Objective 3
Service provision

To provide information, corporate and facility management services that better enables Members of Parliament and Parliamentary Service officers to achieve their objectives.

To achieve this objective, Parliamentary Service resources have been allocated to:

- » provide quality administrative support services
- » provide fit for purpose parliamentary accommodation
- » connect people, processes and technology, and
- » maintain a professional and progressive Parliamentary Service.

These resources and services are primarily delivered through the following Parliamentary Service Divisions:

- » Information Services Division
- » Corporate and Electorate Services Division, and
- » Property and Facility Services Division.

The key performance indicators for Objective 3 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.

Key performance indicators for Objective 3 are set out in the table on page 45.

Objective Highlights

INFORMATION TECHNOLOGY SERVICES
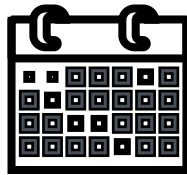
Network availability
during business hours

Number of desktops supported

99.8% 717

PROPERTY AND FACILITY SERVICES DIVISION

1,409 un-planned maintenance
work requests completed

3,847 functions held

33,369 guests to the precinct

SECURITY AND ATTENDANT SERVICES

63,616

visitors processed through security
scanning procedures

428

school tours conducted

Objective 3 is supported by the following Service Areas:

Information Services Division

Information Technology Services

Information Technology Services is responsible for:

- The provision, management and maintenance of desktop, network and telephony services (including the technology infrastructure) to support the operation of the Parliamentary Service, electorate offices, and the Legislative Assembly
- Investigating, assessing and, when appropriate, implementing new or emerging technologies to ensure information technology systems remain effective, and
- Providing support and advice to Members of Parliament and Parliamentary Service staff on information technology systems and services.

Records Management

The Records Management area leads the implementation of best practice records management, ensuring the systematic identification, capture, management and retention of the Parliamentary Services' documents and records in an accessible and useable format for as long as they are required to meet operational, accountability, legislative and cultural requirements.

This area supports best practice records management by providing:

- expert advice on the application of recordkeeping best practice across the Queensland Parliamentary Service
- management and maintenance of recordkeeping control tools, policies, procedures and guidelines
- administration and support for the Electronic Document and Recordkeeping System (eDRMS), and
- training for recordkeeping and the eDRMS.

Property and Facility Services Division

Property and Facility Services Division

Property and Facility Services is responsible for the management of facilities, construction projects and maintenance of the parliamentary precinct together with the coordination of electorate office accommodation for Members. Property Services engages a range of contractors to assist in meeting the accommodation needs of the Parliament within the parliamentary precinct and also in 97 electorate offices across the state.

Security and Attendant Services

Security and Attendant Services is responsible for the provision of 24/7 manned security and access control. Other services includes:

- Coordination of Emergency response
- Building announcements
- Parliamentary chamber services
- Building reception services (including mail distribution and switchboard)
- First Aid services
- School, Public and Group tours
- Breakdown and maintenance reporting
- Gift shop sales
- Lost Property
- Dry Cleaning
- Car Parking, and
- Key Management

Catering Services

Catering Services provides a range of dining, meeting room and event spaces throughout the parliamentary precinct for Members, guests, and approved clients.

In addition, Catering provides support to Members, Former Members, Ministers and the Premier for set-up and AV for meeting rooms, internal bookings, formal announcements, tours, and QPS-hosted events.

Catering Services also provides a range of gift and souvenir products available for purchase from the Gift Shop.

Maintaining a professional and progressive Parliamentary Service

The Queensland Parliamentary Service is committed to developing and improving the services it delivers. It is also committed to upholding its corporate values, namely independence and integrity, innovation and diversity, and commitment and respect.

Objective 3 includes recognition of the importance of all Parliamentary Service staff and of engaging with, and investing in the development of those staff, both individually and collectively. Executive management has established a range of key strategies and initiatives designed to support the achievement of this goal through, for example:

- sound communication
- performance planning and review
- training and professional development
- provision of equal opportunity and support systems for staff, and
- job satisfaction.

Communication strategies

Consultative Committee

Meetings between management and unions are conducted via the Parliamentary Service Local Consultative Committee (LCC), established under the relevant enterprise bargaining agreement.

Parliamentary Service staff located at Parliament House are covered by the State Government Entities Certified Agreement 2019 (the Core Agreement). A consultative committee is established under that Agreement.

Electorate Office Staff are covered by a separate Agreement which has primarily the same features as the Core Agreement plus some additional Electorate Office staff specific items which have been previously agreed.

An Agreement was finalised with Together Queensland and was certified by the Queensland Industrial Relations Commission in August 2020.

