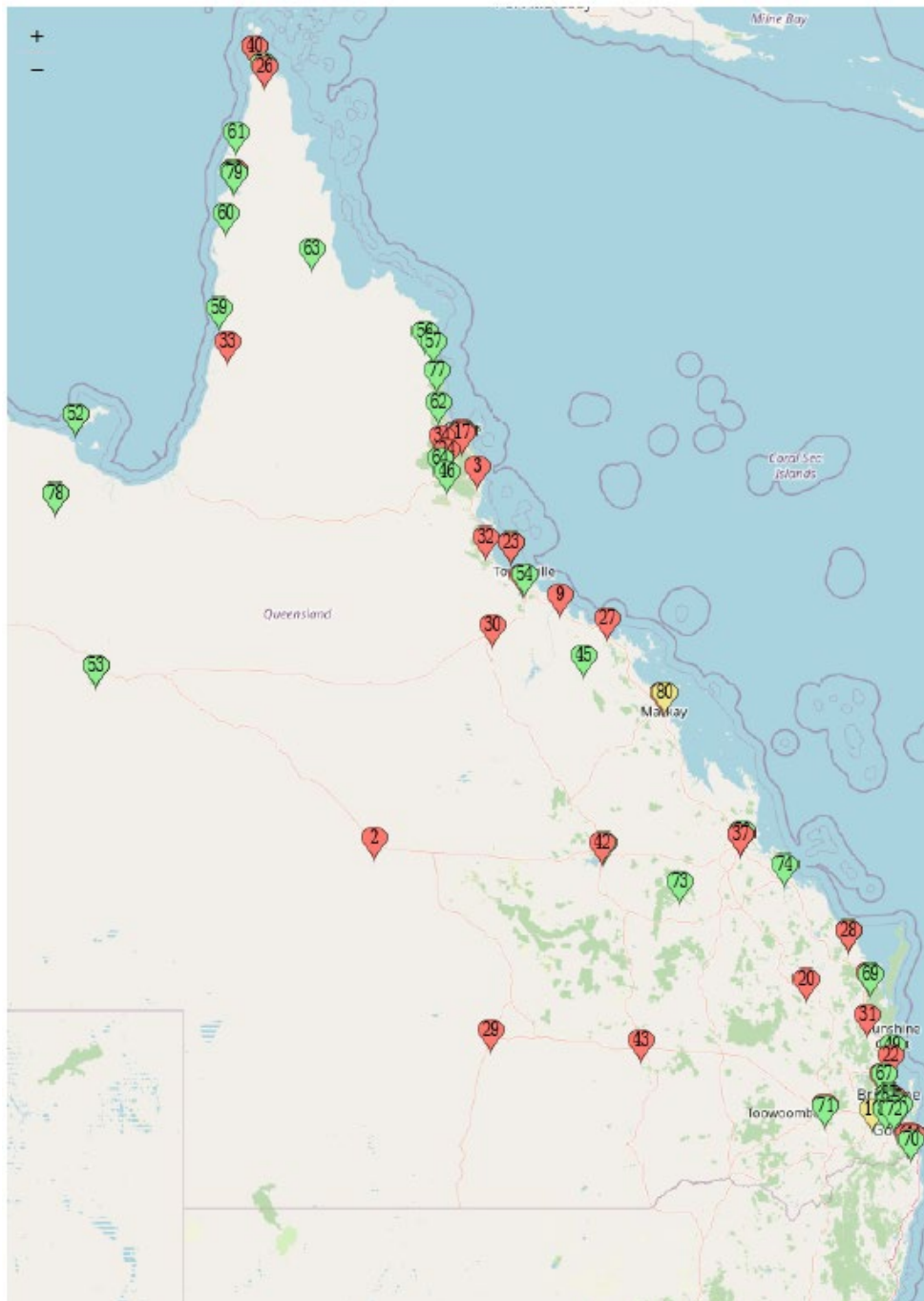
Attachment 2 – Department of Housing and Public Works Organisational Structure

Attachment 3 – Act of Legislation administered by the Portfolio

Attachment 4 – Service Delivery Statement Performance Measures

Department of Housing and Public Works Locations across Queensland.

The list of properties includes areas charged as office space including QBuild Depots. Distributed Work Centres, Government Bodies such as Commissions and Statutory Authorities etc and spaces charged as storage are excluded.



