Better services for Queenslanders: Public sector renewal

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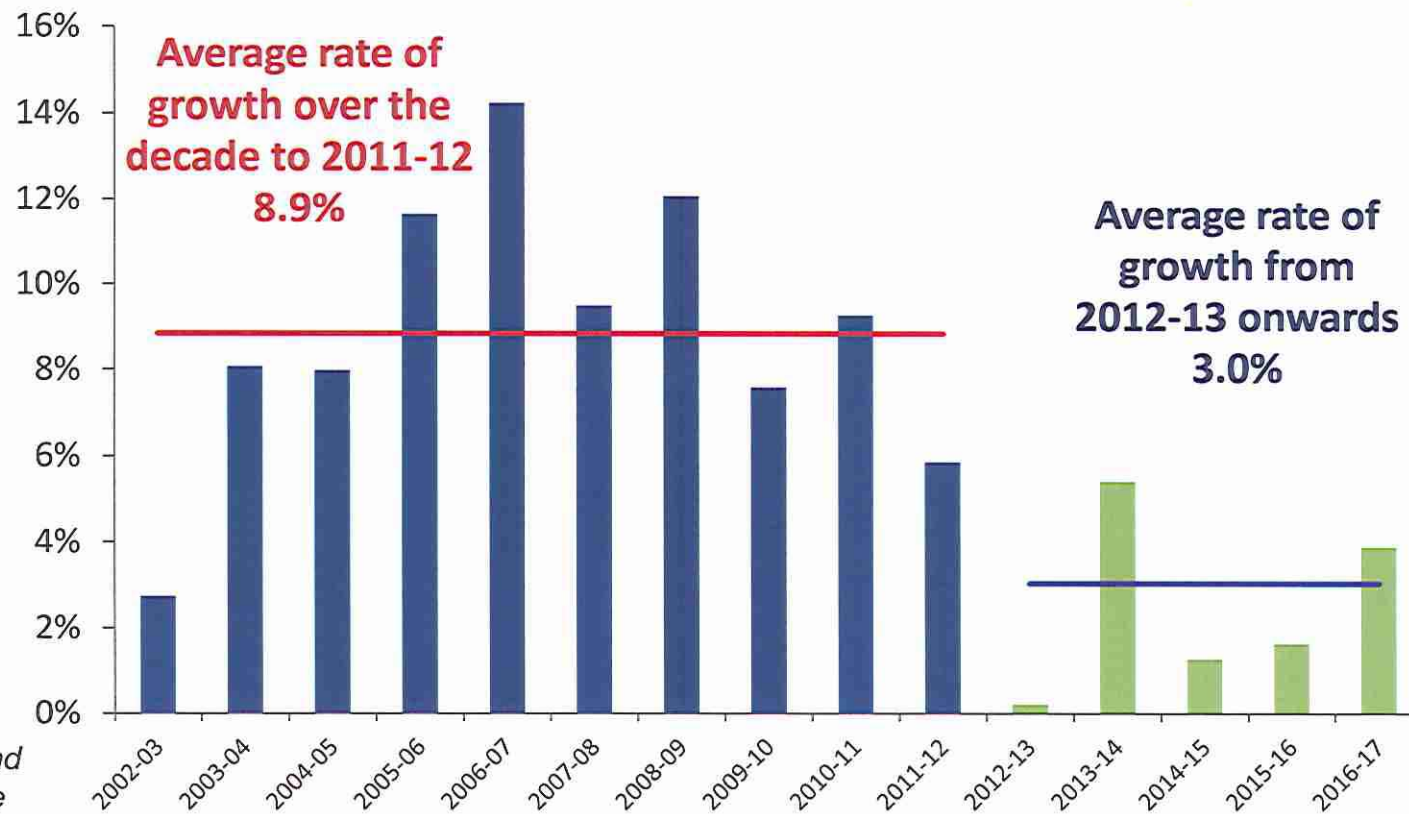Department of the Premier and Cabinet

Foresters Community Finance

31 January 2014

Great state. Great opportunity.

