

Question on Notice

Number. 700

Asked on Wednesday, 10 May 2006

Mr Hobbs MP asked the Minister for Communities, Disability Services and Seniors (**MR PITT**) -

With reference to the corporate structure of the Department of Communities and the five service areas (Strategic Policy, Program Management, Service Delivery, Smart Service Queensland, Corporate and Executive Services) and, as under each of the five service areas there are a number of sub service areas which are detailed on the corporate structure.

Will he provide the 2004-05 and 2005-06 budget allocations (reported separately) for each sub service areas as outlined on the current corporate structure?

ANSWER:

The Department is strongly committed to providing services to the people of Queensland which is illustrated by 83.4% of staff employed in direct service delivery roles including staff employed in Smart Service Queensland who provide direct service delivery for whole-of-government. The policy areas (8.5% of staff) develop the frameworks to support the implementation of service delivery. The Department also employs staff in Corporate and Executive Services (8.1% of staff) who provide valuable support to service delivery areas.

From a funding perspective, \$19.008M or 5.1% of the Department's budget for 2005-06 of \$375.376M (excluding Shared Information Solutions) is required to fund Corporate and Executive Services, \$19.661M or 5.2% for the policy areas and \$26.479M or 7.1% for Smart Service Queensland. The remaining funds relate to the service delivery areas of the Department.

The 2004-05 and 2005-06 budget allocations for the sub service areas under each of the service areas are as follows:

2004-05 Budget Allocation

Strategic Policy

Business Support, \$888,000; Child Safety, \$436,000; Policy Development and Coordination, \$6,079,000; Strategic Review Evaluation and Research, \$1,827,000

Program Management

Business Support, \$1,647,000; Office for Community Support, \$2,665,000; Office for Children (formerly Office of Child Care), \$3,048,000; Office for Seniors, \$860,000; Office for Youth, \$3,434,000; Community Funding and Sector Development (formerly Community Funding and Support), \$134,847,000

Service Delivery

Business Support, \$324,000; Office of Rural and Regional Communities, \$8,411,000; Youth Justice Services, \$28,242,000; Far North Queensland, \$7,254,000; North Queensland, \$6,332,000; Mackay/Whitsunday, \$2,905,000; Fitzroy/Central West Queensland, \$4,623,000; Darling Downs/South West Queensland, \$3,914,000; Wide Bay/Burnett, \$3,867,000; Sunshine Coast, \$5,032,000; Moreton, \$6,670,000; Greater Brisbane, \$9,251,000; Gold Coast, \$3,872,000

Smart Service Queensland

Business Support (formerly Corporate Services), \$2,740,000; Service Integration (includes Customer Relationship Management), \$4,505,000; Government Gateway, \$438,000; Technology and Infrastructure, \$2,366,000; Integrated Contact Centre, \$3,970,000; QGAP, \$3,031,000

Corporate and Executive Services

Business Support, \$1,342,000; Ministerial and Executive Support, \$1,287,000; Strategic Planning and Performance Measurement, \$1,246,000; Finance and Administration, \$943,000; Marketing and Communications (formerly Corporate Communications), \$2,743,000; Information Management, \$3,252,000; Human Resources Services, \$1,965,000; Complaints Investigation and Misconduct Prevention, \$516,000; Legal Services, \$371,000

2005-06 Budget Allocation

Strategic Policy

Business Support, \$774,000; Child Safety, \$1,006,000; Policy Development and Coordination, \$7,062,000; Strategic Review Evaluation and Research, \$2,155,000

Program Management

Business Support, \$931,000; Office for Community Support, \$2,256,000; Office for Children (formerly Office of Child Care), \$4,975,000; Office for Seniors, \$1,212,000; Office for Youth, \$4,069,000; Community Funding and Sector Development (formerly Community Funding and Support), \$162,201,000

Service Delivery

Business Support, \$463,000; Office of Rural and Regional Communities, \$12,267,000; Youth Justice Services, \$31,122,000; Far North Queensland, \$8,675,000; North Queensland, \$6,838,000; Mackay/Whitsunday, \$3,048,000; Fitzroy/Central West Queensland, \$5,280,000; Darling Downs/South West Queensland, \$4,371,000; Wide Bay/Burnett, \$4,291,000; Sunshine Coast, \$4,976,000; Moreton, \$6,980,000; Greater Brisbane, \$9,494,000; Gold Coast, \$4,307,000

Smart Service Queensland

Business Support (formerly Corporate Services), \$7,471,000; Service Integration (includes Customer Relationship Management), \$5,504,000; Government Gateway, \$531,000; Technology and Infrastructure, \$3,186,000; Integrated Contact Centre, \$7,231,000; QGAP, \$2,556,000

Corporate and Executive Services

Business Support, \$1,174,000; Ministerial and Executive Support, \$1,167,000; Strategic Planning and Performance Measurement, \$1,335,000; Finance and Administration, \$1,748,000; Marketing and Communications (formerly Corporate Communications), \$5,299,000; Information Management, \$4,608,000; Human Resources Services, \$2,715,000; Complaints Investigation and Misconduct Prevention, \$468,000; Legal Services, \$494,000

With the exception of Smart Service Queensland, the sub service area budget allocations detailed above do not include whole-of-department budget allocations that are held centrally, such as depreciation and shared services provider charges.

In 2005-06 a policy decision was made that building lease costs for service areas other than Smart Service Queensland could be more effectively managed centrally. Consequently, with the exception of Smart Service Queensland, these costs are only included in the sub service area budget allocations for 2004-05.