

Welcome to the *Department of Education and Training Annual Report 2009–10*. The annual report is an integral part of the department's corporate governance framework, describing our achievements, outlook and financial position for the year. The annual report also plays an important role in fulfilling the department's commitment to accountability and transparency.

This report is based on the department's *Strategic Plan 2009–13*, which outlines the department's key objectives and performance indicators.

The strategies for achieving our objectives, as outlined in the Strategic Plan, are highlighted throughout the document.

The Strategic Plan's key performance indicators are identified throughout the document, and through the online annual report site, with this symbol. 

In 2009–10, in line with the government's Performance Management Framework, the department is transitioning from reporting on outputs and performance measures to reporting against services and service standards. Existing performance measures identified in the State Budget 2010–11 Service Delivery Statements to be discontinued from 2010–11, are contained in this report. The new 'service standards' to be reported from 2010–11 reflect departmental strategic priorities in measuring the efficiency and effectiveness of service delivery.

The annual report provides comprehensive information about:

- the department's financial position for the 2009–10 financial year and our performance against our objectives
- our diverse and dynamic organisational culture, people management, corporate governance processes and future direction.

In order to meet our commitment to the environment, the print run of this report, which has been tabled in Parliament, was limited to 130 copies. The tabled version contains compliance information as stipulated in the *Annual report requirements for Queensland Government agencies – Requirements for the 2009–2010 reporting period*. This report can be downloaded and printed in full, in sections, or by the page, from the annual report website.

The online annual report contains additional information about departmental activities, programs and awards, and features photographs and videos that showcase the achievements of our staff.

Environmental sustainability is the theme of this year's online report.

The online DET annual report is available at: www.deta.qld.gov.au/reports/annual

Providing feedback – our contact details

We continually strive to meet best practice reporting standards and value the views of our readers. We invite you to provide feedback on this report by email to AnnualReport@deta.qld.gov.au, by contacting the Governance, Strategy and Planning Branch, PO Box 15033, City East Q 4002, or online at: www.deta.qld.gov.au/reports/annual

Interpreter services

The Queensland Government is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you need language assistance to access the annual report, you can contact TAFE Qld English Language and Literacy Services (TELLS) on telephone 131 450 to arrange an interpreter to effectively communicate the report to you.

Machinery-of-government changes

No machinery-of-government changes affected the department during the 2009–10 financial year.