



QUEENSLAND PARLIAMENTARY SERVICE

# Annual Report

2021-2022



# Acknowledgement of Country

We respectfully acknowledge the Traditional Custodians of the land, and pay our respects to Elders past, present and future.

We're very fortunate to live in a country with two of the oldest continuing cultures in Aboriginal and Torres Strait Island people, whose lands, winds and waters we all share.



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# From the Speaker

"The [Queensland Parliamentary] Service's work can benefit all Queenslanders, wherever they live."

It gives me great pleasure to present the Annual Report for the Queensland Parliamentary Service for 2021-22.

The Queensland Parliamentary Annexe has long been an office and accommodation space unique amongst Australian jurisdictions. The need for a Parliamentary Annexe reflects the fact that Queensland's population is the most decentralised of Australia's states.

The Annexe, opened in 1979, has provided Members with accommodation and office space for over four decades. Members' offices and accommodation have not been substantially refurbished since the 1990's.

To ensure that the Parliamentary Annexe is a safe and modern facility, the Annexe will be undergoing a significant upgrade in 2022-23. The upgrade will:

- repair and upgrade the external façade of the Parliamentary Annexe, and
- enable the refurbishment of soft furnishings in Members' office and overnight accommodation floors.

This upgrade is the second stage of the Annexe Critical Infrastructure and Services upgrade. The first stage being substantially completed in 2021-22.

The Parliamentary Annexe Upgrade is expected to deliver another 25-30 years of operation for the building.

In 2021-22, the Parliamentary Education team returned to a full delivery of programs after the disruption of Covid. Youth Parliaments were delivered in Warwick, Rockhampton, Bundaberg and at the Parliament House in Brisbane.

Junior Indigenous Youth Parliament (JIYP) was also delivered in Townsville for 2021 and for the first time to the Torres Strait in July 2022, marking the first time JIYP was delivered in a First Nations community.

Parliamentary Education also delivered a series of school visits to regional and remote communities as part of the Youth Parliament program. School visits were made to Emerald, Maryborough, Gladstone, Agnes Waters, Woorabinda, Pittsworth, Mundubbera, Stanthorpe, Ingham, Abergowrie and Thursday Island.

In 2021-22 The Parliamentary Education Team also rolled out a series of educational videos about Queensland Parliament and Constitution. Aligned with the Australian Curriculum and accompanied with teaching pack materials, the videos are a great resource for all Civics and Citizenship and Legal Studies classes.

Parliamentary Education's outreach all across Queensland is a great example of how the Service's work can benefit all Queenslanders, wherever they live.

In 2021-22, the Parliamentary Catering Services team returned to providing high quality catering and function offerings to the Queensland public.

During 2021-22, the Queensland Parliament hosted significant high profile functions including;

- Darkness to Daylight fundraiser for victims of domestic violence
- Reconciliation Queensland National Reconciliation Breakfast
- Queensland Government Flood Appeal, and
- Swearing in of the 27th Governor.

Going forward, Parliamentary Catering Services are actively pursuing opportunities to increase the exposure and awareness of the Parliamentary Precinct as a hospitality venue.

A comprehensive Sales and Marketing Plan has been developed that focuses on the attraction of customers for premium dining and conference offerings in the unique heritage venues, which the Queensland Parliament and Annexe can provide.

Looking ahead, in June 2022, I approved a proposal to launch a two-year pilot for a graduate program. Under the program, four graduates will be selected following a formal recruitment process. Over two years, each graduate will progress through a formal six-month rotation in each of the Parliamentary Service's four divisions

The program will allow salaried graduates to learn about the operation of the Parliamentary Service and develop valuable skills while at the same time contributing to the service in a meaningful way.

Eligibility under the program will be open to any tertiary students currently in the last year of their course program. In conjunction with our Reconciliation Action Plan, two of the four positions will be reserved for First Nations applicants as a tangible and practical strategy to support our commitment to Reconciliation.

In May 2023, the Queensland Parliamentary Service will facilitate the Regional Parliament in Far North Queensland. As a proud local Member, I am excited

to see the Regional sitting experience return to Cairns for the first time since 2008.

Accompanied with a full program of regional engagement including Youth Parliaments, the Far North Queensland Sitting will again take the Parliament to Regional Queenslanders for the sixth time.

On behalf of the Members of the 57th Parliament, I thank the Clerk Neil Laurie, the Executive Management Group and all Parliamentary Service staff for their hard work and dedication during the 2021-22 Financial Year.



**Honourable Curtis Pitt MP**

Speaker of the Queensland Legislative Assembly

# 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.

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.



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



# About the Parliamentary Service

The **purpose** of the Parliamentary Service is to serve, support, promote and strengthen the Legislative Assembly to enable it to fulfil its various functions, which are fundamental to Queensland's democratic system of government.

### Legislative Assembly

The Queensland Parliament contains only one House: the Legislative Assembly.

The Assembly consists of 93 Members, who discharge a range of important legislative and constituency responsibilities.

Legislative responsibilities involve participation in parliamentary matters, including the enactment of legislation, privileged debate, scrutiny of government policy and serving on parliamentary committees.

Constituency responsibilities involve Members, as representatives of individual electoral districts, providing advice and assistance to constituents and acting as advocates for local interests.

### Queensland Parliament

The Legislative Assembly, together with the Governor of Queensland, forms the Queensland Parliament.

In the Westminster system of government, which Queensland has adopted, Parliament is the elected law making body but also determines which political party or parties form the Executive Government. To appoint a Premier and other ministers, the Governor must be satisfied that the party or parties they represent command a majority of the votes in the Legislative Assembly.

As the Executive Government is ultimately responsible to Parliament, the Assembly has the additional ongoing role of scrutinising the operations of the Executive. Accordingly, Parliament is a public institution of great constitutional importance and is separate from the Executive Government.

### Queensland Parliamentary Service

The Queensland Parliamentary Service provides administrative and support services to the Legislative Assembly, its committees and Members.

The Service comprises staff working within the parliamentary precinct in Brisbane and staff in Members' electorate offices across the state.

To enhance and emphasise its independence from Executive Government, the Queensland Parliamentary Service was established under the *Parliamentary Service Act 1988 (Qld)*.

Further, as the Parliamentary Service is distinct from the Public Service, it is not subject to a wide range of legislative, administrative and other requirements that apply in the public sector, although, as a matter of practice, it often voluntarily adopts equivalent standards.

## Our vision

To be the innovative leader in the delivery of parliamentary services in the Westminster world.

## Our values

### Integrity

We are honest, ethical, respectful, independent, professional and accountable.

### Learning

We continually learn, develop and pass on our knowledge.

### Innovation

We are innovative and strive to create a better future.

### Clients

We are focused on the needs of our clients.

### People

We value our people and their diversity and create a safe environment for them to excel.

## Our objectives

### Assembly and committee support

Support the Legislative Assembly (and its committees and Members) in fulfilling its functions within the institution of Parliament to:

- make law (and supervise delegated law making)
- approve and scrutinise the State's finances
- scrutinise the actions of executive government (and oversight independent bodies), and
- provide a forum for debate and grievance.

### Member support

Support Members to engage with, and represent, their Electorates.

### Service provision

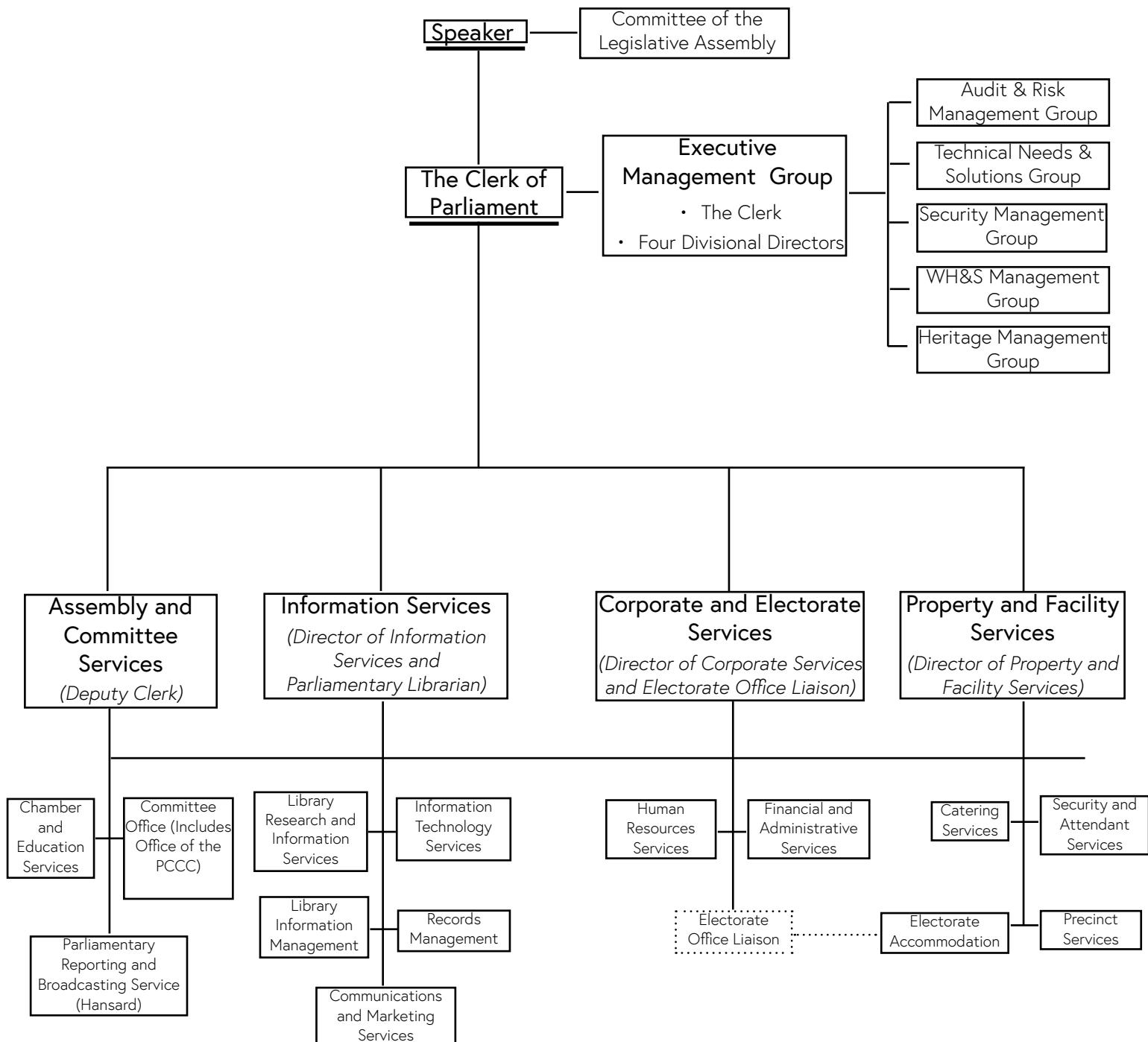
Provide information, corporate and facility management services.

### Improving awareness of the Parliament

Safeguard, promote and strengthen the important institution of Parliament.

# Queensland Parliamentary Service

## Organisational Chart



# Assembly and Committee Services

## Office of the Speaker

The Office of the Speaker provides executive, administrative and protocol support to the Speaker of the Legislative Assembly in relation to the Speaker's various roles.

## Office of the Clerk

The Office of the Clerk provides timely and accurate support to the Clerk of the Parliament to discharge his responsibilities as the Principal Officer of the Legislative Assembly, Chief Executive Officer of the Parliamentary Service, and Accountable Officer for the Parliamentary Service and the Legislative Assembly. The office also takes carriage of petitions and the Register of Interests.

## Office of the Deputy Clerk

The Office of the Deputy Clerk provides timely and accurate support to the Deputy Clerk to discharge his responsibilities as head of the Assembly and Committee Services Division.

## Chamber and Education Services

This area comprises two discrete offices – the Table Office and Parliamentary Education Team.

### *Table Office*

The Table Office provides impartial advice, parliamentary information and administrative support services to assist the effective operations of the Legislative Assembly.

The Table Office is responsible for:

- maintaining accurate information on all business before the Assembly
- processing of legislation through the Assembly (introduction, amendment and presentation for royal assent)
- monitoring bills, questions, motions and petitions to ensure compliance with the rules of the Assembly
- liaising with Members, ministerial offices and public sector entities on the tabling of documents
- providing safe custody, maintenance of and access to parliamentary records
- conducting research and providing advice on parliamentary procedural matters, and
- managing the Queensland Parliamentary Internship Program, where university students undertake a nominated research project under the supervision of a Member of Parliament or senior officer of the Parliamentary Service.

### Parliamentary Education

The Parliamentary Education Office is responsible for:

- conducting parliamentary education seminars, workshops, professional development and Youth Parliaments for educators, secondary school students, university students, public servants, Members and their staff, and other client groups
- conducting educational outreach programs for regional Queenslanders
- developing and maintaining educational and information resources for use in educational institutions and by the wider community
- ongoing evaluation of current educational programs (including school tours) to ensure that they are appropriate for the target audience, based on relevant school curricula and consistent with current best practice in teaching, and
- supporting parliamentary engagement with First Peoples, including providing advice and education on cultural protocols.

### Committee Office

The Legislative Assembly establishes parliamentary committees to assist it to fulfil its functions. Committees consider legislation, inquire into specific issues, oversee specified independent entities and report back to the Parliament. They provide a forum for investigation into matters of public importance and give Members the opportunity to deepen their knowledge of such issues. Committee inquiries enhance the democratic process by taking the work of the Parliament to the people and offering a direct, transparent way to have input into its decisions.

A report on the operation of committees during 2021–22 is contained on page 26.

The Committee Office is responsible for:

- providing advice and support to each committee in the conduct of its inquiries, and fulfilment of its functions more generally
- maintaining each committee's records system
- planning and organising for the collection, analysis and reporting of information and evidence
- business improvement activities, and
- activities aimed at increasing the awareness of the role of the Parliament and the committee system.

### Parliamentary Reporting and Broadcasting Service (Hansard)

The primary role of the Parliamentary Reporting and Broadcasting Service is to produce an accurate, timely and accessible record of the proceedings of the Parliament and Parliamentary Committees and the internet broadcast of these. Other services provided include:

- production of an index to the debates of the Parliament
- production of Members' speeches, and
- transcription and editorial services to other parliamentary service areas.

### Office of the Parliamentary Crime and Corruption Commissioner

Under the *Crime and Corruption Act 2001*, the primary role of the Parliamentary Crime and Corruption Commissioner is to assist the Parliamentary Crime and Corruption Committee (PCCC) in enhancing the accountability of the Crime and Corruption Commission (CCC) by undertaking a range of important functions on behalf of, and reporting back to, the PCCC.

The functions of the Parliamentary Crime and Corruption Commissioner, as required by the PCCC, include:

- conducting audits of the records, operational files and other material held by the CCC
- investigating complaints made against the CCC (including allegations of possible unauthorised disclosure of confidential information)
- inspecting the register of confidential information kept by the CCC, and
- previewing reports by the CCC to the PCCC.

In certain circumstances, the Parliamentary Crime and Corruption Commissioner can also investigate, on their own initiative, complaints about the CCC or a CCC officer, and similar matters.

The Parliamentary Crime and Corruption Commissioner has further mandatory responsibilities under the *Crime and Corruption Act 2001 (Qld)* and the *Police Powers and Responsibilities Act 2000 (Qld)* including the conduct of an annual review of intelligence data in the possession of the CCC and the Queensland Police Service and regular audits and inspections of the records of the CCC to determine the extent of compliance with legislative requirements relating to surveillance device warrants, controlled operations and assumed identities.

With the CCC declared an eligible agency under Commonwealth telecommunications legislation, the Parliamentary Crime and Corruption Commissioner is the inspection entity under the *Telecommunications Interception Act 2009 (Qld)*. This involves six-monthly inspections of the CCC's telecommunications interception records and provision of an annual report to the Queensland Attorney-General.

# Information Services Division

## Parliamentary Library and Research Service

The Parliamentary Library and Research Service provides confidential and impartial research 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:

- 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.

## 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 ensures the systematic identification, capture, management and retention of the Parliamentary Service's 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.

## Marketing and Communications

Marketing and Communications is responsible for:

- promoting parliamentary activities and events in order to improve community understanding and awareness of the role and activities of the Queensland Parliament
- developing and implementing communication strategies for service-wide projects or projects involving multi-services including engagement with the community via parliamentary committee processes
- drafting media releases, speeches and associated services for the Parliamentary Service
- supporting effective communication between the Parliament and its clients with an emphasis on the Parliament's website and within the Parliamentary Service, and
- providing multimedia design and publication services for the Parliamentary Service and parliamentary committees.

# Corporate and Electorate Services Division

## Office of the Director of Corporate Services and Electorate Office Liaison

The Office of the Director of Corporate Services and Electorate Office Liaison 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:

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



# 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. Property Services engages a range of contractors to assist in meeting the accommodation needs of the Parliament within the Parliamentary precinct.

## Security and Attendant Services

Security and Attendant Services supports the Members and staff of the Queensland Parliament by providing a secure Parliamentary precinct balanced against the need to provide public access to the precinct.

Other services include:

- precinct security (24 hour security over the Parliamentary precinct)
- 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 and access management.

## Electorate Accommodation

Electorate Accommodation is responsible for:

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

There are currently 97 electorate offices across the 93 state electorates. Four 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*.

## 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 events hosted by Queensland Parliament.

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

## Service Standards – Effectiveness Measures

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

### Overall rating for the Parliamentary Service

In April 2022, 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%.

