

Objective 3: Service provision

To provide information, corporate and facility management services that better enables Members of Parliament and Parliamentary Service Officers to achieve their objectives.

Overview

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

- » provide quality administrative support services
- » provide fit-for-purpose parliamentary accommodation
- » connect people, processes and technology
- » 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
- » 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 the Appendix.

665

functions held



29,075 guests attended events at the precinct

512

school tours conducted



77,648 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 integrity, innovation and learning, and clients and people.

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.

The Parliamentary Service Workforce Strategy formalises this commitment and provides a clear objective *"to build a diverse, knowledgeable, skilled and agile workforce capable of delivering our vision and our purpose"*.

Executive management has established a range of key strategies and initiatives designed to support the achievement of this goal across three action areas including:

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

Communication strategies

General Staff Meetings

During the year, the Clerk of the Parliament scheduled regular general staff meetings where all precinct staff are encouraged to attend. The meetings offer all staff the opportunity to receive direct updates from executive management on key initiatives and projects, welcome and meet newly appointed staff, receive advice on upcoming events, and discuss any proposed changes in key policies or service delivery. Any visual presentations are then published on the intranet site after each meeting.

Intranet

The Parliamentary Service intranet contains information relevant to Members of Parliament as well as staff. It offers a comprehensive repository of corporate policies, forms, and pertinent information, alongside 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.

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.

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 eligible staff (for example, not under probationary requirements, or excluded under the policy), within the Parliamentary Service to ensure individual performance is formally reviewed on an annual basis.

The Parliamentary Service's induction program is available for all staff including staff located in Members' electorate offices.

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 Leadership Team in order to:

- ensure training is aligned to corporate goals and objectives
- maximisation of 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 2022–23 in accordance with the training and development plan included:

- Construction White Card training (linked to major Annexe Refurbishment project)
- mental health and resilience (targeted courses for both team members and managers)
- project management fundamentals
- Microsoft Excel, Word and Power BI software training
- leadership and management
- advanced presentation skills

Conferences and seminars

Some of the conferences and seminars attended by staff during 2022–23 included:

- Parliamentary Professional Network Conference
- Australian Parliamentary Library Association Conference
- Australia and New Zealand Parliamentary IT Conference
- Presiding Officers and Clerks Conference
- Australia and New Zealand Clerk sat the Table Conferences and Seminars

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 Queensland Parliament's vision and purpose. The Strategy will guide a number of specific workforce engagement reforms planned over the period up to 2025, and beyond.

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
- 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.

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.

External Employee Disclosure Hotline

The Parliamentary Service Employee Support Program establishes a range of ways that staff can access support and advice.

In 2023–24, a new Employee Disclosure Hotline will be launched as part of a broader Employee Support program. This initiative aims to empower all Parliamentary Service employees to take an active role in reporting and rectifying improper or concerning conduct in the workplace, including work practices that deviate from Parliamentary Service values. The Hotline will connect employees to Stopline, an independent provider of confidential employee disclosure services. Through this avenue, concerns can be shared via phone, email, website, or SMS and advice will be provided. Subsequently, relevant anonymised information will be communicated to the Parliamentary Service for the appropriate actions.

Staff recognition

In 2022–23, twenty staff were issued with badges in recognition of their length of service. These staff are listed below.

10-year service	15-year service	20-year service	30-year service	40-year service
Belinda Pennell	Cliff Ku	Debra Wickerson	Andrew Currey	Vicki Van Til
Sharee Allaway	Erin Hastie			
Jillian O'Grady	Noeline Ferricks			
Julie Ritchie	Andrew Dawson			
Kathryn Sowter	Patrick Durrance			
Lynne Richards	Amanda Honeyman			
Duska Pavlovska				
Stergoula Fanourgakis				
Trent Carvolth				
Marcia Morandini				
Sanja Luscombe				

Meritorious service

In 2022–23, six 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:

Amanda Beem | Committee Office

For supporting the Mental Health Select Committee Inquiry into the opportunities to improve mental health outcomes for Queenslanders.

Michelle Dippelsman | HR Services

For her work in implementing Single Touch Payroll 2 for the Parliamentary Service, Office of the Governor, Queensland Audit Office and the Office of the Ombudsman.

Micheal Griffiths | Precinct Services

For the successful delivery of the levels 3 and 6 refurbishment projects.

Clint Hart | Financial and Administrative Services

For his significant contribution in developing the Parliamentary Service's Contract Management framework, improving procurement policies and guidelines and in recognition of consistent positive feedback on the clear and concise advice provided to Parliamentary Service officers.

