Objective 2
Member Support

To support members of the Legislative Assembly in their communication with and representation of constituents.

To achieve this objective, Parliamentary Service resources have been allocated to support electorate offices and officers to deliver resources to Members, as determined by the Remuneration Tribunal and the Speaker.

These resources and services are primarily delivered through:

» Corporate and Electorate Services Division

» Property and Facility Services Division, and

» Parliamentary Library and Research Service.

The key performance indicators for Objective 2 relate to the extent to which the quantity, quality, timeliness and cost of specified services provided by each of the relevant service areas meet the agreed standards and targets. The methods of measurement include client surveys, benchmarking, and internal self-assessment through information management systems and external assessment through audit reports.

Objective Highlights
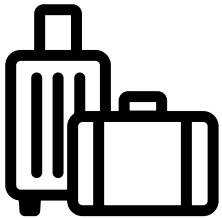
HUMAN RESOURCE SERVICES
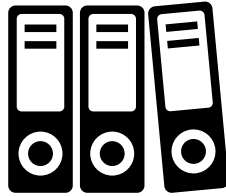
Percentage accuracy in payroll

99%

Percentage of Shared Services' clients satisfied with services

100%

FINANCIAL AND ADMINISTRATIVE SERVICES

2,681 travel bookings & claims processed

38 tender processes managed

14,652 invoices processed

PARLIAMENTARY LIBRARY AND RESEARCH SERVICES

4,155
Research and Information requests from individual clients

1,224
Client information briefs prepared

Objective 2 is supported by the following service areas:

Corporate and Electorate Services Division

Office of the Director of Corporate Services and Electorate Office Liaison

This office is responsible for:

- leading the Corporate and Electorate Services Division including Financial and Administrative Services, Human Resource Services, and Members' Executive Support
- developing and monitoring corporate governance strategies within the Parliamentary Service (including management planning, systems and standards)
- managing the administration of the Members' Remuneration Handbook, and
- leading and promoting liaison activities to deliver business systems and support networks for electorate staff located throughout Queensland.

Human Resource Services

Human Resource Services provides human resource and industrial relations services to Members and the Parliamentary Service, including:

- payroll and personnel administration
- recruitment selection and induction
- an Employee Assistance Service, and
- rehabilitation coordination.

Financial and Administrative Services

Financial and Administrative Services provides services and support for the following:

- financial accounting
- budget management
- Members' travel entitlements
- Members' electorate and communication allowance
- corporate travel arrangements
- procurement and goods receiving
- asset and inventory management
- mobile phone administration
- insurance
- financial information systems, and
- internal control systems

Information Services Division

Parliamentary Library and Research Service

The Parliamentary Library and Research Service provides a confidential and impartial research service for all Members of Parliament and their staff to assist them in performing their parliamentary and constituency roles.

The Parliamentary Library has an expert team of research and information specialists, as well as quality resources specifically selected to meet the information needs of Members.

Personalised and timely research can be requested on any topic of interest to members to assist with their:

- parliamentary debates and speeches
- committee roles
- public interest matters
- constituency issues, and
- policy development.

Members receive email alerts, containing the latest newspaper, television and radio clips, each weekday morning and afternoon. Customised alerts on particular areas of interest may be requested. All Members may borrow books, magazines and journals. Assistance with using the Library's services is available to all Members and their staff.

The Parliamentary Library's *Library Online* is available via the Parliament's website and intranet. Available resources include:

- TV and radio clips of news and current affairs programs
- full text newspaper and journal articles
- government documents
- current affairs, legal, and research databases
- books, journals, maps, and
- economic and social statistical data.

Property and Facility Services Division

Electorate Accommodation and Members' Services

Electorate Accommodation and Member's Services is responsible for:

- providing and maintaining electorate offices for all Members of the Legislative Assembly
- development of relevant policies, and
- providing advice to Members on their electorate office entitlements.

