

Overview

About us

The Public Safety Business Agency (PSBA) was established in 2014 to provide sustainable client-centric corporate services to Queensland's public safety agencies.

The PSBA delivered professional information and communications technology (ICT), financial, procurement, asset management and human resources (HR) services to the:

- Queensland Police Service (QPS)
- Queensland Fire and Emergency Services (QFES) including the Rural Fire Service (RFS), Fire and Rescue Service (FRS) and the State Emergency Service (SES)
- Office of the Inspector-General Emergency Management (IGEM).

The PSBA also provided ICT services to:

- Queensland Ambulance Service (QAS) and network services to a number of other Queensland government agencies.

Until 23 April 2021 the agency was also responsible for the delivery of aviation services involving organ retrieval, community safety, state support and life-saving aviation services for the Queensland community. Pursuant to Departmental Arrangements Notice (No. 1) 2021, the functions and staff of Queensland Government Air (QGAir) were transferred to the QPS on 23 April 2021.

The full list of services that were delivered by PSBA is detailed in Table four on page 15.

Operating environment

We delivered our functions and services within a complex operating environment that was influenced by factors such as:

- exponential advancements in technology
- an ageing and diverse population
- an environment of increased severity and frequency of disasters and severe weather events
- changing community expectations around government services and community safety.

Information is available in the 2020–2021 Highlights (refer pages 18–21) about how the PSBA supported the public safety agencies deliver their services during this final reporting period.

Disestablishment of the Public Safety Business Agency

On 7 September 2020, the Queensland Government announced its intention to integrate the PSBA functions and staff into the public safety agencies of the QPS and QFES, as part of a wider strategy to structurally reform government statutory bodies and agencies and increase further efficiencies in the delivery of quality outcomes to Queensland communities.

The disestablishment of the PSBA and the corresponding functional transition into the QPS and QFES, as per the *Administrative Arrangements Order* (No. 1) 2021 (AAO), was completed by 30 June 2021.

Legislation administered

In accordance with *Administrative Arrangements Order* (No. 2) 2020, the PSBA administered the following legislation:

- *Public Safety Business Agency Act 2014* (now repealed as of 1 July 2021).

Accountabilities

The main functions of the PSBA under the now repealed *Public Safety Business Agency Act 2014* were as follows:






- a. to provide support services to the public safety agencies
- b. to hold and maintain infrastructure, fleet and communication technology assets for the public safety agencies

- c. to report to the Minister and advise the Minister about the matters mentioned in paragraphs (a) and (b)
- d. to perform a function incidental to a function mentioned in paragraphs (a) to (c).

Values

PSBA values aligned with the Queensland Public Service values:

Table 1: PSBA values and behaviours

PSBA and Public Service values				
				
Customers first	Ideas into action	Unleash potential	Be courageous	Empower people
<ul style="list-style-type: none"> • Know your customers • Deliver what matters • Make decisions with empathy 	<ul style="list-style-type: none"> • Challenge the norm and suggest solutions • Encourage and embrace new ideas • Work across boundaries 	<ul style="list-style-type: none"> • Expect greatness • Lead and set clear expectations • Seek, provide and act on feedback 	<ul style="list-style-type: none"> • Own your actions, successes and mistakes • Take calculated risks • Act with transparency 	<ul style="list-style-type: none"> • Lead, empower and trust • Play to everyone's strengths • Develop yourself and those around you
The PSBA behaviours that accompanied these values were:				
<ul style="list-style-type: none"> • Know the business: ours and our clients 	<ul style="list-style-type: none"> • Achieve service excellence 	<ul style="list-style-type: none"> • Focus on results 	<ul style="list-style-type: none"> • Be honest, open, fair and transparent 	<ul style="list-style-type: none"> • Respect others

Queensland Government objectives

The Queensland Government works closely with all Queenslanders to deliver its objectives for the community. Integrity, accountability and consultation underpin everything the Queensland Government does.

Queensland's Future State

The government's objectives for the community are built around Unite and Recover – Queensland's Economic Recovery Plan. The objectives are long-term and can only be achieved by everyone involved working together.

The PSBA's strategic objectives supported the Government's objective for the community in the priority area of:

- Backing our frontline services.

The PSBA's commitment to leadership in service, technology and capability delivered world-class frontline services in community safety.

Public Safety Business Agency objectives

The PSBA objectives supported the following Queensland Government's objectives for the community:

- delivering quality frontline services
- building safe, caring and connected communities.

Table 2: PSBA objectives and strategies

Objective	Strategies
1. Service Leadership: Productive and responsive services	<ul style="list-style-type: none"> • Prioritise the most critical core business services • Re-engineer or eliminate ineffective end-to-end processes • Strengthen Queensland's responsiveness to emergency events • Partner to identify solutions
2. Technology Leadership: Integrated and scaled service platforms	<ul style="list-style-type: none"> • Digitise manual processes and streamline services • Implement Cloud ready, integrated platforms • Expand e-services as mobile, online, easy to use self-services
3. Capability Leadership: Innovative and collaborative best practices	<ul style="list-style-type: none"> • Invest in people • Invest in innovation • Enhance collaboration and relationships across government • Build a high-performing workforce

Key objectives and performance measures

Table three below summarises the PSBA's strategic priorities during the reporting period, matched with projects/initiatives undertaken.

