



Speech By  
**Hon. Dr Steven Miles**


**MEMBER FOR MURRUMBA**

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Record of Proceedings, 19 September 2019

## **MINISTERIAL STATEMENT**

### **Queensland Health, IT Procurement System Upgrade**

 **Hon. SJ MILES** (Murrumba—ALP) (Minister for Health and Minister for Ambulance Services) (9.58 am): Queensland's hospitals are providing world-class care to Queenslanders who need it. Our frontline teams of doctors and nurses and support staff need up-to-date IT systems to support them. The S/4HANA program is a much needed update to Queensland Health's procurement system. The former FAMMIS system that ran procurement before it was over two decades old. When it was introduced, there was no online banking and very few people had email. Most invoices were submitted by mail or fax and paid by cheque. Like all IT systems, it needed to be upgraded to keep up. Since 1 August 2019, over 49,000 supplier payments have been made through the new system totalling \$899 million. Since 1 August 2019, over 28.2 million items have been dispatched through the new system at the Richlands distribution centre alone.

Prior to the implementation of S/4HANA, invoice processing was a paper based process requiring manual handling at multiple points and delays to the payment of invoices was common. The new program will mean more timely payments, because more of this work can be centralised and automated by the hospital and health services. At the moment, around 8,000 invoices are being received per day in comparison to normal incoming levels of around 5,000 per day. To ensure that invoices are paid as quickly as possible, a dedicated response team has been set up to rapidly address any issues impacting payment time frames.

An accounts payable service desk was launched on 17 September 2019 to provide a central point of escalation for suppliers across the state regarding the payment of invoices. Previously, suppliers contacted multiple teams across the state to inquire about the status of individual invoices and payments. The new accounts payable service desk will be able to fast-track the payment of invoices for suppliers from a statewide perspective. On the first day of operations, the service desk took over 70 calls from suppliers regarding the payment of invoices. Queensland Health acknowledges this is a big change and, as planned, on-the-ground support teams are there to resolve any issues. I want to thank Queensland Health staff for their dedication during this transition.