### Overall rating by Service Area and Office

Committee Office = 91%

Communication and Marketing = 64%

Electorate Accommodation Services = 82%

Financial and Administrative Services = 91%

Human Resource Services = 95%

Information Technology Services = 75%

Members Executive Support = 77%

Office of the Clerk = 95%

Parliamentary Catering Services = 86%

Parliamentary Education = 73%

Parliamentary Library = 91%

Parliamentary Reporting Service = 98%

Property Services = 89%

Security and Attendant Services = 98%

Table Office = 98%

# Financial Summary

For the year ended 30 June 2022

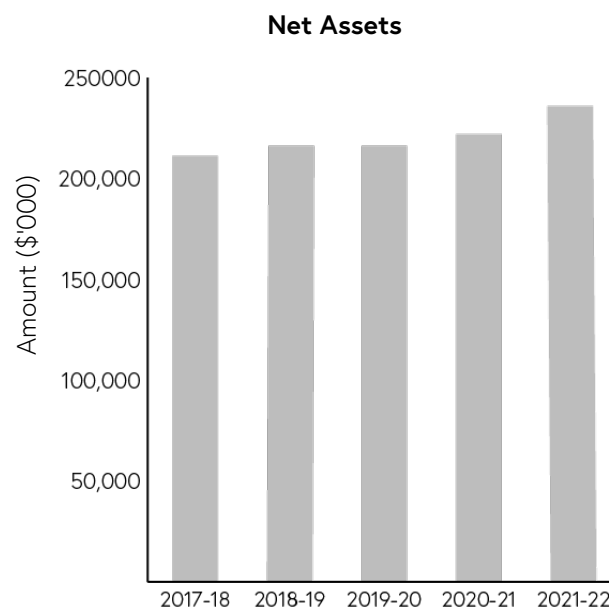
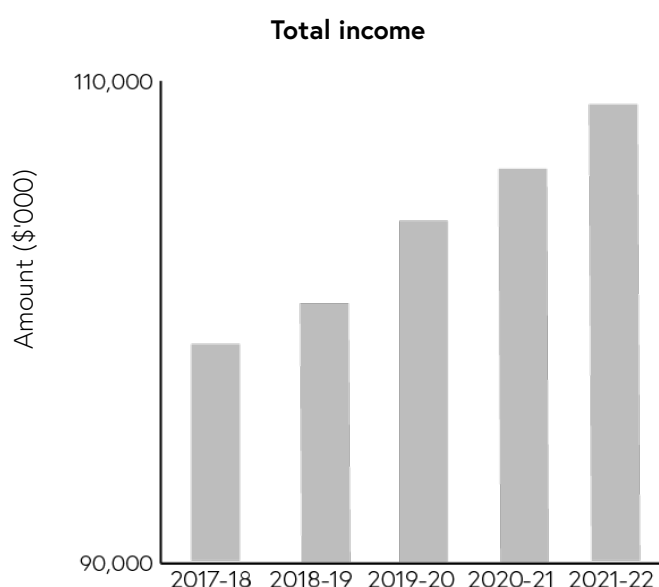
	2017-18 \$'000	2018-19 \$'000	2019-20 \$'000	2020-21 \$'000	2021-22 \$'000
Total Income	99,069	100,709	104,152	106,427	109,048
Total Expenses	96,532	98,669	103,393	105,313	106,247
<b>Operating Surplus/(Deficit)</b>	<b>2,537</b>	<b>2,040</b>	<b>759</b>	<b>1,114</b>	<b>2,801</b>
Total Assets	214,897	220,461	220,764	224,252	239,633
Total Liabilities	3,867	4,802	4,731	3,842	4,059
<b>Net Assets</b>	<b>211,030</b>	<b>215,659</b>	<b>216,033</b>	<b>220,410</b>	<b>235,574</b>

	2017-18	2018-19	2019-20	2020-21	2021-22
Current Ratio <sup>1</sup>	3.02	3.29	2.93	4.25	3.07
Debt/Equity Ratio (%) <sup>2</sup>	1.83	2.23	2.19	1.74	1.72
Liability/Asset Ratio (%) <sup>3</sup>	1.80	2.18	2.14	1.71	1.69
Current Assets	11,669	15,799	13,855	16,334	12,469
Current Liabilities	3,867	4,802	4,731	3,842	4,059

1. Current Ratio measures the ability of the Parliamentary Service to meet short-term financial obligations

2. Debt/Equity Ratio represents the debt of the Parliamentary Service as a relative proportion of Equity (net worth)

3. Liability/Asset ratio measures the percentage of the Parliamentary Service's total assets that are provided via liabilities



# Our year in review

## Annexe Critical Infrastructure and Refurbishment Program

The Parliamentary Annexe was constructed in the late 1970s and continues to provide a working environment for Members and staff. In 2019, the Parliamentary Service commenced a major three-year program to address a range of high-priority risk areas by delivering modernisation and upgrades of various foundation building services including:

- fire services
- mechanical services (e.g. air conditioning infrastructure/units)
- electrical services (e.g. power distribution systems to support security and building management needs).

As the second stage of the upgrade program, in 2021 planning work commenced to upgrade and repair the exterior façade of the Annexe to address a safety risk and refurbish ageing interior office and overnight accommodation rooms.

The planned works include the replacement of over 300 custom windows and fittings damaged by the gradual deterioration of the external façade. The project also provides the opportunity to increase the number of overnight rooms and deliver a number of equitable access offices and bedrooms to accommodate Members with specific needs.

Work commenced in 2022 and is due for completion in late 2023.

## Parliamentary Education Program

In 2021-22 a suite of new education materials were also added to the Parliament's website. The materials, aligned with the national curriculum, were designed by the Parliamentary Education Team, in consultation with the Queensland Parliament Teacher Advisory Group.

The Queensland Department of Education is now linking to these resources through 'The Learning Place', which provides standardised curriculum resources direct to classroom teachers. Our Parliamentary education resources are also now available on ClickView, an education platform widely used by Australian secondary school students, from where teachers can collate video resources with direct links to the Australian Curriculum.

## Parliamentary Service Workforce Strategy

In May 2022, the Speaker approved the Parliamentary Service's first formal 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 new Strategy will guide a number of specific workforce engagement reforms over coming years designed to build a modern workforce that needs to be:

- highly engaged and committed to client service
- high-performing in a digital environment, and
- strategically focused on our future.

The Strategy will focus on three key areas of action including:

- attracting and retaining the best talent
- supporting our people to develop their capabilities
- creating and maintaining a positive, productive and safe work environment.

## 100th anniversary of the abolition of the Queensland 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.

Parliamentary Services supported the event with 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 Queensland Parliament website, and the historical essays will be published in a special edition of The Royal Historical Society of Queensland Journal.

## Review of IT Services

In 2021 the Clerk commissioned a review into IT Services to seek independent external advice on how the service area could be structured and resourced more effectively to implement the Parliamentary Service's Digital Strategy, IT Operational Plan and associated portfolio of projects.

The intent of the review was to ensure IT Services had the capability and capacity to better support the organisation's current and future business needs.

The scope of the review examined whether the structure and operating model of the unit was fit-for-purpose, and whether some functions could be provided more effectively, over time, on an as-a-service basis by a managed service provider.

The review also sought to forge stronger strategic and operational planning linked to business and customer needs, improve IT program and project management, enhance customer experiences, and promote the development of a positive team culture within IT Services that supports outcomes.

The outcomes of the review included a revised structure for the team with a number of positions upgraded, and three new positions with additional responsibilities added to the ITS leadership team to support the Head of IT Services.

The new IT leadership team supports three streams:

- Portfolio, Policy and Architecture team – responsible for strategy and planning
- Program and Solutions development and Delivery team – responsible for building and implementing changes
- IT Operations team – responsible for running, operating and optimising technology platforms and applications.

Following the review, the Clerk formed the new Technical Needs and Solutions Group (TN&SG), a sub-committee of the Executive Management Group to be chaired by the Head of IT Services to bring the organisation's business owners and IT Services' staff together to identify business needs and improve the planning and implementation of technical solutions.

A key focus of the TN&SG is to accelerate the development and roll-out of digital forms across the organisation, including embedding digital workflows into existing IT systems and optimising the use of these systems where appropriate.

As well, IT Services staff now meet with electorate office staff representatives on the EO Reference Group on a quarterly basis.

In hindsight the timing of the review has not been ideal, as it unexpectedly coincided with a downturn in the IT labour market. The current shortages of qualified IT professionals in Australia has resulted in strong competition for the limited pool of available IT professionals.

For the Parliamentary Service, this scenario has meant longer than expected delays in the recruitment of new or upgraded positions.

In response, the Parliamentary Service is now pivoting sooner than expected to change the IT operating environment over the next 12 months by examining the possible appointment of managed service providers to supplement internal staffing resources, and considering ways to accelerate the replacement of the Parliament's fleet of legacy inhouse-built bespoke IT systems with sustainable off-the-shelf IT systems.

# Performance reports

# Objective 1

## Assembly and Committee Support

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To support the Legislative Assembly (and its committees and Members) in fulfilling its functions within the institution of Parliament to:

- make law (and supervise delegated law making)
- approve and scrutinise the State's finances
- scrutinise the actions of executive government (and oversight independent bodies), and
- provide a forum for debate and grievance.



## Overview

To achieve this objective, Parliamentary Service resources have been allocated to provide Members with a range of procedural, research, advisory and information services. These resources are primarily delivered through the following Parliamentary Service offices and Divisions:

- » the Office of the Speaker
- » the Office of the Clerk
- » the Office of the Deputy Clerk, and
- » the Assembly and Committee Services Division.

In 2021-22 the Assembly and Committee Services Division comprised the following three Service Areas:

- » Chamber and Education Services
- » Committee Office (including Office of the Parliamentary Crime and Corruption Commissioner), and
- » Parliamentary Reporting and Broadcasting Service (Hansard).

The key performance indicators for Objective 1 relate to the extent to which the quantity, quality, timeliness and cost of specified services provided by each of the service areas meet the agreed standards and targets. The methods of measurement include client survey, benchmarking, internal assessment through information management systems and external assessment through audit reports.

Key performance indicators for Assembly and Committee Support are available as part of Appendix B.

# 99%

Percentage of Hansard transcripts published on time

# 799.9

Total audio hours transcribed



456 hearings and briefings



18,374 submissions considered

# 1,466

Questions on Notice processed

# Report on parliamentary committee activities for 2021-22

Queensland's parliamentary committee system was significantly reformed in August 2011 in order to improve openness and accountability, better connect the work of Parliament with its committees, and increase the levels of public consultation within Queensland's legislative process. The reforms have seen an increase in the volume of committee work undertaken and the public having greater input into matters that are debated by the Parliament. An overview of the committee work conducted during the year is detailed below.

The Parliament's portfolio committees undertook 42 formal inquiries, which comprised:

- 32 inquiries into bills that were introduced in the Parliament and then referred to committees for examination
- four inquiries on matters of community importance referred by the Parliament
- four inquiries as part of fulfilling statutory oversight, public accounts and public works responsibilities, and
- two inquiries initiated by a committee under self-referral powers.

A total of 456 portfolio committee hearings, briefings and meetings were held during the year. These comprised 190 hearings and briefings (mostly held in public) and 266 private meetings.

Committee inquiries are a key avenue for public consultation and engagement between the public and the Parliament, and support the Parliament to scrutinise government activity. Committees received and considered 18,374 submissions, and heard evidence from 1,415 persons (comprising 777 representatives of organisations, 108 individuals and 530 public servants).

The Government responded to 14 committee bill inquiry reports in 2021-22, all within the legislated timeframe. There were a total of 35 recommendations contained in

those reports (other than that the bill be passed or not passed). The public consultation as outlined above greatly contributed to the formulation of these recommendations.

One indicator of the influence of portfolio committees is the number of recommendations contained in inquiry reports that were agreed to by the government.

In relation to the bill inquiries for which government responses were received in 2021-22:

- of 14 proposed legislative amendments, 12 were accepted by the government (86%), and
- of 21 other recommendations, 18 were accepted by the government (86%).

Committees tabled a total of 84 publications, mostly reports, in the Parliament during 2021-22.

The review of budget estimates for the 2021-22 appropriations was conducted by the seven portfolio committees during the financial year. Each portfolio committee is responsible for examining the proposed expenditures of the Government departments for their respective areas of responsibility, and advising the Parliament accordingly. Seven estimates hearings were held from 16 July to 13 August 2021 with each of the committees reporting back to Parliament in August 2021.

Committees conducted 32 bill inquiries, including inquiries into the *Public Health and Other Legislation (Further Extension of Expiring Provisions) Amendment Bill 2021*, *Voluntary Assisted Dying Bill 2021*, *Brisbane Olympic and Paralympic Games Arrangements Bill*, *Racing Integrity Amendment Bill 2022* and the *Personal Injuries Proceedings and Other Legislation Amendment Bill 2022*.

In 2021–22, committees also tabled reports of inquiries into matters of public interest including:

- vehicle safety, standards and technology, including engine immobiliser technology
- the Crime and Corruption Commission's investigation of former councillors of Logan City Council and related matters
- social isolation and loneliness in Queensland
- the provision of primary, allied and private health care, aged care and NDIS care services and its impact on the Queensland public health system
- the operation of the *Trading (Allowable Hours) Act 1990 (Qld)*, and
- serious vilification and hate crimes.

On 2 December 2021, the Parliament also established a select committee, the Mental Health Select Committee (MHSC), to inquire into opportunities to improve mental health outcomes for Queenslanders. The MHSC:

- received 164 submissions
- held public briefings with officials from departments
- held 4 private hearings
- held 15 public hearings in Brisbane and across Queensland, hearing from 243 witnesses, and
- conducted 11 site visits across Queensland.

The MHSC reported to Parliament on 6 June 2022 and made 57 recommendations.

In addition, a number of inquiries were referred to or self-referred by committees during 2021–22 that remain ongoing. These include inquiries into:

- matters relating to donor conception information
- the decriminalisation of certain public offences, and health and welfare responses
- the Mount Gravatt TAFE Upgrade Project
- the Peninsula Development Road (Laura to Weipa) project
- the economic and regulatory frameworks for Queensland island resorts, and
- the functions of the Independent Assessor and the performance of those functions.

Portfolio committees also reviewed a number of Auditor-General reports and reported to the Parliament. A number of committees undertook proceedings in support of their responsibility for oversight of specific independent entities.

An important function of committees is to enhance the democratic process by taking the work of the Parliament to the people and giving them a direct way to input into its decisions.

With the easing of COVID-19 restrictions during 2021–22, committees were able to again travel to the regions and conduct hearings. Hearings were held in locations such as Toowoomba, Nambour, Mount Isa, Cairns, Torres Strait, Townsville, Rockhampton, Hervey Bay, Bundaberg, Emerald, Longreach, Doomadgee, Mornington Island, Yarrabah, Palm Island, Roma, Charleville, Moreton Island, Yeppoon, Weipa and Cooktown.

The use of video conferencing has also allowed committees to hear from additional people. In 2021–22, 120 people participated remotely in 26 committee proceedings held in Brisbane.

The volume of committee work completed and the outcomes achieved during 2021–22 continues to demonstrate that parliamentary committees are supporting parliamentary scrutiny of government activity, and contributing to an open, consultative and modern parliamentary system.

### Public consultation by parliamentary committees

A number of strategies have been implemented since 2011 to promote Queensland's committee inquiry process and raise awareness of how Queenslanders can be involved with committee inquiries and influence decision making, including:

- publishing details of all inquiries on the Parliament's Internet site
- issuing media releases
- utilising the Parliament's social media channels
- media interviews by committee chairs
- identifying persons and groups who may be interested in each particular inquiry and directly contacting them with information about the inquiry and how they can participate
- sending information about committee activities to committee subscriber email alert lists, including when submissions are invited and public proceedings held
- where an inquiry may have a focus in a particular regional area, advertisements may be placed in relevant local community newspapers, and
- placing advertisements and articles in trade journals and publications relevant to a committee inquiry topic.

Committee hearings held at Parliament House are generally broadcast live on 'Parliament.TV' via the Parliament's website, and can be watched on replay following the hearing. The live broadcast allows people across Queensland with an interest in particular inquiries to follow hearings and events as they occur. Transcripts of public proceedings are also published. Where appropriate, the Parliament's First Peoples Liaison Officer assists in raising awareness of inquiries amongst First Nations people and communities, supporting consultation activities, and providing assistance to those who may wish to participate.

## Major initiatives

### Committee Office

#### First Facebook Live Q&A event

In October 2021, the Queensland Parliament held its first Facebook Live event called, 'In the Spotlight', to mark the ten year anniversary of the portfolio committee system. The event marked the anniversary of wide-ranging reforms to the portfolio committee system in 2011.

A panel of current and former Members of Parliament, including those who worked on the Committee System Review Committee in 2010, participated in a live, interactive 'Q&A' session, broadcast via the Parliament's Facebook account. Over 90 people registered to attend the event in addition to those who participated online.

### Table Office

#### Tabled Papers Database developed in-house

A new Tabled Papers Database was implemented in January 2022, following a development and testing period in 2021. Developed in-house, the database improves administration capability and searchability for users.

#### Digitisation of parliamentary papers tabled between 1860 and 1989

The office has also continued to digitise the significant volume of parliamentary papers tabled in the Legislative Assembly between 1860 and 1989. In 2021-22, papers of the 35th to 40th Parliaments, covering the years 1957 to 1974, along with ad hoc papers requested by researchers, were digitised and published on the Parliament's website.

#### Approach to committee reporting enhanced

In December 2021, the Committee Office engaged external consultants to assist with evaluating and refining the approach to committee reporting.

The Committee Office has developed new reporting templates and a style guide and participated in report writing training. The Committee Office will focus on implementing the new reader focussed approach to writing reports in the next financial year.

### Parliamentary Reporting and Broadcasting Service

#### Transition to a new digital audio recording system

2021-22 saw the Queensland Parliament transition to a new digital audio recording system, Liberty, which is now used by the Parliamentary Reporting and Broadcasting Service in the recording and transcription of proceedings of the chamber, committees and parliamentary special events.

# Objective 2

## Member support

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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:

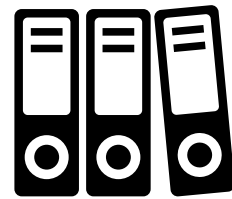
- » Corporate and Electorate Services
- » Property and Facility Services, and
- » Parliamentary Library and Research Service.

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.

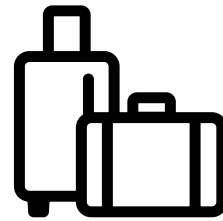
Key performance indicators for Objective 2 are set out in the table in Appendix B.

# 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.



# Objective 3

## Service provision

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

## 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	
<b>Study and Research Assistance Scheme (SARAS)</b>	
Officers receiving assistance	20
<b>Permanent retention rate 1</b>	
Parliamentary precinct staff	83.58%
Electorate office staff	81.80%
<b>Permanent separation rate 2</b>	
Parliamentary precinct staff	16.42%
Electorate office staff	18.20%
<b>Sick leave – average number of days per officer</b>	
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	%
<b>Information Services</b>	46	10.9
<b>Corporate and Electorate Services</b>	25.3	5.7
<b>Assembly and Committee Services</b>	65.3	17.6
<b>Property and Facility Services</b>	74.9	16.3
<b>Electorate Office and Crossbench Staff</b>	211	49.3
<b>Total</b>	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

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.

### 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.

## Objective 4

### Improving awareness of the Parliament

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To safeguard, promote and strengthen the important institution of Parliament by improving awareness of the role of the Legislative Assembly, its committees and Members in our democratic system of government and provide accessibility to information about parliamentary proceedings and activities.

## Overview

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

- » delivering education and awareness programs about the Parliament
- » raising youth awareness of the importance of the institution of Parliament by linking parliamentary education programs with the national curriculum for civics education
- » maintaining and improving the regional outreach awareness programs over the term of each Parliament and continuing to refine and improve their effectiveness, and
- » improving the monitoring of the Parliament's online presence and website content with a view to increasing electronic access to parliamentary information.

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

- » Chamber and Education Services
- » Committee Office
- » Communication and Marketing Services
- » Parliamentary Reporting and Broadcasting Service (Hansard), and
- » Information Technology Services.

The key performance indicators for Objective 4 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 4 are set out in Appendix B.

# 57%

increase in traffic to the  
Queensland Parliament website



495 Youth Parliament  
participants across Queensland

# 763

students participated  
in interactive education  
programs

## Education activities

Throughout the year, the Parliament provides free educational training programs aimed at enhancing knowledge and understanding of the processes of Parliament and Government in Queensland.

In 2021-22, the Parliamentary Education team delivered over 100 different programs across the state.

These programs included:

- school group activities
- public service training seminars
- virtual teacher professional development sessions, and
- Youth Parliaments.

