



Speech by

**DESLEY BOYLE**

**MEMBER FOR CAIRNS**

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Hansard 17 September 1998

**PUBLIC SERVICE**

**Ms BOYLE** (Cairns—ALP) (10.28 a.m.): I rise to speak not so much about the powerful or influential individuals who sometimes seek to meet with local members, but instead about those troubled individuals, those people often unsophisticated in the ways of Government and inexperienced in dealing with Government departments and agencies, who come to see local members, often in confusion as to what to do next and frequently in some pain and distress. They turn to their local members, quite appropriately of course, for advice on where to go and what to do. Frequently, in my short experience, their visits have been precipitated by a problem with a department such as Housing, Health or Family Services or with an agency such as WorkCover or the police, or even by contact with local government.

Whilst technically these people may have been given correct service by the public agency to which they made a visit, their real and broader needs and wider problems have not been recognised. There has not been a sensitivity to the fact that liaison, referral or other assistance has been required by these individuals.

This morning I put it to the House that the challenge for this Government is to recognise that good service to people in our communities sometimes requires more than a tight and well-driven, economically efficient single program. It is not so much a problem of a lack of skill in our public servants but of a limitation imposed on our public servants by attitudes from the top, by work pressures and by the tight efficiencies of accountability and of following the philosophical underpinnings of economic rationalism that have left our services inadequate and in some ways inhumane.

Time expired.

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