*Numbers on map correlate with tables below

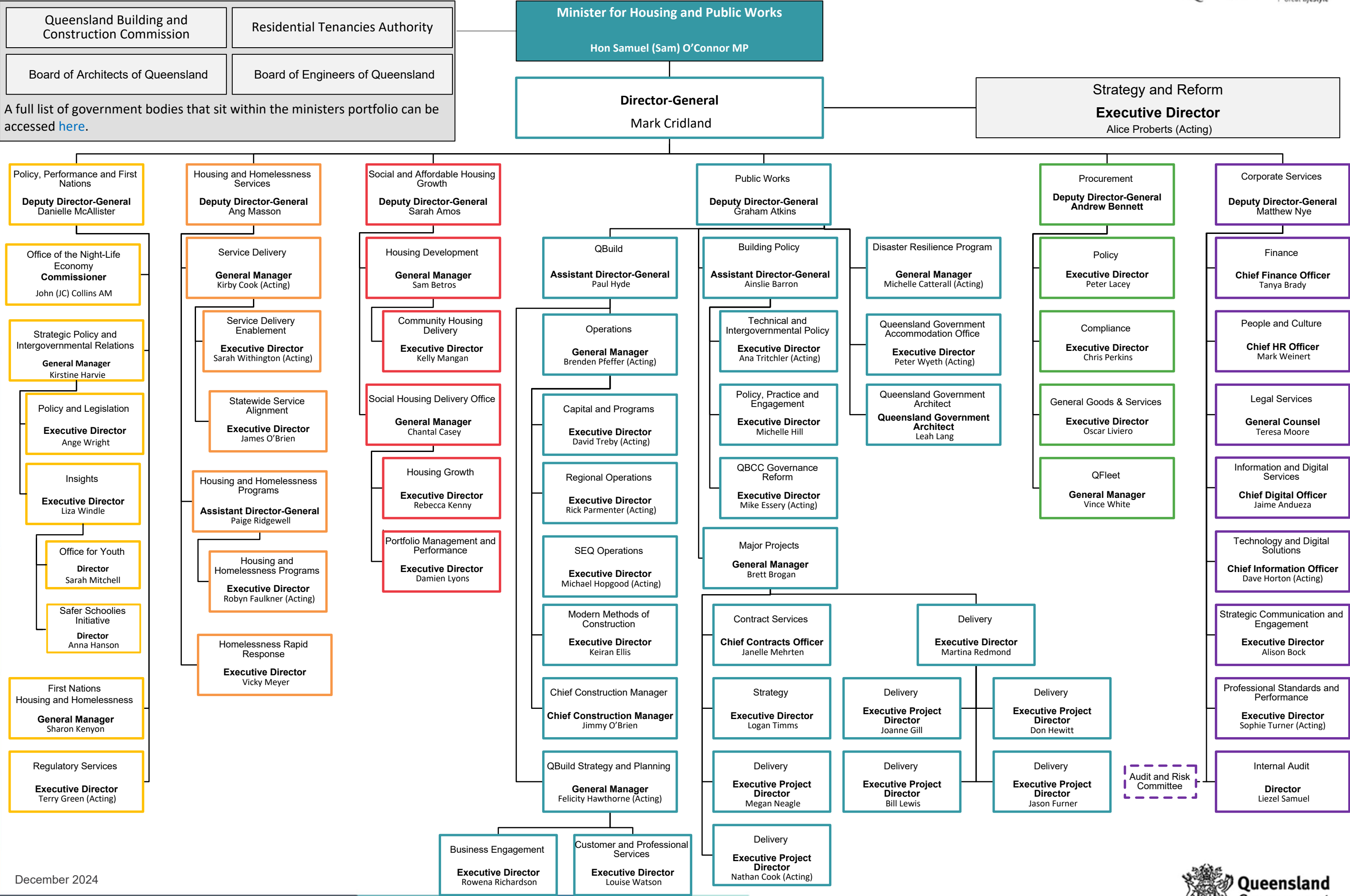
Map	Property Name	Owned/ Leased	Suburb	Area (sq m)	Tenant
1	THURSDAY ISLAND 37-45 DOUGLAS STREET	Owned	THURSDAY ISLAND	357.67	Housing and QBuild
2	LONGREACH COURT HOUSE	Owned	LONGREACH	106.00	QBuild
3	INNISFAIL DPW HOLDING DEPOT	Owned	INNISFAIL	204.00	QBuild
4	TOOWOOMBA DPW OFFICE	Owned	TOOWOOMBA	767.27	QBuild
5	CAIRNS QBUILD OFFICES & DEPOT	Owned	CAIRNS	1,451.00	QBuild
6	CABOOLTURE REGIONAL QBUILD OFFICE	Owned	CABOOLTURE	831.78	QBuild
7	ROCKHAMPTON GOVERNMENT OFFICE BLOCK E	Owned	ROCKHAMPTON	595.00	QBuild
8	MACKAY MVIC: DPW REGIONAL OFFICE	Owned	MACKAY	598.00	QBuild
9	AYR QBUILD DEPOT	Owned	AYR	54.00	QBuild
10	IPSWICH 117 BRISBANE STREET	Major Leased	IPSWICH	1,347.20	Housing and QBuild
11	BRISBANE 111 GEORGE STREET	Major Leased	BRISBANE	2,148.00	Corporate Services
12	BRISBANE 60 ALBERT STREET	Major Leased	BRISBANE	8,727.00	Corporate Services, QBuild, Public Works, QFleet & Procurement
13	BRISBANE 53 ALBERT STREET	Major Leased	BRISBANE	2,866.00	Building Policy, Major Projects and Procurement
14	CHERMSIDE 113 KITTYHAWK DRIVE	Leased	CHERMSIDE	491.00	QBuild
15	EAGLE FARM 21 INDUSTRY COURT	Leased	EAGLE FARM	2,897.00	QBuild
16	CANNON HILL 18 SOUTHGATE AVENUE	Leased	CANNON HILL	3,785.00	QBuild
17	PORTSMITH 46 REDDEN STREET	Leased	PORTSMITH	2,025.00	QBuild
18	NERANG 832 SOUTHPORT NERANG ROAD	Leased	NERANG	752.00	QBuild
19	MOLENDINAR 36 EXPORT DRIVE	Leased	MOLENDINAR	800.00	QBuild
20	GAYNDAH 18 PINEAPPLE STREET	Leased	GAYNDAH	170.00	QBuild

