

# Clerk's Report

"This is a transformational period for the parliamentary precinct and the Parliamentary Service. I know that all officers and employees will contribute to and embrace the transformation."

## Parliamentary Annexe refurbishment

There have been six momentous works on the Parliamentary precinct in the last 158 years. The first was the construction of the first wing of Parliament House (George Street Wing), which commenced in 1864 and was completed and first occupied in 1868. The second was the construction of the second wing of Parliament House (Alice Street Wing), completed in 1889. The third was the construction of the Parliamentary Annexe, completed in 1979, which included offices for members and support services, accommodation for members and an alternative Legislative Assembly Chamber. The fourth was the internal refurbishment of the poorly maintained and severely dilapidated Parliament House in the early 1980s. The fifth was the repair and replacement of external stonework on Parliament House, commenced in 1992 it would be a project that would take about 25 years to complete.

The sixth and current work is the refurbishment of the 43 year old Parliamentary Annexe. The refurbishment work quietly commenced in the 2019-20 financial year with a plan to upgrade or replace critical infrastructure such as fire protection systems, air-conditioning units and electrical switchboard systems in the Parliamentary Annexe over a three year period.

The second stage of the refurbishment project was planning for the major works and renovating areas on levels 3 and 6 of the Annexe during the 2021-22 financial to provide new office space for staff and prepare temporary office space for Members.

The third stage of the refurbishment project, with

the highest visibility and impact on members, staff and visitors will commence in September 2022. It involves the internal refurbishment of levels 9 to 24 to modernise offices and improve the accommodation offerings for MPs staying during sitting weeks of parliament. It also involves a complete external refurbishment of the facade as well as of its, shrouds, balconies, cladding and louvres, and external remediation of precast panels, and glazing gaskets. Restoration of the level 7 deck will also form part of the works. The scale of the project is immense. Over 300 large windows will be removed and replaced.

I would like to thank the large number of precinct staff involved in the works on the Annexe in the last three years for their hard work and dedication to the project. I would also like to thank staff, Members and visitors for their patience and forbearance during the works completed and about to be undertaken. The disruptions are significant, but the rewards will be a better built environment for all.

## 2021-22 performance

The work undertaken in the 2021-22 financial year to prepare for the major refurbishment has taken place within the context of the Parliamentary Service undertaking its regular business as usual. This report details the various projects and day to day work completed during the year.

In April 2022, a survey of Members indicated that the percentage of Members satisfied or very satisfied with the performance of the Parliamentary Service as a whole in fulfilling its key purpose was 93%.

There are some particular high level themes from the

year past and upcoming year that I wish to highlight.

### **Workforce strategy**

The Covid-19 pandemic has caused a rapid change to the expectations of the workforce and transformed the workplace. The Parliamentary Service cannot ignore the impact on workforce and workplace.

To address these issues, in May 2022, the Speaker approved the Parliamentary Service Workforce Strategy. The Strategy highlights the objective of continuing to build a diverse, knowledgeable, skilled and agile workforce capable of delivering our vision and purpose. The Strategy will guide a number of specific workforce engagement reforms planned over coming years.

One of the first items of attention will be to ensure we have contemporary employment arrangements that enable us to be competitive and support a sustainable workforce. We will seek to improve employment arrangements that accommodate flexibility and leverage future changes to the way we work. At the same time we must reflect on the methods we use to measure performance and outcomes from staff.

### **Staff welfare**

The Parliamentary Service maintains a strong commitment to the development and maintenance of a culture of care, diligence, ethical behaviour, public defensibility, integrity, accountability and leadership. This commitment is reflected in management standards covering workplace health and safety delivered through the Workplace Health and Safety Management Group, and the Code of Conduct for Officers and Employees of the Parliamentary Service and other guidelines. This culture is reinforced by induction and ongoing training. For well over 25 years, the Parliamentary Service has enabled staff access to an independent Employee Assistance Scheme.

During the 2022-23 year we will promote and analyse employee experience questionnaires to assess employee welfare and identify any issues of concern or for reform. We will also review our frameworks and pathways for officers and employees to lodge issues of concern or to seek support.

### **Digitisation**

Digitisation has been the focus of the Parliamentary Service for a number of years. This focus has in the past largely been on the digitisation and accessibility of records. But in 2021-22 we increased our focus on planning the digital transformation of paper-based, manual processes. In 2022-23 we will commence implementing high priority digitisation of manual business processes with the aim of making those

processes more accessible and efficient.

### **Review of IT Services**

To support workforce and workplace transformation and digitisation, the Parliamentary Service needs appropriate information technology support. In 2021-22 I commissioned a review of IT Services (ITS), appointing independent consultants to advise how the unit could be structured to better meet the current and emerging business needs of the Queensland Parliament. The review included examining how effectively the unit would be able to implement the Parliamentary Service's strategies and plans and provide responsive IT services to Members and staff. Implementation of the review commenced in 2021-22.

During the 2022-23 year the implementation of that review will continue with necessary adaptations due to workforce availability and emerging technologies.

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**Neil J. Laurie**  
The Clerk of Parliament