In 2010–11, the Department of Public Works is contributing to a strong Queensland by leading the Government's building capital works program and by delivering information and communication technology (ICT) and services that support growth in Queensland.

As the Queensland economy bounces back from the effects of a global economic downturn, the role of the Department of Public Works to deliver billions of dollars in building infrastructure and to support government agencies to deliver their services has never been more important.

The department will manage an extensive program of building capital works on behalf of Queensland Government agencies in 2010–11. An additional challenge will be to continue fast-tracking the implementation of the Nation Building–Economic Stimulus Plan, now in its second year, to support jobs and provide valuable school and housing infrastructure.

Fortunately, the department has a well-founded reputation for delivering projects on time and within budget.

The 2010–11 State Budget allocates funding directly to the department to deliver significant building activities including:

- $34 million to continue the construction of a new government office building in Maroochydore
- $11.9 million to continue the construction of a new government office building in Cairns. The new building is Stage Two of William McCormack Place and will be rated a Six Star Green Star building
- $5.9 million for the completion of a new Joint Contact Centre at Zillmere, Brisbane, which will accommodate Smart Service Queensland and the Queensland Police Service. This building has been awarded the highest Green Star design rating ever given to an office building in Australia - a six star rating, from the Green Building Council of Australia in the Office Design v2 category. This award represents world leadership in ecologically-sustainable office buildings.

In 2010–11, the Building Services Authority will continue to regulate the industry and provide remedies for defective building work, including a home warranty insurance scheme providing compensation for defective or incomplete construction.

The Department of Public Works will work to implement Toward Q2 through ICT (2009–2014) – the Government's blueprint to improve the management and use of information and communication and technology investment and to support projects which will help create a more accessible, efficient and effective government. The department will also work to influence the timing and extent of the National Broadband Network roll out in Queensland by working with Queensland Government and Australian Government agencies to prioritise roll out principles and objectives and identifying Queensland broadband assets and capabilities.

Environmental issues remain high on the agenda. The department will deliver initiatives including reducing the Government vehicle fleet's engine emissions; increasing the minimum energy performance standard target for new government offices; and continuing to trial new low emission and renewable energy technologies for potential application in government buildings.

I am pleased to provide this summary of the outcomes of the 2010–11 Budget for the Department of Public Works and the Building Services Authority.

Hon Robert Schwarten MP
Minister for Public Works and Information and Communication Technology
Serving Queensland

The Department of Public Works performs a key role by working with other Queensland Government agencies to deliver vital services to the people of Queensland. The department has lead agency responsibility for the procurement and management of government office buildings; whole-of-Government information and communication technology directions; procurement; fleet management and recordkeeping in Queensland’s public sector.

A significant number of these services are delivered through the department’s commercialised business units:

- QBuild – the Government’s building construction and maintenance provider
- Project Services – the Government’s in-house provider of building design, project management and professional services
- QFleet – the Government’s vehicle fleet manager
- CITEC – the Government’s primary information and communications technology services provider
- Goprint – the Government printer
- SDS – the Government’s supply manager in the areas of office supplies, furniture and publications.

The department also provides high quality, standardised corporate services and business solutions to Queensland Government agencies through the Shared Service Agency and CorpTech, and provides the primary point of contact for Queenslanders accessing government services through Smart Service Queensland.

The community’s growing demand for seamless access to government services, and the need to meet a high standard of accountability, transparency and integrity are key factors influencing service delivery.

To address these issues, the department is pursuing seven strategic objectives:

- improve building asset management outcomes across Government – measured through meeting Commonwealth performance requirements; delivering capital works projects on time and within budget; gaining a return on investment for the office portfolio and government employee housing; and vacancy rates for office accommodation and employee housing portfolios
- improve efficiency and effectiveness in ICT investment – measured by savings and benefits delivered through ICT programs
- enhance delivery of cost-effective support services – measured through delivering cost-effective service; and meeting government fiscal targets
- deliver better procurement outcomes for the Government – measured by savings and benefits delivered under existing and new arrangements for the Government
- manage information effectively – measured by client satisfaction
- manage environmental initiatives effectively – measured through reductions in energy consumption in government buildings and vehicle fleet carbon dioxide emissions
- enhance organisational capability and governance to support future service delivery – measured through cost-effective departmental corporate services.

