

Looking ahead

Initiatives in 2023–24 will include:

Committee Office

- Continue to implement, evaluate and update the Good Practice Communication and Engagement Guide and Action Plan.
- Evaluate results of the stakeholder survey to inform improved communication and engagement.
- Plan and implement 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 in 2023–24 and beyond.

Parliamentary Reporting and Broadcasting Service

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

Table Office

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

Parliamentary Education

- Expand the offering of Youth Parliaments held in the Legislative Assembly Chamber from areas surrounding Brisbane, such as for students from Gold Coast, Sunshine Coast and Brisbane East as well as the Eric Deeral Indigenous Youth Parliament and Metro Indigenous Youth Parliament.
- Youth Parliaments planned for students in Gladstone, Toowoomba, Townsville and Mount Isa.
- Extend opportunities for students to interact with Queensland Parliament using Minecraft.
- Continue to deliver Cultural Awareness training for Parliamentary Service staff and engage with First Nations communities across Queensland.

Payroll Services

- Deliver new electronic time-sheeting portal for precinct staff to improve process efficiency.
- 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.
- Implement revised superannuation arrangements for all Parliamentary Service employees.

People and Culture

- Implement the Parliamentary Service Workforce Strategy 2022–25.
- Enhance recruitment and selection through refreshed policies and procedures, provide training to internal stakeholders and modernise recruitment material and website careers presence, and development of a new Employee Value Proposition to improve recruitment outcomes.
- Enhance talent retention and engagement with a review of performance policies and processes, streamline and modernise new employee on-boarding processes.
- Develop and deliver improved flexible work options for precinct employees.
- Deliver improved employee wellness and support programs to build a modern safe and secure workplace.

Financial and Administrative Services

- Explore, select and implement the Financial Management Information System (FMIS) upgrade, including a post-implementation review.
- Initiate an Asset Management Review to identify areas for improvement, develop a comprehensive strategy and desired outcomes, gain agreement and commitment from key stakeholders, and establish effective systems and procedures to achieve the desired results.
- Develop and implement a formal training program on Parliamentary Service Financial Management and MP entitlements.

Parliamentary Library and Research Service

- Review and replace the Video on Demand platform (VoD) with a more efficient solution.
- Further digitise hardcopy library collections, including the O'Donovan pamphlet collection.
- Develop Heritage Collections Online made available via the Parliamentary website.
- Continue to support Parliament's public engagement program of recognising significant events and anniversaries by undertaking historical research, creating informative displays and holding appropriate events and presentations.

Electorate Accommodation Services

- Complete a fire safety and emergency management audit of 97 electorate offices located across Queensland. The aim of the audit is to review all existing electorate offices for compliance against minimum legislative requirements relating to fire safety and emergency management.
- Complete approximately 11 electorate office relocations or fit outs by June 2024.

Information Technology Services

- Support the five Strategic Project Boards to deliver outcomes, with a focus on introducing new digital capabilities, reengineering existing business process (including the introduction of further digital forms and workflows), and reducing the need to request data and information already known to the Parliamentary Service.
- Upgrade and modernisation of Audio Visual and supporting ICT backend systems, including strategic capacity planning in managing the organisation's migration to the cloud.
- Continuously improve the organisation's cybersecurity defences and threat detection capabilities.
- Plan for the reintegration of AV support and maintenance as an in-house capability.

Records Management

- 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.
- Establish Personally Identifiable Information (PII) recommendations for business information systems.
- Establish an information disposal plan and process, and undertake the annual destruction of information that has reached its minimum retention period.

Property and Facility Services

- Explore options to tender cleaning services recommending a hybrid model of permanent staff and specialised outsourced contractor in time for the re-opening of the Annexe following the refurbishment.

Security and Attendant Services

- Conduct a security technology review to look for potential efficiencies in both resource management and technical capacity including access control in order to meet the needs of the Parliamentary precinct post refurbishment.
- Plan for the potential relocation of the Security control room in order to better service the changing needs of the building and the returning occupation of Members into the tower following the refurbishment.

Catering Services

- Continue to implement the strategic sales and marketing plan including the creation and delivery of special ticketed events in Strangers Restaurant and Lucinda Bar in partnership with local Queensland food and beverage partners.
- Continue enhancements to the catering microsite including the creation of additional content and targeted search engine optimisation to drive awareness of Parliament dining and catering.
- Finalise wedding packages and increase awareness of Parliament venue and menu options through paid print and web advertising, as well as participation in Wedding Expos.

Marketing and Communications Services

- Develop high-quality video services to promote parliamentary committee activities, workplace culture and stakeholder engagement.
- Review the Social Media Guidelines to continue to offer best practice while keeping up-to-date with the latest trends.
- Develop appropriate brand guidelines and a marketing style guide.