Queensland Government

Our platform for change

Growth in General Government sector expenses

Average rate of growth over the decade to 2011-12 **8.9%**

Average rate of growth from 2012-13 onwards **3.0%**

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We know that 'Business as usual' is not an option

Government's fiscal repair measures have successfully put a brake on expenditure growth

2011-12 includes a 'spike' of $4 billion federal NDRRA payments

Legend: Revenue — Expenses - recurrent and net capital

Y-axis: $ million (0 to 60,000)
X-axis: 2000-01, 2004-05, 2008-09, 2012-13
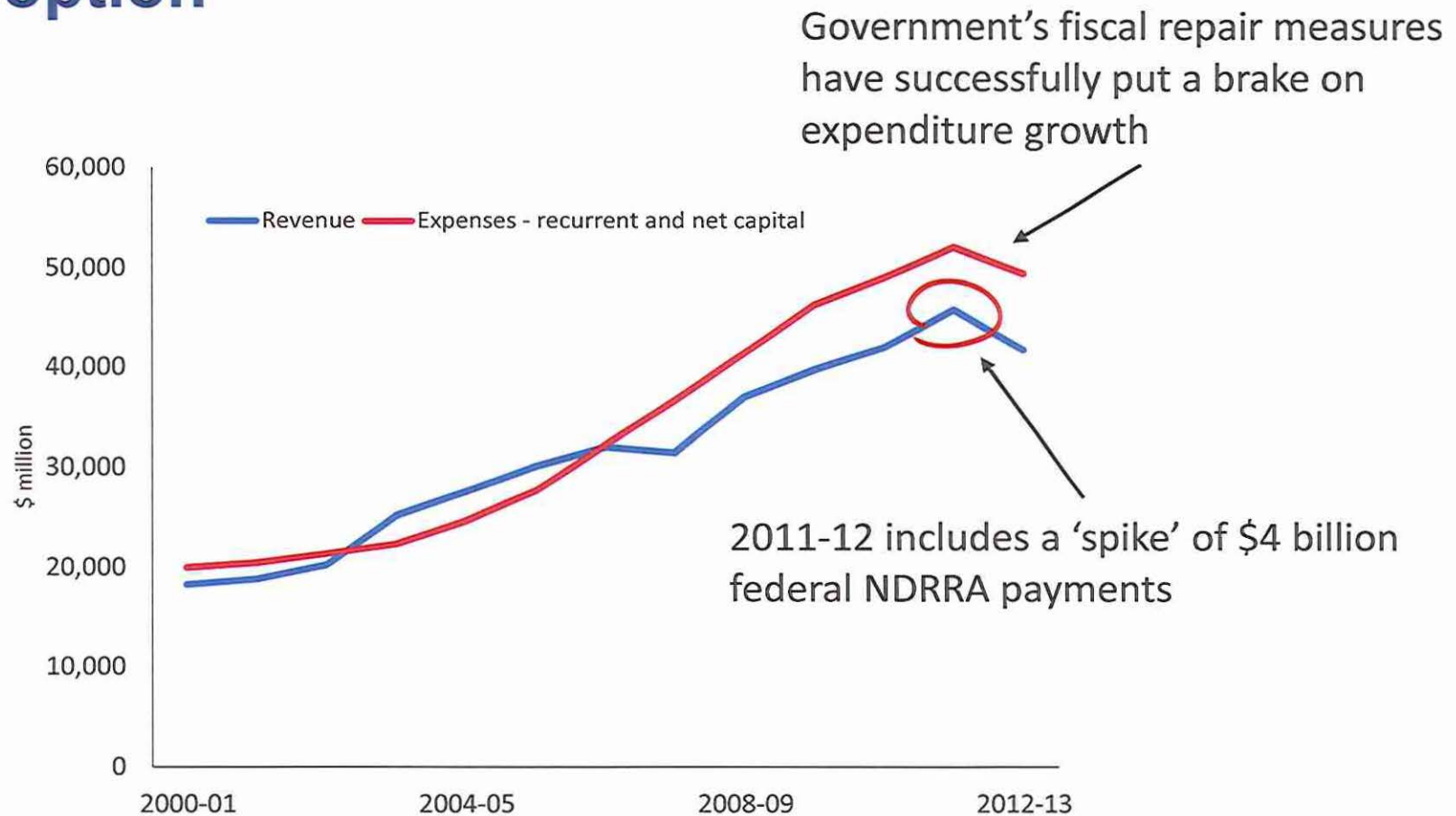
Renewal includes our response to the Commission of Audit

- More services, better services
- Value for public money
- Contestable services

The primary responsibility of the government is to ensure services are delivered, not necessarily to be the agency that actually does the delivery. It needs to be the 'enabler', not the 'doer'.
Queensland Commission of Audit, Feb 2013.