The wage increases provided for in the Electorate Office Staff Agreement are the same as those provided for in the Core Agreement.

Intranet

The Parliamentary Service Intranet contains information relevant to Members of Parliament as well as Parliamentary Service staff. All corporate policies and forms are provided, as well as information about and contact details for all service areas.

A 'Notice Board' gives advice of all events in which the Parliament is involved in the coming weeks. 'Parliamentary Events' advises of functions and activities currently taking place in the parliamentary precinct. A calendar advises of functions and activities booked to take place in the coming months.

Workforce management

The Parliamentary Service monitors its recruitment and selection activities and a variety of key indicators to ensure that the Service continues to attract quality applicants. The Parliamentary Service generally attracts significant numbers of applicants for positions that are advertised, and processes vacancies in a timely manner.

Performance management is undertaken for the majority of staff within the agency to ensure individual performance is regularly monitored.

The Parliamentary Service's induction program is available for all staff including staff located in Members' electorate offices. For staff located within the parliamentary precinct, the induction program is a two stage process with individual inductions conducted within 24 hours of staff commencing work and a one day induction program held within four months of staff commencing. Induction processes for electorate office staff are primarily conducted electronically with the aim being to complete the induction process within two working days of the officer commencing employment.

The Parliamentary Service promotes work life balance for staff through a variety of initiatives including a system of variable working hours to assist staff to manage their working time, purchased leave arrangements, flexibility with rostered days off, part-time employment, job sharing arrangements, work from home arrangements and casual employment where it is suitable.

Training and professional development

The Parliamentary Service considers training and professional development a high corporate priority and manages this centrally via the Executive Management Group in order to:

- ensure training is aligned to corporate goals and objectives, and
- maximise value for money spent on training and professional development across the organisation.

A Training and Development Plan for the Parliamentary Service is developed each year to address the training needs of all staff. Corporate training activities are also addressed through the plan each year. Some of the training undertaken in 2020-21 in accordance with the training and development plan included:

- Mental Health Resilience training
- Writing and research skills workshop
- Electorate Office staff induction training
- New Members Induction
- Procurement training
- ServiceNow training
- Leadership/management training, and
- Project Management training.

Conferences and seminars

Some of the conferences and seminars attended by staff during 2020-21 included:

- Disaster Management Conference
- CPA Congress (on-line)

It is noted that due to the COVID-19 pandemic attendance at conferences and seminars was very limited during the financial year.

Opportunity and Support Systems

Equal Employment Opportunity

The Parliamentary Service has a policy of equal employment opportunity, which ensures that recruitment and selection is based on fairness, equity, open competition and selection on merit. The Recruitment and Selection Guidelines of the Parliamentary Service ensure that:

- the best person is selected for the job
- the principles of equity and merit are applied
- recruiting strategies are used to attract a wide applicant pool all applicants are provided with standardised information
- all applicants are assessed against the selection criteria
- selection techniques are used fairly, and
- systematically all applicants are entitled to post selection feedback, and all information gathered is confidential.

Employee Assistance Program

The Parliamentary Service maintains an Employee Assistance Service (EAS) for Members and Parliamentary Service staff.

The EAS has been established to promote the wellbeing of Members and staff and to assist those who may be experiencing personal or work-related problems which are affecting their health, work performance or general wellbeing.

It is a voluntary and confidential professional counselling service. The EAS may also act as a support service for employees who may be affected by organisational or technological changes.

Public Sector Ethics Act 1994

The Code of Conduct guides staff when dealing with situations that may arise during the course of their duties, particularly those situations that may have an ethical dimension.

The Code is important given that the Parliamentary Service provides support to the Parliament, the body to which all other public entities in Queensland are ultimately accountable. The Code was developed in accordance with the *Public Sector Ethics Act 1994*.

Training in relation to the Code and the *Public Sector Ethics Act 1994* is undertaken periodically and was undertaken for staff located at Parliament House in May 2021.

Training in the Code and the *Public Sector Ethics Act 1994* is included in induction processes for all staff and is included in online induction for electorate office staff.

The provisions of the *Public Sector Ethics Act 1994* and the Code are considered when reviewing and/or developing any human resource policies and procedures.

Any other policies developed within the Parliamentary Service are in accord with the provisions of the Code.

Ethics Advice Officers

The Parliamentary Service has an Ethics Advice Officer network. The role of Ethics Advice Officer includes:

- being a frontline resource for staff to ask questions, raise concerns, report potential breaches of the Code of Conduct or misconduct and a Workplace Harassment Referral Officer, and
- promoting ethical decision making in the organisation by helping their leaders and peers communicate with their teams about ethics and maintaining a harassment free workplace.