The Youth Parliament programs are particularly engaging events for students. The programs incorporate many real life functions of Parliament to teach students about Queensland's democratic system. Students deliver speeches as Youth MPs, or act as parliamentary staff such as the Clerk of Parliament and Sergeant-at-Arms. The Speaker of the Legislative Assembly attends and local Members of Parliament are also invited to act as deputy Speakers. In 2021-22, a total of 495 young people participated in these youth parliaments, which were held across the state, including:

- Junior Indigenous Youth Parliament (Townsville, September 2021)
- YMCA Queensland Youth Parliament (September 2021)
- Legal Studies Youth Parliament (September 2021)
- Warwick Youth Parliament (November 2021)
- Rockhampton Youth Parliament (November 2021)
- Eric Deeral Youth Parliament (Cairns, December 2021)
- Bundaberg Youth Parliament (March 2022)
- Ipswich Primary Schools Youth Parliament (May 2022)
- Eric Deeral Youth Parliament (Brisbane, June 2022).

During regional visits, 27 schools were visited in 2021-22 where an interactive education program was delivered to 763 students.

Separate programs are offered for:

- years 10 to 12 school students studying Legal Studies, and
- tertiary students studying Parliament-related subjects.

In 2021-22 the following number of students attended these programs:

- 763 high school students and teachers as part of 16 school group activities, and
- 49 tertiary students and lecturers as part of two group activities.

### Regional educational program

In 2021-22, regional education activities were held in the Gold Coast and Cairns. The Parliament delivered a combination of the following activities:

- a Youth Parliament, and
- classroom sessions.

In 2021-22 the following number of students attended these programs:

- 153 students, teachers and guests from 16 schools as part of the Youth Parliaments, and
- 342 school students and teachers as part of eight classroom sessions.

### Youth Parliaments

This year saw the continuation of the Parliament's Youth Parliament program. Four Youth Parliament events were facilitated during 2021-22, two at Parliament House and two in regional Queensland.

A total of 221 young people participated.

### Constitutional conventions

In addition to the Youth Parliaments, the Parliamentary Service partnered with the Department of Education and Training to conduct school constitutional conventions in Townsville and Brisbane.

### Education resources

The Parliament has produced an extensive collection of educational resources that promote the institution of Parliament and raise community awareness and understanding of its important role and functions.

These resources include factsheets, information books, classroom activities, brochures and an iBook. All of these resources are available to access for free on the Parliament website. The iBook can be downloaded free from the Apple iTunes store.

### Access to information about parliamentary proceedings

The Parliamentary Reporting and Broadcasting Service and Information Technology Services also contribute to Objective 4 by providing accessibility to information about parliamentary proceedings through the provision of the Internet broadcast of proceedings in Parliament, parliamentary committees and parliamentary special events.

### Queensland Parliament Research Internship Program

During 2021-22, 31 tertiary students participated in the Queensland Parliament Research Internship. This annual program has been in operation since 1995.

### School tours

School groups have visited Parliament House over many decades, with these groups generally comprising Year Five and Six students. The program of each visit includes:

- a standardised educational presentation aligned to the National Curriculum which provides an overview of the Queensland Parliament, its roles and processes
- a tour of Parliament House, and
- a parliamentary debate role-play activity while seated in either the Legislative Assembly Chamber or the Legislative Council Chamber (depending on sitting days).

In total, 425 school tours were conducted during 2021-22, comprising 11,021 students and 993 accompanying teachers, parents and guardians. There was also one TAFE group with 19 students and their teacher.

### Public Service training seminars

Training is offered to public sector employees on:

- how Parliament works
- the relationship between the Queensland Parliament and the Executive, and
- Queensland's parliamentary committee system and participation with committee inquiries (Committees@Work, a program for public sector workers who may engage with parliamentary committees or who have a general interest in how committees work).

There were eight of these training seminars held during 2021-22 with 232 public servants attending.

### Teacher professional development training

During 2021-22, nine virtual teacher professional development training sessions were held with 129 teachers participating from across Queensland.

The training is designed to enhance knowledge of Queensland's democratic systems and the processes of the Queensland Parliament. These sessions also provide practical education resources and demonstrate how to conduct a parliamentary committee role play and voting activities in the classroom.

The program was conducted in conjunction with the Supreme Court Library of Queensland, the Electoral Commission of Queensland and the Parliamentary Education Office (federal).

# Major initiatives

## Education

### Four year strategic plan

In 2021-22, Parliamentary Education implemented the four-year strategic plan for precinct and regional educational activities for the 57th Parliament.

### Online educational resources

Parliamentary Education has developed and launched a suite of educational videos available online via YouTube and Clickview, a platform accessible to Queensland students and teachers. These are supported by updated educational resources that are linked to the Australian Curriculum.

Students from various high schools were also invited to take part in the filming of a role play about the Parliamentary Committee system, which has been used to supplement teaching on the precinct about the Legislative Process for Grade 10-12 Legal Studies students.

High School students in Queensland were invited to build a replica of the Legislative Assembly Chamber in Minecraft. This is the first in a series of micro projects that will eventually allow students and teachers to explore the Queensland Parliament in an engaging and familiar format.

### Eric Deeral Youth Parliament

In 2021-22, Parliamentary Education implemented the four-year strategic plan for precinct and regional educational activities for the 57th Parliament. The Parliamentary Education program included delivering two full-day Eric Deeral Indigenous Youth Parliaments for a total of 53 emerging First Peoples leaders in Cairns and in Brisbane, along with a junior Indigenous Youth Parliament in Townsville for 42 participants, and four junior Youth Parliaments in Warwick, Rockhampton, Bundaberg and Brisbane for 233 participants. Support was also provided to the annual YMCA Youth Parliament.

### Cultural Awareness training

A new Cultural Awareness training program was piloted for staff and conducted by the First Peoples Liaison Officer and Parliamentary Education staff. This was an interactive program where staff had the opportunity to participate in cultural learning and were equipped with some practical strategies to enhance their level of cultural competency. The program will be presented to all staff across the Parliamentary service in 2022-23.

### Public Service Seminars review

A review was conducted of the Public Service Seminars offered by Parliamentary education. New content has been incorporated and the programs are now open to participants from organisations outside of the Public Service.

### Youth Parliament pilot

The Parliamentary Education team ran a pilot program to bring Primary Schools Students in nearby regions into the Legislative Assembly Chamber to experience a Youth Parliament. The first group of students were from Ipswich and surrounding areas. The program was popular and well received.

## Marketing and Communications

### First digital only publication of the *Parliamentary Record*

In 2021, for the first time, the Parliamentary Record was published in digital format only. The Marketing and Communications Team worked closely with Library researchers to deliver the *56th Parliamentary Record*, which resulted in reduced production costs and improved readability and accessibility.

### Development of Committee newsletter capabilities

Following a successful trial with committee staff, the Marketing and Communications team introduced a series of MailChimp templates for public-facing newsletters from the Committee Office. These templates improved the readability and functionality of the committees' communications and ensured a consistent, professional look and feel across communications to build trust and credibility with target audiences.

### Coordination of the Parliament's Darkness to Daylight live event sponsorship

In July 2022, the Marketing and Communications team helped coordinate the Queensland Parliament's sponsorship of the 'Darkness to Daylight' live event. The event raised funds to increase awareness about domestic and family violence, and was Challenge DV's largest live event to date.

### Delivery of a wide variety of communications and strategic plans

Throughout the year, the team also continued to support the development and delivery of a wide variety of communications plans and strategic documents across the organisation. Projects included artwork design, social media, email marketing support for catering events, and the coordination and design of the 2021-2022 Annual Report and the 2022-2025 Workforce Strategy.



# Reconciliation action progress report

In 2020, the Parliamentary Service strengthened its commitment to **reconciliation** by implementing an Innovate Reconciliation Action Plan (RAP).

The RAP was formally endorsed by Reconciliation Australia and subsequently launched by the Speaker of the Legislative Assembly and the Clerk of the Parliament in September 2020.

## Overview

The Innovate RAP contains 14 actions and 69 deliverables, grouped within four reconciliation themes of relationships, respect, opportunities, and governance.

A working group was established to oversee the implementation of initiatives and ensure staff members are engaged in the spirit of reconciliation. The working group is co-chaired by the First Peoples Liaison Officer and the Executive Officer in the Office of the Speaker.

## Snapshot of achievements

Throughout 2021-22, a number of initiatives were advanced by the working group, including:

- developing an 'Acknowledgement of Country' decal to place on the glass doors on the entrances to Queensland Parliament on the Alice Street and George Street entrances
- currently developing an Acknowledgement of Country statement to provide a consistent protocol for staff to follow at significant occasions and events
- supporting Reconciliation Queensland to utilise Parliament House as a venue for its major breakfast event on 26 May 2022 for Reconciliation week
- continually reviewing Parliamentary Service human resources policies and recruitment procedures to remove any barriers to Aboriginal and Torres Strait Islander participation in our workplace
- continually reviewing procurement policies and practices and also reviewing and removing any barriers to the procurement of goods and services from Aboriginal and Torres Strait Islander businesses, and to increasing supplier diversity, and
- piloting First Peoples information cultural sessions delivered to the working group and management team then to all staff.

## Looking ahead

In 2022-23, the working group will continue to deliver RAP actions including:

- overseeing the development of a Cultural Learning Strategy and an Anti-Discrimination Policy
- investigating the provision of information to electorate officers about cultural learning relevant to their electorate and local region, including on-country visits
- refurbishing of the Reconciliation Gallery on level 5 of the Parliamentary Annexe to honour First Nations peoples
- implementing a strategy with a view to increase the percentage of Aboriginal and Torres Strait Islander staff employed in the Parliamentary precinct
- establishing a Reconciliation Garden in consultation with local community
- delivering First Peoples cultural information sessions to all Parliamentary Service staff, and
- implementing a strategy with a view to increase the percentage of Aboriginal and Torres Strait Islander staff employed in the Parliamentary precinct. (Two of the four new Graduate Program positions will be reserved for First Nations applicants as a tangible and practical strategy to support our commitment to this strategy.).

# Looking ahead

## Initiatives in 2022–23 will include:

### *Committee Office*

- Implement recommendations arising from the Good Practice Communication and Engagement Action Plan including conducting a stakeholder survey.
- Plan, implement and refine new reader focused approaches to committee report writing.
- Evaluate internal resources to support committee oversight of independent entities.
- Plan for committee hearing room and office accommodation changes associated with the Parliamentary Annexe refurbishment.

### *Parliamentary Reporting and Broadcasting Service*

- Finalise transition to Liberty digital audio recording system, including new portable systems for recording committee hearings held outside the parliamentary precinct.
- Contribute to the process of exploring the introduction of a Parliamentary Information Management System including an updated Hansard production system and automatic speech recognition technology and associated change management processes.

### *Table Office*

- Provide chamber support services for a regional sitting of Parliament in Cairns in May 2023.
- Digitise tabled papers from 41st to 43rd Parliaments (1974 – 1983).
- Continue update of chamber and table office procedures manuals and templates.
- Implement a new training program for Clerks at the Table.
- Consider options to develop a database of precedents to support the provision of parliamentary procedural and legal advice.

### *Parliamentary Education*

- Hold a Junior Indigenous Youth Parliament in May 2023 in Cairns, aligning with the regional sitting of Parliament.
- Plan and hold Youth Parliaments for Brisbane, Mackay, Roma, Cairns, Gladstone and Toowoomba.
- Offer Public Service seminars in regional locations as above, and in Brisbane.
- Deliver cultural learning workshops to parliamentary service staff, with further delivery to be determined.
- Conduct further Youth Parliaments for primary school students in the Legislative Assembly Chamber.

### *Human Resource Services*

- Implement outcomes of the 2022 Human Resources Review including transition to new structure, recruitment, and development of new/updated position descriptions.
- Coordinate the implementation of an automated time sheet system (eg. Aurion Timekeeper) for the Parliamentary Service including casual employees in electorate offices and the use of Employee Self Service (ESS) by electorate office staff.
- Coordinate a planned upgrade to version 12 of the Aurion Human Resource Information System.

### *Financial and Administrative Services*

- Continue to provide procurement, contract management and budget management support to assist the Parliamentary Annexe upgrade.
- Provide administrative support, including travel arrangements, for the Cairns Regional Parliament scheduled for 9 May to 11 May 2023.
- Commence planning and project management for an upcoming Financial Management Information System upgrade.
- Deliver tailored procurement and contract management training to Service Areas that have complex supplier arrangements.
- Assist Parliamentary Catering Services with implementing a revised operating model that improves visibility on performance.

***Parliamentary Library and Research Service***

- Review and replace the Video on Demand platform (VoD) with a more efficient solution.
- Further digitise hardcopy library collections, including the pamphlet collection and historical Ministerial media statements.
- Develop targeted in-house videos to deliver client and staff training, heritage collection virtual tours and presentations, and contribute to social media content.
- Continue to support Parliament's public engagement program of recognising significant events and anniversaries by undertaking historical research and creating informative displays, and holding appropriate events and presentations.

***Electorate Accommodation Services***

- Deliver Electorate Office CCTV specification and roll out to all electorate offices.
- Conduct Electorate Office Fire and Emergency Management Audit and associated works.

***Information Technology Services***

- Explore options for a new enterprise Parliamentary Information Management System to potentially replace, over time, in-house bespoke IT systems, prioritising committee submissions and the production of Hansard.
- Upgrade and modernise the Internet Broadcast system (Parliament TV).
- Replace and modernise legacy AV equipment throughout the Parliamentary precinct.
- Develop a technology plan for the Cairns Regional Parliament in May 2023.

***Records Management***

- Conduct a risk assessment to identify and actively mitigate against threats to key digital collections.
- Develop a sustainable file format framework, including options for digital format detection and conversion.

***Property and Facility Services***

- Refurbish Members' office and accommodation – Annexe levels 9 to 23.
- Install new security turnstiles in the Annexe foyer.
- Complete Annexe Critical Infrastructure Projects Stage 4 2022-2023 (associated works and over run).
- Continue migration of QBuild delivered services to direct management for cost and operational efficiencies.
- Continue to focus on reducing utility consumption across the Precinct.

***Security and Attendant Services***

- Conduct ongoing upgrade to CCTV capability and access control in the precinct.
- Conduct security review including the relocation of the control room which will provide efficiencies in both resource management and technology to meet the needs of the building refurbishment.

***Catering Services***

- Develop a dedicated microsite for the promotion of Catering Services' dining and events offerings.
- Refurbish the Members' Dining Room and Speaker's Dining Room as part of the Annexe refurbishment project.
- Conduct ongoing planning to accommodate the Annexe refurbishment project, including the relocation of meetings to account for noise interruptions, identifying alternate spaces such as level 3 colonnade and developing new spaces such as level 3 gardens.

***Marketing and Communications Services***

- Develop a brand and style guide to promote consistent communications, brand application and cultural protocols across the Parliamentary Service.
- Support the delivery of the Regional Parliament in Cairns in May 2023, including the development of a marketing and communications strategy.
- Conduct a social media audit and deliver a social media strategy that drives engagement and prioritises education.

# Corporate governance

Corporate governance is the manner in which an organisation is controlled and governed in order to achieve its goals. Generally, it incorporates a number of dimensions including management structure, management systems and management standards. Corporate governance is the foundation on which service delivery should be built.

## Management structure

The *Parliamentary Service Act 1988 (Qld)* sets out the administrative functions of the Speaker.

The general role of the Speaker in relation to the Parliamentary Service is to:

- decide major policies to guide the operation and management of the Parliamentary Service
- prepare budgets
- decide the size and organisation of the Parliamentary Service and the services to be supplied by the Parliamentary Service, and
- supervise the management and delivery of services by the Parliamentary Service.

Under Part 2 section 5 of the *Parliamentary Service Act 1988 (Qld)*, the Speaker has control of:

- accommodation and services in the Parliamentary precinct, and
- accommodation and services supplied elsewhere by the Legislative Assembly for its Members.

## Office of the Speaker

The Office of the Speaker provides executive, administrative and protocol support to the Speaker of the Legislative Assembly in relation to his various roles. Aside from the legislative obligations outlined earlier, these roles include public engagement, education and support of Members of Parliament and a range of other legislative responsibilities.

## The Clerk of the Parliament

The Clerk of the Parliament has a number of roles, which are outlined in section 20 of the *Parliamentary Service Act 1988 (Qld)*. The Clerk, as Chief Executive Officer of the Parliamentary Service, is:

- responsible to the Speaker for the efficient and cost effective management of the Parliamentary Service, and
- is the employing authority, for the Legislative Assembly, of Parliamentary Service Officers and employees.

The Clerk is also the Accountable Officer, as defined under the *Financial Accountability Act 2009 (Qld)*, and as such has a range of financial management responsibilities and obligations in the management of the Parliamentary Service divisional leaders.

## Parliamentary Service divisions

The Parliamentary Service has four divisions as per the organisational chart on page 12. The divisional leaders report to the Clerk of the Parliament.

## Management groups

The Clerk has established a number of management groups within the Parliamentary Service as part of the broader corporate governance framework.

### Executive Management Group

The role of the Executive Management Group (EMG) is to:

- provide leadership and ensure the effective management, coordination and performance of the Parliamentary Service
- consider reports from all management groups
- oversee the development and implementation of the Parliamentary Service Management Plan, Parliamentary Service-wide policies and procedures, management of information systems and control environments, and
- review and recommend to the Speaker the annual budget for the Parliament.

The members of the EMG are the Clerk of the Parliament (Chair), and the four Divisional Directors. The Head of IT Services was added to EMG in the 2021-22 year.

During 2021-22, the EMG:

- oversaw the development and implementation of the Parliamentary Service's COVID-19 Response Strategy
- monitored the implementation of a major three-year critical services and infrastructure upgrade program at the Parliamentary precinct in Brisbane
- oversaw the review and update of the corporate risk register and associated treatment strategies, and
- formed an EMG sub-committee to oversee the review of the Information Technology Service Area and the implementation of its recommendations.

### Audit and Risk Management Group

The role of the Audit and Risk Management Group (ARMG) is to provide independent assurance and assistance to the Clerk on:

- internal control and compliance frameworks
- external audit liaison and communication with executive management
- monitoring implementation of internal and external audit recommendations, and
- the agency's external accountability responsibilities as prescribed in the *Financial Accountability Act 2009 (Qld)* and the *Financial and Performance Management Standard 2019 (Qld)*.

As at June 2022, the members of the ARMG were the:

- Deputy Clerk of the Parliament (Chair)
- Chief Reporter, Parliamentary Reporting and Broadcasting Service
- Director, Research and Information Service, Parliamentary Library, and
- Marita Corbett (external representative, Partner BDO).

During 2021-22 the ARMG:

- reviewed the three year strategic audit plan and settled the Annual Internal Audit Plan
- reviewed the Parliamentary Service Performance Management Framework, and
- liaised with External Audit in respect of annual audit processes.

### Technical Needs and Solutions Group

Formed in 2021 and chaired by the Head of IT Services, the Technical Needs and Solutions Group (TN&SG) brings the organisation's business owners and technology experts together to identify business needs and improve the planning of technical solutions.

The group ensures that business needs are being included in the organisation's Digital Strategy and associated work plans and road maps, and that business owners

understand upcoming changes in technology and how these will impact on the Parliamentary Service.

The membership of the TN&SG is:

- Head, Information Technology Services (Chair)
- three additional IT representatives from IT Services
- representatives from each Parliamentary Services Area, and
- Executive Secretary, Corporate and Electorate Services (representing the interests of the Electorate Offices).