Map	Property Name	Owned/ Leased	Suburb	Area (sq m)	Tenant
21	BRISBANE 400 QUEEN STREET	Leased	BRISBANE	128.00	Disaster Resilience Group
22	CORBOULD PARK 31 RON PARKINSON CR	Leased	CORBOULD PARK	1,338.00	QBuild
23	PALM ISLAND SMALL BAY ROAD	Leased	PALM ISLAND	3,852.00	QBuild
24	TOLGA 20 ALBRECHT STREET	Leased	TOLGA	904.00	QBuild
25	DOOMADGEE GOODEEDAWA ROAD	Leased	DOOMADGEE	1,000.00	QBuild
26	BAMAGA QBUILD DEPOT	Owned	BAMAGA	286.00	QBuild
27	BOWEN QBUILD DEPOT	Owned	BOWEN	108.00	QBuild
28	BUNDABERG QBUILD DEPOT	Owned	BUNDABERG	485.09	QBuild
29	CHARLEVILLE QBUILD DEPOT	Owned	CHARLEVILLE	154.80	QBuild
30	CHARTERS TOWERS QBUILD DEPOT	Owned	CHARTERS TOWERS	233.44	QBuild
31	GYMPIE QBUILD DEPOT	Owned	GYMPIE	126.00	QBuild
32	INGHAM QBUILD DEPOT	Owned	INGHAM	159.00	QBuild
33	KOWANYAMA QBUILD DEPOT	Owned	KOWANYAMA	86.00	QBuild
34	MAREEBA QBUILD DEPOT	Owned	MAREEBA	163.00	QBuild
35	MARYBOROUGH QBUILD DEPOT	Owned	MARYBOROUGH	316.20	QBuild
36	MORNINGTON ISLAND QBUILD DEPOT	Owned	MORNINGTON ISLAND	164.00	QBuild
37	ROCKHAMPTON QBUILD DEPOT	Owned	ROCKHAMPTON	232.00	QBuild
38	WEIPA QBUILD DEPOT	Owned	WEIPA	277.24	QBuild
39	MOUNT ISA QBUILD DEPOT OFFICES	Owned	MOUNT ISA	570.00	QBuild
40	THURSDAY ISLAND QBUILD DEPOT AND RESIDENCE NO.24	Owned	THURSDAY ISLAND	110.00	QBuild
41	GARBUTT QBUILD DEPOT AND OFFICES	Owned	GARBUTT	1,097.62	QBuild
42	EMERALD QBUILD DEPOT NO.2	Owned	EMERALD	165.37	QBuild
43	ROMA ROMA GOVERNMENT COMPLEX	Owned	ROMA	127.84	QBuild

Map	Property Name	Owned/ Leased	Suburb	Area (sq m)	Tenant
44	SURFERS PARADISE 2 ELKHORN AVE	Leased	SURFERS PARADISE	350.00	Youth
45	COLLINSVILLE COURT HOUSE	Owned	COLLINSVILLE	108.11	Housing
46	RAVENSHOE COURT HSE/GOV OFFICE BLDG	Owned	RAVENSHOE	67.07	Housing
47	EMERALD GOVERNMENT OFFICE BLDG	Owned	EMERALD	163.00	Housing
48	PALM ISLAND 72 MAIN STREET	Owned	PALM ISLAND	75.41	Housing
49	MAROOCHYDORE MIKE AHERN BUILDING	Owned	MAROOCHYDORE	587.94	Housing
50	ROCKHAMPTON JAMES LARCOMBE PLACE	Owned	ROCKHAMPTON	676.00	Housing
51	CAIRNS WILLIAM MCCORMACK PLACE	Owned	CAIRNS	1,339.00	Housing
53	MORNINGTON ISLAND 305 LARDIL STREET	Leased	MORNINGTON ISLAND	42.00	Housing
53	MOUNT ISA 19 WEST STREET	Leased	MOUNT ISA	540.00	Housing
54	TOWNSVILLE 101 STURT STREET	Leased	TOWNSVILLE	1,838.00	Housing
55	WEIPA 2 COMMERCIAL AVENUE	Leased	WEIPA	78.85	Housing
56	HOPE VALE 3 MUNI STREET	Leased	HOPE VALE	39.40	Housing
57	COOKTOWN 12 WALKER STREET	Leased	COOKTOWN	100.21	Housing
58	SEISIA 7-9 MUGAI STREET	Leased	SEISIA	96.00	Housing
59	PORMPURA AW 19 PORMPURA AW ST	Leased	PORMPURA AW	24.00	Housing
60	AURUKUN CNR KANG KANG RD AND KOAN ST	Leased	AURUKUN	42.00	Housing
61	MAPOON RED BEACH ROAD	Leased	MAPOON	15.50	Housing
62	MOSSMAN LOT 152 MOSSMAN GORGE ROAD	Leased	MOSSMAN	13.39	Housing
63	COEN 29 TAYLOR STREET	Leased	COEN	16.00	Housing
64	HERBERTON 57A GRACE STREET	Leased	HERBERTON	74.00	Housing
65	BRISBANE 63 GEORGE STREET	Major Leased	BRISBANE	201.00	Housing
66	BUNDABERG 16 QUAY STREET	Leased	BUNDABERG	785.00	Housing

Information is based on current rent charges and MoG advice that has been received to date.
MoG gains and losses for space are still being finalised.

