

**Question on Notice**  
**No. 1274**  
**Asked on 8 November 2022**

**Mr J Lister** asked Premier and Minister for the Olympics (Hon. A Palaszczuk)—

QUESTION:

With reference to the service standards on page 4 of the Service Delivery Statements—

Will the Premier advise (a) why the Department of the Premier and Cabinet failed to meet its target for overall client satisfaction with engagement in the policy development process and (b) what the department will be doing to improve its performance in the 2022-23 financial year?

ANSWER:

As the lead agency of government, the Department of the Premier and Cabinet (DPC) drives the policy development process across all agencies, providing overarching strategic analysis, insights and options on key policy initiatives.

Clients surveyed for the Service Delivery Statement (SDS) effectiveness measures are government agencies. DPC sets its annual target for client satisfaction in the SDS and is proud that this target is set at the high benchmark of 85 per cent, reflecting DPC's strong culture of continuous improvement and commitment to enhanced client engagement. DPC often engages with government agencies on complex and controversial policy matters and results may vary each year due to the nature of policy work progressed in that particular financial year, as well as other engagement disruptors such as COVID-19.

Throughout 2021–2022, DPC led successful policy collaboration to protect Queenslanders' health, the economy, and way of life. The department remained focused on continuing our strong COVID-19 health response, planning for future job creation through expansion of manufacturing and construction, growing renewable energy, and the economic and investment opportunities leading into Queensland hosting the Brisbane 2032 Olympic and Paralympic Games.

During 2021-2022, DPC reviewed its core functions including policy development, looking at how it can better support and engage its people and partners. DPC will continue to engage with key stakeholders to lead collaborative policy development to achieve effective outcomes for Queensland.