

## 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, and internal self-assessment through information management systems and external assessment through audit reports.

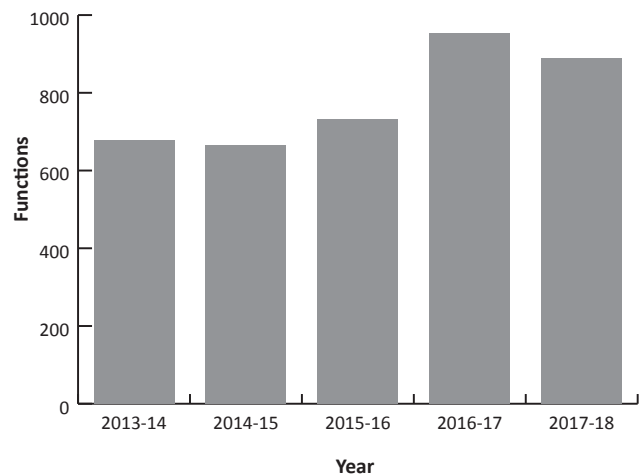
Key performance indicators for Objective 3 are set out in the table on page 28.

### Objective 3 is supported by the following Service Areas:

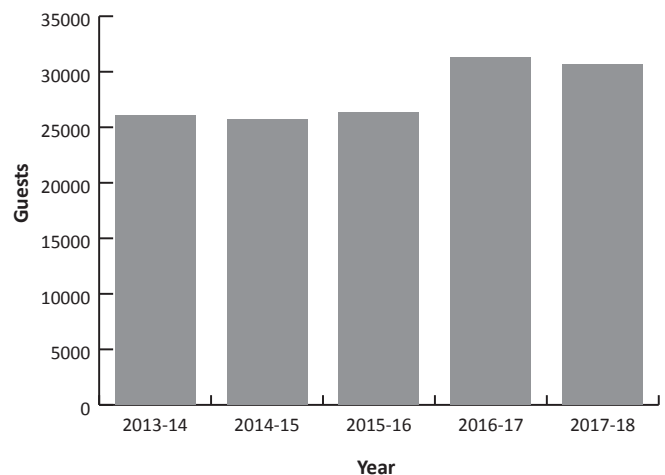
#### Catering Services

Catering Services provides a range of dining, meeting room 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:

- the provision, management and maintenance of desktop, network, telephony services, including the associated technology infrastructure, to support the operation of the Parliamentary Service, electorate offices, and the Legislative Assembly
- 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.

## Property and Facility Services Division

Property and Facility Services is responsible for the management of facilities, construction projects and maintenance of the Parliamentary precinct together with 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 and also in 97 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 PS 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 by 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.

### 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 new Annual Review policy was launched in 2017.

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 2017-18 in accordance with the training and development plan included:

- client service training, and
- Excel training.

## Conferences and seminars

Some of the conferences and seminars attended by staff during 2017-18 included:

- Association of Parliamentary Libraries of Australasia
- Australian Parliamentary Educators Conference
- Australasian Study of Parliament Group
- ANZACATT Professional Development Seminar, and
- Food Australia Conference.

# 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 all Parliamentary staff was conducted in 2018. 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*.

Some minor amendments were made to the Code of Conduct during the year to make provision for enhanced employment screening processes.

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 has an Ethics Advice Officer network. Ethics Advice Officers:

- are 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
- promote ethical decision making in the organisation by helping their leaders and peers communicate with their teams about ethics and maintaining a harassment free workplace.

## Staff recognition

In 2017-18, 22 staff were issued with badges in recognition of their length of service. These staff are listed below.

### Service badges awarded

#### 10-year service

Annette Hitchman  
 Lisa Williams  
 Verna Mitchell  
 Loraine Valinoti  
 Mario Auer  
 Cliff Ku  
 Erin Pasley  
 Amanda Honeyman  
 Kellie Moule  
 Andrew Dawson  
 Patrick Durrance  
 Joshua Siczek  
 Bob Swatton

#### 15-year service

Deborah Jeffrey  
 Debra Wickerson

#### 20-year service

Renee Easten  
 Melissa Oldfield  
 Margaret Edmonds  
 Steven Hutchins  
 Leanne Clare

#### 30-year service

David Blaik  
 Megan Doolan

## Meritorious service

In 2017-18, five 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
Gregory Connolly	Chamber Services	For a meritorious beyond normal duty for his continued excellent administrative support for the Table Office operations and the introduction of new, efficient processes into the office.
Kysira Fairbairn	Parliamentary Library	For meritorious service beyond normal duty for extraordinary initiative or noteworthy involvement in the redevelopment of the Video on Demand Service.
Lisa Rayner	Property and Facility Services	For meritorious service beyond normal duty in relation to the preservation of the Parliament's heritage and the health, safety and welfare of staff.
Nicola Ryan	Committee Office	For excellence in service to committees and for her organisation of and support for the Australasian Council of Public Accounts Committees (ACPAC) conference held in Brisbane in 2017.
Kylie Sareen	IT Services	For meritorious service beyond normal duty for extraordinary initiative or noteworthy involvement in the redevelopment of the Video on Demand Service.

