

Table of contents

Letter of compliance	3
Table of contents	4
Board of Management – Chair’s Message	8
Chief Operating Officer’s Message	9
Overview	10
ABOUT US	10
OPERATING ENVIRONMENT	10
DISESTABLISHMENT OF THE PUBLIC SAFETY BUSINESS AGENCY	10
LEGISLATION ADMINISTERED	10
ACCOUNTABILITIES	10
VALUES	11
QUEENSLAND GOVERNMENT OBJECTIVES	11
Queensland’s Future State	11
PUBLIC SAFETY BUSINESS AGENCY OBJECTIVES	12
KEY OBJECTIVES AND PERFORMANCE MEASURES	13
ORGANISATIONAL STRUCTURE	15
SERVICES	16
Public Safety Business Agency structure as at 30 June 2021	17
Highlights 2020–2021	18
OBJECTIVE 1: - SERVICE LEADERSHIP – PRODUCTIVE AND RESPONSIVE SERVICES	18
Air Operator’s Certificate	18
Queensland Fire and Emergency Services and Queensland Ambulance Service technology upgrades	18
Microsoft Teams and video conferencing integration	18
Asset transfers	18
Capital programs to support operational capability of public safety agencies	19
OBJECTIVE 2: - TECHNOLOGY LEADERSHIP – INTEGRATED AND SCALED SERVICE PLATFORMS	20
Human Resources: The Next Generation Program	20
Aurion 11 Upgrade Project stage 2	20
Trunk Replacement Project	20
Geographic Information System Mapping assisting restrictions and response to the COVID-19 health pandemic	20
Queensland Police Service telephony upgrade	20
OBJECTIVE 3: - CAPABILITY LEADERSHIP – INNOVATIVE AND COLLABORATIVE BEST PRACTICES	20
Establishment of the Public Safety Business Agency Transition Taskforce	21
20,000 hours flight time as a Helicopter Emergency Medical Service	21
Queensland Government Air Memorandum of Understanding arrangements	21
Advanced Mobile Location project	21
Queensland Police Service border pass	21
Performance	22
PUBLIC SAFETY BUSINESS AGENCY SERVICE AREAS AND SERVICE STANDARDS	22
Support of Human Rights	23
Governance	24
EXECUTIVE MANAGEMENT	24
Public Safety Business Agency Board of Management profiles	24
Executive Leadership Team profiles	25
BOARD AND COMMITTEES	26

Public Safety Business Agency Governance structure as at 30 June 2021	26
PUBLIC SAFETY BUSINESS AGENCY BOARD OF MANAGEMENT	27
PSBA and public safety agency committees	28
Public Safety Business Agency and Office of the Inspector-General Emergency Management Audit, Risk and Compliance Committee (PSBA and IGEM ARCC)	28
Public Safety Agencies' Information Technology Committee	28
Public Safety Agencies' Operational Communications Committee	29
Public Safety Agencies' Business Services Committee.....	29
Public Safety Agencies' Investment and Procurement Committee	29
Public Safety Agencies' Workforce Committee.....	30
APPLICATION OF PUBLIC SECTOR ETHICS	30
Ethical standards.....	30
Code of Conduct	30
RISK MANAGEMENT AND ACCOUNTABILITY	30
Risk management	30
Internal audit.....	31
External scrutiny.....	31
Information systems and record keeping.....	32
Information security attestation.....	33
Public Safety Business Agency people	34
STRATEGIC WORKFORCE PLANNING AND PERFORMANCE	34
Workforce profile for the Public Safety Business Agency.....	34
Progressing action plans during 2020-2021	34
Staff development	34
Youth engagement	34
Performance management	34
Domestic and Family Violence support.....	35
Working for Queensland Survey.....	35
NAIDOC events 2020.....	35
Community recovery	35
Employee assistance	35
Health and wellbeing.....	35
Workplace health and safety	36
Early retirement, redundancy and retrenchment	36
Employee relations	36
Financial Summary	37
FINANCIAL PERFORMANCE	37
SUMMARY OF FINANCIAL PERFORMANCE	37
FINANCIAL PERFORMANCE SNAPSHOT	37
Financial performance income – two-year comparison.....	37
Income and expenses	38
Income received	38
Income by type	38
Expenditures incurred	39
Operating expenditure by type.....	39
Expenditure comparison to last year	39
FINANCIAL POSITION	40
Assets.....	40
Liabilities.....	41
Event occurring after balance date - PSBA Disestablishment.....	41
2020–2021 STATEMENT OF ASSURANCE	41
Appendices	42

APPENDIX 1 THE PUBLIC SAFETY BUSINESS AGENCY 2020–2021 FINANCIAL STATEMENTS.....	42
APPENDIX 2 GLOSSARY OF ACRONYMS	43
APPENDIX 3 FIGURES AND TABLES.....	45
APPENDIX 4 COMPLIANCE CHECKLIST	46