In 2020-21 there were 97 electorate offices across Queensland - one in each of the 93 state electorates.

Note* Two electorates have two offices within their boundary due to the size of the electorate.

All offices are leased, furnished and maintained in accordance with the Members' Remuneration Handbook.

Service Standards – Effectiveness Measures

Members of Parliament are surveyed each year on the performance of the Parliamentary Service. Figures on the percentage of Members satisfied with services provided (satisfied/very satisfied) for the Parliamentary Service as a whole and for individual Service Areas and Offices are presented below.

Overall rating for the Parliamentary Service

In March 2021, the percentage of Members satisfied with the performance of the Parliamentary Service as a whole in fulfilling its key purpose was 94%.

Overall rating by Service Area and Office

Committee Office = 88%

Electorate Accommodation Services = 84%

Financial and Administrative Services = 94%

Human Resource Services = 98%

Information Technology Services = 78%

Members Executive Support = 82%

Office of the Clerk = 94%

Parliamentary Catering Services = 90%

Parliamentary Education and Communications = 90%

Parliamentary Library = 90%

Parliamentary Reporting Service = 96%

Property Services = 96%

Security and Attendant Services = 98%

Table Office = 98%

Major initiatives

Key projects	Overview	Status
Review and update of corporate Risk Registers	During 2020-21 a corporate wide initiative was delivered to provide targeted risk management training to key staff and review and update operational risk registers across the Service.	Complete
Electorate Office COVID-Safe Plan	The COVID-Safe Plan: Queensland Electorate Offices establishes a range of COVID-Safe protocols to guide the safe operation of electorate offices' both as a traditional workplace, and also as a public meeting space for Members, staff and constituents.	Complete
To coordinate activities associated with the annual review policy of the Parliamentary Service	To ensure the completion of the annual review process within the Parliamentary Service.	Complete
To co-ordinate induction courses for new Parliament House and Electorate Office staff	The holding of induction courses in 2021 was disrupted due to the COVID-19 pandemic with only one course being able to be completed.	Partially completed
Commence a personnel file digitisation project to incorporate hard copy files into the records management system	The first stage of the project is to digitise the "hard copy" files of existing staff and incporate them into the corporate records management system.	Complete
To manage the transition of Queensland Audit Office long service leave accruals from a seven day accrual basis to a five day accrual basis	Conversion of the long service leave records of the Queensland Audit Office from being based on a 7 day leave accrual to a 5 day leave accrual.	Complete
Electronic forms	Develop online forms to improve administrative efficiencies for MPs, electorate officers and other Parliamentary Service officers.	Online forms have been developed and a trial period involving nine MPs is complete. To be fully implemented in 2021/22.
2020 Election	Transition old and new MPs and provide induction training to new MPs and electorate officers.	Complete
Selection and implementation of an new integrated Library Management System	Associated projects included : • data conversion of 7 million+ records • discovery layer searching • integration of third party subscription databases • installation of IT single sign on protocols, and • library staff upskilling and retraining.	Complete
Removal and reinstatement of the O'Donovan and Members Reading Room collections in the Old House to accommodate the installation of a new Fire Suppression system (this involved the temporary relocation of 12,000 historical volumes)	Recant of the O'Donovan and Members Reading Room collections in September 2020 provided opportunities to carefully audit the condition of the historical collections, and make recommendations for the conservation and repair of selected items.	Complete

Displays and research support to commemorate significant parliamentary milestones	An historical seminar, co-hosted by the Queensland Parliament and The Royal Historical Society of Queensland in February 2021, commemorated the legacy of former premier Sir Samuel Griffith. Research support and informative displays facilitated a very successful event.	Complete
	An event to mark the 30th anniversary of the introduction of the *Queensland Electoral Districts Act 1991* was held in April 2021.	Complete
AIP Forward Years Planning	Strategic leasing review to identify offices that most need to relocate due to actual office deficiencies.	Annual Reviews in Q1
Security Improvement Vehicle Mitigation Rollout	Rollout of VMD to identified high risk offices.	80% Complete
Security Improvement Electronic Monitoring	Rollout of improved alarm system, electronic locking and remote access.	New systems installed in all new EO sites during fitout
Security Programming Audit	Due to the large staff turnover, there is an identified need to update all site contact call out information.	New process now in place
Security Duress Testing Audit	Identified need to monitor the monthly testing of the duress actuators, sites identified as missing the monthly testing are notified.	Monthly testing conducted