Staff recognition

In 2020–21, 13 staff were issued with badges in recognition of their length of service. These staff are listed opposite.

10-year service
- Susan Ogden
- Alex Chipizubov
- Jason Freeman
- Monica Turner
- Karen Stokes
- Sean Leader

15-year service
- Anthony Muller
- Mary Westcott
- Megan Mackee
- Phillip Hill
- Avalon Mackellar

20-year service
- Robyn Moore

30-year service
- Craig Atkinson

Meritorious service

In 2020–21, eight staff were issued with badges in recognition of meritorious service beyond normal duty for initiative or noteworthy involvement in:

- special projects
- events, or
- ongoing programs

that contribute to the functions and services of the Parliamentary Service or the morale or welfare of staff. These staff and their service award details are outlined below.

Name	Service Area	Reason for Badge
Andrew Currey	Security and Attendant Services	For outstanding customer service as a security officer
Lisa Bugeja	HR Services	For work on the Members On-Boarding Workbook for the State Election
Sara Carroll	Financial and Administrative Services	For assistance and coordination of various logistic and administrative tasks as part of the electorate office telephony replacement project, delivered with challenging time constraints in 2020
Sarah Lewin	Property and Facility Services	For leading the establishment and implementation of the COVID-19 Help Desk service operated by the Committee Office to support electorate offices during the lock-down period of the pandemic
Rebecca Meehan	Committee Office	For project management of the New Members Induction, undertaking this project to a high standard with minimal supervision. For exhibiting a high standard of service in relation to both her core duties. In particular for utilising her legal skills to assist in preparing detailed briefs for counsel in complex constitutional matters and civil litigation matters to a very high standard in tight timeframes
Melissa Oldfield	Parliamentary Reporting and Broadcasting Services	For assisting her colleagues with technical assistance and support, and establishing procedures, to enable reporting staff to work from home during COVID-19
Rebecca Jarman	Catering Services	For excellent customer service and leadership in Catering Services
Karen Beath	Parliamentary Library	For management of the Library's Customised Alert Service, a service of over 1,200+ tailored weekly current awareness briefings, to Members, their staff, Committee Office and other House staff

The Speaker's Award and Clerk's Award

The Speaker's Award and Clerk's Award were introduced in 2008 to acknowledge staff excellence.
For 2020, the recipients of these awards are listed below.

Clerk's Award

Shaun Thomas

For excellence in project management of the roll-back of telephony 1.0 and roll-out of the telephony 2.0 project.

Speaker's Award

Leah Ilott

For excellence in the project management of the Opening of the 57th Parliament and her concurrent coordination of the Parliamentary Internship Program.

2020-21 Staff information	
Study and Research Assistance Scheme (SARAS)	
Officers receiving assistance	19
Permanent retention rate 1	
Parliamentary precinct staff	90.55%
Electorate office staff	69%
Permanent separation rate 2	
Parliamentary precinct staff	9.45%
Electorate office staff	31%
Sick leave – average number of days per officer	
Parliamentary precinct staff	12.9
Electorate office staff	7.1

Permanent employees still employed for the period 1 July 2020 to 30 June 2021.
Permanent employees who separated during the period 1 July 2020 to 30 June 2021.

2020-21 Staffing by employment classification and gender table				
	Number of Staff	**Male**	**Female**	**% Female**
Managerial	33	14	19	57.58
Professional	20	2	18	90.00
Clerical	96	26	70	72.92
Operational	52	32	20	38.46
Technical	1	0	1	100
Electorate	226	58	168	74.34
Total	428*	132	296	69.15

Total number of actual employees, excluding MPs and vacant positions.