Helen Rosolen | Parliamentary Library

For undertaking complex and rigorous research to identify the former members of the Queensland Parliament who served in military operations post-1945, until the end of the Vietnam War.

Donald Ugoh | IT Services

For going above and beyond to cover staff shortages on the Service Desk, training new recruits and consistently providing helpful and friendly support to Members, Electorate Officers and Parliamentary Service staff.

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 2022, the recipients of these awards were:

Clerk's Award

Jason Freeman, IT Services

For consistently exceeding expectations, particularly during times of reduced staffing, and also stepping in to problem solve IT applications and system.

Speaker's Award

Kelly Baker, Catering Services

For excellence in customer service.

Staff information

2022–23 Staff information	
Study and Research Assistance Scheme (SARAS)	
Officers receiving assistance	13
Permanent retention rate 1	%
Parliamentary precinct staff	86.3
Electorate office staff	77.5
Permanent separation rate 2	%
Parliamentary precinct staff	13.7
Electorate office staff	22.5
Sick leave – average number of days per officer	
Parliamentary precinct staff	8.6
Electorate office staff	4.7

Permanent employees still employed for the period 1 July 2022 to 30 June 2023.

Permanent employees who separated during the period 1 July 2022 to 30 June 2023.

Percentage of staff by area		
	FTE	%
Assembly and Committee Services	70.1	16
Information Services	46	11
Corporate and Electorate Services	28.5	7
Property and Facility Services	75.9	17
Electorate office staff and Cross Bench Support	211	49
Total	431.5*	

**Total number of FTE excludes MPs.*

Note: Assembly and Committee Services – includes Speakers Office, Clerks Office, Graduates

2022–23 Target group data		
Gender	Number (Headcount)	Percentage of total workforce (Calculated on headcount)
Woman	285	69.5
Man	125	30.5
Non-binary	0	0
Diversity Groups	Number (Headcount)	Percentage of total workforce (Calculated on headcount)
Women	285	69.5
Aboriginal Peoples and Torres Strait Islander Peoples	5	1.2
People with disability	8	1.9
Culturally and Linguistically Diverse – Born overseas	21	5.1
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)	13	3.1
	Number (Headcount)	Percentage of total Leadership Cohort (Calculated on headcount)
Women in Leadership Roles*	20	58.8

*Leadership cohort are considered those positions that are Senior Officer and equivalent and above.

Key initiatives for Objective 3

Information Technology Services

Increased cybersecurity defences

In 2022, the Parliamentary Service established a contract with a managed service provider to enable continual round the clock threat monitoring of its entire ICT environment. IT Services has implemented greater validation controls around its parliamentary email accounts (using DMARC), increased its network route security, put in place additional Office365 security controls and continues to systematically remove IT vulnerabilities as they arise.

Upgraded networking infrastructure and consolidation

IT Services completed the upgrade of the Parliamentary precinct's IT network, which included the switching infrastructure at the parliamentary precinct in Brisbane and offsite datacentres, and the replacement of Wi-Fi access points at the precinct and in the 97 electorate offices throughout the state. The new network provides greater security, a seamless user experience for Members moving between their electorate offices and the precinct, and greater integration for Ministers with Ministerial Services Branch's services when on the precinct.

The Parliament precinct has four distinct IT networks in operation which arose from a time when network security and separation could only occur at a physical and hardware level. Network technologies have now advanced to the extent where this same level separation can be provided virtually on the same hardware. IT Services has commenced the next phase of this project which will see the full consolidation of these networks into one precinct-wide capability.

Corporate and Electorate Services

Employee Experience Survey

In 2022, the Parliamentary Service conducted an Employee Experience Questionnaire open to all employees in the parliamentary precinct.

This was the first survey of its type conducted since 2017 and was introduced to:

- collect and identify changes in employee experiences and expectations "post-COVID"
- identify a benchmark of how employees feel about the Parliamentary Service of today as the starting point of the journey to the meeting the objectives set out in the Parliamentary Service Workforce Strategy.

The Employee Experience Questionnaire identified a number of positive outcomes including:

- nearly two thirds of staff feel a positive affinity with the Parliamentary Service (that is, would recommend as a great workplace, are proud to tell others they work here, and feel a strong personal attachment)
- 77% of staff feel satisfied with their current job (only 10% dissatisfied)
- 91% of staff feel they understand how their work contributes to Parliamentary Service objectives
- 70%–80% of staff feel positively about the people in their workgroups
- 70%–80% of staff feel positively about their supervisor or manager.