During 2021–22, the TN&SG met on five occasions.

### Security Management Group

The Security Management Group (SMG) assists the EMG by monitoring, reviewing and improving security strategies adopted within the parliamentary precinct and electorate offices across the State.

During 2021–22 the members of the SMG were the:

- Director of Property and Facility Services (Chair)
- Sergeant-at-Arms and Manager, Security and Attendants
- Senior Electorate Accommodation Officer
- Manager, Human Resource Services
- First Clerk Assistant (Committees)
- external representative from the Queensland Police Service - Security Operations Unit
- external representative from State Government Security, and
- Electorate Officer representative (when matters relate to Electorate Offices).

During 2021–22, the SMG met on four occasions to review and advise on:

- current national security status and alerts
- electorate office security review
- annual review of Security Management Plan
- CCTV camera operations in the parliamentary precinct
- precinct perimeter fence upgrade project
- review of access technologies in the precinct
- review of security and threat incidents in the precinct and electorate office sites, and
- electorate office site contact management.

### Workplace Health and Safety Management Group

The role of the Workplace Health and Safety Management Group (WHSMG) is to support the EMG by ensuring that obligations under the *Work Health and Safety Act 2011* are met. The WHSMG is required under section 76 of this Act.

As at June 2022, management representatives were:

- Director, Corporate Services and Electorate Office

Liaison (Chair)

- Manager, Human Resource Services
- Senior Advisor, Human Resource Services
- Manager, Precinct Services
- Manager, Catering Services
- Workplace Health and Safety Coordinator, and
- Supervising Parliamentary Attendant (Administration and Reception).

As at June 2022, Employee Representatives (appointed every three years) were:

- Kerri Swaine, Committee Office
- Barry Arnold, Security and Attendant Services
- Jayden Miller, Procurement Services
- Sanja Luscombe, Cleaning Services
- Robert Hansen, Committee Office
- Jenelle Head, Bancroft Electorate Office, and
- Benjamin Chong, Waterford Electorate Office.

During 2021–22, the WHSMG met on five occasions and developed, participated in, and assisted with:

- monitoring and reviewing issues and responses arising from the COVID-19 pandemic
- considering online solutions to improve visitor management and contractor induction processes
- developing and implementing recommendations associated with electorate office security
- monitoring workplace health and safety risks associated with planned major refurbishment of the Parliamentary Annexe in 2022–23
- delivering the corporate flu vaccination program for Members and staff in 2022, and
- coordinating and delivering workplace wellness initiatives and workplace safety and mental health awareness programs.

### Shared Service Initiative

As part of the state public sector Shared Service Initiative, during 2021–22 the Queensland Parliament provided a range of corporate services to the following independent agencies:

- Office of the Governor
- Office of the Ombudsman, and
- Queensland Audit Office.

Existing management and operational structures within the Parliamentary Service are used to deliver these shared services, and all are delivered in accordance with annual operating level agreements between the agencies.

## Heritage Management Group

The role of the Heritage Management Group (HMG) is:

- to lead the coordination, identification, management, preservation and conservation of the Parliament's heritage collections and assets, and
- to make Parliament and its history more accessible to Queenslanders through exhibitions, historical seminars and online channels – with a view to promote greater understanding of the institution.

As at June 2022, the members of the HMG were the:

- Director, Information Services and Parliamentary Librarian (Chair)
- Director, Information Management Services, Parliamentary Library (Deputy Chair)
- Senior Information Management Librarian, Parliamentary Library
- Records Coordinator
- Project and Conservation Officer, Precinct Services
- Team Leader, Communication and Marketing
- Parliament Officer (Archives), Table Office
- Conservation Officer, Precinct Services, and
- Manager, Parliamentary Catering Services.

During 2021-22 the HMG met on four occasions to advise on:

- the governance of the organisation's heritage collections
- the promotion of key parliamentary milestones, including the centenary of the abolition of the Upper House
- digitisation priorities
- the preservation of digital collections
- updating the parliament's War Service Honour Board, and
- the restoration of the Stanford heritage maps.



# Management systems

## Planning

The Parliamentary Service undertakes planning at both strategic and operational levels to ensure that staff are focused on performance and achieving results. These plans form the basis of budgeting, performance management and reporting.

The following key plans were prepared for 2021-22:

- the Parliamentary Service Management Plan, incorporating a whole-of service strategic plan and operational plans for each management group and Service Area within the organisation
- a Training and Development Plan for staff, and
- a three year Digital Strategy to focus on improved delivery of services in an increasingly digital environment.

## Performance Management

The Clerk of the Parliament employs a range of mechanisms to measure and monitor the performance of the Parliamentary Service.

### *Internal management reporting*

Divisional Directors are required to submit quarterly management reports to the Clerk. These reports document financial and operational performance against performance targets outlined in the Parliamentary Service Management Plan.

### *Auditing and review*

The Parliamentary Service engages an external contractor to provide internal audit services. The external contractor consults with the Parliamentary Service Audit Management Group and takes into consideration Queensland Treasury's Audit Committee Guidelines. The Clerk of the Parliament, in his capacity as the Accountable Officer, considers and addresses internal audit reports and any recommendations contained therein. No significant issues were identified during the 2021-22 internal audit work program.

### *Employee performance planning and review*

Parliamentary Service staff are subject to annual performance planning and review processes to improve alignment between the individual performance review outcomes and training and development opportunities.

### *External scrutiny*

The Parliamentary Service is subject to an annual external audit by officers of the Queensland Audit Office pursuant to the *Auditor-General Act 2009 (Qld)*. No significant issues were identified regarding the operations of the Parliamentary Service during 2021-2022. All recommendations in audit reports have been responded to.

## Complaints Management Framework

The Parliamentary Service has a formal complaints management framework to provide guidance on the handling of all complaints received by the Parliamentary Service (PS) to ensure complaints are handled comprehensively, consistently, and appropriately recorded. The framework includes a formal policy is published on the Parliaments website for management of any complaints regarding potential corrupt conduct by the Clerk of the Parliament (as chief executive) pursuant to section 48A of the Crime and Corruption Act 2001.

## Resource management

The Clerk of the Parliament establishes and publishes policies and procedures for the management of all human, financial and information resources. Systems have been established to manage revenue, expenditure, assets and liabilities, as well as to protect information resources.

### *Records management*

While the *Public Records Act 2002 (Qld)* does not apply to the Legislative Assembly or the Parliamentary Service, the Parliamentary Service is committed to following the principles contained in the legislation and also various public sector information standards, policies and guidelines concerning records management.

## Management standards

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. The Code of Conduct, developed in accordance with the *Public Sector Ethics Act 1994 (Qld)*, guides staff when dealing with situations that may arise during the course of their duties, particularly those situations that may have an ethical dimension.

# Management profiles

## Executive Management Group

### Hon. Curtis Pitt MP

*Hon. Curtis Pitt MP is the Speaker of the Legislative Assembly.*

The Speaker presides over the Legislative Assembly, heads the Parliamentary Service and chairs the Committee of the Legislative Assembly. The Speaker is also the ceremonial representative of the Queensland Parliament.

### Neil Laurie

*LLB LLM(Hons) MBA*  
Clerk of the Parliament

Neil has been the Principal Officer of the Legislative Assembly, and the Chief Executive Officer of, and the Accountable Officer for, the Parliamentary Service since February 2003. Neil has over 29 years' experience with the Parliamentary Service, including six years as Deputy Clerk and Clerk of Committees and over 19 years as Clerk.

### Michael Ries

*BAdmin LLB GradDipBus*  
Deputy Clerk  
Director, Assembly and Committee Services

Michael was appointed to the role of Deputy Clerk of Queensland Parliament in June 2008. Michael is responsible for the Assembly and Committee Services Division. Previously he held senior roles in the Department of Premier and Cabinet, including Clerk of the Executive Council.

### Monique Harmer

*BBus (Tourism)*  
Director, Property and Facility Services

Monique leads the Property, Catering and Security and Attendants Division of the Parliamentary Service. Joining the team in February 2022, Monique has over 25 years' experience working for international hotel companies across a variety of brands and in a range of diverse locations both within Australia and internationally.

### Janet Prowse

*BA MIMS ALIA*  
Director, Information Services and Parliamentary Librarian

Janet leads the Information Services Division and is responsible for the Parliamentary Library, IT Services, Marketing and Communications, and Records Management. She joined the Parliamentary Service in May 2017 and has extensive senior management experience in delivering information services and policy advice at a whole-of-government level.

### Craig Atkinson

*BBus GradCertProfAcc MIPA*  
Director, Corporate Services and Electorate Office Liaison

Craig leads the Corporate and Electorate Services Division of the Parliamentary Service. Craig was appointed Director in 2017 and has almost 30 years' experience in financial management, corporate governance and administration of members' entitlements.

## Service Area Leaders

### Ryan Cherry

#### Senior Electorate Accommodation Officer

Ryan and the Electorate Accommodation team are responsible for managing the 97 electorate offices located throughout Queensland. Ryan has a building industry background and has experience with Queensland Cultural Precinct property and maintenance delivery.

### Erin Hastie

BACrim, MCrim, GCert LegPrac

#### A/First Clerk Assistant (Committees)

Erin leads the Committee Office team. The team that provides professional advice and research, administrative and procedural support to the various committees of the Parliament in fulfilling their roles and engaging with the community across Queensland.

### Jo Mathers

BBus LLB (Hons) GradCertBus(PSM)

#### Chief Reporter

Jo manages the Parliamentary Reporting and Broadcasting Service, which is responsible for the accurate, timely and efficient reporting and broadcasting of the proceedings of parliament and its committees. Jo was appointed Chief Reporter in 2017 and has over 27 years' experience with the Parliamentary Service, including roles in Financial and Administrative Services, Committees and Chamber, Education and Communication Services.

### Amy McElhenny

DipHosp(Mgt)

#### Manager, Catering Services

Amy is responsible for managing Catering Services throughout the Parliamentary precinct, including fine dining, events, casual dining and bar amenities, as well as general support to Members and Queensland Parliamentary Service staff for venue set up and support for meetings and formal announcements. Beginning her career in the Culinary Arts under Brisbane's respected chefs and restaurant names before moving into business management, Amy has over 25 years' experience in food and beverage management and event marketing.

### Robyn Moore

LLB MUrb&RegPlg GCWEP

#### Director, Research and Information Services

Robyn leads the Research and Information team which assists Members of Parliament in performing their duties by ensuring they have access to authoritative, impartial, and timely information. Robyn was appointed to the role after having undertaken various private sector and parliamentary roles.

### Peter Morris

BBus

#### Manager, Human Resource Services

Peter is responsible for ensuring the delivery of human resources and industrial relations services to Parliamentary Service staff and Members of Parliament. Peter has over 25 years' experience in human resource management, and experience in industrial relations at an operational and managerial level.

### Mark Richardson

#### Manager, Precinct Services

Mark leads a team responsible for the management and operation of buildings and capital projects within the parliamentary precinct. Mark has worked in the facilities management industry for over 27 years.

**James Rasmussen**

B(IT), Cert IV (PM)

**Head of Information Technology Services**

James leads Information Technology Services in providing ICT services to members and staff, manages the audio-visual services on the parliamentary precinct, and chairs the Technical Needs and Solutions Group. He joined the Parliamentary Service in December 2021 after 20 years in the university sector, and has extensive experience in strategy and planning, project delivery and managing day-to-day operations.

**James Robertson**

BBus(Accy) CPA

**Manager, Financial and Administrative Services**

James is the Manager of Financial and Administrative Services. He leads a team of 15 people who collaborate to develop and maintain policies, practices and systems that provide a range of financial services, asset and logistical services, and the preparation of annual financial statements.

**Cecelia Ryan**

BA (Fine Arts) GradDipLib&amp;InfSt MAppSc (Lib&amp;InfoMgt)

**Director, Library Information Management Services**

Cecelia leads the Library Information Management Services team, which is responsible for discovery and maintenance of the Library's multiple collections and research databases, email alerts and audiovisual services.

**Petá Sweeney**

BA(LIS) BED MBA FRIM

**Records Coordinator**

Petá manages the corporate information assets of the Parliamentary Service. She joined the Parliamentary Service in November 2016 and has extensive experience in recordkeeping and information management in public and private sectors. Petá maintains strong industry links through her work on the Records and Information Management Practitioners Alliance (RIMPA).

**Michael Watkin**

BA (Justice) JP Qualified

**Sergeant-at-Arms & Manager, Security and Attendant Services**

Michael was appointed to the role of Sergeant-at-Arms in June 2014, and is responsible for the delivery of Security and Attendant Services throughout the parliamentary precinct. Michael has over 30 years' experience in the Parliamentary Service.

**Bernice Watson**

BA; Grad Dip Urban Research and Policy

**First Clerk Assistant (Committees)**

Bernice leads the team that provides professional advice and research, administrative and procedural support to the various committees of the Parliament in fulfilling their roles and engaging with the community. She also works as Committee Secretary to the Ethics Committee, and as a Clerk-at-the Table supporting sittings of the Legislative Assembly. For much of this year, Bernice has been responsible for the operations of the Chamber Support (Table Office) and Education and Liaison areas of the Parliamentary Service. Bernice has many years of experience working in public policy, strategy and management roles in Queensland and Victoria, and has been with the Parliamentary Service since 2011.

## Other information

### Legal framework

The Parliamentary Service was created by the *Parliamentary Service Act 1988 (Qld)*. The *Parliament of Queensland Act 2001 (Qld)* came into effect on 6 June 2002 and consolidated laws relating to the Legislative Assembly, its powers, procedures, Members and committees. The Act was developed as a companion to the *Constitution of Queensland 2001*.

All of the above Acts are administered by the Department of the Premier and Cabinet.

### Privacy

The Queensland Parliamentary Service privacy policy conforms to the requirements of the *Information Privacy Act 2009 (Qld)* (IPA).

The privacy policy is published on the Parliamentary Service Intranet and Internet in accordance with the requirements of the IPA.

Further information about the privacy policy can be obtained by emailing [privacy@parliament.qld.gov.au](mailto:privacy@parliament.qld.gov.au) or by phoning (07) 3553 6000.

### Early retirement, redundancy and retrenchment

During the period, four staff were offered and accepted voluntary redundancy packages.

# Financial statements

The following information is a high-level summary of the 2021–22 Statements of Comprehensive Income and Financial Position for the Legislative Assembly of Queensland and Queensland Parliamentary Service.

## Foreword

The Clerk of the Parliament is pleased to present the financial statements for the Legislative Assembly of Queensland and Queensland Parliamentary Service for the year ending 30 June 2022.

The financial statements have been prepared in accordance with section 62(1) of the *Financial Accountability Act 2009 (Qld)* and relevant sections of the *Financial and Performance Management Standard 2019 (Qld)* to provide detailed information about the financial operations of the Legislative Assembly of Queensland and Queensland Parliamentary Service.

The Auditor General has certified the statements without qualification.

## Chief Finance Officer Assurance Statement

The *Financial Accountability Act 2009 (Qld)* also requires that certain financial management responsibilities be delegated to the Chief Finance Officer. For the 2021–22 financial year, all minimum responsibilities of the Chief Finance Officer have been fulfilled. In accordance with section 54 of the *Financial and Performance Management Standard 2019 (Qld)*, the Chief Finance Officer has provided a statement to the Clerk of the Parliament regarding the efficiency, effectiveness and economy of financial controls in operation during 2021–22. This statement has also been presented to the Parliamentary Service Audit Management Group.

# At a glance

## Statement of Comprehensive Income

The operating activities of the Legislative Assembly of Queensland and Queensland Parliamentary Service delivered an operating surplus of \$2.801M. The surplus equates to approximately 3% of appropriation revenue and can be primarily attributed to (a) contributions received below fair value from Department of Energy and Public Works for the Parliament House stonework restoration project; and (b) lower depreciation of capital assets.

During 2021-22 revenue increased 2% (\$2.621M). The main reason was an increase in appropriation revenue from the Queensland Government to cover operating expenses.

Operating expenses in 2021-22 increased 1% (\$0.934M) primarily due to enterprise bargaining related increases to employee related expenses.

	2021-22 Amount (\$'000)	2020-21 Amount (\$'000)
Total Income	109,048	106,427
Total Expenses	106,247	105,313
Net Operating Surplus/(Loss)	2,801	1,114

## Statement of Financial Position

The Legislative Assembly of Queensland and Queensland Parliamentary Service maintained a stable financial position in 2021-22. Net assets increased by 7% (\$15.164M) in 2021-22.

Land and buildings on the Parliamentary precinct (\$209.7M) make-up the majority of total assets, while trade creditors and accrued employee benefits represent almost all of the total liabilities.

	2021-22 Amount (\$'000)	2020-21 Amount (\$'000)
Total Assets	239,633	224,252
Total Liabilities	4,059	3,842
Net Assets (Equity)	235,574	220,410
Increase/(Decrease) in Net Assets	15,164	4,377

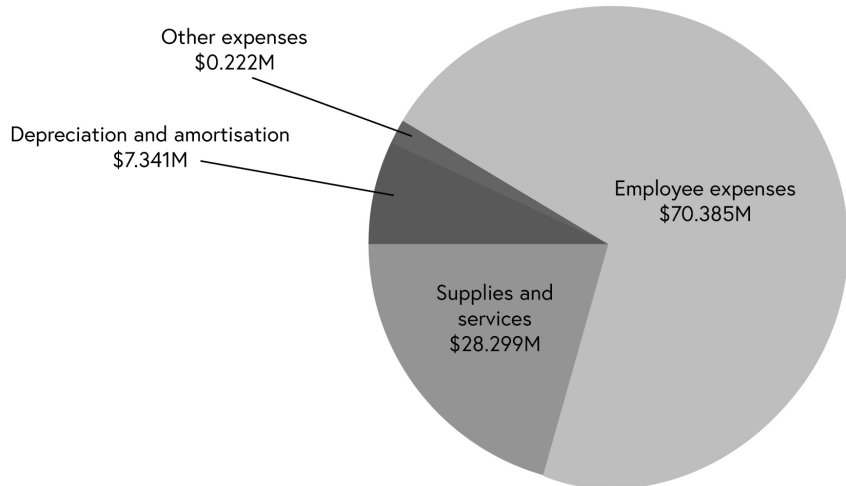


# Expenditure

## Expenses from ordinary activities 2021–22

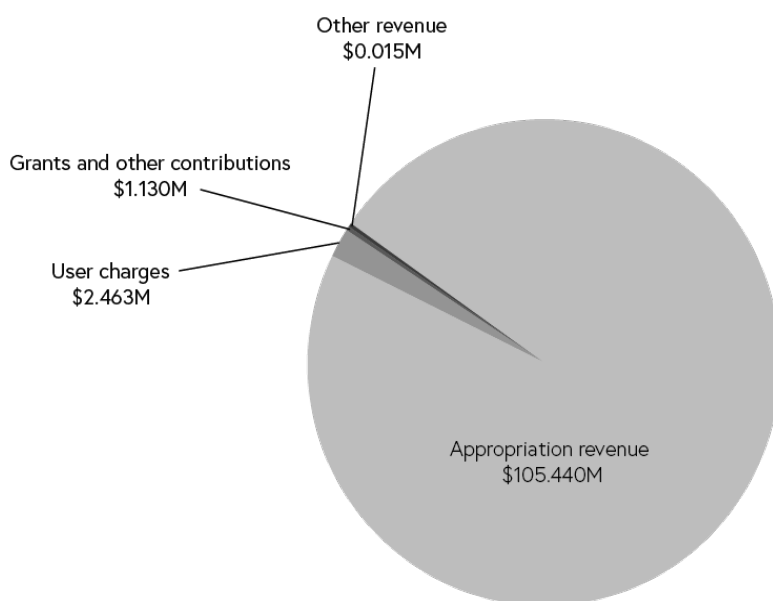
The graph opposite depicts expenditure by major resource category for 2021–22. It includes:

- payment of salaries and allowances to Members of Parliament, electorate office staff, Parliamentary Service officers and support staff
- operational costs required to provide the functions and activities to achieve Parliamentary Service objectives, and
- depreciation expenses associated with Parliamentary Service's buildings, plant and equipment.



