

Corporate Administration Agency



Our vision: To be the recognised provider of corporate and facilities services to Queensland statutory authorities

Under the Shared Services Initiative, Government agencies have joined together in 'clusters' to share corporate services and resources through shared service providers. Within each cluster, one agency acts as 'host' to the shared service provider. The host provides the mechanisms for employment and accountability for the shared service provider under Queensland public sector legislation.

Corporate services solutions to the Energy Ombudsman Queensland

The Energy Ombudsman Queensland (EOQ) is one of five new clients added to the CAA client base during 2006-07.

EOQ was established on 1 July 2007 to provide a free and independent dispute resolution service for Queensland's energy consumers following the introduction of full retail competition in the energy sector in Queensland.

As a new entity, EOQ chose to have its corporate services delivered by a shared services provider rather than establish its own corporate support functions. This has enabled EOQ to focus on establishing its core business functions, while CAA implemented the corporate services environment. This included the establishment of Human Resources and Financial Systems and associated corporate support functions.

The newly appointed Energy Ombudsman of Queensland, Mr Barry Adams, commended both his staff and CAA on their cooperation and drive to ensure a successful start for EOQ. Mr Adams indicated that the professionalism, experience and expertise displayed by CAA during this demanding initial period of operation made a significant contribution to achieving a successful outcome.

EOQ have signed a three-year Service Level Agreement with CAA for continued support with HR and financial processing, business systems, consultancy and internal auditing.



The Corporate Administration Agency (CAA) was established in 1997 to provide a range of corporate support services to Arts Queensland and statutory bodies within the Arts portfolio. CAA provides facilities management services to the Queensland Cultural Centre and other properties.

Corporate services

CAA's client base has expanded significantly since its establishment and it now provides services for 19 State Government agencies. The primary service focus is cost-effective and flexible service delivery to statutory authorities and smaller organisations outside the scope of the current Shared Services Initiative.

CAA, with an expenditure in 2006-07 of \$25.1 million, provides a range of corporate services to each of the following agencies:

- Arts Queensland
- Australian Agricultural College Corporation
- Crime and Misconduct Commission
- Energy Ombudsman Queensland
- Gladstone Economic and Industry Development Board
- Major Brisbane Festivals Pty Ltd
- Pacific Film and Television Commission Pty Ltd
- Q-Comp
- Queensland Art Gallery
- Queensland College of Teachers
- Queensland Museum
- Queensland Music Festival Pty Ltd
- Queensland Nursing Council
- Queensland Performing Arts Centre
- Queensland Studies Authority
- Queensland Theatre Company
- Queensland Treasury Corporation
- Safe Food Queensland
- State Library of Queensland

Services include finance, human resources (including payroll, document and records management), facilities management, information technology and business systems.

Governance

CAA is hosted by the Department. The Assistant Director-General, Shared Services is accountable for CAA and reports directly to the Director-General. A Director and four Executive Managers administer CAA through a senior leadership team.

CAA has four service delivery areas including: Human Resources Branch, Financial Services Branch, Facilities Management Branch and Information Management Branch.

Achievements

Delivered effective services

CAA continued its delivery of cost-effective services to clients. Achievements in 2006-07 included:

- commencing the implementation of an electronic document and records management system to improve the effectiveness and efficiency of document and records management within CAA and client agencies
- completing a review of business continuity planning to ensure uninterrupted service delivery
- facilitating client focus groups leading to a set of service improvement strategies for future business plans.

Expanded client base

The initial phase of a business growth strategy was implemented and involved CAA negotiating with prospective client agencies and current clients to expand existing services.

CAA also provided services to a number of new clients in 2006-07 including:

- successfully implementing new payroll services for the Australian Agricultural College Corporation (AACC), Energy Ombudsman Queensland (EOQ) and the Queensland Nursing Council
- successfully implementing new financial business systems for AACC (phase one) and EOQ.

Better management of the Cultural Centre

In 2006-07, CAA integrated the facilities management services for the new Gallery of Modern Art and the redeveloped State Library of Queensland with existing services at the Cultural Centre.

CAA also commenced implementing the recommendations made in a strategic security review of the Cultural Centre.

Strengthened stakeholder relations

CAA's strong association with its business partners continued in 2006-07, including a joint exhibition with Technology One at the Intergovernmental Accounting Group conference and the Aurion Corporation through the Business Forum on Generation Y.

Staff Competency Framework

In 2006-07, CAA commenced implementing the Staff Competency Framework to help staff develop and maintain key competencies and skills that support CAA's operations.

Employee profile

CAA employs 92 staff across a range of employment areas from administrative and clerical to engineering and accounting professional. Figure 44 and 45 below illustrate the women in management profile and the employment, equity and diversity profile in CAA.

Figure 44: Women in Management

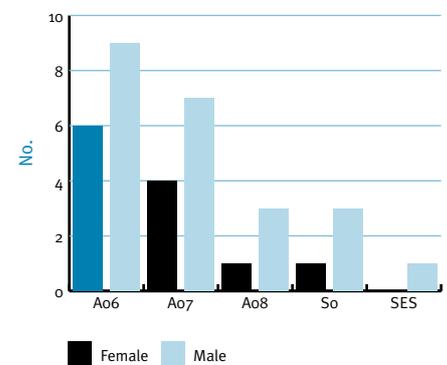


Figure 45: Employment equity and diversity

Diversity and Equity Plan	Results as at 30 June 07	Results as at 30 June 06
Aboriginal people and Torres Strait Islanders	2	2
People from non-English speaking backgrounds	4	4
Children of people from non-English speaking backgrounds	4	4
People with a disability	8	6
Women in senior officer and senior executive service positions	1	1

Return to Work

Nicole Forrest worked for the Information Technology Unit at CAA for many years before taking time off to start a family in June 2003. Nicole returned to CAA in August 2006 in a part-time capacity.

Since starting back at work, Nicole has been updating CAA's IT Disaster Recovery Plan documentation and the CAA intranet site and assisting in a review of service desk functions. Working four days a fortnight, Nicole undertakes much of her work by telecommuting.

"CAA has been great. I appreciate being able to work two days a week from home while coming into the office just once a fortnight. This has enabled me to still look after my children at home while maintaining my career in IT. I get the best of both worlds."

The flexible working arrangements have not only allowed Nicole to find a good balance between her family and work commitment, but have also benefited CAA. The arrangement has meant CAA has been able to retain a highly skilled employee with substantial operational knowledge of CAA's business operations.



Focus on the future

To ensure its continued growth, in 2007-08 CAA will:

- increase CAA's client base through the introduction of service provision to several new client agencies along with the expansion of service delivery to several existing clients
- continue preparation for electronic document and records management within the CAA and negotiating similar services with CAA's client agencies
- continue to deliver value-for-money facilities management services across the expanded Cultural Centre precinct through the consolidation of building services and maintenance contracts for existing and new buildings
- complete enhancements to strategic security and business continuity planning and processes
- continue to deliver upgrades, technological improvements and service enhancements to business systems to ensure CAA's clients have access to systems and services that continue to meet their emerging business requirements.