

Table of contents

Letter of compliance.....	2
Table of contents	3
Acknowledgement of Country	4
Commissioner's message	5
About Us.....	7
Organisational structure	16
Service Alignment Program	17
QPS Regions Map	18
QPS response to COVID-19	20
Financial Summary	22
Summary of financial performance.....	22
Summary of financial position	24
Performance.....	26
Key performance measures	26
2020-21 highlights.....	31
Governance	41
Executive management.....	41
Boards and committees	44
Government bodies.....	52
Ethics and code of conduct	52
Risk management and accountability.....	53
Human resources.....	57
Strategic workforce planning and performance	57
Financial statements	62
Appendices	96
Government bodies.....	96
Acronyms.....	101
Compliance checklist	103

Information about consultancies and the *Queensland Language Services Policy* is available on the Queensland Government Open Data Portal (www.data.qld.gov.au).

The QPS did not undertake any overseas travel in 2020-21.