# Revenue

## Revenue from ordinary activities 2021–22



The main source of funding for the Legislative Assembly of Queensland and Queensland Parliamentary Service is appropriation funding from the Queensland Government.

Additional revenue is generated through the sale of goods and services such as:

- catering services
- corporate services provided to client agencies, and
- educational activities and publications.

Grants and other contributions represent capital works performed by the Department of Energy and Public Works at no cost to the Legislative Assembly.

## Guide to the Financial Statements

The set of financial statements included in this annual report reflect various aspects of the financial operations of the Legislative Assembly of Queensland and the Parliamentary Service.

### Statement of Comprehensive Income

This statement reports the income and expenditure of the Legislative Assembly of Queensland and Queensland Parliamentary Service for the 12 month period ending 30 June 2022.

### Statement of Comprehensive Income by Service Areas

This statement reports income and expenditure (including changes in property, plant and equipment asset values) under the two major service areas – *Members' Salaries, Entitlements and Electorate Office Services* and *Parliamentary Precinct Support Services* for the financial year ending 30 June 2022.

### Statement of Financial Position

This statement reports the assets and liabilities, and equity of the Legislative Assembly of Queensland and Queensland Parliamentary Service as at 30 June 2022. Assets and liabilities are classified as current where it is expected that the item will be converted to cash (received or paid) during the following 12 month period. Assets and liabilities are classified as non-current where they are expected to be converted to cash at a time later than 12 months from 30 June 2022.

### Statement of Assets and Liabilities by Service Areas

This statement reports assets, liabilities and equity under the two major service areas – *Members' Salaries, Entitlements and Electorate Office Services* and *Parliamentary Precinct Support Services* for the financial year ending 30 June 2022.

### Statement of Changes in Equity

Equity is the residual difference between assets and liabilities and reflects the net worth of the Legislative Assembly of Queensland and Queensland Parliamentary Service. It also reflects the amount of equity contributed by Queensland Treasury. This statement reports changes in various categories of equity including Contributed Equity, Accumulated Surpluses, and Asset Revaluation Surpluses.

### Statement of Cash Flows

This statement reports information regarding actual inflows and outflows of cash during the financial year and the available cash at the end of the financial year.

LEGISLATIVE ASSEMBLY OF QUEENSLAND  
FINANCIAL STATEMENTS

For the financial year ended 30 June 2022

Legislative Assembly of Queensland Financial Statements  
For the Year Ended 30 June 2022

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Legislative Assembly of Queensland Financial Statements  
For the Year Ended 30 June 2022

## Statement of Comprehensive Income

Year ended 30 June 2022

Operating Results	Notes	2022	2021	Original Budget 2022	Variance* 2022
		\$'000	\$'000	\$'000	\$'000
<b>Income from Continuing Operations</b>					
Appropriation revenue	B1-1	105,440	103,999	104,121	1,319
User charges and fees	B1-2	2,463	2,103	2,169	294
Grants and other contributions	B1-3	1,130	267	-	1,130
Other revenue		15	58	32	(17)
<b>Total Revenue</b>		<b>109,048</b>	<b>106,427</b>	<b>106,322</b>	<b>2,726</b>
<b>Total Income from Continuing Operations</b>		<b>109,048</b>	<b>106,427</b>	<b>106,322</b>	<b>2,726</b>
<b>Expenses from Continuing Operations</b>					
Employee expenses	B2-1	70,385	68,624	69,794	591
Supplies and services	B2-2	28,299	28,891	28,179	120
Depreciation and amortisation	B2-3	7,341	7,513	8,115	(774)
Other expenses	B2-4	222	285	234	(12)
<b>Total Expenses from Continuing Operations</b>		<b>106,247</b>	<b>105,313</b>	<b>106,322</b>	<b>(75)</b>
<b>Operating Result from Continuing Operations</b>		<b>2,801</b>	<b>1,114</b>	<b>-</b>	<b>2,801</b>
<b>Other Comprehensive Income</b>					
Increase (decrease) in asset revaluation surplus	C7-3	12,511	2,549	-	12,511
<b>Total Other Comprehensive Income</b>		<b>12,511</b>	<b>2,549</b>	<b>-</b>	<b>12,511</b>
<b>Total Comprehensive Income</b>		<b>15,312</b>	<b>3,663</b>	<b>-</b>	<b>15,312</b>

\*An explanation of major variances is included at Note E1.

The accompanying notes form part of these statements.

Legislative Assembly of Queensland Financial Statements  
For the Year Ended 30 June 2022

## Statement of Comprehensive Income by Major Service Areas

For the year ended 30 June 2022

	Members' Salaries, Entitlements and Electorate Office Services		Parliamentary Precinct Support Services		General - Not Attributed		Total	
	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000
<b>Income from Continuing Operations</b>	66,808		38,632		-		105,440	
Appropriation revenue	-	66,097	2,273	37,902	190	-	2,463	103,999
User charges and fees	-	-	1,130	1,910	-	193	1,130	2,103
Grants and other contributions	11	-	4	267	-	-	15	267
Other revenue	66,819	30	42,039	28	190	-	109,048	58
<b>Total Income from Continuing Operations</b>		<b>66,127</b>		<b>40,107</b>		<b>193</b>		<b>106,427</b>
<b>Expenses from Continuing Operations</b>	46,843		23,385		157		70,385	
Employee expenses	17,694	46,061	10,572	22,414	33	150	28,299	68,624
Supplies and services	693	18,067	6,648	10,781	-	43	7,341	28,891
Depreciation and amortisation	-	617	222	6,896	-	-	222	7,513
Other expenses	65,230	14	40,827	271	190	-	106,247	285
<b>Total Expenses from Continuing Operations</b>		<b>64,759</b>		<b>40,361</b>		<b>193</b>		<b>105,313</b>
<b>Operating Result from Continuing Operations</b>	<b>1,585</b>	<b>1,368</b>	<b>1,212</b>	<b>(254)</b>	<b>-</b>	<b>-</b>	<b>2,801</b>	<b>1,114</b>
<b>Other Comprehensive Income</b>								
Increase (decrease) in asset revaluation surplus	-	-	12,511	2,549	-	-	12,511	2,549
<b>Total Other Comprehensive Income</b>	<b>-</b>	<b>-</b>	<b>12,511</b>	<b>2,549</b>	<b>-</b>	<b>-</b>	<b>12,511</b>	<b>2,549</b>
<b>Total Comprehensive Income</b>	<b>1,589</b>	<b>1,368</b>	<b>13,723</b>	<b>2,295</b>	<b>-</b>	<b>-</b>	<b>15,312</b>	<b>3,663</b>

Legislative Assembly of Queensland Financial Statements  
For the Year Ended 30 June 2022

## Statement of Financial Position

As at 30 June 2022

	Notes	2022 \$'000	2021 \$'000	Original Budget 2022 \$'000	Variance* 2022 \$'000
<b>Current Assets</b>					
Cash and cash equivalents	C1	9,897	13,368	1,750	8,147
Receivables	C2	1,448	1,620	3,066	(1,618)
Other current assets	C3	977	1,182	2,138	(1,161)
Inventories		147	164	215	(68)
<b>Total Current Assets</b>		<b>12,469</b>	<b>16,334</b>	<b>7,169</b>	<b>5,300</b>
<b>Non-Current Assets</b>					
Property, plant & equipment	C4	226,607	207,286	225,695	912
Intangibles		557	632	640	(83)
<b>Total Non-Current Assets</b>		<b>227,164</b>	<b>207,918</b>	<b>226,335</b>	<b>829</b>
<b>Total Assets</b>		<b>239,633</b>	<b>224,252</b>	<b>233,504</b>	<b>6,129</b>
<b>Current Liabilities</b>					
Payables	C5	2,762	2,706	1,393	1,369
Accrued employee benefits	C6	1,270	1,126	1,009	261
Other current liabilities		27	10	35	(8)
<b>Total Current Liabilities</b>		<b>4,059</b>	<b>3,842</b>	<b>2,437</b>	<b>1,622</b>
<b>Total Liabilities</b>		<b>4,059</b>	<b>3,842</b>	<b>2,437</b>	<b>4,507</b>
<b>Net Assets</b>		<b>235,574</b>	<b>220,410</b>	<b>231,067</b>	<b>4,507</b>
<b>Equity</b>					
Contributed equity	C7	3,387	3,535		
Accumulated surpluses		35,276	32,475		
Asset revaluation surplus	C7-3	196,911	184,400		
<b>Total Equity</b>		<b>235,574</b>	<b>220,410</b>		

\*An explanation of major variances is included at Note E1.

The accompanying notes form part of these statements.



Legislative Assembly of Queensland Financial Statements  
For the Year Ended 30 June 2022

## Statement of Assets and Liabilities by Major Service Areas

As at 30 June 2022

	Members' Salaries, Entitlements and Electorate Office Services		Parliamentary Precinct Support Services		General - Not Attributed		Total	
	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000
<b>Current Assets</b>								
Cash and cash equivalents	-	-	9,897	13,368	-	-	9,897	13,368
Receivables	40	155	1,380	1,425	28	40	1,448	1,620
Other current assets	30	25	947	1,157	-	-	977	1,182
Inventories	-	-	147	164	-	-	147	164
<b>Total Current Assets</b>	<b>70</b>	<b>180</b>	<b>12,371</b>	<b>16,114</b>	<b>28</b>	<b>40</b>	<b>12,469</b>	<b>16,334</b>
<b>Non-Current Assets</b>								
Property, plant & equipment	4,989	5,277	221,618	202,009	-	-	226,607	207,286
Intangibles	-	-	557	632	-	-	557	632
<b>Total Non-Current Assets</b>	<b>4,989</b>	<b>5,277</b>	<b>222,175</b>	<b>202,641</b>	<b>-</b>	<b>-</b>	<b>227,164</b>	<b>207,918</b>
<b>Total Assets</b>	<b>5,059</b>	<b>5,457</b>	<b>234,546</b>	<b>218,755</b>	<b>28</b>	<b>40</b>	<b>239,633</b>	<b>224,252</b>
<b>Current Liabilities</b>								
Payables	272	383	2,490	2,323	-	-	2,762	2,706
Accrued employee benefits	582	530	688	596	-	-	1,270	1,126
Other current liabilities	-	-	27	10	-	-	27	10
<b>Total Current Liabilities</b>	<b>854</b>	<b>913</b>	<b>3,205</b>	<b>2,929</b>	<b>-</b>	<b>-</b>	<b>4,059</b>	<b>3,842</b>
<b>Total Liabilities</b>	<b>854</b>	<b>913</b>	<b>3,205</b>	<b>2,929</b>	<b>-</b>	<b>-</b>	<b>4,059</b>	<b>3,842</b>
<b>Net Assets</b>	<b>4,205</b>	<b>4,544</b>	<b>231,341</b>	<b>215,826</b>	<b>28</b>	<b>40</b>	<b>235,574</b>	<b>220,410</b>

Legislative Assembly of Queensland Financial Statements  
For the Year Ended 30 June 2022

## Statement of Changes in Equity

For the year ended 30 June 2022

	Notes	Accumulated Surpluses		Asset Revaluation Surplus		Contributed Equity		TOTAL	
		2022	2021	2022	2021	2022	2021	2022	2021
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
<b>Opening Balance as at 1 July</b>		32,475	31,361	184,400	181,852	3,535	2,819	220,410	216,033
Operating Result from Continuing Operations		2,801	1,114	-	-	-	-	2,801	1,114
<u>Total Other Comprehensive Income</u>									
- Increase (Decrease) in Asset Revaluation Surplus	C7-3	-	-	12,511	2,548	-	-	12,511	2,548
<u>Transactions with Owners as Owners:</u>									
- Appropriated equity withdrawals	C7-2	-	-	-	-	(5,128)	(5,503)	(5,128)	(5,503)
- Appropriated equity injections	C7-2	-	-	-	-	4,980	6,219	4,980	6,219
<b>Closing Balance as at 30 June</b>		<b>35,276</b>	<b>32,475</b>	<b>196,911</b>	<b>184,400</b>	<b>3,387</b>	<b>3,535</b>	<b>235,574</b>	<b>220,410</b>

The accompanying notes form part of these statements.

Legislative Assembly of Queensland Financial Statements  
For the Year Ended 30 June 2022

## Statement of Cash Flows

For the year ended 30 June 2022

	Notes	2022	2021	Original Budget 2022	Variance*
		\$'000	\$'000	\$'000	\$'000
<b>Cash Flows from Operating Activities</b>					
<i>Inflows:</i>					
Departmental services receipts		105,658	102,902	103,591	2,067
User charges		2,614	3,110	2,319	295
GST input tax credits from ATO		3,752	2,739	-	3,752
GST collected from customers		318	301	-	318
Other		-	-	1,409	(1,409)
<i>Outflows:</i>					
Employee expenses		(70,227)	(68,337)	(69,794)	(433)
Supplies and services		(28,407)	(27,003)	(29,556)	1,149
GST remitted to ATO		(323)	(363)	-	(323)
GST paid to suppliers		(3,594)	(2,933)	-	(3,594)
Other		-	-	(384)	384
<b>Net Cash Provided by Operating Activities</b>	CF-1	<b>9,791</b>	<b>10,415</b>	<b>7,585</b>	<b>2,206</b>
<b>Cash Flows from Investing Activities</b>					
<i>Inflows:</i>					
Sales of non-financial assets		-	-	33	(33)
<i>Outflows:</i>					
Payments for property, plant and equipment		(13,114)	(5,870)	(7,882)	(5,232)
<b>Net Cash Used in Investing Activities</b>		<b>(13,114)</b>	<b>(5,870)</b>	<b>(7,849)</b>	<b>(5,265)</b>
<b>Cash Flow from Financing Activities</b>					
<i>Inflows:</i>					
Equity injections	C7-2	4,980	6,219	4,862	118
<i>Outflows:</i>					
Equity withdrawals	C7-2	(5,128)	(5,503)	(5,128)	-
<b>Net Cash Provided by Financing Activities</b>		<b>(148)</b>	<b>716</b>	<b>(266)</b>	<b>118</b>
Net increase (decrease) in cash held		(3,471)	5,261	(530)	(2,941)
Cash at beginning of financial year		13,368	8,107	2,280	11,088
<b>Cash at End of Financial Year</b>	C1	<b>9,897</b>	<b>13,368</b>	<b>1,750</b>	<b>8,147</b>

\*An explanation of major variances is included at Note E1.

The accompanying notes form part of these statements.

Legislative Assembly of Queensland Financial Statements  
For the Year Ended 30 June 2022

## Notes to the Statement of Cash Flows

### CF-1 Reconciliation of Operating Result to Net Cash Provided by Operating Activities

	2022	2021
	\$'000	\$'000
Operating result	2,801	1,114
Depreciation and amortisation	7,341	7,513
Loss on sale of assets	2	5
Receipt adjustment for goods and services received below fair value	(1,130)	(267)
<u>Changes in Assets and Liabilities:</u>		
(Increase)/decrease in Receivables	244	902
(Increase)/decrease in Other assets	205	1,925
(Increase)/decrease in Inventory	17	43
Increase/(decrease) in Payables	237	(807)
Increase/(decrease) in Accrued employee benefits	44	(5)
Increase/(decrease) in Other liabilities	30	(8)
<b>Net Cash provided by Operating Activities</b>	<b>9,791</b>	<b>10,415</b>

Legislative Assembly of Queensland Financial Statements  
For the Year Ended 30 June 2022

## Notes to the Financial Statements

### A1 BASIS OF FINANCIAL STATEMENT PREPARATION

#### A1-1 GENERAL INFORMATION

These financial statements cover the Legislative Assembly of Queensland and the Queensland Parliamentary Service.

The Legislative Assembly, together with the State Governor, forms the Queensland Parliament.

The Queensland Parliamentary Service is established under the *Parliamentary Service Act 1988* (Qld).

The Legislative Assembly does not control any other entities.

The head office and principal place of business of the Legislative Assembly of Queensland is:

*Parliament House  
Corner George and Alice Streets  
BRISBANE Q 4000*

#### A1-2 COMPLIANCE WITH PRESCRIBED REQUIREMENTS

The Legislative Assembly has prepared these financial statements in compliance with section 38 of the *Financial and Performance Management Standard 2019*. The financial statements comply with Queensland Treasury's Minimum Reporting Requirements for reporting periods beginning on or after 1 July 2021.

The Legislative Assembly is a not-for-profit entity and these general purpose financial statements are prepared on an accrual basis (except for the Statement of Cash Flows which is prepared on a cash basis) in accordance with Australian Accounting Standards and Interpretations applicable to not-for-profit entities.

#### A1-3 PRESENTATION

##### Currency and Rounding

Amounts included in the financial statements are in Australian dollars and rounded to the nearest \$1,000 or, where that amount is \$500 or less, to zero, unless disclosure of the full amount is specifically required.

##### Comparatives

Comparative information reflects the audited 2020-21 financial statements. No material changes have been made to the comparative information.

##### Current and Non-Current Classification

Assets and liabilities are classified as either 'current' or 'non-current' in the Statement of Financial Position and associated notes.

Assets are classified as 'current' where their carrying amount is expected to be realised within 12 months after the reporting date. Liabilities are classified as 'current' when they are due to be settled within 12 months after the reporting date or the Legislative Assembly does not have an unconditional right to defer settlement to beyond 12 months after the reporting date.

All other assets and liabilities are classified as non-current.

#### A1-4 AUTHORISATION OF FINANCIAL STATEMENTS FOR ISSUE

The financial statements are authorised for issue by the Clerk of the Parliament and Chief Finance Officer at the date of signing the Management Certificate.

#### A1-5 BASIS OF MEASUREMENT

Historical cost is used as the measurement basis in this financial report except for the following:

- Land, buildings, heritage and cultural assets which are measured at fair value; and
- Inventories which are measured at the lower of cost and net realisable value.

Legislative Assembly of Queensland Financial Statements  
For the Year Ended 30 June 2022

### Historical Cost

Under historical cost, assets are recorded at the amount of cash or cash equivalents paid or the fair value of the consideration given to acquire assets at the time of their acquisition. Liabilities are recorded at the amount of proceeds received in exchange for the obligation or at the amounts of cash or cash equivalents expected to be paid to satisfy the liability in the normal course of business.

### Fair Value

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date under current market conditions (i.e. an exit price) regardless of whether that price is directly derived from observable inputs or estimated using another valuation technique.

