

# Objective 2: Member support

To support members of the Legislative Assembly in their communication with and representation of constituents.

# Overview

To achieve this objective, Parliamentary Service resources have been allocated to support electorate offices and officers to deliver resources to Members, as determined by the Remuneration Tribunal and the Speaker. These resources and services are primarily delivered through:

- » Corporate and Electorate Services
- » Property and Facility Services
- » Parliamentary Library and Research Service.

The key performance indicators for Objective 2 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 2 are set out in the table in the Appendix.



3,960 Members' travel bookings and claims processed

# 26,377

Allowance claims hosted in online acquittal system

# 1,091

Client information briefs prepared



86,649 Research and Information requests from individual clients

# Parliamentary Library and Research Services

## Heritage database replacement

In early 2023, the Parliamentary Library oversaw the implementation of a new content management system for the Parliament's heritage collections. The bespoke in-house built heritage collections database was replaced with an industry standard solution known as the Vernon Collection Management System (CMS). The new system has greater functionality and improved security, with additional features such as stocktake and asset management functionality, the ability to publish curated heritage collections to the Parliament's website, and the capacity to link images, sound files and videos to records in the system. Led by the Parliamentary Library, the project was completed in June 2023, with data from the previous system successfully migrated.

## Digitisation of newspaper clippings and Ministerial Media Statements

In late 2022, a project to digitise the Parliamentary Library's large collection of newspaper clippings (from 1953 to 1993) and Ministerial Media Statements (from the 1970s and 1980s) was initiated. Stored in some 680 boxes and previously only discoverable via a printed subject guide, the digitisation of these archival records will enable the material to be fully searchable with full-text functionality. The Ministerial Media Statements are not captured anywhere else and are therefore considered a unique collection. The digitisation is nearing completion, with the digital items being progressively added to the Library's online catalogue to promote access.

## Rare Book Room storage upgrade

In late 2022, a purpose-build compactus was installed in the Parliamentary Library's Rare Books Room, enabling increased storage capacity within the same physical space. The upgrade has also promoted improved physical security and environmental protection for the Library's valuable collections.

## Conservation of Heritage Items

During the year a number of items were prioritised for conservation and restoration. The selection and priority of these items was coordinated by the Heritage Management Group. The selection consisted of a variety of artworks, furniture, and documents all requiring restoration. Items included were:

- the restoration of the unique furniture in the Red Chamber
- busts of former Premiers currently located in the precinct Carriageway
- a number of significant paintings
- several items from the O'Donovan Collection including monographs, maps, and documents
- the restoration of the "Queen Victoria casket", gifted by Queen Victoria in 1865. Manufactured *"for the purpose of holding the volume of his late Royal Highness the Prince Consort's speeches, recently presented to the Parliamentary Library of Queensland by her Majesty the Queen"*. The casket was made locally by Sinel and Bryer and was included in the Brisbane Exhibition of 1866.

## Restoration of Heritage Maps

During the year, 10 historically significant maps were identified for restoration. The conservation of the maps, some of which have been held by the Parliament since 1899, will allow them to be displayed from time to time and shared with the people of Queensland.

The conservation works are being carried out by RSM Art Conserve in Brisbane, one of the few large format paper conservation specialist in Australia. RSM Conserve has been contracted previously by the Parliamentary Library for the conservation of the Stanford Maps, which have been successfully restored and once again on display in the O'Donovan Library.

## Corporate Services and Electorate Office Liaison

### Electorate Officer training and induction programs

During 2022–23, a variety of formal programs were delivered to nominated electorate staff including induction programs for new staff and customised mental health and resilience program focused on electorate office interactions in the public workplace.

### Covid-19 management plan

During 2022–23, the Parliamentary Service continued to refine and refocus various measures and strategies to address the impacts of the COVID-19 pandemic. These strategies were adopted with a risk-based approach and included changes to mask-wearing requirements, and the introduction of new vaccination policies governing access to the parliamentary precinct and electorate offices.

### Online acquittal system training program

During 2022–23, Financial and Administrative Services commenced delivery of a regular online Microsoft Teams forum to allow electorate staff to discuss and seek advice on any current issues. The initiative helps overcome the challenge of geographical distance and also assists electorate offices with providing networking opportunities.

### Partnership with DV Safe Phone

In October 2022, the Speaker approved a partnership between the Parliamentary Service and DV Safe Phone.

DV Safe Phone is a Queensland-based charity that provides refurbished mobile phones to victims of domestic violence. These phones are gifted through front-line agencies servicing this vulnerable community, offering a lifeline to call for help when it is needed most.

Under the partnership, the Parliamentary Service provides any surplus corporate mobile phones to DV Safe Phone for repurposing. In addition, the majority of Members have formally elected to nominate their electorate offices as formal collection points for public phone donations as part of the partnership. Those phones are then periodically posted back to DV Safe Phone headquarters for issue to those needing assistance.

## Financial and Administrative Services

Financial and Administrative Services provide administrative support in relation to:

- the Electorate and Communication allowance which is provided to Members to engage and represent their Electorate
- travel services for travel within the Electorate or for the purpose of supporting the Electorate.