

Objective 3: Service Provision

To provide information, corporate and facility management services.

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.

933

functions held



42,283 guests attended events at the precinct

582

school tours conducted



86,900 visitors processed through security scanning procedures

Workforce management

The Parliamentary Service monitors its recruitment and selection activities and various 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.

Yearly performance reviews are undertaken for eligible staff (it excludes those under probation or those 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 various 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
- 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 2023–24 in accordance with the training and development plan included:

- mental health and resilience (targeted courses for both team members and managers)
- train the trainer (practical condensed 1 day program)
- building high performance teams
- time management
- emotional intelligence
- emerging leaders

Conferences and seminars

Some of the conferences and seminars attended by staff during 2023–24 included:

- Australasian Parliamentary Educators Conference
- Parliamentary Professional Network Conferences
- Australian Parliamentary Library Association Conference
- Australia and New Zealand Parliamentary IT Conference
- Presiding Officers and Clerks Conference
- Australia and New Zealand Clerks at the Table (ANZACATT) 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 several specific workforce engagement reforms planned through 2025 and beyond. In this period, projects included the modernisation of functional elements of recruitment and selection, induction and onboarding, and performance reviews. All of these functions require significant technology solutions to meet modernisation objectives.

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 are currently in review and being modernised. They 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 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 was 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 (called Stopleveline) can connect employees to 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 anonymous information will be communicated to the Parliamentary Service for appropriate actions.

For 2023–24 there was one formal complaint registered that was successfully resolved.

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 leadership 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 and all precinct staff are encouraged to attend. The meetings offer all staff the opportunity to receive direct updates from executive leadership 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 2023 (the Core Agreement). The consultative committee is established under that Agreement.

An Agreement was finalised with Together Queensland and was certified by the Queensland Industrial Relations Commission in October 2023.

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.

The wage increases provided for in the Electorate Office Staff Agreement are the same as those provided for in the Core Agreement.

Staff recognition

In 2023–24, twenty-three 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	50-year service
Genevieve Cowan	Michael Ries	Amanda Benn	Neil Laurie	Susan Hanlon
Ena Eastgate	Julie Ritchie	Janine Hurley	Roylene Mills	
Amanda Parker		Tracey Lindfield	Kevena Franklin	
Gregory Thomson		Leah Ilott		
Kate Phillipson				
Bonnie Phillips				
Sandra Pruum				
Helen Rosolen				
John Doherty				
George Kolic				
Kylie Wyer				
Renee Whitehead				

Outstanding service

In 2023, three new awards were introduced. The inaugural recipients are as follows:

Outstanding Leadership Award

Michael Ries | Assembly and Committee Services, and Deputy Clerk

For his exemplary leadership over many years, always modelling the key values of the Parliamentary Service and our desired leadership attributes.

New Employee of the Year Award

Nathan Nixon | Catering Services

For his devotion to his role, care for colleagues, hard work and creativity.

Outstanding Project Management Award

Coral Leah-Kemp | Office of the Speaker

For her project management and delivery of the 2023 Regional Sitting in Cairns.

Meritorious service

In 2023–24, sixteen 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:

Cindy Bacon | Security and Attendant Services

Contribution to Parliamentary Security Services and responses in emergency situations.

Amanda Beem | Committee Office

Assistance in project managing the Regional Sitting of Parliament in Cairns 2023.

Trent Carvolth | Property Services

Contribution to regional parliament.

Adrian Duff | Information Technology

Contribution to the success of Regional sitting (technology solution and implementation).

Phil Flaherty | Security and Attendant Services

Contribution to Parliamentary Security Services and responses in emergency situations.

Anthony Ford | Security and Attendant Services

Contribution to Parliamentary Security Services and responses in emergency situations.

Sanja Luscombe | Property Services

Excellence in service in leading permanent and contractor cleaners.

Maria Mead | Chamber Services

Contribution to education programs at the Regional Sitting in Cairns in 2023.

