

# Clerk's Report



The 2018–2019 financial year saw the Parliamentary Service celebrating the past and planning for the future.

The year commenced with planning for the celebration of Parliament House's 150 anniversary. On Saturday 11 August 2018, we held the PH150 Open Day to which we welcomed over 3,000 guests to the precinct for a full day of activities including stalls and performances on the Speaker's Green, displays, re-enactments and tours of private rooms. We also worked with the Royal Historical Society of Queensland to co-host a historical seminar on Saturday 25 August 2018. The day was an overwhelming success, in no small measure to the efforts of the Parliamentary Service staff. Staff from across all service areas came together to plan and coordinate both events and I'd like to thank all involved - including those who volunteered their time on weekends to participate and manage activities.

The PH150 events were also a crucial trigger for the establishment of Queensland Parliament's social media platforms. In August 2018, we established channels on Facebook, Instagram, Twitter and LinkedIn. These channels were successful in driving traffic to the PH150 events and Queensland Parliament now has a new, dedicated marketing and communications team to manage and grow this online presence.

During the year Parliament House was not only opened up for its birthday celebrations, its dining room and functions venues have also been opened up to the public. In 2018 we commenced to offer cooking classes, Chefs' table dining experiences and public bookings in our Strangers' Dining Room (Sometimes' Strangers) every Friday. Having a dedicated marketing team has helped us achieve a positive response from the public, with nearly all Chefs' tables selling out and a steady stream of diners on Fridays. These experiences have proved to be a unique opportunity to engage with the public and improve awareness of the role of Parliament.

We are looking forward to the continued expansion of our public offering and 2018–2019 saw the conclusion of some crucial infrastructure projects to facilitate increased visitation. In May 2019, the major refurbishment of our low rise lifts was completed. This project was a vital upgrade that not only improved public access to function areas on level 7 of the Parliamentary Annexe, but also improved traffic flow during sitting weeks.

Technology was also a key focus for the Queensland Parliamentary Service this year and we made significant advancements in line with our 2018–2021 PS ICT Strategy. In February 2019, we successfully launched the 'Parliament Service Centre,' also known as ServiceNow. The new software provides a seamless digital platform for staff and Members to report issues and lodge requests, while IT staff can easily keep track of tasks and provide updates and approvals. The software has already proven to increase efficiencies and we will continue to build upon this service and improve overall operational efficiencies.

A Cyber Security Strategy was also approved in 2018 to address and minimise online risks. A dedicated Cyber Security Officer will be joining the Parliamentary Service in 2019 to assist with the ongoing implementation and development of this strategy.

Parliamentary committees continue to be a focus of activity for the Parliament with 131 publications being tabled during the year and 443 portfolio committee hearings, briefings and meetings being conducted. In addition, 9,934 submissions were received and considered – the most in over five years. This significant volume of work continues to demonstrate that parliamentary committees are contributing to an open, consultative and modern parliamentary system. The support provided to parliamentary committees is an increasing focus of the Parliamentary Service.

Education is crucial to promoting and strengthening the institution of Parliament. Our education team conducted regional outreach work in three regional centres over the year. The team visited Emerald, Gladstone and Townsville for Youth Parliament and other events. This outreach work, combined with youth parliaments and school tours at Parliament House, resulted in engagement with over 17,000 students.

Looking forward to 2019–2020, I anticipate being able to report on matters such as:

- The successful planning and implementation of the fifth regional sitting of the Queensland Parliament in Townsville in September 2019;
- The successful completion of the next round of regional education programs in Toowoomba, the Sunshine Coast and the Gold Coast;
- The successful roll-out of the new Electorate Office Technology Model (EOTM);
- The increased use of digitisation for matters such as claims for members' entitlements;
- The successful commencement of a three year program to replace infrastructure in the Parliamentary Annexe.

I wish to thank the Executive Management Group, Service Area Leaders and all Parliamentary Service staff who contributed to these achievements and look forward to bringing the Queensland Parliamentary Service ever closer to our vision of being the innovative leader in the delivery of parliamentary services in the Westminster World next year.

I certify this Annual Report complies with:

- The prescribed requirements of the *Financial Accountability Act 2009* and the *Financial Performance Management Standard 2009*; and
- The detailed requirements set out in the Annual Report Requirements for Queensland Government Agencies.

A checklist outlining the annual report requirements can be found on pages 109 - 110 of this report.

Yours sincerely,



Neil Laurie

Clerk of the Parliament  
24 September 2019