A Plan - Better Services for Queenslanders

Queensland Government Response to the Independent Commission of Audit Final Report

April 2013

www.qld.gov.au/betterservices

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CoA Recommendations: Streamlining processes

- Speeding up government processes – including approvals

- Creating an agile workforce

- Making it easier to do business with government

CoA Recommendations: Sale of Government businesses

- Gladstone/Townsville ports

- Electricity Generation assets

- SunWater commercial/industrial infrastructure

- Queensland Investment Corporation

SunWater pipeline

Kogan Creek Power Station

CoA Recommendations: Contestability

- City Rail and Passenger services
- Corporate services
- QR network maintenance
- Public Hospital Services
- Prisons
- ICT services

Contestability is key to delivering better services

- Contestability is the **process** of reviewing our services
- The focus is on ensuring the **best** possible service is provided at the best possible price
- We constantly **challenge** the status quo
- This means ensuring services remain **contestable**
- Encourage **efficiency and innovation** – whether the service is delivered by the public, private or not-for-profit sector

Contestability is the exposure of a business, or business functions, to competition or the credible threat of competition

Contestability can deliver a range of outcomes

Government is actively seeking new, creative ways to deliver services...
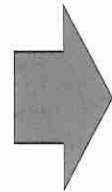
- Joint ventures
- Restructuring
- Outsourcing
- Keep and improve
- Payment by outcomes
- Building a market
- Managed services
- Mutuals
- Ceasing the service
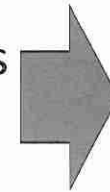
...to ensure Queenslanders get the best service at the best price
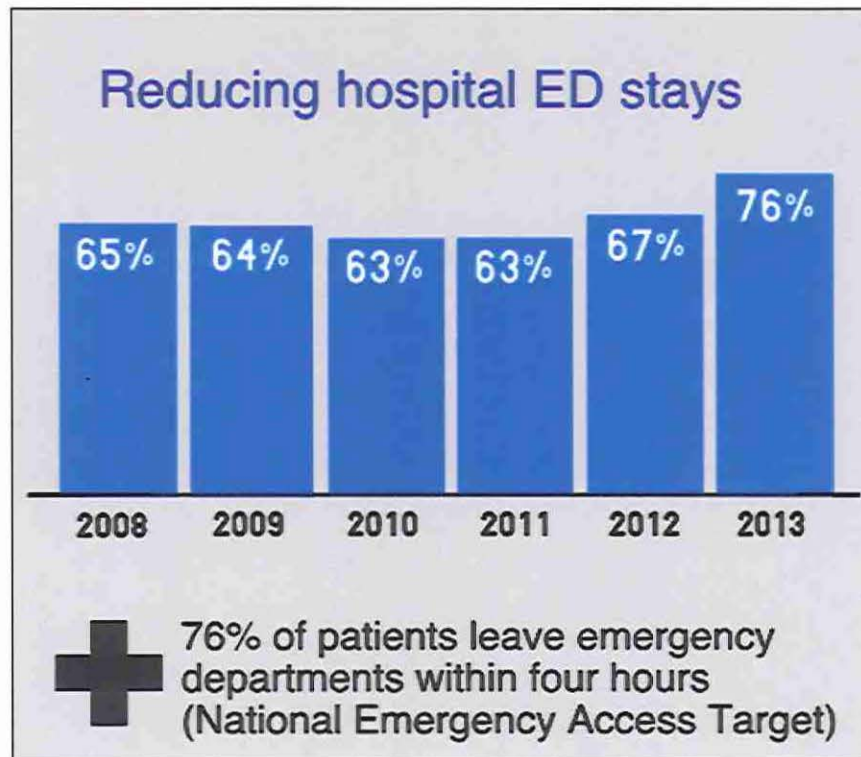
Best available evidence shows that contestability delivers a 20% productivity dividend.

New approach to delivering social services

- **Housing** – at least 90% of social housing to be managed by community housing providers by 2020

- **Child protection** – support families and keep children from entering the child protection system with increased role for non government sector

- **Education** – Independent Public Schools reduce red tape and give principals, parents and school communities greater say over how their school is run

- **Disability services** – revitalising front-line services to deliver greater individual choice and control, and working with non-government sector to prepare for transition to NDIS
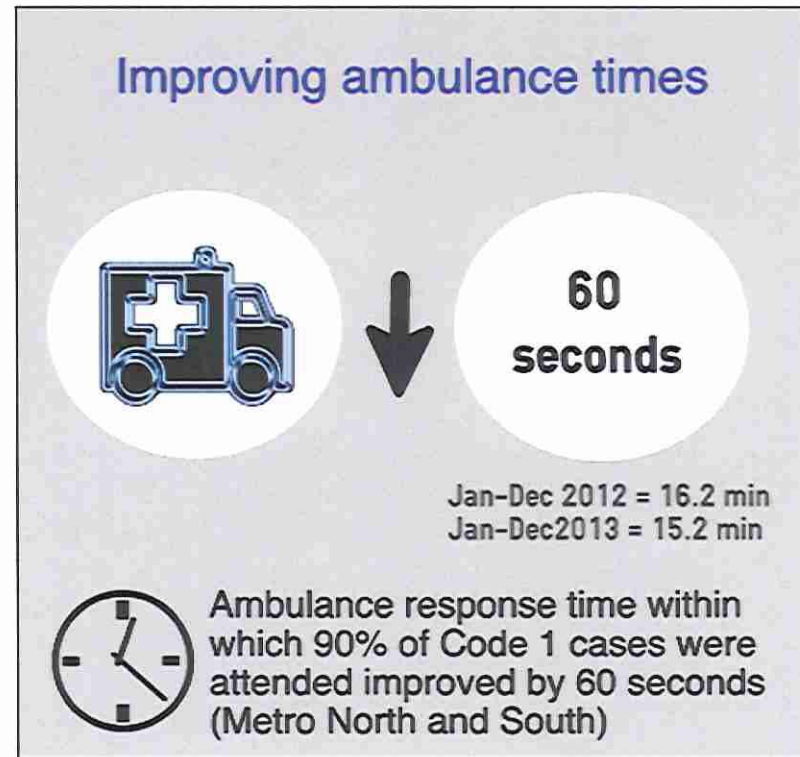
Success: Improved health service delivery

