

Looking Ahead

Initiatives in 2025–26 will include:

Corporate Services and Electorate Office Liaison

- Implement a new organisational structure from 1 July 2025, including:
 - Establishing an Electorate Office Service Coordination Unit with two full-time staff to enhance service consistency, communication, and frontline efficiency in electorate offices.
 - Dedicating ongoing resources to expand the ParlELearn online Learning Management System.
 - Strengthening support for Members' physical electorate offices through the Electorate Office Accommodation Unit.

Committee Office

- Continue to implement Good Practice Communication and Engagement Action Plan recommendations.
- Participate in the introduction of a Parliamentary information management system including implementing a new committee e-submissions solution.
- Implement strategies to build in-house capabilities to continually improve secretariat services including recruitment, training and retention of committee office staff.

Parliamentary Reporting and Broadcasting Service

- Plan and implement an updated Hansard production system, automatic speech recognition technology and associated change management processes as part of a Parliamentary information management system.

Table Office

- Continue to implement new digital infrastructure to support operations, as part of a Parliamentary information management system.
- Complete the digitisation of parliamentary papers tabled between 1860 and 1989.

Parliamentary Education

- Deliver regional outreach programs across Queensland in 2025 and 2026.
- Deliver youth parliaments and public service seminars, including the Junior Indigenous Youth Parliament and Eric Deeral Indigenous Youth Parliament.
- Publish new civics education resources, including a picture book for senior primary students.
- Establish the Brisbane Excursion Providers Network to strengthen civics education delivery.
- Expand professional development opportunities for teachers, including a Legal Studies Teachers Conference in 2026.
- Continue creating opportunities for Members to engage with students both on the Parliamentary precinct and in their electorates.
- Strengthen community engagement specifically with Aboriginal peoples and Torres Strait Islander peoples.
- Deliver teacher professional development, with Parliamentary Education hosting a Legal Studies Teachers Conference at Parliament in 2026.

Payroll Services

- Continue to implement Aurion Timekeeper to service areas within the parliamentary precinct to improve process efficiency.
- Commence implementation of Aurion Timekeeper for casual staff working in electorate offices.
- Participate in the development of new enterprise bargaining agreements for the Parliamentary Service.
- Continue to deliver employee self-service features via the payroll software system to allow staff to access and update payroll information, claim various payroll related items, and improve efficiency of leave and payroll requests and approvals.

People and Culture

- Continue to implement the Parliamentary Service Workforce Strategy 2022–25, including:
 - Finalise implementation of recruitment, selection and appointment processes.
 - Finalise digitisation of probation process as final step in onboarding through first 12 months of employment.
 - Finalise and implement a modernised digital performance review cycle process.
 - Finalise our EVP (Employee Value Proposition) to support attraction and retention of employees.
 - Build enhanced change management capability across the organisation.
- Implement a leadership capability framework, including new learning and development strategy.
- Deliver high level principles for Diversity, Equity and Inclusion.
- Rollout of psychosocial hazards prevention plan.
- Implement phase 2 of the Learning Management System rollout to meet current and future learning and development requirements.

Financial and Administrative Services

- Develop new management reports and dashboards for Members and internal management.
- Review Technology One upgrade and related processes.
- Review and update financial policies, and develop new policies as required.

Parliamentary Library and Research Service

- Commemorate the 150th Anniversary of the fourth, and longest serving Parliamentary Librarian, Denis O'Donovan from August 2024–August 2025.
- Continue to expand the Parliamentary Heritage Collections Online to showcase the Queensland Parliament's rich history, making it accessible to the public.
- Continue digitising hardcopy library collections, including the O'Donovan pamphlet collection, the Joint Library Committee Minutes from 1860, and the Correspondence collection.
- Develop further dashboards for presenting statistical information relevant to Members of Parliament.
- Continue to enhance Research Services' knowledge of quality resources and strengthen skills in research and writing.
- Support Parliament's public engagement program through historical research, creating informative displays, and hosting events.
- Reopen the historic O'Donovan Library for tours and events.

Information Technology Services

- Continuously improve the organisation's cybersecurity defences, threat detection capabilities, and cyber awareness.
- Upgrade the Parliament's video broadcast system, which livestreams to the media and the public via the Queensland Parliament website.
- Upgrade the AV systems in the Legislative Council Chamber, Premier's and Speaker's Halls.
- Commence the Internet Connectivity refresh and upgrade for electorate offices.
- Complete the workstation replacement for all Precinct staff.
- Complete the on-premise server upgrades and firewall replacements.
- Upgrade the Service's backup infrastructure.

Information and Records Management

- Conduct an organisation-wide physical and digital information inspection to identify information and records held outside of the Parliamentary Service's eDRMS and to complement the existing Information Asset Register.
- Establish a Business System Assessment Framework (BSAF) to provide a consistent, streamlined, and risk-based approach to the assessment of information and records management functionality in business systems.
- Migrate and convert vulnerable and unsustainable digital objects to approved formats.

Property and Facility Services

- Parliamentary precinct works:
 - Delivery of continuing refurbishment program (levels 3–7) including the replacement of external colonnade paving on level 5 Annexe to address movement-related maintenance issues and ensure paver stability; provision of new office area for payroll and financial services on level 6; new communal staff break out area on level 6 and upgrade of the northern amenities to address equitable access compliance on level 6.
 - Delivery of remediation program (levels 1–8) including works on level 7 to address significant water proofing issues and complete façade repairs (levels 3–7) including concrete spalls and window seal replacements. All sealant between the precast façade panels will also be replaced.
- Electorate offices works:
 - Implementation of the approved Accommodation Improvement Program (AIP) which includes relocations and expansion / refurbishment projects.
 - Implementation of the Security and Access System Upgrade across all 97 offices.
 - Development of business case for transition to in-house lease model.

Security and Attendant Services

- Assessment of Member home residences in line with Queensland Independent Review Tribunal (QIRT) determination. To include:
 - site visit
 - development of detailed report that is shared with Member.
 - development of site risk assessments (electorate offices and precinct).

Catering Services

- Delivery of Catering Sales and Marketing Plan with focus on generation of new corporate and social business via partnership with select online venue finding platforms.
- Delivery of quarterly ticketed events partnering with local suppliers.
- Development of exclusive new Queensland produced spirit range for Lucinda Bar. Delivery of promotions such as activations with partners.
- Ongoing enhancements to Gift Shop including:
 - Development of new limited run special product range
 - Development of digital catalogue.

Communications and Marketing Services

- Develop appropriate brand guidelines and a suite of templates for use across the Service.
- Continue to provide timely, transparent, and engaging social media content.