



GENERAL GOODS AND SERVICES

General Good and Services (GGS)

Strategy period: 01 July 2026 to 30 June 2027

Category description: Leverages and directs common use supply arrangements across a wide range of general goods and services to support the achievement of Queensland Government outcomes, targets, and objectives.

Category at a glance

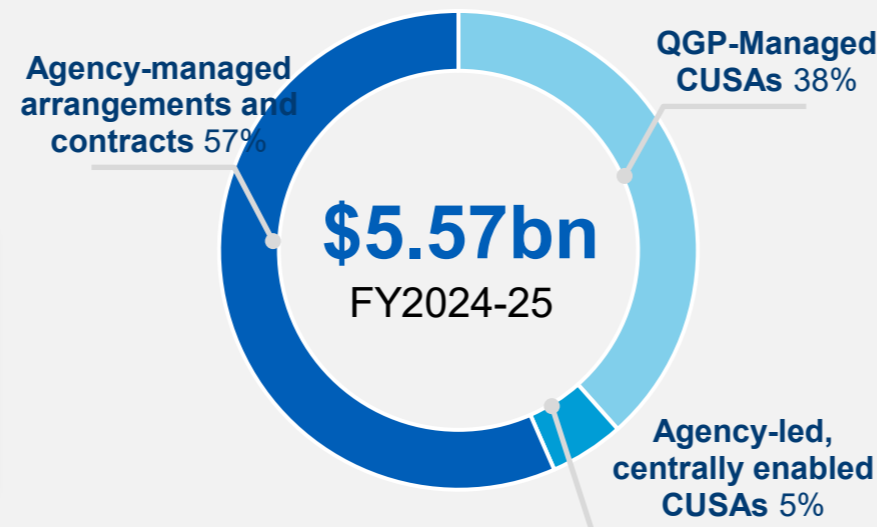
Vision

Drives strategic leadership, innovation, and best practices in Government procurement and category management, delivering social, economic, and environmental value. Champions continuous reforms and streamlined contractual improvements for the benefit of Queensland Government and suppliers.

Annual spend
(3-year average)
\$5.2bn

Spend via CUSA
43%

Subcategory Analysis



Subcategory Summary

Method	Spend	VRM Position	Brief description
Queensland Government Procurement (QGP) - managed common-use supply arrangements (CUSAs)	\$2.14bn	Leveraged and Strategic	CUSAs using established category management methodology for the following subcategories (goods/services): <ul style="list-style-type: none"> Contingent Workforce Employee Services Fleet Marketing Services Professional Services Training and Development Travel Uniforms and Personal Protective Equipment Utilities
Agency-led, centrally enabled CUSAs	\$0.28bn	Leveraged and Strategic	Agency-led and centrally enabled CUSA's are established by various agencies across Queensland Government.
Agency-managed arrangements and contracts	\$3.15bn	Various	Broad range of goods and services contracts through agency specific arrangements and ad-hoc purchases, that aligns with the respective agency's procurement procedures.

- NOTES:**
- The data and findings in this document reflects the best available records at the time of preparation and will be reviewed and refreshed annually.
 - The analysis and findings of the 3-year average is based on Spend Information for the period FY2022-23 to FY2024-25.
 - The analysis of the 'Subcategory Summary', 'Subcategory Analysis' and 'Data and insights' is based on Spend Information and meetings held during FY2024-25.
 - Refer to slide 3 – 'Disclaimers and Definitions' for further details.

Data and insights Government commitments

Queensland supplier spend
\$2.9bn

of Queensland suppliers
25,210

Queensland regional supplier spend
\$594m

of Queensland regional suppliers
10,390

Category Council
4 meetings held
9 members

Industry Reference Group
2 meetings held
10 members

Delivering for Queensland

QPP and purposeful public procurement

Value for Queensland

We will apply purposeful public procurement approaches that consider economic, environmental, social, and governance outcomes, whilst leveraging data and insights into our procurement planning and decision-making processes.