Where fair value is used, the fair value approach is disclosed (refer to Note C4-4).

#### Fair Value Inputs

In determining fair value the Legislative Assembly adopts methodologies that maximises the use of observable inputs and minimises the use of unobservable inputs.

#### Fair Value Measurement Hierarchy

All assets of the Legislative Assembly for which fair value is measured or disclosed in the financial statements are categorised within the following fair value hierarchy, based on the data and assumptions used in the most recent specific appraisals:

Level 1	represents fair value measurements that reflect unadjusted quoted market prices in active markets for identical assets and liabilities;
Level 2	represents fair value measurements that are substantially derived from inputs (other than quoted prices included within level 1) that are observable, either directly or indirectly; and
Level 3	represents fair value measurements that are substantially derived from unobservable inputs.

Details of assets measured under each category of fair value are set out as follows:

	Level 1		Level 2		Level 3	
	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000	2022 \$'000	2021 \$'000
Land	-	-	110,000	110,000	-	-
Buildings	-	-	-	-	99,677	82,333
Heritage and Cultural Assets:						
Artworks and Objects	-	-	3,606	3,606	-	-
Heritage Furniture	-	-	375	375	-	-
20 <sup>th</sup> Century Heritage Book Collection	-	-	-	-	398	452
<b>Total</b>	<b>-</b>	<b>-</b>	<b>113,981</b>	<b>113,981</b>	<b>100,075</b>	<b>82,785</b>

There were no transfers of assets between fair value hierarchy levels during the period.

### Net Realisable Value

Net realisable value represents the amount of cash or cash equivalents that could currently be obtained by selling an asset in an orderly disposal.

Legislative Assembly of Queensland Financial Statements  
For the Year Ended 30 June 2022

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## A2 OBJECTIVES AND PRINCIPAL ACTIVITIES

The Legislative Assembly of Queensland consists of 93 Members of Parliament who discharge a range of important legislative and constituency responsibilities.

The *Parliamentary Service Act 1988* (Qld) provides for the establishment of the Queensland Parliamentary Service to deliver administrative and support services to the Legislative Assembly of Queensland, its Members and committees.

The *Financial Accountability Act 2009* (Qld) defines the Legislative Assembly and Queensland Parliamentary Service as a department for the purpose of financial administration and reporting.

The objectives and goals of the Queensland Parliamentary Service are available on the Queensland Parliament's website at [www.parliament.qld.gov.au](http://www.parliament.qld.gov.au). The Legislative Assembly is funded for the services it delivers principally by parliamentary appropriations. It also provides the following on a fee for services basis:

- Catering and gift shop services;
- Corporate services provided to client agencies; and
- Public sector education seminars.

## A3 MAJOR SERVICE AREAS OF THE LEGISLATIVE ASSEMBLY OF QUEENSLAND

The Legislative Assembly has two major service areas called *Members' Salaries, Entitlements and Electorate Office Services*, and *Parliamentary Precinct Support Services*.

### Members' Salaries, Entitlements and Electorate Office Services

*Members' Salaries, Entitlements and Electorate Office Services* represent the cost of Members' salaries and entitlements and maintaining and supporting electorate offices across the State.

The *Members' Remuneration Handbook* is issued pursuant to section 60 of the *Queensland Independent Remuneration Tribunal Act 2013* (Qld). The Handbook stipulates the current remuneration (i.e. salaries, allowances and entitlements) in connection with Members of the Legislative Assembly and includes services and support to Members' electorate and parliamentary offices. For more information refer to the *Members' Remuneration Handbook* located on the Queensland Parliament's website.

### Parliamentary Precinct Support Services

*Parliamentary Precinct Support Services* delivers:

- advisory, information support services to assist the Parliament, its committees and Members to fulfil their constitutional and parliamentary responsibilities. These services include Chamber, Education & Communication Services; the Committee Office; the Parliamentary Library; and the Parliamentary Reporting and Broadcasting Service;
- services to promote the institution of Parliament and raise community awareness and understanding of its important role and functions;
- services to provide a safe and secure parliamentary precinct including Security and Attendant Services;
- accommodation and hospitality services that provide Members, staff and guests of the Parliament with an appropriate working environment; and
- organisational services that support the activities of Members and their staff and deliver and administer a range of entitlements afforded to Members pursuant to the *Members' Remuneration Handbook*; including Information Technology Services, Human Resource Services, and Financial and Administrative Services.

Legislative Assembly of Queensland Financial Statements  
For the Year Ended 30 June 2022

## B1 REVENUE

### B1-1 APPROPRIATION REVENUE

Reconciliation of Payments from Consolidated Fund to Appropriated Revenue Recognised in Operating Result	2022 \$'000	2021 \$'000
Budgeted departmental services appropriation (cash)	103,591	100,732
Unforeseen expenditure	2,067	1,795
Treasurer's Transfers	-	375
<b>Total Appropriation Receipts (cash)</b>	<b>105,658</b>	<b>102,902</b>
Plus: Opening balance of deferred appropriation funding payable	871	1,968
Less: Closing balance of deferred appropriation funding payable	1,089	871
<b>Appropriation Revenue recognised in Statement of Comprehensive Income</b>	<b>105,440</b>	<b>103,999</b>
Variance between original budgeted and actual appropriation revenue	1,849	3,267

#### Accounting Policy – Appropriation Revenue

Appropriations provided under the *Appropriation (Parliament) Act 2021* (Qld) are recognised as revenue when received. Where the Legislative Assembly has an obligation to return unspent appropriation receipts to Consolidated Fund at year end (a deferred appropriation repayable to Consolidated Fund), a liability is recognised with a corresponding reduction to appropriation revenue, reflecting the net appropriation revenue position with Consolidated Fund for the reporting period. Capital appropriations are recognised as adjustments to equity, refer to Note C7-2.

#### Disclosure - Unforeseen Expenditure

Appropriations for Unforeseen Expenditure reflects additional appropriation received for expenditure not originally budgeted for. For the 2022 reporting period, unforeseen expenditure was related primarily to employee costs associated with enterprise bargaining, Members' base and additional salary increases, new funding provided for speech recognition technology for parliamentary proceedings, and an increase to the staffing allocation for cross bench Members.

#### Disclosure - Deferred Appropriation Payable

The closing balance of deferred appropriation funding payable is primarily required to meet 2022-23 expenses related to Parliament House maintenance, speech recognition technology, and other operational costs including equipment and contractors.

### B1-2 USER CHARGES AND FEES

	2022 \$'000	2021 \$'000
<b>Sale of Goods and Services</b>		
Catering sales	1,911	1,587
Corporate services support	190	185
Car parking fees	175	153
Education services	153	139
<b>Other user charges and fees</b>		
Other	34	39
<b>Total</b>	<b>2,463</b>	<b>2,103</b>

#### Accounting Policy – Sale of goods and services

Sales of goods and services are recognised as revenues when the revenue has been earned and can be measured reliably with a sufficient degree of certainty. This occurs upon delivery of the goods to the customer or completion of the requested services at which time the invoice is raised. User charges and fees are controlled by the Legislative Assembly.



Legislative Assembly of Queensland Financial Statements  
For the Year Ended 30 June 2022

**B1-3 GRANTS AND OTHER CONTRIBUTIONS**

	<b>2022</b> <b>\$'000</b>	<b>2021</b> <b>\$'000</b>
Goods and services received below fair value	1,130	267
<b>Total</b>	<b>1,130</b>	<b>267</b>

**Accounting Policy – Goods and services received below fair value**

Contributions of goods/services are recognised only if the goods/services would have been purchased if they had not been donated and their fair value can be measured reliably.

Where this is the case, an equal amount is recognised as revenue and a corresponding amount is recognised as an expense or capital acquisition.

**Disclosure – Goods and services received below fair value**

Goods and services received below fair value includes contributions by the Department of Energy and Public Works (DEPW) to the Parliament House Fence Restoration Program. The Parliament House Fence Restoration Program is jointly funded by the DEPW and the Legislative Assembly to restore the perimeter fencing of the Parliament Precinct.

**B2 EXPENSES****B2-1 EMPLOYEE EXPENSES**

	<b>2022</b> <b>\$'000</b>	<b>2021</b> <b>\$'000</b>
<b>Employee Benefits</b>		
Wages and salaries	58,397	57,505
Employer superannuation contributions	6,817	6,561
Annual leave levy/expense	3,372	3,043
Long service leave levy/expense	879	853
Other employee benefits	75	35
<b>Employee Related Expenses</b>		
Fringe benefits tax	372	309
Workers' compensation premium	165	150
Professional development	154	106
Other employee related expenses	154	62
<b>Total</b>	<b>70,385</b>	<b>68,624</b>

	<b>2022</b>	<b>2021</b>
Full-time equivalent employees	516	510

**Accounting Policies – Employee Expenses***Wages & Salaries*

Wages and salaries due at reporting date are recognised in the Statement of Financial Position at the current salary rates. As the Legislative Assembly expects such liabilities to be wholly settled within 12 months of reporting date, the liabilities are recognised at undiscounted amounts.

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## **B2-1 EMPLOYEE EXPENSES (Continued)**

### *Sick Leave*

Prior history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. This is expected to continue in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised. As sick leave is non-vesting, an expense is recognised for this leave as it is taken.

### *Annual Leave*

Under the Queensland Government's Annual Leave Central Scheme, a levy is made on the Legislative Assembly to cover the cost of employees' annual leave (including leave loading and on-costs). The levies are expensed in the period in which they are payable. Amounts paid to employees for annual leave are claimed from the scheme quarterly in arrears.

### *Long Service Leave*

Under the Queensland Government's Long Service Leave Scheme, a levy is made on the Legislative Assembly to cover the cost of employees' long service leave. The levies are expensed in the period in which they are payable. Amounts paid to employees for long service leave are claimed from the scheme quarterly in arrears.

### *Superannuation*

Employer superannuation contributions are provided through defined contribution (accumulation) plans or the Queensland Government's defined benefit plan (the former QSuper defined benefit categories now administered by the Government Division of the Australian Retirement Trust) as determined by the employee's conditions of employment.

Defined contribution plans are made to eligible complying superannuation funds based on the rates specified in the relevant EBA or other conditions of employment. Contributions are expensed in the period in which they are paid or payable following completion of the employee's service each pay period.

Defined benefit plan - The liability for defined benefits is held on a whole-of-government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*. The amount of contributions for defined benefit plan obligations is based upon the rates determined on the advice of the State Actuary. Contributions are paid by the Legislative Assembly at the specified rate following completion of the employee's service each pay period. The Legislative Assembly's obligations are limited to those contributions paid.

Members of Parliament elected prior to December 2004 are covered by the *Parliamentary Contributory Superannuation Act 1970* (Qld). Members of Parliament elected after December 2004 are subject to the *Superannuation (State Public Sector) Act 1990* (Qld) with the Legislative Assembly making employer contributions for these Members of Parliament.

### *Workers' Compensation Premiums*

The Legislative Assembly pays premiums to WorkCover Queensland in respect of its obligations for employee compensation.

Workers' compensation insurance is a consequence of employing employees, but is not counted in an employee's total remuneration package. It is not considered an employee benefit and is therefore recognised separately as an employee related expense.

Note: Key management personnel and remuneration disclosures are detailed in Note F1.

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**B2-2 SUPPLIES AND SERVICES**

	<b>2022</b> <b>\$'000</b>	<b>2021</b> <b>\$'000</b>
Members' entitlements	10,124	10,245
Rental expenses	6,738	6,594
Commercial and professional services	4,416	4,657
Information and communication technology services	3,087	3,154
Maintenance and minor equipment	1,464	1,753
Cost of goods sold	985	861
Utilities	908	1,055
Consumables	344	355
Other costs	233	218
<b>Total</b>	<b>28,299</b>	<b>28,891</b>

**Disclosure – Members' entitlements**

Members are provided with a range of non-employee related resources and support pursuant to the *Members' Remuneration Handbook* (refer to Note A3). These entitlements include accountable allowances provided to Members, and specific allocations to meet various administrative costs.

**Accounting Policy – Rental expenses**

Payments for non-specialised commercial office accommodation under the Queensland Government Accommodation Office (QGAO) framework arise from non-lease arrangements with the Department of Energy and Public Works (DEPW), who has substantive substitution rights over the assets used. Payments are expensed as incurred and categorised within rental expenses.

**B2-3 DEPRECIATION AND AMORTISATION**

	<b>2022</b> <b>\$'000</b>	<b>2021</b> <b>\$'000</b>
Depreciation	7,185	7,354
Amortisation	156	159
<b>Total</b>	<b>7,341</b>	<b>7,513</b>

**B2-4 OTHER EXPENSES**

	<b>2022</b> <b>\$'000</b>	<b>2021</b> <b>\$'000</b>
Insurance premiums - QGIF	103	122
External audit fees	100	92
Internal audit fees	5	45
Other	14	26
<b>Total</b>	<b>222</b>	<b>285</b>

**Disclosure – External audit fees**

Total audit fees quoted by the Queensland Audit Office relating to the 2021-22 financial statements are \$100,000 (2020-21: \$92,250).

**Disclosure – Special payments**

The Legislative Assembly did not make any special payments during the 2021-22 financial year (2020-21: \$11,406)

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## C1 CASH AND CASH EQUIVALENTS

	2022 \$'000	2021 \$'000
Cash at bank	9,893	13,364
Imprest accounts	4	4
<b>Total</b>	<b>9,897</b>	<b>13,368</b>

### Accounting Policy – Cash and Cash Equivalents

For the purposes of the Statement of Financial Position and the Statement of Cash Flows, cash assets include all cash and cheques received but not banked at 30 June 2022 as well as deposits at call with financial institutions.

Legislative Assembly bank accounts are grouped within the whole-of-Government set-off arrangement with the Queensland Treasury Corporation and do not earn interest on surplus funds. Interest earned on the aggregate set-off arrangement balance accrues to the Consolidated Fund.

## C2 RECEIVABLES

	2022 \$'000	2021 \$'000
Trade debtors	210	316
GST receivable	407	591
GST payable	(31)	(36)
Annual leave reimbursements	736	607
Long service leave reimbursements	144	131
Other receivables	(18)	11
<b>Total</b>	<b>1,448</b>	<b>1,620</b>

### Accounting Policy – Receivables

Trade debtors are recognised at the amounts due at the time of sale or service delivery i.e. the agreed purchase/contract price. Settlement on these amounts is required within 30 days of issue of monthly invoice.

### Disclosure – Credit Risk Exposure of Receivables

The maximum exposure to credit risk at balance date for receivables is the gross carrying amount of those receivables inclusive of any provisions for impairment. No collateral is held as security and no credit enhancements relate to receivables held by the Legislative Assembly.

All receivables within terms are expected to be fully collectible and are considered of good credit quality based on recent collection history.

The Legislative Assembly measures risk exposure using aging analysis and adopts a credit management strategy which aims to reduce the exposure to credit default by regularly monitoring all funds owed.

## C2-1 IMPAIRMENT OF RECEIVABLES

### Accounting Policy – Impairment of Receivables

The Legislative Assembly conducts an annual assessment of receivables to identify whether an allowance for losses needs to be recorded. The assessment is made on each group of debtors that have similar customer profiles. The assessment considers lifetime expected credit losses and incorporates reasonable and supportable forward-looking information. Economic changes impacting the Legislative Assembly's debtors, and relevant industry data form part of the assessment.

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The majority of Legislative Assembly debtors are government agencies or associated with the Parliament (e.g. Members of Parliament) and the risk of loss by this group of debtors is considered very low. Other debtors make up a small portion of trade receivables.

Impairment of receivable is recorded where the annual assessment of allowance for losses is deemed material.

Where the Legislative Assembly has no reasonable expectation of recovering an amount owed by a debtor, the debt is written-off by directly reducing the receivable against the loss allowance. If the amount of debt written off exceeds the loss allowance, the excess is recognised as an impairment loss.

**Disclosure – Impairment of Receivables**

The Legislative Assembly did not recognise an impairment of receivables during the 2021-22 financial year (2020-21: Nil).

**C3 OTHER CURRENT ASSETS**

	2022 \$'000	2021 \$'000
Prepayments	977	1,182
<b>Total</b>	<b>977</b>	<b>1,182</b>

## C4 PROPERTY, PLANT AND EQUIPMENT AND DEPRECIATION EXPENSE

### C4-1 CLOSING BALANCES AND RECONCILIATION OF CARRYING AMOUNT

	Land		Buildings		Heritage and Cultural Assets		Plant and Equipment		Work in Progress		Total	
	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021	2022	2021
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Gross	110,000	110,000	166,270	210,821	4,379	4,433	14,727	13,578	6,686	5,082	302,062	343,914
Less: Accumulated depreciation	-	-	(66,593)	(128,488)	-	-	(8,863)	(8,140)	-	-	(75,455)	(136,628)
<b>Carrying amount at 30 June</b>	<b>110,000</b>	<b>110,000</b>	<b>99,677</b>	<b>82,333</b>	<b>4,379</b>	<b>4,433</b>	<b>5,864</b>	<b>5,438</b>	<b>6,686</b>	<b>5,082</b>	<b>226,607</b>	<b>207,286</b>
<i>Represented by movements in carrying amount:</i>												
Carrying amount at 1 July	110,000	110,000	82,333	81,543	4,433	4,375	5,438	5,566	5,082	4,743	207,286	206,228
Acquisitions – purchased	-	-	235	-	-	-	1,010	198	11,621	5,403	12,866	5,601
Donations received	-	-	-	15	-	-	-	-	1,130	252	1,130	267
Disposals	-	-	-	-	-	-	(2)	(5)	-	-	(2)	(5)
Transfers between asset classes	-	-	10,606	4,565	-	-	541	751	(11,147)	(5,316)	-	-
Net revaluation increments/(decrements) in asset revaluation surplus	-	-	12,565	2,491	(54)	58	-	-	-	-	12,511	2,549
Depreciation expense	-	-	(6,062)	(6,282)	-	-	(1,123)	(1,072)	-	-	(7,185)	(7,355)
<b>Carrying amount at 30 June</b>	<b>110,000</b>	<b>110,000</b>	<b>99,677</b>	<b>82,333</b>	<b>4,379</b>	<b>4,433</b>	<b>5,864</b>	<b>5,438</b>	<b>6,686</b>	<b>5,082</b>	<b>226,607</b>	<b>207,286</b>

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## C4-2 RECOGNITION AND ACQUISITION

### Accounting Policy – Recognition Thresholds

#### Basis of Capitalisation and Recognition Thresholds

Items of property, plant and equipment with a historical cost or other value equal to or exceeding the following thresholds in the year of acquisition are reported as Property, Plant and Equipment:

Buildings	\$10,000
Land	\$1
Heritage and Cultural Assets	\$5,000
Plant and Equipment	\$5,000
Library Reference Collection	\$1,000,000

Items with a lesser value are expensed in the year of acquisition.

Expenditure on property, plant and equipment is capitalised where it is probable that the expenditure will produce future service potential for the Legislative Assembly. Subsequent expenditure is only added to an asset's carrying amount if it increases the service potential or useful life of the existing asset. Maintenance expenditure that merely restores original service potential (lost through ordinary wear and tear) is expensed.

#### Componentisation of Complex Assets

Complex assets comprise assets with separately identifiable components (or groups of components) of significant value, that require replacement at regular intervals and at different times to other components comprising the complex asset.