Map	Property Name	Owned/ Leased	Suburb	Area (sq m)	Tenant
67	CABOOLTURE 60-78 KING STREET	Leased	CABOOLTURE	628.00	Housing
68	FORTITUDE VALLEY 503 - 515 ST PAULS TERRACE	Leased	FORTITUDE VALLEY	1,993.00	Housing
69	MARYBOROUGH CNR ALBERT AND ADELAIDE STREETS	Leased	MARYBOROUGH	600.00	Housing
71	TOOWOOMBA 8 - 10 RUSSELL STREET	Leased	TOOWOOMBA	1,106.00	Housing
72	WOODRIDGE 6 EWING ROAD	Leased	WOODRIDGE	291.00	Housing
73	WOORABINDA 201 CARBINE STREET	Leased	WOORABINDA	46.36	Housing
74	GLADSTONE 20-22 HERBERT STREET	Leased	GLADSTONE	208.00	Housing
75	CHERMSIDE 113 KITTYHAWK DRIVE	Leased	CHERMSIDE	331.00	Housing
76	CAPALABA 8 DOLLERY ROAD	Leased	CAPALABA	600.00	Housing
77	WUJAL WUJAL 140 HARTWIG STREET	Leased	WUJAL WUJAL	30.00	Housing
78	DOOMADGEE 275 SHARPE STREET	Leased	DOOMADGEE	20.00	Housing
79	ROBINA 19-33 ROBINA TOWN CENTRE DRIVE	Leased	ROBINA	731.00	Housing
79	NAPRANUM 320 WA-TYNE STREET	Leased	NAPRANUM	35.00	Housing
80	MACKAY 162 VICTORIA STREET	Leased	MACKAY	656.00	Housing
81	BRISBANE 1 WILLIAM STREET	Major Leased	BRISBANE	7,626.00	HPW Director-General, Housing, Youth
82	INALA 14 WIRRAWAY PARADE	Leased	INALA	935.00	Housing
83	FORTITUDE VALLEY 42 MCLACHLAN STREET	Leased	FORTITUDE VALLEY	888.00	Housing
84	BURANDA 221 LOGAN ROAD	Leased	BURANDA	701.00	Housing
85	CHERMSIDE 18 BANFIELD STREET	Leased	CHERMSIDE	602.00	Housing



Attachment 3 - Minister for Housing and Public Works and Minister for Youth – Acts Administered

Portfolio Responsibilities	Acts Administered
Homelessness Housing Supply and Delivery including <ul style="list-style-type: none">Affordable HousingCommunity Housing AssistanceHousing Assistance PolicyIndigenous Housing AssistancePrivate Housing AssistancePublic Housing Regulation of accommodation services – residential services, retirement villages and residential parks	<i>Help to Buy (Commonwealth Powers) Act 2024</i> <i>Housing Act 2003</i> <i>Housing (Freeholding of Land) Act 1957</i> <i>Inala Shopping Centre Freeholding Act 2006</i> <i>Manufactured Homes (Residential Parks) Act 2003</i> <i>Residential Services (Accreditation) Act 2002</i> <i>Residential Tenancies and Rooming Accommodation Act 2008</i> <i>Retirement Villages Act 1999</i>
Building and Plumbing Standards Government Accommodaiton and Public Services Residences Government Buildings Government Motor Vehicles Government Printing and Publishing Government Purchasing (including electronic procurement) Licensing and regulation of the Queensland building industry Licensing of Plumbers and Drainers Queensland home warranty insurance scheme Professional Practices and Registration of Professional Engineers and Architects Property Facilities Management and Property Related Services for Government and Major Projects including– <ul style="list-style-type: none">Design, Construction and MaintenanceProject Management Urban Design and Government Architect	<i>Architects Act 2002</i> <i>Building Act 1975</i> <i>Building Industry Fairness (Security of Payment) Act 2017</i> <i>Plumbing and Drainage Act 2018</i> <i>Planning Act 2016 (to the extent that provisions are relevant to the administration of the development tribunal under that Act: Chapter 6, Section 282; and Schedule 1)</i> <i>Professional Engineers Act 2002</i> <i>Queensland Building and Construction Commission Act 1991</i>
Night-Life Economy	<i>Night-Life Economy Commissioner Act 2024</i>
Youth Affairs	

Attachment 4 - Performance statement

Housing and Homelessness Services

Objective

Benefit Queenslanders and their communities by providing housing and homelessness services that are responsive, integrated, and accessible, and enrich the lives of Queenslanders.

