



1 SERVICES TO CLIENTS

**1.1 BUSINESS SUPPORT & REGULATION**

- 1.1.1 Business & Industry Development
- 1.1.2 Business & Industry Regulation
- 1.1.3 Business Financial Reporting
- 1.1.4 Business Registration
- 1.1.5 Consumer Protection
- 1.1.6 Fair-Trading Compliance
- 1.1.7 Financial Institutions Regulation
- 1.1.8 Securities Regulation

**1.2 COMMUNITY SERVICES**

- 1.2.1 Community Support
- 1.2.2 Family Support Services
- 1.2.3 Emergency Services
- 1.2.4 Housing Services
- 1.2.5 RV & Camping Services
- 1.2.6 Newcomer Services
- 1.2.7 Volunteer Support Programs
- 1.2.8 Sport & Fitness Development
- 1.2.9 Rural Community Development
- 1.2.10 Social Justice & Equity
- 1.2.11 Corrective Services
- 1.2.12 Law Enforcement
- 1.2.13 Community Events
- 1.2.14 Collection Management
- 1.2.15 Recreational Programs
- 1.2.16 Park Services
- 1.2.17 Recreational Hunting & Fishing

**1.3 ECONOMIC MANAGEMENT**

- 1.3.1 Fiscal Policy
- 1.3.2 Financial System Management
- 1.3.3 Financial Investment
- 1.3.4 Local Government Funding
- 1.3.5 Stock Market Policy
- 1.3.6 Retirement Income
- 1.3.7 Taxation Services

**1.12 LAND USE**

- 1.12.1 Land Use Planning
- 1.12.2 Crown Lands
- 1.12.3 Energy Resources
- 1.12.4 Land Valuation
- 1.12.5 Mineral Resources
- 1.12.6 Water Resources

**1.13 SCIENCE**

- 1.13.1 Applied Sciences
- 1.13.2 Human Science

**1.8 INDUSTRIES**

- 1.8.1 Arts Industry
- 1.8.2 Agricultural Industry
- 1.8.3 Aquaculture Industry
- 1.8.4 Fisheries Industry
- 1.8.5 Food Industry
- 1.8.6 Forestry Industry
- 1.8.7 Gaming Industry
- 1.8.8 Promotions & Events
- 1.8.9 Marine & Rural Industry
- 1.8.10 Tourism Industry

**1.9 INFRASTRUCTURE**

- 1.9.1 Civic Management
- 1.9.2 Energy Supply
- 1.9.3 Freight Movement Regulation
- 1.9.4 Passenger Services
- 1.9.5 Public Housing
- 1.9.6 Regional Development
- 1.9.7 Road Transport Infrastructure
- 1.9.8 Waste Management
- 1.9.9 Water Supply
- 1.9.10 Public Land Management

**1.4 EDUCATION & TRAINING**

- 1.4.1 Community Education
- 1.4.2 Early Childhood Education
- 1.4.3 School Education
- 1.4.4 Higher Education
- 1.4.5 Trades Education
- 1.4.6 Professional Recognition
- 1.4.7 Instructional Programs
- 1.4.8 Student Services Programs

**1.7 HEALTH CARE**

- 1.7.1 Community Health Services
- 1.7.2 Health Insurance Schemes
- 1.7.3 Health Protocol Administration
- 1.7.4 Hospital Services
- 1.7.5 Medical Research
- 1.7.6 Public Health Services
- 1.7.7 Special Needs Services

**1.11 JUSTICE ADMINISTRATION**

- 1.11.1 Associations & Corporate Law
- 1.11.2 Civil Law
- 1.11.3 Administrative Law
- 1.11.4 Commissions of Inquiry
- 1.11.5 Coronial Law
- 1.11.6 Court Reporting
- 1.11.7 Criminal Law
- 1.11.8 Human Rights Obligations
- 1.11.9 Juvenile Justice
- 1.11.10 Legal Aid Services
- 1.11.11 Official Language Monitoring
- 1.11.12 Privacy Guideline Monitoring
- 1.11.13 Prosecution Services

**1.14 TRADE**

- 1.14.1 Trade Development
- 1.14.2 Trade Missions
- 1.14.3 Info Economy

**1.6 ENVIRONMENT**

- 1.6.1 Climate Reporting
- 1.6.2 Conservation Programs
- 1.6.3 Environmental Impact Assessment
- 1.6.4 Natural Heritage Protection
- 1.6.5 Pollutant & Emissions Control
- 1.6.6 Chemical & Pesticide Regulation
- 1.6.7 World Heritage Listings
- 1.6.8 Artefact Protection & Preservation
- 1.6.9 Environmental Monitoring

**1.10 INTERNATIONAL RELATIONS**

- 1.10.1 Diplomatic Missions
- 1.10.2 International Agreements
- 1.10.3 International Affairs
- 1.10.4 Overseas Promotion
- 1.10.5 Nuclear safeguards
- 1.10.6 Overseas Aid & Scholarships

2 SERVICE VEHICLES

**2.1 CUSTOMER SERVICES**

- 2.1.1 Product/Service Management
- 2.1.2 Retail Services
- 2.1.3 Entry Points
- 2.1.4 Service Requests
- 2.1.5 Outreach Services
- 2.1.6 Integrated Service Delivery
- 2.1.7 Service Delivery Points
- 2.1.8 Target Group Segmentation
- 2.1.9 Call Centre Services
- 2.1.10 Client Relationship Management
- 2.1.11 Excellence Recognition

**2.2 FINANCIAL ASSISTANCE**

- 2.2.1 Concessions
- 2.2.2 Grant & Fund Management
- 2.2.3 Payments to Clients
- 2.2.4 Rebates
- 2.2.5 Scholarships
- 2.2.6 Subsidies
- 2.2.7 Tax Incentives
- 2.2.8 Direct Loans Management
- 2.2.9 General Insurance
- 2.2.10 Loan Guarantees Management