Components are valued on the same basis as the asset class to which the assets relate. The accounting policy for depreciation of complex assets, and estimated useful lives of components, are disclosed in Note C4-5.

The Legislative Assembly's complex assets are the Parliamentary Precinct buildings.

### Accounting Policy – Cost of Acquisition

Historical cost is used for the initial recording of all property, plant and equipment acquisitions. Historical cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred in getting the assets ready for use.

The cost of items acquired during the financial year has been judged by management of the Legislative Assembly to materially represent their fair value at the end of the reporting period.

Assets acquired at no cost or for nominal consideration, are recognised at their fair value at date of acquisition.

## C4-3 MEASUREMENT USING HISTORICAL COST

### Accounting Policy

Plant and equipment (and Intangibles) are measured at historical cost in accordance with *Queensland Treasury's Non-Current Asset Policies for the Queensland Public Sector*. The carrying amounts for such plant and equipment is not materially different from their fair value.

## C4-4 MEASUREMENT USING FAIR VALUE

### Accounting Policy

Land, buildings, and heritage and cultural assets are measured at fair value as required by *Queensland Treasury's Non-Current Asset Policies for the Queensland Public Sector*. These assets are reported at their revalued amounts, being the fair value at the date of valuation, less any subsequent accumulated depreciation and subsequent accumulated impairment losses where applicable.

Property, plant and equipment classes measured at fair value are reviewed on an annual basis either by appraisals undertaken by an independent professional valuer or internal expert or by the use of appropriate and relevant indices.

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Heritage and cultural assets include objects such as paintings, prints, clocks, heritage furniture and heritage books.

**Key Judgement:** Valuing Parliamentary Library Assets -

*20<sup>th</sup> Century Heritage Book Collection:* Assets are classified as heritage and cultural assets and they are valued in accordance with *Queensland Treasury's Non-Current Asset Policies for the Queensland Public Sector (NCAP 7 – Accounting for Library Collections)*. An in-house valuation is conducted by a professional librarian. An average cost of unique and valuable items obtained from the open market is applied to the number of items to value the total collection.

*The "O'Donovan Collection":* Assets are carried at cost because no reliable market value can be obtained. Factors include:

- the collection includes unique (one-off) heritage items;
- the collection is irreplaceable; and
- the collection will never be sold by the Legislative Assembly.

*Audio Visual Collection:* Assets are carried at cost because no reliable market value can be obtained. Factors include:

- the utility of the items are unique to the Queensland Parliament;
- there is no market for such items therefore cannot be sourced externally or reliably valued; and
- there is no comparable market.

*Current Reference Collection:* Expensed on acquisition due to items having a short life and low value.

**Use of Specific Appraisals**

Revaluations using independent professional valuers or internal expert appraisals are undertaken at least once every five years. However, if a particular asset class experiences significant and volatile changes in fair value, that class is subject to specific appraisal in the reporting period, where practicable, regardless of the timing of the last specific appraisal.

The fair values reported by the Legislative Assembly are based on appropriate valuation techniques that maximise the use of available and relevant observable inputs and minimise the use of unobservable inputs (as defined in Note A1-5).

**Use of Indices**

Where assets have not been specifically appraised in the reporting period, their previous valuations are materially kept up-to-date via the application of relevant indices. The Legislative Assembly ensures that the application of such indices results in a valid estimation of the assets' fair values at reporting date.

**Accounting for Changes in Fair Value**

Any revaluation increment arising on the revaluation of an asset is credited to the asset revaluation surplus of the appropriate class, except to the extent it reverses a revaluation decrement for the class previously recognised as an expense. A decrease in the carrying amount on revaluation is charged as an expense, to the extent it exceeds the balance, if any, in the revaluation surplus relating to that asset class.

For assets revalued using a cost valuation approach (e.g. current/depreciated replacement cost) - accumulated depreciation is adjusted to equal the difference between the gross amount and carrying amount, after taking into account accumulated impairment losses. This is generally referred to as the 'gross method'.

**Disclosure - Revaluations**

**Buildings**

A comprehensive valuation of the Parliamentary Precinct buildings and land improvements was conducted by AssetVal during the 2021-22 financial year with the valuation effective date of 30 June 2022. The assessment applied a cost approach method i.e. current replacement cost in determining the fair value of the assets in accordance with *the Queensland Treasury's Non-current Asset Policies for the Queensland Public Sector*.



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AssetVal used building rates per square meter with reference to the Rawlinson's Construction Cost Guidelines and AssetVal's internal costing database. These base rates were adjusted by the valuer's discretionary multiplier considering the specific characteristics of the buildings where applicable.

The assessment resulted in an increment in the fair value of the buildings and land improvements of \$12.565M (14%) as at the reporting date.

#### Land

In 2021-22, State Valuation Services (SVS) conducted a desktop assessment of the Parliamentary Land using the market based approach and in accordance with the requirements of the Australian Accounting Standard AASB 13 *Fair Value Measurement* and *Queensland Treasury's Non-current Asset Policies for the Queensland Public Sector*. The valuation took into account:

1. The condition of the market including recent sales of development sites that have heritage implications; and
2. Development restrictions caused by Parliament House's heritage listing and the location of land under the Riverside Expressway.

There was no change to the value of the land (effective 30 June 2022).

#### Heritage and Cultural Assets

The Legislative Assembly considers the value of the heritage and cultural assets is immaterial in comparison to the total balance of property, plant and equipment therefore it is intended that some significant heritage assets be valued on an as needed basis from an operational perspective rather than a 5 year comprehensive revaluation.

The last comprehensive independent revaluation of heritage and cultural assets was undertaken in 2013 (for artworks & objects) and 2014 (for heritage furniture).

The 20<sup>th</sup> Century Heritage Book Collection was assessed by the in-house professional librarian during the 2021-22 financial year which resulted in a decrease in the value by \$53,475 (12%) due to the removal of duplicates or superseded editions.

## **C4-5 DEPRECIATION EXPENSE**

### **Accounting Policy**

Land and heritage and cultural assets are not depreciated as they have unlimited useful lives.

Property, plant and equipment is depreciated on a straight-line basis so as to allocate the net cost or revalued amount of each asset, less its estimated residual value, progressively over its estimated useful life to the Legislative Assembly.

**Key Judgement:** Straight line depreciation is used reflecting the progressive and even consumption of future economic benefits over their useful life to the Legislative Assembly.

Assets under construction (work-in-progress) are not depreciated until they reach service delivery capacity. Service delivery capacity relates to when construction is complete and the asset is first put to use or is installed ready for use in accordance with its intended application. These assets are then reclassified to the relevant classes within property, plant and equipment.

Where assets have separately identifiable components that are subject to regular replacement, these components are assigned useful lives distinct from the asset to which they relate and are depreciated accordingly.

The depreciable amount of rental property improvements is allocated progressively over the estimated useful lives of the improvements or the unexpired period of the rent agreements, whichever is the shorter. The unexpired period of a rent agreement includes any option period where exercise of the option is probable.

For depreciable assets other than building assets, residual value is determined to be \$100 reflecting the estimated amount to be received on disposal at the end of their useful life.

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## Depreciation Rates

**Key Estimate:** For each class of depreciable asset the following depreciation rates are used:

Class	Rate %
Buildings:	
Heritage	1-6
Operational	1-6
Plant and equipment:	
Computer equipment	16-20
Other equipment	12-20
Rental property improvements	7-16

Useful lives and depreciation rates are reviewed annually. The review for the 2021-22 financial year caused no material impact to the depreciation expense. The comprehensive revaluation of the building assets had an impact on accumulated depreciation through reassessment of the remaining useful lives of building components.

## C4-6 IMPAIRMENT

### Accounting Policy

All non-current physical assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the Legislative Assembly determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

### Impairment Events

The Legislative Assembly has no asset impairment as at 30 June 2022 (2020-21: Nil).

## C5 PAYABLES

	2022	2021
	\$'000	\$'000
Trade creditors	1,580	1,808
Deferred appropriation payable	1,089	871
Tax Payable	93	27
<b>Total</b>	<b>2,762</b>	<b>2,706</b>

### Accounting Policy – Payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the agreed purchase/contract price, gross of applicable trade and other discounts. Amounts owing are unsecured. As the Legislative Assembly expects such liabilities to be wholly settled within 12 months of reporting date, the liabilities are recognised at undiscounted amounts.

### Disclosure – Liquidity Risk Exposure, Measurement and Risk Management Strategies

The Legislative Assembly is exposed to liquidity risk in respect of its payables.

The Legislative Assembly has an existing bank overdraft facility limit approved by Queensland Treasury. This facility combined with daily cash flow observations ensures the Legislative Assembly has sufficient funds available to meet employee and supplier obligations as they fall due.

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**C6 ACCRUED EMPLOYEE BENEFITS**

	2022 \$'000	2021 \$'000
<b>Current</b>		
Annual leave levy payable	969	877
Long service levy payable	265	224
Other	36	25
<b>Total</b>	<b>1,270</b>	<b>1,126</b>

**Accounting Policy – Accrued Employee Benefits**

No provision for annual leave or long service leave is recognised in the Legislative Assembly's statements as the liability is held on a whole-of-government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

**C7 EQUITY****C7-1 CONTRIBUTED EQUITY**

Appropriations for equity adjustments are recognised as Contributed Equity when they meet the characteristics of equity in accordance with Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities*.

**C7-2 APPROPRIATION RECOGNISED IN EQUITY****Reconciliation of Payments from Consolidated Fund to Equity Adjustment**

	2022 \$'000	2021 \$'000
Appropriated equity withdrawals	(5,128)	(5,503)
Appropriated equity injections	4,980	6,219
<b>Equity adjustment recognised in Contributed Equity</b>	<b>(148)</b>	<b>716</b>

**C7-3 ASSET REVALUATION SURPLUS BY ASSET CLASS**

	Land \$'000	Buildings \$'000	Heritage & Cultural Assets \$'000	Total \$'000
<b>Balance 1 July 2020</b>	96,710	81,611	3,531	181,852
Revaluation increments	-	2,490	58	2,548
<b>Balance 30 June 2021</b>	<b>96,710</b>	<b>84,101</b>	<b>3,589</b>	<b>184,400</b>
Revaluation increments	-	12,565	(53)	12,511
<b>Balance 30 June 2022</b>	<b>96,710</b>	<b>96,666</b>	<b>3,535</b>	<b>196,911</b>

**Accounting Policy**

The asset revaluation surplus represents the net effect of upwards and downwards revaluations of assets to fair value.

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## D1 CONTINGENCIES

The Legislative Assembly holds bank guarantees totaling \$397,791 (2021: \$156,000) which were issued by contractors in accordance with contracts entered into between both parties. The guarantees protect the Legislative Assembly against any potential non-performance of contractors.

## D2 COMMITMENTS

### D2-1 Capital Expenditure Commitments

Commitments for capital expenditure at reporting date (inclusive of non-recoverable GST input tax credits) are payable:

<i><b>Buildings</b></i>	<b>2022</b> <b>\$'000</b>	<b>2021</b> <b>\$'000</b>
Not later than 1 year	2,487	2,042
<b>Total</b>	<b>2,487</b>	<b>2,042</b>

<i><b>Intangibles</b></i>	<b>2022</b> <b>\$'000</b>	<b>2021</b> <b>\$'000</b>
Not later than 1 year	-	412
<b>Total</b>	<b>-</b>	<b>412</b>

### D2-2 Other Commitments

Material classes of other commitments include rental commitments for electorate office accommodation agreements and parliamentary precinct service maintenance contracts. Other commitments are inclusive of non-recoverable GST input tax credits, contracted for at reporting date, but not recognised in the accounts and are payable:

	<b>2022</b> <b>\$'000</b>	<b>2021</b> <b>\$'000</b>
Not later than 1 year	12,424	11,966
Later than 1 year but not later than 5 years	30,265	28,423
Later than 5 years	15,914	18,665
<b>Total</b>	<b>58,603</b>	<b>59,053</b>

## D3 EVENTS AFTER THE BALANCE DATE

No matter or circumstances have arisen since the end of the financial year that has significantly affected or may significantly affect the operation or financial statements of the Legislative of Assembly in subsequent financial years.

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## E1 BUDGETARY REPORTING DISCLOSURES

This section contains explanations of major variances between the Legislative Assembly's actual 2021-22 financial results and the original budget presented to Parliament.

### E1-1 EXPLANATIONS OF MAJOR VARIANCE

#### Explanations of Major Variances – Statement of Comprehensive Income

<i>Appropriation revenue:</i>	<i>Appropriation revenue</i> was higher than budgeted as additional funding required for increased: employee expenses; Members' salaries and allowances; and an increase in resources provided to Members. This was partly offset by a deferral of appropriation into 2022-23 for delayed operating projects.
<i>User charges and fees:</i>	<i>User charges and fees</i> are higher than budgeted due to revenue growth related to catering, education seminars and car parking fees. Refer to Note B1-2.
<i>Grants and other contributions:</i>	<i>Grants and other contributions</i> reflect goods received below fair value in respect of contributions made by the Department of Energy and Public Works. Refer to Note B1-3.
<i>Depreciation and amortisation:</i>	The variance in <i>Depreciation and amortisation</i> is related to the timing of certain assets reaching their end of life, and the timing of when planned capital works are completed. Refer to Note B2-3.

#### Explanations of Major Variances – Statement of Financial Position

<i>Cash and cash equivalents:</i>	The high <i>Cash and cash equivalents</i> is related to an operating surplus in 2021-22 financial year and delayed capital works and other operating projects. Refer to Note C1.
<i>Receivables:</i>	The decrease to <i>Receivables</i> relates to a decrease in an allowed carry-over amount for Electorate and Communication Allowances; settlement of material invoices from Department of Premier and Cabinet; and a fringe benefit tax refund from ATO. Refer to Note C2.
<i>Other current assets:</i>	The decrease in <i>Other current assets</i> relates to a decrease in prepaid wages and salaries at the end of the reporting period.
<i>Payables:</i>	Payables can vary from year to year depending on the timing major capital projects and appropriation deferrals. The variance between payables and the budget in 2021-22 is primarily related to an appropriation deferral for delayed operating projects. Refer to Note C5.
<i>Accrued employee benefits:</i>	The increase in <i>Accrued employee benefits</i> relates to higher long service levy rates effective from 1 January 2022 and the timing of payment cycles at year end. Refer to Note C6.

#### Explanations of Major Variances – Statement of Cash Flows

<i>Departmental services receipts:</i>	<i>Departmental services receipts</i> were higher than budgeted due to additional funding required for increased: employee expenses; Members' salaries and allowances; and an increase in resources provided to Members.
<i>Payments for property, plant and equipment:</i>	The increase in <i>Payments for property, plant and equipment</i> reflects payments made in relation to major capital project to upgrade the Parliamentary Annexe building.

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## F1 KEY MANAGEMENT PERSONNEL (KMP) DISCLOSURES

### Details of Key Management Personnel

The following table details the key management personnel who had authority and responsibility for planning, directing and controlling the activities of the Legislative Assembly during 2021-22 and 2020-21. Further information about these positions can be found in the body of the Annual Report under the section relating to Executive Management.

Position	Position Responsibility
Speaker of the Legislative Assembly	The role of the Speaker of the Legislative Assembly in relation to the Queensland Parliamentary Service is to decide major policies to guide the operation and management of the Legislative Assembly; to prepare budgets; to decide the size and organisation of the Legislative Assembly and the services to be supplied by the Legislative Assembly; and to supervise the management and delivery of services by the Legislative Assembly.
Clerk of the Parliament	The Clerk of the Parliament is the Principal Officer of the Legislative Assembly providing advice to the Speaker, Ministers, Members of Parliament and Parliamentary Committees on parliamentary law, practice and procedure. The Clerk of the Parliament is also the Chief Executive Officer and Accountable Officer of the Parliamentary Service; and Chair of the Executive Management Group.
Deputy Clerk	The Deputy Clerk of the Parliament is responsible for assisting at the table of the house during parliamentary sittings, managing the Assembly and Committee Services Division; and contributes to the executive management of the Parliamentary Service as a member of the Executive Management Group and Chair of the Audit Management Group.
Director of Corporate Services and Electorate Office Liaison	The Director of Corporate Services and Electorate Office Liaison is responsible for leading human resource management, financial and administrative services, and electorate office liaison; and contributes to the executive management of the Parliamentary Service as a member of the Executive Management Group and the Chair of Workplace Health and Safety Management Group.
Director of Information Services and Parliamentary Librarian	The Director of Information Services and Parliamentary Librarian is responsible for leading the Information Services Division; and contributes to the executive management of the Parliamentary Service as a member of the Executive Management Group (EMG) and the Chair of the Heritage Management Group.
Director of Property and Facility Services	The Director of Property and Facility Services is responsible for leading the Property and Facility Services Division (which provides a range of critical accommodation, security and hospitality services to Members, staff and visitors); and contributes to the executive management of the Parliamentary Service as a member of the Executive Management Group and the Chair of Security Management Group.
Head of IT Services	The Head of IT Services leads the Information Technology Services team; and contributes to the executive management of the Parliamentary Service as a member of the Executive Management Group and the Chair of the Technical Needs and Solutions Group.

### KMP Remuneration Policies

Remuneration policy for the Legislative Assembly's key management personnel is set under the *Parliamentary Services Act 1988* (Qld). Individual remuneration and other terms of employment are specified in employment contracts.

Remuneration expenses for key management personnel comprise the following components:

Short term employee expenses which include:

- salaries, allowances and leave entitlements earned and expensed for the entire year, or for that part of the year during which the employee was a key management person; and
- non-monetary benefits – taxable benefits received by employees including the fringe benefits tax applicable.

Long term employee expenses include amounts expensed in respect of long service leave entitlements earned.

Post-employment expenses include amounts expensed in respect of employer superannuation obligations.

Termination benefits are not provided for within individual contracts of employment. Contracts of employment provide only for notice periods or payment in lieu of notice on termination, regardless of the reason for termination.

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### KMP Remuneration Expenses

The following disclosures focus on the expenses incurred by the Legislative Assembly that are attributable to key management positions during the respective reporting periods. The amounts disclosed are determined on the same basis as expenses recognised in the Statement of Comprehensive Income.