Public Works also supports the Government’s Toward Q2: Tomorrow’s Queensland – the Government’s blueprint to address the State’s long-term economic, environmental and social challenges and opportunities – through five ambitions:

- A Strong Queensland – Creating a diverse economy powered by bright ideas through built infrastructure, ICT and services that support growth in Queensland
- A Green Queensland – Protecting our lifestyle and environment through sustainable fleet management, green ICT and building initiatives
- A Smart Queensland – Delivering world class education and training by providing graduate programs and local training and employment opportunities through construction trade apprentices, graduate programs in ICT and procurement and traineeships
- A Healthy Queensland – Making Queenslanders Australia’s healthiest people through implementing a whole-of-department health program to assist staff manage their health, wellbeing and safety (Better Pathways to Health Program)
- A Fair Queensland – Supporting safe and caring communities through volunteer programs at Roma Street Parkland and Queensland State Archives, and supporting reconciliation through the department’s Reconciliation Management Plan, Working Towards Reconciliation.
Building our future

**Boggo Road Precinct Redevelopment**

Construction of the Boggo Road Precinct Redevelopment will be completed in 2010–11. $6.4 million is provided in 2010–11 for the completion of the site infrastructure works associated with the Boggo Road Precinct Redevelopment. The redevelopment provides the infrastructure necessary for the Ecosciences Precinct and for future residential, retail, commercial and recreational facilities that will form the Boggo Road Urban Village. The old Boggo Road Gaol is retained. The total project cost is estimated at $45.5 million.

**Joint Contact Centre**

$5.9 million is allocated in 2010–11 for the completion of a new Joint Contact Centre in Zillmere, Brisbane. The building will accommodate 417 work points for Smart Service Queensland and the Queensland Police Service. The project includes a large photovoltaic array that will generate up to 450 kilowatts of solar energy and offset the greenhouse gas emissions from energy used in the operation of the building. This building has been awarded a six star Green Star from the Green Building Council of Australia in the Office Design v2 category, representing world leadership in ecologically-sustainable office buildings. The total project capital cost is estimated at $47.4 million.

**Government accommodation**

In 2010–11, the department will continue to build and refurbish environmentally-sustainable government office buildings throughout the State to ensure delivery of improved services in metropolitan, regional and remote areas.

These projects include:

- $34 million allocated in 2010–11 to continue the construction of a new government office building at First Avenue, Maroochydore. The building will provide 8,600 square metres of net lettable area. The total project cost is estimated at $79.9 million
- $11.9 million is allocated in 2010–11 to continue the construction of a new government office building at Hartley Street, Cairns. The building will provide 9,600 square metres of net lettable area as Stage Two of William McCormack Place. The total project cost is estimated at $79.5 million
- $7.1 million is allocated in 2010–11 for the construction of a new government office building on Thursday Island. The building will provide 1,100 square metres of net lettable area. The total project cost is estimated at $13.5 million
- $5.5 million is allocated in 2010–11 for the completion of a new government office building and learning centre in Mareeba. The total project capital cost is estimated at $6.5 million.

The Government will continue to support the delivery of government services in rural and remote areas with $15.3 million allocated in 2010–11 for the construction and upgrade of government employee housing.

