



QUEENSLAND PARLIAMENTARY SERVICE

Annual Report

2024–25

Acknowledgement of Country

The Parliamentary Service respectfully acknowledges the Traditional Custodians of the land on which Parliament House stands. We pay our respects to Elders, past and present.

We are fortunate to live in a country with two of the world's oldest living cultures in Aboriginal and Torres Strait Islander people, whose lands, winds and waters we all share.

We acknowledge them as First Australians for their careful custodianship of the land over countless generations.



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From the Speaker

During the 2024-25 financial year, the Queensland Parliamentary Service experienced a high volume of operational activity, in addition to the dissolution of the 57th Parliament and the State Opening of the 58th Parliament.

As the organisation providing the foundational support to the work of the Legislative Assembly and its Committees, the Parliamentary Service is responsible for facilitating a diverse range of essential services, including:

- Providing the IT, corporate and business services required for the successful operation of 93 Members of Parliament both within the parliamentary precinct and their electorates, including office facilities and supplies, travel arrangements, accommodation and staffing to support their roles.
- Managing the heritage-listed Parliament House building and the Parliamentary Annexe in Brisbane, as well as 97 electorate offices across Queensland, including refurbishments, relocations, fit-out and leasing management.
- Community engagement and accessibility activities, including parliamentary education programs and youth parliaments (including Junior Indigenous Youth Parliaments), operation and maintenance of the parliamentary website, social media channels and live streaming of Parliament, production of records of proceeding with written and archived footage, coordination of functions and events, and parliamentary precinct access and tours.

Strengthening democracy through engagement

Over the last financial year, at Queensland Parliament, we welcomed 77,900 visitors to the parliamentary precinct, including 17,485 students.

We hosted Diplomatic and Consular visitors representing Canada, China, Denmark, Georgia, Germany, Japan, Korea, New Zealand, Philippines, Romania, Spain, Taiwan, United Arab Emirates and Vanuatu.

In May, I was honoured to host the Honourable Felix, Speaker of the Parliament of Vanuatu and a delegation of members, to co-sign the new 10-year parliamentary partnership agreement, further reinforcing the relationship between the Vanuatu and Queensland unicameral parliaments.

Committees in action

In the last financial year, the Parliamentary Committee Office maintained a high level of activity overseeing 161 public hearings and briefings, with 30 held outside Brisbane, conducted 205 private meetings, processed 3,735 submissions and examined 31 bills.

A landmark year for inclusive civic education

On 9 September 2024, the Queensland Parliamentary Education team proudly facilitated the first ever Deaf Youth Parliament, in partnership with Deaf Connect, Bus Stop Films and Education Queensland. Forty-four Deaf secondary school students from all over the state, participated in a Deaf Youth Parliament conducted entirely in Auslan, assuming roles as Youth Members and delivering speeches on key issues impacting the Deaf community.

Additionally, the education team hosted 23,699 attendees for public service seminars, youth parliaments, secondary school programs, tertiary and TAFE presentations, First Nations activities and tours.

Further, the team conducted 37 virtual activities with 1,151 participants and organised another 30 activities in regional locations, including Townsville and Kingaroy, reaching another 1,042 participants.

State Opening of Parliament

Following the October 2024 election, the Parliamentary Service professionally delivered the Official Opening of the 58th State Parliament, maintaining the great tradition, governance and ceremony, including a Vice Regal Salute, Inspection of the Guard, the swearing in of Members of Parliament, the election of the Speaker, Royal Approbation at Government House, the Governor's opening speech and the first sitting of the new Parliament.

100 Women in Parliament

The 2024 election saw the 100th women elected to Queensland Parliament, a significant milestone that we commemorated via various special events and activities throughout the year. In further celebration, a statue of Irene Longman, the first female member of the Queensland Parliament, has been commissioned. The statue will depict Mrs Longman 'eating at a table', symbolising the isolation and challenges she faced during her time in office.

A taste of Queensland at Parliament

Parliamentary Catering Services remains committed to supporting local Queensland producers, working with over 30 local suppliers and distributors to showcase the best local fresh food and produce. The Strangers' Dining Room now offers a selection of 22 Queensland made beverages, while the Lucinda Bar proudly highlights Queensland spirits.

Showcasing Parliament's history online

In 2023, the Parliamentary Library introduced the Vernon Heritage Management system, marking a significant step forward in managing and sharing the Parliament's heritage collections.

This new platform enables the creation and publication of online displays and content, drawing directly from the rich resources documented in the Vernon database.

Additional items of interest have been added to the Vernon platform over the last 12 months, including the O'Donovan Catalogue Origins Collection, Speaker Portrait Collection, Heritage Menus, and historic photographs of Brisbane.

Modernising spaces to better serve Parliament

The Annexe Tower refurbishment continued in 2024-25, addressing significant waterproofing issues on level 7; delivering new dedicated committee hearing rooms on level 3, with broadcast standard AV systems and a purpose-built control room; and redeveloping office spaces for committees, library, IT services and corporate services. With Stage 2 now complete, work has commenced on Stage 3, improving office, kitchen and dining spaces on level 6.

Speaker's Green refreshed

Earlier this year, the Speaker's Green underwent remediation works, which involved excavating almost 30 cubic metres of soil to correct ground levels, before undergoing a full replacement of irrigation and installation of new green couch turf, which has dramatically improved the surface of the space.

Digital Transformation

Over the past year, there have been a range of initiatives delivered to help modernise the way we recruit, induct, support and develop our staff, both on the precinct and in electorate offices.

The new learning management system, named ParLELearn was launched in November 2024. This was initially rolled out in-house, and then to electorate office new starters after the October election. The key benefit of the ParLELearn system is it can be used to deliver both customised and general learning material that can be completed in a self-paced way.

Since January 2024, the Parliamentary Service has been progressively delivering its comprehensive upgrade of the Precinct's audio-visual systems to support the work of the Parliament and its committees.

In 2024-25 the focus was an upgrade of the Assembly Chamber and its systems. Additionally, the upgrade works continued with the introduction of the new Committee Conferencing systems, the construction of two new contemporary Committee Rooms on level 3, the upgrade of the existing Undumbi and Dandiir rooms.

Supporting reconciliation

Driven by the Reconciliation Action Plan (RAP) Working Group, the Parliamentary Service delivered key outcomes as planned for in the service's second RAP. In November, the Reconciliation Garden within the parliamentary precinct was officially opened and celebrated, with Elders, community members and staff.

Planning also commenced on the Parliamentary Service's third RAP, aimed at introducing new initiatives, while applying lessons and learnings from our journey since 2020, to further support reconciliation.

Graduate Program success

The Parliamentary Service's inaugural Graduate Program commenced in February 2023, designed to engage graduates via a full time two-year temporary employment contract, with places reserved for First Peoples graduates. A second First Peoples graduate joined the Service in May of 2024. Following the success of the original program, the second cohort of graduates commenced in February of 2025.

I extend the sincere appreciation of the Members of the 58th Parliament to the Executive Leadership Team, under the stewardship of the Clerk of the Parliament, Mr Neil Laurie, and to all Parliamentary Service staff. Their dedication and professionalism have been instrumental in fulfilling the operational responsibilities of the Parliamentary Service with excellence.



Honourable Pat Weir MP

Speaker of the Queensland Legislative Assembly

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.

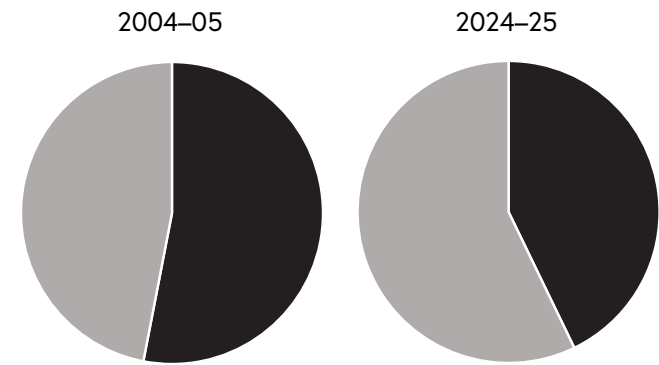
When reading this year's Annual Report, I was struck by some of the key metrics that demonstrate how much the service has changed in the last two decades.

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 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 Born overseas	N/A	15
Culturally and Linguistically Diverse 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.

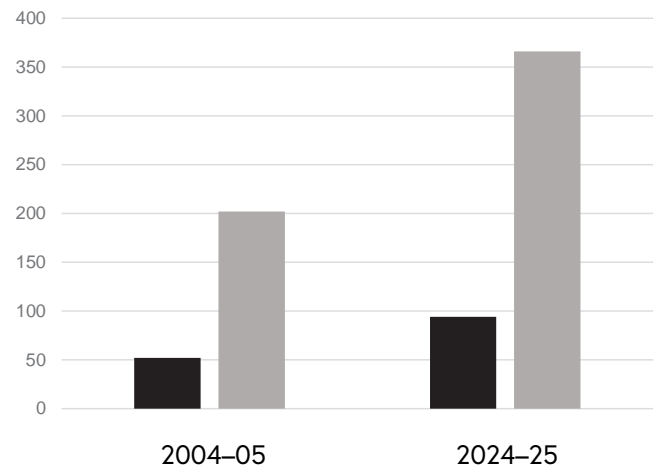
Measure (Total FTE)	2004–05	2024–25	% increase
Precinct	192	227	118
Electorate Office	170	303	178



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 metrics 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

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.

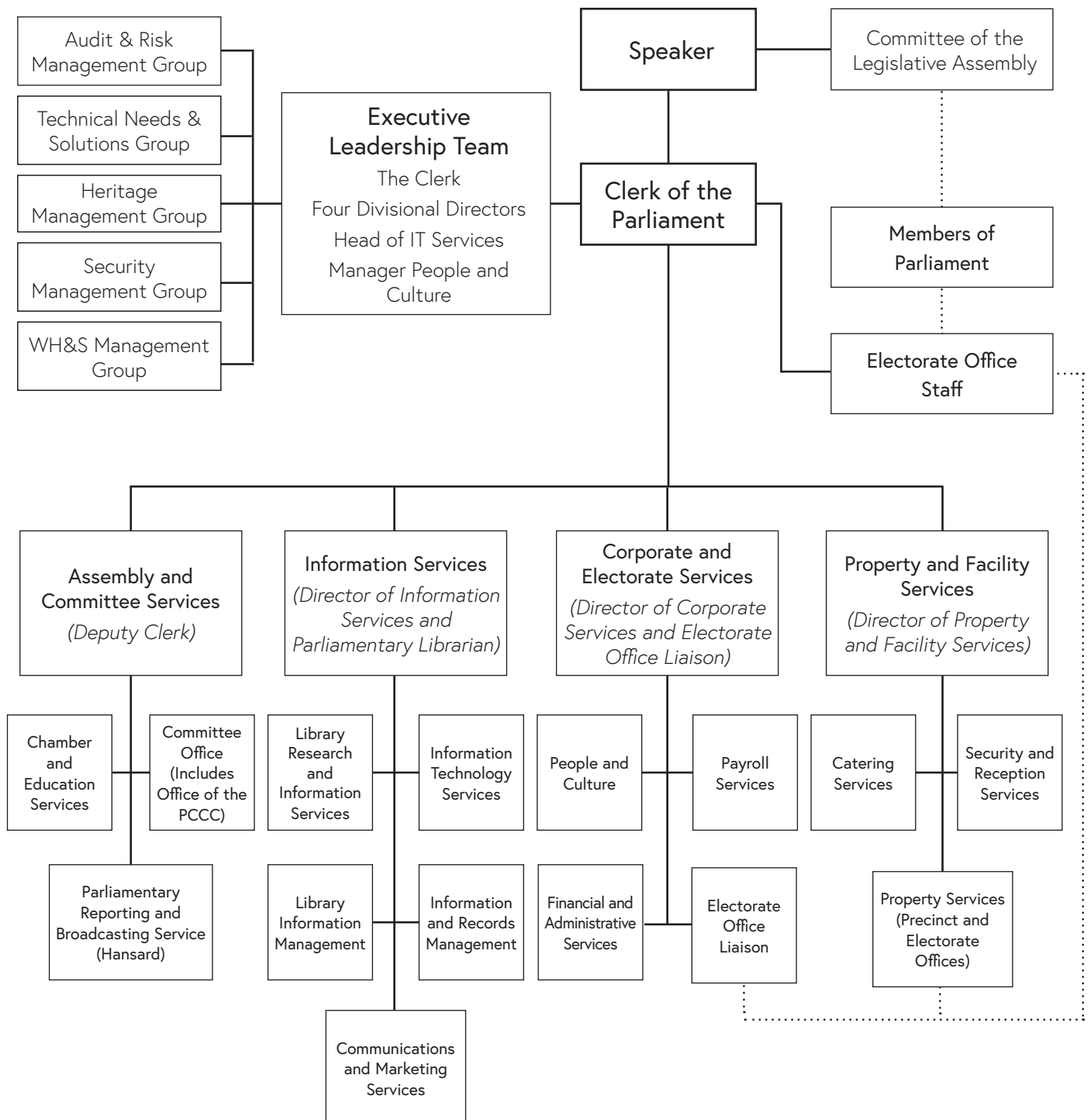
Service provision

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).

