




Speech By
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MEMBER FOR NOOSA

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ADJOURNMENT

Public Service Delivery

 **Ms BOLTON** (Noosa—Ind) (7.18 pm): Efficient and effective systems are vital in preventing and resolving some of our greatest issues. A constituent received a text message from the Sunshine Coast Hospital and Health Service to ascertain whether they wished to remain on the waiting list for a broken foot, some 15 months after being placed there. This may be an effective way to analyse who is still in need; however, why was it not done after six months or sooner, to ensure data is current as part of improving service delivery and planning?

This inability to stay abreast of what is needed I have raised in relation to housing, dangerous heavy haulage, years of unsustainable visitor numbers to our Cooloola Recreation Area and our turtles being run over. All were preventable. Instead we see responses that are delayed and reactionary versus precautionary and proactive. These responses generate plenty of activity over the years—meetings, consultations, recommendations and reports. By the time we get to act upon them, the problems are bigger and more expensive and the solutions are outdated. Malcolm Sparrow, lecturer at the Australian & New Zealand School of Government, has a simple approach to public administration: pick important problems and fix them. Do not get bogged down in budgets and rules and meetings. Figure out how to address the underlying issue and fix it. This is an approach we need here to be responsive to our communities and fix issues before they become a crisis.

Recently the Coaldrake and *Fault lines* reports highlighted in relation to our Public Service the need for accountability and transparency, warning of the loss of capacity and a culture of short-term thinking. In addition, it was identified there was a lack of consideration regarding impacts to our most vulnerable during COVID. Regardless of requests as to what provisions will be made to rectify these shortcomings before the next public health emergency, there has yet to be a response from government.

The Public Service Commission is responsible for strategy, leadership and performance across the Queensland public sector and for ensuring it develops the capabilities needed to be responsive and forward-looking. The commission conducts Queensland Public Service reviews when requested to do so by the Queensland government. I call on government to develop a term of reference, via a bipartisan committee inquiry, for the commission to review what is required to develop the capabilities it needs to be effective and efficient, to address our failings and prevent the crises we are seeing in multiple realms from ever occurring again. The appointment of a new commissioner provides opportunity to bring our public service sector into a new era, to lead the world instead of sitting where it is currently—down the various ranking tables behind comparable countries.