

Objective 3 - Service provision

To provide information, corporate and facility management services that better enables Members of Parliament and parliamentary service officers to achieve their objectives.

To achieve this objective, Parliamentary Service resources have been allocated to:

- provide quality administrative support services;
- provide fit for purpose Parliamentary accommodation;
- connect people, processes and technology; and
- maintain a professional and progressive Parliamentary Service.

These resources and services are primarily delivered through the following Parliamentary Service Divisions:

- Information Services Division;
- Corporate and Electorate Services Division; and
- Property and Facility Services Division.

The key performance indicators for Objective 3 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 3 are set out in the table on page 44.

At a glance

Security & Attendant Services

435 school tours completed



84009

precinct visitors scanned through security

Information Technology Services

99%

of time that full network resources are available for client usage

Property Services

2324

unplanned maintenance requests completed

incidences of infrastructure/
utility failures

0

Catering Services



1038

functions held at Parliament House

43372

guests on site

Objective 3 is supported by the following Service Areas:

Information Technology Services

Information Technology Services is responsible for:

- provision, management and maintenance of desktop, network and telephony services (including the technology infrastructure) to support the operation of the Parliamentary Service, electorate offices, and the Legislative Assembly;
- investigating, assessing and, when appropriate, implementing new or emerging technologies to ensure information technology systems remain effective; and
- providing support and advice to Members of Parliament and Parliamentary Service staff on information technology systems and services.

Property and Facility Services Division

Property & Facility Services is responsible for the management of facilities, construction projects and maintenance of the Parliamentary precinct together with the coordination of electorate office accommodation for Members. Property Services engages a range of contractors to assist in meeting the accommodation needs of the Parliament within the parliamentary precinct and also in 97 electorate offices across the state.

Records Management

The Records Management area leads the implementation of best practice records management, ensuring the systematic identification, capture, management and retention of the Parliamentary Services' documents and records in an accessible and useable format for as long as they are required to meet operational, accountability, legislative and cultural requirements.

This area supports best practice records management by providing:

- advice on the application of recordkeeping best practice across the Queensland Parliamentary Service;
- management and maintenance of recordkeeping control tools, policies, procedures and guidelines;
- administration and support for the Electronic Document and Recordkeeping System (eDRMS); and
- training for recordkeeping and the eDRMS.

Security and Attendant Services

The Security and Attendant Services area maintains a safe and secure environment for members, guests, visitors and staff within the parliamentary precinct.

In addition, Parliamentary Attendants assist the Parliament, its committees and Members to fulfil their parliamentary responsibilities and to support their business needs.

Security Services staff are responsible for:

- precinct security (24 hour security across the parliamentary precinct);
- the photographic access card system;
- X-ray scanning of all visitors and mail for the precinct;
- alarm and access monitoring;
- co-ordination of emergency response;
- first aid services;
- breakdown and maintenance reporting;
- lost property; and
- car parking for members, staff and visitors to the precinct.

Attendant Services staff are responsible for:

- precinct reception and inquiry services (including mail distribution and switchboard);
- tours for school, public and special interest groups;
- gift shop sales;
- Members dry cleaning;
- chamber support services; and
- ID card database.

Catering Services

Catering Services provides a range of dining, meeting room and event spaces throughout the parliamentary precinct for Members, guests, and approved clients. Catering Services also provides a range of gift and souvenir products available for purchase from the Gift Shop.

Maintaining a professional and progressive Parliamentary Service

The Queensland Parliamentary Service is committed to developing and improving the services it delivers. It is also committed to upholding its corporate values, namely independence and integrity, innovation and diversity, and commitment and respect.

Objective 3 includes recognition of the importance of all Parliamentary Service staff and of engaging with, and investing in the development of those staff, both individually and collectively. Executive management has established a range of key strategies and initiatives designed to support the achievement of this goal through, for example:

- sound communication;
- performance planning and review;
- training and professional development;
- provision of equal opportunity and support systems for staff; and
- job satisfaction.