Rebecca Quinlan | Chamber Services

Contribution to education programs at the Regional Sitting in Cairns in 2023.

Lisa Rayner | Property Services

Delivery of the electorate office CCTV installation project delivered on budget.

Robert Radulovic | Security and Attendant Services

Contribution to Parliamentary Security Services and responses in emergency situations.

Bronte Triegar | Catering Services

For leadership on catering microsite.

Holly Van Blerk | Property Services

For service beyond normal duty.

Lisa Vaughan | Parliamentary Library

Researching the capabilities of power BI to provide parliamentary clients and staff with access to data relevant to their needs.

Tamara Vitale | Assembly and Committee Services

For her assistance in the co-ordination of the Commonwealth Parliamentary Association's Australian and Pacific Regional Conference 2023 (logistics).

Bernice Watson | Committee Office

For her coordination of the Commonwealth Parliamentary Association's Australian and Pacific Regional Conference 2023.

Caitlin Williams | Business Support

For service beyond normal duty.

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 2023, the recipients of these awards were:

Clerk's Award

Silke Flechsig | IT Services

For her impact since joining Information Technology Services, including her project management skills, and her ability to liaise with other work areas.

Speaker's Award

Gerard Gasparin | Catering Services

For his continuing high level of service, especially in Stranger's Dining Room.

Staff information

2023–24 Staff information	
Study and Research Assistance Scheme (SARAS)	
Officers receiving assistance	14
Permanent retention rate¹	%
Parliamentary precinct staff	84.8
Electorate office staff	75.4
Permanent separation rate²	%
Parliamentary precinct staff	15.2
Electorate office staff	24.6
Sick leave – average number of days per officer	
Parliamentary precinct staff	7.2
Electorate office staff	6.1

¹ Permanent employees still employed for the period 1 July 2023 to 30 June 2024.

² Permanent employees who separated during the period 1 July 2023 to 30 June 2024.

2023–24 Staffing by employment classification and gender table			
Number of Staff	Male	Female	% Female
Managerial	14	18	56.3
Professional	1	19	95.0
Clerical	24	85	78.0
Operational	28	21	42.9
Electorate	41	154	78.9
Total	125	285	69.5

Percentage of staff by area		
	FTE	%
Information Services	46.2	11.2
Corporate and Electorate Services	28.5	6.9
Assembly and Committee Services	65	18.7
Property and Facility Services	69.8	16.9
Electorate Office Staff	190	46.1
	399.5*	

*Total number of FTE excludes MPs.

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

2023–24 Target group data		
Gender	Number (Headcount)	Percentage of total workforce (% calculated on headcount)
Woman	280	69.65
Man	121	30.10
Non-binary	1	0.25
Diversity Groups	Number (Headcount)	Percentage of total workforce (% calculated on headcount)
Women	280	69.60
Aboriginal Peoples and Torres Strait Islander Peoples	8	1.99
People with disability	8	1.99
Culturally and Linguistically Diverse – Born overseas	25	6.22
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	3.23
	Number (Headcount)	Percentage of total Leadership Cohort (% calculated on headcount)
Women in Leadership Roles*	13	61.50

*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

The Parliamentary Service continues to maintain a round-the-clock threat monitoring service for its entire ICT environment. In 2023, IT Services further improved this service through the implementation of greater cyber security controls, conducting key penetration tests to uncover any unknown weak points or vulnerabilities, refreshed its disaster recovery and cybersecurity response plans in preparedness for an attempted breach or ICT system outage, and increased user education across the service of the very real threats posed by external actors. IT Services remains vigilant in maintaining the currency of its applications and critical infrastructure by remediating software vulnerabilities as they are detected.

Upgraded networking infrastructure and consolidation

IT Services continues to consolidate its IT and AV networks throughout the precinct to provide greater network resilience, reduce costs and increase cyber defensiveness by having all network traffic managed and surveilled by its round-the-clock threat monitoring service. Significant progress was made in consolidating these network through the Tower Refurbishment and Legislative Chamber AV upgrade projects.