Description

The service area:

- funds and delivers safe, secure and affordable housing, funds homelessness services and the coordination of person-centred support which meets the needs of Queenslanders and enables social and economic participation
- delivers frontline services for Queenslanders, including people experiencing homelessness, women and families experiencing domestic and family violence, and vulnerable young people
- partners with peak bodies, Aboriginal and Torres Strait Islander Housing Queensland, Indigenous Community Housing Organisations, Aboriginal and Torres Strait Islander Councils and non-government organisations to improve outcomes for First Nations people in accessing appropriate sustainable housing.

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Service: Housing			
Effectiveness measures			
Level of overall client satisfaction <ul style="list-style-type: none">• Public Housing^{1,2}• Community Housing²	86% 81%	80% 82%
Percentage of new households assisted into government-owned and managed social rental housing who were in very high or high need ³	95%	99%	95%
Average wait time to allocation for assistance (months) with government-owned and managed social rental housing for clients in very high or high need ⁴	12	21.7	12
Percentage of department owned social rental housing dwellings in acceptable condition	95%	98%	95%
Proportion of total new households assisted to access rental accommodation who moved into the private rental market	86%	87%	86%
Proportion of newly constructed social housing dwellings supported by the Queensland Government meeting the Livable Housing Design guidelines gold or platinum standards	New measure	New measure	50%
Percentage of under occupied government-owned and managed social rental housing	15%	15%	15%
Proportion of government-owned social rental housing stock matched to greatest demand	54%	56%	54%
Efficiency measure			
Average tenancy and property management administration cost per households assisted with social rental housing	\$1,523	\$1,546	\$1,558
Service: Homelessness			
Effectiveness measures			

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Percentage of clients who were homeless or at risk of homelessness needing assistance to obtain or maintain independent housing and achieved this outcome after receiving support ⁵	65%	58.4%	60%
Percentage of clients at risk of homelessness who avoided homelessness after receiving support	80%	79.5%	80%
Efficiency measure			
Recurrent cost per client accessing homelessness services ^{6,7}	\$4,210	\$4,721	\$4,886
Discontinued measures			
Proportion of newly constructed social housing dwellings meeting the Livable Housing Design guidelines gold or platinum standards ⁸	50%	48%	Discontinued measure
Service: Youth			
Effectiveness measure			
Percentage of participants who identify as having improved leadership capabilities as a result of attending a youth leadership program ⁹	90%	95%	90%

Notes:

1. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual reflects customer perceptions at a point in time when completing of the survey. Queensland continues to have the highest rate in client satisfaction compared to other jurisdictions with a result above the national average of 67 per cent.
2. A 2024–25 Target/Estimate has not been presented as this service standard is measured biennially with the next survey to be undertaken in 2025–26. Client satisfaction data is sourced from the Australian Institute of Health and Welfare, National Social Housing Survey and published in the *Report on Government Services*.
3. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to increased social housing support being provided to targeted vulnerable cohorts, for example people who are homeless or at risk of homelessness or experiencing domestic and family violence. The department's priority is the safety and wellbeing of Queenslanders, and a focus on those most vulnerable in the community. The 2024–25 Target/Estimate has been retained at 95 per cent to support a continued focus on targeting social housing support to vulnerable cohorts and people in highest need, while retaining flexibility for changing customer priorities and market conditions.
4. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to a number of factors including a reduction in the turnover of social housing resulting in a decrease in new allocations, the tightening of the private rental market due to rental and house sale prices, on-going increases in the cost of living affecting the building and construction industry, and high rates of migration.
5. The variance between the 2023–24 Target/Estimate, the 2023–24 Estimated Actual and the 2024–25 Target/Estimate is due to the cumulative impacts of ongoing tight housing market conditions on sustainable housing outcomes for clients. Market factors include high current housing costs and the high levels of population growth from interstate and overseas migration. These conditions have reduced exit options for clients in short-term housing to long-term housing in the broader housing system. Conditions will continue to impact this measure while solutions from *Homes for Queenslanders* are being implemented.
6. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to increased costs of service delivery and increased lengths of support for clients.
7. The 2024–25 Target/Estimate for the recurrent cost per client accessing homelessness services is based on the 2023–24 Estimated Actual plus estimated indexation.
8. This service standard has been discontinued and re-introduced due to a change in the calculation methodology resulting in past performance no longer being comparable. The re-introduced service standard, Proportion of newly constructed social housing dwellings supported by the Queensland Government meeting the Livable Housing Design guidelines gold or platinum standards, includes an expanded scope of project completions that meet the Livable Housing Design Guidelines gold or platinum standards. The wording of the reinstated measure has been amended to clarify the scope.
9. This service standard was previously presented in the Youth Engagement service area and has been incorporated into the Community Services service area

Building and government accommodation services¹

Objective

Deliver professional management of government infrastructure projects, that maximises opportunities for local businesses, as well as fit-for-purpose, well utilised and sustainable government office accommodation and employee housing.