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%

Financial Summary

For the year ended 30 June 2025

	2020–21 \$'000	2021–22 \$'000	2022–23 \$'000	2023–24 \$'000	2024–25 \$'000
Total Income	106,427	109,048	114,572	124,767	144,243
Total Expenses	105,313	106,247	109,778	130,035	142,286
Operating Surplus/(Deficit)	1,114	2,801	4,794	(5,268)	1,957
Total Assets	220,764	224,252	272,777	337,801	322,768
Total Liabilities	4,731	3,842	8,955	4,016	5,375
Net Assets	216,033	220,410	263,822	333,784	317,393

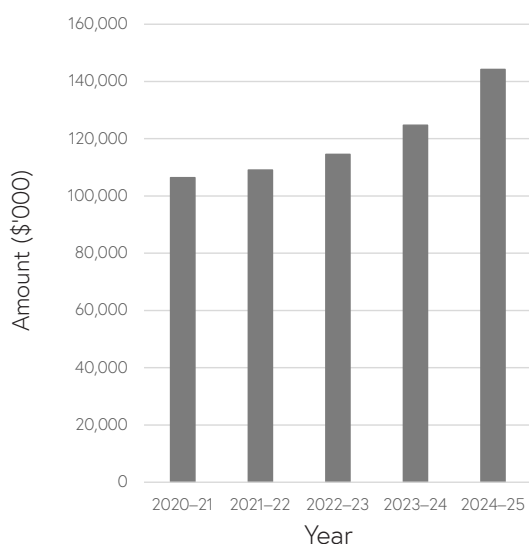
	2020–21	2021–22	2022–23	2023–24	2024–25
Current Ratio ¹	4.25	3.07	2.01	3.70	2.54
Debt/Equity Ratio (%) ²	1.74	1.72	3.39	1.20	1.69
Liability/Asset Ratio (%) ³	1.71	1.69	3.28	1.19	1.67
Current Assets	16,334	12,469	17,991	14,847	13,669
Current Liabilities	3,842	4,059	8,955	4,016	5,375

1. Current Ratio measures the ability of the Parliamentary Service to meet short-term financial obligations.

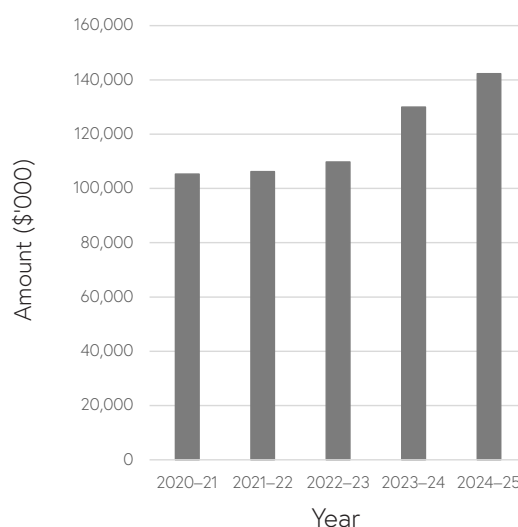
2. Debt/Equity Ratio represents the debt of the Parliamentary Service as a relative proportion of Equity (net worth).

3. Liability/Asset ratio measures the percentage of the Parliamentary Service's total assets that are provided via liabilities.

Total income



Net Assets



Our Year in Review

State Opening of the 58th Parliament

The 58th Parliament of Queensland sat for the first time on 26 November 2024, when Members were sworn in and the Speaker was elected. That afternoon the Speaker was presented to Her Excellency the Honourable Dr Jeannette Young AC PSM, Governor of Queensland, at Government House.

The Official State Opening of the 58th Parliament was held on 27 November 2024. This significant event requires a coordinated effort between the Parliamentary Service, the Department of the Premier and Cabinet, the Office of the Governor, the Australian Defence Force and the Queensland Police Service.

Highlights of the Opening included:

- a 19-gun artillery salute from Kangaroo Point to mark the Governor's arrival
- an inspection of the Guard by Her Excellency provided by the 8th/9th Battalion, Royal Australian Regiment
- the Mounted Police Escort
- performances by the Australian Army Band
- a First Peoples Welcome to Country by Shannon Ruska
- the Governor's Opening Speech
- cultural performances on the Speaker's Green by Tribal Experiences, a Brisbane-based Aboriginal dance group, and the Wagga Torres Strait Islander Dance Company.

More than 615 people attended the opening, including Members and their families, along with representatives from the judiciary, consulate, clergy and other officials. The event was also broadcast live, ensuring proceedings were accessible to audiences across Queensland.

New Members' Induction Program

Officers from across the Parliamentary Service came together to form a working group to plan and deliver the new Members' Induction Program.

The 2024 program was delivered across three sections.

Section A focused on Member-specific and electorate office matters. Held from 12–14 November 2024, it covered topics such as the role of a Member of Parliament, salaries, allowances and travel, managing electorate offices, Member entitlements, Parliamentary precinct support, and media engagement. As part of the Parliamentary precinct support sessions, the Parliamentary Library briefed Members on available services, including media monitoring, loans, library catalogue access, and information and research support on any topic relevant to their research and interests.

Section B focused on the procedural role of Members. Held from 18–19 November 2024, it addressed parliamentary protocol, parliamentary practice and procedure, and Members' interests and ethics.

For the first time, the Parliamentary Service partnered with the McKinnon Institute, which led presentations on 14 November 2024 on topics including:

- the responsibilities of being a Member
- making a first speech
- ethics of decision making
- strategies for high performance and personal resilience.

Section C was conducted on 17 February 2025 and included briefings from key statutory office holders, including the Queensland Judiciary, Ombudsman, Information Commissioner, Auditor-General, and the Crime and Corruption Commission.

The final session of Section C concluded with a follow-up activity, providing new Members with the opportunity to raise issues after reflecting on their first few months in office and to ask questions of Parliamentary Service Area Leaders.

Celebrating 100 women elected to Queensland Parliament

Following the election of Members to the 58th Parliament, Queensland reached and exceeded the significant milestone of 100 women having been elected to the Queensland Parliament. This achievement is part of a long and continuing journey towards gender equality in Queensland politics.

Reaching 100 women in Parliament is a testament to the progress made, but it also serves as a reminder that the work for fair and equal representation is far from over.

To commemorate this historic milestone, several special events and activities took place:

- On Monday 31 March, Parliamentary Education arranged an International Women's Day Debate in partnership with the Queensland Debating Union. Top tier female high school debators gathered in the Legislative Council Chamber to debate the topic "That apoliticism is immoral". They were supported by 127 parents, students and teachers, who watched these young female leaders debate in a chamber that in its day, did not have any female representation.
- On Friday 2 May, Strangers' Restaurant hosted a sold-out, special panel Q&A luncheon event in celebration of International Women's Day featuring former and current female Members.
- A display on level 3 of the Parliamentary Annexe celebrates pioneering women in Queensland politics, highlighting Irene Longman, the State's first female Member of Parliament, and featuring a register of all 110 women who have served since Mrs Longman's election in 1929.
- Limited-edition '100 Women in Parliament' commemorative products, including tote bags, scarves and a locally produced pink gin liqueur, are available from the Parliamentary Gift Shop and the Lucinda Bar..
- The '100 Women in Parliament' video, featuring current female Members of Parliament sharing their wisdom, giving advice to future generations, and fun facts such as their go-to coffee orders and the soundtracks to their political journey, is available to [watch on our website](http://www.parliament.qld.gov.au/100women) (www.parliament.qld.gov.au/100women).
- A picture book about Queensland Parliament is now in development by Parliamentary Education. The working title is 'Kirra and the Statue,' and it will contain illustrations that celebrate the Queensland Parliament. It's the story of a young girl who, with the encouragement of her teacher 'Mrs Longman' (named for Irene Longman), petitions the Queensland Parliament to create more statues of notable women in public places. The book will contain a curriculum guide and teacher notes including a biography of Irene Longman and reference to the 100 women milestone.

Digital Transformation

In February 2024, under the Digital Transformation and Modernisation Program, the Parliamentary Service completed a comprehensive upgrade to the Legislative Assembly Chamber's audio system. This has significantly improved audio clarity for Hansard Reporters and laid the foundation for standardising broadcast audio across the precinct.

Two new contemporary Committee Rooms were also delivered, featuring fully integrated digital audio and video conferencing systems. These purpose-built digital facilities enable hybrid participation by Members and witnesses, in person, by phone, or virtually, replacing older analogue technologies with a more modern, flexible experience.

Additional audio-visual upgrades were implemented in the Undumbi and Dandiir seminar rooms, including new sound systems, improved controls, upgraded cameras, and enhanced display systems. Further improvements are planned for the Undumbi Room to expand video conferencing capabilities.

A new Tabled Papers management system was introduced in 2024–25 as part of the Digital Transformation Project. This system streamlines the tabling process and enhances digital access to tabled papers, improving transparency and accessibility for Members, staff, and the public.

To support regional and flexible hearings, the "Committee-in-a-box" system was launched. This portable solution enables hearings to be conducted away from Parliament House, with amplification equipment available where venues lack AV facilities. This capability was demonstrated through the 2025 Estimates process where IT Services used the "Committee-in-a-box" setup in the Legislative Council Chamber.

The Parliamentary Service has also worked to consolidate and standardise technologies across all committee facilities, ensuring systems are intuitive and consistent.

Looking ahead, upgrades will commence for the Legislative Council Chamber and Speaker's Hall following Estimates, alongside improvements during the summer recess to the Video Production System that supports the live broadcast. These initiatives are central to ensuring Queenslanders can engage with the parliamentary process through modern, accessible technologies that overcome the barrier of distance.

Reconciliation Garden

The Reconciliation Garden is a thoughtfully designed space, created in consultation to reflect First Peoples heritage. Led by the Parliamentary Service Reconciliation Action Plan Working Group, the project celebrates cultural connection and reconciliation.

The initiative commenced during Reconciliation Week 2022, marked by a morning tea on the level 3 concourse, on the future site of the garden. This event brought together First Peoples community members, parliamentary staff, and local Elders to reflect on the vision and significance of the space.

Throughout 2023 and 2024, extensive community consultation was led by the First Peoples Liaison Officers and included:

- Gregory Egert (Uncle Cheg) – Centre Elder in Residence, University of Southern Queensland; Yugara, Gorenpul, and Kabi Kabi connections
- Maroochy Barambah – Representative of the Turrbal People
- Uncle David Wragge – Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts; Wakka Wakka man from Cherbourg with traditional connections to Ghungalu, Juru, Bindal, and Wulgurukba peoples
- Bruce Phillips – Butchulla man from Hervey Bay, horticulturalist, and founder of Murri Tucker.

The official opening of the Reconciliation Garden took place on 12 November 2024, celebrated with a morning tea hosted by the Hon Curtis Pitt, former Speaker, and the Reconciliation Action Plan Working Group (RAPWG). Respected Elders, community members, and Parliamentary staff attended the event.