Communication strategies

Consultative Committee

Meetings between management and unions are conducted via the Parliamentary Service Local Consultative Committee (LCC), established under the relevant enterprise bargaining agreement.

The Parliamentary Service is now covered by the State Government Entities Certified Agreement 2015 (the Core Agreement) and has established a new consultative committee under that Agreement. Consultation with relevant unions was undertaken during the year in relation to a replacement enterprise bargaining agreement.

The LCC also considered whether a standalone enterprise bargaining agreement would be more suitable for Electorate Office staff given the unique nature of their work. Following consideration of this issue by the LCC, the Parliamentary Service has approved that a standalone enterprise bargaining agreement for electorate office staff be negotiated.

The LCC has negotiated most of the content that will be included in the enterprise bargaining agreement. The agreement will be finalised when the agreement or the Core Public Sector has been finalised.

Intranet

The Parliamentary Service Intranet contains information relevant to Members of Parliament as well as Parliamentary Service staff. All corporate policies and forms are provided, as well as information about and contact details for all service areas.

A 'Notice Board' gives advice of all events in which the Parliament is involved in the coming weeks. 'Parliamentary Events' advises of functions and activities currently taking place in the parliamentary precinct. A calendar advises of functions and activities booked to take place in the coming months.

Workforce management

The Parliamentary Service monitors its recruitment and selection activities and a variety of key indicators to ensure that the Service continues to attract quality applicants. The Parliamentary Service generally attracts significant numbers of applicants for positions that are advertised, and processes vacancies in a timely manner.

Performance management is undertaken for the majority of staff within the agency to ensure individual performance is regularly monitored.

The Parliamentary Service's induction program is available for all staff including those located in Members' electorate offices. For staff located within the parliamentary precinct, the induction program is a two stage process with individual inductions conducted within 24 hours of staff commencing work and a one day induction program held within four months of staff commencing. Induction processes for electorate office staff are primarily conducted electronically with the aim being to complete the induction process within two working days of the officer commencing employment.

The Parliamentary Service promotes work life balance for staff through a variety of initiatives including a system of variable working hours to assist staff to manage their working time, telecommuting arrangements, purchased leave arrangements, flexibility with rostered days off, part-time employment, job sharing arrangements, and casual employment where it is suitable.

Training and professional development

The Parliamentary Service considers training and professional development a high corporate priority and manages this centrally via the Executive Management Group in order to:

- ensure training is aligned to corporate goals and objectives; and
- maximise value for money spent on training and professional development across the organisation.

A Training and Development Plan for the Parliamentary Service is developed each year to address the training needs of all staff. Corporate training activities are also addressed through the plan each year. Some of the training undertaken in 2018-19 in accordance with the training and development plan included:

- Excel training at intermediate and advanced levels;
- Workplace Health and Safety Representative training; and
- Fundamentals of Project Management

Conferences and seminars

Some of the conferences and seminars attended by staff during 2018-19 included:

- ANZCATT Conference
- APLA Annual Conference and AGM
- Local Government and Public Sector Building Maintenance and Facility Management Conference
- ANZAPITT Conference
- Gartner Symposium
- ALIA Information Online Conference

Opportunity and Support Systems

Equal Employment Opportunity

The Parliamentary Service has a policy of equal employment opportunity, which ensures that recruitment and selection is based on fairness, equity, open competition and selection on merit. The Recruitment and Selection Guidelines of the Parliamentary Service ensure that:

- the best person is selected for the job;
- the principles of equity and merit are applied;
- recruiting strategies are used to attract a wide applicant pool all applicants are provided with standardised information;
- all applicants are assessed against the selection criteria;
- selection techniques are used fairly; and
- systematically all applicants are entitled to post selection feedback, and all information gathered is confidential.

Employee Assistance Program

The Parliamentary Service maintains an Employee Assistance Service (EAS) for Parliamentary Service staff. The EAS has been established to promote the wellbeing of staff and to assist those who may be experiencing personal or work-related problems which are affecting their health, work performance or general wellbeing. It is a voluntary and confidential professional counselling service. The EAS may also act as a support service for staff who may be affected by organisational or technological changes.

