

## Goal 4 - A progressive 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.

### Communication strategies

#### Consultative Committee

Meetings between management and unions are conducted via the Parliamentary Service Consultative Committee, 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 will establish a new consultative committee under that Agreement.

Consultation with relevant unions was undertaken during the year in relation to the award modernisation process which is being co-ordinated by the Queensland Industrial Relations Commission. The second stage of the award modernisation process was completed during the financial year.

#### 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 Parliamentary Service 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 staff 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 managing 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**

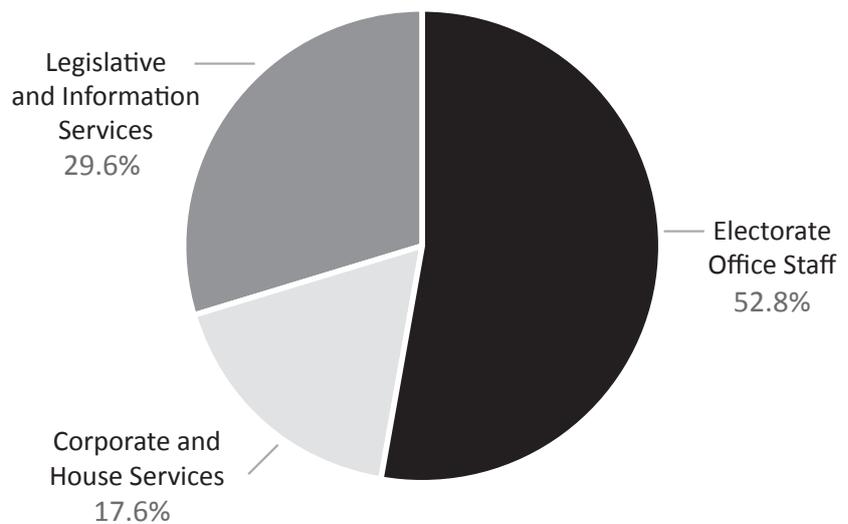
The Parliamentary Service considers training and professional development a high corporate priority and manages this centrally via the Executive Management Group in order to:

- ensure training is aligned to corporate goals and objectives
- 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 2015-16 in accordance with the training and development plan included:

**Percentage of staff by area**



The number of full-time equivalent staff as at 30 June 2016 was 390.

- Advanced first aid training
- delivering activity-based training courses
- Situational and tactical use of force training
- Workplace Health and Safety Representative training.
- Parliamentary Law, Practice and Procedure
- Australia and New Zealand Association of Clerks-at-the-Table Professional Development Seminar
- Australasian Parliamentary Educators Conference.

**Conferences and seminars**

Some of the conferences and seminars attended by staff during 2015-16 included:

- Association of Parliamentary Libraries of Australasia
- Australasian Study of Parliament Group

**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.

An Equal Employment Opportunity survey of Parliament House staff was commenced in 2009-10 and continued into 2015-16. The survey is designed to collect data about the current workforce to form a picture of the current employee profile.

### Employee Life Survey

In 2015-16, the Parliamentary Service commenced conducting surveys of staff through an external organisation, Employee Life. Employee Life is an independent service which provides a continuous and confidential way for employees to provide feedback to

management about their working experience.

Brief on-line surveys known as 'pulse surveys' are conducted to gather the opinions of employees on a variety of topics. By regularly gauging the views of employees, management can hopefully improve the overall working experience of staff which in turn can contribute to a more effective and efficient Parliamentary Service.

### 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 that 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*.

### 2015-16 staff information

Study and Research Assistance Scheme (SARAS)	Total
Officers receiving assistance	37
Permanent retention rate <sup>1</sup>	%
Parliamentary precinct staff	95.3
Electorate office staff	74.7
Permanent separation rate <sup>2</sup>	%
Parliamentary precinct staff	7.4
Electorate office staff	28.9
Sick leave - average number of days per officer	
Parliamentary precinct staff	13.7
Electorate office Staff	3.4

1. Permanent employees still employed for the period 1 July 2015 to 30 June 2016

2. Permanent employees who separated during the period 1 July 2015 to 30 June 2016

A review of the Code of Conduct is being undertaken in the 2016-17 financial year. The review of the Code will focus on ensuring that the Code is continuing to meet the requirements of the Parliamentary Service while remaining consistent with the ethics, principles and values of 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 the 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.

### 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 acknowledgement for outstanding and long-serving staff, along with the monitoring of certain indicators that measure the level of absenteeism, turnover and the general level of satisfaction.

### 2015-16 staff information

	Number of Staff	Male	Female	% Female
Managerial	27	14	13	48.1%
Professional	18	1	17	94.4%
Clerical	101	32	69	68.3%
Operational	59	36	23	39.0%
Technical	11	0	11	100%
Electorate	257	68	189	73.5%
Totals	461	150	311	67.4%

### Staff recognition

In 2015-16, 26 staff were issued with badges in recognition of their length of service. These staff are listed below.

Service badges awarded			
10-year service	Melissa Cook	Kalimna Kane	Tony Muller
	Sarah Harvey	Tracey Lindfield	Lee Quinn
	Phil Hill	Megan Mackee	Mary Westcott
	Karen Horstman	Julie Ann McSweeney	
15-year service	Steven Axe	Stephen Finnimore	Robyn Moore
	Nicolee Dixon	Leisa Menegon	
20-year service	Tania Coluccio	Annette Mead	Kylie Zupp
	Tina Grady	Chris King	
	Robert Hansen	Andrea Musch	
30-year service	John Polistena	Helena Simpson	
40-year service	Mary-Ann Lloyd		

## Meritorious service

In 2015-16, 10 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:

Name	
Kate Philipson	For her contribution to the delivery of the public service seminar program, in particular the initiative and innovation she has demonstrated in the development of new interactive activities to ensure the program is engaging and modern and her commitment to the continual improvement of and enthusiasm for the school education program.
Amanda Honeyman	For project managing the successful opening of the 55 <sup>th</sup> Parliament.
Monica Pearce	For her professionalism, teamwork and contribution to client service, particularly her commitment to the promotion and management of the O'Donovan Heritage Collection, including development of the recent WW1 displays and continuing leadership of the High Tea library tours.
Tamara Vitale	For excellent service in support of the Committee Office.
Shane Green	For his commitment to workplace health and safety and in particular coordinating several workplace wellness programs.
Margaret Telford	For excellence in service to committees of the House.
Mary Westcott	For excellence in service to committees of the House.
Alaina Megson	For her participation in helping to deliver EO Induction Training courses during 2015.
Kylie Stanley	For her participation in helping to deliver EO Induction Training courses during 2015.
Nicole Gallant	For her excellent service in support of Hansard.

## 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 2015, the recipients of these awards were-

Speaker's Award	
Robert Bartlett	For excellence in support of the Parliamentary Service for over 25 years and the fostering of professional standards by leading by example.
Clerk's Award	
James Robertson	For constant and consistent exceptional service and outstanding attitude.