## The Speaker's Award and Clerk's Award

The Speaker's Award and Clerk's Award were introduced in 2008 to acknowledge staff excellence. In 2017, the recipients of these awards were-

### Clerks Award

Leanne Clare – For excellence in leadership and extraordinary initiative and dedication to her role as First Clerk Assistant

### Speakers Award

Brett Nutley – For excellence in the delivery of Indigenous liaison to internal and external clients

## 2017-18 Staffing by employment classification and gender

	Number of Staff	Male	Female	% Female
Managerial	32	16	16	50
Professional	16	3	13	81.2
Clerical	97	27	70	72.1
Operational	57	35	22	38.5
Technical	1	0	1	100
Electorate	200	57	143	71.5
Totals	403	138	265	65.7

## 2017-18 Staff information

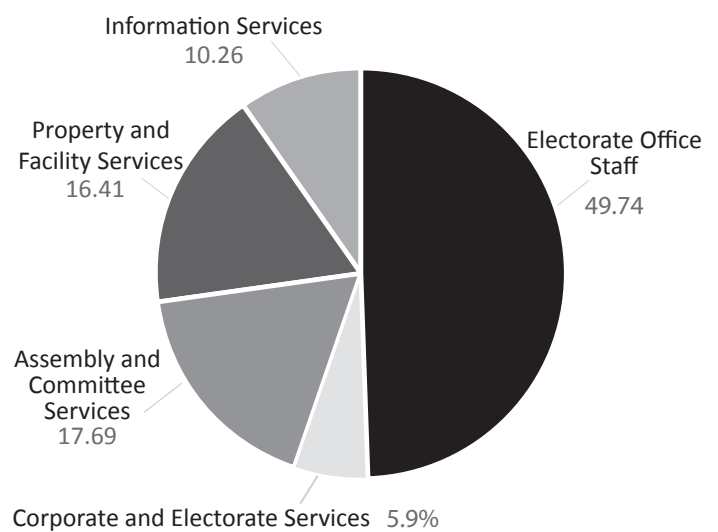
Study and Research Assistance Scheme (SARAS)	Total
Officers receiving assistance	26
Permanent retention rate <sup>1</sup>	%
Parliamentary precinct staff	90
Electorate office staff	51.3
Permanent separation rate <sup>2</sup>	%
Parliamentary precinct staff	10
Electorate office staff	48.7
Sick leave – average number of days per officer	
Parliamentary precinct staff	10.8
Electorate office staff	6.1

<sup>1</sup> Permanent employees still employed for the period 1 July 2017 to 30 June 2018

<sup>2</sup> Permanent employees who separated during the period 1 July 2017 to 30 June 2018

## Percentage of staff by area

The number of full-time equivalent staff as at 30 June 2018 was 403.



## Key Performance Indicators

Measures	2017-18 Target	2017-18 Actual
<b>Information Technology Services</b>		
Percentage of time full network resources will be available for client usage	98.5%	98.2%
Percentage of service desk calls resolved within two hours of reporting	>70%	77%
<b>Property Services</b>		
Percentage of planned Capital Works projects completed	95%	90%
<b>Catering Services</b>		
Total number of functions	700	888
Total number of guests	30,000	30,676
<b>Security and Attendant Services</b>		
Number of precinct visitors processed through security scanning procedures	75,000	72,241



## Looking ahead

Initiatives in 2018-19 will include:

- review and update of governance frameworks to deliver efficient and effective management of contracts and capital projects
- implementing a corporate service management information system to digitise some of the Parliamentary Service's internal operations, including the facilities management functions and the enhanced use of digital forms and workflows
- research current trends in the Food and Beverage/Conference and Events industry to ensure our offering is current and attractive
- implement a range of internally planned events, to offer high quality, cost effective entertainment options, for Members, staff and guests
- continue to train and develop our staff to ensure the service we provide our members and guests is of a high standard
- defining options for a future data centre strategy
- updating the IT policy framework
- improving wireless coverage at the parliamentary precinct
- continuing to develop a fit-for-purpose cyber security strategy for the Parliamentary Service
- refreshing the corporate recordkeeping system to support the business needs of a more mobile workforce and enable corporate information to be accessed anywhere on any device, and
- further developing the Information Management Policy Framework to include, for example, a Notifiable Data Breach Response Plan, a Digitisation Technical Standard and a Custody and Ownership policy.