



Report on performance

Information, Finance and Asset Management

Key achievements in 2004-2005

- \$316.7 million in capital works funding to support the delivery of education services including a new school (Narangba Valley State School) on the Sunshine Coast
- full expenditure of the adjusted Capital Works Program
- established the Strategic Facilities Branch to focus on value for money purchasing, program management and policy
- upgraded facilities in 25 state schools bringing the total number of state schools phasing in Preparatory Year to 77 in 2004-05
- developed a new planning methodology for school distribution in line with the South-East Queensland Infrastructure Plan
- provided flexible computer licensing arrangements for the benefit of schools and students
- improved electronic access to learning materials by classroom teachers
- released and evaluated a tender for an integrated school information management system
- continued the \$308.5 million Millennium Arts Project (MAP) by:
 - completing a new \$5 million entrance to the Queensland Museum
 - beginning construction on the Queensland Gallery of Modern Art and the redevelopment of the State Library of Queensland
 - completed arts and cultural centres including the Girringun Education, Training and Cultural Centre, Keeping Place and the Lockhart River Aboriginal Community Arts and Cultural Centre
- completed the five-year \$113 million partnership Queensland Heritage Trails program which included work with the Townsville Aboriginal and Torres Strait Islander Cultural Centre

Objective:

To provide essential information, financial and asset services to ensure a sustainable learning environment

To support development and management of major cultural facilities

The strategies from the separate Education Strategic Plan 2004–08 and the Arts Strategic Plan 2004–08 that relate to information, infrastructure investment, management and planning are reported against in this section.

Strategy

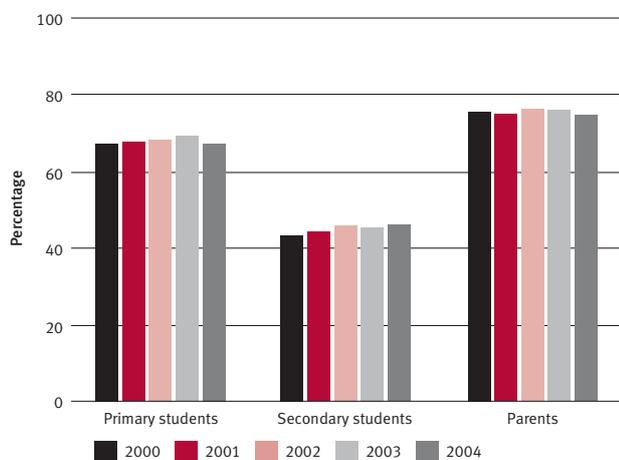
- Deliver capital works programs within negotiated timeframes and costs.
- Optimise the value of the state's investment in its major cultural facilities.
- Plan the strategic management of the Queensland Cultural Centre precinct as a significant arts precinct for all Queenslanders.
- Manage resource acquisition, renewal and disposal.

Infrastructure and assets

The Department is responsible for one of the state's largest infrastructure investments. Departmental facilities include over 20 000 buildings and structures and represent a physical asset base of over \$11 billion. These physical environments support improved educational outcomes, enrich our communities and contribute to current and future economic growth for Queensland.

The 2004–05 year saw the continuation of major infrastructure and asset investment in education and the

Figure 43: Percentage of State school parents' and students' satisfied with school grounds 2000–04



Note: The percentage satisfied on the graph includes the proportion of those surveyed who indicated that they were either satisfied or very satisfied. The percentage of parents and students who were dissatisfied or who had a neutral view is not directly represented on this graph.

arts. In education, the \$316.7 million adjusted Capital Works Program funded the development of a new state school in Narangba, major building stages at six schools, the development of better facilities in schools and planning and building improvements in over 400 projects across the sector. In the arts, \$71 million in capital works included the \$70 million dedicated to the completion of projects under the Millennium Arts Project (MAP).

As an indication of the impact of the Department's investment, parental and student satisfaction with their state school grounds and buildings has maintained a strong trend since 2000, with over 70 per cent of parents satisfied with these facilities (see Figures 43 and 44).

