

Organisational capability - Corporate Services



corporate

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 Corporate Services 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 2002-03, the Corporate Services Unit began reviewing the processes followed in the Working with Children Check in conjunction with officers from the Employment Screening Services Unit. The Unit will begin screening workers under the *Child Care Act 2002* from 1 September 2003. The review has considered the steps involved in the process of employment screening, inherent risks and the possible introduction of technology and alternative ways to deliver services to ensure the timely processing of the increasingly large volume 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 outlined the Commission's 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 to be given to 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.

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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 2002-03 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. The final stage of this upgrade will be completed in 2003-04.

2002-03 included a major upgrade and expansion of equipment to support the Commission's operations. This included the purchase of fifty computers, five laptop computers, five printers, one data projector, and two digital photocopier/printers.

Facilities

A number of 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 2002-03 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 2002-03.

Outlook

In the 2003-04 financial year, Corporate Services will:

- review human resource management policies
- continue to review and refine budget development, monitoring and reporting systems and processes to ensure the financial resources of the Commission 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 activities of the Commission
- 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 Workplace Health and Safety Officer and Workplace Rehabilitation Coordinator in accordance with the *Workplace Health and Safety Act 1995* and the *Work Cover Queensland Act 1996* respectively
- finalise negotiations for extra office accommodation, the subsequent fit-out and relocation of staff to meet expanded demand for Employment Screening Services