

## Goal 2 - Business support

To support the business needs of the Parliament, committees, Members, the Parliamentary Service and other clients.

In pursuit of this goal, Parliamentary Service resources have been allocated to provide a range of facilities management, hospitality and organisational services through the Corporate and House Services Division, which comprises the following five service areas:

- Catering Services
- Financial and Administrative Services
- Human Resource Services
- Information Technology Services
- Property Services.

The key performance indicators for Goal 2 relate to the extent to which the quantity, quality, timeliness and cost of specified services provided by each of the service areas meet the agreed standards and targets.

The methods of measurement include client survey, benchmarking, internal assessment through information management systems and external assessment through audit reports. Key performance indicators for Goal 2 are set out in the table on page 21.

In addition to providing support directly to Members and the Parliamentary Service, several

of the above-mentioned areas also provide services to external agencies as part of the state public sector Shared Service Initiative.

Human Resource Services, Financial and Administrative Services and Information Technology Services provide a range of corporate services to the following independent agencies:

- Office of the Governor
- Office of the Information Commissioner
- Office of the Ombudsman
- Queensland Audit Office.

Existing management and operational structures within the Parliamentary Service are used to deliver these shared services, and all are delivered in accordance with annual operating level agreements between the agencies.

Goal 2 is supported by the following areas:

### Office of the Director

The Office of the Director of Corporate and House Services is responsible for developing and monitoring corporate governance strategies within the Parliamentary Service, including management planning, systems and standards. The office is also responsible for managing the administration of the Members' Remuneration Handbook and plays a key role in coordinating

services to external clients through the Shared Service Initiative.

### Catering Services

Catering Services provides a range of dining, function and event management services throughout the parliamentary precinct for Members, their guests, and other approved clients. Catering Services also provides a range of gift and souvenir products available for purchase from the Gift Shop.

### Financial and Administrative Services

Financial and Administrative Services provides a range of services including: travel management; asset management; financial accounting and insurance; procurement, stores and goods receiving; secretarial support for Members within the precinct; budget management; and the maintenance of financial information systems.

### 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.

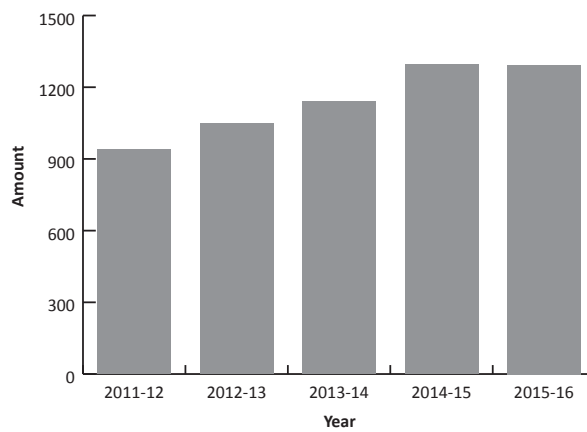
### Information Technology Services

Information Technology Services is responsible for: managing and maintaining the integrity and availability of core information and telecommunications network and desktop systems that service the parliamentary precinct and electorate offices; investigating, assessing and, when appropriate, implementing new or emerging technologies to ensure information technology systems remain effective; and providing support and advice to Members and Parliamentary Service staff on information technology systems and services.

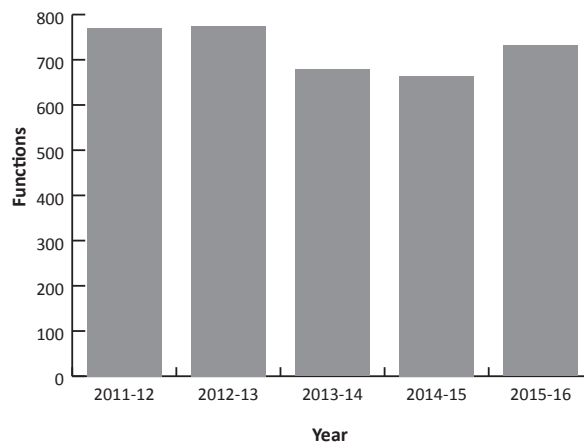
### Property Services

Property Services is responsible for the facility management and maintenance of the parliamentary precinct and 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 in Brisbane and also in 94 electorate offices across the state.

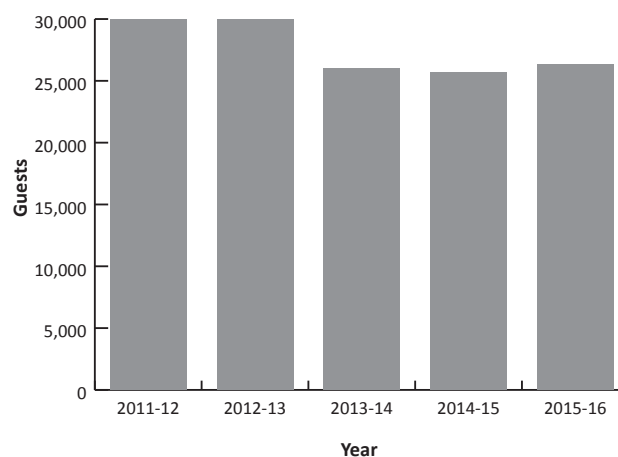
**Finance and Administrative Services - total travel bookings**



**Catering Services - number of functions**



**Catering Services - number of guests attending functions**



## Major initiatives

Key projects	Overview	Status
eDRMS project	During 2015-16, the Service prepared for implementation of an electronic Document and Records Management System (eDRMS). The eDRMS will replace the largely paper-based corporate records keeping system with an electronic Document and Records Management System (eDRMS) to improve the capture, control and ongoing use of the corporate records essential to its operations. The system will go live in early 2016-17.	On-going
Level 7 refurbishment	During 2015-16, a major project was initiated to repair and improve the amenity of level 7 of the Parliamentary Annexe. Repairs have addressed a number of long-standing water penetration and other building maintenance issues, while an update of services and finishes will result in a more fit-for-purpose function venue. All works will be complete in early 2016-17.	On-going

## Key Performance Indicators

Measures	2015-16 Target	2015-16 Actual
<b>Property Services</b>		
Percentage of planned capital works projects completed	95%	83%
<b>Catering Services</b>		
Number of catered functions held	700	731
Number of attendees at these catered functions	30,000	26,362
<b>Financial and Administrative Services</b>		
Percentage of external suppliers paid in accordance with trading terms	90%	81%
<b>Human Resource Management</b>		
Accuracy of payroll production	99%	99%
<b>Information Technology Services</b>		
Percentage of service desk calls completed within two hours of request	70%	81.1%
Percentage availability of full IT network resources (percentage of time during the year network services are available 24 hours a day, seven days a week)	98.5%	99.9%
<b>Percentage of Members satisfied with service provided to Goal 2 (satisfied/very satisfied)</b>		
	95%	98.5%
<b>Percentage of Shared Services clients satisfaction with services provided (satisfied/very satisfied)</b>		
	95%	100%

### Looking ahead

In 2015-16, the Parliamentary Service will:

- continue installation of a fire protection (suppression) system in Parliament House
- continue an ongoing program to improve security infrastructure and systems within the parliamentary precinct
- implement recommendations arising from a comprehensive review of electorate office security conducted in 2015-16. The review examined changes in security risks, security monitoring tools and techniques, and security awareness