Reducing hospital ED stays

2008	2009	2010	2011	2012	2013
65%	64%	63%	63%	67%	76%

76% of patients leave emergency departments within four hours (National Emergency Access Target)
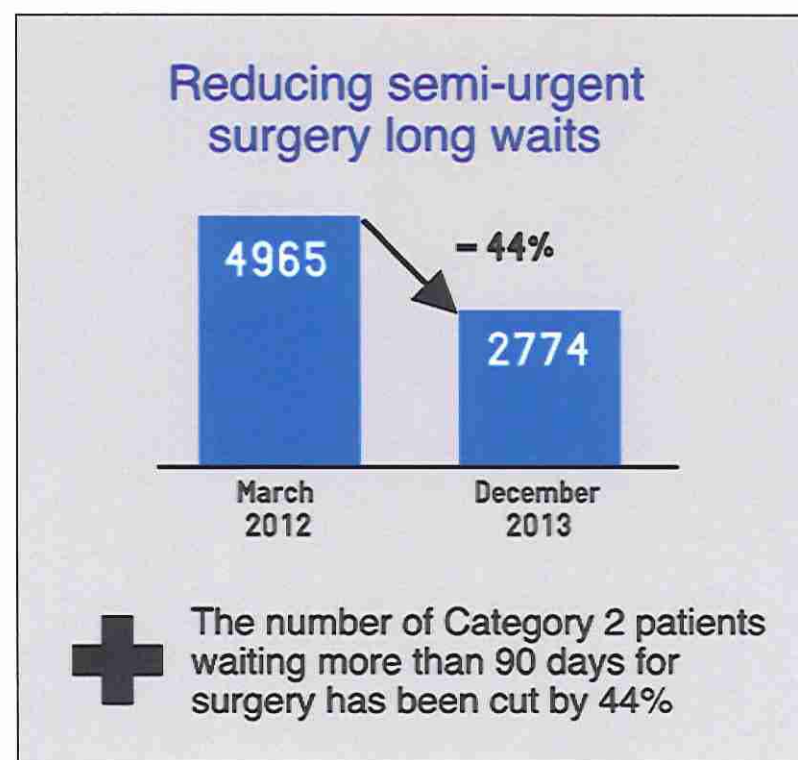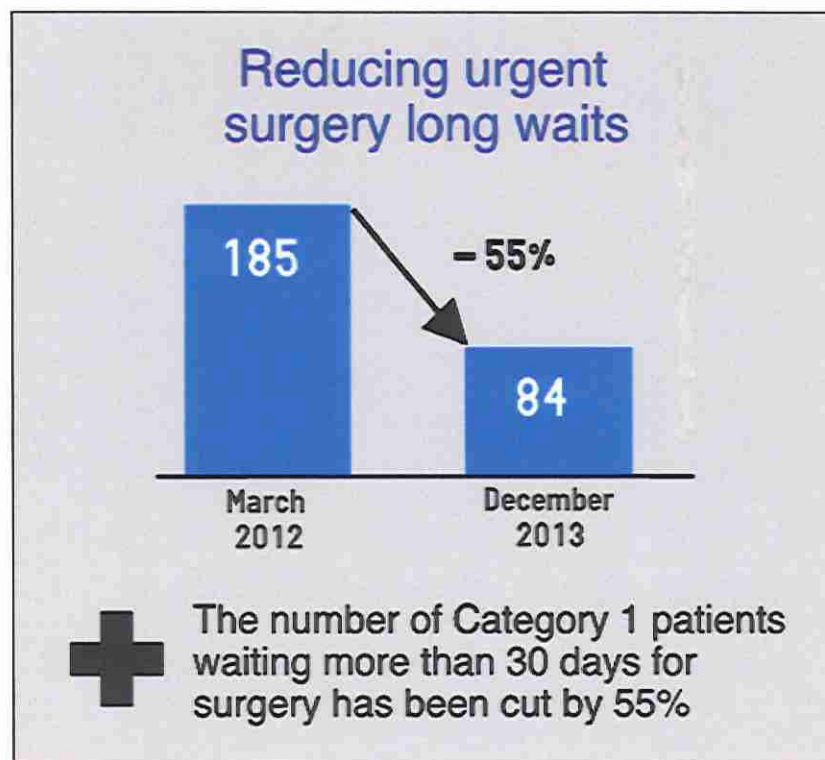
- Latest comparison data shows in 2012-13 Queensland ranked second in Australia behind WA

