

TRANSCRIPT

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Introduction to the department's annual report 2016–17

I'm really pleased to present the Department of Science, Information Technology and Innovation annual report for 2016–17.

It's been a remarkable year. We've delivered some amazing results in our three service areas.

In Advancing Queensland through innovation, we've supported over 700 innovators to create over 2,740 jobs and more importantly, we're helping to transform industries, we're making people's lives and communities stronger and better.

In terms of the government services we provide, we continue to drive greater value for our customers.

Through CITEC we've maintained incredible reliability of the services we provide to other agencies that underpin their delivery to Queenslanders.

We benchmark against the best in the industry.

We're introducing new security and fraud controls to ensure the reliability of the services we provide and the data that we manage.

And QSS have been recognised nationally for the excellence of the service that they provide and the transformation program that has been put in place.

And we're redesigning services around the needs of citizens and businesses across Queensland—whether it's starting a café or seniors accessing the concessions that they're eligible for—we're here to make it easier and faster for them to get the services that they most need.

And we're changing the way we do business as an agency.

In 2015–16, we doubled the number of small- and medium-sizes businesses that we had contracts with. And in the last year we more than doubled that again. That's hugely important. It means we can bring new ideas and new technologies to bear in providing services to Queenslanders. But it's also helping Queensland companies get ahead in the marketplace.

And nowhere was the collective capability of the agency better shown than in the role we played in responding to and the recovery from cyclone Debbie.

Our Science division did amazing work—dropping buoys to track the progress of cyclone Debbie. Working with communities around, really assessing the impacts on our coastal areas.

We also managed something like 110,000 calls to SES and community recovery hotlines. And through Queensland Shared Services, processed over 64,000 payments to Queenslanders at a time when they most needed support.

I'd like to thank all the partners without whom we wouldn't have the impact that we do.

This includes of course Australia's first Chief Entrepreneur, Mark Sowerby. Mark's been an inspiration across Queensland—galvanising more people to become entrepreneurs and supporting those that already have businesses.

Together with our team it's making a real difference in terms of the growth of businesses across Queensland.

I'd also like to thank the Mayor, traditional owners and community of Wujal Wujal. We've done a huge range of work with the community. In areas like document management through to ICT infrastructure, through to supporting the school. I was overwhelmed with the response of the agency in providing stationery and bags for the school kids in Wujal.

It's the drive, creativity and expertise of DSITI staff that make me so optimistic for the future. We're really embracing change and we're committed to improving services we provide every day.

As this annual report sets out, there's much to be proud of. And there are great foundations to build upon for the year ahead.