

# About the Parliamentary Service

## Purpose

The purpose of the Parliamentary Service is to serve, support, promote, and strengthen the Legislative Assembly so it can fulfil its functions, which are fundamental to Queensland's democratic system of government.

### Legislative Assembly

The Queensland Parliament has one House, the Legislative Assembly.

The Legislative Assembly consists of 93 Members, who discharge a range of important legislative and constituency responsibilities.

Legislative responsibilities involve participation in parliamentary matters, including the enactment of legislation, privileged debate, scrutiny of government policy and serving on parliamentary committees.

Constituency responsibilities involve Members, as representatives of individual electoral districts, providing advice and assistance to constituents and acting as advocates for local interests.

### Queensland Parliament

The Legislative Assembly, together with the Governor of Queensland, forms the Queensland Parliament.

In the Westminster system of government, which Queensland has adopted, Parliament is the elected law making body but also determines which political party or parties form the Executive Government. To appoint a Premier and other ministers, the Governor must be satisfied that the party or parties they represent command a majority of the votes in the Legislative Assembly.

As the Executive Government is ultimately responsible to Parliament, the Assembly has the additional ongoing role of scrutinising the operations of the Executive. Accordingly, Parliament is a public institution of great constitutional importance and is separate from the Executive Government.

### Queensland Parliamentary Service

The Queensland Parliamentary Service provides administrative and support services to the Legislative Assembly, its committees and Members.

The Service comprises of staff working within the parliamentary precinct in Brisbane and staff in Members' electorate offices across the State.

To enhance and emphasise its independence from Executive Government, the Queensland Parliamentary Service was established under the *Parliamentary Service Act 1988 (Qld)*.

Further, as the Parliamentary Service is distinct from the Public Service, it is not subject to a wide range of legislative, administrative and other requirements that apply in the public sector, although, as a matter of practice, it often voluntarily adopts equivalent standards.

# Vision, Values and Objectives

## Our vision

To be the innovative leader in the delivery of parliamentary services in the Westminster world.

## Our values

### Integrity

We are honest, ethical, respectful, independent, professional and accountable.

### Learning

We continually learn, develop and pass on our knowledge.

### Innovation

We are innovative and strive to create a better future.

### Clients

We are focused on the needs of our clients.

### People

We value our people and their diversity and create a safe environment for them to excel.

## Our objectives

### Assembly and committee support

Support the Legislative Assembly (and its committees and Members) in fulfilling its functions within the institution of Parliament to:

- make law (and supervise delegated law making)
- approve and scrutinise the State's finances
- scrutinise the actions of executive government (and oversight independent bodies)
- provide a forum for debate and grievance.

### Member support

Support Members to engage with, and represent, their Electorates.

