

Objective:

To be an innovative, collaborative and service-oriented organisation at the forefront of Queensland Government service delivery

Service Delivery initiatives

In the reporting period, the department continued to merge the service delivery elements of the two former agencies (EPA and NRW) to build a unified, client-service culture.

The major focus has been to provide a reasonable choice of access to departmental information, products and services with an emphasis on client needs, smarter provision of services, and delivering services electronically. DERM is achieving this by:

- listening to clients when they visit DERM business centres
- conducting client feedback surveys to understand how the department can improve its delivery of products and services
- building website capability and online services
- working with other government agencies to deliver information, reduce duplication and promote consistency
- including service delivery training in staff induction programs.

Consequently, the following service delivery improvement initiatives have been introduced or progressed during the reporting period.

Electronic service delivery

- The department led a whole-of-government project to develop a new web-based service for the public to access and order digital information online. DERM has made a range of information available through the new Queensland Government Information Service, including geospatial and associated data. Other agencies are also placing data on this 'one-stop' information service.
- Plans are well under way to implement electronic payment methods for annual water licence fees in the 2009–10 financial year.
- Self-service terminals were installed in six more business centres to allow clients to access a range of products online. The expansion of this pilot project (10 terminals in total) is providing DERM with information about client needs for a range of online products and services.

Strong client-service culture

- The recent moratorium on clearing high-value regrowth vegetation was ideal for showcasing the department's coordinated approach to providing former EPA and NRW products and information. DERM provided maps and supporting material at its

business centres and online to inform clients about the moratorium, and also established services to promptly respond to telephone and email enquires. The department's approach generated positive feedback from clients.

- Web-conferencing has been implemented within the department as a way to improve efficiency, reduce travel requirements and reduce the agency's carbon footprint. The use of web-conferencing has allowed documents, presentations and information to be shared through a secure website in real-time from individual's desktops. Clients are benefitting because staff access up-to-date information and receive appropriate training efficiently.

Transition initiatives

Service delivery initiatives in the reporting period have focused on maintaining client services while broader machinery-of-government actions are finalised. Two key projects regarding service delivery were initiated in the timeframe: integrating business centres and integrating planning and development functions of the two former agencies.

- DERM has made progress on the integration of business centres from the former EPA and NRW. Services to be delivered, site selection, staffing needs and infrastructure requirements are currently being assessed, for implementation next financial year. Clients will benefit from the coordinated approach to information provision and well-informed staff trained in service delivery.
- The department has key planning and development functions related to the *Integrated Planning Act 1997* which were inherited from the former EPA and NRW. In the reporting period, DERM has developed a framework to support these functions, integrate the responsibilities of the former agencies, and deliver planning and development services to clients. Key internal stakeholders were consulted and implementation is expected to begin in early 2009–10. Benefits of the integration for DERM clients will include: a coordinated assessment of applications, coordinated input into regional plans and other planning schemes, and a single agency response to development applications.