Public Sector Ethics Act 1994

The Code of Conduct guides staff when dealing with situations that may arise during the course of their duties, particularly those situations that may have an ethical dimension. The Code is important given that the Parliamentary Service provides support to the Parliament, the body to which all other public entities in Queensland are ultimately accountable. The Code was developed in accordance with the *Public Sector Ethics Act 1994*.

Training in relation to the Code and the *Public Sector Ethics Act 1994* is undertaken periodically for all staff. Training in the Code and the *Public Sector Ethics Act 1994* is included in induction processes for all staff and is included in on-line induction for electorate office staff. The provisions of the *Public Sector Ethics Act 1994* and the Code are considered when reviewing and/or developing any human resource policies and procedures. Any other policies developed within the Parliamentary Service are in accord with the provisions of the Code.

Ethics Advice Officers

The Parliamentary Service has an Ethics Advice Officer network. The role of Ethics Advice Officer includes:

- being a frontline resource for staff to ask questions, raise concerns, report potential breaches of the Code of Conduct or misconduct and a Workplace Harassment Referral Officer; and
- promoting ethical decision making in the organisation by helping their leaders and peers communicate with their teams about ethics and maintaining a harassment free workplace.

Staff recognition

In 2018–19, 20 staff were issued with badges in recognition of their length of service. These staff are listed below.

10-year service

- Tracey Bradley
- Brett Nutley
- Michael Ries
- Kerry Crichton
- Carmel Lee
- Mary-Ann McLoughlin
- Sandra Moate
- John Marston
- Glenn Simpson
- Coralee Grimes

15-year service

- Tracey Lindfield
- Renee Gastaldon
- Amanda Benn
- Janine Hurley
- Leah Ilott

20-year service

- Annie Taguada

30-year service

- Robyn Jarvis
- Thelma Humphris
- Suzanne Campbell

40-year service

- Lynne Armstrong

Meritorious service

In 2018–19, eight staff were issued with badges in recognition of meritorious service beyond normal duty for initiative or noteworthy involvement in (a) special projects, (b) events, or (c) ongoing programs that contribute to the functions and services of the Parliamentary Service or the morale or welfare of staff. These staff and their service award details are outlined below.

Name	Service Area	Reason for Badge
Lisa Bugeja	Human Resources	For meritorious service beyond normal duty for extraordinary initiative in the development of the HR On-Boarding Workbook for use by electorate office and precinct staff.
Phung Hanh	Financial and Administrative Services	For meritorious service beyond normal duty through consistently providing a very high standard of customer service and professionalism to FAS clients and for commitment shown towards learning new roles and updating procedures for the benefit of colleagues.
Tony Gec	Information Technology Services	For diligent work and expertise in reviewing, redesigning and migrating the Parliamentary Service's back-up data regime to safeguard the Parliamentary Service's information assets in digital formats.
Petà Sweeney	Records Management	For excellence in the development of the Parliamentary Service's information management policy framework, promoting information compliance through the Recordkeeping Champions' forum, and responsive operational recordkeeping assistance to staff.
Cath Charlton	Parliamentary Library	For contribution to the promotion of Queensland Parliament history through initiatives such as the Parliament House Open Day, the PH150 celebrations and the Armistice centenary.
Lucy Manderson	Committee Office	For exceptional support to committees of the House in managing highly contentious inquiries under challenging circumstances and leading some innovative approaches with regional hearings, including the very large public hearings in Rockhampton at the Saleyards.

Megan Lomas	Catering Services	For continuously going above and beyond to accommodate Members and guests function requirements. For always demonstrating a "nothing is too hard" approach.
Trent Carvolth	Property and Facility Services	For assistance provided to the property services team with works across projects, Service Now and WH&S during 2018.

The Speaker's Award and Clerk's Award

The Speaker's Award and Clerk's Award were introduced in 2008 to acknowledge staff excellence. For 2018–19, the recipients of these awards are listed below.

