

Objective 3 – Service provision

To provide information, corporate and facility management services that better enables members of parliament and parliamentary service officers to achieve their objectives.

To achieve this objective, Parliamentary Service resources have been allocated to:

- provide quality administrative support services
- provide fit for purpose Parliamentary accommodation
- connect people, processes and technology, and
- maintain a professional and progressive Parliamentary Service.

These resources and services are primarily delivered through the following Parliamentary Service Divisions:

- Information Services Division
- Corporate and Electorate Services Division, and
- Property and Facility Services Division.

The key performance indicators for Objective 3 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.

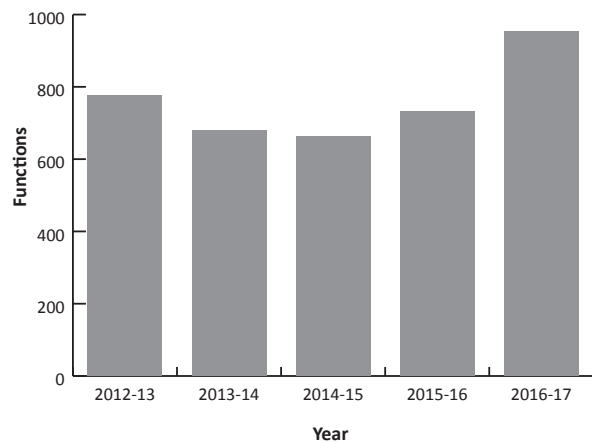
Key performance indicators for Objective 3 are set out in the table on page 32.

Objective 3 is supported by the following Service Areas:

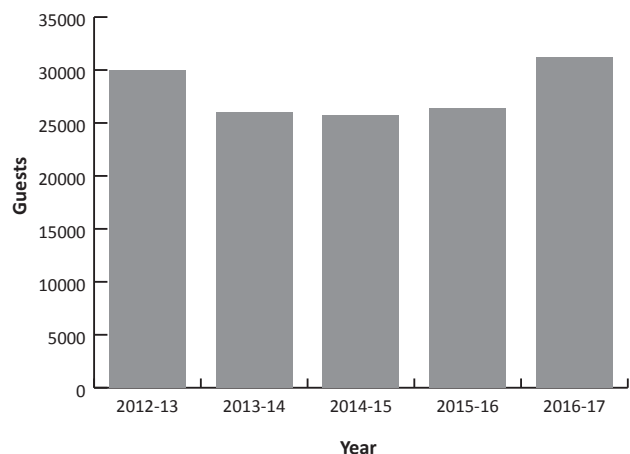
Catering Services

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.

Catering Services - number of functions



Catering Services - number of guests attending functions



Information Technology Services

Information Technology Services is responsible for:

- managing and maintaining the integrity and availability of core data and telephony networks and facilities as well as their associated infrastructure and desktop systems that service the delivery of Parliamentary business and allied business needs within 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 of Parliament and Parliamentary Service staff on information technology systems and services.

Precinct Services

Precinct Services is responsible for the facility management, construction projects and maintenance of the parliamentary precinct and the coordination of electorate office accommodation for Members. Precinct Services engages a range of contractors to assist in meeting the accommodation needs of the Parliament within the parliamentary precinct and also in 94 electorate offices across the state.

Records Management

The Records Management area leads the implementation of best practice records management, ensuring the systematic identification, capture, management and retention of QPS documents and records in an accessible and useable format for as long as they are required to meet operational, accountability, legislative and cultural requirements.

This area supports best practice records management through providing:

- advice on the application of recordkeeping best practice across the Queensland Parliamentary Service
- management and maintenance of recordkeeping control tools, policies, procedures and guidelines

- administration and support for the Electronic Document and Recordkeeping System (eDRMS), and
- training for recordkeeping and the eDRMS.

Security and Attendant Services

The Security and Attendant Services area maintains a safe and secure environment for members, guests, visitors and staff within the parliamentary precinct. In addition, Parliamentary Attendants assist the Parliament, its committees and Members to fulfil their parliamentary responsibilities and to support their business needs.

Security Services staff are responsible for:

- precinct security (24 hour security over the parliamentary precinct)
- the photographic access card system
- X-ray scanning of all visitors and mail for the precinct
- alarm and access monitoring
- co-ordination of emergency response
- first aid services
- breakdown and maintenance reporting, and
- lost property.

Attendant Services staff are responsible for:

- precinct reception and inquiry services (including mail distribution and switchboard)
- tours for school, public and special interest groups
- gift shop sales
- Chamber support services, and
- security access ID card database

Maintaining 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.

Objective 3 includes recognition of 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, and
- 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 has established 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 final 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 Parliament 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. A complete review of the performance management framework was undertaken in 2016-17 with a new Annual Review policy then being launched in 2017. All leaders and staff undertook training in the policy in early 2017 and annual reviews for all staff under the new framework were completed during the final quarter of 2016-17.

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 to manage 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, and
- 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 2016-17 in accordance with the training and development plan included:

- Code of Conduct, and
- performance management

Conferences and seminars

Some of the conferences and seminars attended by staff during 2016-17 included:

- Association of Parliamentary Libraries of Australasia
- Australian Parliamentary Educators Conference
- Australasian Study of Parliament Group
- ANZACATT Professional Development Seminar
- Scrutiny of Legislation Conference, and
- Catering Conference and Exhibition.

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, and
- all information gathered is confidential.

An Equal Employment Opportunity survey of Parliament House staff was commenced in 2009-10 and continued into 2016-17. 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*.

