



Speech by

# RACHEL NOLAN

MEMBER FOR IPSWICH

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## UNIVERSITY OF QUEENSLAND, IPSWICH CAMPUS

**Ms NOLAN** (Ipswich—ALP) (12.13 a.m.): Anyone who has ever dealt with bureaucracy as an ordinary client will know that it almost seems designed to kill you. Once, between completing a university course and obtaining a job, I spent two weeks on the dole, and between the dole diary, the disinterested staff and the mind-numbing queues I found it a frustrating and demoralising experience.

For many Ipswich people, this frustration is a fact of life, with their time eaten up by Centrelink, the Housing Department, sometimes the Police Service and the many welfare agencies that provide basic support to the many people who need it just to get by. For anyone who does not speak English as a first language or who is not particularly literate and who has to deal with the maze of uncoordinated government departments, I am sure that it must be a nightmare.

In Ipswich I am pleased to say that significant steps have been taken to untangle that maze. Through the Goodna Service Integration Project, which is located in Jo-Ann Miller's electorate of Bundamba, real steps are being taken to coordinate services. In conjunction with the service integration project, some of Ipswich's most senior bureaucrats have gone back to university, taking on the year-long Graduate Certificate in Interprofessional Leadership at the University of Queensland Ipswich campus, which is located in the heart of my electorate.

Through the UQ Ipswich course, Ipswich administrators are learning and thinking about the principles of community development. They are thinking about how to deliver services that are targeted to the needs of local people rather than being poured down from the top by government. They are building relationships with each other and with the community. They are measuring the effectiveness of what they are doing and they are sharing information and advice.

The UQ leadership course is bringing a real cultural shift to the way in which services are delivered in Ipswich. Recently I attended the graduation of the first cohort of students. There, those who had studied talked about the course. They talked about the frustration that they had felt previously in trying to deal with each other across institutional barriers, the constraints of client confidentiality, and a simple lack of time. They said that in addition to the skills that they have learned and the research that they have done, the simple fact of knowing one another has made a big difference.

The very fact of senior public servants being willing to learn and being focused on service delivery, not institutional maintenance, is a positive cultural shift. I have no doubt that the Ipswich people who have accessed these services will see the benefits. I would like to congratulate Bruce Muirhead on the leading role that he has taken, along with Gracia Catalano, Wayne Faulkner, Jamie Quinn, Jenny Blowers, Peter Videroni and others who have done the course. Their commitment says a lot about them and their professionalism. I am sure that the people of Ipswich will see the benefits of the work that they have done.

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