

Clerk's report

Mr Speaker

I am pleased to present the *Annual Report 2015-2016* and financial statements for the Queensland Parliamentary Service.

In my report last year, I documented the significant changes that had occurred throughout the Parliamentary Service over the previous five years. I believe that the pace of this change over such a short period is unprecedented in the entire history of the Queensland Parliament and as a result, the manner in which many areas of the Parliamentary Service now conduct their business is dramatically different from that of just a few parliamentary terms ago.

In light of these changes, a review of the organisation's Strategic Plan for 2016-2020 was conducted during the past year in order to ensure that this document properly reflects how the Parliamentary Service now operates. This process involved the input of yourself, all of the parliament's Service Area Managers and a number of other Parliamentary Service staff, including two electorate office staff. From this review, it was agreed that our corporate vision, purpose, objectives, strategies and structure all required updating and these changes will commence from 1 July 2016.

The most significant of the above changes will be to the organisational structure which has been in place for over 15 years. This

structure, which has consisted of all areas of the service being grouped into two divisions, pre-dated the following changes to the Parliament and society as a whole:

- the invention of mobile computing, smart phones, and social media
- significant procedural changes such as the broadcast of Parliament, the record of proceedings, e-petitions and the new portfolio committees
- the doubling of electorate office staff from 89 full time equivalent staff to over 180
- the new Members remuneration system and
- a raft of new governance obligations in the areas of security, workplace health and safety, risk management and business continuity, and audit.

In order to better deal with the challenges ahead, it was decided that the Parliamentary Service be organised into four divisions, with each having a more focused grouping of Service Areas within them. These changes will be fully implemented in the year ahead.

It is a great credit to all Parliamentary Service staff that the changes to our work and practices over recent years have not impacted on the standard of services delivered. The results of the annual survey of members, which was conducted at the end 2015, continues to support this. Members

again provided a 100% satisfaction rating for the performance of the Parliamentary Service as a whole in providing assistance and support to enable the parliament to carry out its legislative and review roles and Members to perform their representational duties. Members again provided an over 90% satisfaction rating for individual Service Areas.

Queensland's system of parliamentary committees have continued their valuable contribution to the work of the House during 2015-16. A detailed report of committee activities undertaken during the year is contained on page 8 of this report and the figures contained demonstrate the large volume of work completed by committees and the direct impact that this activity has had on Bills debated and passed by the House. As such, I am pleased to report again this year that following the reforms of 2011, Queensland has a modern, responsive and consultative committee system that positively serves the people of this state.

I reported last year on the significant capital projects that were planned to commence across the precinct during 2015-16. As noted during the recent Estimates hearing, these projects remain ongoing after some unexpected delays. However, I look forward to the completion of the rectification works on level 7 of the Parliamentary Annexe in the near future and for significant

progress to be made during 2016-17 on the project to install the fire protection system for Parliament House.

It has again been my great privilege to serve in this role and report on the achievements of the Parliamentary Service over the past year.

I certify that this Annual Report complies with:

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

A checklist outlining the annual reporting requirements can be found on pages 82-83 of this annual report.



Neil Laurie
Clerk of the Parliament