A review of the Code of Conduct was undertaken in the 2016-17 financial year. The review of the Code focussed 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 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.

Ethics Advice Officers

The Parliamentary Service established a new Ethics Advice Officer network during the financial year. The role of Ethics Advice Officer includes:

- being a frontline resource for staff to ask questions, raise concerns, report potential breaches of the Code of Conduct or misconduct and a Workplace Harassment Referral Officer, and
- promoting ethical decision making in the organisation by helping their leaders and peers communicate with their teams about ethics and maintaining a harassment free workplace.

The network was established following an expressions of interest process and training for selected officers was conducted during March 2017.

Staff recognition

In 2016-17, 21 staff were issued with badges in recognition of their length of service. These staff are listed below.

Service badges awarded

10-year service

Sheree Lyons
Nigel Mills
Lynette Whelan
Jennifer Buerckner
Robert Radulovic

15-year service

Gregory Connolly
Tamara Vitale
Ross Wyer
Jesslyn Exelby
Anthony Gec
Kerry O'Sullivan
Mitchell Kunde
Lucinda Osmond
Virginia Marsden

20-year service

Ellen Buckley
Angela Atkinson
James Robertson
Lloyd Pollard
Leo Scanlan

30-year service

Ross Daniell
David Newman

Meritorious service

In 2016-17, four 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	Service Area	Reason for Badge
Mike Wilkins	Information Technology Services – Help Desk	For providing an exceptionally high level of IT support services to the Parliamentary Service’s clients.
Dave Anning	Library Services	For professionalism and client service in developing and improving the presentation and delivery of spatial information.
Aaron Payne	Broadwater Electorate Office	For service with the Electorate Office Security Working Group.
Katie Mickelberg	Redlands Electorate Office	For participation in helping to deliver EO Induction Training courses.

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 2016, the recipients of these awards were-

Speaker’s Award

Chris King and Joshua Siczek - For excellence in the maintenance and care of Parliament’s gardens.

Clerk’s Award

Tamara Vitale - For excellence in the support of the Committee Office.



Chris King and Joshua Siczek receive their award from Mr Speaker.



Tamara Vitale receives her award from the Clerk.

2016-17 Staff information

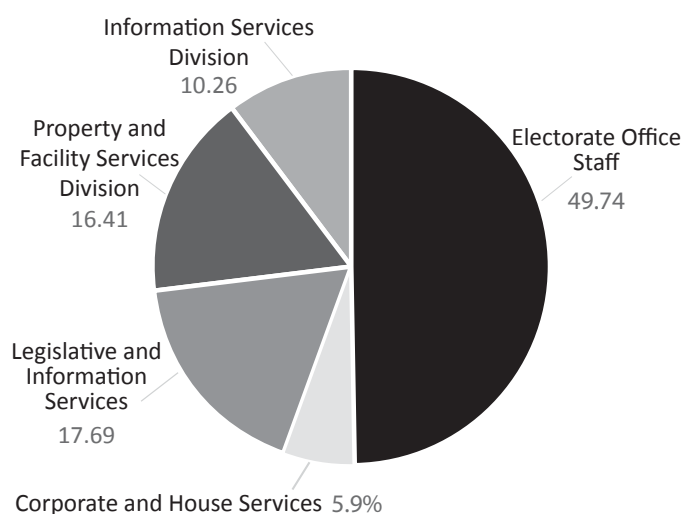
Study and Research Assistance Scheme (SARAS)	Total
Officers receiving assistance	33
Permanent retention rate ¹	%
Parliamentary precinct staff	87.76
Electorate office staff	74.74
Permanent separation rate ²	%
Parliamentary precinct staff	15.31
Electorate office staff	33.51
Sick leave - average number of days per officer	
Parliamentary precinct staff	4.78
Electorate office Staff	3.12

1. Permanent employees still employed for the period 1 July 2016 to 30 June 2017

2. Permanent employees who separated during the period 1 July 2016 to 30 June 2017

Percentage of staff by area

The number of full-time equivalent staff as at 30 June 2017 was 395.



2016-17 Staffing by employment classification and gender

	Number of Staff	Male	Female	% Female
Managerial	29	14	15	51.7
Professional	17	3	14	82.3
Clerical	96	28	68	70.8
Operational	53	33	20	37.7
Technical	1	0	1	100
Electorate	194	46	148	76.2
Totals	390	124	266	68.2

Major initiatives

Key projects	Overview	Status
Records management system	Implementation of the Objective electronic document and records management system which supports systematic and accountable recordkeeping capability of QPS.	Completed
Review of ITS	A strategic review of IT Services was undertaken and short-term priorities for the 2017-18 financial year have been identified.	Completed

Key Performance Indicators

Measures	2016-17 Target	2016-17 Actual
Information Technology Services		
Percentage of time full network resources will be available for client usage	>70%	80%
Percentage of service desk calls resolved within two hours of reporting	98.5%	99.61%
Precinct Services		
Percentage of planned Capital Works projects completed	95%	95%
Catering Services		
Total number of functions	700	956
Total number of guests	30,000	31,253
Security and Attendant Services		
Number of precinct visitors processed through security scanning procedures	75,000	63,963

Looking ahead

Initiatives in 2017-18 include:

- continue recordkeeping reforms to improve and support good governance by:
 - enhancing the Information Management framework
 - continuing to educate and train staff in their recordkeeping roles and responsibilities, and
 - reviewing ways to enhance the use of electronic forms and workflows to improve productivity and support digital business capabilities.
- IT Services will complete strategic planning in the first quarter of 2018. This planning will provide the direction for Parliamentary Services technology for the following three years.