Description

The service area:

- assists government agencies in the delivery of major government building and construction projects, quality office accommodation and property solutions, and safe and secure government employee housing for frontline workers to support Queensland's growing communities
- contributes to a safer, fairer and more sustainable building and construction industry and responds to emerging issues
- provides leadership and strategic advice on urban design and the built environment to government departments, local councils and the private sector.

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Effectiveness measures			
Return on investment:			
• Commercial properties included in the office portfolio	≥6%	5.9%	≥6%
• Government employee housing ²	≥1.5%	0.95%	≥1.5%
Vacancy rate:			
• Office portfolio ³	≤3.5%	2.38%	≤3.5%
• Government employee housing ⁴	≤4%	1.50%	≤4%
Percentage of government-owned employee housing with an acceptable facility condition index rating ⁵	≥90%	95%	≥90%
Energy performance - percentage of occupied government office accommodation achieving a rating greater than or equal to 5 star under the National Australian Built Environmental Rating System ⁶	80%	75%	80%
Work point density:			
• Average	13.5m ² per person	13.48m ² per person	13.5m ² per person
• New and refurbished fitout ⁷	12m ² per person	11.42 m ² per person	12m ² per person
Percentage of sub-contracts awarded to local companies ⁸	75%	98%	75%
Efficiency measure			
New and refurbished office fitout - cost per square metre ⁹	≤\$1,174 per square metre	\$1,530 per square metre	≤\$1,530 per square metre

Notes:

1. Due to machinery-of-government changes, effective from 18 December 2023, this Service Area has transferred to the Department of Housing, Local Government, Planning and Public Works. It was previously presented in the former Department of Energy and Public Works 2023–24 *Service Delivery Statements*.
2. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is a reflection on the department's increasing investment in government employee housing by constructing new dwellings, upgrading existing dwellings and renewing aged assets.
3. The positive variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to backfilling existing vacancies in major leased buildings and government owned buildings across the State.
4. The positive variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to the continued high demand from agencies for government employee homes leading to a shortage of available stock to lease, in regional and remote communities. Ongoing divestment of surplus properties where there is no demand also contributes to a lower vacancy rate.

5. The positive variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to investment into the Government Employee Housing portfolio and the department's ability to maintain residences at an appropriate standard through ongoing maintenance and upgrade works.
6. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to reduced building occupancy from continued flexible work arrangements. Energy is still required to maintain core building functions and a reduced occupancy level has resulted in a decrease of building performance as the calculation is based on occupancy, energy use and area.
7. The wording of this service standard has been amended from 'New fitout' to 'New and refurbished fitout' to clarify its scope and provide consistency of description between this service standard and the efficiency service standard 'New and refurbished office fitout - cost per square metre'. The calculation methodology remains unchanged.
8. The positive variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual demonstrates the effectiveness of efforts to maximise opportunities for local businesses.
9. The variance between the 2023–24 Target/Estimate, the 2023–24 Estimated Actual, and the 2024–25 Target/Estimate is due to the increasing costs to undertake fitout and construction works.

Procurement policy and enabling services

Objective

Drive nation-leading government procurement that provides maximum value for Queenslanders. Lead whole of government procurement practices that leverage Government's buying power to prioritise Queensland businesses and jobs and ethical supply chains.

Description

The service area:

- provides expert advisory, compliance, enabling and support procurement services to government agencies, including category management for general goods and services
- provides procurement services that enable suppliers to reduce the cost of doing business with the Queensland Government and supports employment and better social outcomes for communities.

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Effectiveness measures			
Overall customer satisfaction with the enabling activities that support agency implementation of the Queensland Procurement Policy	≥90%	87%	≥90%
Efficiency measures			
Operating cost per \$1,000 of managed spend on general goods and services	≥\$2	\$1.22	≥\$2

Commercialised business units

QBuild¹

Objective

To support Queensland regional jobs and be the trusted building experts for Queensland government agencies, by providing state-wide planning, building, maintenance and recovery services that utilise local suppliers and QBuild apprentices.

Description

QBuild is a commercialised business unit, working in and for communities, including regional areas across Queensland, supporting government agencies with building, maintenance, rebuilding and recovery services whilst committing to the highest standards of workplace health and safety. An asset life cycle management approach to service delivery adds value to boost Queensland's growing communities by providing critical, cost-effective and streamlined services to customer agencies.

Leveraging a strong and skilled workforce, QBuild works directly with industry to maximise local supplier participation and create jobs state-wide through the QBuild apprenticeship program. QBuild's geographic presence enables immediate response to communities affected by natural disasters and other major events, working with government agencies to ensure assets become operational quickly and services are returned to Queenslanders.