Table 3: PSBA key projects aligned with our performance measures

PSBA Objective	PSBA Performance Measure	Projects / initiatives	Status
Service Leadership	Increased client satisfaction	100% availability of QGAir Rotary Wing aircraft for 11 weeks between 1 November 2020 to 16 January 2021 with four aircraft available at all other times, equating to standby aircraft being available for disaster response and recovery	★ Achievement
		PSBA Human Resources (HR) conducted a review of all PSBA/IGEM policies, procedures and delegations to ensure alignment with Public Service Commission (PSC) directives	✓ Complete
		PSBA HR reviewed QPS policies in conjunction with stakeholders to ensure alignment with PSC directives	🔄 Ongoing
		Memorandum of Understanding (MoU) executed between Metro South Hospital and Health Service (DonateLife) and PSBA with respect to aeromedical organ transportation (see page 20)	✓ Complete
		MoU between Queensland Health and PSBA executed for the provision of emergency helicopter services within the Queensland Emergency Helicopter Network (see page 21)	✓ Complete
		Completion of the QFES and QAS Advanced Mobile Location (AML) project (see page 21)	✓ Complete
	Achieved productivity gains	The QGAir AW139 fleet achieved 20,000 hours flight time as a Helicopter Emergency Medical Service and Search and Rescue service provider – this was an Australian first achievement (see page 21)	★ Achievement
		MoU between QGAir and the Australian Maritime Safety Authority signed (see page 21)	✓ Complete
		Operational assets transferred to the QPS and QFES (see page 18)	✓ Complete
		Disaster Recovery Funding Arrangements (DRFA) from the Queensland Reconstruction Authority (ORA) recouped over \$45 million for the public safety agencies collectively	✓ Complete
		Technology upgrade project for QFES and QAS – Communications (data voice and network traffic upgrade at three sites (Roma Street, Kemp Place and Caboolture) in Brisbane region (see page 18)	✓ Complete
		Construction of QPS Coolum replacement police facility, replacement watchhouse at Caboolture and Counter Terrorism and Community Safety Training facility at Wacol	✓ Practical completion
		Construction of QPS El Arish replacement auxiliary fire and rescue station and new permanent fire and rescue station at Pimpama	✓ Complete
		Construction of QFES Esk, Kilkivan and Yarraman replacement auxiliary fire stations	✓ Practical completion
		Richlands Supply Centre supplied over 1 million masks and more than 3000 units of other personal protective equipment (PPE) related items to support the January 2021 Greater Brisbane lockdown measures	★ Achievement
		Construction of QFES Charlton replacement regional headquarters and new permanent fire and rescue station and construction of the Mount Isa complex	✓ Complete
		Beechcraft 1900 QGAir Fixed Wing aircraft upgrade	✓ Complete
		QGAir divestment of Citation Ultra jet (see page 18)	✓ Complete
		Power BI gateway successfully introduced into the MECS production environment to enhance reporting capability	✓ Complete

Technology Leadership	Increased digital service delivery	Launch of the new PSBA and IGEM HR Intranet site	✓ Complete
		Over 16,000 QPS computers installed with Windows 10 Upgrade	✓ Complete
		QFES Workshop Solution Project successfully procured and implemented multiple technology solutions to provide improved workshop management of the QFES vehicle fleet	✓ Complete
		Successful integration of Microsoft (MS) Teams and other video conferencing solutions for all public safety agencies allowing an expanded ability to communicate remotely (see page 18)	✓ Complete
		Successful rollout of the HR: The Next Generation Program across the QPS environment including the Prostitution Licensing Authority (see page 20)	✓ Complete
		Expansion of the Aurion 11 Upgrade Project through the addition of self-management of payroll deductions and remote working time codes (see page 19)	✓ Complete
		Implementation of the Trunk Replacement Project commenced with the migration of 65 per cent of triple zero and non-triple zero facilities from ISDN to SIP network services to ensure resilience of frontline telephony services (see page 19)	✓ Complete
		Geographic Information System (GIS) Mapping assisting COVID-19 health pandemic restrictions and response (see page 19)	✓ Complete
Capability Leadership	Increased employee satisfaction	QPS HR Gender Affirmation Policy and Guidelines approved and published	✓ Complete
		Delivery of PSBA HR facilitated Employee Assistance Program sessions	✓ Complete
		Release of the new interactive Excess Leave Report to the QPS People Committee	✓ Complete
		Establishment of the PSBA Transition Taskforce (see page 20)	✓ Complete
		Significant increases in employee satisfaction as evidenced in the PSBA Working for Queensland survey	★ Achievement
	Zero Harm	Human Rights training program implemented	✓ Complete
		68 incidents recorded in Safety Health Environment Hazard and Incident reporting system representing a decrease from 2019-2020	★ Achievement