Goal 4

Progression of the Parliamentary Service

To develop and maintain 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.

This goal recognises 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
- sound training and professional development
- provision of equal opportunity and support systems for staff
- job satisfaction and strategies to maintain high staff morale.
Communication strategies
Consultative Committee
Meetings between management and unions are conducted via the Parliamentary Service Consultative Committee, established under the Parliamentary Service enterprise bargaining agreement. The Consultative Committee had previously finalised the Parliamentary Service Certified Agreement 2009. This agreement was certified by the Queensland Industrial Relations Commission on 9 November 2009 and covers the period 2009 to 2012.

Some of the main features of the agreement include:
- wage increases of 4.5 per cent or $34 per week (whichever is the greater) from 1 August 2009
- wage increases of 4 per cent or $34 per week (whichever is the greater) from 1 August 2010 and 1 August 2011
- the continuation of the training allowances as per the arrangements under the previous agreement
- a revision of uniform and footwear arrangements for parliamentary catering services employees
- the continuation of several initiatives from the previous agreement.

Intranet
The Parliamentary Service Intranet contains information relevant to Members of Parliament as well as all 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. ‘What’s on Today’ 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.

Study And Research Assistance Scheme (SARAS)  Total

<table>
<thead>
<tr>
<th>Officers receiving assistance</th>
<th>32</th>
</tr>
</thead>
<tbody>
<tr>
<td>Permanent retention rate(^1)</td>
<td>%</td>
</tr>
<tr>
<td>Parliamentary precinct staff</td>
<td>93</td>
</tr>
<tr>
<td>Electorate office staff</td>
<td>67.2</td>
</tr>
<tr>
<td>Permanent separation rate(^2)</td>
<td>%</td>
</tr>
<tr>
<td>Parliamentary precinct staff</td>
<td>6.9</td>
</tr>
<tr>
<td>Electorate office staff</td>
<td>32.7</td>
</tr>
</tbody>
</table>

1. Permanent employees still employed for the period 1 July 2010 to 30 June 2011
2. Permanent employees who separated during the period 1 July 2010 to 30 June 2011
2010-11 staff information

<table>
<thead>
<tr>
<th>Staff Position</th>
<th>Number of staff</th>
<th>Male</th>
<th>Female</th>
<th>% Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managerial</td>
<td>20</td>
<td>13</td>
<td>7</td>
<td>35</td>
</tr>
<tr>
<td>Professional</td>
<td>22</td>
<td>5</td>
<td>17</td>
<td>77.27</td>
</tr>
<tr>
<td>Clerical</td>
<td>91</td>
<td>27</td>
<td>64</td>
<td>70.33</td>
</tr>
<tr>
<td>Operational</td>
<td>53</td>
<td>38</td>
<td>15</td>
<td>28.30</td>
</tr>
<tr>
<td>Electorate</td>
<td>197</td>
<td>27</td>
<td>170</td>
<td>86.29</td>
</tr>
<tr>
<td>Totals</td>
<td>383</td>
<td>110</td>
<td>273</td>
<td>71.28</td>
</tr>
</tbody>
</table>

Percentage of staff by area

<table>
<thead>
<tr>
<th>Area</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Electorate office staff</td>
<td>51</td>
</tr>
<tr>
<td>Corporate and House Services</td>
<td>18</td>
</tr>
<tr>
<td>Legislative and Information Services</td>
<td>31</td>
</tr>
</tbody>
</table>

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
- all information gathered is confidential.

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
- 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 2010-11 in accordance with the training and development plan included:

- cultural awareness training
- manual handling
- management and leadership program
- induction training
- first aid and CPR training.

Conferences and seminars
Some of the conferences and seminars attended by staff during 2010-11 included:

- Association of Parliamentary Libraries of Australasia conference
- The Australia and New Zealand Association of Clerks-at-the-Table Professional Seminar
- Parliamentary Law Practice and Procedure
- The International Federation of Library Associations and Institutions Symposium - “Fundamental to Democracy: Parliamentary Research and Library Services”

Mentoring
The Parliamentary Service helps its staff to develop high professional standards through participation in both informal and formal mentoring processes. Informal mentoring is encouraged by promoting and facilitating discussion between staff. The Parliamentary Service supports Queensland Women in the Public Service (QWIPS), particularly the QWIPS Women to Leadership Mentoring Program, which is one of its signature activities. In the past, the Parliamentary Service has provided mentees for the program and is looking forward to providing both mentors and mentees in the future.

