Queensland Health
Corporate Services

Empowering Health Through Corporate Digital Transformation

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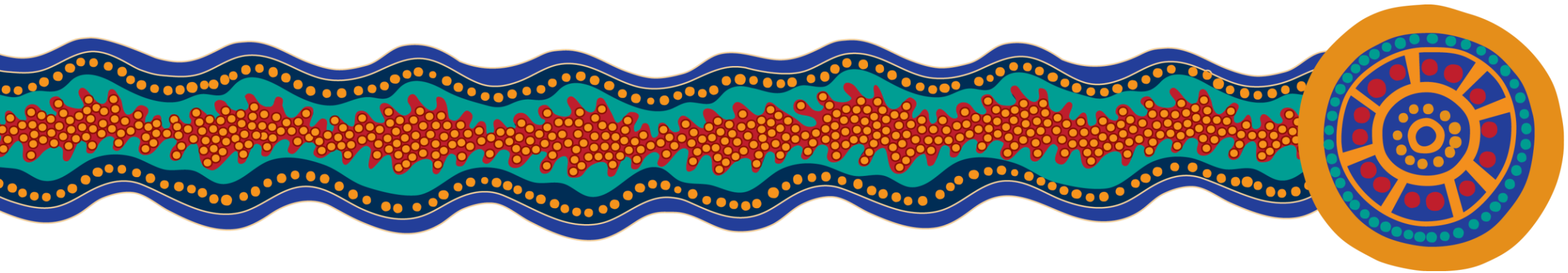

Setting the Scene: Queensland Health

- 105,000+ FTEs, growing to 151,000 by 2032
- $28.9B budget, $14B employee expenses
- 500+ facilities, 134,000 payroll forms processed fortnightly
- Managing complexity in a vast health system

Corporate Services: A Strategic Enabler

- Supporting frontline care through operational excellence
- Vision: Trusted partner enabling system leadership
- Data and digital transformation for workforce and efficiency

Corporate Data and Health Informatics

- Transformation focus: From finance and HR to procurement and asset management.
- Common ground: Striving for efficiency, better decisions, improved service, and responsive systems.
- Opportunities and challenges in data use transcend sector boundaries.

The 'Why' of Corporate Data

- Mandate: Operate efficiently, effectively, and sustainably.
- Data as foundation: Robust, reliable, accessible data enables:
  - Resource optimisation
  - Operational efficiency
  - Strategic decision-making

Digital Transformation Blueprint

- Workforce Productivity
- Process Automation
- Procurement Transformation
- Integrated Rostering
- Corporate Enterprise Solutions Replatforming (HR, FI, Assets)
- Cloud migration: SAP RISE, AWS, QCloud
- Integrated systems: HR/Payroll, Finance, Rostering, Assets
- Transformation & Investment roadmap and milestones

CESR Strategic Outcomes

- Enhanced data access and analytics
- AI-readiness via SAP BTP
- Improved user experience and operational agility

Data, Digital, and Insights in Action

- Data: Workforce planning, predictive analytics
- Digital: myHR, electronic rostering, mobile access
- Insights: Dashboards, decision-support tools
- AI and automation in payroll, rostering, supply chain

Opportunities and Partnerships

- Collaboration with industry and technology partners
- Innovation pipeline: SAP BTP, ServiceNow, AI integration
- Co-creating solutions for patient outcomes and workforce empowerment

Some Reflections

- Leadership Commitment
- Establish clear standards and accountability for data quality and stewardship.
- Break down silos—integrate systems for holistic insight and streamlined processes.
- Involve end users early and often—ensure solutions are practical and people-focused.
- Embrace feedback, iterate, and refine.

Closing and Call to Action

- Digital transformation & health informatics
- Encourage collaboration across PHNs and industry
- Thank you and invitation for questions

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