Major initiatives

Key projects	Overview	Status
Migration of Precinct staff to Exchange Online	This project involved the migration of all staff mailboxes at precinct, from the on-premise Exchange Infrastructure to Office 365.	Complete
New Telephony System – Cisco WebEx Calling	This project involved the implementation of a new telephony platform within the PS, including electorate offices.	Complete
Development of a new Tabled Papers solution	This project was to develop a new solution for Table Papers.	Commenced in September 2020, and expected to be completed by end of 2021
Chamber Overwatch	The project was to implement the Chamber Overwatch solution, and resulted in the installation of additional security cameras in the Legislative Assembly chamber.	Complete
Remediation of ITSM Module in ServiceNow	This project was to remediate the Information Technology Service Management (ITSM) module within the ServiceNow system.	Complete
Wi-Fi and Edge Switch Replacement	This project is to replace the Wi-Fi and Edge Switch infrastructure across the PS.	Commenced in 2021, and expected to be completed by May 2022
Rollout of 4G Backup Service for Electorate Offices	This project is to rollout 4G services as a backup network link at the electorate offices.	In progress
New Remote Desktop Services Solution	This project is to implement a new Remote Desktop solution (to replace the existing RDS farm) to enable staff to work online remotely.	The solution was established in April 2021, and deployment will commence in the second half of 2021
Website (Sitecore)	This project is a to develop a refresh of the existing PS website.	In progress, and is planned to GO LIVE by the end of September
Button to report phishing emails	As part of its cyber security education and awareness program, IT Services continued to train staff on identifying phishing campaigns. A button was installed on computer desktops to enable staff to easily report suspicious or malicious emails to ITS.	Complete
Vulnerability Management	This project saw the implementation of a vulnerability management platform within the PS.	Complete
Web Application Firewall (WAF)	This project saw the implementation of a WAF within the PS environment.	Complete
Development of a Digital Preservation Strategy to encompass all digital records created and received by the parliament	The strategy, once approved, will be accompanied by a five-year implementation plan.	Draft strategy is complete Further consultation will be undertaken in 2021-22

Key projects	Overview	Status
A framework for the early disposal of digitised source records	Identify the artefacts required to take advantage of early disposal of source records after digitisation, while ensuring that the digital image is fit-for-purpose.	Complete Foundation artefacts will be developed in late 2021
Provide expert recordkeeping advice to a range of parliamentary projects including the implementation of Office 365 across the Precinct	Ensure that the requirement of best practice recordkeeping are considered during the implementation of new technology and business practices.	Complete
Opening of 57th Parliament	The 57th Parliament resumed for its first sitting week from 10am on Tuesday 24th November 2020. All planning was completed in a short time and with minimal issues.	Complete
COVID-19 Management	Our cleaning and maintenance teams are constantly monitoring advice from Qld Health whilst maintaining the precinct and providing adequate hygiene services.	Ongoing based on latest Qld Health advice
Installation of Sensor Taps	New sensor taps deliver an estimated 40% water consumption saving on the previous standard flick mix tap style fitting.	Complete
Data Cabling replacement in Parliament House	Data cables replaced within Parliament House.	Complete
Implementation of new maintenance strategy – Stage 2	New FMA agreement established with QBuild for site based trade staff and services.	Complete
DMX Façade Lighting Project	Decorative lighting - Installation of the decorative façade lighting fixtures along with a DMX lighting control interface for the entire Parliament House façade.	Complete
Rainwater catchment, Storage and Utilisation	Works have been completed for the upgrade of the storm water recovery system with new pumps, tanks and filters for the purpose of irrigation and cleaning throughout the Parliamentary Annexe.	Complete
Parliament House Windows, Doors & Architraves Restoration	Restoration works commenced on heritage listed windows, doors and architraves by Baxter's Antique Restorations & Reproductions. Green and Red Chamber viewing galleries now complete.	Complete
Parliamentary Annexe Lightning Protection	Stowe Australia installed 4 x additional lightning protection system test points from the buildings structure though to the carpark locations.	Complete
Parliament House Fire Protection	Completion of the fire suppression systems installed in Parliament House high risk areas: • Members Reading Room • O'Donovan Library, and • Strong Rooms 1&2.	Complete
Develop Emergency Response Plan – Quick Guide	Consultation was held with internal and external agencies to develop an Quick Guide to deal with emergencies specifically in and around the Legislative Assembly (Green Chamber).	Complete
Inter-Agency Exercises	Parliamentary Security held in partnership with Qld Police and ADF 2 training exercises, one with Dignitary Protection and one with the bomb trace detection dogs from ADF.	Complete

Key projects	Overview	Status
Visitor Management	New luggage lockers were installed in the Annexe foyer and Legislative Assembly public gallery foyer to allow the storage of personal items whilst visiting the precinct.	Complete
COVID-19 Management	Conducting regular reviews of plans and procedures according to the latest advice from Qld Health.	Ongoing
Charity food production and collections	With the forced closure of catering events due to the COVID-19 pandemic, the catering service took the opportunity to redistribute staff resources to assist with food production for charity organisations.	Ongoing
Redeployment of casual catering staff during lockdown periods or event cancellation	Catering FT & Casual staff were utilised during the COVID-19 shutdown period to assist with other service areas.	Ongoing
Implement/approval of public event terms and conditions	Internal review of current T&C's. Last review 2016.	Finalise by October 21
Integrate POS and Event Management System	Project started in January 2019.	Finalise by September 2021
FF&E replacement	Replaced function chairs and dining tables.	Complete May 2021
Committee Table Upgrades	Change existing table skirting to fixed curtain rail on underside of tables to reduce manpower and laundry costs.	Complete October 2020
Operational roles restructure	Trial period of restructured operational roles in front of house.	November 20 to November 21
COVID-19 Food Handling and Service Changes	• All Catering staff have completed a COVID-safe TAFE course and been inducted for COVID-safe regulations and operations • Revised function room capacities recorded and displayed to comply with current COVID restrictions • Floor markings placed in high traffic areas to display social distancing requirements and measurements • Contactless payments encouraged • Dining room events re-released with limited numbers and revised service • Additional cleaning measures implemented • Removal of all buffet service offerings	Complete and ongoing (as required)