2010-11 staff information

<table>
<thead>
<tr>
<th>Staff Position</th>
<th>Number of staff</th>
<th>Male</th>
<th>Female</th>
<th>% Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>Managerial</td>
<td>20</td>
<td>13</td>
<td>7</td>
<td>35</td>
</tr>
<tr>
<td>Professional</td>
<td>22</td>
<td>5</td>
<td>17</td>
<td>77.27</td>
</tr>
<tr>
<td>Clerical</td>
<td>91</td>
<td>27</td>
<td>64</td>
<td>70.33</td>
</tr>
<tr>
<td>Operational</td>
<td>53</td>
<td>38</td>
<td>15</td>
<td>28.30</td>
</tr>
<tr>
<td>Electorate</td>
<td>197</td>
<td>27</td>
<td>170</td>
<td>86.29</td>
</tr>
<tr>
<td>Totals</td>
<td>383</td>
<td>110</td>
<td>273</td>
<td>71.28</td>
</tr>
</tbody>
</table>
An Equal Employment Opportunity survey of Parliament House staff was commenced in 2009-10 and continued into 2010-11. The survey is designed to collect data about the current workforce to form a picture of the current employee profile.

**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.

Following changes to the Public Sector Ethics Act 1994 in 2010 a review of the Code was undertaken. A revised Code has been developed and consultation processes about the revised Code were completed during the year. Training in relation to the new Code and the Public Sector Ethics Act 1994 is being developed for all Parliamentary Service staff. Training in the Code and the Public Sector Ethics Act 1994 is included in induction processes for all staff.

**Carers (Recognition) Act 2008**  
Information regarding the Carers Charter and the Carers (Recognition) Act 2008 is included in Parliamentary Service’s induction process.

The Parliamentary Service also supports employees who are carers through a number of initiatives including flexible work practices, leave initiatives and telecommuting arrangements.

In the development of human resource policies the needs of employees who are carers are taken into account.

The Parliamentary Service does not deliver external services or make strategic policy or planning decisions which would require it to consider the needs of carers.

**Job satisfaction and staff morale**  
The Parliamentary Service has put in place strategies designed to promote job satisfaction, high morale and recognition of achievement. These include reward systems for outstanding and long-serving staff, along with the monitoring of certain indicators which measure the level of absenteeism, turnover and the general level of satisfaction.

**Social Club**  
The Parliamentary Service supports the Parliament House Staff Social Club and members of the committee. The Parliamentary Service encourages staff attendance at social club events to enhance staff communication and networking skills and to maintain a high level of staff morale.

The social club organises events such as health and fitness activities, fundraising, dinners, Melbourne Cup and Christmas functions. Highlights from 2010-11 included Riverfire held on 4 September 2010, the Christmas party held on 4 December 2010 and the children’s Christmas event held on the Speaker’s Green on 11 December 2010.

**Organisational Health and Safety Healthsmart**  
The Parliamentary Service continued to support a healthy workforce by continuing the Healthsmart Program for 2010-2011. The Healthsmart Program was endorsed by the Speaker and was conducted in May 2011 by Wesley Corporate Health.

The Healthsmart Program aimed to encourage all Members, Parliamentary Service staff and Electorate Office staff to improve their wellbeing by offering the services of a health practitioner to provide flu vaccinations and skin checks. A total of 139 participants nominated to take part in the program.

The Healthsmart Program has been well received and participant feedback has continued to be very positive.
Workplace Health and Safety
The Parliamentary Service has a strong commitment to providing a safe workplace for all Members of the Legislative Assembly, Parliamentary Service staff, electorate office staff, contractors and visitors. The Workplace Health and Safety Management Group (WHSMG) has continued to meet at least every three months to discuss safety issues as they arise and to recommend corrective actions where necessary. More detail regarding the WHSMG is provided under Corporate Governance on pages 48-49.

Staff recognition
In 2010-11, 37 staff were issued with badges in recognition of their length of service.

10-year service badges were awarded to:
Narelle Robinson
Nicolee Dixon
Robyn Moore
Terri Cuthbert-Freese
Megan Fiedler
Vicki O’Flynn
Cheryl Bellert
Julie Ritchie
Valerie Wicks
Teresa Jones
Catherine Lovern
Stephen Axe
Leisa Menegon
Barbara Morris

15-year service badges were awarded to:
Tania Jackman
Annette Mead
Tina Grady
Kylie Zupp
Carol Stinson
Chris King

Vera Kostadinova
Steva Dimitrova
Kathy Pilaris
Lynette Gane
Kevena Franklin
Lynette Parker
Ann Leahy
Karen Farrell
Linda Schafer

20-year service badges were awarded to:
Craig Atkinson
Wayne Jarred
Kevin Warry
Craig Kelly
Josephine Stinson
Sandy Boyd
Thelma Humphris
Judith Webster

Meritorious service
In 2010-11, 13 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.

