

# Clerk's Report

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## 2023–24 highlights

### Parliamentary Annexe refurbishment

The refurbishment of levels 9 to 23 of the Parliamentary Annexe Tower was completed in May 2024. These levels contain Members' offices and accommodation. While the amenity has been greatly enhanced, the refurbishment was far more than cosmetic. It included rectifying structural and condition-related issues, ensuring equitable access for all occupants, removal of asbestos, addressing non-compliance with building codes and an overall increase in the number of accommodation rooms. The project also encompassed a crucial upgrade of the building facades to address building code non-compliance issues and deliver improved acoustic noise reduction to Members' bedroom and office floors.

The restoration of level seven is underway and expected to be completed in September 2024.

I would like to thank the head contractor, Hutchinson Builders, the large number of local sub-contractors and precinct staff involved in the works.

I would also like to thank Members, staff and visitors for their patience and forbearance during the works.

### Client Satisfaction with Performance

In May 2024, 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 100% (up from 96% in 2023). This is an outstanding result and a testament to all the staff that make up the Parliamentary Service.

### Workload of the Assembly and Committees

It is important to note and recognise the increased workload in the Legislative Assembly and its committees in 2024. Dedicated officers in areas such as the Table Office, Attendants, Committee Office and Parliamentary Reporting Services have supported this workload.

### Workforce strategy

The Parliamentary Service Workforce Strategy has 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.

During the 2023–24 year, we commenced approved changes to improve employment arrangements that accommodate increased workforce flexibility.

### Digital Transformation

In last year's report I talked about our digital transformation and its importance moving forward. It is a multi-faceted strategy that effects all business units and business processes.

In the 2023–24 year, we commenced the implementation of the Parliamentary Information Management System (PIMS). During the year, we launched four of the anticipated 19 modules.

The audio systems in the Legislative Assembly Chamber were upgraded, and new attendant call and Chamber bell systems were implemented. New Automated Speech Recognition (ASR) technology, was implemented which provides live captions for Parliamentary Sitings, Estimates, and Committee Hearings. This marks a significant advancement in making parliamentary proceedings more accessible. In the longer term, this technology will also be used to produce the Record of Proceedings.

In November 2023, we introduced Employee Self Service (ESS) for use by Members and electorate staff. ESS allows Members and individual staff to manage various payroll functions independently through a user-friendly web portal or mobile app, eliminating the need for manual forms.

In 2023–24, we commenced implementation of an online Learning Management System called *ParLEarn* for use by all precinct and electorate staff. This online platform will improve the delivery of learning and development and will significantly improve induction and onboarding training for new staff, particularly those in electorate offices.

# Looking forward to 2024–25

## New Parliament

The 57th Parliament will be dissolved on 1 October 2024, thus bringing to an end Queensland's first full-term four-year parliament. The general election will be held on 26 October 2024.

The Parliamentary Service has already commenced planning for the beginning of the 58th Parliament, with working groups established for the Opening of Parliament and the induction of new Members.

## Increase in Electorate Office staff

The 2024 State Budget provided \$12.4 million to support each Member being allocated an additional full-time electorate officer from 1 July 2024. This equates to an approximate 20% growth in full-time equivalents for the Parliamentary Service. It also results in about 60% of the Parliamentary Service's total workforce being located off the Parliamentary Precinct.

## Strategic Review

The need to support the increase in electorate office staff, together with other changes to our environment necessitates the Parliamentary Service to revisit its strategy going forward and develop a new or refreshed strategic plan for the next four years and either confirm or change our organisational structure to support that strategy. This strategy will be presented to the incoming Speaker for the 58th Parliament for their consideration.

## Digital Transformation

In 2024–25, the digital transformation will continue, with significant acceleration in the development of the Parliamentary Information Management System (PIMS).

*ParLEarn* will be launched and will contribute to onboarding new electorate staff in the 58th Parliament.

## Workforce strategy

In 2024–25, the rollout of the workforce strategy will focus on recruitment, induction and performance management.

## Parliamentary Annexe refurbishment

It is important to note that the Parliamentary Annexe Refurbishment still has a way to go. In 2024–25, level seven will be completed and new committee rooms on level three of the Annexe will be bought on line. Works will also commence on staff areas on levels five and six to modernise staff workspaces. The program of works will stretch into 2025–26.

## Farewell

Finally, it would be remiss of me not to farewell our Speaker, Hon Curtis Pitt MP, who has announced that he will not be recontesting the next election and thus is concluding his service as a Member and our Speaker. Hon Pitt has served two terms as Speaker of the Legislative Assembly and during his tenure; we have had a very productive working relationship in providing leadership to the Parliamentary Service. I know his interest in areas such as parliamentary education, has greatly advanced understanding of Parliament in this State. On behalf of all staff of the Service, I thank him for his stewardship as Speaker and wish him all the best in his new endeavours.



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