# Clerk's Report

*"I often state that it is people who make up the service and people are our strength. This strength has been enhanced by our increasing diversity."*

Mr Speaker,

It is with great pleasure that I present the Parliamentary Service's Annual Report for the 2024–25 financial year.

## 2024-25 Highlights

Providing the support necessary for the dissolution of the 57th Parliament and the opening of the new 58th Parliament dominated the year. Whilst events like the official opening of Parliament are the most noticeable part of the transition, most work is actually in the background: assisting the departure of retiring or defeated members; inducting new members; onboarding new electorate staff; and assisting new office holders settle into their new roles.

Despite the effort required by our people for this changeover, it did not diminish the effort in engaging with the Queensland public. Key metrics include:

- 77,900 visitors to the parliamentary precinct (including 17,485 students)
- 23,699 attendees for public service seminars, youth parliaments, secondary school programs, tertiary and TAFE presentations and First Peoples activities and tours
- 1,151 participants in 37 virtual activities.

We also celebrated our history by marking the 100th woman elected to the Queensland Parliament, launching Parliament's history online through the Vernon Heritage Management System and succeeding in having the O'Donovan Catalogue added to the UNESCO heritage list.

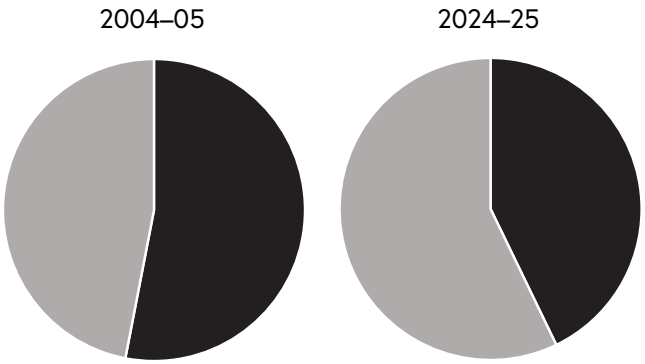
When reading this year's Annual Report, I was struck by some of the key metrics that demonstrate how much the service has changed in the last two decades.

This led me to compare some of the metrics in this year's report to those in the 2004–05 report. I often state that it is people who make up the service and people are our strength. This strength has been enhanced by our increasing diversity. The comparative metrics indicate increasing numbers of female in leadership, management and professional roles. I am also pleased to note our current measure of other groups, which provides a base from which we will measure our increasing diversity.

| Measure | 2004–05 % | 2024–25 % |
|---|---|---|
| Females in leadership roles<br>SES or SO | 60 | 72 |
| Females in managerial roles | 11 | 60 |
| Females in professional roles | 29 | 100 |
| Percentage of female staff | 67 | 71 |
| Aboriginal Peoples and Torres Strait Islander Peoples | N/A | 2 |
| People with disability | N/A | 6 |
| Culturally and Linguistically Diverse<br>Born overseas | N/A | 15 |
| Culturally and Linguistically Diverse<br>Speak a language at home other than English (including Aboriginal and Torres Strait Islander languages or Australian South Sea Islander languages) | N/A | 11 |

The other thing that stood out is the change in both work and composition of the service. In 2024–25, staff in the precinct outnumbered those in Electorate Offices. Now the ratio is 2:3.

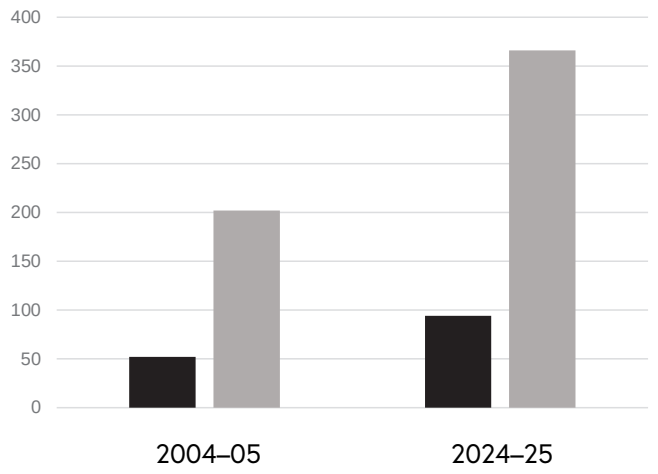
| Measure (Total FTE) | 2004–05 | 2024–25 | % increase |
|---|---|---|---|
| Precinct | 192 | 227 | 118 |
| Electorate Office | 170 | 303 | 178 |




In terms of change in work, the activity surrounding the work of our parliamentary committees is the greatest contrast to the work of the Parliament 20 years ago. Despite it being an election year, our parliamentary committees examined 31 bills, held 161 public hearings and briefings (30 in regional areas) and processed 3,735 submissions.

Simple metrices like the number of publications and hearings and meetings tell the story:

| Measure | 2004-05 | 2024-25 |
|---|---|---|
| Committee publications | 52 | 94 |
| Committee hearings and meetings | 202 | 366 |




# Looking forward to 2025–26

Every modern organisation needs to constantly evolve. It must adapt to its external environment, evolving technology, workforce expectations, and customer needs. The Queensland Parliamentary Service is no different. To this end, I was pleased that the Speaker approved my recommended restructure for the next three years. This temporary structure will enable the service to address important issues:

- Continuation of our digitisation program because system and process automation will lead to reduction of time and effort for parliamentary staff.
- Better integration of our human and technology resources
- Improving ITS security and safety to mitigate increasing global cyber risk.
- Increasing service satisfaction through people capability uplift and addressing employee engagement. Key to this is the completion of work program supporting the 2022 Workforce Strategy.
- The need to ensure the best documentation of all our processes for future learning and teaching.
- Continuing improvements to the built environment by further progressing the Annexe Tower refurbishment, with works to be completed on level 7 in the 2025–26 year and works recommencing on level 6 and starting on level 5.

I commend the 2024–25 Annual Report and look forward to the year ahead.

**Neil Laurie** LLB LLM (HONS) MBA
**Clerk of the Parliament**