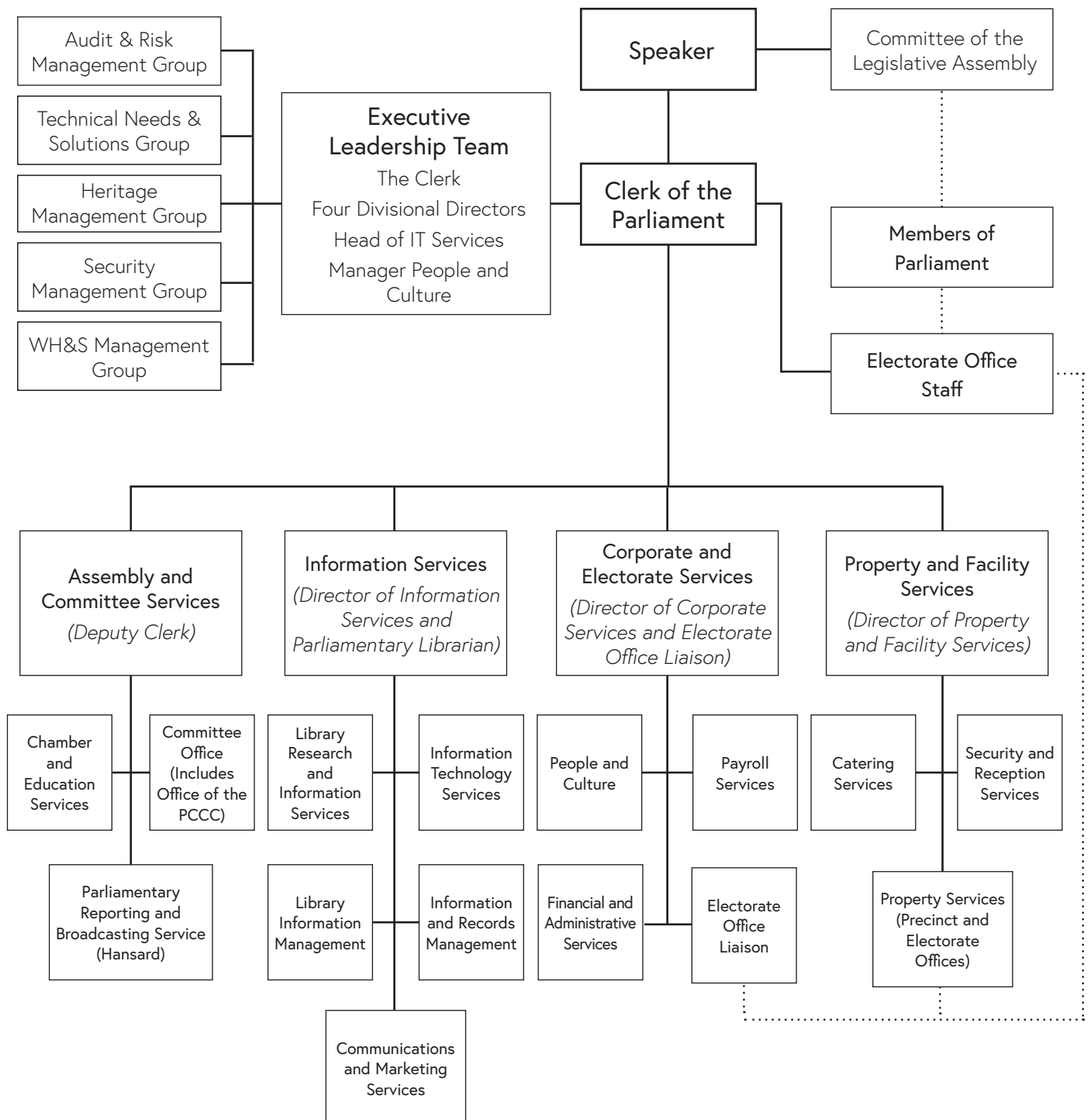
### Service provision

Provide information, corporate and facility management services.

### Improving awareness of the Parliament

Safeguard, promote and strengthen the important institution of Parliament.

# Organisational Chart



# Parliamentary Service Divisions

## Office of the Speaker

The Office of the Speaker provides executive, administrative and protocol support to the Speaker of the Legislative Assembly in relation to the Speaker's various roles.

## Office of the Clerk

The Office of the Clerk provides timely and accurate support to the Clerk of the Parliament to discharge his responsibilities as the Principal Officer of the Legislative Assembly, Chief Executive Officer of the Parliamentary Service, and Accountable Officer for the Parliamentary Service and the Legislative Assembly. The office also takes carriage of petitions and the Register of Interests.

## Office of the Deputy Clerk

The Office of the Deputy Clerk provides timely and accurate support to the Deputy Clerk to discharge his responsibilities as head of the Assembly and Committee Services Division.

# Assembly and Committee Services

## Office of the Director of Assembly and Committee Services

The Director of the Assembly and Committee Services Division is responsible for:

- supporting the effective operations of the Legislative Assembly through providing impartial procedural advice, accurate recordkeeping, and administrative services
- delivering parliamentary education, outreach, and attendant services to schools, universities, public servants, Members, and the wider community across Queensland
- providing professional advice, research and administrative support to parliamentary committees to assist them in conducting inquiries, engaging with the public, and reporting outcomes to the Parliament
- producing accurate, timely and accessible records of parliamentary and committee proceedings, including the live broadcast of debates and hearings
- assisting the Parliamentary Crime and Corruption Committee in enhancing accountability of the Crime and Corruption Commission.

## Chamber and Education Services

This area comprises two discrete offices: the Table Office and the Parliamentary Education Team.

### *Table Office*

The Table Office provides impartial advice, parliamentary information and administrative support services to assist the effective operations of the Legislative Assembly.

