

CORPORATE SUPPORT SERVICES

Objective

The provision of a high standard of corporate support services and corporate leadership is fundamental to the achievement of the Department's mission and objectives outlined in the Corporate Plan 2006-09.

Corporate support services are delivered through the Corporate Services Division and Information Management. The Corporate Services Division delivers services in the areas of human resource management, financial services and facilities management. It provides resource and management support, policies, procedures, systems and advice to the Department's operational Divisions. Information Management provides whole-of-agency information and communication technology development and support.

Principal Services

CORPORATE SERVICES DIVISION

The Corporate Services Division provides whole-of-agency services to the Department. These services are targeted at contributing to improved organisational performance and capability through informed, authoritative, strategic and operational advice. The delivery of efficient business systems, policies, processes and specialist resources that support operational excellence and achievement of business and Government outcomes are core elements of the Division's operations.

Recognition and the meeting of key stakeholder expectations, both internal and external, is paramount to the activities of the Division. This is achieved by:

- direct consultation with the operating Divisions at all levels;
- clear communication and sharing of information and resources;
- provision of specialist professional resources to priority projects and tasks;
- staff acting professionally and with integrity;
- developing business systems, knowledge, skills, capability and tools for all Divisions and employees;
- the alignment of Divisions with Government direction and policy and the Department's Corporate Plan; and
- partnering with Divisions and stakeholders to ensure innovative and creative solutions and outcomes are achieved.

HUMAN RESOURCES BRANCH

The Human Resources Branch aims to fulfil the expectations of its clients and enhance service delivery by developing its capabilities through:

- assisting clients to align their people management practices with business strategy in order to achieve quality business results;
- provision of targeted learning and professional development opportunities for all staff;
- delivery of efficient and effective business systems and processes for both managers and employees, for everyday 'people' transactions;
- providing key diversity and operational health and safety services; and
- assisting clients to lead and manage change within their part of the Department, as well as bringing clarity and innovation to people management practices.

ADMINISTRATIVE SERVICES BRANCH

The Administrative Services Branch is responsible for developing and supporting whole-of-Department capabilities in the areas of:

- administration and facilities support;
- fleet management;
- strategic asset management;
- corporate property and lease management;
- project management, facilitation and advice;
- risk management and insurance;
- procurement advisory and support services; and
- contract advice and management.

FINANCE BRANCH

The Finance Branch has responsibility for:

- development and implementation of financial policy and procedures;
- overall Departmental budget management and co-ordination, including management reporting;
- maintenance, development and support to users of the Departmental Financial Management Information System including the Asset Register;
- provision of financial reports in accordance with statutory requirements and business needs;
- liaison with the Tasmanian Audit Office;
- provision of specialist professional resources to priority projects;
- management of Departmental debtors and creditors; and
- implementation of whole-of-government financial reforms.

AGENCY-WIDE SERVICES

INFORMATION MANAGEMENT

Information Management is responsible for ensuring that knowledge and information is effectively managed to support business planning and operations throughout the Department, whilst obtaining the best value from the Department's investment in information systems and technology.

The team carries out this responsibility by:

- working in partnership with each business unit within the Department to understand the overall business strategy, how the business unit functions and what knowledge/information and related facilities are needed to support business delivery;
- managing the analysis, design and delivery of the agreed knowledge/information systems and technology in line with business priorities; and
- delivery of an integrated, easy-to-use and supported environment for all knowledge/information management facilities, which is highly cost effective and adaptable to allow for future changes to business requirements.

Key Achievements

CORPORATE SERVICES DIVISION

With the support of the whole Department the Corporate Services Division has achieved the following:

- supported Tourism Tasmania in the restructure of its operations including recruitment of senior staff;
- implemented a Leadership Development program for all staff;
- reviewed and updated the governance model for the Internal Audit function of the Department;
- implemented a new Chart of Accounts to support enhanced project and program reporting;
- project managed the construction of the Analytical Services Tasmania laboratory at New Town;
- updated the Strategic Risk profile across the Department;
- reviewed and updated insurable risks across the Department;
- developed a Strategic Pandemic Influenza plan;
- re-located Heritage Tasmania to new heritage premises at 103 Macquarie Street; and
- secured new leased premises for the Parks and Wildlife Service at Glenorchy.

INFORMATION MANAGEMENT

In 2006-07 the Information Management team delivered a number of successful outcomes, including:

- integration of the Environment team into the Department's computer network and facilities/ services, including integration of records;
- development and roll-out of an improved 'standard operating environment' for PCs and servers across most of the Department which improves reliability and security;
- completion of a grants management system (phase one) for Events Tasmania;
- completion of additional improvements to the Arts Tasmania Management System;
- the Information Management System for the Parks and Wildlife Service continued to improve with the implementation of Phase 2 'works program' functionality commencing and many new reports produced in association with Parks;
- completed improvements to the Overland Track Booking System for invoicing of commercial groups booking the track – this system continues to generate new revenue into Tasmania;
- production of a controlled waste movement tracking system for the Environment Division; and
- implemented a number of improvements to the Department's 'KnowledgeShare' intranet system.

Arthur Pieman Conservation Reserve midden Photo by Caleb Pedder

