Objective 2 - Member Support

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

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 Division
- Property and Facility Services Division and,
- 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, and 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 on page 31.

At a glance

Financial & Administrative Services

2810
travel bookings and travel claims processed

15465
payments made/received

Library

8063
information requests from individual clients

1495
Client Information Briefs prepared

100%
deadlines met for individual research/ information responses

Human Resource Services

99%
payroll production accuracy

100%
satisfied shared services clients

141
new precinct and electorate staff inductions performed

Objective 2 is supported by the following service areas:

Office of the Director of Corporate Services and Electorate Office Liaison

This office is responsible for:

- leading the Corporate and Electorate Services Division including Financial and Administrative Services, Human Resource Services, and Members' Executive Support;
- developing and monitoring corporate governance strategies within the Parliamentary Service (including management planning, systems and standards);
- managing the administration of the Members' Remuneration Handbook; and
- leading and promoting liaison activities to deliver business systems and support networks for electorate staff located throughout Queensland.

Human Resource Services

Human Resource Services provides human resource and industrial relations services to Members and the Parliamentary Service, including:

- payroll and personnel administration
- recruitment selection and induction
- an Employee Assistance Service, and
- rehabilitation coordination.

Electorate Accommodation and Members' Services

Electorate Accommodation and Members' Services is responsible for:

- providing and maintaining electorate offices for all Members of the Legislative Assembly;
- development of relevant policies; and
- providing advice to members on their electorate office entitlements.

In 2018-19 there were 97 electorate offices across Queensland - one in each of the 93 state electorates.

All offices are leased, furnished and maintained in accordance with the Members' Remuneration Handbook.

Parliamentary Library and Research Service

The Parliamentary Library and Research Service (Parliamentary Library) provides an impartial and confidential research service for all Members of Parliament and their staff to assist them in performing their parliamentary and constituency roles.

The Parliamentary Library has an expert team of research and information specialists supported by resources specifically selected for the information needs of parliamentarians.

Personalised and timely research can be requested on any topic of interest to Members to assist with their:

- parliamentary debates and speeches;
- committee role;
- public interest matters;
- constituency issues; and
- policy development.

Members receive email alerts containing the latest newspaper, television and radio clips each weekday morning and afternoon, and can request customised alerts on particular areas of interest. Information about and assistance with using Library services is available to all Members and their staff.

The Parliamentary Library's Library Online is available via the Parliament's website and intranet. Resources are selected for the specific needs of the Parliament and include:

- TV and radio news and current affairs programs;
- full text newspaper and journal articles;
- government documents;
- current affairs, legal, and research databases/books/journals/maps; and
- economic and social statistical data.

Financial and Administrative Services

Financial and Administrative Services provides services and support for the following:

- financial accounting;
- budget management;
- Members' travel entitlements;
- Members' electorate and communication allowance;
- travel;
- procurement and goods receiving;
- asset and inventory management;
- telecommunications;
- insurance;
- financial information systems; and
- internal control systems.

Major initiatives

Key projects	Overview	Status
Electorate Accommodation Improvement Program	The Parliamentary Services looks to continually improve the electorate office portfolio to ensure adherence to standards is maintained. This is achieved via relocation or refurbishment of offices. Relocations are also required due to offices not being located within new electoral boundaries.	In progress – 60% complete
Electorate Office Security Review	The Parliamentary Service is committed to ensuring the safety of all occupants and visitors in electorate offices.	In progress – 10% complete
Transition of Aurion database from existing host to a cloud based solution.	The Aurion Human Resource Information System was successfully transitioned from the existing host to a new cloud based solution in February 2019. The transition facilitated the introduction of two factor authentication for core users and single sign on for non-core users.	The project was successfully completed in February 2019.
Newspaper Heritage Archive	Relocating the 13,000 volume heritage newspaper collection to a new onsite Newspaper Heritage Archive.	Complete
The People's House Book	Coordinating the production of a photographic book titled 'The People's House' to commemorate the 150th anniversary.	Complete
PH150	Participating in Parliament House's celebrations in August 2018 to mark the 150th anniversary of the first sitting in the current building.	Complete
'Parliament Remembers' program	Coordinating the 'Parliament Remembers' program to commemorate the 100th anniversary of the Armistice, the historic agreement that led to the end of the First World War.	Complete
Review of Library's Information system	Undertaking preparations for a future review the library's information system.	In progress
ParlPic	Planning for a digital heritage photographic repository to centrally capture and manage parliamentary archival image collections.	In progress
Irene Longman display	Undertaking research for a display and event to mark the 90th anniversary of Irene Longman's entry into the Queensland Parliament (11 May 1929) as the first woman to achieve electoral success.	Complete
Office equipment program	Replace multi-functional devices across all electorate offices.	Complete
Develop financial information systems	Enhancements for 2018–19 included: • An upgrade to the accounting system; • Implementing an online expense management system (primarily for Corporate Credit Cards); and • Enhancing the information system used to record and report Electorate and Communication Allowance expenditure	Complete