The MAP – the state's largest arts and cultural investment in 30 years and with a total investment value of \$308.5 million – achieved significant milestones in 2004–05. Construction on the Queensland Gallery of Modern Art began. The gallery will be the largest of its type in Australia when complete and will house contemporary Australian, Indigenous, Asian-Pacific and international art. Other major achievements in infrastructure and asset developments for arts facilities include:

- a new \$5 million entrance to the Queensland Museum. The modern, glass structure highlights public views into the museum and improves access to the facility
- redevelopment and expansion works at the State Library of Queensland
- 2 new arts and cultural facilities, developed as part of the \$15 million Millennium Arts Regional Program that includes the Girringun Education, Training and Cultural Centre, Keeping Place and the Lockhart River Aboriginal Community Arts and Cultural Centre Arts
- the completion of the five year partnership \$113 million Queensland Heritage Trails Network (QHTN) program with three projects completed. These were the Quinkan and Regional Cultural Centre in Cape York, Troppo! North Queensland Larger than Life housed in the Townsville City Library and the Townsville Aboriginal and Torres Strait Islander Cultural Centre. Together these projects represent a \$5.8 million investment from QHTN funds.

The Queensland Cultural Centre (QCC) at Brisbane's Southbank has also benefited from the MAP, by enabling opportunities to better link our major cultural institutions at the Centre. In 2004–05 work continued towards the development of new public space areas at the QCC along with new mechanical and electrical services, building automation systems, communications infrastructure, emergency and security systems. An upgrade on the QCC's busway was completed, in cooperation with Queensland Transport,

which improved public access and involved the installation of lifts, covered walkways and a new roof on the overpass connecting the Queensland Performing Arts Centre with the Queensland Museum. In terms of life cycle replacement and maintenance at the QCC, \$6.3 million was dedicated to building enhancements, upgrades and reactive maintenance this year.

As part of the introduction of the statewide Preparatory Year in 2007 construction has been undertaken to ensure that delivery of the Preparatory Year will occur within state primary school locations. In 2004–05, 25 classrooms were upgraded for the start of the 2005 school year, bringing the total number of state schools phasing in Prep to 77. Prototype classrooms for new Prep facilities were piloted at two state schools – Tullawong and Proserpine State Schools. Narangba Valley State School was the first school in Queensland to include purpose-built Prep classrooms. For more information on the rollout of the Preparatory Year see page 34.

School infrastructure improvements were a focus of 2004–05. The following programs highlight the type of activity undertaken:

- the Triple R maintenance program continued to provide repainting, roofing and reticulation works to state schools in 2004–05. To date 317 schools have benefited from these improvements, with a departmental expenditure of \$16.6 million
- the Cooler Schools program airconditioned 67 schools in the Cooler Schools zone (north of latitude 20 degrees and south of Bowen to include Gladstone, Biloela and Theodore and west to the Great Divide). The program has been running for seven years to improve students' comfort and create environments that are more conducive to learning
- the Wired for the Future program forms a significant part of the Government's three-year \$1 billion investment from the Smart State Building Fund to improve building infrastructure. In 2004–05 the program was accelerated to enable as many schools as possible to benefit. In total, 198 projects were completed and over \$18.5 million was spent on electrical upgrades at schools.

Information and Communication Technology (ICT) infrastructure has been improved and made more efficient through a number of initiatives to increase organisational responsiveness, agility and sustainability. These include:

- implementation of an infrastructure solution to eliminate the duplication of ICT hardware across smaller arts entities in order to achieve cost savings
- improved electronic access to learning materials by classroom teachers
- provision and upgrade of a Managed Internet Service with email facilities for all schools
- the progressive implementation of an ICT asset management framework to guide the Department's significant ICT investment
- enhanced bandwidth and improved security of networks and applications in schools

- cabling additional classrooms and installing new PABX systems in schools
- an ICT census to provide current asset information on school computers and other ICT assets
- upgraded school network routers.

Significant investment in ICT infrastructure has also been delivered through the ICTs for Learning program. For more information see page 39.

Outlook 2005–06

The Department will:

