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To support Members to engage with and represent their Electorates.

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 Independent Remuneration Tribunal and the Speaker.

These resources and services are primarily delivered through the:

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

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 22.

Objective 2 is supported by the following Service Areas:

Corporate and Electorate Services Division

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 Management 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 Member's 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.

Financial and Administrative Services

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

- financial accounting
- budget management
- Members' travel entitlements and travel services
- Members' electorate and communication allowance
- procurement and goods receiving
- asset and inventory management, and
- insurance.

Information Services Division

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 Members.

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. Customised alerts on particular areas of interest may be requested. All Members may borrow books, magazines and journals. Assistance with using the Library's 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.

Property and Facility Services Division

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
- developing relevant policies, and
- providing advice to Members on their electorate office entitlements.

In 2019-20 there were 97 electorate offices across Queensland. Each of the 93 state electorates contains a minimum of one office, with the four largest electorates containing two offices each.

Major initiatives

Key Projects	Overview	Status
COVID-19 Response Plan	<p>Development of a Corporate Response Plan to guide strategies and decision-making during various phases of the pandemic.</p> <p>Delivery of remote support plan for EO staff.</p> <p>Preparing COVID-19 factsheets for use by Members of Parliament and staff.</p> <p>Amending operational procedures in relation to the changing environment as a result of COVID-19.</p>	Complete
Development of Electorate Office Mental Health and Resilience Pilot program	<p>The customised program was developed during 2019-20 in response to emerging needs of electorate staff and delivered to a small group of electorate staff attendees.</p> <p>A remote online program as also delivered to approximately 50 electorate staff in direct response to the COVID-19 pandemic.</p>	<p>Pilot program delivered</p> <p>Broader roll-out to occur in 2020-21</p>
Electorate office relocations	<p>Following the 2017 Queensland electorate boundary redistribution, a three year program commenced to relocate offices outside of the new electorate boundaries, and address high priority relocations necessary due to risk and compliance issues.</p>	In progress – 11 relocations completed during 2019-20

Key Performance Indicators

Measures	2019–20 Target	2019–20 Actual
Number of relocation/refurbishment projects completed	<p>2 relocations</p> <p>1 refurbishment</p>	<p>11 relocations</p> <p>3 refurbishments</p>
Percentage accuracy in payroll production	99%	99%
Number of accounts payable and receivable invoices processed	16,000	25,042
Research and information requests from individual clients	5,500	8,211

Looking ahead

Initiatives in 2020–21 include:

- Plan and manage administrative matters associated with the October 2020 State Election and transition from 56th to 57th Parliament
- Review electorate office existing security system options due to phase out of current model, and
- Develop online forms to improve administrative efficiencies for MPs, electorate officers and other Parliamentary Service officers.