Maroochy Barambah, Elder, Songwoman, and Law-woman of the Turrbal people, welcomed attendees to Country and shared traditional songs and stories, adding deep cultural significance to the occasion.

The garden now features over 30 species of Australian native bush foods, many of which are incorporated into the seasonal menus of the Parliamentary Service's restaurant and function offerings. In addition to its cultural importance, the garden provides habitat for native wildlife, including birds, bees, and lizards, enhancing its ecological value.

Deaf Youth Parliament

On 9 September 2024, Parliamentary Education successfully hosted the Commonwealth's first Deaf Youth Parliament, delivered in partnership with Deaf Connect, the Parliamentary Service, Bus Stop Films, and Education Queensland.

Forty-four Deaf school students from across Queensland, including Brisbane, the Gold Coast, Eidsvold, Mackay, Townsville, Mareeba and Weipa, gathered in the Legislative Assembly Chamber to conduct a Youth Parliament entirely in Auslan (Australian Sign Language). They debated motions relevant to the Deaf community and had an opportunity to learn about the legislative process in Queensland. Each student assumed the role of a Youth Member, participating in a true-to-life Parliamentary sitting. The event featured moving and lively speeches about key issues impacting the Deaf community, ensuring that the next generation of leaders have a platform to raise their voices.

This event was a powerful example of how Parliaments can offer valuable opportunities for inclusion, giving Deaf and hard-of-hearing students from across Queensland a chance to experience governance in action.

They tackled two motions: advocating for the inclusion of Deaf jurors in legal proceedings and pushing for mandatory closed captions at all cinema screenings. These issues highlighted the importance of accessibility and equality for the Deaf community, and the Youth Members expressed their views with clarity, conviction and passion.

A Year 12 student from Trinity Bay State High School in Cairns, took on the role of Youth Sergeant-at-Arms, carrying out his duties with confidence. Another student assumed the role of Deputy Sergeant-at-Arms, announcing the Speaker in Auslan. This ensured an inclusive experience for all participants, including those who are still developing the confidence to 'speak up' in such a formal and unfamiliar setting.

Attended by many Members of the Queensland Parliament and the Director-General of the Queensland Department of Education, students took the opportunity to advocate for issues of importance to them. The issue of extending a bilingual and bicultural education programme from its existing primary school setting in the Western suburbs of Brisbane to a high school setting was raised by a group of students across several forums. This meant that it wasn't just an opportunity for a mock debate, but a chance for students to influence decision makers directly.

Modernised digital onboarding project

Through the Enterprise Resource Planning Project Board, the Corporate Services and Electorate Office oversaw the delivery of a new digital onboarding process to replace manual forms with online alternatives, provide a more professional and consistent experience for all new Parliamentary and Electorate staff, and utilise a new learning management system to deliver mandatory induction courses.

This initiative commenced via the learning management system, ParLELearn, launched in November 2024. The timing of the rollout was planned to follow the 2024 State Election, with new staff the first to undertake induction and onboarding upon commencement. ParLELearn includes a welcome video, mandatory training content, bespoke learning materials, and general learning modules. Completion rates and follow-ups are automated through individual reminders. Participant feedback has been highly positive, with star ratings and comments noting the effectiveness of transferring knowledge into on-the-job performance.

In May 2025, a "buddy" system was introduced to support new starters on the precinct. As part of the program, new starters attend an informal morning tea with the Executive Leadership Group and their assigned buddy.

Modernised position description templates and an updated careers website are under development. In addition, the Recruitment, Selection and Appointment policy, procedure, and Panel guidelines were comprehensively overhauled, with training provided to Service Area Leaders in June 2025.

These initiatives aim to attract and retain high-quality staff and contribute to building a modern Parliamentary Service, in line with the Workforce Strategy 2022–2025.

O'Donovan Catalogue added to UNESCO heritage list

The O'Donovan Catalogue Origins Collection was officially inscribed on the UNESCO Australian Memory of the World Register on 13 December 2024.

Launched in December 2000, with the support of the Australian National Commission for UNESCO, the Australian Memory of the World Program contributes to a global effort to preserve documentary heritage, joining more than 60 similar programs around the world. This significant recognition acknowledges the Collection's unique contribution to Australia's documentary heritage.

The O'Donovan Catalogue Origins Collection contains Denis O'Donovan's world-renowned 1883 catalogue of the Queensland Parliamentary Library, his hand-annotated working copy of its 1874 predecessor, and two volumes of handwritten acquisition suggestions from Members of Queensland Legislative Council and Legislative Assembly between 1860 and 1924. Together they are the origins and outcome of a work of international excellence in librarianship and bibliography, out of an infant colony's parliament.

The O'Donovan Catalogue Origins Collection provides a compelling insight into the development of political thought, social mobility, and self-education in early Australian society. It also reflects the influence of multicultural communities, evolving policymaking, and intercolonial relationships during a formative period in Queensland's history.

A rare example of a now largely obsolete catalogue format, the Collection is particularly notable for containing handwritten annotations by Denis O'Donovan and other prominent historical figures. Its preservation offers a valuable window into the intellectual and cultural landscape of the time.

Public interest in this historical Collection has been positive and is expected to increase since its inscription on the UNESCO Australian Memory of the World Register. The Collection is available via the Parliamentary website on [Heritage Collections](https://www.parliament.qld.gov.au/Visit-and-learn/History) (<https://www.parliament.qld.gov.au/Visit-and-learn/History>).

Handwritten suggestions for the acquisition of new books and serials by Members of the Queensland Legislative Council and Legislative Assembly between 1860 and 1924 are being transcribed and will be added to the online Heritage Collections.

Performance Reports

Objective 1:

Assembly and Committee Support

To 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.

Overview

Assembly and Committee Support

To achieve this objective, Parliamentary Service resources have been allocated to provide Members with a range of procedural, research, advisory and information services. These resources are primarily delivered through the following Parliamentary Service offices and Divisions:

- » the Office of the Speaker
- » the Office of the Clerk
- » the Office of the Deputy Clerk
- » the Assembly and Committee Services Division.

In 2024–25 the Assembly and Committee Services Division comprised the following three service areas:

- » Chamber and Education Services
- » Committee Office (including Office of the Parliamentary Crime and Corruption Commissioner)
- » Parliamentary Reporting and Broadcasting Service (Hansard).

The key performance indicators for Objective 1 relate to the extent to which the quantity, quality, timeliness, and cost of specified services provided by each of the service areas meet the agreed standards and targets.

The methods of measurement include client survey, benchmarking, internal assessment through information management systems, and external assessment through audit reports.

Key performance indicators for Assembly and Committee Support are available as part of the Appendix.

94

Parliamentary Committee publications tabled

607

Total audio hours transcribed



366 hearings, briefings, and meetings



3,736 submissions considered

Committee Work and Public Consultation

Queensland's parliamentary committee system was significantly reformed in August 2011 to improve openness and accountability, better connect the work of Parliament with its committees, and increase the levels of public consultation within Queensland's legislative process. The reforms have seen an increase in the volume of committee work undertaken and the public having greater input into matters that are debated by the Parliament.

The Parliament's portfolio and select committees hold hearings and conduct site visits in regional, rural, and remote Queensland.

In 2024–25, regional hearings were held in locations including Labrador, Broadbeach, Bribie Island, Noosa, Hervey Bay, Maryborough, Cherbourg, Townsville, Cairns, Thursday Island, Logan, and Ipswich.

The use of video conferencing and teleconferencing has also allowed committees to hear from more people. In 2024–25, 112 people participated remotely in 53 committee proceedings hosted from Brisbane.

The volume of committee work completed, and the outcomes achieved during 2024–25 continues to demonstrate that parliamentary committees are supporting parliamentary scrutiny of government activity, and contributing to an open, consultative, and modern parliamentary system.

An overview of the committee work conducted during the year is detailed below.

Portfolio committees

During 2024–25, portfolio committees:

- commenced inquiries into five bills introduced in the 57th Parliament and referred to committees for examination. These inquiries lapsed upon dissolution of the Parliament on 1 October 2025
- undertook inquiries into 25 bills introduced in the 58th Parliament and referred to committees for examination.

Whilst portfolio committees conducted and reported on a range of inquiries, most of their work in 2024–25 related to bill inquiries. Several policy-related inquiries were also referred to committees, with this work continuing into 2025–26.

As at 30 June 2025, committees were progressing 11 active inquiries (including four ethics committee inquiries into matters of privilege), alongside their oversight, public accounts and public works responsibilities.

Portfolio committees held 366 hearings, briefings and meetings during the year. These comprised 161 hearings and briefings (most held in public) and 205 private meetings.

Committee inquiries are a key avenue for consultation and engagement between the public and the Parliament, and support the Parliament to scrutinise the activity of executive government. Portfolio committees received and considered 3,736 submissions, and heard evidence from 1,234 persons (comprising 534 representatives of organisations, 163 individuals and 537 public servants).

A total of 14 recommendations were made in bill inquiry reports, excluding those concerning whether the bill should be passed. The public consultations outlined above significantly contributed to the formulation of these recommendations. In 2024–25, the Government responded to eight committee bill inquiry reports within the legislated timeframe. (Government responses are not yet due in respect of all committee recommendations made in reports tabled during the year.)

One indicator of the influence of portfolio committees is the number of recommendations contained in inquiry reports that were agreed to by the government.

In respect of the bill inquiries for which government responses were received in 2024–25:

- out of seven recommended legislative amendments, four were accepted by the government (57%)
- out of seven other recommendations, seven were accepted (100%).

Committees tabled a total of 94 publications, mostly reports, in the Parliament during 2024–25.

The review of budget estimates for the 2024–25 appropriations was conducted by the seven portfolio committees during the financial year. Each portfolio committee is responsible for examining the proposed expenditures of the government departments for their respective areas of responsibility, and advising the Parliament accordingly. Eight estimates hearings were held from 22 July to 1 August 2024 with each of the committees reporting back to Parliament in August 2024.

In addition, a number of inquiries were referred to portfolio committees during 2024–25, and are continuing. These include inquiries into:

- Elder Abuse in Queensland
- Volunteering in Queensland
- E-mobility safety and use in Queensland.

In undertaking their public accounts responsibilities, portfolio committees were referred 15 Auditor-General reports in 2024–25. In addition, there were five self-referred Auditor-General reports. Committees held 14 public briefings and one private briefing in respect of ten of these reports. Committees tabled two reports into their examination of five Auditor-General reports.

Several portfolio committees undertook proceedings and tabled reports in carrying out their responsibilities for parliamentary oversight of specific independent entities.

Public consultation by parliamentary committees

Strategies to promote Queensland's committee inquiry process and raise awareness of how Queenslanders can engage with and influence decision-making include:

- publishing details of all inquiries on the Parliament's website
- issuing media releases
- using the Parliament's social media channels, including geographically and interest-targeted posts relevant to particular inquiry topics or hearing locations
- organising media interviews with committee chairs
- identifying persons and groups who may be interested in each particular inquiry and directly contacting them with information about the inquiry and how they can participate
- sending information about committee activities to committee subscriber email alert lists, including when submissions are invited and public proceedings held
- advertising in relevant local community newspapers and through geo-targeted social media campaigns
- placing advertisements and articles in trade journals and publications relevant to a committee inquiry topic.

Committee hearings held at Parliament House are usually broadcast live on the Parliament's website, and can be viewed on demand following the hearing. The live broadcast allows people across Queensland with an interest in particular inquiries to follow hearings and events in real time, with transcripts of public proceedings also published online. Where appropriate, the Parliament's First Peoples Liaison Officer assists in raising awareness of inquiries among First Nations people and communities, supporting consultation activities, and providing assistance to those who may wish to participate.

Key initiatives for Objective 1

Modernising Committee Facilities and Technologies

The Parliamentary Service delivered two new contemporary committee rooms, in time for the opening of the 58th Parliament with fully integrated digital audio and video conferencing capabilities. The new committee rooms feature purpose-built digital systems, an upgrade from the previously employed analogue technologies, that deliver a modern committee experience.

