

Government Services

Government Services provides policy and operational advice and support to the Premier in relation to constitutional, executive government and machinery-of-government matters.

Government Services also supports the administration of business before Executive Council, provides support services to Ministerial Offices and the Leader of the Opposition, and manages and coordinates the Anzac Centenary commemoration program.

Key achievements for 2016–17

- Successfully managed two swearing-in ceremonies for new ministers on 11 November 2016 and 10 February 2017.
- Transitioned custody of constitutional documents and government artefacts to the Queensland Museum, Queensland State Archives, State Library of Queensland and the Royal Historical Society of Queensland.
- Coordinated the conduct of the strategic review of the Queensland Audit Office.
- Facilitated the transition to 1 William Street for DPC and Ministerial Offices.
- Provided Queenslanders with opportunities to engage with the Anzac Centenary by managing delivery of legacy projects, commemorative events, a community grants program, and producing communication and marketing activities to educate and engage both regional and metropolitan communities.
- Administered the Anzac Centenary grants program for 50 diverse community projects across Queensland with a total value of approximately \$1 million.
- Engaged the veterans' community via the Queensland Veterans' Advisory Council and supported the Assistant Minister of State Assisting the Premier at the inaugural meeting of the Veterans Ministers' Round Table.

Future directions for 2017–18

- Complete the three-year review of Queensland Government bodies.
- Complete a review of Welcome Aboard: A Guide for Members of Queensland Government Boards, Committees and Statutory Authorities and the Executive Council Handbook.
- Continue to provide Queenslanders with opportunities to engage with the Anzac Centenary by managing delivery of legacy projects, commemorative events, a community grants program, and producing communication and marketing activities, to educate and engage communities both regional and metropolitan.

Our performance

The following service standards in DPC's Service Delivery Statement were used by the department and the government to assess overall performance of the government support service area.

Government Services ¹	Notes	2016–17 target/estimate	2016–17 actual
Service standards			
<i>Effectiveness measure</i>			
Customer satisfaction with support and advice provided by Government Services	2	85%	85%
<i>Efficiency measure</i>			
Cost of Government Services as a % of departmental cost	3	14%	13%

Notes:

1. The name of the service area has been amended and was previously named 'Government Executive Support' in the 2015–16 Service Delivery Statement.
2. This service standard informs on overall satisfaction levels with quality, timeliness and support and is derived from an annual customer experience survey. Customers are ministers, chiefs of staff, directors-general and their department's cabinet legislation and liaison officers and senior policy officers.
3. This service standard informs on the overall cost of Government Services as a percentage of the total departmental budget.

Discontinued measures

The following performance measures have been discontinued.

Department of the Premier and Cabinet	Notes	2016–17 target/estimate	2016–17 actual
Service standards			
<i>Effectiveness measure</i>			
Customer satisfaction with support and advice provided by Corporate Services	1	85%	100%
<i>Efficiency measure</i>			
Cost of Corporate Services as a % of departmental cost	2	14%	15.14%

Notes:

1. This standard has been discontinued in response to the Auditor-General's *Report No 18: Monitoring and reporting performance*. Measures of corporate services are not considered appropriate for reporting in the Service Delivery Statement as they do not relate to frontline service delivery.
2. The cost represents an increase due to the overall reduction in whole of department funding.