

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 ensures a strong, accountable system of government and supports the business before Executive Council, providing high-level constitutional and administration support to the Premier and Cabinet as well as supporting ministerial offices and the Office of the Leader of the Opposition. Government Services also includes the Office for Veterans.

Key achievements for 2020–2021

- Reviewed and updated the *Guidelines on the Caretaker Conventions* in preparation for the caretaker period ahead of the 2020 State General Election and provided advice to government agencies.
- Led the swearing-in of the new Ministry following the state election.
- Supported the passage of the *Ministerial and Other Office Holder Staff and Other Legislation Amendment Act 2020*.
- Facilitated amendments to the *Queensland Independent Remuneration Tribunal Act 2013* providing the Tribunal with the function to make determinations regarding additional staffing entitlements for cross bench members.
- Facilitated the commencement of the Strategic Review of the Integrity Commissioner.
- Led whole-of-government coordination and oversight of veterans' matters, coordinated veterans' policy, and delivered veterans' grants and employment programs.
- Delivered the 75th anniversary of World War II commemorative program, which included a ceremony on 15 August 2020 at Anzac Square. Further commemorations included a state-wide bell ringing initiative and a vintage aircraft flyover across Brisbane City.
- Facilitated the introduction of the *Queensland Veterans' Council Bill 2021*.
- Delivered the final round of the \$1.5 million grants program over three years from 2018–2019 to 2020–2021, to provide support services to veterans and to preserve and create memorials, monuments and other public sites that acknowledge veterans' achievements.
- Launched a new grants program under the Anzac Day Trust to provide financial support for veterans affected by COVID-19 and veterans' organisations to assist with staging COVID Safe commemorative events.
- Continued to support the ongoing operation of the memorial galleries at Anzac Square.
- Co-delivered The Oasis Townsville official opening on 9 June 2021, and the Queensland Government commitment of an additional \$1 million over four years that will support service delivery at The Oasis Townsville.

Our performance

The following service standards in DPC's *2020–2021 Service Delivery Statement* were used by the department and the government to assess overall performance of the Government Services service area.

Service area: Government Services	2020–21 Target/Est.	2020–21 Actual
Client satisfaction with support and advice provided by Government Services	88%	88%
Cost of Government Services as a percentage of departmental cost	11%	10%

Future directions for 2021–2022

- Continue to support the government's commitment to increasing diversity on government boards.
- Lead the swearing-in of 27th Governor of Queensland.
- Continue to develop, coordinate, and implement policies, programs and initiatives that support the government's commitment to veterans.
- Lead whole-of-government coordination and oversight of veterans' matters, including supporting the Queensland Government's participation in the Royal Commission into Defence and Veteran Suicide.
- Continue to manage ongoing governance arrangements for veterans' matters and the curation and oversight of Anzac Square.
- Deliver a \$4 million grants program, with three annual rounds from 2021–2022 to 2024–2025, for major and minor capital works, memorials and commemorative events that support veterans and their families.
- Partner with TAFE Queensland to offer 300 Australian Defence Force members free TAFE and apprenticeships, as they transition to civilian employment.
- Enhance the Queensland Veterans' Portal including launching a whole-of-government veterans' mentoring program and public sector network as well as a Skill to Sector role guide, and interactive online job search.
- Work with the private sector to identify employment pathways for veterans in key industries like defence, resources and logistics.
- Continue to deliver the \$1 million Anzac Day Trust COVID-19 Grants Program, to provide financial support for veterans affected by COVID-19 and veterans' organisations to assist with staging COVID Safe commemorative events.
- Deliver the existing annual Anzac Day Trust grants program, providing funding to institutions, organisations or associations that support the welfare of veterans and their dependants.