

Looking Ahead

Initiatives in 2024–25 will include:

Committee Office

- Continue to implement, evaluate and update approaches to supporting, and broadening public engagement with committee inquiries.
- Evaluate results of the stakeholder survey and use to inform improved communication and engagement.
- Participate in the introduction of a Parliamentary Information Management System including implementing a committee e-submissions solution.
- Refine new reader focused approaches to committee report writing including a new graphic design.
- Planning for Committee Hearing Room and Office Accommodation changes during Annexe refurbishments.

Parliamentary Reporting and Broadcasting Service

- Plan and implement the Parliamentary Information Management System including an updated Hansard production system and automatic speech recognition technology and associated change management processes.

Table Office

- Continue to implement the Parliamentary Information Management System, including modules regarding Bills, Tabled Papers, and Questions and Answers.

Parliamentary Education

- Deliver the first Deaf Youth Parliament to be conducted entirely in Auslan.
- Deliver Youth Parliaments in Townsville and other regional locations to be determined in 2025.
- Increase opportunities for Teacher Professional Development.
- Reach more students through the competition format developed for the Build Your Parliament in Minecraft competition.
- Create more resources to assist Members of Parliament to engage effectively with school students in their electorates.
- Integrate the work of the Parliamentary Attendants Tours into the Parliamentary Education team and create more opportunities for Members to engage with students on the Parliamentary precinct.
- Build on community engagement specifically with Aboriginal peoples and Torres Strait Islander peoples.

Payroll Services

- Continue to implement the electronic time-sheeting portal for precinct staff to improve process efficiency.
- Continue to deliver employee self-service features via the payroll software system to all electorate staff to allow staff to access and update payroll information, claim casual work hours, and improve efficiency of leave requests and approvals.

People and Culture

- Continue to implement the Parliamentary Service Workforce Strategy 2022–25, including:
 - Implement updated policies, procedures, and guidelines to streamline recruitment, selection, and appointment processes
 - Implement modernised onboarding processes to improve the integration of new employees
 - Implement modernised performance evaluation processes to ensure effective and fair employee assessments.
- Implement a Learning Management System in Parliamentary Services to meet current and future learning and development requirements.
- Undertake psychosocial hazard identification and consult with staff to develop an action plan for implementation.
- Build enhanced change management capability across the organisation.
- Support processes for onboarding and offboarding following the October 2024 election.

Financial and Administrative Services

- Continue to implement the FMIS upgrade, including
 - Enterprise budgeting
 - Asset accounting
 - Assist the Office of the Governor with their Go Live date on 1 October 2024
 - Finalise new processes, guidelines and practices.
- 2024 Election financial and administration support.

Parliamentary Library and Research Service

- Commemorate the 150th Anniversary of the fourth, and longest serving Parliamentary Librarian, Denis O'Donovan from August 2024–August 2025.
- Continue to expand the Parliamentary Heritage Collections Online to showcase Parliament's rich history, making it accessible to the public.
- Continue to digitise the hardcopy library collections, including the O'Donovan pamphlet collection, the Joint Library Committee Minutes from 1860, and the Correspondence collection.
- Continue to develop dashboards for presenting statistical information relevant to Members of Parliament.
- Ensure the research team continue to develop and expand their research skills and knowledge of quality resources.
- Continue to develop anchor links for embedding in Library Alerts. These links enhance access and discoverability by allowing users to navigate directly to their preferred news and AV sources without scrolling through the entire email.
- Support Parliament's public engagement program by conducting historical research, creating informative displays, and hosting events like '100 Women in Parliament'. At the next election, the number of women elected to Queensland Parliament is expected to exceed 100.
- Reopen the O'Donovan Library as an historic room for tours and events.

Information Technology Services

- Support the five Strategic Project Boards to deliver outcomes, with a focus on introducing new digital capabilities.
- Continuously improve the organisation's cybersecurity defences, threat detection capabilities and cyber awareness.
- Deliver the end-user computing needs of the 58th Parliament by refreshing of all Electorate Office devices.
- Consolidate and upgrade the remaining components of the Service's ICT network and refresh critical backend server infrastructure.
- Commission the new Committee Rooms on level 3 and upgrade all existing Seminar Rooms with new AV systems and infrastructure.
- Complete the reintegration of AV support and maintenance as an in-house capability.

Records Management

- Participate in an internal audit to evaluate the design and operating effectiveness of key internal controls specific to the Service's Digital Records Management processes.
- Establish a Business System Assessment Framework (BSAF) to provide a consistent, streamlined, risk-based approach to the assessment of information and records management functionality in business systems.
- Migrate and convert vulnerable and unsustainable digital objects to approved formats.
- Deliver precinct-wide web-based eDRMS training (Objective IQ).

Property and Facility Services

- Continue refurbishment program to levels three to seven in the Parliamentary Annexe Tower including:
 - Address the significant waterproofing issues, upgrading AV equipment and furniture on level seven, and some other minor exterior repairs.
 - Transform the open office space used by Members on level three during the tower refurbishment into dedicated committee hearing rooms with broadcast standard AV systems, and a dedicated control room.
 - Redevelop level six to allow Committees to move into the space currently occupied by the Parliamentary Library, ITS to move into part of the current Committee area on the Speaker Green side and relocation of People and Culture from level five.
- Deliver post-election works in the precinct, including modifications to accommodation, bedroom and office spaces.
- Deliver electorate office post-election works including: signage update, cleaning, and minor refreshes (as required).
- Deliver all works associated with the additional Assistant Electorate Officer in electorate offices.
- Upgrade the security system in all electorate offices to ensure consistency, as there are currently six different systems in use.

Security and Attendant Services

- Restructure of Service Area, including:
 - Move attendants that conduct Tours and Chamber Support Services across to the Education team. This change will optimise the synergies between services provided by Parliamentary Attendants, Education and Chamber Services.
 - Expand the Sergeant-at-Arms and Manager, Security and Reception Services role to include a more strategic focus, covering electorate offices and, in partnership with the QPS, providing personal security advice to Members.
 - Create the Deputy Sergeant-at-Arms and Operations Leader role to provide more operational control and regular in-house training.
 - Employ additional 'day workers' with varying shift start times to increase resourcing during peak times in the precinct.

Catering Services

- Relaunch the level seven function spaces—River Deck and Green Deck—following the Annexe Tower refurbishment, utilising sales, marketing and promotional activities to target Members, their guests, and external commercial clients.
- Deliver monthly ticketed events in Strangers' Restaurant in partnership with local suppliers, featuring a combination of degustation-style dinners and themed High Teas.
- Enhance the Gift Shop, including:
 - development of product range that features First Nations artwork
 - launch of online Gift Shop
 - creation of improved and consolidated merchandise displays.

Marketing and Communications Services

- Develop appropriate brand guidelines and a marketing style guide.
- Support Opening of Parliament and New Members' Induction Working Groups.