The latest "committee-in-a-box" system also enables increased flexibility of spaces that can be used to facilitate committee hearings. These have been specifically designed to support committee hearings held away from the Parliamentary precinct. Easily transportable amplification equipment is also available should a venue not have its own AV facilities. This capability was demonstrated through the 2025 Estimates process where IT Services used the "committee-in-a-box" setup in the Legislative Council Chamber.

Preserving and Publishing Parliamentary Records

The Table Office continued to digitise the significant volume of parliamentary papers tabled in the Legislative Assembly between 1860 and 1989. In 2024–25, papers of the 14th to 26th Parliaments (covering the years 1902 to 1934) were digitised and published on the Parliament's website. This, together with additional papers requested by researchers, brought the total number of historical records digitised and published under the project to over 42,500.

The Parliamentary Record

The 57th Parliamentary Record was completed, providing concise biographical information on Members of the 57th Queensland Parliament and details of their electorates.

Part Two of the Record includes historical data, including an alphabetically arranged Register of Members of the Legislative Assembly since 1860 (to 2024), and the Legislative Council 1860–1922.

The Parliamentary Record also lists Queensland State electorates, details of their creation and the representative history of each election (to the October 2024 election). Portfolio listings and other historical data related to Parliament is also included.

The *57th Parliamentary Record*, together with Parliamentary Records since the 52nd Parliament may be

accessed on the Queensland Parliament website (<https://www.parliament.qld.gov.au/Visit-and-learn/Publications-and-Reports/Parliamentary-Record>).

Digitisation of Collections

In 2022, the Parliamentary Library commenced a significant digitisation initiative focused on its archival holdings. This project includes the Library's collection of newspaper clippings (spanning 1953 to 1993) and Ministerial Media Statements from the 1970s and 1980s. Previously stored in 680 boxes and accessible only via a printed subject guide, these materials are now being digitised to enable full-text search functionality. The Ministerial Media Statements represent a unique and valuable resource, not available elsewhere. Digitisation and processing are currently underway, with items progressively being added to the Library's online catalogue to enhance discoverability and public access.

The former Members' files are the primary source of information for the Former Members' Register and are now being digitised. Traditionally held in hard copy in the Library's Collection Store, these files will be securely preserved as part of a digital collection, reducing reliance on physical storage and alleviating pressure on the collection footprint.

Building on this momentum, a second digitisation project was launched in 2024 to preserve and make accessible historical records relating to the Parliamentary Library itself. This includes the Minutes of the Joint Library Committee from 1860 onwards and Library correspondence dating back to 1859. These documents provide valuable insights into the origins of Queensland's first publicly funded library and the broader historical context surrounding the establishment of the Parliament in 1860. Once publicly accessible, this collection will serve as a vital resource for historians, researchers, and members of the wider community interested in Queensland's parliamentary and cultural heritage.

Visualising Data on Library Online

The introduction of embedded Power BI reports on Library Online allows for the discoverability of statistical information and visualising of data. The Queensland election dashboard provides interactive election results from 2017–24. The dashboard also displays the 2024 Queensland State Election results, the 2024 by-election, including two candidate preferred (2CP) and two party preferred (2PP) percentage votes and swings, including the impact of preferences. Unemployment and labour force statistics by electorates are also displayed on an interactive dashboard.

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.

Objective 3: Service Provision

To provide information, corporate and facility management services.

Overview

Service Provision

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

Key performance indicators for Objective 3 are set out in the Appendix.

453

Appointments processed for permanent, temporary and casual staff



34,413 guests attended events at the precinct



77,900 visitors processed through security scanning procedures

12,332

enquiries processed by ITS service desk

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 planning is undertaken for eligible staff (for example, not under probationary requirements, or excluded under the policy), within the Parliamentary Service to ensure individual performance is formally reviewed on an annual basis.

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, purchased leave arrangements, flexibility with rostered days off, part-time employment, job sharing arrangements, work from home arrangements and casual employment where it is suitable.

Training and professional development

The Parliamentary Service considers training and professional development as a high corporate priority and manages this centrally via the Executive Leadership Team to:

- ensure training is aligned to corporate goals and objectives
- maximise the 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.

Conferences and seminars

Some of the conferences and seminars attended by staff during 2024–25 included:

- Australian Parliamentary Library Association Conference
- Australia and New Zealand Parliamentary IT Conference
- Presiding Officers and Clerks Conference
- Australia and New Zealand Clerks at the Table Conferences and Seminars
- Commonwealth Parliamentary Conference.

Parliamentary Service Workforce Strategy

In May 2022, the Speaker approved the Parliamentary Service Workforce Strategy. The Strategy sets the objective of continuing to build a diverse, knowledgeable, skilled, and agile workforce capable of delivering Queensland Parliament's vision and purpose. The Strategy will guide several specific workforce engagement reforms planned over the period up to the end of 2025, and beyond.

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 recently updated Recruitment and Selection Procedure of the Parliamentary Service ensure that:

- the best eligible person is selected for the job
- the principles of equity and merit are applied
- recruiting strategies are used to attract a wide applicant pool and all applicants are provided with standardised information
- all applicants are assessed against the specific criteria
- selection techniques are used fairly
- all applicants are entitled to post selection feedback, and all information gathered is confidential.

Support and wellness programs

The Parliamentary Service maintains an Employee Assistance Service (EAS) for Members and Parliamentary Service staff.

The EAS has been established to promote the wellbeing of Members and staff and to assist those who may be experiencing personal or work-related problems which are affecting their health, work performance or general wellbeing. The EAS may also act as a support service for employees who may be affected by organisational or technological changes.

The EAS is a voluntary and confidential professional counselling service which is free and available to immediate family members.

During 2024–25, the Parliamentary Service also sponsored a number of workplace wellness programs including onsite influenza vaccinations, as well as access to a basic health check.

Anti-Discrimination Policy

The Parliamentary Service is committed to creating a work environment which is free from all forms of discrimination and where all members of staff are treated with dignity, courtesy, and respect.

The Anti-Discrimination Policy affirms this commitment to a discrimination-free workplace and outlines the avenues available to staff who wish to make a complaint. While the Parliamentary Service has a broader formal complaints procedure that covers a wide range of matters, this policy refers to that process as the mechanism for addressing discrimination complaints..

The policy applies to all Parliamentary Service staff in all their work-related dealings with each other, and with any clients or customers. It applies to staff while in the

workplace or offsite, at work-related functions (including social functions and celebrations), while on trips and attending conferences.

Public Sector Ethics Act 1994

The Code of Conduct guides staff when dealing with situations that may arise during their duties, particularly those situations that may have an ethical dimension. The Code is important given that the Parliamentary Service provides support to 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 (Qld)*.

Training in relation to the Code and the *Public Sector Ethics Act 1994* is undertaken periodically and included in induction processes for all 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.

Employee disclosure hotline

In 2024–25, employees were offered access to a confidential Employee Disclosure Hotline. This initiative aims to empower all Parliamentary Service employees to take an active role in reporting and rectifying improper or concerning conduct in the workplace, including work practices that deviate from Parliamentary Service values. The Hotline will connect employees to Stopline, an independent provider of confidential employee disclosure services. Through this avenue, concerns can be shared via phone, email, website, or SMS and advice will be provided. Subsequently, relevant anonymised information will be communicated to the Parliamentary Service for the appropriate actions.

Human Rights Act 2019

The Parliamentary Service continues to protect and promote human rights, while also building a culture of human rights within the service. In 2024–25 we furthered the objectives of the *Human Rights Act 2019* by:

- Streamlining the policy and process for persons attending the parliamentary precinct with guide, hearing or assistance animals. The updated process aligns with State Government access policies, such as the Translink policy for assistance animals, making it easier for people with assistance animals to access the precinct.
- Inviting the Human Rights Commissioner to the induction program for new members of Parliament to further their understanding of human rights and how the *Human Rights Act 2019* interacts with their role as a member of Parliament and their work with constituents.
- Ensuring procedures incorporate consideration of accessibility needs for off-precinct parliamentary proceedings such as committee hearings and educational programs.
- Engaging the Queensland Human Rights Commission to provide training to managers to create a discrimination and harassment-free workplace and build a cohesive and productive workforce.

During the reporting period, the Queensland Parliamentary Service finalised one complaint, with action being taken including amending policies and procedures and further training for employees. There were no new human rights complaints received in 2024–25.

Communication strategies

General staff meetings

During the year, the Clerk of the Parliament scheduled regular general staff meetings, which all precinct staff were encouraged to attend. The meetings offer all staff the opportunity to receive direct updates from executive leadership on key initiatives and projects, welcome and meet newly appointed staff, receive advice on upcoming events, and discuss any proposed changes in key policies or service delivery. Any visual presentations are then published on the intranet after each meeting.

Intranet

The Parliamentary Service intranet contains information relevant to Members of Parliament as well as staff. It offers a comprehensive repository of corporate policies, forms, and pertinent information, alongside 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.

Consultative committee

Meetings between management and unions are conducted via the Parliamentary Service Local Consultative Committee (LCC), established under the relevant enterprise bargaining agreement.

Parliamentary Service staff located at Parliament House are covered by the State Government Entities Certified Agreement 2023 (the Core Agreement). The consultative committee is established under that Agreement.

Electorate Office staff are covered by a separate Agreement which has primarily the same features as the Core Agreement as well as additional electorate office staff specific items which have been previously agreed.

The wage increases provided for in the Electorate Office Staff Agreement are the same as those provided for in the Core Agreement.

Staff recognition

In 2024–25, twenty staff were issued with badges in recognition of their length of service. These staff are listed below.

10-year service	15-year service	20-year service	30-year service	40-year service
Barry Arnold	Michael Caisley	Melissa Cook	Josephine Mathers	Azra Besic
Denisa Begic	Gail Easton	Michelle Dippelsman		
Janet Hackwood	Patricia Griffin	Margaret Telford		
Leanne Hams	Annemarie Groth			
Kate Hay	Kelli Longworth			
Lisa Hedges	Michelle Yoon			
Robyn Pelenyi				
Melissa Salisbury				
Kerri Swaine				

Outstanding service awards

In 2023, three new awards were introduced to recognise outstanding service. The 2024 recipients were:

Outstanding Leadership Award

Monique Harmer, Property and Facility Services

Monique exemplifies the key values of the Parliamentary Service, integrity, continual learning, innovation, client focus, and valuing people, and consistently demonstrates our desired leadership attributes.

New Employee of the Year Award

Holly Van Blerk, Property and Facility Services

Commencing in 2022, Holly has consistently delivered service beyond the call of duty. Well-known across the Precinct for her efficiency, attention to detail, and positive attitude, she achieved an outstanding 98% satisfaction rating in the 2024 Members Survey for Precinct Services (including Housekeeping and Gardening).

Outstanding Project Management Award

Kit Kowol, Committee Office

Project Leadership of the State Opening of Parliament.

The Speaker's Award and Clerk's Award

The Speaker's Award and Clerk's Award were introduced in 2008 to acknowledge staff excellence. For 2024, the recipients of these awards were:

Clerk's Award

Annemarie Groth, People and Culture

For the development and management of the ParLELearn LMS project.

Speaker's Award

Tracey Lindfield, Catering Services

For her consistently high standard of customer service and leadership in the Parliamentary Café.

Meritorious service

In 2024–25, eighteen 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:

Karen Beath, Parliamentary Library

For guiding the successful research, analysis, procurement, and installation of a new VoD (Video on Demand) solution for the Parliamentary Library, delivered within the allocated budget.

Alana Bonenfant, Assembly and Committee Services

For refreshing the design, recoding, and training others in the use of committee report templates.

Andy Currey, Security and Reception Services

For his customer focus and leadership, role-modelling the behaviours we want to see across the precinct.

Nadine Davidson-Wall, Communications and Marketing Services

For going above and beyond in delivering the Hydronaut filming project.

Yvette Dollar, Catering Services

For professionalism, planning, and leadership valued by the catering team and clients of events she supervises.

Patrick Flynn, Property Services

For leveraging his expert technical knowledge across the electorate office portfolio and leading or consulting on several major projects throughout the year.

Jason Freeman, Information and Technology Services

For exemplary dedication to the Queensland Parliamentary Service.