The Questionnaire also identifies a number of key areas where employee felt negatively or where improvement was necessary including:

- availability of flexible work arrangements to deliver improved work-life balance
- need for greater transparency and consistency in employee performance management, recruitment, and professional development
- complaint management processes
- increasing workload issues
- inconsistencies in communication across the Service.

In 2023–24, a number of initiatives planned under the Workforce Strategy will be delivered to address key concerns raised in the 2022 Questionnaire.

Financial and Administrative Services

Parliamentary Annexe Refurbishment program

During 2022–23, Financial and Administrative Services provided valuable administrative support for the Parliamentary Annexe Refurbishment program. This included managing the accommodation contract, offering assistance with procurement and contract management, as well as providing support in budget management for the project.

Financial Management Information System

Financial and Administrative Services completed the foundational work to implement the Financial Management Information System (FMIS) Upgrade. The preparation of business requirement specifications for a new system has been undertaken, and a market analysis was conducted to identify the most suitable option for the next FMIS upgrade, including attending demonstrations. Additionally, a business plan and business case have been prepared, with work set to continue in 2023–24.

Asset improvement review

The asset improvement review, continuing into 2023–24, involves a discovery phase to identify issues, potential strategies, system capabilities and objectives, as well as determining specific asset management systems for various purposes, including accounting, maintenance, warranty information, custodian and location.

Regional sitting support

Financial and Administrative Services played a key role in supporting the Regional Sitting of Parliament in Far North Queensland. Tasks that were successfully completed encompassed the preparation of contracts for venues and accommodation, notably the Cairns Convention Centre. In addition, Financial and Administrative Services developed guidelines for Member entitlements and travel arrangements, managed travel bookings and allowances for Members and staff, provided assistance with logistics and procurement, and offered specialised budgeting and tailored accounting services.

Property and Facility Services

Parliamentary precinct management and preparedness

In line with the progression of major projects such as the Queens Wharf development that will see significant population increases to this end of the city, Precinct Services in conjunction with QUT and 1 William Street commenced a program of continuing preparedness through delivery of regular desktop exercises and the development of enhanced communication forums between the three stakeholders.

Launch of microsite and new catering kit

In October 2022, a dedicated catering and dining microsite, www.qldparliamentdining.com.au, was launched. The site was created to enhance awareness of the Queensland Parliamentary Service spaces and retail offerings, including the gift shop and gift vouchers. This content-rich website provides an opportunity to showcase function spaces, menus, experiences, events, and key team members to external customers, utilising images, videos and a blog. The inclusion of request for proposal (RFP) functionality has led to enhanced lead generation, subsequently translating into increased revenue results.

Additionally, a new catering kit has been developed, including new menus and packages, which are available for download on the microsite.

Introduction of SINE visitor and contractor management system

Using a phased approach, the paper-based registration process has been replaced with a tablet-based electronic system that is utilised for all visitor types from restaurant and event guests to contractors. Implementation of this system has seen a streamlined and more efficient arrival experience for all visitors, even during high demand times.

All contractors are to be registered via SINE and prior to undertaking any works at Queensland Parliament must have uploaded contractor compliance documentation such as:

- current insurance certificates of currency for workers compensation, public liability and where appropriate professional indemnity, in the amounts specified in service contracts
- all Safe Work Method Statement's (SWMS's) for works undertaken
- completion of the on-line contractor WHS&E induction and associated compliance induction and quiz
- all workers trades licenses or qualification certificates.

Occupier Statement for Parliamentary Annexe

In November 2022, the first fully completed Occupier Statement was issued for the building by Australian Essential Services Compliance (AESC). An Occupiers' Statement is a declaration from the Building Owner and Occupier to the Commissioner Queensland Fire and Emergency Services (QFES) that all fire installations at the building are being maintained and that all critical defects notices have been rectified. The precinct Maintenance team co-ordinated with suppliers and stakeholders to arrange the relevant evidence and documentation to enable receipt of the Statement.

Critical Infrastructure Upgrades

The 3-year critical infrastructure upgrade was scheduled for completion at the end of 2021–22. Remaining works were completed by June 2023. Delays are attributed to procurement issues in the current environment and latent defects found during installation works.

All works, including additional and latent works were completed within the allocated budget. The following projects were completed in 2022–23:

- Parliament House veranda soffit replacement
- level 3 and 6 mechanical upgrade
- air conditioning heater bank cable upgrades
- replace mechanical switchboards
- replacement of Annexe electrical sub main cabling.

Electorate Office CCTV project

The tender for the installation of CCTV systems in all electorate offices was awarded in February 2023. The installation of CCTV systems in electorate offices has commenced, with over 86 sites completed to-date. The state-wide CCTV rollout is scheduled for completion on 31 July 2023.