Local opportunities

Review and enhance new and existing CUSAs to increase the number of regional Queensland small and family businesses and reduce barriers for diverse suppliers. Meeting government targets will strengthen economic growth and foster local business opportunities.

Easy to do business

Make it easier to do business by reducing red tape, minimising administrative burdens, engaging with industry and streamlining procurement processes.

Open to new ideas

Encourage suppliers to offer innovative solutions, share procurement success stories, and leveraging data and technology to identify opportunities to support informed decision-making.

Practical economic, environmental and social impact

Promote sustainable procurement methods, supporting supplier sustainability and their adherence to the Queensland Government Supplier Code of Conduct through the Procurement Assurance Model.

Category objectives and achievements

Objectives

1. Enhance the competitiveness of the supplier pool by reviewing common-use supply arrangements (CUSAs) to identify opportunities for supporting diverse and other identified suppliers.
2. Build capability to leverage CUSAs to achieve Queensland Government targets and objectives.
3. Foster two-way communication through the GGS Industry Reference Group to gather supplier feedback, industry insights and trends, to enhance procurement processes and drive procurement outcomes.
4. Streamline GGS sourcing framework, including templates, terms and conditions, to support agencies to simplify tender and evaluation processes.

Key achievements (preceding 12 months)

- Established CUSAs for a broad range of goods and services, such as water testing and sampling services; electricity; vehicle disposal; and valuation and quantity surveying.
- Introduced *QFleet Vehicle Emissions Reduction Strategy* to reduce tailpipe emissions of fleet by 10% by 30 June 2030.
- Redesigned CUSAs structure to enable greater opportunities for diverse, small and family, medium enterprises and regional businesses and provides greater flexibility for the Queensland Government.
- Hosted a meet and greet session to introduce Aboriginal and Torres Strait Islander businesses on CUSAs, to Queensland Government buyers.
- Introduced quarterly reporting to agencies to assist them to increase their spend with targeted suppliers.

Queensland supplier spend

↑ 13%

Queensland regional supplier spend

↑ 29%

Priorities and focus areas

Short Term (next 12 months)

- Agencies to develop procurement plans and update processes to adopt Government strategies, to comply with the Queensland Procurement Policy 2026.
- Develop new strategies for the supply of electricity and salary packaging program to drive efficiency, innovation and alignment with best practices.
- Review CUSAs for fitness-for-purpose (supply and demand; diversity; competitiveness; scope; satisfaction; performance; technological advancements and Queensland Government targets and objectives) which may result in suppliers being added/removed.
- Introduce a new travel booking system and banking solution to optimise efficiency, secure more cost-effective travel options.
- Streamline GGS templates, terms and conditions focusing on using simple language and simplify the process to make it easier for buyers and suppliers.
- Explore existing and emerging technologies, including AI solutions, to support data driven decisions, tenders and use of CUSAs.
- Prepare contract management plans for all significant Contracts and CUSAs.
- Streamline process to obtain Category Council endorsement for CUSA establishment, variations and extensions requests.

Medium Term (years 2-3)

- Leveraging procurement to support the planning and preparation of the Brisbane 2032 Olympic and Paralympic Games.
- Review agency-managed spend data to identify risks, explore aggregation opportunities, engage with industry, and where appropriate conduct tenders to establish new CUSAs.
- Investigate mechanisms to support robust management of information security and related risks within the GGS category, alongside clarifying and strengthening processes for criminal history checks in both labour hire and broader procurement activities.
- Collaborate with categories, in particular ICT, to identify and implement strategies for enhancing the management of cyber security, information security, and related risks.
- Refine CUSA education activities to make it 'easy to buy' from these arrangements.
- Support agencies and independently implement actions based on maturity assessment findings.

