




Speech By  
**David Janetzki**

**MEMBER FOR TOOWOOMBA SOUTH**

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Record of Proceedings, 8 August 2017

**APPROPRIATION (PARLIAMENT) BILL; APPROPRIATION BILL:  
FINANCE AND ADMINISTRATION COMMITTEE**

 **Mr JANETZKI** (Toowoomba South—LNP) (2.35 pm): I rise to follow on from the member for Sunnybank in making a contribution in connection with the Appropriation (Parliament) Bill 2017. As the member for Sunnybank mentioned, it is appropriate to reflect that this is Mr Speaker's final estimates proceeding and it would be appropriate to congratulate him on the judicious and excellent way he has operated the Parliamentary Service during his tenure. I would also like to acknowledge the collegiate nature of the committee, the work they have done, the committee secretariat and also anyone associated with the preparations for, and the undertaking of, the estimates hearing.

A number of issues were raised throughout the estimates hearing. I want to draw attention to a couple of those, as the member for Sunnybank and the chair of the committee has already done. Firstly, I would like to draw attention to the high turnover rate that was identified during the committee hearing of electorate office staff. As we all know, our electorate officers have very challenging jobs. It is a role that has significantly changed over many years from once being an administrative task to now, dare I say, a quasi social worker role. Certainly, in my experience electorate officers play a very vital role in managing constituents, many of whom will be upset and many of whom will have quite personal problems that they are seeking to have addressed in the electorate office. To hear that a turnover rate of 30 per cent is applicable throughout the state is worrying in some respects.

I note that the Clerk of the Parliament, who also does an outstanding job managing the Parliamentary Service, has arranged for a new role, a liaison officer type role, for electorate office staff. That is a role that is to be applauded because, as I have already reflected, a 30 per cent turnover rate is unacceptable. Given the very highly charged nature of the role, it is a necessary role. If there were a turnover rate of 30 per cent in the corporate sector there would be significant questions raised and actions taken to address that problem. I look forward to seeing what actions are taken in the years ahead to try to address this turnover rate to ensure that electorate office staff are properly supported and over time we see this rate drop. It may be appropriate that a benchmark be set so that the electorate staff turnover rate can be properly addressed into the future.

Another issue that was raised during the public hearings that I would like to speak briefly about is live captioning. There was a question from the Leader of the Opposition in respect of that. The advice that we were given during those hearings was that such a live-captioning process in respect of the federal parliament cost \$3.5 million, which is quite costly, and I understand that further investigations are being undertaken in that regard. I also learned that members of the Queensland parliament speak more quickly than those of the federal parliament—which may cause some additional problems—but it would be wonderful to see that particular initiative continued and brought forward as soon as possible.

Another issue raised during the public hearing related to security upgrades. We have seen a lot more vehicular and pedestrian traffic around the precinct because of 1 William Street and the Queen's Wharf redevelopment and we are going to see a lot more. We do not want to see the Berlin Wall erected

around the parliamentary precinct but it would be appropriate that, in accordance with the heritage listing of the precinct, steps be taken to ensure that additional security arrangements are addressed as soon as possible into the future.

The final issue I would like to raise that came out of the public hearings is in relation to cybercrime. We know that since 2015 there has been over \$3 billion lost due to cybercrime throughout corporate Australia. I would like to see the Parliamentary Service continue to undertake ongoing audits and address this issue through additional resources to ensure that we have the highest standards of information technology security and that we can safeguard our information and that of our electorates for the foreseeable future in a safe manner.

*(Time expired)*