

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.

Overview

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

Key performance indicators for Objective 3 are set out in Appendix B.

992

functions held



35,939 guests to the precinct

391

school tours conducted



70,024 visitors processed through security scanning procedures

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 their development, 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). The 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 as well as 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. It provides all corporate policies and forms, 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 Parliamentary Service 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 2021-22 in accordance with the training and development plan included:

- Excel and Power BI training
- Job evaluation
- Video filming and editing workshop
- Project management fundamentals
- Advanced presentation skills, and
- Digital governance.

Conferences and seminars

Some of the conferences and seminars attended by staff during 2021-22 included:

- CPA Virtual Congress, and
- Presiding Officers and Clerk's Conference.

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

Parliamentary Service Workforce Strategy

In May 2022, the Speaker approved the Parliamentary Service Workforce Strategy. The Strategy sets 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.

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 and all applicants are provided with standardised information
- all applicants are assessed against the selection criteria
- selection techniques are used fairly, and
- all applicants are entitled to post selection feedback, and all information gathered is confidential.

Anti-Discrimination Policy

The Parliamentary Service is committed to creating a work environment which is free from all forms of discrimination and where all members of staff are treated with dignity, courtesy and respect.

The Parliamentary Service Anti-Discrimination Policy articulates the Parliamentary Service commitment to a discrimination free workplace and also establishes a formal complaints procedure.

The policy applies to all Parliamentary Service staff in all their work-related dealings with each other, and with any clients or customers. It applies to staff while in the workplace or off site, at work-related functions (including social functions and celebrations), while on trips and attending conferences.

Ethics Advice Officers

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

- being a frontline resource for staff to ask questions, raise concerns and report potential breaches of the Code of Conduct or misconduct
- being 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.

Employee Assistance Service

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. The EAS may also act as a support service for employees who may be affected by organisational or technological changes.

The EAS is a voluntary and confidential professional counselling service.

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 (Qld)*.

Training in relation to the Code and the *Public Sector Ethics Act 1994* is undertaken periodically and included in induction processes for all 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.

Staff recognition

In 2021-22, the following 21 staff were issued with badges in recognition of their length of service:

10-year service	15-year service	20-year service	30-year service	40-year service
<ul style="list-style-type: none"> • Amy-Lee Giang • Lucy Manderson • Bernice Watson • Jill Hopson • Hung Giang • Phung Hanh • Liz Tavender • Jason Gray • Coral-Leah Kemp • Kylie Slater 	<ul style="list-style-type: none"> • Nigel Mills • Jenny Buerckner • Robert Radulovic 	<ul style="list-style-type: none"> • Tamara Vitale • Gregory Connolly • Virginia Marsden • Mitchell Kunde 	<ul style="list-style-type: none"> • Sandra Musch • Anthony Wood • Michael Watkin 	<ul style="list-style-type: none"> • Ian Jackson

Meritorious service

In 2021-22, nine staff were issued with badges in recognition of meritorious service beyond normal duty for initiative or noteworthy involvement in (a) special projects, (b) events, or (c) 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:

Jacqui Dewar | Committee Office

For demonstrating leadership and resilience and working diligently on the processes associated with the Voluntary Assisted Dying Bill.

Rhyll Duncan | Committee Office

For work on the Members On-Boarding Workbook for the State Election.

Ciara Furlong | Committee Office

For excellent work in planning, delivering and coordinating the Hybrid Estimate Hearings within tight timeframes.

Karl Holden | Committee Office

For the excellent standard of work in relation to the 10-year Anniversary Facebook event.

Grace Pridmore | Information Technology Services

For leading the coordination of the successful rollout of the 4G back-up solution to electorate offices throughout the state, which was completed on time.

Rebecca Quinnell | Chamber Services

For excellent work producing educational materials, particularly video material.

Cecelia Ryan | Parliamentary Library

For guiding the successful research and analysis, procurement and installation of a new enhanced Library Information Management System. This project was delivered on time and within budget in April 2022.

Jan Smithson | Human Resource Management Services

For excellent work on the digitisation of Human Resources records.

Bernice Watson | Chamber Services

For the excellent standard of work in relation to the 10-year Anniversary Facebook event.

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 2021, the recipients of these awards were:

Clerk's Award

Sally Marsh, Information Management Librarian

For expert project management of the Library's refurbishment project on level 6 of the Annexe.

Speaker's Award

Andrew Roberts, Catering Attendant - Barista

For excellent customer service.