Michael Hermann, Information and Technology Services

For going above and beyond in supporting the implementation and cutover of new AV systems for the Legislative Assembly Chamber, new committee spaces on level 3, and the level 7 function areas.

Tim Horne, Assembly and Committee Services

For developing a risk assessment and management tool to support staff and committees travelling for committee inquiries.

Briony Johnston, Assembly and Committee Services

For her role in delivering the State Opening of the 58th Parliament project.

Carmel King, Information and Technology Services

For taking on substantial additional duties due to resourcing changes in ITS.

Cliff Ku, Security and Reception Services

For consistently maintaining a positive attitude and an unwavering focus on delivering the highest level of service to Members, staff, and guests.

Rebecca Meehan, Legal and Compliance

For her role in the New Members' Induction project.

Nigel Mills, Catering Services

For being the unsung hero of the Parliament House kitchen brigade and consistently delivering high-quality dishes in a calm and measured manner.

Peter Morris, Payroll Services

For service above and beyond in payroll services and commitment to clients over many years, particularly in 2024.

Tamara Vitale, Assembly and Committee Services

For her role in the State Opening of the 58th Parliament and New Members' Induction projects.

Mary Westcott, Assembly and Committee Services

For outstanding commitment to working across the Service.

Michelle Yoon, Financial and Administrative Services

For project management of the Technology One Financial Management Information System Implementation.

Staff information

2024–25 Staff information	
Study and Research Assistance Scheme (SARAS)	
Officers receiving assistance	10
Permanent retention rate¹	%
Parliamentary precinct staff	82.7 (201)
Electorate office staff	67.2 (266)
Permanent separation rate²	%
Parliamentary precinct staff	17.3 (42)
Electorate office staff	32.8 (130)
Sick leave (average number of days per officer)	
Parliamentary precinct staff	7.03
Electorate office staff	3.8

¹ Permanent employees still employed for the period 1 July 2024 to 30 June 2025.

² Permanent employees who separated during the period 1 July 2024 to 30 June 2025.

2024–25 Staffing by employment classification and gender table				
Number of Staff	Male	Female	Non-binary	% Female
Managerial	12	18		60.0
Professional	0	18		100.0
Clerical	26	81		75.7
Operational	28	18		39.1
Electorate	65	195	1	74.7
Total	131	330	1	71.4

Percentage of staff by area		
	FTE	%
Information Services	48.2	9
Corporate and Electorate Services	34.55	7
Assembly and Committee Services	72.86	14
Property and Facility Services	71.2	13
Electorate Office Staff	303	57
	529.81*	

* Total number of FTE includes budgeted permanent, temporary and casual positions but excludes Members of Parliament.

Note: Assembly and Committee Services includes Speakers Office, Clerks Office, and graduates.

2024–25 Target group data		
Gender	Number (Headcount)	Percentage of total workforce (% calculated on headcount)
Woman	330	71.44
Man	131	28.4
Non-binary	1	0.2
Diversity Groups	Number (Headcount)	Percentage of total workforce (% calculated on headcount)
Women	330	71.44
Aboriginal Peoples and Torres Strait Islander Peoples	10	2.16
People with disability	29	6.27
Culturally and Linguistically Diverse – Born overseas	70	15.15
Culturally and Linguistically Diverse – Speak a language at home other than English (including Aboriginal and Torres Strait Islander languages or Australian South Sea Islander languages)	50	10.82
	Number (Headcount)	Percentage of total Leadership Cohort (% calculated on headcount)
Women in Leadership Roles*	8	72.73

*Leadership cohort are considered those positions that are Senior Officer and equivalent and above.

Key initiatives for Objective 3

Modernising Infrastructure, Strengthening Defences

Strengthen cybersecurity defences

The Parliamentary Service continues to maintain round-the-clock threat monitoring across its entire ICT environment. IT Services have commissioned penetration testing to assess the integrity of existing controls, commenced the rollout of Mobile Application Management (MAM) to better manage Bring Your Own Devices (BYOD) and enhanced end-user protections by embedding additional Essential Eight controls within the new Windows 11 SOE image. The Service's disaster recovery and cybersecurity response plans were fully tested in response to the worldwide CrowdStrike outage in July 2024. IT Services remains vigilant in maintaining the currency of its applications and critical infrastructure by remediating software vulnerabilities as they are detected. User education remains a key priority with the introduction of mandatory training courses for staff and in-person briefing sessions with Members on the legitimate threats posed by external actors.

Upgrade core servers

IT Services continues to consolidate its IT and AV networks across the precinct to improve resilience, reduce costs, and strengthen cybersecurity by having all network traffic managed and surveilled by its 24/7 threat monitoring service. The migration of the Service's backend server infrastructure to new hardware, along with the upgrade of existing firewalls, is nearing completion.

Strengthening Financial and Administrative Capability

Financial and Administrative Services provides a range of core functions including financial accounting, budgeting, Members' entitlements, travel services, procurement, contract management, asset management and systems administration. These services support business transactions with suppliers and customers, while also delivering information and advice to internal clients to assist their activities and enable informed, strategic decision-making.

New Financial Management Information System (Technology One)

Technology One, a cloud-based financial management system, was successfully implemented for the Queensland Parliamentary Service on 1 July 2024 and for the Office of the Governor on 3 February 2025. In addition to accounting functions, Technology One offers a wide range of integrated software solutions to enhance efficiency and support future service delivery.

Driving Continuous Learning

Learning Management System

Since its launch in November 2024, ParLELearn, the Service's online Learning Management System (LMS), has underpinned induction, onboarding, and ongoing development across all precinct and electorate offices.

ParLELearn delivers consistent, user-friendly training accessible anytime, anywhere. Regional, remote and casual staff now engage with flexible, self-paced modules based on adult-learning principles, eliminating reliance on occasional in-person sessions.

Supervisors can manage course completions, generate reports and monitor onboarding and probation progress via a real-time dashboard, ensuring timely interventions and high standards. Each employee's dashboard highlights upcoming and overdue courses with recommendations for relevant modules to empower proactive planning and continuous development.

The blended catalogue of in-house and external courses is centrally hosted with training history summaries and completion certificates recorded, making training management seamless, cost-effective and scalable.

Precinct-based onboarding and probation workflows are now fully digitised on ParLELearn through its Momentum feature, with automated email notifications and embedded forms, keeping People and Culture, supervisors and new starters aligned through milestone tracking, feedback and timely updates.

Stage 1 of the project focused on compliance and induction courses, which received positive feedback from staff. From 1,762 survey responses, 91% of staff rated the training between 4–5 stars. 89% found the training to be very applicable and transferable to their roles. Most responses (96%) found the level of information to be appropriate and 95% found the level of interactivity of the courses to be just right.

Since its implementation, a total of 7,581 courses have been enrolled in, with 5,418 courses being completed.

Stage 2 of content delivery is in development and focuses on service area specific training for new staff, with topics including:

- committee office induction program
- parliamentary attendant induction program
- Member's entitlements program
- recruitment, selection and appointment training.

Future content and LMS features will continue to be identified and developed in consultation with relevant stakeholders to ensure it continues to address emerging skills and professional development requirements and aligns with the Service's strategic objectives.

Preserving Information Through Digital Governance

Internal audit on digital recordkeeping

In the 2024–25 financial year, IRM participated in and completed an internal audit to evaluate the design and operating effectiveness of key internal controls specific to Parliamentary Service's Digital Records Management processes. This audit was organised by the Audit and Risk Management Group.

A major outcome from this audit is for an organisational wide physical and digital information inspection to take place to complement the existing Information Asset Register (IAR).

Information Management Policy Framework

As part of ongoing governance, a number of information and records management policies were reviewed and updated. A key addition to the framework was the establishment of a Data Breach Policy that helps the Parliamentary Service to contain, mitigate, assess, and respond when a data breach, or suspected data breach, has occurred. The Data Breach Policy supports the Service to comply with the Mandatory Notification of Data Breach (MNDB) scheme introduced by the Office of the Information Commissioner (OIC).

Digital preservation initiatives

Throughout the year, a formal program of works continued as part of the *Towards a Digital Preservation Strategy*. The strategy seeks to ensure the accessibility and longevity of the Parliament's significant digital information collections (and in particular, those collections with a permanent retention status). These works aim to minimise the risk of information loss and ensure the longevity of digital content of enduring value.

An annual digital collections risk assessment was undertaken in 2024. The assessment enabled a 'check-in' about the health of business information systems and file formats in which digital collections of significance are stored. The assessment uncovered business systems that are in the planning stages to move to cloud-hosted solutions. These outcomes will inform the digital preservation activities for the upcoming years.

The internal Digital Preservation Community of Practice continued, with three meetings held. These meetings enabled participants to share expertise and practical learnings to build further capacity across the organisation for digital preservation activities.

Digitisation activities

Throughout the year, various teams undertook projects involving the digitisation of paper-based information. As such, legacy corporate information and records were digitised and captured in the Electronic Document and Records Management System (eDRMS) using dedicated fit-for-purpose equipment.

Catering and Gift Shop Evolution

After several years without a strategic review, the Service undertook a comprehensive evaluation of the Gift Shop to ensure it continues to meet the needs of Members, staff, and visitors. Drawing on historical sales data and stakeholder feedback, a refreshed strategy was developed in collaboration with key internal and external contributors. The updated approach aims to achieve the following objectives:

- *Revenue Growth:* Introduce a balanced product mix of core items and limited-edition merchandise, with pre-order options for exclusive releases.
- *Visitor Experience:* Offer distinctive, high-quality souvenirs and educational items that allow guests to take home a meaningful part of their visit.
- *Educational Engagement:* Provide Parliament-related books and materials to encourage learning and connection.
- *Values Alignment:* Ensure merchandise reflects the values of the Queensland Parliament.
- *Cultural Representation:* Showcase Queensland's artistic and cultural heritage, including First Nations contributions, through locally made products.
- *Member Support:* Supply requested items across various price points to meet Member needs.
- *Sustainability:* Incorporate environmentally responsible products and practices.

Product range

Core products include:

- Parlimints, silk scarves, ties, socks, boxed pens, notebooks, pencil cases/travel bags, and educational books.

Limited-edition items include:

- silk scarves, ties, greeting/postcards, notebooks, pocket squares, and canvas tote bags.

Core items feature the Parliament House illustration as well as including designs by Casey Coolwell-Fisher of Chaboo, whose RAP artwork is used on select items, including scarves and ties. These products are available year-round, competitively priced, and meet high-quality standards.

Limited-edition designs, created by the Parliamentary Service's Marketing and Communications team, draw inspiration from the architecture and aesthetics of Parliament House. Special collections have also been developed for key events, such as the "100 Women in Parliament" commemoration, which included a silk scarf, tote bag, and signature pink gin liqueur.

Visual merchandising and staff engagement

The level 3 display area was redesigned to improve layout, highlight feature products, and tell the stories behind limited-edition items and local artisans. Displays are refreshed regularly to maintain visual interest.

Staff received training in visual merchandising techniques and were encouraged to actively engage with customers to enhance the overall visitor experience.

Revenue History

Revenue more than doubled in 2024–25, reflecting a 156% year-on-year increase, the highest growth in the past five years, following the implementation of a refreshed Gift Shop strategy and enhanced product offerings.

2020–21	2021–22	2022–23	2023–24	2024–25
\$24,805	\$25,849	\$14,029	\$17,372	\$44,533

Showcasing Dining Experiences Online

In 2024, the decision to create a dedicated Instagram account for Queensland Parliament dining marked a significant step in expanding both dining and event opportunities at Parliament. It also enhanced our ability to showcase the venue's exceptional facilities and the talent of our kitchen and catering teams. Since instigating the account followers have grown over 7850%, reaching 943 followers.

This specially curated account allows us to craft targeted content aimed directly at our dining and event clientele, increasing engagement and boosting brand visibility both locally and beyond. The account features visually engaging content, including culinary highlights, behind-the-scenes glimpses, and previews of upcoming events. This premium, curated approach sets Parliamentary dining and events apart from our primary social media channels, which focus more on parliamentary processes, education, history, and precinct happenings.