The Table Office is responsible for:

- maintaining accurate information on all business before the Assembly
- processing of legislation through the Assembly (introduction, amendment and presentation for royal assent)
- monitoring bills, questions and motions to ensure compliance with the rules of the Assembly
- liaising with Members, ministerial officers and representatives of public sector entities on the tabling of documents
- providing safe custody, maintenance of and access to parliamentary records
- conducting research and providing advice on parliamentary procedural matters.

### *Parliamentary Education*

The Parliamentary Education Office is responsible for:

- conducting parliamentary education seminars, workshops, professional development and Youth Parliaments for educators, secondary school students, university students, public servants, Members and their staff, and other client groups
- conducting school tours and other tours of the parliamentary precinct
- conducting educational outreach programs for regional Queenslanders
- developing and maintaining educational and information resources for use in educational institutions and by the wider community
- ongoing evaluation of current educational programs (including school tours) to ensure that they are appropriate for the target audience, based on relevant school curricula and consistent with current best practice in teaching
- providing advice and education on First Peoples protocols and performing a liaison role between the Parliament, its committees and First Peoples communities
- providing parliamentary attendant services to support the work of the Legislative Assembly.

## Committee Office

The Legislative Assembly establishes parliamentary committees to assist in fulfilling its functions. Committees hold inquiries into legislation, examine public accounts and public works, inquire into issues of public interest, oversee specified independent entities and report back to the Parliament. They provide a forum to explore matters of public importance and give Members opportunities to deepen their understanding of these issues. Importantly, committee inquiries strengthen the democratic process by taking the work of Parliament to the people and offering a direct and transparent way for them to contribute to its decisions.

A report on the operation of committees during 2024–25 is provided on page 24.

The Committee Office is responsible for:

- providing advice and support to each committee in the conduct of its inquiries, and fulfilment of its functions more generally
- maintaining each committee's records system
- planning for and gathering, analysing and reporting information, evidence, findings and recommendations
- facilitating public input to committee inquiries
- delivering business improvement activities
- promoting awareness of the role of Parliament and the committee system, and encouraging greater public participation in inquiries.

## Parliamentary Reporting and Broadcasting Service (Hansard)

The primary role of the Parliamentary Reporting and Broadcasting Service is to produce an accurate, timely and accessible record of the proceedings of the Parliament and its Committees, along with the live broadcast streaming of these proceedings. Other services provided include:

- producing the index to the debates of the Parliament
- transcribing and publishing Members' speeches
- providing transcription and editorial services to other Parliamentary service areas.

## Office of the Parliamentary Crime and Corruption Commissioner

Under the *Crime and Corruption Act 2001*, the primary role of the Parliamentary Crime and Corruption Commissioner is to assist the Parliamentary Crime and Corruption Committee (PCCC) in enhancing the accountability of the Crime and Corruption Commission (CCC) by undertaking a range of important functions on behalf of, and reporting back to, the PCCC.

The functions of the Commissioner, as required by the PCCC, include:

- conducting audits of the records, operational files and other material held by the CCC
- investigating complaints made against the CCC (including allegations of possible unauthorised disclosure of confidential information)
- inspecting the register of confidential information kept by the CCC
- previewing reports by the CCC to the PCCC.

In certain circumstances, the Parliamentary Crime and Corruption Commissioner may also investigate, on their own initiative, complaints about the CCC or a CCC officer, and similar matters.

The Parliamentary Crime and Corruption Commissioner has further mandatory responsibilities under the *Crime and Corruption Act 2001 (Qld)* and the *Police Powers and Responsibilities Act 2000 (Qld)* including the conduct of an annual review of intelligence data in the possession of the CCC and the Queensland Police Service and regular audits and inspections of the records of the CCC to determine the extent of compliance with legislative requirements relating to surveillance device warrants, controlled operations and assumed identities.

With the CCC declared an eligible agency under Commonwealth telecommunications legislation, the Parliamentary Crime and Corruption Commissioner is the inspection entity under the *Telecommunications Interception Act 2009 (Qld)*. This involves six-monthly inspections of the CCC's telecommunications interception records and provision of an annual report to the Queensland Attorney-General.