ParlElearn Learning Management System

The Parliamentary Service is implementing an online Learning Management System called *ParlElearn* for use by all precinct and electorate staff. This is a new and significant initiative for the Service.

This online platform will improve the delivery of learning and development for all staff by providing a more efficient way to deliver training in a user-friendly format. The *ParlElearn* Learning Management System will significantly improve induction and onboarding training for new staff, particularly those in electorate offices throughout the State and will enhance the ability of the service to monitor the training progress of its employees.

The platform (Acorn) is provided by Pursuit Technologies, an Australian-based provider that also provides its solution to the Australian Parliament and several Australian government departments and agencies.

The online delivery of learning and development is a cost-effective strategy that addresses the logistical challenges faced by staff in regional and remote areas, eliminating the need for travel and allowing for a more inclusive learning environment. Training design also considers adult learning principles and includes analysis of the best method of training delivery. The flexibility of online training modules means that staff can engage with content at their convenience, ensuring that they can balance their work commitments with professional development.

This is not only advantageous for the onboarding of new recruits but also for aligning remote teams with the service's processes and objectives. Similarly, it will enable the delivery of targeted specialised training for precinct staff.

For supervisors, the tracking features of *ParlElearn* offers a transparent overview of staff progression, enabling them to identify areas for further training and to acknowledge achievements, thereby driving continuous improvement and maintaining high standards of service delivery.

In addition, the project requires the acquisition of learning content created in-house as well as training modules created by external providers.

Stage 1 of content delivery will be focused on induction and onboarding for new staff, with topics including:

- Working at the Parliamentary Service
- Fire and Evacuation
- Code of Conduct and Public Interest Disclosures
- Manual handling and ergonomics
- Workplace behaviour, bullying and harassment
- Cybersecurity and ICT use
- First Nations cultural awareness training.

Stage 1 will be available for all staff in November 2024 with further stages aimed at content acquisition scheduled for later implementation.

Financial and Administrative Services

New Financial Management Information System (Technology One)

During 2023–24 the Parliamentary Service selected a new accounting system (Technology One) to replace our current on-premise Financial Management Information System (FMIS) that has been in operation for 25 years. Technology One is a cloud-based accounting software with scope to provide a range of software solutions for the Parliamentary Service.

Stage one of the rollout of Technology One will occur from 1 July 2024 and will include core accounting functionality needed to process and administer the Parliamentary Services' accounts payable, accounts receivable, receipting and general ledger functions.

In 2024–25, stage two of the project will also be delivered which includes a range of financial analysis and budget management tools and reports. Investigation and development will also commence on additional modules of the Technology One product suite that may deliver more efficient asset management, travel management and corporate credit card management functionality.

Property and Facility Services

Electorate office: fire and emergency audit

A fire and emergency audit of each electorate office was conducted between July and September 2023. The audit focused on the following areas:

- emergency planning
- evacuation diagrams
- means of escape
- fire safety installation
- evacuation exercise
- Work Health and Safety
- electorate office security: duress testing and presence of key over-ride switch.

During the audit, training sessions were conducted, and an evacuation exercise was carried out.

The audit identified a range of inconsistencies across the extensive property portfolio. Actions were collated for each electorate office, grouped and prioritised high, medium or low.

In 2023–24, the following actions were completed:

- Evacuation diagrams were updated and distributed to 97 electorate offices, with Cook (Thursday Island) on hold as it is not a manned electorate office.
- Electorate offices with evacuation routes impacted by obstructions were contacted.
- The Electorate Office Security and Systems procedure was updated, and the duress testing process was simplified. Electorate offices have been sent calendar reminders for monthly duress testing.

In 2024–25, the following actions will be prioritised:

- Work with QBuild to ensure all building fire and emergency compliance documentation is available.
- Install a key override switch in all electorate offices with automatic entry doors.
- Initiate an annual evacuation exercise at electorate offices.