- NEAT for month of December 2013 was **78.6%** – best ever performance

- Demand increased by **3.8%** – the second largest growth in the country

- Clinical redesign and staff input improved processes – e.g. senior doctor now does triage

Success: Faster ambulance response times

Improving ambulance times

78:00 → **65:00**

Jan-Dec 2012   Jan-Dec 2013

Average time between ambulance dispatch and available reduced by 16.6% (Metro North and South Codes 1 and 2)

Improving ambulance times

60 seconds

Jan-Dec 2012 = 16.2 min
Jan-Dec2013 = 15.2 min

Ambulance response time within which 90% of Code 1 cases were attended improved by 60 seconds (Metro North and South)

Success: Reducing surgery long waits

Reducing urgent surgery long waits

March 2012	December 2013
185	84

−55%

The number of Category 1 patients waiting more than 30 days for surgery has been cut by 55%

Reducing semi-urgent surgery long waits

March 2012	December 2013
4965	2774

−44%

The number of Category 2 patients waiting more than 90 days for surgery has been cut by 44%

Success: Driving down dental waiting lists

Reducing oral health waiting lists

62,513 — Feb 2013
8494 — Dec 2013

Queensland Health introduced a voucher scheme allowing patients to exercise choice, and slashed the list of people waiting more than 2 years
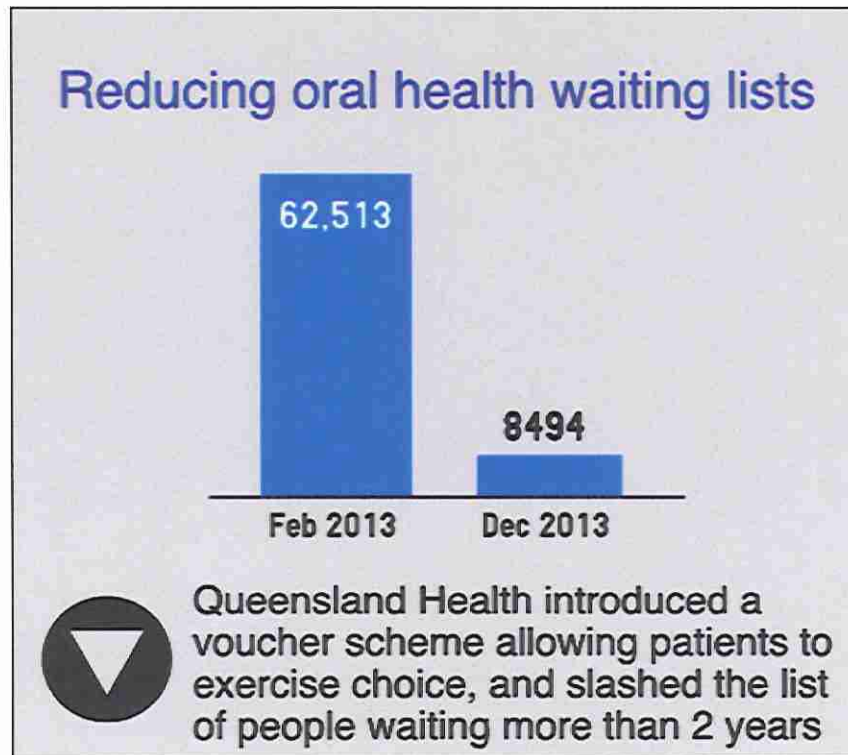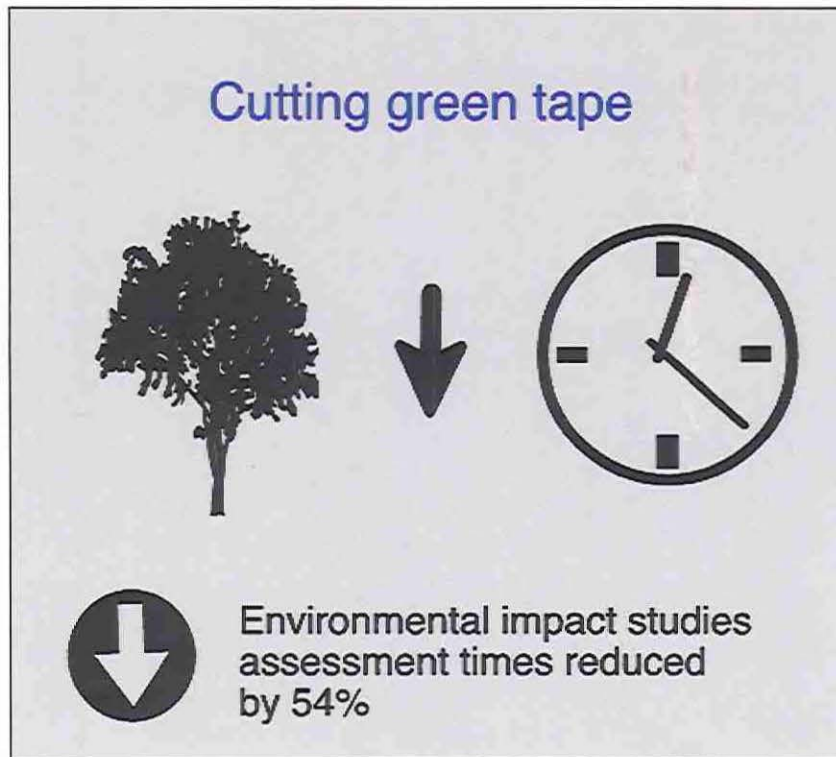
- Expanded voucher scheme