Staff information

2021-22 Staff information	
Study and Research Assistance Scheme (SARAS)	
Officers receiving assistance	20
Permanent retention rate 1	
Parliamentary precinct staff	83.58%
Electorate office staff	81.80%
Permanent separation rate 2	
Parliamentary precinct staff	16.42%
Electorate office staff	18.20%
Sick leave – average number of days per officer	
Parliamentary precinct staff	12.6
Electorate office staff	7.3

Permanent employees still employed for the period 1 July 2021 to 30 June 2022.

Permanent employees who separated during the period 1 July 2021 to 30 June 2022.

Percentage of staff by area		
	FTE	%
Information Services	46	10.9
Corporate and Electorate Services	25.3	5.7
Assembly and Committee Services	65.3	17.6
Property and Facility Services	74.9	16.3
Electorate Office and Crossbench Staff	211	49.3
Total	423*	

*Total number of FTE excludes MPs.

2021-22 Target group data		
Gender	Number (Headcount)	Percentage of total workforce (Calculated on headcount)
Woman	368	66.40%
Man	183	33.03%
Non-binary	<5	0.54%
Diversity Groups	Number (Headcount)	Percentage of total workforce (Calculated on headcount)
Women	368	66.40%
Aboriginal Peoples and Torres Strait Islander Peoples	5	0.90%
People with disability	7	1.26%
Culturally and Linguistically Diverse – Born overseas	28	5.05%
Culturally and Linguistically Diverse – Speak a language at home other than English (including Aboriginal and Torres Strait Islander languages or Australian South Sea Islander languages)	14	2.53%
	Number (Headcount)	Percentage of total Leadership Cohort (Calculated on headcount)
Women in Leadership Roles*	5	55.5%

*Women in Leadership Roles are considered those positions that are Senior Officer and equivalent and above.

Major initiatives

Information Services

Reviewed and restructured IT Services

This year the Clerk 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 new Digital Strategy, IT operational plan and associated portfolio of projects, as well as provide responsive IT services to Members and staff.

A restructuring of IT Services followed with the creation of three functional teams (Policy and Architecture, Program Delivery, and IT Operations) and four new positions.

Upgraded network infrastructure

Under the Wi-Fi and Switch Replacement project, all Wi-Fi access points in Electorate Offices across the state and the Parliamentary precinct in Brisbane were replaced. Several new access points were installed to eliminate blackspots around the Parliamentary precinct. This project is also replacing the entire backend switching infrastructure.

Released new website and applications

In August 2021, IT Services released the Queensland Parliament's upgraded website which resulted in an improved look and feel, better integration with the Parliament's social media channels, and increased cyber security. The improved website site navigation enables enhanced viewing from mobile devices. IT Services also reengineered the Tabled Papers database to improve the back-of-house operations of the Chamber and the publishing of these papers to the Parliament's website.

Improved IT services for Electorate Offices

Throughout the year, IT Services improved services for Electorate Offices by:

- Upgrading base internet connections from 20-30Mbps to 100Mbps. Twenty-two sites have been upgraded with the remainder on track to be completed by October 2022. This improvement supports the ongoing demand for access to, and consumption of, online services, and the growing use of social media and video conferencing.
- Establishing a 4G backup service that automatically kicks in to provide continued access if the 100Mbps internet link is disrupted.
- Implementing greater security controls through the deployment of an Endpoint Detection and Response Platform to detect and quarantine potentially malicious emails and computer viruses.
- Completing the migration of office productivity tools to Office365, including adding features such as Microsoft Teams video conferencing and collaboration.

Focussed on working digitally

As part of its Digital Strategy, the Parliamentary Service seeks to continue to digitise and streamline its business processes and workflows. This includes, where appropriate, reimagining business processes and then converting its paper-based forms into digital formats to gain administrative efficiencies, enhance the customer experience and ensure the sustainability of its online transactions.

Corporate and Electorate Services

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.

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.

Parliamentary Service Workforce Strategy

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Corporate governance review and update

Over the last 12 months there have been a number of updates and changes to various corporate governance policies including financial delegations, contract management, risk management, project management, procurement, and telecommunications.

Employee engagement questionnaire

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.

Property and Facility Services

Precinct control systems

The hardware and virtual environment for building mechanical controls and CCTV was upgraded.

COVID-19 management

Advice from Queensland Health was continually monitored while maintaining the precinct and providing adequate hygiene services.

Emergencies Quick Guide

After consultation with internal and external agencies a Quick Guide to deal with emergencies specifically in and around the Legislative Assembly (Green Chamber) was developed and implemented.

Leasing review

An annual review was undertaken in Q3 of 2021 to identify offices that most deserve to relocate due to actual office deficiencies. A Forward Years Planning document was produced from this strategic leasing review.