



Speech By  
**Corrine McMillan**


**MEMBER FOR MANSFIELD**

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**LEGAL AFFAIRS AND COMMUNITY SAFETY COMMITTEE**

**Report, Motion to Take Note**

 **Ms McMILLAN** (Mansfield—ALP) (3.43 pm): The Queensland Audit Office forms a key part of the Palaszczuk government's integrity and accountability agenda. Report No. 48 of the Legal Affairs and Community Safety Committee captures the Queensland Audit Office report *Delivering shared corporate services in Queensland*. The report notes the dutiful work of the Queensland Audit Office.

The audit assessed whether the Queensland government's shared service providers are delivering value for money now and whether they are positioned to successfully deliver into the future. The QAO audited the following shared service providers: Queensland Shared Services, the Corporate Administration Agency, and Business and Corporate Partnership. The QAO also engaged with customers of these shared corporate service providers.

Shared service providers typically deliver processes that can be centralised, standardised and automated—very important for a big government. They aim to achieve efficiencies by simplifying processes or building expertise that means services can be delivered with less resources than its customers could do individually. Examples of services that are often shared are finance, procurement, human resources and technology processes. The QAO report also notes that shared services generate economies of scale by delivering more and/or better outputs from less or the same amount of resources. In addition to the three shared service providers audited by the QAO, other shared service providers in Queensland include CITEC, the Public Safety Business Agency, the Queensland Parliamentary Service and the Department of Health.

The QAO found that customers became increasingly satisfied with their shared corporate service provider as technology makes their work easier or costs cheaper. The QAO also found that providers need to improve their understanding of what it costs to deliver each service. This includes understanding all components and costs, including where public ownership supports or detracts from cost-effective service delivery.

The QAO made 11 recommendations in its report. The Auditor-General report concluded that there is still significant benefit to be realised from the shared corporate services model that exists within the Queensland government. Additionally, the Auditor-General report noted that shared service providers have demonstrated their ability to deliver improved services when they consolidate, standardise and automate offerings. This is typical for any large business and certainly delivers similar outcomes in the private sector. All of the relevant agencies agreed with the recommendations and by July 2019 most of the recommendations had been completed by the relevant agency or were ongoing. I congratulate these agencies on their commitment to this cultural change. I commend this report to the House.