

Our staff are guided by the Queensland public service values

A new set of public service values and supporting behaviours has been developed to create a high performance workforce that meets the needs of Queenslanders. They were developed following engagement with Queensland Public Sector employees across the state in 2013.

Queensland public service values



Customers first

- Know your customers
- Deliver what matters
- Make decisions with empathy



Ideas into action

- Challenge the norm and suggest solutions
- Encourage and embrace new ideas
- Work across boundaries



Unleash potential

- Expect greatness
- Lead and set clear expectations
- Seek, provide and act on feedback



Be courageous

- Own your actions, successes and mistakes
- Take calculated risks
- Act with transparency



Empower people

- Lead, empower and trust
- Play to everyone's strengths
- Develop yourself and those around you

These values are a key foundation in achieving the government's goal of a more responsive and respected Queensland Public Service and underpin the department's delivery of fit-for-purpose services and infrastructure for Queensland. For information on how Transport and Main Roads (TMR) is supporting the public service values, refer to pages 1–2 and 19–46.



Customers first

Customer-centric services

In support of the *Customers first* value, in 2013–14 we delivered better outcomes for our customers by:

- providing new online customer services (www.tmr.qld.gov.au/Online-services.aspx), such as unregistered vehicle permits, motorcycle licensing, driver licence replacements, demerit point checks and traffic history reports
- initiating the development of applications for smartphones, tablets and other mobile devices
- providing a quicker service for customers visiting Transport and Main Roads' customer service centres
- modernising commercial marine licences by replacing the old passport style licences with plastic cards
- using social media to engage with customers on issues such as road safety
- making safety data more accessible to customers through the Road Crash System project, and placing the data onto the Open Data portal (www.data.qld.gov.au) and Transportation Globe (www.data.qld.gov.au/group/transportation)
- developing a customer experience strategy to ensure all business processes are customer-centric and responsive to customer needs
- actively participating in the One-Stop Shop initiative (www.qld.gov.au/onestopshop) through the counter services pilot and upgrading the Transport and Main Roads mobile customer service centres to enable selected whole-of-government transactions.



Ideas into action

Bus and Train (BaT) Tunnel project design

Bringing the *Ideas into action* value to life, the department collaborated with Projects Queensland and Brisbane City Council to develop and release the BaT Tunnel project's Draft Reference Design in March 2014. In a world first, the BaT Tunnel project combines a railway and busway in a single, 15-metre-wide tunnel, and will more than double the number of buses and trains able to cross the river during morning peak hour.

For more information on the BaT project, see page 21.



Unleashing our potential

Enhanced service through innovation

Unleashing their potential, in March 2014 Maritime Safety Queensland staff based in Cairns designed and built a new propeller guard for the pilot transfer vessel *Bynoe* based at the Port of Karumba in the Gulf of Carpentaria. The marine officers spent 16 hours and \$240 in materials to design and build the guard, which protects anyone from being hurt by the outboard motor blades if they fall into the water. Their new lightweight design minimises the guard's impact on the performance of the boat and enhances the use of the boat for hydrographic surveys in shallow waters. Although there were industry alternatives available, the specific requirements for this application saw innovation as the winner.



Be courageous

Expanding the Emergency Vehicle Priority program

During the year, we collaborated with state and local government partners to deploy newly developed Emergency Vehicle Priority (EVP) technology. The technology triggers a green traffic light signal for emergency response vehicles in advance of their arrival at an intersection, reducing the number of times an emergency response vehicle crosses an intersection against a red traffic light. It also lessens the number of unpredictable reactions by drivers attempting to move out of the way of emergency response vehicles while in a queue at a red light.

The Gold Coast pilot resulted in:

- an improvement in travel time of between 10 per cent to 20 per cent along major signalised routes
- 142 EVP-enabled intersections on the Gold Coast
- 120 EVP-assisted incidents a week.

Following the successful pilot, there are 150 planned new EVP-enabled intersections at Bundaberg, Townsville, north-west Brisbane, the Gold Coast and Logan.



Empower people

One TMR Values and Culture Network

In May 2014, we established the One TMR Values and Culture Network and tasked the group with advising our Board of Management on how to improve employee engagement by embracing a 'values-led' way of operating.

The network provides an opportunity for employees to play a critical role in our cultural renewal, with members tasked with establishing local networks to provide health checks, share ideas and take local action to make the department a great place to work.