- Annemarie Groth (Community Engagement Services) – management of the P150 project - Order in the House book and the successful citizenship ceremonies
- Annette Henery (Chamber and Procedural Services) – contribution and management of the P150 projects - Open Day and Speakers’ Corner
- Roslin Bailey (Parliamentary Library) – management of a small team in the Parliamentary Library over many years, demonstrating consistent excellence in client service and delivery of the electorate office visit program
- Lynne Armstrong (Parliamentary Library) – contribution to the development of the Parliamentary Library’s hard copy and online collections into a resource of excellence for the Parliament and its Members
- Allan Nelson (Information Technology Services) – outstanding leadership during the project of transitioning all clients of the Parliamentary Service network to a new personal computing solution utilising the new Windows 7 platform and contribution in development and delivery of innovative business focused solutions

Sick leave taken

<table>
<thead>
<tr>
<th>Average number of days per officer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parliamentary precinct staff</td>
</tr>
<tr>
<td>Electorate office staff</td>
</tr>
</tbody>
</table>

Vera Kostadinova
Steva Dimitrova
Kathy Pilaris
Lynette Gane
Kevena Franklin
Lynette Parker
Ann Leahy
Karen Farrell
Linda Schafer

In 2010-11, 13 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.

- Annemarie Groth (Community Engagement Services) – management of the P150 project - Order in the House book and the successful citizenship ceremonies
- Annette Henery (Chamber and Procedural Services) – contribution and management of the P150 projects - Open Day and Speakers’ Corner
- Roslin Bailey (Parliamentary Library) – management of a small team in the Parliamentary Library over many years, demonstrating consistent excellence in client service and delivery of the electorate office visit program
- Lynne Armstrong (Parliamentary Library) – contribution to the development of the Parliamentary Library’s hard copy and online collections into a resource of excellence for the Parliament and its Members
- Allan Nelson (Information Technology Services) – outstanding leadership during the project of transitioning all clients of the Parliamentary Service network to a new personal computing solution utilising the new Windows 7 platform and contribution in development and delivery of innovative business focused solutions
The Speaker’s Award and Clerk’s Award

Speaker’s Award
Sucil De Silva of Catering Services – for continuing to provide excellence in the provision of banquet food and especially for creating appropriate high quality menus for visiting delegations.

Clerk’s Award
Deborah Jeffrey of the Committee Office – for excellence of work over many years in support of committees of the Legislative Assembly.

- Gavin Garrard (Information Technology Services) – outstanding technical application, personal drive and commitment to the development, documentation and implementation of new technologies including Server Virtualisation and enhanced backup and recovery systems, as well as a significant contribution to the migration of the corporate server fleet to new hardware and new network operating system
- Ellen Buckley (Catering Services) – efforts to create a harmonious and balanced work place and for providing excellent customer service
- Carolyn McCullagh (Financial and Administrative Services) – provision of high quality financial services to clients under the Shared Services initiative and mentoring over an extended period
- Dana Stevens (Electorate Officer, Lockyer) – efforts on the Occupational Health and Safety Committee representing electorate office staff of the Parliamentary Service
- Liza Farr–Saunders (Electorate Officer, Burleigh) – efforts on the Occupational Health and Safety Committee representing electorate office staff of the Parliamentary Service
- Peter Harriss (Security and Attendant Services) – excellence in client services over many years
- Michael Hickey (Director of Corporate and House Services) – dedication, effort and providing an exemplary leadership model and maintaining a consistently high commitment to client service, staff welfare, corporate objectives and innovation while maintaining and safeguarding the reputation of the Parliamentary Service.

Rotary Pride of Workmanship Awards
The Rotary Club of Fortitude Valley held a function at Parliament House on 21 October 2010 to bestow the Rotary Pride of Workmanship Award to the following four Parliamentary Service officers:
- Tania Jackman
- Mary Kolosowski
- Ross Daniel
- Josephine Mathers
Vale
Jason Gardiner

The Parliament mourned the passing of Jason Gardiner in September 2011.

Jason commenced working at Parliament House in 1988 and was appointed Manager of Property Services in 2007. He was a much respected colleague and beloved friend to many.

Jason was passionate about the Parliament and in particular about conserving the stonework, furniture and clocks in the old building.

He was awarded the Parliamentary Service Meritorious Service badge in 2002 for his work on the Queensland Day celebrations and the Townsville regional Parliament and again in 2005 for his work on workplace health and safety issues within the Parliamentary Service and the Rockhampton regional Parliament.