During the 2024–25 period, some of our highest-performing organic Instagram content included behind-the-scenes videos of our team polishing the silverware and preparing cocktails. These posts not only attracted substantial views and engagement but also resonated strongly with audiences, underscoring the widespread appeal of our dining experiences at Queensland Parliament.

To support cost-efficiency in the operation of Member dining facilities and increase revenue from Strangers' Restaurant, Brisbane social media influencers were engaged in May and June 2025 to promote dining offerings to a broader audience. Influencers included @Brisbane (222K followers), @BrisbaneFoods (26.5K followers), and @LadyBrisbane (151K followers), each producing high-quality content showcasing our lunch and dinner services. Early results from the campaign indicate strong public interest and engagement, with full performance data expected in the coming months.

From time to time, targeted social media campaigns have been run on Instagram to promote specific events, including themed high teas and the milestone celebration of 100 women elected to Queensland Parliament. Most recently, a dining awareness campaign was delivered in conjunction with local influencer posts to boost visibility and attract new followers. Across the 2024–25 financial year, total spending on paid Meta advertising (Facebook and Instagram) for dining and catering promotions was \$1,202.89. These efforts ensure that the time and resources invested in creating social media content are maximised, expanding reach and increasing engagement with potential diners.

Enhancing Precinct Spaces

Speaker's Green

The condition of Speaker's Green had deteriorated due to several factors:

- inappropriate turf selection for shaded areas, particularly during winter
- poor drainage resulting from ponding at low points
- wear and tear from regular use for functions
- turf disease affecting foliage and root health
- inadequate irrigation coverage.

Following extensive consultation and expert advice, a full re-turf was identified as the most effective remediation strategy.

Timeline and Works Completed
Stage 1: 20 January–17 February 2025 <ul style="list-style-type: none">• Removal of existing turf.• Excavation of approximately 30 cubic metres of soil to correct levels.• Full replacement of irrigation system to improve coverage and performance in shaded areas.• Installation of new green couch turf.
Stage 2: 24 February – 9 March 2025 <ul style="list-style-type: none">• Lawn height adjustment.• Re-sanding of surface.
Stage 3: 17 March – 30 March 2025 <ul style="list-style-type: none">• Over-sowing with winter rye grass.• Implementation of a treatment schedule to address the impact of excessive rainfall.

Objective 4:

Improving Awareness of the Parliament

To safeguard, promote and strengthen the important institution of Parliament.

Overview

Improving Awareness of the Parliament

To achieve this objective, Parliamentary Service resources have been allocated to the following activities:

- » delivering education and awareness programs about the Parliament
- » raising youth awareness of the importance of the institution of Parliament by linking parliamentary education programs with the national curriculum for civics education
- » maintaining and improving the regional outreach awareness programs over the term of each Parliament and continuing to refine and improve their effectiveness
- » improving the monitoring of the Parliament's online presence and website content with a view to increasing electronic access to parliamentary information.

These resources and services are primarily delivered through the following service areas:

- » Chamber and Education Services
- » Committee Office
- » Communications and Marketing Services
- » Parliamentary Reporting and Broadcasting Service (Hansard)
- » Information Technology Services.

The key performance indicators for Objective 4 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 4 are set out in the Appendix.



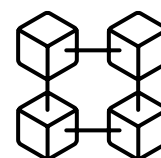
797 Youth Parliament
participants across Queensland

25,010

participants in
education and liaison programs

1,319

educational programs
conducted



735 students competed in
the Build Your Parliament
in Minecraft Competition

Building knowledge of Parliament across Queensland

Throughout the year, the Parliament provides free educational training programs aimed at enhancing knowledge and understanding of the processes of Parliament and Government in Queensland.

The Parliamentary Education team delivered over 1,319 different programs across the state in 2024–25, with a total of 25,010 participants.

These programs included:

- attendant-led tours of Parliament for school students
- public tours
- senior school group excursions
- public service training seminars
- virtual teacher professional development sessions
- virtual programs for students in civics
- Youth Parliaments.

The Youth Parliament programs are particularly engaging events for students. The programs incorporate many real-life functions of Parliament to teach students about Queensland's democratic system. Students deliver speeches as Youth MPs, or act as parliamentary staff such as the Clerk of the Parliament and Sergeant-at-Arms.

The Speaker of the Legislative Assembly attends, and local Members of Parliament are also invited to act as deputy Speakers. In 2024–25, a total of 797 people participated in six Youth Parliaments held across the state, including:

- Junior Indigenous Youth Parliament in Townsville (August 2024)
- Deaf Youth Parliament (September 2024)
- Eric Deeral Youth Parliament (November 2024)
- Kingaroy Youth Parliament (March 2025)
- Legal Studies Youth Parliament (May 2025)
- Brisbane North Youth Parliament (June 2025)

During regional visits in 2024–25, the interactive education program was delivered to 648 students across 20 schools.

Separate programs at Parliament House are offered for:

- grades 10–12 school students studying Legal Studies
- tertiary students studying parliament-related subjects
- attendant-led excursions aimed at grades 5–9.

In 2024–25 the following number of students attended these programs:

- 1,071 high school students and teachers as part of 26 school group activities
- 185 tertiary and TAFE students and lecturers as part of seven group activities.

Regional educational program

In 2024–25, regional education activities were held in Townsville and Kingaroy. The Parliament delivered a combination of the following activities:

- Youth Parliaments
- classroom sessions
- public service seminar
- Teacher Professional Development.

In 2024–25 the following number of students attended these regional programs:

- 306 students, teachers, and guests from 13 schools as part of the Youth Parliaments
- 648 school students and teachers as part of 20 classroom sessions
- 22 public servants attended the Parliamentary Education Seminar
- 2 teachers attended professional development in Townsville.

Virtual activities

A second and final Build Your Parliament in Minecraft competition was held from 24 March to 25 June 2025.

The Queensland Parliamentary Education team invited students from Years 4 to 12 to take part in a unique and engaging competition. This digital learning initiative promoted teamwork, creativity, and critical thinking. Student teams were challenged to expand our Minecraft model of the Legislative Assembly Chamber by adding the Legislative Council Chamber, level B corridor, foyer, stairs, and the George Street façade. In doing so, students not only deepened their understanding of Parliament but also helped create an innovative educational resource for all Queenslanders. To assist teachers with planning and assessment, the competition was aligned with the Australian Curriculum.

The winning model, submitted as a Minecraft Education file, will be made available on our website along with a teacher guide including lesson plans. Future teachers and students will be able to use the model as a resource to explore Queensland's Parliamentary history and legislative processes.

A total of 147 teams across 30 electorates registered for the competition, involving 735 students from 34 schools.

Teacher professional development training

The Parliamentary Education team provided free, online professional development opportunities for teachers in 2024–25, ensuring educators across Queensland had easy access to accurate, up-to-date, and curriculum-relevant information about the workings of Queensland Parliament.

The aim of our professional development program is to enhance civics education in Queensland, by:

- increasing teachers' awareness of the Queensland Parliament, its functions and processes
- increasing use of the Education and Learning pages on the Queensland Parliamentary website
- providing an opportunity to broaden teachers' professional civics education networks.

To connect with teachers across Queensland, we led a free webinar series, *Democracy in Action*. This series is run in collaboration with the Parliamentary Education Office (Canberra) and Supreme Court Library Queensland (Brisbane). In 2025, the Queensland Curriculum and Assessment Authority (QCAA) joined as a presenter, enhancing the sessions' alignment to the curriculum. Webinar sessions include:

- *Human rights and law-making*, 24 July 2024: 78 teachers registered, with 28 teachers attending.
- *Get involved: avenues for active citizenship in the classroom*, 16 October 2024: 40 teachers registered, with 19 teachers attending.
- *Scrutiny under the spotlight*, 13 November 2024: 26 teachers registered, with 8 teachers attending.
- *Law reform within a dynamic society*, 14 May 2025: 22 teachers registered, with 12 teachers attending.

Parliamentary Education Officers also presented at two conferences:

- Business Educators Association Queensland (BEAQ) Conference, 26 July 2024: 25 teachers attending.
- Social and Civics Educators Association Queensland (SCEAQ), 17 August 2024: 16 teachers and pre-service teachers attending.

In 2025, the Parliamentary Education team launched *Professional development on demand* that allows teachers to request a tailored professional development session for their school, cluster area or department on a range of civics and parliament topics.

The Teacher Advisory Group (TAG) meets each quarter, which brings together teachers from state, catholic, and independent schools in Southeast and regional Queensland. Participating electorates include Bundaberg, Bundamba, Greenslopes, Inala, Mudgeeraba, Toowoomba South, Waterford and Whitsunday.

TAG has grown to 11 members, and in 2024–25 played a key role in shaping Queensland Parliament's education content. Through co-design and targeted feedback, TAG helped ensure that learning resources and events are practical, relevant, and aligned with the needs of teachers across the State.

Constitutional conventions

In addition to the Youth Parliaments, the Parliamentary Service partnered with the Department of Education and Training to conduct school constitutional conventions in Townsville.

Education resources

The Parliament has produced an extensive collection of educational resources that promote the institution of Parliament and raise community awareness and understanding of its important role and functions.

Parliamentary Education created the following free learning resources in 2024–25.

- A customisable publication for Members of Parliament to use during school visits, called 'How Your Parliament Works'. This is supported by a matching customisable PowerPoint presentation and student worksheet for MPs to use in classrooms.
- Two guided lesson sequences for teachers with corresponding student activities on the concepts of making law and separation of powers.
- A crossword aimed at primary school students to consolidate understanding of key parliamentary terms.
- A colouring competition template for Members of Parliament to use in their electorates.
- Parliamentary Fact Sheets and video resources have been reviewed and updated in line with the new Parliament.

School tours

School groups have visited Parliament House over many decades, with these groups generally comprising Year 5 and 6 students. The program of each visit includes:

- a standardised educational presentation aligned to the National Curriculum which provides an overview of the Queensland Parliament, its roles and processes
- a tour of Parliament House
- a parliamentary debate role-play activity while seated in either the Legislative Assembly Chamber or the Legislative Council Chamber (depending on sitting days).

In total, 434 school tours were conducted during 2024–25, comprising 17,485 students and accompanying teachers, parents and guardians.

Public Service training seminars

Training is offered to public sector employees covering the following:

- How Parliament works
- Interacting with Parliament, Practice and Procedure
- Queensland's parliamentary committee system and participation with committee inquiries (Committees@Work, a program for public sector workers who may engage with parliamentary committees or who have a general interest in how committees work).

There were 16 of these training seminars held during 2024–25 with 856 public servants attending, including one seminar held in regional Queensland (Townsville).

Community Engagement with First Nations Communities

The First Peoples Liaison Officer led engagement activities on behalf of the Parliamentary Service in the following areas:

- two visits to Cherbourg, to engage with the Mayor and members of the community to improve understanding of Parliamentary Committee Hearing procedures and encourage further engagement
- ongoing engagement with communities in Cairns, Townsville, Cooktown, Thursday Island, Hervey Bay, Maryborough, Hope Vale and Yarrabah
- an Elders breakfast held in conjunction with the Junior Indigenous Youth Parliament in Townsville
- engagement with Aboriginal Elders in the design and delivery of the reconciliation garden.

Access to parliamentary proceedings information

The Parliamentary Reporting and Broadcasting Service and Information Technology Services also contribute to Objective 4 by providing access to information about parliamentary proceedings through the provision of the Internet broadcast of proceedings in Parliament, parliamentary committees and parliamentary special events.

Key initiatives for Objective 4

Showcasing Parliament Through Strategic Communication

Communication Strategies and Initiatives

Over the past year, the Communications and Marketing team has strengthened its commitment to delivering effective communication strategies and meaningful initiatives that support Queensland Parliament.

Providing a full range of services, the team has played a key role in boosting engagement and enhancing the Parliament's reputation. Acting as a vital link between the organisation and its stakeholders, the team works to build strong relationships, promote transparency, and deliver impactful messaging across a range of platforms.

With a focus on innovation, the team has embraced the changing digital landscape using social media, media outreach, and the Parliament's websites to connect with audiences and build a vibrant online presence.

