

## Corporate and Professional Services



Our vision: To enable, support and deliver business transformation across the Department of Education, Training and the Arts through the provision of high-quality and cost-effective corporate services

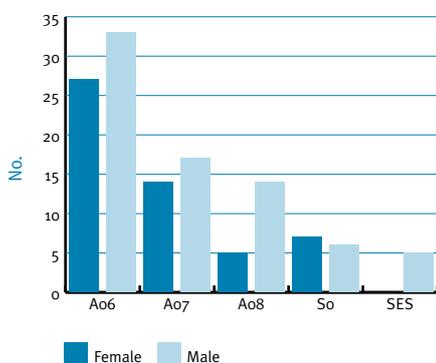
The Shared Services Initiative is a whole-of-Government approach to corporate services delivery, which aims to provide high-quality, cost-effective corporate support services across the Queensland Government. It is underpinned by standard business processes, consolidated technology and the pooling of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

Corporate and Professional Services (CAPS) aims to provide high-quality, value-for-money service delivery and advice to support the Department's requirements. This will be achieved through the standardisation of services, cost-effective approaches to service delivery, and tailoring strategies to enhance client satisfaction.

CAPS provides professional and corporate support services to departmental schools and business areas in the areas of: Corporate Governance, Facilities Management, Financial Management, Human Resources, Information Management, Legal Services and Administrative Law.

- implementing a service cost-pricing model and monthly notional invoices to enhance performance-monitoring capacity while ensuring resources are directed to core business activities
- negotiating supplier contracts for schools and office business units and the new Prep Year Partnering Strategy. This achieved savings of \$4.3 million.

Figure 42: Women in management



## Governance

CAPS operates as a discrete business entity within the Department. The Assistant Director-General - Shared Services is accountable for the management and operation of CAPS and is supported by directors of Corporate Governance, Facilities Management, Financial Management, Human Resources, Information Management, Legal Services and Administrative Law.

## Construction and management of school facilities

CAPS plays an essential role in the construction and management of schools facilities. In 2006-07, key initiatives included:

- completing the construction of three new schools - Burpengary Meadows State School, Isabella State School and Springfield Lakes State School
- completing construction of 299 additional classrooms for the start of the 2007 school year
- completing the Stage 1 construction of the Queensland Academy for Mathematics, Science and Technology at Toowong and the refurbishment of an established building at Kelvin Grove to temporarily accommodate the Queensland Academy for Creative Industries
- completing 127 water-efficiency audits at schools in the drought-affected areas of South-East Queensland.

## Achievements

### Integrated streamlined services

An essential objective of CAPS is the integration of cost-effective services for the Department. Achievements in 2006-07 include:

- undertaking detailed planning of the new whole-of-Government Human Resource Management Information System and Finance and Facilities Management solution to facilitate more streamlined, integrated payroll service delivery. Business preparations for the design phase have been completed and planning for systems build, systems roll-out, training and change management have commenced.



Construction of Isabella State School in Cairns included eight classrooms and ancillary spaces with a capacity for up to 190 students.

## Improved Information and Communication Technologies (ICT) access and support

CAPS continued to improve ICT access and technical support in Queensland state schools by:

- upgrading 732 schools from 256kb to 512kb bandwidth and 27 schools from 128kb to 512kb bandwidth. All 50 satellite sites upgrading to 512kb (shared).
- 50 schools receiving a data network component upgrade
- installing network infrastructure equipment in 420 schools as part of the \$2.5 million school local area network
- installing cabling for 48 schools as part of the \$2.5 million school cabling project to improve Internet and network access
- implementing enhanced anti-spamming systems to protect schools from email spam.

## Improved safety in schools

In addition to managing the Smart Schools Renewal, Wired for the Future, and Cooler Schools programs, CAPS continued to improve safety in schools by:

- replacing 496 roofs as part of the second year of the accelerated Asbestos Roof Replacement Program
- installing electrical safety switches in over 100 schools as part of the Electrical Safety Switch Upgrade program.

## Other achievements

In 2006-07, CAPS also:

- commenced operation of the new Grants and Allowances Payments System for non-state schools
- implemented the National Education Access Licence for Schools (NEALS), which allows schools from participating education sectors to copy and communicate material from each other's websites or publications for educational use, free of charge
- implemented the interim Smart Copying website, as part of a Ministerial Council on Employment, Education, Training and Youth Affairs (MCEETYA) initiative, which provides copyright information to all schools nationally.

## Employee profile

CAPS employs 833 full-time equivalent staff across Queensland.

Figure 42 and Figure 43 show the number of employees of equal employment opportunity groups in 2006-07 including the number of women in management positions within CAPS.

## Delivering Asbestos Roof Replacement

CAPS has continued to project manage the Department's \$120 million Asbestos Roof Replacement Program (ARRP). Now in its second year, 859 roofs have been replaced at 321 schools under the program.

In managing the program, CAPS introduced operational policies for schools that incorporate extensive safety measures. For example, employing specialist tradespeople to work on weekends and school holidays when students and staff are not present on school grounds.

Significant achievements have been:

- acceleration of the program - 90 percent of roofs have already been replaced
- an outstanding Workplace Health and Safety record with no significant issues
- the provision of specialist jobs for Queenslanders throughout the State and the impetus for industry to upskill its workers
- extending the life of school buildings through roof replacement, while providing increased protection and aesthetic enhancement of the Department's capital infrastructure.



## Focus on the future

In 2007-08, CAPS will:

- facilitate the relocation of the Queensland Academy for Creative Industries in the Kelvin Grove Urban Village and commence construction of the Queensland Academy for Health Sciences at the Gold Coast
- enhance the management of schools and TAFE institutes by supporting the development and implementation of new business systems, which will improve the quality of services
- finalise the delivery of the Asbestos Roof Replacement Program
- implement the recommendation of the Service Delivery and Performance Commission Review of the Shared Services Initiative to enhance efficient and effective corporate service delivery to clients and customers
- improve the availability, reliability and security of voice and data networks within schools
- complete the water-efficiency audits and Water Efficiency Management Plans and upgrade fixtures to reduce water consumption in schools
- implement a utilities trial in the Toowoomba district to encourage schools to be more energy efficient
- continue to provide ICT support service programs to schools
- implement whole-of-Government SAP resourcing modules to standardise, manage and report on capital works programs across Government
- roll out a new human resources, finance and facilities system.

## Understanding our employees

In August 2006, 346 CAPS employees responded to the third annual Staff Survey for staff involved in the Shared Services Initiative. The survey measures staff morale and employee job satisfaction. Respondents rated Supportive Leadership, Participative Decision Making, Role Clarity, and Professional Growth highly. The scores recorded in these areas have increased since the surveys commenced in 2005. Respondents also rated the Leadership of Middle and Senior Management highly. The Survey results are benchmarked against other providers of shared services across the Queensland Government.

Figure 43: Equal Employment Opportunity Groups

Diversity and Equity Plan	Results as at 30 June 07	Results as at 30 June 06
Aboriginal people and Torres Strait Islanders	5	3
People from non-English speaking backgrounds	41	25
Children of people from non-English speaking backgrounds	40	37
People with a disability	48	51
Women in senior officer and senior executive service positions	7	7