Key Performance Indicators

Measures	2018–19 Target	2018–19 Actual
Electorate Accommodation Services		
Number of Offices inspected for policy compliance (standards, WH&S etc)	30	15[1]
Financial and Administrative Services		
Number of travel bookings and travel claims processed		2,810
Number of individualised training sessions provided to electorate offices		19
Number of accounts payable and receivable invoices processed		15,465
Number of tender processes managed		31
Number of asset acquisitions and disposals managed		401
Human Resource Services		
Percentage accuracy in payroll production	99%	99%
Percentage of Shared Services' clients satisfied with services (satisfied/very satisfied)	95%	100%
Parliamentary Library and Research Services		
Research and information requests from individual clients	5,500	8,063
Number of client information briefs in response to individual client requests	1,000	1,495
Number of times web-based Library Online accessed by clients including research staff (includes Alert usage)	>350,000	482,991
Percentage of individual research/information responses meeting agreed deadlines	>98%	100%

Note

1. There has been a large focus on capital works programs in 2018–19. While this will continue in 2019–20, office inspections will receive more typical attention this coming financial year.

As a key performance indicator, the Parliamentary Service conducts an annual Members' questionnaire. The Questionnaire provides an important opportunity for Members to:

- assess the performance of individual activity areas within the Service over the last year; and
- make comment about how the Parliamentary Service might be improved in the future.

The last Members' Questionnaire was conducted in May 2018. Moving forward, scheduling for the Members' Questionnaire has changed to August/September each year to better align with future fixed election cycles and Parliamentary terms. As a result, no Questionnaire was conducted during 2018-19. The next Questionnaire is scheduled for September 2019 and will be reported in the 2019-20 Annual Report.

Looking **ahead**

Initiatives in 2019–20 include:

Electorate Accommodation Services

- continuation of program to procure new offices as a result of the 2017 Electoral Boundary Redistribution and the Accommodation Improvement Program
- continuation of required security upgrades in electorate offices.

Electorate Office Liaison

- ongoing consultation with electorate staff via the new Electorate Office Reference Group and the Local Consultative Committee to identify opportunities to deliver improved services and support to Members' electorate offices; and
- commencement of a project to deliver a suite of online and electronic forms to replace current manual systems to improve service delivery to Members and reduce administration.

Human Resource Services

- delivery of a new relief staff framework in electorate offices to improve workload management; and
- commencement of a project to deliver an online on-boarding system for use by new Members and Parliamentary Service staff (including electorate office staff).

Parliamentary Library and Research Service

- installing a public display at the parliamentary precinct to mark the 30th anniversary of the release of the Fitzgerald Inquiry report;
- preparing display materials to commemorate the 100th anniversary in August 2020 since the death of Sir Samuel Griffith, who was twice Premier of Queensland and a leading Australian legal reformer and administrator;
- oversee collection management issues during the installation of a fire suppression system in the O'Donovan Library and the Members Reading Room in early 2020;
- commemorate 75 years since the end of the Second World War by adding the names of former members who saw active service during that war to the Parliament's War Service Honour Board;
- undertake a formal review of the Library's information management system; and
- create a parliamentary heritage image repository (to be known as ParlPic).

Financial and Administrative Services

- roll-out of new mail folding and inserting machines in electorate offices to assist communication with constituents;
- assist with the booking of the Regional Sitting of Parliament, including arranging air bookings, other transport and accommodation for Members and government employees attending. In addition provide accounting, budgeting and procurement support;
- develop financial information systems, including:
    1. electronic forms to improve administrative efficiencies
    2. a plan to transition from processing and recording hardcopy invoices to electronic invoices
    3. introduce new business intelligence tools for management reporting
- conduct a Business Process Review - review business processes to identify:
    1. redundant processes
    2. potential areas for improvement
    3. new services and capabilities.