

Foreword

Service Delivery Statements are the primary source of information for Parliamentary Estimates Committee hearings. These hearings examine the funding provided in the State Budget to each Ministerial portfolio and take place following the presentation of the Budget.

Members of Parliament, the media and the public also use Service Delivery Statements to get information about key strategies, prospective outcomes and financial performance of Queensland Government agencies.

Service Delivery Statements have a forward-looking focus and provide predominantly budgeted financial and non-financial information for 2009–10, the Budget year. They complement agency annual reports, which document actual performance (including audited financial statements) for the financial year.

In March 2009, machinery-of-government changes saw the creation of 13 departments reporting to 18 Ministers. The 2009–10 Service Delivery Statements provide continuity of information between the previous departmental structure and the new arrangements.

These new arrangements have required information in the Service Delivery Statements to be presented on a departmental rather than a Ministerial basis. The following table outlines Ministerial accountabilities within the new arrangements.

The relatively recent announcement of the new arrangements has allowed insufficient time to present full financial information, for 2008–09 and 2009–10, on a departmental basis for all 13 departments. For the new departments that were formed largely by amalgamating previous departments, the 2008–09 financial data, adjusted for machinery-of-government changes, are presented only on the previous departmental basis. Financial data for 2009–10, however, are shown on a departmental basis for all 13 departments.

From 2010–11, full financial information will be presented for all 13 departments.

The 2010–11 Service Delivery Statements will also show changes to output structures and performance measures. These changes will be brought about by the alignment of services within the new departmental structures and the ongoing improvements in performance management across government agencies.