

CORPORATE ADMINISTRATION AGENCY

The Corporate Administration Agency (CAA) provides corporate services under Service Level Agreements (SLAs) to 23 Queensland public sector entities, which are principally small to medium statutory bodies.

The following service standards in Corporate Administration Agency's Service delivery statement 2014–15 were used by the department and the government to assess the division's overall performance:

Service standards	Notes	2014–15 Target/est.	2014–15 Est. actual	2014–15 Actual
Customer satisfaction with CAA services	1, 4	80%	–	92%
Percentage of customer services delivered within agreed standards (time and costs)	2, 4	95%	–	95%
CAA Operating surplus/(deficit)	3, 4	break even	–	\$8k

Notes:

1. This service standard informs on overall satisfaction levels with the availability, quality, timeliness and support provided by CAA derived from its annual client survey. Satisfaction was measured on a five point scale with one being 'very dissatisfied' and five being 'very satisfied'. A total of 89 client stakeholders completed the survey with a completion rate of 50 per cent (177 invitations were issued). Fifty-four per cent indicated they are either satisfied or very satisfied with CAA's service (4/5 out of 5) and a further 38 per cent rated their overall experience as acceptable, with eight per cent indicating a level of dissatisfaction with CAA services. The survey target audience changed this year to include end users, managers, supervisors, team leaders as well as senior customer representatives who are accountable for the payment of CAA services (last year only end users were surveyed).
2. This service standard indicates CAA's effectiveness in meeting service obligations, as outlined in client service level agreements and reported quarterly to customers.
3. This measure indicates CAA's performance in meeting the government's financial objectives. CAA actively seeks to engage with new and current clients to support its revenue base, while managing expenses in alignment with revenue.
4. Previously reported when CAA was reporting through the Department of Science, Information Technology, Innovation and the Arts.

CAA provides ad hoc services to other Queensland Government entities as agreed. Services provided by the CAA include human resource (HR) management and HR consulting, payroll and recruitment services; financial management and transactional services; and information management services including information technology and business systems.

CAA operates in a dynamic and agile environment wherein clients can choose to purchase separate components on an annual retainer or project basis depending on specific business needs. The business model is non-mandated and requires that the CAA actively maintains high performance standards, cost effectiveness, and innovation for clients, to retain ongoing business.

Key strategic directions include continued business innovation and improvement through effective client engagement and strategic business alliances and partnerships, supported by strong governance of business operations, products and services and development of high performance teams.

Key achievements for 2014–15

- Developed and conducted a number of Reasonable Management Action training courses for managers and supervisors within CAA, CAA's client base and other interested Queensland government agencies.
- Implemented efficiencies within payroll processing resulting in cost reductions for clients of eight per cent in payroll costs for permanent and temporary employees, and 22 per cent for casual employees.

- Attracted and implemented five new government clients and assisted six more in transition arrangements due to machinery of government changes.
- Implemented and established support arrangements for TAFE Queensland electronic document and records management system (HPRM8).
- Established and implemented a Software-as-a-Service solution to meet TAFE Queensland's finance requirements.

Future directions for 2015–16

- Investigate and implement opportunities to automate current manual business processes to improve efficiency and reduce costs.
- Complete the establishment of Queensland Productivity Commission as a service level agreement client.
- Architect a future state cloud delivery model through infrastructure-as-a-service.
- Provide greater access for clients to data and information through the implementation of enhanced self-service and mobility facilities, for example mobile phone, tablets and via the internet if appropriate.
- Build upon effective HR capability development services, with specific attention to the Managing in the Public Sector Environment learning package (includes Reasonable Management action module).