

Contents

Letter of compliance	iii
Commissioner's message	2
Fast facts	4

About the department 6

Organisational structure	18
Structure	19
Regions	20

Financial summary 22

Summary of financial performance	22
Summary of financial position	24

Performance 26

Key performance measures	26
Our performance	30
1. Prevention and preparedness	31
2. Response	42
3. Recovery	61
4. Strategic capability	63
5. Business-enabling services	65

Governance 74

Executive management	74
Board and committees	76

Ethics and Code of Conduct	81
Accountability and risk management	82
Human resources	86

Financial statements 90

Statement of comprehensive income	91
Statement of financial position	92
Statement of changes in equity	93
Statement of cash flows	94
Notes to the statement of cash flows	95
Notes to the financial statements	96
Management Certificate	115
Independent Auditor's report	116

Appendices 120

Regulator Performance Framework 2018–19 Annual Performance Report	120
Acronyms	128
Compliance checklist	130
Contacts and key locations	132