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Effectiveness measures			
Overall customer satisfaction ²	70%	72%	..
Percentage of outsourced maintenance spend on QBuild's customers' facilities with Local Zone 1 suppliers (based on physical location of contractor's workplace)	80%	81.3%	80%
Percentage of successful QBuild apprentice completions ³	60%	85%	60%
Efficiency measures			
Total current assets over total current liabilities ⁴	2.01:1	1.72:1	1.66:1
Gross profit as a percentage of revenue generated from work delivered on behalf of QBuild customers ⁵	5.1%	7.4%	6.7%
Net profit before tax and dividends as a percentage of sales ⁶	0%	1.5%	0.6%

Notes:

1. Due to machinery-of-government changes, effective from 18 December 2023, this Centralised Business Unit has transferred to the Department of Housing, Local Government, Planning and Public Works. It was previously presented in the former Department of Energy and Public Works 2023–24 Service Delivery Statements.
2. A 2024–25 Target/Estimate has not been presented as this is a biennial service standard that measures overall customer satisfaction of QBuild services delivered. The next customer satisfaction survey will be conducted in 2025–26.
3. The variance between 2023–24 Target/Estimate to 2023–24 Estimated Actual is due to more apprenticeships being completed by staff than anticipated. The 2024–25 Target/Estimate is set based on Queensland based apprentice completions of less than 50 per cent as reported by the National Centre for Vocational Education Research.
4. The variance between 2023–24 Target/Estimate to 2023–24 Estimated Actual and 2024–25 Target/Estimate mainly reflects the general movements in business activity.
5. The variance between 2023–24 Target/Estimate to 2023–24 Estimated Actual mainly reflects the products and services delivered and the related gross profits achieved. The variance between 2023–24 Target/Estimate to 2024–25 Target/Estimate mainly reflects the products and services delivered and the related gross profits achieved, and delivery support labour costs associated with Rebuild QBuild.
6. The variance between 2023–24 Target/Estimate to 2023–24 Estimated Actual mainly reflects the movement in contribution from the expected changes in the volume of sales, phasing of revenue to support Rebuild QBuild and expected costs for business system projects and the impacts of Enterprise Bargaining Agreements.

QFleet

Objective

To provide a central pool of expertise in fleet management and fleet management services, to enable government and government-funded organisations to safely deliver frontline services to the community. Support Queensland to achieve its emission reduction targets by leading the Queensland Government's transition to electric vehicles.

Description

QFleet is a commercialised business unit and is responsible for whole-of-government fleet management and advisory services. These services include vehicle procurement and contract management, fleet advisory services to public sector departments, as well as government-funded organisations, in-service maintenance, accident management, end-of-life repairs and vehicle remarketing.

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Effectiveness measures			
Percentage of QFleet vehicles with 5-star ANCAP safety rating	90%	93%	90%
Fleet vehicle utilisation compared to agreed leased parameters ¹	90%	77%	90%
Efficiency measures			
Total current assets over total current liabilities ²	12:1	0.79:1	0.83:1
Financial return as a percentage of total net assets ³	5.1%	8.0%	4.2%
Total net debt as a percentage of total capital ⁴	59.1%	67.4%	72.3%

Notes:

1. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is mainly due to changing work environments and altered service approach to include additional service delivery options reducing the frequency of motor vehicle use.
2. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual and 2024–25 Target/Estimate is mainly due to a change in vehicle acquisition strategies to overcome supply chain issues, with flow on impacts to cash balances, higher payables, taxation and increased short-term borrowings.
3. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is mainly due to a higher operating surplus achieved than budgeted. The variance between the 2023–24 Estimated Actual and the 2024–25 Target/Estimate is mainly due to a lower operating surplus anticipated in 2024–25 as a result of an increase in depreciation and higher cost on sale of motor vehicles.
4. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is mainly due to higher net debt as a result of a lower cash balance and increase in short-term borrowings. The variance between the 2023–24 Estimated Actual and the 2024–25 Target/Estimate is mainly due to higher net debt as a result of higher long-term borrowings

Statutory bodies

Queensland Building and Construction Commission

Objective

To deliver excellence in regulatory services in the building and construction industry to reduce risk and offer protection from harm, by striving for the highest standards of efficiency, effectiveness, transparency, and integrity in our regulatory and customer services.

Description

The Queensland Building and Construction Commission (QBCC) envisions a thriving and resilient industry, inspiring confidence, and supporting sustainable social, environmental, and economic outcomes for Queenslanders. The QBCC provides regulatory services to the building and construction industry and its users. Our regulatory services aim to reduce physical and financial risk and offer our customers (licensees and consumers) protection from associated harms. We do this through the responsive and timely provision of advice, information and engagement activities and by making fair, consistent, timely, and transparent decisions in line with the legislation we administer.

The Service Trades Council (established under the *Plumbing and Drainage Act 2008*) forms part of the QBCC and supports the QBCC in regulating Queensland's plumbing and drainage trades.