Long Term (beyond 3 years)

- Undertake category and agency maturity assessment.
- Continue to identify and pursue opportunities within the category.
- Continue to look for improvement opportunities by:
 - Leveraging procurement to support the execution of the Brisbane 2032 Olympic and Paralympic Games.
 - Reviewing CUSAs for fitness-for-purpose and negotiate extensions.
 - Reviewing the effectiveness of GGS Category Council and GGS Industry Reference Group.
 - Validating diverse and identified suppliers, and spend, to support data-driven decisions and meet Queensland Government targets and objectives.
 - Reviewing contract management plans, for all significant contracts and CUSAs.
 - Identifying risks, explore aggregation opportunities, engage with industry, and where appropriate, conduct tenders to establish new CUSAs.

NOTES:

- The data and findings in this document reflects the best available records at the time of preparation and will be reviewed and refreshed annually.
- Increase of 'Queensland suppliers spend' and 'Queensland regional suppliers spend' is based on the change in Spend Information from FY2022-23 to FY2024-25.
- Refer to slide 3 – 'Disclaimers and Definitions' for further details.

The data and findings in this document reflects the best available records at the time of preparation and will be reviewed and refreshed annually, in accordance with the Queensland Procurement Policy 2026 (as amended from time to time).

Notations

- The analysis and findings of 'Annual spend (3-year average)' is based on data for the period FY2022-23 to FY2024-25.
- The analysis of the 'Subcategory Summary', 'Subcategory Analysis', 'Data and insights' and 'Key Achievements' are based on Spend Information and meetings held during FY2024-25.
- Increase of 'Queensland suppliers spend' and 'Queensland regional suppliers spend' is based on the change in Spend Information from FY2022-23 to FY2024-25.

Definitions

The following definitions used in this document are in accordance with the *Queensland Procurement Policy 2026*:

- *Common-use supply arrangements* or *CUSAs* are an arrangement intended for whole-of-Queensland Government use established between the principal and the successful offeror (including without limitation a standing offer arrangement, a register of pre-qualified suppliers, panel arrangement or preferred supplier arrangement)
- *Queensland regional business* is a Queensland supplier with its main business address registered in the Australian Business Register outside south-east Queensland (SEQ). The following statistical areas level 4 (SA4) are considered outside SEQ: Cairns, Central Queensland, Darling Downs - Maranoa, Mackay - Isaac - Whitsunday, Queensland - Outback, Toowoomba, Townsville, Wide Bay.
- *Queensland supplier* is a supplier with an Australian Business Number (ABN) registered in the Australian Business Register with a main business address in Queensland.

Other definitions used in this document are defined below:

- *Identified suppliers* aligns with the Queensland Procurement Policy 2026 and mean: Queensland suppliers; Queensland small and family businesses; Queensland medium enterprises; Aboriginal and Torres Strait Islander businesses; social enterprises; female-owned businesses; businesses owned or operated by people with disability; culturally and linguistically diverse suppliers; and Queensland suppliers that are owned by, or employ, veterans, or that support veteran transition from the Australian Defence Force to civilian employment, or that partner with veteran charities or training programs (referenced as 'Queensland Veteran suppliers').

Spend Information

- All values exclude GST.
- Spend and usage data is based on information available via the [Queensland Government Procurement Spend Portal](#), which is categorised by Queensland Government Procurement in the Department of Housing and Public Works, in accordance with Queensland Government Procurement's Procurement Spend Identification Guide.
- Procurement Spend Identification Guide:
 - Outlines the processes and methodologies used to transform raw financial data, sourced from Queensland Government agencies, into procurement spend.
 - Was developed specifically for application at a government level. Therefore, spend amounts reported by Queensland Government Procurement may not align with that reported by agencies or suppliers.
- The number of businesses/suppliers reflects unique private sector entities with recorded procurement spend.
- Due to the general nature of the GGS category, various goods and services may be incorrectly coded against this category.
- Annual reporting reflects the total number of unique suppliers for the financial year, rather than summing up counts from individual quarters other reporting period.
- Exclusions:
 - Spend data excludes expenditure originating from corporate credit card data.
 - Spend data excludes expenditure originating from supplier sector 'Qld Gov' (i.e. Queensland Government departments/agencies).