- Allowed patients to exercise choice in accessing good quality dental healthcare

- Number of long wait patients **reduced by 86% over 10 months**

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Success: Delivering investment certainty

Cutting green tape

Environmental impact studies assessment times reduced by 54%

- Coordinator General has made **256 statutory decisions** (as at 7 January 2014)

- Increase in decision making of **3 times** the previous rate

- Assessment timeframes **cut by 54%** for coordinated projects

- Public service understanding the **need to compete** for projects and project investment

Success: Boosting Queensland's tourism industry

- A record **312,000** Chinese visitors came to Queensland in the 12 months to September 2013

- The visitors contributed **$585 million** to Queensland's economy

Leading tourism growth

+38%

226,000 visitors

312,000 visitors

| 12 months to March 2012 | 12 months to September 2013 |

Queensland is the preferred holiday destination for Chinese travellers to Australia, with a record number of visitors in 2013

Success: Supercharging Queensland's economy

Leading job creation in 2013

▲ 44.400
▲ 16.600
▼ 17,400
▲ 2100
▲ 1000
▼ 5100

* seasonally adjusted

More jobs were created in Queensland than any other state in the 12 months to December 2013

Queensland bucking the trend
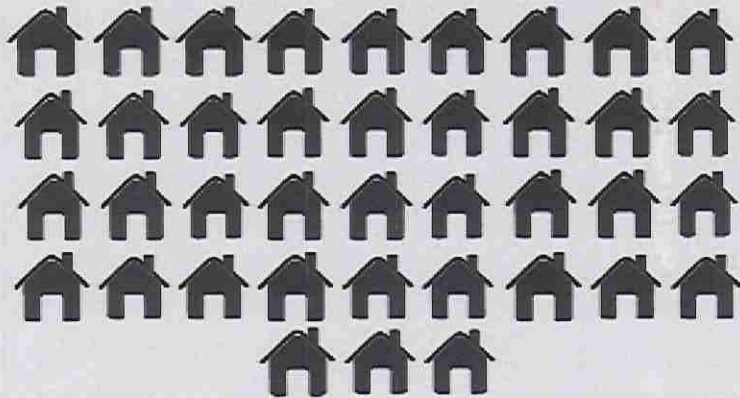

▼ 0.2%
▲ 0.4%
▲ 0.9%
▲ 0.7%
▲ 0.7%
▲ 0.3%

* seasonally adjusted
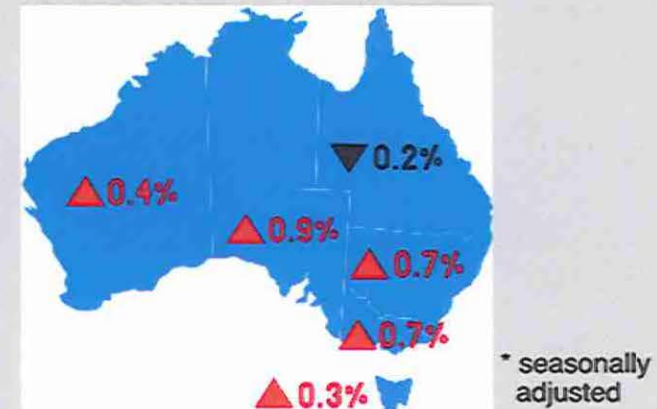
Queensland was the only state to see a fall in unemployment in the 12 months to December 2013