Precinct Cleaning Strategy

A new cleaning strategy has been introduced to the Parliament Precinct. In the past, internal cleaning staff at the Parliamentary Precinct were supplemented by labour hire. These labour hire staff were often untrained, which impacted the efficiency and standard of cleaning delivered. The use of labour hire staff concluded with the commencement of the Annexe Tower refurbishment.

In January 2023, Property Services engaged with a specialist consultant to review the delivery of cleaning services. The consultant recommended a fully outsourced model to enhance the efficiency of the cleaning program and provide greater flexibility in response to changing building requirements. However, recognising the challenges associated with the number of permanent staff and their tenures, Property Services recommended a hybrid model that combines permanent staff with a specialised outsourced contractor.

The cleaning delivery model requires complete separation between external and internal cleaners. Internal staff cleaners are responsible for Annexe Member offices and accommodation and focusing on the "housekeeping requirements" for these areas. The external contractor is now responsible for cleaning the Annexe staff floors, Parliament House and the external areas of the precinct. This delivery model commenced in April 2024.

Catering social media

In 2024, the decision to create a designated Instagram account for Queensland Parliament dining marks a significant step in expanding dining and event opportunities at Parliament. This specially curated account allows for bespoke content that directly targets our dining and event clientele, boosting engagement and enhancing brand visibility both locally and beyond. The account focuses on visually captivating content, showcasing culinary experiences, behind-the-scenes glimpses, and upcoming events. This high-end, curated approach distinguishes dining and events from other Parliamentary social media channels, which primarily highlight processes, education, history and happenings at the precinct.

During the 2023–24 period, some of the most viewed Instagram videos featured captivating recipe demonstrations showcasing signature items such as our buttermilk scones and ANZAC biscuits. These posts not only garnered substantial views and interactions but also sparked engagement from our audience, highlighting the widespread appeal and interest in our culinary offerings.

The new dining Instagram account not only serves as a showcase for our culinary offerings but also functions as a potent advertising tool. It allows us to effectively promote upcoming events, feature seasonal menus, and highlight special offers in a visually compelling and interactive manner that resonates with our target audience. Additionally, it will also allow the opportunity to feature weddings and events taking place on the precinct, providing a comprehensive view of the diverse experiences and celebrations hosted at Queensland Parliament.

Queensland Suppliers

Parliamentary Catering is committed to supporting Queensland and local producers whenever possible by actively engaging with them, either directly or through their distributors.

In addition, over recent years, an initiative has been implemented to showcase the local regions and farms from which our produce is sourced on dining room menus. Many of these suppliers are family-owned, with agricultural operations spanning several generations.

Other key initiatives include the following:

- a seasonal menu that features a wine pairing with each dish with a strong emphasis on Queensland winemakers
- a selection of 28 Queensland-produced beverages, including wine, beer, soft drinks, sparkling water, offered on the dining room beverage list
- exclusive use of Queensland wines for all "house pour" options
- regular support of over 30 local suppliers and distributors for a range of fresh food and vegetable produce
- regular seasonal degustation and themed menus that highlight Queensland regional produce as a culinary showcase, such as the June 2024 degustation event featuring Stanbroke Meats.

The catering sales and marketing plan includes a number of ticketed events that partner with local winemakers, brewers and producers.

The 'Story' tab on the Catering microsite features local Queensland partners through blog posts and links to their respective websites.

Increasing public access to catering facilities

In 2018, the Speaker approved a comprehensive strategy to increase public access to the Parliament's catering facilities through a variety of events. This initiative continued to grow in 2019, resulting in strong advance bookings for our catering offerings.

Following the COVID-19 pandemic, our Catering team has implemented a comprehensive sales and marketing plan that includes tailored activities for each sellable venue within the precinct. These activities are designed to raise awareness and drive revenue for our catering facilities.

