

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 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, and 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 20.



Noosa Electorate Officers,
Brett Winkler and Lisa Hopkins

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 and Member's Services

Electorate Accommodation and Member's Services is responsible for:

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

At the end of 2017-18 there were 97 electorate offices across Queensland - one in each of the 93 state electorates, with the four largest electorates (Cook, Gregory, Traeger and Warrego) having a second office.

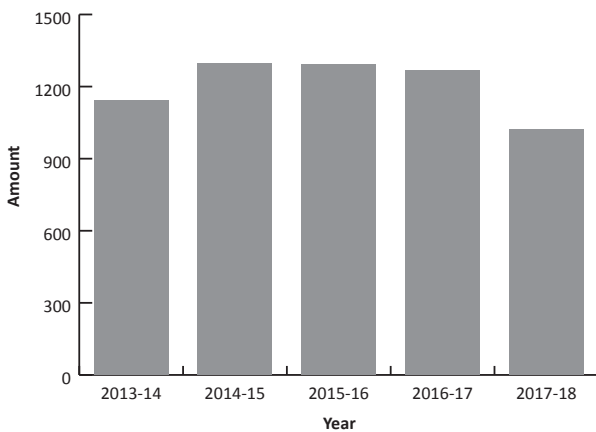
All offices are leased, furnished and maintained in accordance with the Members' Remuneration Handbook.

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.

Financial and Administrative Services - 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 can request customised alerts on particular areas of interest. Information about and assistance with using Library services is available to all members and their staff.

The Parliamentary Library's Library Online is available for members and staff 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.

Major initiatives

Key projects	Overview	Status
Intranet improved	Reviewed and updated the Parliamentary Services' intranet, to refresh the content, and improve site navigation and search functionality.	Completed
Improve accessibility of Library services	Revised the Library's Video on Demand (VoD) service which captures, stores and broadcasts news and current affairs television and radio clips and streams. The service is now accessible on mobile devices, and to staff in Opposition and Ministerial offices.	Completed
Library collections	Added over 101,000 items (in electronic and hard copy) to the Library's collections.	Completed
Library quality management framework	Continued to develop the quality management framework for Research and Information Services.	Ongoing
Electorate Office Accommodation	Establish new offices as a result of the 2017 Electoral Boundary Redistribution.	Completed
Single Touch Payroll implemented	HR Services successfully implemented a significant new initiative called Single Touch Payroll which involves real time reporting of payroll data to the Australian Taxation Office.	Completed
Staff on-boarding process	A new automated staff on-boarding process was developed in HR Services and has been successfully implemented. The on-boarding process has improved the capture of data from new staff and is a more efficient process than was previously used.	Ongoing

Key Performance Indicators

Measures	2017-18 Target	2017-18 Actual
Electorate Accommodation Services		
Number of Offices inspected for policy compliance (standards, WH&S etc)	30	21 ¹
Financial and Administrative Services		
Number of travel bookings including air, car, rail and accommodation	1,000	1,020
Percentage of suppliers paid within payment terms	90%	80%
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	6,664
Number of Client Information Briefs in response to individual client requests	900	1,566
No. of times web-based Library Online accessed by clients including research staff (includes Alert usage)	260,000	480,977
Percentage of individual research/information responses meeting agreed deadlines	>98%	100%

¹ Lesser number due to election and relocation program brought about by the 2017 Electoral Boundary Redistribution.

Looking ahead

Initiatives in 2018-19 will include:

- reviewing the administration of the Former Members' Register, to streamline updates
- relocating some of the Library's heritage collections to a new onsite storage facility at the parliamentary precinct
- enhancing the search functionality of the Library Online system
- reviewing the Library's collection management policy framework
- supporting significant events such as the 150th anniversary of Parliament House and the Parliament's commemoration of the centenary of the end of the First World War
- continuation of program to procure new offices as a result of the 2017 Electoral Boundary Redistribution and the Accommodation Improvement Program, and
- HR Services will focus on implementing a new enterprise bargaining agreement which will replace the existing agreement which is due to be replaced after August 2018.