

Objective 2: Member Support

To support Members of the Legislative Assembly in their communication with and representation of constituents.

Overview

Member Support

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:

- » Corporate and Electorate Services
- » Property and Facility Services
- » Information Services.

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, 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 in the Appendix.



26,491 Members' electorate and communication allowance acquittals submitted



4 electorate office relocations and 3 relocations

1,012

Client information briefs prepared

100,192

Research and Information requests from individual clients

Logistics and electorate officer knowledge

Transition from the 57th to the 58th Parliament

The Corporate Services and Electorate Office coordinated a range of financial and administrative matters arising from the October 2024 Election. This included issuing communications regarding the finalisation of allowances and salaries, managing the changeover of Members' electorate offices, overseeing the separation of departing electorate office staff, and facilitating the appointment and onboarding of new staff. The Payroll team also processed staffing changes following the Election, rolled out the Aurion Timekeeper automated timesheeting system, implemented enterprise bargaining outcomes and the 2024 State Wage Case, introduced revised superannuation arrangements for staff on parental leave, supported the addition of an Assistant Electorate Officer position in every office, and contributed to the rollout of digital onboarding. The Information Technology Services team also sanitised and re-established the ICT environment in each electorate office that changed over following the 2024 Election.

Electorate Officer training and induction programs

During 2024–25, various formal programs were delivered to electorate staff including induction for new staff, a customised mental health and resilience program focused on electorate officers' interactions with the public in the workplace, and online learning via the new Parliamentary Learning and Management System ParlELearn.

Supporting Members' communication and representation

Financial and Administrative Services have an important role that assists Members of the Legislative Assembly with communicating and representing their constituents. Financial and Administrative Services administers Members' electorate and communication allowance and travel allowances; and provide a range of travel services.

The electorate and communication allowance ensures Members have the necessary resources to run their Electorate Office and engage effectively with constituents.

Travel allowances and the provision of travel services enable Members to maintain a strong presence within their constituencies, ensuring they can attend important meetings, community events, and other engagements that support their electorate.

In addition, Financial and Administrative Services provide software tools, reporting, reference materials and training services to support the administration of entitlements.

These services are integral to helping Members fulfil their parliamentary duties and maintain close, effective relationships with the communities they represent.

Enhancing Cybersecurity through Device Upgrades

After the 2024 Election, all Member and electorate office devices were replaced and upgraded to the new Windows 11 SOE, ensuring the transition was completed ahead of Windows 10 reaching end-of-life in October 2025 and mitigating associated cybersecurity risks. Members were also given the option to upgrade one or more devices to a laptop and/or multimedia workstation by paying the difference between the standard allocation and the chosen device.

Key initiatives for Objective 2

Enhancing Support for Members through Additional Staffing

From 1 July 2024, each of Queensland's 93 electorates were provided with an additional staffing resource in the form of an Assistant Electorate Officer (AEO). This represented the first increase to permanent staffing numbers since 2001 when the Assistant Electorate Officer role was first introduced.

This initiative also included the provision of essential office furniture and IT equipment needed to support the new employee in each main electorate office.

To support the increase in electorate office staffing numbers, additional support staff were appointed in precinct areas providing direct support to electorate offices including IT Services, Payroll, and Property Services.

The Additional Assistant Electorate Officer Initiative enhances the capacity of electorate offices to deliver effective support to Members and improve the way they serve their communities.

Tech Upgrades to Support Growing Electorate Offices

In 2024–25 the Queensland Government announced that all electorate offices would receive funding for one additional full-time staff member. In enabling this expansion, IT Services was required to procure and deploy multiple hardware components, which included visiting all sites across the state to upgrade each office's local area network.