

Business Support Services



BSS provides the department with strategic, professional and tactical services and advice related to:

- ▶ human resources
- ▶ industrial relations
- ▶ organisational health
- ▶ finance
- ▶ procurement
- ▶ corporate governance
- ▶ capital works
- ▶ property management and leasing
- ▶ fleet and equipment
- ▶ warehousing and distribution
- ▶ assets and facilities management
- ▶ information and communication technologies.

In addition, BSS manages the department's shared services provider arrangements with PartnerOne and CorpTech for the provision of transactional corporate services including finance, human resources, records management services and business systems support.

Staffing

BSS has 470 full-time equivalent employees, the majority of whom are involved in delivering information and communication technology projects and whole-of-government and whole-of-department systems enhancement. About 50 of our employees are located across the department's seven regions. The remaining staff are located at the Kedron Park Emergency Services Complex. The staff of BSS represent less than 8% of the department's total workforce.

Locations

The division delivers its services from:

- ▶ the Emergency Services headquarters at Kedron
- ▶ seven regional offices.

Headquarters contact details

Business Support Services

Emergency Services Complex

Cnr Park Road and Kedron Park Road,
Kedron Qld

GPO Box 1425, Brisbane Qld 4001

Ph: 07 3247 8604



Mission: To provide responsive business services that advance emergency services.

Key achievements during 2005–06

- ▶ The department's new State Operations Centre was equipped with the latest in high-tech planning, resourcing and communication aids to support situational intelligence and logistical planning for major incident coordination.
[▶ more on page 42](#)
- ▶ We developed First Step, a unique and innovative Indigenous traineeship program that will change the face of our workforce.
[▶ more on page 48](#)
- ▶ Initiatives were implemented to facilitate the earlier return to work of injured workers and to enhance the management of workplace health and safety risks.
[▶ more on page 75](#)
- ▶ We assisted divisions with the successful negotiation and implementation of enterprise partnership agreements governing remuneration and conditions for staff.
[▶ more on page 76](#)
- ▶ We trained 538 departmental staff across the state in supportive leadership.
[▶ more on page 48](#)
- ▶ A new code of conduct was developed that for the first time applies to all people working for, or on behalf of, the department, including all volunteers.
[▶ more on page 78](#)
- ▶ We successfully oversaw the sound financial management of the department, which contributed to a positive operating surplus.
[▶ more on page 98](#)
- ▶ We successfully managed the tender and contract arrangements for the replacement of our helicopter fleet.
[▶ more on page 40](#)
- ▶ We managed the implementation of the department's largest ever capital works budget of \$110.9 million.
[▶ more on page 99](#)

Key future directions

- ▶ We will continue our commitment to business and service delivery enhancement and developing strategies to enhance corporate capability.
- ▶ We will manage the implementation of enterprise agreements for the department focussing on award modernisation.
- ▶ Strategies to attract and retain staff will be developed to support the goal of the department becoming a workplace of choice.
- ▶ We will review and implement whole-of-department policy and system development, distribution and governance strategies.
- ▶ Statewide information systems will be implemented in partnership with operational divisions, including Queensland's first statewide computer-aided dispatch system, and the initial establishment of a departmental managed operating environment. The rollout of the electronic ambulance report form will also be completed.
- ▶ Programs to realise the department's goal of zero harm for workplace health and safety will be developed and implemented.