# Information Services

## Office of the Director of Information Services

The Office of the Director of Information Services is responsible for:

- delivering research, information, technology, records management and communication services to support the work of Members of Parliament, their staff, committees and the broader Parliamentary Service
- providing impartial research and information resources tailored to Members' needs
- delivering reliable, secure and cost-effective technology solutions across Parliament and electorate offices
- supporting best practice information and records management to meet operational, legislative and cultural requirements
- developing and implementing communication and engagement strategies to enhance parliamentary activities and strengthen community understanding of the role of the Queensland Parliament.

## Information Technology Services

Information Technology Services is responsible for:

- delivering reliable, secure and cost-effective technology solutions that meet the needs of Parliament, its committees, Members and the Parliamentary Service
- providing technology support and advice to Members, Parliamentary Service business areas and staff to help them achieve their business objectives
- managing and maintaining the integrity and availability of core network and infrastructure that services Members, electorate officers and Parliamentary Service staff
- assisting Parliamentary Service business areas to develop technology initiatives from concept through to implementation
- assessing emerging technologies and implementing new solutions, where appropriate, to enhance services for Members, electorate offices and Parliamentary Service staff
- providing appropriate infrastructure to promote the proceedings and business of the Parliament, its committees and associated services to the wider community.

## Parliamentary Library and Research Service

The Parliamentary Library and Research Service provides confidential, impartial, and timely research and information services for all Members of Parliament and their staff, committee secretariats, and the broader Parliamentary Service to assist with their parliamentary and constituency roles. The Parliamentary Library has an expert team of research and information specialists and provides access to high-quality resources specifically selected to meet the information needs of the Members.

Research and information can be requested on any topic of interest to Members to assist them with their:

- parliamentary debates, speeches and committee roles
- constituency issues
- policy development
- public interest matters.

The Parliamentary Library's Information Management service provides Members with daily curated media monitoring and reporting services including newspapers, online news, television, radio, and podcasts. General and personalised broadcast and print media alerts can be delivered to any device, either on a scheduled basis or upon request. Assistance with the Library's services and various electronic resources is available to all Members and their staff.

The Parliamentary Library's 'Library Online' is available via the Parliament's website and intranet. Available resources include:

- TV and radio clips of news, and current affairs programs
- curated peer-reviewed articles, reports and podcasts
- government documents, reports, and books
- current affairs, legal and research databases
- economic and social statistical data and maps.

## Information and Records Management

Information and Records Management (IRM) provide information and records management services to the Parliamentary Service.

IRM is responsible for the systematic identification, capture, management and retention of information and records and ensuring they are accessible and able to be used for as long as they are required to meet operational, legislative and cultural requirements.

IRM support best practice information and records management by:

- providing advice on information management and recordkeeping
- undertaking the management and maintenance of information and records management resources and tools
- developing policies, procedures and guidelines
- managing and preserving digital information and records
- providing eDRMS support and front-end system administration
- delivering information management, recordkeeping and eDRMS training.

## Communications and Marketing

Communications and Marketing is responsible for:

- promoting parliamentary activities and events in order to improve community understanding and awareness of the role and activities of the Queensland Parliament
- developing and implementing communication strategies for service-wide projects or projects involving multi-services including engagement with the community via parliamentary committee processes
- drafting media releases, speeches and associated services for the Parliamentary Service
- supporting effective communication between the Parliament and its clients with an emphasis on the Parliament's website and within the Parliamentary Service
- providing multimedia design and publication services for the Parliamentary Service and parliamentary committees.



# Corporate and Electorate Services

## Office of the Director of Corporate Services and Electorate Office Liaison

The Office of the Director of Corporate Services and Electorate Office Liaison is responsible for:

- leading Corporate and Electorate Services including Financial and Administrative Services, People and Culture, Payroll 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 Members' Remuneration Handbook
- leading and promoting liaison activities to deliver business systems and support networks for electorate staff located throughout Queensland.

## Financial and Administrative Services

Financial and Administrative Services provides corporate services and administrative support in relation to:

- financial accounting
- budget management
- Members' travel entitlements
- Members' electorate and communication allowance
- corporate travel arrangements
- procurement
- contract management
- goods receiving
- inventory and asset management
- mobile phone administration
- insurance
- financial information systems
- internal control systems.

## People and Culture

People and Culture is responsible for delivery of both operational service to Parliamentary Service and the delivery of the *Parliamentary Service Workforce Strategy 2022–25* ([https://documents.parliament.qld.gov.au/ParliamentaryService/WorkforceStrategy\\_2022\\_2025.pdf](https://documents.parliament.qld.gov.au/ParliamentaryService/WorkforceStrategy_2022_2025.pdf)).