Success: Partnering on innovative services

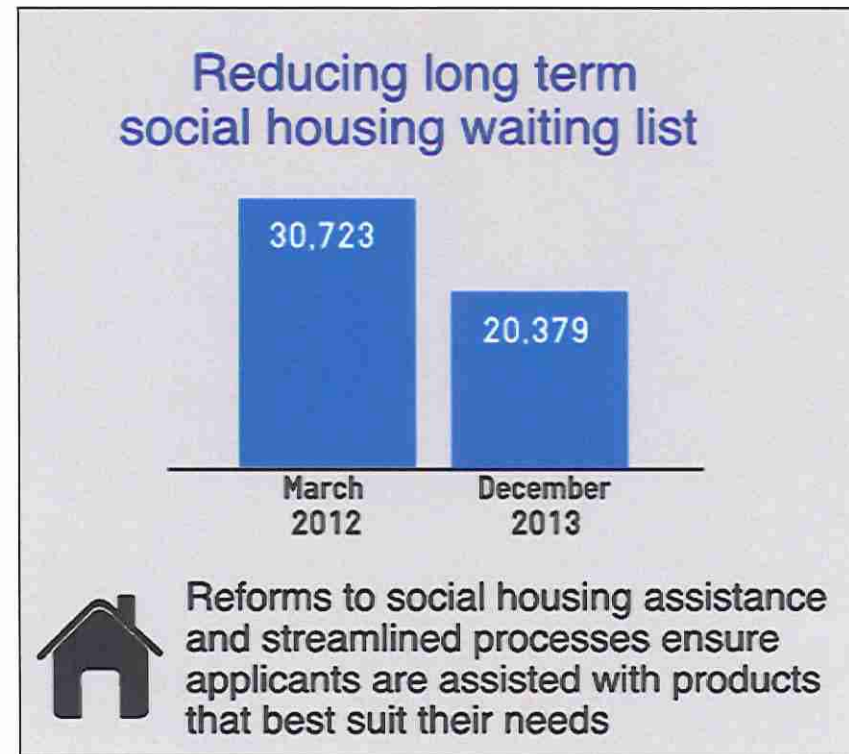## Creating innovative accommodation

Elderly Parent Carer Innovation trial will provide 39 new homes for people with disabilities and their parents
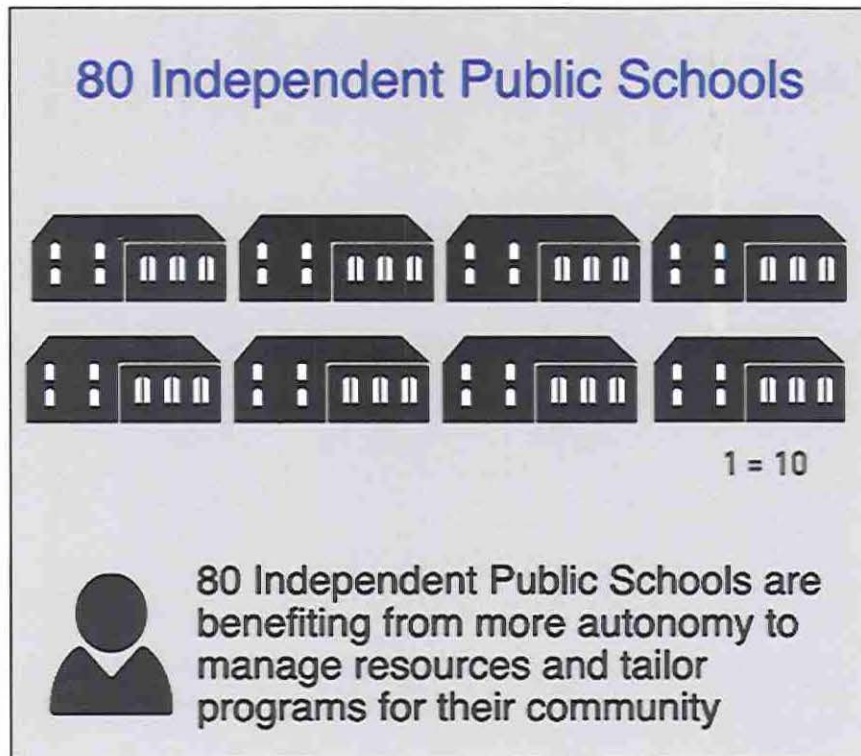
- Creating innovative living arrangements for people with disabilities once their elderly parent carers are unable to look after them at home

