

# About our annual report

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The Department of Science, Information Technology, Innovation and the Arts (DSITIA) *Annual report 2013–14* is an integral part of our *Corporate governance framework* and is one of the main tools we use to ensure we are accountable to stakeholders, the Queensland Parliament and the community about our activities.

This report details our achievements, performance and financial position for the 2013–14 financial year. It aligns with the DSITIA *Strategic plan, Service delivery statement 2013–14*, and the Queensland Government's objectives for the community. It also provides information on our future direction, people management and corporate governance processes.

## View our report online

This report is available online: [www.qld.gov.au/dsitia/annual-report](http://www.qld.gov.au/dsitia/annual-report).

For enquiries about this annual report, contact the Principal Consultant, Planning, Performance and People, telephone +61 7 3719 7890 or [webfeedback@dsitia.qld.gov.au](mailto:webfeedback@dsitia.qld.gov.au).

## More information on the Queensland Government Open Data website

A number of annual reporting requirements for this year have been addressed through publication of information on the Queensland Government Open Data website. For further information on consultancies and overseas travel expenditure and our achievements for the *Queensland multicultural action plan 2011–14* please visit [www.qld.gov.au/data](http://www.qld.gov.au/data).

# From the Director-General—the year in review

I am pleased to present the 2013–14 annual report for the Department of Science, Information Technology, Innovation and the Arts (DSITIA).

This report reviews our performance and illustrates the effort, commitment and achievements of our staff throughout the year. It outlines the service delivery achievements our department has already made in delivering on the Queensland Government's objectives for the community.

I would like to acknowledge and thank my predecessor Andrew Garner for the significant contribution he made during his time as Director-General for the department.

Since being appointed Director-General for the department in November 2013, one of my priorities has been to ensure DSITIA is recognised as a flagship department which is clever, creative and connected and is making a significant contribution toward the Queensland Government goal of becoming Australia's most respected and responsive public service.

As outlined in the following pages, the department has delivered significant achievements which assist to fulfil the government's five pledges it made to Queenslanders on entering office: to grow a four-pillar economy, lower the cost of living, deliver better infrastructure and planning, revitalise front-line services and restore accountability in government.

Delivering efficient and effective services to government agencies and Queenslanders and at the same time delivering savings, benefits and achievements from whole-of-government service reform, have been major priorities for the department and are highlighted further in Section 2 of this report.

## The year ahead—a year of action

In 2013–14, we undertook a significant amount of planning and strategic work to outline the future direction for science, information and communication technology, innovation and the arts, while continuing to deliver day-to-day services to our customers. This coming year will see us implementing many of the activities outlined in our strategies and action plans to deliver improved outcomes for Queenslanders.

We will also be focused on the role DSITIA will have in delivering the outcomes outlined in *The Queensland Plan; the 30 year vision for the state*.

As we continue to progress our renewal agenda, I will keep engaging with our stakeholders about our services to ensure that we retain a customer focus and are pursuing the desired outcomes in a collaborative and innovative way.

In closing I thank all DSITIA staff for their outstanding work throughout the year to ensure our department delivers quality services to our customers. I have been impressed by the dedication and passion of our staff and look forward to working with my department, my colleagues in other agencies and our many partners and stakeholders to ensure that we transform our services and the public sector for all Queenslanders.

**Sue Rickerby**

Director-General

Department of Science, Information Technology, Innovation and the Arts

# Our achievements

## Our achievements for 2013–14

DSITIA continued its significant renewal agenda in line with its strategic direction and to contribute to the Queensland Government priorities of reinvigorating the Queensland economy and becoming the most respected and responsive public service in Australia.

DSITIA's strategic objectives and renewal agenda directly contribute to the government's objectives for the community, the Commission of Audit's *A Plan: Better Services for Queenslanders*, and will contribute to the government's response to *The Queensland Plan—a 30 year vision for Queensland*.

These strategic objectives align with the Queensland Government priorities:

- To grow a four-pillar economy based on tourism, agriculture, resources and construction
- Lower the cost of living for families by cutting waste
- Revitalise front-line services for families
- Restore accountability in government
- *A Plan: Better Services for Queenslanders*

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Strategic objective:

***Establish the environment to strengthen industries in the knowledge and digital economy through science, technology and innovation***

### Our achievements

- Released *GoDigitalQld Queensland's Digital Economy Strategy and Action Plan* which is our roadmap to using digital technologies, content and innovation services to boost productivity and connectivity in Queensland.
- Published 188 datasets by June 2014, ahead of our target of 70, as per the Queensland Government open data strategy.
- Released the *Science and Innovation Action Plan* to renew the state's science and innovation efforts and established the Science and Innovation Advisory Council to provide guidance, investment advice and review progress against Queensland science and research priorities.
- Committed \$42.12 million, and leveraged a further \$42 million from the Australian Government, to build essential infrastructure and bolster key research projects for the Australian Institute of Tropical Health and Medicine.
- Supported commercialisation within the Queensland startup community by connecting stakeholders, identifying challenges and opportunities, and encouraging collaboration, through the Minister's Startup Summit, and the Business Angels in Parliament event. We also supported regional Queensland businesses to have access to incubator services through contractual arrangements with iLab.
- Completed a series of Queensland Government's scientific capacity and capability audits which highlighted Queensland's significant skill set and enabled the provision of high level strategic advice to government on the role of science.
- Renewed, with our partner departments, the Memoranda of Understanding Annexures that detail the scientific and technical services to be provided in 2014–15, ensuring that the best possible scientific advice is provided to support decision making.

