

# 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 service level agreement with the Department of the Premier and Cabinet for a range of corporate services systems and processes, particularly in finance, human resources and information technology, which complement the Corporate Services Unit's operations.

## **HIGHLIGHTS**

The Corporate Services Unit ensured the Commission met all 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.

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In collaboration with the Executive Director, the Unit assisted in developing detailed costings of the resource requirements for the expansion of the Working with Children Check. These costings included the introduction of screening of self-employed people from 1 October 2001 and volunteers from 1 May 2002. These requirements were presented to the Cabinet Budget Review Committee, and the Commission subsequently received an extra \$713,000 from the mid-year budget review, and an increased budget allocation for future years.

The structure of the Corporate Services Unit was realigned in 2001–2002 to better support the Commission as a result of the full implementation of the Working with Children Check. This realignment included the addition of a Corporate Services Officer position to support the increased functions of the Commission arising mainly from the expansion of the Employment Screening Services Unit.

In March 2002, the Commission relocated from its Adelaide Street office in MLC Court to the T&G Building at 141 Queen Street. The new location provides around 48% more space at an increased cost of 37.5%. The move was needed to accommodate the additional staff required in Employment Screening Services in a single, secure work area. The new location is also more accessible to children and young people, who often congregate nearby in the Queen Street Mall.

## **OUTCOMES AND ACHIEVEMENTS**

In the 2001–2002 financial year, Corporate Services reviewed and developed a range of internal policies on human resource issues and resource management.

Policies governing budget processes, monitoring and reporting systems were reviewed and refined to provide managers with more comprehensive information on their budget position.

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

Planning began on the Commission's Business Continuity/Disaster Recovery Plan, which will outline the activities required to ensure the Commission remains operational throughout a disaster and can quickly recover afterwards.

The Commission implemented the use of Aurion Employee Self Service personnel module on staff desktops, reducing the manual processing of personnel forms.

Planning began on the upgrade of the Commission's information technology infrastructure, and the redevelopment of the community visitors, complaints management and employment screening databases.

# ORGANISATIONAL CAPABILITY - *Corporate Services Unit*

Corporate Services began implementing the recommendations of the Audit and Evaluation Services review of the Community Visitor program.

In addition, the Unit co-ordinated Mura Ama Wakaana Indigenous Cultural Awareness Training, delivered by the Wal-Meta Unit of the Department of Employment and Training.

## OUTLOOK

In the 2002–2003 financial year, Corporate Services will:

- develop, approve and implement the Commission's Business Continuity/ Disaster Recovery Plan
- continue to review and develop child and family-friendly work policies and practices
- continue to review and refine budget development, monitoring and reporting systems and processes to ensure financial resources of the Commission are appropriately managed
- develop and implement an upgraded information technology infrastructure to support the activities of the Commission
- continue to redevelop and implement the community visitors and complaints management databases to enable better recording and collection of data
- develop and implement a comprehensive induction program for staff starting work with the Commission
- co-ordinate multi-cultural awareness training for staff to be provided by the Department of the Premier and Cabinet's Multicultural Affairs Queensland
- consider and implement recommendations arising from reviews by Audit and Evaluation Services of Employment Screening Services, Complaints and Investigations and office safety and security, and
- a Workplace Health and Safety Officer will be appointed in 2002–2003.

