

Objective 2 – Member support

To support members of the Legislative Assembly in their communication with and representation of constituents.

To achieve this objective, Parliamentary Service resources have been allocated to support electorate offices and officers and to deliver resources to Members, as determined by the Remuneration Tribunal and the Speaker.

These resources and services are primarily delivered through the Corporate and Electorate Services Division, the Property and Facility Services Division, and the Parliamentary Library.

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, 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 24.

Objective 2 is supported by the following areas:

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.

Electorate Accommodation Services

Electorate Accommodation is responsible for:

- providing and maintaining electorate offices for all Members of the Legislative Assembly
- the development of relevant policies, and
- providing advice to members on their electorate office entitlements.

In 2016-17 there were 94 electorate offices across Queensland – one in each of the 89 state electorates, with the five largest electorates (Charters Towers, Cook, Gregory, Mt Isa and Warrego) also having a second office.

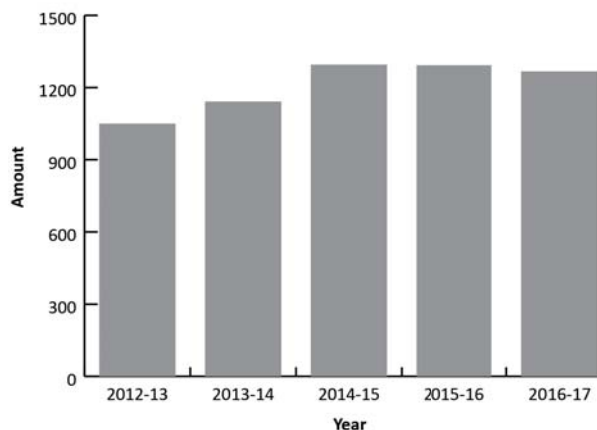
All offices are leased, furnished and maintained in accordance with the Members Remuneration Handbook.

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
- budget management, and
- the maintenance of financial information systems.

Finance and Administrative Service - total travel bookings



Human Resource Management 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.

Parliamentary Library

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 parliamentarians.

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 week day morning and afternoon, and customised alerts on particular interests or subjects can be arranged.

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.

Information about and assistance with using Library services is available to all members and their staff.

Major initiatives

Key projects	Overview	Status
Electorate Office Position Description Review	During 2016-17, a review was conducted of the position description for the electorate office role. The review was designed to formally recognise changes in electorate office work processes and tasks necessary to support Members and their constituents including social media communications and administration of the new allowance system introduced in 2014.	Review completed
2017 Redistribution Planning	<p>On 24 February 2017, the Queensland Redistribution Commission (QRC) released its Proposal for the Redistribution of the State's Electoral Districts. Following a public consultation process, the final boundaries were published via Extraordinary Gazette on 26 May 2017.</p> <p>The QRC determination provides for an additional four electoral districts, as well as changes to existing boundaries for current electorates and renaming of a number of existing electorates. The 93 electorates will come into effect when the writ for the next State general election is issued.</p> <p>During 2016-17, planning commenced to address a range of implications arising from the redistribution including establishment of new offices and relocation of existing offices, and review of Members' precinct accommodation requirements.</p>	Ongoing
Remuneration System review and implementation of QIRT Determinations	<p>During 2016-17, the Queensland Independent Remuneration Tribunal (QIRT) issued four determinations associated with Members' remuneration. In accordance with statutory obligations, the QIRT consulted the Clerk of the Parliament on matters covered by these determinations.</p> <p>The Parliamentary Service implemented all determinations made during 2016-17, including associated updates to the Members' Remuneration Handbook, policy and guidance advice, and software systems supporting the remuneration framework.</p>	Completed
Library research mentoring	The Research and Information Service's continuous improvement program of mentoring and coaching the researchers was strengthened to encourage and improve proficiency in a broad range of areas, including the use of spatial and statistical data.	Ongoing
Digitising map records	The Information Management Service added 2,406 map records to the Parliamentary Library's collection. More than 50% of the maps are available in digital format. The earliest maps date from 1839.	Completed

Key Performance Indicators

Measures	2016-17 Target	2016-17 Actual
Electorate Accommodation Services		
Number of Offices inspected for policy compliance (standards, WH&S etc)	30	37
Financial and Administrative Services		
Number of travel bookings including air, car, rail and accommodation	1,000	1,267
Percentage of Electorate Office stationery requests filled in less than one day	95%	100%
Human Resource Management Services		
Percentage accuracy in payroll production	99%	99%
Parliamentary Library and Research Services		
Research and information requests from individual clients	5,500	5,525
Number of Client Information Briefs in response to individual client requests	900	1,426
No. of times web-based Library Online accessed by clients including research staff (includes Alert usage)	>260,000	397,745
Percentage of individual research/information responses meeting agreed deadlines	>98%	99.8%

Looking ahead

Initiatives in 2017-18 include:

- planning for the transition from the 55th Parliament to 56th Parliament following the forthcoming general state election, including managing changes arising from 2017 electoral boundary redistribution
- creation of an Electorate Office Staff Reference Group (EOSRG) to act as liaison and communication forum between the Parliamentary Service and electorate office staff
- development of new on-boarding software systems to support and streamline human resource processes associated with new Members and staff
- the Parliamentary Library will contribute to the Parliament's Commemoration of WWI and the 150th Anniversary of the first sitting of parliament in the purpose-built Parliament House building, and
- an upgraded 'Video on Demand' service of free to air television, radio and news and current affairs program will be implemented in late 2017.