

Clerk's Report

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Critical services infrastructure

In 2022–23 the Parliamentary Service completed a four-year project involving a \$14.5 million investment to modernise critical infrastructure that had been in operation for four decades. This comprehensive upgrade encompassed several pivotal aspects, notably:

- enhancement of fire protection systems within the Parliamentary Annexe to address non-compliance and ageing infrastructure
- a substantial overhaul and replacement of electrical switchboard systems which support integrated building management and security systems
- a comprehensive renovation and replacement of central mechanical services supporting air conditioning systems through the Annexe.

These strategic interventions underscore the Parliamentary Service's commitment to modernisation and efficiency, positioning its facilities to meet contemporary demands while ensuring compliance and optimal performance.

Parliamentary Annexe refurbishment

In 2022–23 the refurbishment of the Parliamentary Annexe Tower commenced. This involves the upgrade of existing Members' offices and accommodation floors, spanning levels 9 to 23. The primary objectives of this refurbishment include rectifying current structural and condition-related issues, ensuring equitable access for all occupants, addressing non-compliance with building codes, and laying the groundwork for accommodating potential increases in the number of Members. In addition to the interior enhancements, the project also encompasses a crucial upgrade of the building facades to address building code non-compliance matters and deliver improved acoustic noise reduction to Members' bedroom and office floors. This \$58 million project is set to be completed in two stages. The practical completion of levels 9 to 23 is due for completion March 2024. Subsequently, the restoration of level 7 is expected to be completed in September 2024.

I would like to thank the large number of precinct staff involved in the works to date. I would also like to thank staff, Members and visitors for their patience and forbearance during the works. While the disruptions encountered during this period have been substantial, it is important to recognise that these temporary inconveniences are a testament to the enduring commitment to achieving a necessary long-term outcome.

The work undertaken in the 2022–23 financial year in relation to the critical services infrastructure and the major refurbishment, along with the resultant disruptions, have been executed within the context of the Parliamentary Service undertaking its regular business as usual.

2022–23 performance

In April 2023, 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 92%.

There are some particular high level themes from the year past and upcoming year that I wish to highlight.

Workforce strategy

In May 2022, the Speaker approved the Parliamentary Service Workforce Strategy. The Strategy highlights 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 2022–23 year, we commenced a review of policy within the terms of the strategy. Changes to improve employment arrangements that accommodate flexibility and leverage future changes are currently in consultation with unions and staff.

Staff welfare

The Parliamentary Service maintains a strong commitment to the development and maintenance of a culture of care, diligence, ethical behaviour, public defensibility, integrity, accountability and leadership. This commitment is reflected in management standards covering workplace health and safety delivered through the Workplace Health and Safety Management Group, and the Code of Conduct for Officers and Employees of the Parliamentary Service and other guidelines. In 2022–23 we reviewed our frameworks and pathways for officers and employees to lodge issues of concern or to seek support. To expand the current Framework, an independent external provider (Stopline Pty Ltd) was engaged to offer an external disclosure service that provides employees with various options to report workplace issues. This service will also assist employees with professional advice and provide additional referrals to our Employee Assistance Service (EAS) provider to follow up support if needed.

Digitisation

In 2022–23 the Parliamentary Service was focused on strategic planning for a comprehensive digital transformation. The planning process exceeded our initial expectations in terms of duration. However, this deliberate and thorough planning approach will ensure that our implementation is efficient and outcomes more vigorous. In 2023–24 we will commence rolling out new initiatives while concurrently phasing out numerous legacy systems. By the 2024-25 year the transformation will reach its crescendo.

A number of the initiatives will commence in 2023–24 including:

- A new Parliamentary Information Management System (PIMS), incorporating replacement of various legacy systems and new services: replacement of Broadcast of Parliament and Committees (Parliament TV); a new public website; new Chamber Divisions and Attendance Tracking; replacement ePetitions systems; replacement Procedural Publications; replacement Bill tracking and reporting; replacement Tabled Papers database; and replacement record of proceedings publication.
- An upgrade to Audio Visual and Broadcast Services pursuant to an AV Master Plan: RF TV system upgrade; replacement Digital TV and Library Video on Demand system; replacement Green Chamber audio systems; replacement Red Chamber audio systems; and replacement of various Precinct audio systems.

The Queensland Parliament has historically created and managed its own bespoke IT applications and systems to support the Parliament and its activities (e.g. Petitions, Tabled Papers, and Record of Proceedings). The Service is now utilising vendor-based, software as a service solutions being used by Parliaments in other jurisdictions.

This year we move from planning to implementation of these transformational initiatives. I know that all officers and employees will continue to assist and embrace the transformation process.



Neil J. Laurie
Clerk of the Parliament