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Strategic objective:

***Support a vibrant and creative arts and cultural sector to strengthen cultural and economic outcomes for Queensland***

### **Our achievements**

- Implemented the *Arts and Cultural Investment Framework 2013–14*, including investing in 35 arts and culture service organisations and managing government owned companies and major performing arts organisation contracts, with a total investment of \$37.7 million.
- Released the *Arts for all Queenslanders strategy 2014–18* after extensive consultation with the Queensland community. Seventy-eight per cent of Arts Queensland’s clients were satisfied with the consultation. The strategy aims to grow the arts sector and build a strong community of arts. The online strategy’s readership continues to grow with 6285 unique visitors and 48 per cent repeat visitors since its launch.
- Invested in several events in 2013–14 that are driving cultural tourists to regional Queensland including the Queensland Music Festival, Australian Festival of Chamber Music in Townsville, and the Cairns Indigenous Art Fair.
- Supported 38 touring productions to tour to 107 Queensland communities through the Playing Queensland Fund, increasing touring arts productions for Queenslanders.
- Over 4.9 million visitors came to the Brisbane Cultural Precinct and the Judith Wright Centre of Performing Arts. Arts Queensland managed the state-owned arts and cultural infrastructure, spending \$5.2 million on capital maintenance.
- The *Cultural Precinct Master Plan* was released for public consultation. The master plan is a key action of the *Cultural Precinct Strategy* and will prioritise development of the Brisbane Cultural Precinct and enable Queensland to capitalise on the unique co-location of its major cultural institutions.
- Arts Queensland increased its customer focus with a new client management model for funded organisations and local government. This includes a suite of tools to assist the reporting of outcomes from investment or articulate public value more clearly.

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Strategic objective:

***Deliver efficient and responsive service delivery across and beyond government***

### **Our achievements**

- Launched the *One-Stop Shop Plan 2013–18* to make government services simpler, clearer and faster for Queenslanders.
- Commenced a one-year pilot for Queensland Government Brisbane CBD based employees to ‘telecommute’ from Gold Coast and Moreton Bay Flexible Work Centres.
- Commenced the Queensland Innovation Hub Pilot Project, involving experts from the public and private sectors to tackle four complex Queensland Government issues.
- Continued to expand Queenslanders’ access to government information and services through initiatives such as AskQGOV and click to chat and tell us once, and the expansion of information and services available through [www.qld.gov.au](http://www.qld.gov.au).
- Released the *Queensland Government ICT Strategy 2013–17* and accompanying ICT action plan to drive the government’s ICT management and delivery reform agenda.
- Released the ICT Small to Medium Enterprise (SMEs) policy, making it easier to work with government through mechanisms such as allowing agencies to directly engage SMEs for innovative ICT solutions up to \$500,000.
- Commenced the implementation of the Government Wireless Network (GWN), providing the Queensland Police Service, Queensland Fire and Emergency Services and the Queensland Ambulance Service with improved network reliability and coverage.
- Developed a business case for a whole-of-government Digital Archiving Program, including the establishment of a Digital Archive for Queensland’s permanent-value digital public records.
- Promoted an accountable government through Queensland State Archives release of the General Retention and Disposal Schedule for Administrative Records to support recordkeeping by Queensland public authorities; and the release of the decommissioning business systems methodology and toolkit to help state government departments manage their recordkeeping obligations when decommissioning legacy business systems.

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Strategic objective:

***Be recognised as a clever, creative and connected department***

### **Our achievements**

- The DSITIA contestability program was developed, with key activities progressing a contestable environment as part of the government’s renewal program. Key achievements include a dedicated contestability team and framework to assess the contestability of DSITIA’s services including corporate services, shared services and science delivery.
- Supporting community resilience, DSITIA contributed in excess of 1400 hours to disaster response and recovery activities. This includes approximately 900 hours of effort in delivering services directly to Queenslanders via the government’s call centre and maintaining disaster specific content on the Queensland Government website.
- The DSITIA *People strategy* has been developed to build and sustain the workforce and culture we require to deliver against our strategic plan.
- The OneDSITIA renewal program was supported by the Public Sector Renewal Board and established in October 2013. Key outcomes include the:
  - establishment of the new organisational structure and leadership team in February 2014
  - endorsement of organisational key performance indicators
  - launch of the *Strategic Workforce Plan 2014–18* and *ICT Workforce Transformation Plan 2014–16*
  - development of the *Strategic Plan 2014–18*, which is based on the department’s renewal agenda
  - establishment of the Aligning the Culture Reference Group—a committee that is driving a range of organisational cultural activities across the department.

**DSITIA performance against the DSITIA Strategic Plan 2013–17 key performance indicators**

Key performance measures	Notes	2013–14
Improvement in DSITIA culture survey key measures	1	N/A
DSITIA operates within a 2% variance of budget		1.1%
Staff satisfaction		45%
Client satisfaction		Refer to individual divisional performance reviews
Increased number of collaborations between researchers and end users	2	To be baselined
Commercial revenue as percentage of total revenue		15%
Utilisation of state owned arts and cultural facilities		4,968,683
Customer (public) and client (agency) satisfaction measures for business unit		Refer to individual divisional performance reviews
Agreed and completed service level agreements/ Memorandum of Understandings with client agencies		All service level agreements with client agencies completed
100% of performance agreements with external providers documented		100%

## Notes:

1. Cultural survey instrument was not developed and was replaced with Working for Queensland Employee Opinion Survey.
2. This indicator has since been modified based on the new strategic plan. The indicator is being defined and data being baselined.