

Organisational capability - Corporate Services



Key functions

The Corporate Services Unit supports the work of the Commission by delivering effective resource management and quality support services.

The key functions of the Corporate Services Unit are:

- financial and budget management and reporting
- human resource management
- information management and technology
- facilities and asset management
- office reception and administrative support, and
- office and staff security.

The Commission has a range of corporate services systems and processes delivered by the Department of the Premier and Cabinet through a service level agreement. These include finance, human resources and information technology, which support the Corporate Services Unit's operations.

Highlights

The Corporate Services Unit ensured the Commission met the reporting requirements of statutory authorities during the financial year. Officers of the Unit developed and refined management strategies and systems to ensure compliance with all relevant legislation, regulations, public sector directives and policies.

Working with Children Check process review

During the year, the Unit worked closely with the Manager of Employment Screening Services to develop a detailed costing model for the Working with Children Check using activity based costing methodology. This model was reviewed and supported by the Department of the Premier and Cabinet and Queensland Treasury as a methodology for the costing and resource identification for the program, and was used to justify the subsequent allocation of funds in the mid-year budget review.

In 2003-04, the Corporate Services Unit worked with Employment Screening Services to identify the resources needed to review the processes followed in the Working with Children Check. The ongoing review will consider the process of employment screening and the inherent risks. It will also consider alternative ways to deliver services to ensure the timely processing of the increasing number of applications for suitability cards.

Human resource management initiatives

The Corporate Services Unit developed and implemented two major human resource management initiatives during the financial year.

1. The Commissioner approved the adoption of a revised Working Hours Arrangements Policy which outlines the Commission's working hours framework for staff. This policy includes a clear commitment to effective flexible work practices to attract and retain employees and minimise absenteeism and staff replacement costs. It also recognises the benefits of providing flexibility for staff to better balance work, family and other life commitments, increase job satisfaction and reduce stress. The Commission will use this policy as a framework for the development of supporting policies.
2. The Unit developed a staff induction program for new employees. The induction program involves each new employee attending a short presentation about the Commission, its roles, functions and operating practices. Each new employee is also provided with a kit including relevant policies, the Commission's Code of Conduct and information to assist them in their role. Feedback on the induction program from new employees has been positive. It continues to be updated, taking into account staff feedback and other relevant information.

Outcomes and achievements

Enterprise bargaining

The Corporate Services Unit represented the Commission on the Department of the Premier and Cabinet and Associated Agencies Consultative Committee which monitors the implementation of the *Enterprise Bargaining Certified Agreement 2000*.

New technology

The Corporate Services Unit oversaw the upgrade of the Commission's information technology infrastructure in 2003-04 to better support the operations of the Commission. The Commission's data access link to the Department of the Premier and Cabinet was upgraded from microwave to laser technology, and a redundant ISDN link installed to ensure business continuity in the event of a failure of the laser link.

Facilities

Some minor works took place during the financial year to cater for the ongoing expansion of the Working with Children Check. This included the conversion and fit-out of various spaces in the Commission into operational work areas.

Financial Reporting

In the 2003-04 financial year, continued improvements were made to monthly financial reporting. Monthly reports now include a broader range of financial information, as well as quarterly performance against targets outlined in the Ministerial Portfolio Statements.

Audit response

Corporate Services continued to implement the recommendations of the Audit and Evaluation Services reviews of the Community Visitor program, Complaints and Investigations program, and office security in 2003-04.

Outlook

In the 2004-05 financial year, Corporate Services will:

- revise the structure and duties of positions within the section to improve the skills and capability of staff in delivering a range of corporate support services to the Commission's business areas
- review the financial and human resource delegations operating throughout the Commission to improve the efficiency of service delivery throughout the Commission's business areas
- continue to review and refine budget development, monitoring and reporting systems and processes to ensure the financial resources of the Commission are appropriately managed
- monitor and evaluate the effectiveness of additional funding provided by the State Government to implement the recommendations of the CMC report
- support the redevelopment and implementation of Commission databases with upgraded information technology to enable better recording and collection of data to support the activities of the Commission
- manage the fit-out and accommodation of additional floor space in the Commission's current premise, to accommodate the increasing needs of the Commission's business areas as a result of the expansion of service responsibilities under the implementation of the recommendations of the CMC report



- reform the Commission’s record management system to improve the recording, retention and disposal of records in line with the *Public Records Act 2002* and in conjunction with relevant Information Standards
- continue to review and refine budget development, monitoring and reporting systems and processes to ensure the Commission’s financial resources are appropriately managed
- support the redevelopment and implementation of Commission databases with upgraded information technology structure, including Employment Screening and new databases in the Community Visitor program and Complaints and Investigations Unit, to enable better recording and collection of data to support the Commission’s activities
- develop and implement the Commission’s Business Continuity Plan which will outline the activities required to ensure the Commission remains operational throughout a disaster and can quickly recover afterwards
- finalise implementing recommendations arising from Audit and Evaluation Services reviews of Employment Screening Services, Complaints and Investigations and office safety and security
- finalise the process review of the Working With Children Check
- finalise the training and appointment of a Workplace Health and Safety Officer and a Workplace Rehabilitation Coordinator in accordance with the *Workplace Health and Safety Act 1995* and the *Workers’ Compensation and Rehabilitation Act 2003* respectively, and
- finalise negotiations for extra office accommodation, the subsequent fit-out and relocation of staff to enable the Commission to perform its expanded functions.

