1. Between October 2007 and June 2008, the Service Delivery and Performance Commission undertook reviews of the Department of Transport and the Department of Main Roads as part of its 2007-2008 Work Program. The purpose of these reviews was to improve service delivery and performance management in these departments. In addition, the review of the Department of Main Roads also examined whether the department’s commercialised business unit (RoadTek) was the most appropriate mechanism for delivering part of the transport infrastructure and related services that the department provides to the community.
2. The reviews assessed the performance of both departments against the following elements: service delivery; planning and strategy; resource management; performance measurement and monitoring; governance; evaluation and continuous improvement; and leadership and capability.
3. The findings and recommendations of both reviews are supported subject to the amendment of implementation timeframes.
4. Cabinet noted the findings and recommendations of Service Delivery and Performance Management Reviews undertaken of the Department of Transport and the Department of Main Roads, including RoadTek.
5. Cabinet endorsed the Government response with respect to the review recommendations.
6. Cabinet approved the tabling of the Service Delivery and Performance Commission reports and associated government response in the Legislative Assembly.
7. *Attachments*
* [Service Delivery and Performance Management Review of Queensland Transport](Attachments/SDPC%20review%20Transport.pdf)
* [Service Delivery and Performance Management Review of Department of Main Roads, including RoadTek](Attachments/SDPC%20review%20DMR.pdf)
* [Government Response to Recommendations of the Service Delivery and Performance Commission Review Report – Queensland Transport](Attachments/Response%20SDPC%20review%20Transport.pdf)
* [Government Response to Recommendations of the Service Delivery and Performance Commission Review Report – Department of Main Roads, including RoadTek](Attachments/response%20SDPC%20review%20DMR.pdf)