#### 2021-22

Position	Short Term Employee Expenses		Long Term Employee Expenses	Post-Employment Benefit	Total Expenses
	Monetary Expenses \$'000	Non-Monetary Benefits \$'000	\$'000	\$'000	\$'000
Speaker of the Legislative Assembly	336	3	-	40	379
Clerk of the Parliament	431	-	10	47	488
Deputy Clerk	218	1	5	23	247
Director of Corporate Services and Electorate Office Liaison	193	-	4	19	216
Director of Property and Facility Services (July-Nov 2021)	68	7	2	7	84
Director of Property and Facility Services (Feb-Jun 2022)	76	8	2	8	94
Director of Information Services and Parliamentary Librarian	175	-	4	20	199
Head of IT Services (Dec 2021-Jun 2022)	90	-	2	11	103

#### 2020-21

Position	Short Term Employee Expenses		Long Term Employee Expenses	Post-Employment Benefit	Total Expenses
	Monetary Expenses \$'000	Non-Monetary Benefits \$'000	\$'000	\$'000	\$'000
Speaker of the Legislative Assembly	330	2	-	39	371
Clerk of the Parliament	342	1	8	41	392
Deputy Clerk	214	1	5	22	242
Director of Corporate Services and Electorate Office Liaison	172	-	4	19	195
Director of Information Services and Parliamentary Librarian	146	-	3	19	168
Director of Property and Facilities Services	143	9	3	18	173

### Disclosure – Speaker of the Legislative Assembly

Direct remuneration for the Speaker of the Legislative Assembly is set out in the *Members' Remuneration Handbook*. In addition, certain non-monetary benefits are provided pursuant to the *Guidelines for the Financial Management of the Office of the Speaker*. For the purpose of KMP Remuneration, 'Monetary Expenses' includes direct remuneration associated with the Speaker's role as a Member, and an additional salary component associated with duties undertaken as the Speaker of the Legislative Assembly. The *Members' Remuneration Handbook* and the *Guidelines for the Financial Management of the Office of the Speaker* are published on the Queensland Parliament's website: <http://www.parliament.qld.gov.au>

### Performance Payments

No KMP remuneration packages provide for performance or bonus payments.

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## F2 RELATED PARTY TRANSACTIONS

### Transactions with people/entities related to KMP

One recently appointed KMP has nominated a person who controls a company and undertakes work for the Parliamentary Service as a close family member. Even though the KMP is only distantly related to the person, they have frequent contact with this person. The company is a long standing supplier of goods and services to the Parliamentary Service, the most recent engagement pre-dates the KMP's appointment and is in place until 30 June 2023. Invoices received from this company during the 2021-22 reporting period totalled \$310,649. Contractual arrangements applied to this company are no different to those applied to other suppliers. A conflict of interest management plan has been developed and put in place due to this relationship. Under that management plan contract management and administration responsibilities do not lay with the relevant KMP and the KMP excludes themselves from any relevant decision making responsibilities.

### Transactions with Queensland Government-controlled entities

While the Legislative Assembly and Queensland Parliamentary Service are independent from the Executive Government the Legislative Assembly's primary ongoing source of funding is from the Queensland Government which includes appropriation revenue (Note B1-1) and equity injection (Note C7-1 and C7-2), both of which are provided in cash via Queensland Treasury.

The Legislative Assembly received services associated with Parliament House Fence Restoration Program from the Department of Energy and Public Works, free of charge (Note B1-3).

The Legislative Assembly sells a range of goods and services to individuals and entities. Transactions with other Queensland Government-controlled entities are conducted in the ordinary course of business on normal commercial terms and conditions no more favorable than those given to other customers.

## F3 FIRST YEAR APPLICATION OF NEW ACCOUNTING STANDARDS OR CHANGE IN ACCOUNTING POLICIES

### Accounting Standards Applied for the First Time in 2021-22

No Australian Accounting Standards applied to the Legislative Assembly for the first time in the 2021-22 financial year have any material impact on the financial statements.

### Accounting Standards Early Adopted

No Australian Accounting Standards have been adopted early for 2021-22.

## F4 FUTURE IMPACT OF ACCOUNTING STANDARDS NOT YET EFFECTIVE

At the date of authorisation of the financial report, there are no new or amended Australian Accounting Standards identified that will have significant impacts to the future financial reporting of the Legislative Assembly.

## F5 TAXATION

The Legislative Assembly is a State body defined under the *Income Tax Assessment Act 1936* (Cth) and is exempt from Commonwealth taxation with the exception of fringe benefits tax (FBT) and goods and services tax (GST). FBT and GST are the only taxes accounted for by the Legislative Assembly. GST credits receivable from, and GST payable to the ATO, are recognised (refer to Note C2).



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## F6 COVID-19 IMPACT ON FINANCIAL STATEMENTS AND OTHER EMERGING RISKS

### F6-1 COVID-19 IMPACT ON FINANCIAL STATEMENTS

The following significant transactions were recognised by the Legislative Assembly during the 2021-22 financial year in response to the COVID-19 pandemic.

#### Significant financial impacts – COVID-19

##### Operating Statement

	2022 \$'000	2021 \$'000
<u>Significant expense transactions arising from COVID-19</u>		
Additional expenses:		
Virtual Parliament related costs	-	1
Additional employee related expenses	146	25
Other expenses	71	65
Reduction in expenses:		
Reduction in Members' travel expenses	-	(356)
Reduction in committee travel expenses	-	(171)
	<u>217</u>	<u>(436)</u>
	2022	2021
	\$'000	\$'000
<u>Significant revenue transactions arising from COVID-19</u>		
Reduction in catering services revenues	-	113
Reduction in education seminar revenues	-	62
	<u>-</u>	<u>175</u>

#### Additional expenses

The Legislative Assembly of Queensland incurred additional employee related expenses in relation to special leave associated with COVID-19 pandemic and extra leave granted to employees who met the mandatory vaccination requirements during the 2021-22 financial year. Additional supplies of rapid antigen test (RAT) kits were also purchased for distribution to employees during the reporting period.

Reduction in expenses or revenue transactions are not reflected in the 2021-22 financial year as the most operational activities have returned to pre-COVID level.

#### Credit loss on receivables

COVID-19 has had no impact on credit risks of trade debtors as 73% of the total trade receivables represent Queensland Government agencies or customers associated with the Legislative Assembly.

The Legislative Assembly did not recognise any bad debts in the 2021-22 financial year resulting from COVID-19.

#### Fair value on non-current assets

The Legislative Assembly measures the Parliamentary Precinct buildings and land at fair value. Parliamentary land is measured using the market approach and the Parliamentary buildings using the current replacement value. Independent valuers were engaged during the 2021-22 financial year to provide the latest valuation of these two non-current assets and potential impact of COVID-19 as at the reporting date.

The independent valuers have concluded that there is no significant change in value of the Parliamentary land and building as a result of COVID-19 for 30 June 2022 financial statement reporting.

### F6-2 CLIMATE RISK DISCLOSURE

#### Climate Risk Assessment – Financial Statements

The Legislative Assembly has not identified any material climate related risks related to the financial report at the reporting date, however constantly monitors the emergence of such risks under the Queensland Government's Climate Transition Strategy and

## Management Certificate

These general purpose financial statements have been prepared pursuant to s.62(1) of the *Financial Accountability Act 2009* (Qld) (the Act), section 38 of the *Financial and Performance Management Standard 2019* and other prescribed requirements. In accordance with s.62(1)(b) of the Act we certify that in our opinion:

- a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- b) the financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Legislative Assembly of Queensland for the financial year ended 30 June 2022 and of the financial position of the Legislative Assembly of Queensland at the end of that year; and

The Clerk of the Parliament, as the Accountable Officer of the Legislative Assembly of Queensland, acknowledges responsibility under s.7 and s.11 of the *Financial and Performance Management Standard 2019* for the establishment and maintenance, in all material respects, of an appropriate and effective system of internal control and risk management processes with respect to financial reporting throughout the reporting period.

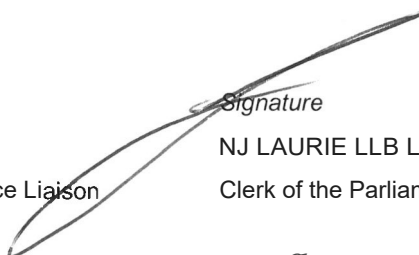


Signature

CR ATKINSON BBus GradCertProfAcc MIPA

Director, Corporate Services and Electorate Office Liaison

Date 23 / of 12-2022



Signature

NJ LAURIE LLB LLM (Hons) MBA

Clerk of the Parliament

Date 11 / 12-2022

## INDEPENDENT AUDITOR’S REPORT

To the Clerk of the Parliament, Legislative Assembly of Queensland

### Report on the audit of the financial report

#### Opinion

I have audited the accompanying financial report of Legislative Assembly of Queensland.

In my opinion, the financial report:

- a) gives a true and fair view of the department's financial position as at 30 June 2022, and its financial performance and cash flows for the year then ended
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards.

The financial report comprises the statement of financial position and statement of assets and liabilities by major service areas as at 30 June 2022, the statement of comprehensive income, statement of changes in equity, statement of cash flows and statement of comprehensive income by major service areas for the year then ended, notes to the financial statements including summaries of significant accounting policies and other explanatory information, and the certificates given by the Clerk of the Parliament and the Director, Corporate Services and Electorate Office Liason.

#### Basis for opinion

I conducted my audit in accordance with the *Auditor-General Auditing Standards*, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor’s Responsibilities for the Audit of the Financial Report* section of my report.

I am independent of the department in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board’s APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General Auditing Standards*.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

#### Responsibilities of the department for the financial report

The Clerk of the Parliament, as the Accountable Officer, is responsible for the preparation of the financial report that gives a true and fair view in accordance with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards, and for such internal control as the Clerk determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

The Clerk is also responsible for assessing the department's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless it is intended to abolish the department or to otherwise cease operations.

### **Auditor's responsibilities for the audit of the financial report**

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. This is not done for the purpose of expressing an opinion on the effectiveness of the department's internal controls, but allows me to express an opinion on compliance with prescribed requirements.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the department.
- Conclude on the appropriateness of the department's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the department's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. I base my conclusions on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the department to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Clerk of the Parliament regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

## Report on other legal and regulatory requirements

### Statement

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2022:

- a) I received all the information and explanations I required.
- b) I consider that, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.

### Prescribed requirements scope

The prescribed requirements for the establishment and keeping of accounts are contained in the *Financial Accountability Act 2009*, any other Act and the Financial and Performance Management Standard 2019. The applicable requirements include those for keeping financial records that correctly record and explain the department's transactions and account balances to enable the preparation of a true and fair financial report.



Brendan Worrall  
Auditor-General

24 August 2022

Queensland Audit Office  
Brisbane

# Glossary

## Clerk of the Parliament

The Clerk of the Parliament is the highest ranking permanent, non-political officer in the Parliament. The Clerk guides the Speaker and Members on the rules and practices of Parliament.

## Executive Government

The Executive Government is the arm of government responsible for the implementation of the laws passed by the Parliament.

## Financial year

The period of 12 months beginning on 1 July and ending on 30 June the following year.

## Hansard

The official report of the debates and proceedings of Parliament and its committees. This report is now known as the Record of Proceedings.

## Initiative

A business initiative is an organisation's way of setting priority. It usually describes the direction the organisation wants to take and how it will improve the organisation.

## Key Performance Indicators (KPIs)

A set of indicators that assist in measuring overall performance and reflect the health of the organisation.

## Legislative Assembly

The Legislative Assembly is a body of people elected to represent constituencies and introduce, amend or repeal legislation. The Queensland Legislative Assembly is made up of 93 elected representatives.

## Parliament

The Queensland Parliament consists of the Legislative Assembly and the Queen, represented by the Governor. The Parliament (or legislature) is separate to the Executive Government.

## Parliamentary Service

The Parliamentary Service consists of staff members who provide support services to Members of Parliament at Parliament House in Brisbane and in the 97 electorate offices throughout Queensland.

## Record of Proceedings

The official report of the debates and proceedings of the Parliament and its committees. Also known as Hansard.

## Speaker

The Speaker of the Legislative Assembly of Queensland has ceremonial, procedural and administrative responsibilities for the Queensland Parliament and Parliamentary Service. The Speaker impartially presides over the sittings of Parliament, maintaining order in the House and ensuring the rules of Parliament (Standing Orders) are observed.

## Tabled papers

Any documents that are tabled in the Queensland Parliament (presented to the House) are registered and archived at Parliament House. The Tabled Papers Database on the Parliament's website provides electronic access to tabled papers.

# Appendix A

## Annual report compliance

The following annual report checklist outlines the governance, performance, reporting compliance and procedural requirements applicable to the Queensland Parliament from the *Financial Accountability Act 2009* (FAA), the *Financial Performance and Management Standard 2019* (FPMS) as well as the Annual report requirements for Queensland Government agencies (ARRs).

Summary of requirement	Basis for requirement	Reference
<b>Letter of compliance</b>		
A letter of compliance from the accountable officer or statutory body to the relevant Minister	ARRs – section 7	7
<b>Accessibility</b>		
Table of contents	ARRs – section 9.1	4
Glossary	ARRs – section 9.1	102
Public availability	ARRs – section 9.2	109
Interpreter service statement	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3	109
Copyright notice	<i>Copyright Act 1968</i> ARRs – section 9.4	109
<b>General Information</b>		
Introductory information	ARRs – section 10.1	5
<b>Non-Financial Performance</b>		
Agency objectives and performance indicators	ARRs – section 11.3	23 - 48
Agency service areas and service standards	ARRs – section 11.4	28, 31, 41, 47
<b>Financial Performance</b>		
Summary of financial performance	ARRs – section 12.1	19
<b>Governance – Management and Structure</b>		
Organisational structure	ARRs – section 13.1	12
Executive management	ARRs – section 13.2	59
Public Sector Ethics	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4	37

Summary of requirement	Basis for requirement	Reference
<b>Governance – Risk Management and Accountability</b>		
Audit committee	ARRs – section 14.2	54
Internal audit	ARRs – section 14.3	57
External scrutiny	ARRs – section 14.4	57
Information systems and recordkeeping	ARRs – section 14.5	57
<b>Governance – Human Resources</b>		
Strategic workforce planning and performance	ARRs – section 15.1	36 - 37
Early retirement, redundancy and retrenchment	Directive No.16/16 <i>Early Retirement, Redundancy and Retrenchment</i>  Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i>  ARRs – section 15.2	62
<b>Open Data</b>		
Statement advising publication of information	ARRs – section 16	<a href="https://www.parliament.qld.gov.au/Work-of-the-Assembly/Whats-new">https://www.parliament.qld.gov.au/Work-of-the-Assembly/Whats-new</a>
Consultancies	ARRs – section 31.1	<a href="https://www.parliament.qld.gov.au/Visit-and-learn/Publications-and-Reports/Annual-Reports">https://www.parliament.qld.gov.au/Visit-and-learn/Publications-and-Reports/Annual-Reports</a>
Overseas travel	ARRs – section 31.2	<a href="https://www.parliament.qld.gov.au/Visit-and-learn/Publications-and-Reports/Annual-Reports">https://www.parliament.qld.gov.au/Visit-and-learn/Publications-and-Reports/Annual-Reports</a>
Queensland Language Services Policy	ARRs – section 31.3	109
<b>Financial Statements</b>		
Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	98
Independent Auditors Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2	99

ARRs *Annual report requirements for Queensland Government agencies*

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2019*



# Appendix B

## Key Performance Indicators

### Assembly and Committee Support

Measures	2021–22 Target	2021–22 Actual
<b>Table Office Measures</b>		
Number of Questions on Notice processed	1,500	1,466
Number of Tabled Papers and Reports registered/archived	2,200	2,234
<b>Committee Office</b>		
Number of Parliamentary Committee publications tabled	60	84
<b>Parliamentary Reporting and Broadcasting Service (Hansard)</b>		
Internet publication of the first two hours of proceedings (Hansard) each sitting day	2.30pm each sitting day	99%

# Key Performance Indicators

## Member Support

Measures	2021–22 Target	2021–22 Actual
<b>Human Resource Services</b>		
Percentage accuracy in payroll production	99%	99%
Percentage of Shared Services' clients satisfied with services (satisfied/very satisfied)	100%	100%
<b>Financial and Administrative Services</b>		
Combined percentage of vendor and customer payments within trading terms	90%	90%
Number of travel bookings and travel claims processed	2,500	2,967
Number of individualised training sessions provided to electorate offices	20	34
Number of accounts payable and receivable invoices processed	13,000	14,652
Number of contracts commenced	30	44
Number of asset acquisitions and disposals managed	200	154
<b>Parliamentary Library and Research Services</b>		
Research and information requests from individual clients	5,500	95,372*
Number of client information briefs in response to individual client requests	1,000	1,244
Number of times web-based Library Online accessed by clients including research staff (includes Alert usage)	>400,000	123,987*
Percentage of individual research/information responses meeting agreed deadlines	>98%	100%
<b>Electorate Accommodation Services</b>		
Number of offices inspected for policy compliance (standards, WH&S etc)	2/1	3/0
Number of relocation/refurbishment projects completed	30	26

\*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.

# Key Performance Indicators

## Service Provision

Measures	2021–22 Target	2021–22 Actual
<b>Information Technology Services</b>		
Number of endpoints supported (Parliamentary Service, EO & Member Laptops)	700	783
Resolution of Incidents within defined Service Level Agreement (SLA)	>90%	95.11%
Network availability during business hours	98%	98.8%
<b>Records Management</b>		
Number of internal eDRMS training sessions delivered	12	72
Number of internal Recordkeeping Champion meetings held	10	10
System engagement – users logged in and using the system	88%	91%
<b>Property Services</b>		
Percentage of planned Capital Works projects completed	75%	78%
Percentage of planned maintenance works undertaken	90%	91%
Number of Workplace Health and Safety inspections completed	12	12
Number of Precinct maintenance inspections completed (rooms)	30	30
<b>Catering Services</b>		
Total number of functions	450	992
Total number of guests	12,250	35,939
<b>Security and Attendant Services</b>		
Number of precinct visitors processed through security scanning procedures	<75,000	70,024
Number of school tours conducted	500	391

# Key Performance Indicators

## Public Awareness and Access

Measures	2021–22 Target	2021–22 Actual
<b>Parliamentary Education Measures</b>		
Number of educational and liaison activities	90	106
Number of participants attending education and liaison activities conducted at Parliament House and in regional centres	3,000	2,600
<b>Marketing and Communication Measures</b>		
Number of official publications developed	5	6
Increase in visitor traffic to the Queensland Parliament website	20%	57.2%

## Communication objective

This annual report has been prepared to meet the information needs of Parliamentary Service clients and stakeholders.

These include Members of Parliament, parliamentary committees, electorate offices and staff, government agencies, the media, the Commonwealth Parliamentary Association and other parliaments, schools and students, and the people of Queensland.

The report is designed to provide an account of the achievements and activities of the Parliamentary Service for 2021-22 in accordance with the goals specified in the Queensland Parliamentary Service Management Plan 2022-23. In addition, the report fulfils our statutory reporting requirements.

This report is available electronically from our website at [www.parliament.qld.gov.au](http://www.parliament.qld.gov.au).

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## Interpreter service

The Queensland Parliamentary Service is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding the annual report, you can contact us on telephone (07) 3553 6000 or freecall 1800 197 809 and we will arrange an interpreter to effectively communicate the report to you.



## Stock

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## Reporting year

This report covers activities that occurred during the 2021-2022 financial year. Previous annual reports of the Queensland Parliamentary Service are available online at [www.parliament.qld.gov.au](http://www.parliament.qld.gov.au)

## Your thoughts

Readers are encouraged to provide feedback about the 2021-2022 Annual Report by emailing:

[ClerksOffice@parliament.qld.gov.au](mailto:ClerksOffice@parliament.qld.gov.au)

Readers can also comment online via the Queensland Parliament website at [www.parliament.qld.gov.au](http://www.parliament.qld.gov.au).

Your comments will help us to continue to refine our corporate reporting to ensure that we meet the expectations of our stakeholders.



**QUEENSLAND PARLIAMENT**

Cnr George and Alice St, Brisbane QLD 4000

[www.parliament.qld.gov.au](http://www.parliament.qld.gov.au)

07 3553 6000