

Objective 2

Member support

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

Overview

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:

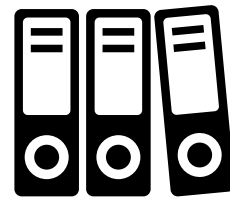
- » Corporate and Electorate Services
- » Property and Facility Services, and
- » Parliamentary Library and Research Service.

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, internal self-assessment through information management systems and external assessment through audit reports.

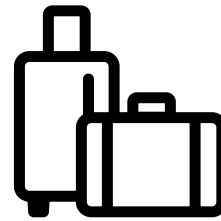
Key performance indicators for Objective 2 are set out in the table in Appendix B.

14,652

invoices processed



44 contracts commenced



2,967 travel bookings & claims processed

1,244

Client information
briefs prepared



95,372 Research and Information
requests from individual clients

Corporate Services and Electorate Office Liaison

Electorate Officer training and induction programs

During 2021-22, a variety of formal programs were delivered to nominated electorate staff including induction programs for new staff and customised mental health and resilience program focussed on electorate office interactions in the public workplace.

Covid-19 response plan

During 2021-22, the Parliamentary Service continued to refine and refocus various measures and strategies to address the impacts of the COVID pandemic. These strategies were adopted with a risk-based approach and included changes to mask wearing requirements, and the introduction of new vaccination policies governing access to the parliamentary precinct and electorate offices.

Parliamentary Service Workforce Strategy

In May 2022, the Speaker approved the Parliamentary Service Workforce Strategy. The Strategy highlights our 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 over coming years.

Corporate Governance review and update

Over the last 12 months a number of corporate governance policies were updated and changed including financial delegations, contract management, risk management, project management, procurement, and telecommunications.

Human Resource Services

Strategic review of Human Resource Services

In 2021-22, an external review commenced to examine the current organisational structure and service delivery model within Human Resource Services. The review will also identify potential improvements to business processes that may be delivered through digitisation of various manual forms and procedures.

Employee Engagement Questionnaire – precinct staff

During 2021-22, an online Employee Engagement questionnaire was developed to seek feedback from precinct staff on important issues such as workforce diversity, work arrangements, job satisfaction, leadership and the work environment. The results will provide an important benchmark for ongoing review and will assist management with identifying key areas for improvement.

Financial and Administrative Services

Vendor verification system

To improve security of business payment transactions, Financial and Administrative Services implemented a third party product called EFTSURE, which utilises external information sources to independently verify vendor bank account details. This service provides an additional layer of security (i.e. in addition to internal control checks) to safeguard the Parliamentary Service from cyber-related attacks and fraud.

Business improvement initiatives for Member travel claims

Financial and Administrative Services completed a business improvement initiative to streamline Members' travel entitlement claims. Claims can now be processed via a web portal and mobile phone application.

Parliamentary Annexe upgrade projects

As part of the Parliamentary Annexe upgrade, Financial and Administrative Services has successfully relocated to Level 6 of the Parliamentary Annexe.

Financial and Administrative Services provided procurement, contract management and budget management support to assist this major project. In addition, Financial and Administrative Services arranged alternative accommodation for Members to use during sitting weeks in 2022-23.

Parliamentary Library and Research Services

Library collection de-accessioning

Following the announcement in June 2021 of a major Annexe refurbishment project, the Parliamentary Library commenced a major deselection project focussed on reducing its hard copy monograph and serial collections by over 50 per cent. As part of the project some 27,500 serials and 8,877 monographs were removed from the Parliamentary Library's collection.

In addition to the de-selection project, the Heritage Newspaper Archive was rehoused in a fit-for-purpose collection store, and a compactus solution was installed in the Rare Books Room to increase its storage capacity.

Heritage maps restoration

A suite of 13 valuable maps, dating from the 1870s and known as the 'Stanford maps', was carefully restored by Brisbane conservation specialists and reinstated in the decorative map stand in the O'Donovan Library in September 2021. This unique collection of world maps is available to be viewed as part of the O'Donovan Library.

Parliamentary Record goes digital

In 2021, for the first time, the Parliamentary Record was published in digital format only. Parliamentary Library researchers worked closely with the Marketing and Communications team to prepare and publish the Parliamentary Record in a digital format, resulting in reduced production costs and improved readability.

Centenary of the abolition of the Legislative Council

To commemorate the 100th anniversary of the abolition of the Queensland Legislative Council a seminar, co-hosted by the Queensland Parliament and The Royal Historical Society of Queensland, was held on 19 March 2022. Supported by informative Library displays and biographical database presentations, a range of speakers provided insights into the Council's establishment, its operations, final demise, and parliamentary life since 1922. Video recordings from the event have been published on the Parliament's website, and the historical essays will be published in a special edition of The Royal Historical Society's Queensland History Journal in late 2022.

Disaster Cooperative Memorandum of Understanding

Along with other local cultural agencies, the Parliamentary Library is now a signatory to the State Library of Queensland's Disaster Cooperative Memorandum of Understanding (MOU). While not a legally binding document, the MOU demonstrates the level of inter-agency cooperation and commitment to sharing resources for contingency planning in the event of a disaster which may impact local collecting institutions. Other entities covered under the MOU include the State Library of Queensland, Queensland State Archives, Queensland Museum, Museum of Brisbane, National Archives of Australia, Queensland Art Gallery, Gallery of Modern Art, and the Queensland Performing Arts Trust.

Heritage Management Group

Chaired by the Parliamentary Librarian, the Heritage Management Group, a sub-committee of the Executive Management Group, was established this year. The group leads the coordination, identification, management, preservation and conservation of the Parliament's heritage collections and assets. It also aims to make Parliament and its history more accessible to Queenslanders through exhibitions, historical seminars and online channels.