Clerk's Award	Lisa Rayner	For her outstanding contribution to a number of projects in 2018 including some PH150 events, portrait launches and the armistice memorial board.
Speaker's Award	Erin Pasley	For her exemplary contribution to the leadership team of the Committee Office and her contribution across the Assembly and Committee Services Division throughout the year.

2018-19 Staff information

Study and Research Assistance Scheme (SARAS)	Total
Officers receiving assistance	22
Permanent retention rate 1	
Parliamentary precinct staff	85.51%
Electorate office staff	79.8%
Permanent separation rate 2	%
Parliamentary precinct staff	14.49
Electorate office staff	20.2
Sick leave – average number of days per officer	
Parliamentary precinct staff	10.8
Electorate office staff	6.1

1. Permanent employees still employed for the period 1 July 2018 to 30 June 2019.
2. Permanent employees who separated during the period 1 July 2018 to 30 June 2019.

2018-19 Staffing by employment classification and gender table

	Number of Staff	Male	Female	% Female
Managerial	29	15	14	48.28
Professional	19	3	16	84.21
Clerical	96	26	70	72.92
Operational	53	31	22	41.51
Technical	1	0	1	100
Electorate	185	48	137	74.05
Total	383	123	260	67.89

Major initiatives

Key projects	Overview	Status
Refresh of the organisation's Information Management Policy Framework and implementation of digital workflows as a business-as-usual	<p>Key components of the refreshed Information Management Policy Framework included the development of:</p> <ul style="list-style-type: none"> • a digitisation technical standard to support the digitisation of key legacy records in hard copy formats; • updating the Information Asset Registers to provide a holistic overview of the Parliament's information assets in physical and digital formats. These registers inform decisions about the ongoing management of these assets; • updating the Retention and Disposal Schedule to provide comprehensive coverage of the Parliament's core business records, ensuring the destruction of temporary information is appropriately managed; and • new information policies including a Data Sovereignty Policy, Cloud Storage Risk Assessment and Cloud Storage Register. <p>The corporate recordkeeping system was also upgraded.</p>	Complete
Commencement of the new PS ICT Strategy 2018–2021	<p>Commenced programs under the new strategy for the delivery of improved IT-enabled services and new digital business processes.</p> <p>Key components of the Parliamentary Service's new ICT Strategy 2018–2021 include:</p> <ul style="list-style-type: none"> • three strategic priorities: sound governance, digital parliament, and value for money; • key principles: accessible anywhere, anytime, and from any device; reliable and secure; and measurable, reportable and transparent; and • the strategy is accompanied by a high-level program of work to ensure a holistic approach to the planning, management and delivery of a range of ICT-enabled initiatives. 	Ongoing
Development of the PS Cyber Security Strategy 2019–2021	<p>Builds further capabilities to identify, protect and detect potential Cyber security threats, and strengthen our response, recovery capabilities and resilience to cyber-attacks.</p>	Ongoing
Introduction of the Parliament Service Centre	<p>A new platform providing staff and Members with online and mobile access to services provided by the Facilities and IT service areas. The centre streamlines the response to service requests through the use of online workflows, alerts and approvals.</p>	Complete