Key Performance Indicators

Measures	2020–21 Target	2020–21 Actual
Human Resource Services		
Percentage accuracy in payroll production	99%	99%
Percentage of Shared Services' clients satisfied with services (satisfied/very satisfied)	95%	100%
Financial and Administrative Services		
Combined percentage of vendor and customer payments within trading terms	90%	90%
Number of travel bookings and travel claims processed	2,700	2,681
Number of individualised training sessions provided to electorate offices	20	29
Number of accounts payable and receivable invoices processed	16,000	14,652
Number of tender processes managed	25	38
Number of asset acquisitions and disposals managed	170	282
Parliamentary Library and Research Services		
Research and information requests from individual clients	5,500	4,155
Number of client information briefs in response to individual client requests	1,000	1,224
Number of times web-based Library Online accessed by clients including research staff (includes Alert usage)	>400,000	384,230*
Percentage of individual research/information responses meeting agreed deadlines	>98%	>99%
Electorate Accommodation Services		
Number of Offices inspected for policy compliance (standards, WH&S etc)	30	16
Number of relocation/refurbishment projects completed	2 relocations 1 refurbishment	5 relocations 2 refurbishments

Transition to a new Library Management System in April 2021 impacted on usage as clients experienced some outage due to new IT single sign on protocols. These issues have been remediated.

Looking ahead

Initiatives in 2021–22 include:

Corporate Services

- Roll-out of Members' Online Travel Claims portal using Smartphone and desktop Apps to improve user experience and efficiency of claim processing.
- Develop specifications and options for an online training portal to assist induction and delivery of training of electorate staff across the State.

Human Resource Services

- Coordinate enterprise bargaining arrangements for the Parliamentary Service.
- To investigate business automation improvements including the use of Employee Self Service (ESS) by electorate office staff and the use of online claim forms either through Aurion or another software system such as Service Now.
- Implement stage two of Single Touch Payroll (STP 2) for the Parliamentary Service and shared services agencies.
- To implement Employee Self Service (ESS) for the Office of the Governor.
- Complete the personnel file digitisation project to incorporate hard copy files into the records management system.

Financial and Administrative Services

- Fully implement online forms to improve administrative efficiencies for MPs, electorate officers and other Parliamentary Service officers.
- Review Members' Services to improve delivery of services.
- Investigate options to upgrade the existing Financial Management Information System.
- Policy work in relation to the Parliamentary Services' Significant Procurement Plan and Financial Delegations.

Parliamentary Library and Research Service

- Background research and design of display banners are being undertaken to support an Australian Studies of Parliament Group (ASPG) event on 30 August 2021, commemorating the passing of former premier TJ Ryan 100 years ago.
- A commemorative event is planned to mark the 100th anniversary of the abolition of the Queensland Legislative Council (the former Upper House) in March 2022.
- Reduction of the hardcopy collections and stack areas on Level 6 is underway to accommodate new staff office spaces which will be completed by November 2021. New library compactus will be installed, and a major rearrangement of the collection will be completed by the end of the year.
- The re-opening of the O'Donovan Library for regular High Tea tours and displays will feature the newly restored heritage Stanford map collection.

Electorate Accommodation Services

- Continue with the approved Electorate Office Relocation/Refurbishment Program.
- Electorate Office Security Upgrades.
- Electorate Office Asset Condition Audits.
- Annual Lease Renewal Forecasting.