**2.3 INFORMATION EXCHANGE**

- 2.3.1 Advising & Consulting
- 2.3.2 Analysis & Reporting
- 2.3.3 Discussion Forums
- 2.3.4 Receipt of Information
- 2.3.5 Information Publishing
- 2.3.6 Knowledge Presentation
- 2.3.7 Research & Development
- 2.3.8 Translation
- 2.3.9 Open Data
- 2.3.10 Statistical Compilation
- 2.3.11 Library Management

**2.4 PUBLIC FACILITIES**

- 2.4.1 Physical Security Management
- 2.4.2 Public Facility Construction
- 2.4.3 Public Facility Management

**2.5 REGULATORY COMPLIANCE & ENFORCEMENT**

- 2.5.1 Regulations
- 2.5.2 Inspections & Audits
- 2.5.3 License & Permit Management
- 2.5.4 Regulatory Reporting Guidelines

**2.6 REVENUE COLLECTION**

- 2.6.1 Debt Collection
- 2.6.2 Government Asset Sales
- 2.6.3 Sales of Goods/Services
- 2.6.4 Tax Collection
- 2.6.5 Fee Collection
- 2.6.6 Payments to GNB

**2.7 TRANSFERS TO LOCAL GOVERNMENTS & COMMISSIONS**

- 2.7.1 Project Grants
- 2.7.2 Revenue Assistance
- 2.7.3 Specific Purpose Grants

3 DIRECTION-SETTING SERVICES

**3.1 PLANNING & BUDGETING**

- 3.1.1 Financial Budgeting
- 3.1.2 Legal Advice
- 3.1.3 Outcomes & Outputs
- 3.1.4 Investment Planning
- 3.1.5 Strategic Planning
- 3.1.6 HR Planning, Policy, & Strategy
- 3.1.7 Integrated Services Planning
- 3.1.8 Enterprise Architecture
- 3.1.9 IT Strategy Management

**3.2 STRATEGIC ALLIANCES**

- 3.2.1 Business Partnership Management
- 3.2.2 Business Relationship Management

**3.3 PUBLIC AFFAIRS**

- 3.3.1 Government Campaigns
- 3.3.2 Government Media
- 3.3.3 Public Consultation
- 3.3.4 Public Relations
- 3.3.5 Media Relations

**3.4 GOVERNING**

- 3.4.1 Public Policy Development
- 3.4.2 Civic Celebrations
- 3.4.3 Electoral Matters
- 3.4.4 Government Relations
- 3.4.5 Legislative Assembly Support
- 3.4.6 Legislative Drafting & Review
- 3.4.7 MLA Support
- 3.4.8 Official Protocol
- 3.4.9 Public Administration
- 3.4.10 Intergovernmental Relations
- 3.4.11 Government Auditing

4 SUPPORTING SERVICES

**4.1 GENERAL OFFICE ADMINISTRATION**

- 4.1.1 Workplace Policy Management
- 4.1.2 Mail & Print Services
- 4.1.3 Office Space Management
- 4.1.4 Fleet Management
- 4.1.5 Travel
- 4.1.6 IT Administration

**4.2 BUSINESS MANAGEMENT**

- 4.2.1 Business Change Management
- 4.2.2 Business Reporting
- 4.2.3 Business Risk & Mitigation
- 4.2.4 Business Improvement
- 4.2.5 Budget Management
- 4.2.6 Business Performance Management

**4.3 FINANCIAL RESOURCE MANAGEMENT**

- 4.3.1 General Accounting & Reporting
- 4.3.2 Payroll Processing
- 4.3.3 Fixed-Asset Project Accounting
- 4.3.4 Internal Controls
- 4.3.5 Funds Management
- 4.3.6 Tax Management
- 4.3.7 Treasury Operations
- 4.3.8 Management Accounting
- 4.3.9 Revenue Accounting
- 4.3.10 Expenses & Accounts Payable

**4.4 ASSET MANAGEMENT**

- 4.4.1 Asset Assessment
- 4.4.2 Asset Implementation
- 4.4.3 Asset Planning

**4.5 SUPPLY CHAIN MANAGEMENT**

- 4.5.1 Catalogue Management
- 4.5.2 Contract Management
- 4.5.3 Equipment & Stores
- 4.5.4 Supplier Relationship Management

**4.6 HUMAN RESOURCE MANAGEMENT**

- 4.6.1 Recruitment & Selection
- 4.6.2 Employee Development & Counselling
- 4.6.3 Employee Relationship Management
- 4.6.4 Employee Compensation & Retention
- 4.6.5 Employee Redeployment & Retirement
- 4.6.6 Employee Information Management
- 4.6.7 Employee Communication Management
- 4.6.8 Union Relationship Management

**4.7 DATA MANAGEMENT**

- 4.7.1 Data Governance
- 4.7.2 Data Architecture
- 4.7.3 Data Quality
- 4.7.4 Reference & Master Data
- 4.7.5 Data Security
- 4.7.6 Documents & Content
- 4.7.7 Business Intelligence
- 4.7.8 Data Storage & Operations
- 4.7.9 Data Integration & Interoperability

**4.8 TECHNOLOGY MANAGEMENT**

- 4.8.1 IT Governance
- 4.8.2 IT Architecture Management
- 4.8.3 IT Solution Delivery Management
- 4.8.4 IT Service Management
- 4.8.5 IT Security Management
- 4.8.6 IT Infrastructure Management
- 4.8.7 IT Operations Management
- 4.8.8 Demand Management