A key part of this has been the development of a dedicated Catering microsite which launched in October 2022. This microsite has enabled a clear differentiation between our two offerings: 1) the Queensland Parliamentary Service and 2) the function spaces and dining options available within Parliament House that are available to the public to book.

The ability to showcase function spaces, menus, experiences, key team members, and local Queensland suppliers to external customers has improved through

imagery, videos, testimonials, and engaging narratives. There is 'Request for Proposal' functionality for events and it is linked to Open Table for Strangers Restaurant bookings and Eventbrite for special events such as 'Christmas in July'.

The Catering social media and email marketing strategies utilise the microsite content to engage users and encourage visits of the Catering site. Recently, The Cheeseboard, Mineral Water Direct, Passport Specialty Coffee, and Golden Grove Winery were featured online in 'Supplier Spotlight' stories.

A key strategy in increasing public access to our catering facilities involves hosting regular ticketed and partnership events in Strangers' Restaurant. This initiative aims to engage the community and showcase local Queensland producers. For example, a degustation event in August 2023 featured a collaboration with Golden Grove Estate and Storm King Wine Co, while a June 2024 degustation event highlighted a five-course meal in partnership with Stanbroke, featuring their premium beef in each course.

In 2023–24, we hosted 684 guests at ticketed High Tea events in Strangers' Restaurant and 739 guests at other special ticketed public events. Outside of sitting weeks, Strangers' is now open for lunch on Wednesday, Thursday and Friday and as well as dinner on Friday evenings.

We actively pursue media opportunities that align with our objectives and have been featured in 2023–24 in the following publications:

- Brisbane Times
- Indulge Magazine
- Mirror Today Ireland and UK Sky News (FIFA World Cup partnership with Tourism and Events Queensland)
- Australian Good Food Guide
- High Tea Society
- Australian Traveller.

Given the stunning architecture of the Old House and the photogenic grounds, the team is actively promoting the precinct for wedding ceremonies, wedding receptions and wedding photo shoots. In October 2023, the sales team participated in the Brisbane Wedding Expo to increase exposure, resulting in four photo shoots taking place on the precinct since then.

The level 7 deck spaces—The River Deck and The Green Deck—are scheduled to reopen in July 2024 following the completion of the Annexe Tower refurbishment. In addition to accommodating Member and community group events, a targeted sales and marketing strategy is being implemented to promote these spaces to both past and new clients. This strategy includes outreach to professional conference organisers, event planners, corporate event planners, and relevant government departments to maximise engagement and drive bookings.

Records Management

Corporate recordkeeping system upgrade

In the second quarter of 2024, Records Management undertook a project in conjunction with Objective Corporation to upgrade the Parliamentary Service's corporate recordkeeping system, Objective. After thorough User Acceptance Testing and collaboration with the business, Objective was successfully upgraded from version 11.0 to version 11.4.

Information Management Policy Framework

As part of ongoing governance, a number of information and records management policies were reviewed and updated. Key additions to the framework were artefacts that govern and support the retention and disposal of information and records owned by the Parliamentary Service.

Digital preservation initiatives

Throughout the year, a formal program of works continued as part of the *Towards a Digital Preservation Strategy*. The strategy seeks to ensure the accessibility and longevity of the Parliament's significant digital information collections (and in particular, those collections with a permanent retention status). These works aim to minimise the risk of information loss and ensure the longevity of digital content of enduring value.

The annual digital collections risk assessment was undertaken in mid-2024. The assessment enabled a 'check-in' about the health of business information systems and file formats in which digital collections of significance are stored. The assessment uncovered business systems that are in the planning stages to move to cloud-hosted solutions. These outcomes will inform the digital preservation activities for the upcoming years.

The internal Digital Preservation Community of Practice continued, with three meetings held. These meetings enabled participants to share expertise and practical learnings to build further capacity across the organisation for digital preservation activities.

Digitisation activities

Throughout the year, various teams undertook projects involving the digitisation of paper-based information. As such, legacy corporate records were digitised and captured in the eDRMS using dedicated fit-for-purpose equipment.