Key Performance Indicators

Measures	2020–21 Target	2020–21 Actual
Information Technology Services		
Number of desktops supported (Parliamentary Service, EO & Member Laptops)	515	717
Service desk calls resolved within SLA	>90%	95%
Network availability during business hours	90%	99.8%
Records Management		
Number of internal eDRMS training sessions delivered	12	42
Number of internal Recordkeeping Champion meetings held	10	11
System engagement – users logged in and using the system	88%	88%
Property Services		
Percentage of planned Capital Works projects completed	75%	64%
Percentage of planned maintenance works undertaken	95%	100%
Number of un-planned maintenance work requests completed	1,500	1,409
Number of Workplace Health and Safety inspections completed	12	12
Number of Precinct maintenance inspections completed (rooms)	143	130
Catering Services		
Total number of functions	700	3847
Total number of guests	30,000	33,369
Security and Attendant Services		
Number of precinct visitors processed through security scanning procedures	75,000	63,616
Number of school tours conducted	400	428

Looking ahead

Initiatives in 2021-22 will include:

Information Technology Services

- The Wi-Fi and Edge switch infrastructure across the entire Parliamentary Service (precinct and electorate offices) will be replaced by May 2022. This is a huge project, which will see a lot of work being done to design and implement a core networking solution that will support the strategy and operations of the PS for the next 5 years.
- Work will progress on developing more digital forms, establishing a governance framework to oversee and accelerate this work.
- The current intranet of the PS will be migrated to a cloud-based version called SharePoint Online. The look and feel of the new intranet will be the same, albeit hosted on a different platform.

Records Management

- Upgrade the electronic recordkeeping system to better align with the Microsoft roadmap.
- Complete the *Towards a Digital Preservation Strategy* for Parliamentary Services digital records of long term value.
- Develop foundation artefacts to take advantage of early disposal of source records after digitisation, while ensuring that the digital image is fit-for-purpose.

Property Services

- Continue with the approved Capital Program
- Continue with the Minor Works Program as approved by EMG
- Final planning for stone fence restoration
- Focus on energy efficiency and management
- Continue with Annexe Critical Infrastructure Projects
- Planning and preparation for Annexe major refurbishment
- Continue with implementation of new maintenance strategy – Stage 2

Security and Attendant Services

- Service Area policy review
- Introduction of an electronic visitor management system which will include management of contractors on site
- Major review project is underway for all operational manuals and procedures
- Further develop working relationships with partner agencies including the various arms of Qld Police and Australian Defence Force
- Annual Desktop Exercise with partner agencies
- Emergency preparedness exercises with neighbouring stakeholders
- Security Officer training including First Aid and Advanced Life Support
- CCTV review to meet refurbishment requirements and organisational expectations
- Further develop precinct inspections and maintenance reporting through technology

Catering Services

- 3 year growth strategy to expand the Catering business, taking into account various disruptions 21-23 (Refurbishment, Queens Wharf opening, ongoing COVID impacts)
- Premium service training program, skills matrix, and PD opportunities for catering team
- Marketing program, including 2 year forward planning, channel development (newsletters, website content, affiliates, paid advertising etc), collaboration with external organisations (Brisbane Festival, Griffith Conservatorium, etc)
- Events program to develop public engagement and net revenue, including ticketed dining and entertainment events (High Tea, performances, screenings, Social Club, River Fire etc)
- Menu and product development, across all business areas
- Exploring opportunities for RAP development within the Catering scope, such as procuring First Nations suppliers, dining event collaborations with First Nations chefs/cooks, and development of a Native Foods Garden on the QPS grounds
- Development of risk-assessed events policy and related contracts, in consultation with Security/ Attendants, Property Services, FAS/Governance, Director of Property & Facility Services, and the Clerk of the Parliament
- Exploring partnerships with food and beverage sponsors
- Development of stronger engagement with local suppliers and farmers. Opportunities for 'Meet the Farmer' dining events, themed menus to seasons and regions, collaboration with sustainable farming