- complete construction stages at proposed four state schools – Chancellor State College, Flagstone Community College, North Lakes State College and Narangba Valley State School
- continue rollout of the new Preparatory Year, worth a total of \$81.6 million
- increase school physical capacity in line with enrolment growth
- expand the re-roofing works initiated under the Triple R program to replace all asbestos roofs in state schools with the implementation of the first year of the \$120 million Accelerated Asbestos Roof Replacement Program [www](#)
- complete stage one for two new state schools, which are:
 - a primary school in the Drewvale area of Brisbane
 - a new P–12 school in Caloundra, Sunshine Coast
- continue development, construction or improvement works on the following art facilities:
 - Queensland Gallery of Modern Art
 - State Library of Queensland
 - Hope Vale Arts Centre
 - Cairns Centre of Contemporary Arts
 - Bert Hinkler Aviation Museum, Bundaberg
 - Queensland Museum Whale Mall access
 - Queensland Art Gallery new entrance.
- continue to support the Musgrave Park Culutral Centre Ince Board to satisfy funding conditions
- implement the Disability Action plan to improve access to the Queensland Cultural Centre
- improve ICT access and technical support in Queensland's 1280 state schools, as part of the Smart Classrooms initiative
- build the capacity for students, their parents and teachers to have electronic access to class work and learning materials anywhere, any time
- provide ICT schools grants to replace outdated equipment and to maintain the target ratio of one computer to five students in Years 3–12
- provide additional laptops or personal computers for 1500 state school teachers in the 2006 school year, in a trial to improve learning and communications through technology
- continue to invest in automation activities to improve the Department's information systems capabilities for decision making and resource control.

Strategy

- Establish and maintain effective partnerships with schools and the community.
- Provide strategic direction in the development of cultural capital works as part of a broader strategy linking capital works and arts and cultural programs and services.

Strategic directions and partnerships

Behind the development of the Department's infrastructure investment is significant partnership work both with community and industry representatives as well as with other government representatives at federal, state and local levels. This work has delivered innovative programs and developed key strategic directions to drive results for our schools and the community.

The Department has continued to plan the development of cultural and educational facilities across the state, as part of the broader State Infrastructure Plan, which maps the strategic direction of economic and social infrastructure. Planning and construction of new schools in the South-East Queensland Region will be aligned with development plans for new residential areas, in order to strategically manage growth. This approach represents a shift away from following patterns of residential development. The Department has commenced the drafting of new design guidelines for education facilities in order to provide more consistency in the delivery of contemporary service outcomes. The guidelines form part of a suite of Project Facility Briefs designed to drive the timely development of new and upgraded schools.

The Department in conjunction with the Department of Local Government, Planning, Sport and Recreation (DLGPSR) and local authorities identified and advised on opportunities for state subsidies to support the growth of community-based cultural facilities. In 2004-05, \$2.6 million in payments were administered via the DLGPSR. These funds were directed to the Palm Island Community Cultural Centre, the Eastbank Community Arts Centre and the Boonah District Cultural Centre redevelopment.

In 2004-05, the opening of the three final Queensland Heritage Trails Network (QHTN) projects marked the completion of a successful \$113 million, five-year partnership between the State, Australian and local Governments (see page 70). Together, these representatives and thousands of other Queenslanders have developed 43 QHTN major attractions and helped to position Queensland as a national leader in heritage conservation and tourism. The inclusive focus of the program across all of Queensland has achieved significant outcomes including supporting our diverse and distinctive culture and heritage and creating employment opportunities through the development of tourism infrastructure and services.

The ICT industry is a key strategic partner in the development and delivery of ICT to support the administrative needs of the Department, improve the skills of our workforce and

the quality of education that students receive. By ensuring the industry has a clear understanding of the Department's needs and directions significant benefits can be realised through early access to innovative technologies to support learning or by obtaining preferential product pricing. The Department has negotiated more flexible computer licensing arrangements for the benefit of schools and students, and obtained Partners in Learning funding from Microsoft Australia which was used to fund research and innovation at the ICT Learning Innovation Centre.

Outlook 2005-06

The Department will:

- implement the new planning methodology for school distribution in line with the South East Queensland Infrastructure Plan
- advance the Design Guidelines for Education Queensland School Facilities
- work closely with local government authorities and the Department of Local Government, Planning, Sport and Recreation (DLGPSR) to produce the new planning methodology
- support locally generated ICT innovation projects, including improving ICT access for under-represented student groups.



Prep year classroom at Prosperpine State School

Strategy

- Provide high-quality and cost-effective service delivery.
- Build organisational capacity.