A comprehensive service catalogue outlines key service offerings to support Members and the Parliamentary Service, including:

- recruitment and attraction
- onboarding and induction
- learning and development
- performance planning and management
- case management (including rehabilitation coordination)
- workforce planning
- organisational development and design
- workplace and industrial relations
- offboarding (exit interviews)
- change management
- coordination of Employee Assistance Service
- workplace health, safety and wellness.

## Payroll Services

Payroll Services is responsible for the provision of effective payroll and employment related services and advice to the staff and leaders across the Parliamentary Service as well as Members of the Legislative Assembly and electorate office staff, including:

- payroll processing
- personnel administration
- establishment management
- salary budgeting
- employee self-service modules through the Aurion payroll software portal
- Aurion HRIS system maintenance and development
- data capture, extraction and reporting for service areas and corporate reporting.

Under current shared services arrangements, Payroll Services also provides payroll and leave management services under a Service Level Agreement with the Office of the Governor.

# Property and Facility Services

## Office of the Director of Property and Facility Services

The Office of the Director of Property and Facility Services is responsible for:

- managing building construction, maintenance, energy efficiency, housekeeping, heritage conservation, and the upkeep of gardens and grounds within the Parliamentary precinct
- overseeing the maintenance and management of all 97 electorate offices across Queensland, including the delivery of the Electorate Office Accommodation Improvement Program (AIP)
- providing 24-hour security and reception services within the precinct, including emergency response coordination, mail distribution, first aid provision, and collaboration with the Queensland Police Service on personal security matters
- delivering high-quality catering and hospitality services across parliamentary dining, bar and function facilities, and managing the Parliamentary gift shop featuring branded and specialty products.

## Property and Facility Services

Property Services is responsible for the management of building construction, maintenance, energy efficiency, housekeeping, heritage conservation, and the upkeep of gardens and grounds within the Parliamentary precinct. This responsibility also extends to the maintenance and management of all 97 electorate offices across Queensland.

To support the accommodation needs of Members both within the precinct and in electorate offices, Property Services engages a range of external contractors. The team also oversees the implementation of the approved Electorate Office Accommodation Improvement Program (AIP), ensuring facilities meet operational and accessibility standards.

## Security and Reception Services

Security and Reception Services provides comprehensive support to Members of Parliament, staff, and visitors within the Parliamentary precinct through a 24-hour security presence. The team coordinates emergency responses and delivers first aid services, contributing to a safe and secure environment.

Core services include:

- precinct security
- reception services, including mail distribution and switchboard operations
- emergency response coordination
- public building announcements
- first aid provision
- gift shop operations
- lost property management
- dry cleaning services
- car parking administration
- key and access card management.

In collaboration with the Queensland Police Service, Security Services also offers strategic advice on personal security matters to Members and staff, supporting safety across electorate offices statewide.

## Catering Services

Catering Services supports the hospitality requirements of Members and guests of Parliament through the delivery of high-quality food and beverage offerings. These services are provided across a range of dedicated dining, bar, and function facilities within the Parliamentary precinct.

In addition to hospitality services, Catering Services curates the Parliamentary gift shop, offering a diverse selection of products. This includes a core range of branded gifts, items featuring Reconciliation Action Plan (RAP) artwork, and limited-edition specialty products.

## Service Standards – Effectiveness Measures

Members of Parliament are surveyed each year on the performance of the Parliamentary Service. The percentage of responding Members satisfied or very satisfied with services provided for the Parliamentary Service as a whole and for individual service areas and offices are presented below.

### Overall rating for the Parliamentary Service

In May 2025, the percentage of Members satisfied or very satisfied with the performance of the Parliamentary Service as a whole in fulfilling its key purpose was 89%.

### Overall rating by service area and office

Committee Office	91%
Electorate Accommodation Services	82%
Financial and Administrative Services	98%
Information Technology Services	89%
Members Executive Support	86%
Office of the Clerk	95%
Parliamentary Catering Services	98%
Parliamentary Education	86%
Parliamentary Library	95%
Parliamentary Reporting Service	95%
Payroll Services	100%
People and Culture	93%
Property Services	100%
Security and Reception Services	98%
Table Office	95%