Commenced transitioning to the Electorate Office Technology Model	Tested the new model including improved internet connections and business applications and commenced transitioning Electorate Offices to the new model.	Ongoing
Improvement of wireless coverage	Improved coverage throughout the parliamentary precinct, including the Green Chamber.	Complete
Implementation of cloud services artefacts	Addresses issues associated with the ownership and control over the parliament's information assets that are stored and managed by third party cloud service providers	Ongoing
Sometimes' Strangers	Opened the Strangers' Dining Room to public bookings on Friday lunch and Dinner.	Ongoing
Energy Management	Implementation of revised energy management strategy.	Ongoing - systematic review of performance of each major piece of AC equipment - improvements were able to be realised without major capital expense.
Essential Service Compliance Review	Rectification of non-compliance issues of fire and life safety systems relating to; <ul style="list-style-type: none"> • Deterioration through end of asset/ equipment life; and • Lack of inspection in past years 	Ongoing – 70% complete Further funding sought and approved for FY 2019–20 to complete the remainder.
Low Rise & Service Lift Upgrade	Lift modernisation and floor extension to level 7. The extension was required to alleviate ongoing problems associated with increased traffic, security management and lift efficiencies during sitting weeks.	Complete - May 2019. The upgrade of low rise (Lifts 4 & 5) and the service lift (Lift 3) was completed. As part of this upgrade an extension of the low rise and service lifts to level 7 was also completed.
Parliament House – Fire Services Upgrade	Installation of fire detection, sprinkler and suppression systems to provide improved fire safety management for the occupants, fire-fighters and the building including the heritage assets it contains	In progress - 80% complete. All sprinkler and detection systems have now been installed. Suppression systems for Libraries and strong rooms to be completed by February 2020.
Annexe Building Upgrade Strategy	Design and development of long-term Annexe and infrastructure plan.	Complete - Mechanical, fire, hydraulic & electrical condition, capacity and compliance report provided for review.
AC Upgrades	Level 5 Server Room Upgrade and level 2 chilled water tank replacement.	Complete

Key Performance Indicators

Measures	2018–19 Target	2018–19 Actual
Information Technology Services		
Percentage of time full network resources will be available for client usage	98.5%	99.9%
Percentage of service desk calls resolved within two hours of reporting	>70%	78%
Property Services		
Percentage of planned Capital Works projects completed	75%	75%
Percentage of planned maintenance works undertaken	95%	75%
Number of un-planned maintenance work requests completed	1,500	2324
Number of Workplace Health and Safety inspections completed	12	12
Number of Precinct maintenance inspections completed (rooms)	2,500	2,500
Percentage of maintenance requests completed in <1 working day (see Note A)	46%	45%
Percentage of maintenance requests completed in >1 working day	54%	55%
Number incidences of infrastructure/utility failures	<10	0
Energy efficiency management	5-10% <annual budget	<16.7%
Catering Services		
Total number of functions	700	1,038
Total number of guests	30,000	43,372
Security and Attendant Services		
Number of precinct visitors processed through security scanning procedures	75,000	84,099
Number of school tours conducted	400	435

Looking ahead



Initiatives in 2019–20 will include:

Information Technology Services

- completing the roll out of the new Electorate Office Technology Model that meets the needs of electorate office staff and the Members of Parliament;
- upgrading the Queensland Parliament's public website to be modern and mobile-friendly;
- improving server infrastructure and leveraging 'as-a-service' offerings where appropriate to meet business needs;
- continue to implement programs under the Cyber Security Strategy 2019 – 2021;
- providing technology support for the Regional Parliament in Townsville in September 2019; and
- transitioning to a new telephony solution in mid-2020 to better support business needs.

Property Services

- fire services upgrade of Old Parliament House;
- commencement of 3 year project program for infrastructure upgrades;
- fire services – fire panel replacements, passive fire & smoke systems, sprinkler repairs & detection upgrade;
- mechanical services – fire damper & smoke systems, chillers & condenser pipework, FCU upgrade levels 9 to 22;
- AV cabling upgrades;
- security control Room operational upgrades; and
- perimeter fence upgrade.



Records Management

- further developing the Information Management Policy Framework to include, for example, advice on the use of digital signatures, identifying and protecting high value information to support Cyber security strategies and standardising metadata to enhance system interoperability;
- developing and/or reviewing digital migration plans for electronic records; and
- developing a preservation strategy for records of long term value and digitising high value hard copy records.

Security and Attendant Services

- ongoing work towards the upgraded control room which in turn will provide enhanced security overlay of the precinct, CCTV coverage and access control measures will develop as needed in response to risk assessments and major projects in the precinct;
- innovations in the maintenance reporting systems will see online and mobile solutions introduced in the coming year; and
- innovations in visitor management will support the increased functions program.

Catering Services

- promoting Queensland Parliament event space to Brisbane Corporate groups; and
- engaging Catering staff on a more consistent basis, to provide a consistent high standard of service more our Members and guests.