- Partnering with **five community organisations** in the first round of a new trial

- Foresters – Community Finance Fund to create up to 15 places

- Social impact investing

Success: More targeted housing solutions

- Public and private housing solutions assisting customers according to their needs

- New personalised services – RentConnect – helping customers into private rental market

Reducing long term social housing waiting list

30,723 — March 2012
20,379 — December 2013

Reforms to social housing assistance and streamlined processes ensure applicants are assisted with products that best suit their needs

Success: Delivering better education

80 Independent Public Schools

1 = 10

80 Independent Public Schools are benefiting from more autonomy to manage resources and tailor programs for their community

- Schools empowered to make decisions that directly impact on students' learning

- Cutting red tape

- Removing layers of bureaucracy

- Schools across Queensland, from Southport to Palmwoods to Pimlico

Success: Better use of enabling technology

Modern approach to services

1.937 million people have visited Queensland Police Service Crime Map to access local crime statistics between June and December 2013
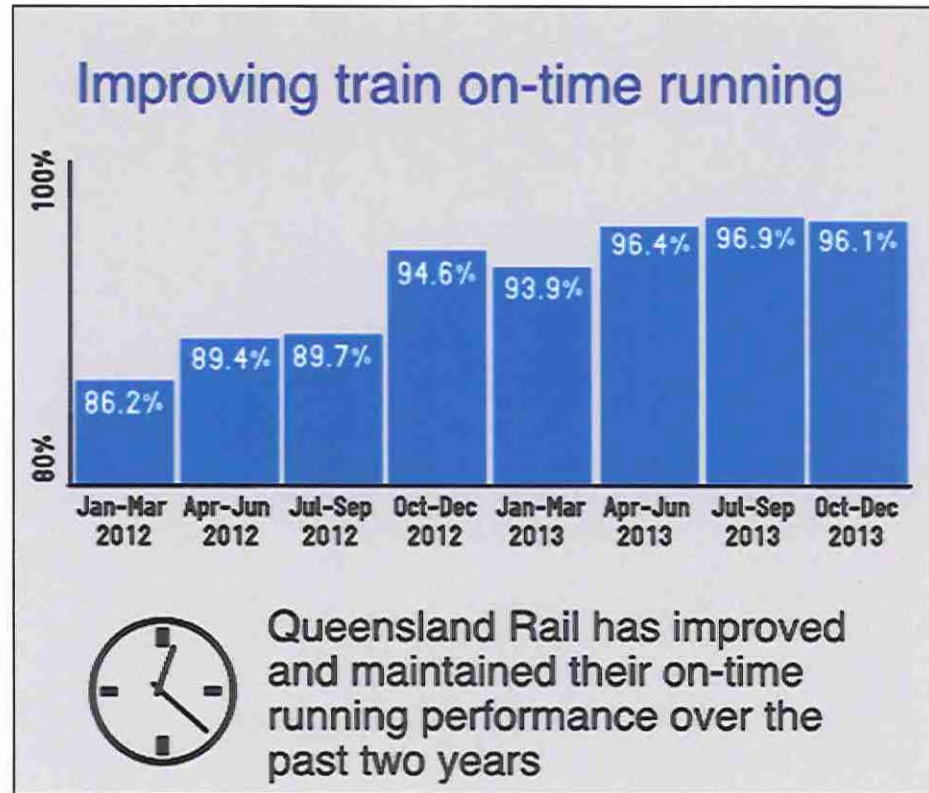
Using technology to support services

The Policelink app allows Queenslanders to report minor incidents to police and access Crime Map on their mobile phone

Success: Better rail performance

- Taskforce dedicated to on-time running and providing the best possible service for customers

- QR reviewed its business and timetable to deliver an **extra 200 services** each day in SEQ from January 2014

Improving train on-time running

	Jan-Mar 2012	Apr-Jun 2012	Jul-Sep 2012	Oct-Dec 2012	Jan-Mar 2013	Apr-Jun 2013	Jul-Sep 2013	Oct-Dec 2013
	86.2%	89.4%	89.7%	94.6%	93.9%	96.4%	96.9%	96.1%

Queensland Rail has improved and maintained their on-time running performance over the past two years

Public sector renewal is about partnerships

- Which services currently provided by the Queensland Government could be better delivered by others?

- What would attract you to take on a government service?

- Is there interest and capability across the sector?

- How easy is it to engage with Queensland Government?

- What is important to your customers?

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Questions?