**Environmental initiatives**

The department will cost-effectively manage environmental initiatives including:

- Energy Efficiency Retrofit Program. This program will absorb the EnergySmart Buildings Program, which was announced in the 2009–10 State Budget. The Queensland Government will invest $8 million over four years to undertake a range of energy efficiency improvement activities, including the progressive retrofit of existing government buildings where feasible, to increase their energy efficiency.
- Increasing the minimum energy performance standard target for all new Queensland Government office buildings to 5 stars (out of 5) using the National Australian Built Environment Rating System (NABERS) – Energy for Offices. This will help to minimise new office building energy consumption and will substantially contribute to the Government’s strategy to make its office building portfolio ‘carbon neutral’ by 2020.
- Managing a bulk renewable energy purchase to reduce annual carbon emissions from government building electricity use by over 33,500 tonnes.
- QFleet ClimateSmart Action Plan. QFleet aims to reduce the carbon dioxide emissions of the Queensland Government vehicle fleet by 15% by 31 December 2010 and 25% by 2012, compared with a baseline of 30 June 2007. There will be a further reduction to 50% by 2017 (compared to June 2007 figures).
The Department of Public Works will continue to provide ICT services to Queensland Government agencies in 2010–11. In addition, the department will deliver ICT initiatives including:

- embedding the 'one government' approach to ICT investment and management through increased visibility and collaboration on ICT initiatives and reduced duplication of effort (resources) across the sector
- opening two further Queensland Government Service Centres in Cairns and Maroochydore to provide a single point of service delivery managed by Smart Service Queensland
- implementing whole-of-Government capability to use SMS to support service delivery across all agencies
- pursuing the use of Web 2.0 technologies to engage the Queensland public in policy development
- progressing agencies adoption of ICT policies, methodologies and frameworks to maximise government ICT investment for delivery of business outcomes
- progressing human resources and finance systems consolidation under the Corporate Solutions Program
- establishing an early engagement model with industry to improve the way government ICT solutions are determined
- working with Australian and Queensland Government agencies to influence the timing and extent of the broadband rollout in Queensland.

Information and communication technology

The Department of Public Works will take the lead within the Queensland Government to drive efficiency in ICT investments and implement the actions outlined in the Government’s five-year Toward Q2 through ICT (2009–2014) strategy. The Government will provide funding of $15 million over three years to establish a fund that will invest in whole-of-Government ICT initiatives that generate savings for government. This will assist in the migration of the Government’s technology platforms to mature platforms that establish the foundation for delivery of modern government services.

CITEC, the Queensland Government’s primary technology service provider delivering agency-specific ICT services, has a capital expenditure program in 2010–11 of $30.1 million. This will fund the progressive delivery of the consolidation of data centres, networks and infrastructure services across the Queensland Government; the progressive delivery of a whole-of-Government email system with identity management and authentication capability and Queensland Government digital certificate issuing capability; and the acquisition of ICT infrastructure essential for the continued delivery of ICT services to client agencies.
Fleet management

QFleet will purchase motor vehicles totalling $152.9 million. The vehicles will be leased to clients to facilitate the delivery of government services across Queensland. The vehicle purchases and associated ongoing maintenance provide support for local Queensland firms.

Building a better Queensland

One of the principal roles of the Building Services Authority (BSA) is the provision of remedies for defective building work which includes a home warranty insurance scheme providing compensation for defective or incomplete construction. The BSA delivers information and advice to consumers, builders and contractors through a variety of mechanisms including publications, education shows and consumer seminars. The BSA will continue to build a better Queensland in 2010–11 by:

- introducing fairer contracts in the residential sector
- introducing technology to ensure lodgement of licence renewals online and increasing educational material available online
- issuing 81,053 home warranty insurance policies for residential building work valued at $7.2 billion and approved $47 million in home warranty insurance claims
- processing 6,200 dispute notifications
- continuing education of contractors on business management skills and common defects
- continuing education of consumers on the building process.

Skilling Queensland apprentices

As one of the largest employers of construction and engineering industry apprentices in Queensland, the Department of Public Works, through its construction arm QBuild, will continue to employ 100 new apprentices each year. This supports the Queensland Government’s Toward Q2: Tomorrow’s Queensland ‘Smart’ initiative by delivering world-class education and training. As of May 2010, 390 apprentices and trainees were employed including 61 Indigenous apprentices/trainees and 18 female apprentices and trainees. Since October 1998, a total of 1,339 apprentices and trainees have been employed by QBuild in the apprentice program.