Effective service

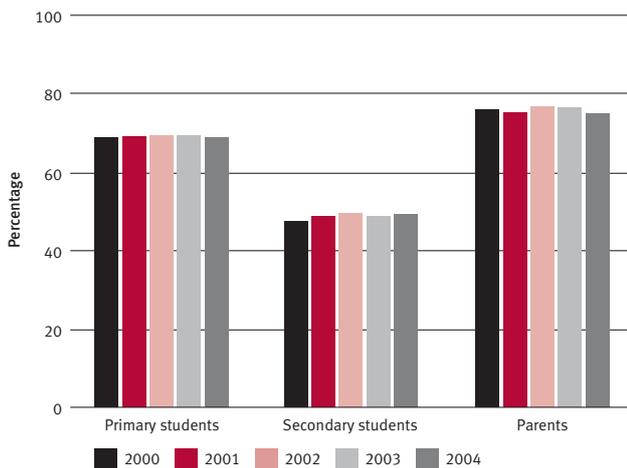
The Shared Service initiative is a whole-of-government approach to corporate services delivery, which aims to provide high-quality, cost-effective corporate support services across the Queensland Government. The shared services approach is underpinned by standard business processes, consolidated technology and the pooling of resources and expertise.

The Department hosts two Shared Service providers. As host, the Department provides the mechanisms for employment and accountability for the providers, under Queensland public sector legislation. The Corporate Administration Agency (CAA) supports Arts Queensland, while Corporate and Professional Services (CAPS) is aligned with Education Queensland. There are approximately 820 full-time equivalent staff in the two shared service providers, which have a total expense budget of \$95.9 million.

In 2004–05, CAPS and CAA provided the following service areas for the Department:

- information services, including document and record management
- finance and procurement
- human resources, including payroll
- legal and administrative law services
- property and facilities management.

Figure 44: Percentage of state school parents and students satisfied with school buildings 2000–04



Note: The percentage satisfied on the graph includes the proportion of those surveyed who indicated that they were either satisfied or very satisfied. The percentage of parents and students who were dissatisfied or who had a neutral view is not directly represented on this graph.

Initiatives delivered by the Department via the Shared Service Providers that achieved organisational savings either in costs or resources or improved organisational capacity included:

- contribution to the National Copyright Guidelines which resulted in substantial savings in copying fees
- systems reviews and updates that improved grants registration and reporting, electronic document and records management and help-desk software to monitor calls and improve services
- an average of 64 700 fortnightly salaries to education employees and more than 2500 teacher transfer applications and the management of more than 5600 teacher placements statewide with no additional resources
- 98 825 grant payments processed totalling \$1.719 billion to state schools, non-state schools, parents and other organisations offering student services with no additional resources
- development of bulk purchasing contracts cumulatively worth \$21 million for furniture and curriculum resource materials for the Preparatory Year project and which achieved a minimum 10 per cent saving on furniture purchases because of the Department bulk buying capacity

Outlook 2005–06

The Department through:

- CAPS will manage the implementation of the new whole of government finance and human resources services information system across the Department due for completion in 2008
- CAPS will manage the Business Improvement Strategy (2005–09) a planned approach to reform corporate business processes to deliver service benefits that will enhance departmental capability and capacity to meet its strategic objectives
- CAA will administer an Energy Performance Contract at the Queensland Cultural Centre, which is expected to generate considerable savings in electrical and water consumption and reduce green house gas emissions
- CAA will actively pursue a business growth strategy to consolidate its position as a corporate services provider of choice for small to medium sized government authorities.

Did you know...

The total carpet area in state schools could cover the field at Suncorp Stadium approximately 203 times

Did you know...

The total cleanable area of Queensland state schools is 828ha, which is equivalent to approximately 828 standard NRL football fields.

Green innovation to keep the Cultural Centre cool

An environmental innovation will cool visitors to the Queensland Gallery of Modern Art and the new State Library of Queensland when construction of the Millennium Arts Project is completed in 2006.

Water pumped from the Brisbane River will be used to cool the new buildings as well as the Queensland Museum and the Queensland Art Gallery instead of billions of litres of town water.

This water cooling system is unique to Queensland and provides an environmentally sustainable method for cooling buildings.

The Millennium Arts Project is at the forefront of energy efficiency and will help promote a clean, liveable and sustainable environment.

The system eliminates the need for conventional cooling towers, slashing water wastage and reducing operating costs.

The system works by taking cool water from the river, pumping it through filters to heat exchangers in a river pump room, while heated water from the airconditioners is pumped into the river pump room and mixed with the cool river water.

The cooled airconditioning water is directed back to the air-conditioning units. The warmed water is directed to the river and discharged at the river's surface to allow natural cooling by radiation and evaporation.

The river cooling system has been designed to comply with Environmental Protection Agency and Australian and New Zealand Environment Conservation Council guidelines.



Construction of the Queensland Gallery of Modern Art (foreground) and State Library of Queensland redevelopment.