Major projects from the past year include strategic communications and marketing support for the State Opening of Parliament, New Member Induction, Brisbane Open House, and the '100 Women in Parliament' celebrations.

The Communications and Marketing team also managed the project coordination of onsite filming. Parliament House continues to be a highly sought-after filming location in Queensland, valued for its rarity as a historical venue and its distinctive heritage architecture. In 2024–25, the precinct hosted several small-scale photo shoots and filming projects, as well as one major television production that involved multiple days of filming across various locations within the building.

Through a strategic and purposeful social media presence, the team supports the Parliament's vision to be an innovative leader in the Westminster world by showcasing how the Legislative Assembly and its committees fulfil their functions and serve the people of Queensland. This includes increasing understanding of parliamentary processes, and strengthening trust in the institution through timely, transparent, and engaging content.

Driving engagement across Parliament

Throughout the year, the Communications and Marketing team delivered extensive support across multiple divisions, with a focus on strategic planning, graphic design, media relations, photography and video production, and social media management.

For education, the team supported major initiatives including Youth Parliaments, the Build Your Parliament in Minecraft competition, regional activities, and public service seminars. They also developed digital resources and implemented targeted social media campaigns for committees, with a strong focus on regional engagement to boost awareness and attendance at public hearings.

The team played an integral role in advancing Parliament's Reconciliation Action Plan (RAP), promoting activities and sharing knowledge in collaboration with the First Peoples Liaison Officer and RAP Working Group.

The Marketing and Communications team provided design and typesetting services to update the 57th Parliamentary Record, improving usability and ensuring the publication is more accessible online.

In addition, the team supported catering and dining by producing photography and video content, promoting offerings through social media and blog articles, and driving growth of the dedicated catering and events Instagram account launched in 2024. Campaigns with Instagram influencers and targeted advertising increased followers by more than 1,500%.

Online Heritage Collections and Conservation

Parliamentary Online Heritage Collections

In 2023, the Parliamentary Library oversaw the implementation of a new collection management system to support the preservation and accessibility of the Parliament's heritage collections. Following this, work commenced to establish the *Parliamentary Online Heritage Collections*, a publicly accessible resource showcasing curated heritage materials on the Parliament's website (<https://collections.parliament.qld.gov.au/explore>).

The Online Heritage Collections was officially launched in August 2024, with additional items expected to be added over the coming year.

Conservation of heritage items

During the year, a number of items were prioritised for conservation and restoration. The Heritage Management Group coordinated the selection and priority of these items. The selection consisted of various artworks, documents and furniture, which all required restoration. Items included:

- unique furniture that is located throughout Parliament House
- significant pieces of artwork
- the Convocation document (1859)
- items from the O'Donovan Collection including monographs, documents and the addition of Solander boxes for establishment ephemera.

Reconciliation Action Plan Progress Report

Reconciliation Action Plan

The Parliamentary Service aspires to support and promote reconciliation between Aboriginal and Torres Strait Islander peoples and other Queenslanders. In line with this aspiration, in 2018 the Parliamentary Service Management Plan included a formal Reconciliation Action Statement to recognise the organisation's commitment to reconciliation.

In 2020, the Parliamentary Service continued to demonstrate its support for reconciliation by building on that Statement and developed its first Reconciliation Action Plan. The Parliamentary Service's Reconciliation Action Plan (RAP) was formally endorsed by Reconciliation Australia and subsequently launched by the Speaker of the Legislative Assembly and the Clerk of the Parliament in September 2020.

The RAP includes practical actions that will drive the organisation's contribution to reconciliation through its operational activities and in the communities in which it operates.

Over the last 12 months, work has been focused on completing all actions in our second and latest Parliamentary Service RAP – Innovate (2023–2025).

The drafting of our third Parliamentary Service RAP – Innovate (2025–2027) has also been completed and is awaiting endorsement from Reconciliation Australia.

Overview

The Innovate RAP contains 14 actions and 69 deliverables, grouped within four reconciliation themes of relationships, respect, opportunities, and governance.

A working group made up of representatives across the Parliamentary Service, including representation from electorate offices, oversees the implementation of initiatives and ensures staff members are engaged in the spirit of reconciliation.

In 2024–25, the working group was co-chaired by the First Peoples Liaison Officer and the Executive Officer in the Office of the Speaker, with representation from a member of the Executive Leadership Team serving as the RAP Champion.

Snapshot of achievements

Throughout 2024–25, key initiatives advanced by the working group included:

- **Opening of the Reconciliation Garden**
Developed in consultation with local First Peoples Elders, the Reconciliation Garden is a significant cultural space. Its creation was a collaborative effort involving the former Speaker, Batjala man Bruce Phillips from Murri Tukka, and the Parliamentary Service Executive Head Chef, Anthony Naylor.
- **Launch of RAP artwork merchandise**
A new range of items featuring the artwork of Casey Coolwell-Fisher was launched and is now available for purchase in the Parliamentary Gift Shop.
- **Collaboration with First Nations suppliers**
Partnered with suppliers including Yaala, BSKT, and Waddi to support economic opportunities.
- **Creation of cultural learning opportunities** for staff including:
 - Exploration of First Peoples food and culture with Batjala man Bruce Gululai Phillip from Murri Tukka
 - Weaving workshop led by Erica Eurell, a Traditional Custodian from the Yugambeh Language Region on the Gold Coast and a descendant of the Wollumbin/Mount Warning country
 - Artist lead tour "The unbroken spirit of the Kalkadoons exhibition" at State Library of Queensland
 - Art Workshop with Aboriginal Cultural Immersions.
- **Parliamentary Graduate Program**
Continuation of the program with spaces reserved for First Peoples applicants.
- **Musgrave Park Family Fun Day Participation**
Since 2023, the Parliamentary Service has used a dedicated stall at this community festival to promote First Peoples culture, employment pathways, and programs like the Graduate Program.
- **Introduction of First Peoples Hospitality Traineeship**
A new program offering practical and theoretical training for hospitality roles, creating career pathways outside of university, and complementing the Graduate Program.

RAP next steps

In 2025–26 the working group will continue to implement actions from the RAP, including:

- strengthen partnerships with Aboriginal and Torres Strait Islander stakeholders
- continue to deliver cultural learning and awareness programs across the organisation
- increase Aboriginal and Torres Strait Islander participation in employment and procurement
- promote reconciliation through visible public events and internal campaigns.
- strengthen RAP governance, reporting, and future planning.

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.

Corporate Governance

Corporate governance is the manner in which an organisation is controlled and governed in order to achieve its goals. Generally, it incorporates a number of dimensions including management structure, management systems, and management standards. Corporate governance is the foundation on which service delivery should be built.

Management structure

The *Parliamentary Service Act 1988 (Qld)* sets out the administrative functions of the Speaker.

The general role of the Speaker in relation to the Parliamentary Service is to:

- decide major policies to guide the operation and management of the Parliamentary Service
- prepare budgets
- decide the size and organisation of the Parliamentary Service and the services to be supplied by the Parliamentary Service
- supervise the management and delivery of services by the Parliamentary Service.

Under Part 2 section 5 of the *Parliamentary Service Act 1988 (Qld)*, the Speaker has control of:

- accommodation and services in the Parliamentary precinct
- accommodation and services supplied elsewhere by the Legislative Assembly for its Members.

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 his various roles. Aside from the legislative obligations outlined earlier, these roles include public engagement, education and support of Members of Parliament, and a range of other legislative responsibilities.

The Clerk of the Parliament

The Clerk of the Parliament has a number of roles, which are outlined in section 20 of the *Parliamentary Service Act 1988 (Qld)*. The Clerk, as Chief Executive Officer of the Parliamentary Service, is:

- responsible to the Speaker for the efficient and cost effective management of the Parliamentary Service
- the employing authority, for the Legislative Assembly, of Parliamentary Service Officers and employees.

The Clerk is also the Accountable Officer, as defined under the *Financial Accountability Act 2009 (Qld)*, and as such has a range of financial management responsibilities and obligations in the management of the Parliamentary Service divisional leaders.

Parliamentary Service divisions

The Parliamentary Service has four divisions as per the organisational chart on page 6. The divisional leaders report to the Clerk of the Parliament.

Management groups

The Clerk has established a number of management groups within the Parliamentary Service as part of the broader corporate governance framework.

Executive Leadership Team

The role of the Executive Leadership Team (ELT) is to:

- provide leadership and ensure the effective management, coordination, and performance of the Parliamentary Service
- consider reports from all management groups
- oversee the development and implementation of the Parliamentary Service Management Plan, Parliamentary Service-wide policies and procedures, management of information systems, and control environments
- review and recommend to the Speaker the annual budget for the Parliament.

The members of the ELT are the Clerk of the Parliament (Chair), and the four Divisional Directors. In addition, the Head of IT Services and the Manager of People and Culture attend all ELT meetings.

During 2024–25, the ELT:

- continued planning and monitoring of the next stages of the refurbishment of remaining Annexe floors
- oversaw the transition from the 57th Parliament to the 58th Parliament following the October 2024 State Election including the Induction Program for new Members and the State Opening of the 58th Parliament
- approved and introduced the new online Learning Management System, ParLELearn, for use by precinct and electorate office staff
- considered an organisational restructure of the Parliamentary Service.

Audit and Risk Management Group

The role of the Audit and Risk Management Group (ARMG) is to provide independent assurance and assistance to the Clerk on:

- internal control and compliance frameworks
- external audit liaison and communication with executive management
- monitoring implementation of internal and external audit recommendations
- the agency's external accountability responsibilities as prescribed in the *Financial Accountability Act 2009 (Qld)* and the *Financial and Performance Management Standard 2019 (Qld)*.

In 2024–2025 the members of the ARMG were:

Chair:

- Marita Corbett (Partner, BDO)

Members:

- Michael Ries, Deputy Clerk
- Robyn Cooper, Head of Internal Audit (Partner, Pitcher Partners)

The Manager of Financial and Administrative Services, along with the Director of Corporate Services and Electorate Office Liaison, also attended meetings at the request of the Chair

During 2024–25 the ARMG:

- reviewed the three-year strategic audit plan and settled the Annual Internal Audit Plan
- reviewed the Parliamentary Service Financial Statements
- liaised with External Audit in respect of annual audit processes.

Technical Needs and Solutions Group

Formed in 2021 and chaired by the Head of IT Services, the Technical Needs and Solutions Group (TN&SG) brings the organisation's business owners and technology experts together to identify business needs and improve the planning of technical solutions.

The group ensures that business needs are being included in the organisation's Digital Strategy and associated work plans and road maps, and that business owners understand upcoming changes in technology and how these will impact on the Parliamentary Service.

The membership of the TN&SG is:

- Head, Information Technology Services (Chair)
- three additional IT representatives from IT Services
- representatives from each Parliamentary Services Area
- Executive Secretary, Corporate and Electorate Services (representing the interests of the electorate offices).

During 2024–25, the TN&SG met on three occasions.

Security Management Group

The Security Management Group (SMG) assists the ELT by monitoring, reviewing and improving security strategies adopted within the Parliamentary precinct and Electorate offices across the State.

During 2024–25 the members of the SMG were:

- Director of Property and Facility Services (Chair)
- Sergeant-at-Arms and Manager, Security and Reception
- Deputy Sergeant-at-Arms and Operations Leader
- First Clerk Assistant (Procedure)
- Senior Project and Conservation Manager
- People and Culture Manager
- Portfolio Manager, Electorate Offices
- External representatives from - Protective Services Group, Security and Counter Terrorism Command, Queensland Police Service

During 2024–25, the SMG met on four occasions to review and advise on:

- current national security status and alerts
- electorate office security review including planned upgrade to the electorate office security system
- assessment of Member home residences
- CCTV camera operations in the parliamentary precinct
- review of security and threat incidents in the precinct and electorate office sites
- election planning
- opening of Parliament event
- annual review of Security Management Plan.

Workplace Health and Safety Management Group

The role of the Workplace Health and Safety Management Group (WHSMG) is to support the ELT by ensuring that obligations under the *Work Health and Safety Act 2011* are met. The WHSMG is required under section 76 of this Act.