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Effectiveness measures			
Perception of fairness in decision-making: percentage of survey respondents agree the final decision was fair	65%	62.7%	65%
Percentage of QBCC decisions set aside (within the financial year period) by the Queensland Civil and Administrative Tribunal	7%	7%	7%
Percentage of licensees in category 4–7 who improved their financial position to meet minimum financial requirements to operate sustainably as a result of QBCC regulatory action	80%	80%	80%
Efficiency measures			
Cost of recovering \$1.00 of funds owed to creditors ²	\$0.55	\$0.51	\$0.55
Cost to assess and finalise a new licence application made under the <i>Queensland Building and Construction Act 1991</i> , the <i>Building Act 1975</i> , and the <i>Plumbing and Drainage Act 2018</i> ³	\$1,500	\$1,754	\$1,500
Other measures			
Percentage of early dispute resolution cases finalised within 28 days	80%	80%	80%
Average number of days to process licence applications ⁴	30 days	25 days	30 days
Percentage of owner builder permits approved within 15 working days ⁵	90%	75%	90%
Percentage of adjudication applications referred to an adjudicator within 4 business days ⁶	100%	99.3%	100%
Percentage of insurance claims for defective work assessed and response provided within 35 business days ⁷	50%	25%	35%
Average processing time for an early dispute resolution case	28 working days	28 working days	28 working days
Average approval time for defects claims less than \$20,000 ⁷	35 working days	50 working days	50 working days

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Percentage of internal review applicants contacted within 2 business days	95%	95%	95%

Notes:

1. Due to machinery-of-government changes effective from 18 December 2023 the Queensland Building and Construction Commission (QBCC) has transferred to the Department of Housing, Local Government, Planning and Public Works and was previously presented in the former Department of Energy and Public Works 2023–24 *Service Delivery Statements*.
2. The variance between the 2023–24 Target/Estimate and 2023–24 Estimated Actual is due to lower expenditure as a result of resource management. The QBCC does not play a debt recovery role, and any monies recovered are an incidental result of potential regulatory action to be undertaken.
3. The variance between the 2023–24 Target/Estimate and 2023–24 Estimated Actual is due to implementing new initiatives aimed at education and improving customer experience. In particular, related changes to the Licensing Branch (including new positions) was aimed at operational improvements in quality assurance and quality improvement. The number of applications assessed is also slightly lower than the original assumption, further increasing the variance.
4. The positive variance between the 2023–24 Target/Estimate and 2023–24 Estimated Actual is due to the proficient management of resourcing and assessment of applications.
5. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to the 2023–24 calculation methodology not specifically allowing a focus on complete applications only. A significant proportion of applicants provide incomplete applications, which requires QBCC assessment staff to seek further information and then allow the applicant a reasonable timeframe to provide the missing information. A slight amendment has been made to the 2024–25 calculation methodology to only take into account complete applications, to enable a greater clarity on the time of the actual process. With this change, past performance results will not be directly comparable.
6. The slight variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual was due to human error in referral of two separate matters creating delay in each instance, which was resolved with no consequence.
7. The variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is the result of the increasing number of non-completion claims, defective work claims, defective work complaints, and early dispute resolution cases received due to market conditions. The QBCC is implementing a program of works to improve claims management timeframes.
The 2024–25 Target/Estimate is based on the 2023–24 Estimated Actual, acknowledging the challenging industry landscape. A slight amendment has been made to the calculation methodology for assessments and responses to claims to include both approved and declined claims. This enables greater visibility of volume and monitoring of claims throughout the claims process. With this change, past performance results will not be directly comparable.

Staffing

The table below shows the Full Time Equivalents (FTEs) as at the 30 June in the respective years.

Service area	2023–24 Budget	2023–24 Est. Actual	2024–25 Budget
QBCC	741	741	778
Total FTEs	741	741	778¹

Notes:

1. The increase in 2024–25 relates to the increased focus on improved claims processes and outcomes, and increases across the organisation including frontline services and support teams, to reduce corporate risk and harm in the industry.

Residential Tenancies Authority

Objective

Enhance customer service delivery and experiences, regulate and influence the residential rental sector and transform digital service provision.

Description

The Residential Tenancies Authority (RTA):

- offers a range of services to uphold fairness, integrity and balance within the residential rental sector and empower Queenslanders to make informed renting choices
- provides tailored tenancy information, support, targeted information on legislation, and bond management services, and offers a free dispute resolution service to help parties resolve tenancy issues in a cost-effective manner and avoid legal action
- investigates alleged offences under the *Residential Tenancies and Rooming Accommodation Act 2008* with the aim to prevent repeat offending and improve compliance
- monitors rental data and trends and works with all sector groups including tenants, property managers and owners, community and industry stakeholder groups and the Queensland Government to inform and support positive renting outcomes.

Service standards	2023–24 Target/Est.	2023–24 Est. Actual	2024–25 Target/Est.
Effectiveness measures			
Proportion of disputes resolved after parties participated in the conciliation process ¹	70%	76.2%	70%
Overall client satisfaction with the Residential Tenancies Authority Contact Centre ²	75%	81%	75%
Efficiency measure			
Total operational cost for Residential Tenancies Authority output (excluding grants) as a proportion of the value of bonds held	3.5%	3.5%	3.7%

Notes:

1. The favourable variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to the RTA’s continual focus on upskilling staff and creating a flexible workforce that can adapt to changes in customer demand.
2. The favourable variance between the 2023–24 Target/Estimate and the 2023–24 Estimated Actual is due to the ongoing focus on reducing the overall average speed of answer since November 2023.

Staffing

The table below shows the Full Time Equivalents (FTEs) as at the 30 June in the respective years.

Service area	2023–24 Budget	2023–24 Est. Actual	2024–25 Budget
Residential Tenancies Authority	240	260	260
Total FTEs	240	260	260