As at June 2025, management representatives were:

- Director, Corporate Services and Electorate Office Liaison (Chair)
- Manager, People and Culture
- Manager, Precinct Services
- Manager, Catering Services
- Workplace Health and Safety Coordinator
- Supervising Parliamentary Attendant (Administration and Reception).

As at June 2025, Employee Representatives (appointed every three years) were:

- Barry Arnold, Security and Attendant Services
- Jayden Miller, Procurement Services
- Sanja Luscombe, Cleaning Services
- Melissa Cook, Library Information Services
- Kadison McGuire, Property Services
- Peter Cossar, Murrumba Electorate Office
- Zeke Foxon, Mackay Electorate Office.

During 2024–25, the WHSMG met on four occasions and developed, participated in, and assisted with:

- consideration of Psychosocial Workplace Risks
- a review of inherent risks for various role categories and the proposed introduction of a pre-employment questionnaire
- delivering the corporate wellness program including a flu vaccination program, voluntary general health check program, and 10,000 step challenge for Members and staff
- coordinating and delivering workplace safety and mental health awareness programs.

Heritage Management Group

The role of the Heritage Management Group (HMG) is to:

- coordinate, identify opportunities for preservation and conservation of the Parliament's heritage collections and assets
- highlight the role of the Parliament and its history, increasing accessibility to Queenslanders through exhibitions, historical seminars, and online channels, with a view to promoting greater understanding of the institution.

As of June 2025, the members of the HMG were the:

- Director, Assembly and Committee Services (Chair)
- Director, Information Management Services and Parliamentary Librarian (Deputy Chair)
- Senior Heritage Librarian, Parliamentary Library
- Manager, Information and Records Management
- Project and Conservation Officer, Precinct Services
- Team Leader, Communication and Marketing
- Parliament Officer (Archives), Table Office
- Conservation Officer, Precinct Services
- Manager, Parliamentary Catering Services.

During 2024–25, the HMG met on four occasions to:

- coordinate and promote key parliamentary milestones, including celebrations marking 100 women elected to the Queensland Parliament
- set digitisation priorities
- oversee the preservation of digital collections
- continue research into the military service of former MPs for the Parliament's War Service Honour Board
- expand the Parliamentary Heritage Collections Online.

Shared Service Initiative

As part of the state public sector Shared Service Initiative, during 2024–25 the Queensland Parliament provided a range of corporate services to the Office of the Governor.

Existing management and operational structures within the Parliamentary Service are used to provide these shared services, and all are delivered in accordance with annual operating level agreements between the agencies.

Management systems

Planning

The Parliamentary Service undertakes planning at both strategic and operational levels to ensure that staff are focused on performance and achieving results. These plans form the basis of budgeting, performance management and reporting.

The following key plans were prepared for 2024–25:

- the Parliamentary Service Management Plan, incorporating a whole-of-service strategic plan and operational plans for each management group and Service Area within the organisation
- a Training and Development Plan for staff
- an ongoing three-year Digital Strategy to focus on improved delivery of services in an increasingly digital environment.

Performance management

The Clerk of the Parliament employs a range of mechanisms to measure and monitor the performance of the Parliamentary Service.

Internal management reporting

Divisional Directors are required to submit quarterly management reports to the Clerk. These reports document financial and operational performance against performance targets outlined in the Parliamentary Service Management Plan.

Auditing and review

The Parliamentary Service engages an external contractor to provide internal audit services. The external contractor consults with the Parliamentary Service Audit Management Group and takes into consideration Queensland Treasury's Audit Committee Guidelines. The Clerk of the Parliament, as the Accountable Officer, considers and addresses internal audit reports and any recommendations contained therein. No significant issues were identified during the 2024–25 internal audit work program.

Employee performance planning and review

Parliamentary Service staff are subject to annual performance planning and review processes to improve alignment between the individual performance review outcomes, Parliamentary Service objectives, and training and development opportunities.

External scrutiny

The Parliamentary Service is subject to an annual external audit by officers of the Queensland Audit Office pursuant to the *Auditor-General Act 2009 (Qld)*. No significant issues were identified regarding the operations of the Parliamentary Service during 2024–25. All recommendations in audit reports have been responded to.

Complaints management framework

The Parliamentary Service has a formal complaints management framework to provide guidance on the handling of all complaints received by the Parliamentary Service, whether internal or external, to ensure complaints are handled comprehensively, consistently, and appropriately recorded.

The framework includes a formal policy published on the Parliament's website for management of any complaints regarding potential corrupt conduct by the Clerk of the Parliament (as chief executive) pursuant to section 48A of the Crime and Corruption Act 2001.

Resource management

The Clerk of the Parliament establishes and publishes policies and procedures for the management of all human, financial, and information resources. Systems have been established to manage revenue, expenditure, assets and liabilities, as well as to protect information resources.

Records management

While the *Public Records Act 2002 (Qld)* does not apply to the Legislative Assembly or the Parliamentary Service, the Parliamentary Service is committed to following the principles contained in the legislation and also various public sector information standards, policies, and guidelines concerning records management.

Management standards

The Parliamentary Service maintains a strong commitment to the development and maintenance of a culture of care, diligence, ethical behaviour, public defensibility, integrity, accountability, and leadership. This commitment is reflected in management standards covering workplace health and safety delivered through the Workplace Health and Safety Management Group, and the Code of Conduct for Officers and Employees of the Parliamentary Service. The Code of Conduct, developed in accordance with the *Public Sector Ethics Act 1994 (Qld)*, guides staff when dealing with situations that may arise during the course of their duties, particularly those situations that may have an ethical dimension.

Management Profiles

Executive Leadership Team

Hon Pat Weir MP

Hon Pat Weir MP is the Speaker of the Legislative Assembly.

The Speaker presides over the Legislative Assembly, heads the Parliamentary Service and chairs the Committee of the Legislative Assembly. The Speaker is also the ceremonial representative of the Queensland Parliament.

Neil Laurie

*LLB LLM(Hons) MBA
Clerk of the Parliament*

Neil has been the Principal Officer of the Legislative Assembly, and the Chief Executive Officer of, and the Accountable Officer for, the Parliamentary Service since February 2003. Neil has over 30 years' experience with the Parliamentary Service, including six years as Deputy Clerk and Clerk of Committees and over 20 years as Clerk.

Michael Ries

*BAdmin LLB GradDipBus
Deputy Clerk
Director, Assembly and Committee Services; Acting Director, Information Services (from July 2024)*

Michael was appointed to the role of Deputy Clerk of Queensland Parliament in June 2008. Michael is responsible for the Assembly and Committee Services Division. Previously he held senior roles in the Department of the Premier and Cabinet, including the Clerk of the Executive Council.

Monique Harmer

*BBus (Tourism)
Director, Property and Facility Services*

Monique leads the Property, Catering, Security, and Reception Division of the Parliamentary Service. She joined the organisation in February 2022, following a 25-year career in senior leadership roles within international hotel groups. Her experience spans a diverse range of brands and locations across Australia and overseas, bringing a strong foundation in operational excellence and strategic management to her current role.

Craig Atkinson

*BBus GradCertProfAcc MIPA
Director, Corporate Services and Electorate Office Liaison*

Craig leads the Corporate and Electorate Services Division of the Parliamentary Service. Craig was appointed Director in 2017 and has over 30 years' experience in financial management, corporate governance, and administration of Members' entitlements.

Service Area Leaders

Kelly Baker

Catering Services Manager

Kelly was appointed Catering Services Manager following five years in both operational and planning roles within the Catering team. She now leads the Sales, Administration, and Front of House teams. With over 20 years of experience in food and beverage management across hotels, restaurants, and convention centres in Australia and the United Kingdom, Kelly brings a wealth of industry knowledge and leadership to the role.

Nadine Davidson-Wall

BA (Internet Comms), GradCertBus (PR)

Team Leader, Communications and Marketing

Nadine leads the Communications and Marketing function for the Parliamentary Service, which she joined in February 2023. She brings extensive experience in marketing, communications, event management, and multimedia design across the education, legal, and commercial sectors.

Travis Hall

MBusInfMgt, BInfTech(InfMgt), DiplInfTech

Manager, Information and Records Management

Travis leads the IRM team and manages the Parliamentary Service's corporate information assets. He joined the Parliamentary Service in January 2023 and has extensive experience in information and records management across state and federal levels of public service, as well as the private sector.

Andrew Hawkins

BBus (Management)

Sergeant-at-Arms & Manager, Security and Reception Services

Andrew joined the Parliamentary Service in September 2024, bringing extensive experience from senior roles in both government and corporate sectors. His background includes protective security, strategic leadership, and investigations across criminal, regulatory, and disciplinary domains. He also has expertise in risk and emergency management, incident response, security operations, intelligence, and governance.

Dianne Hone

BA, GradDipHRM (equivalence, not conferred)

Manager, People and Culture

Dianne is responsible for ensuring the operational and strategic delivery of People and Culture services to staff and Members of Parliament. She has worked in the human resources field for 31 years covering all facets of human resources management. She has executive level experience in three local government organisations in Queensland (over 20 years), as well as key achievements in both the not-for-profit and private sectors.

Jo Mathers

BBus, LLB (Hons), GradCertBus (PSM)

Chief Reporter

Jo manages the Parliamentary Reporting and Broadcasting Service, which is responsible for the accurate, timely, and efficient reporting and broadcasting of the proceedings of Parliament and its committees. Jo was appointed Chief Reporter in 2017 and has over 30 years' experience with the Parliamentary Service, including roles in Financial and Administrative Services, Committees and Chamber, Education and Communication Services.

Robyn Moore

LLB, MUrb&RegPlg, GCWEP

Director, Research and Information Services

Robyn leads the Parliamentary Library's Research and Information team which assists Members of Parliament in performing their duties by ensuring they have access to authoritative, impartial, and timely information.

Peter Morris

BBus

Manager, Payroll Services

Peter is responsible for ensuring the delivery of payroll services to Parliamentary Service staff and Members of Parliament. Peter has experience in both human resource management and industrial relations at an operational and managerial level. Peter has over 25 years' experience in human resource management including payroll.

Anthony Naylor**Executive Chef**

Anthony joined the Parliamentary Service in May 2022, bringing extensive experience leading culinary teams in Ireland, Sydney, and the Gold Coast. He began his career under Michelin Star chef Derry Clarke and has cooked for high-profile individuals including Bono, Sean Penn, Woody Harrelson, and Robert De Niro. In his current role, Anthony is committed to showcasing Queensland's finest locally sourced ingredients through thoughtfully curated menus.

James Rasmussen

B(IT), Cert IV (PM)

Head of Information Technology Services

James leads Information Technology Services in providing ICT services to Members and staff, manages the audio-visual services on the parliamentary precinct, and chairs the Technical Needs and Solutions Group. He joined the Parliamentary Service in December 2021 after 20 years in the university sector, and has extensive experience in strategy and planning, project delivery, cyber security, and managing day-to-day operations.

Kate Reilly

BA LLB (Hons)

First Clerk Assistant (Chamber) and Manager Education Services

Kate leads the teams responsible for Chamber Support (Table Office) and Parliamentary Education and Liaison functions and serves as a Clerk-at-the-Table. Kate has worked in Queensland legal, public policy and legislation settings for 25 years and joined the Parliamentary Service in 2024.

Mark Richardson**Manager, Property Services**

Mark is responsible for overseeing the management and operation of all buildings and capital projects within the Parliamentary precinct and across 97 electorate offices throughout Queensland. He brings over three decades of experience in facilities management, having led major organisations both domestically and internationally, including in the Middle East.

James Robertson

BBus (Accy), CPA

Manager, Financial and Administrative Services

James is the Manager of Financial and Administrative Services. He leads a team of 15 people who collaborate to develop and maintain policies, practices and systems that provide a range of Member entitlement services, financial services, asset and logistical services, and the preparation of annual financial statements.

Cecelia Ryan

BA (Fine Arts), GradDip Lib&InfSt, MAppSc (Lib&InfoMgt)

Director, Library Information Management Services and Parliamentary Librarian

Cecelia leads the Parliamentary Library's Information Management Services team which is responsible for discovery and maintenance of the Library's multiple collections and research databases, email alerts and audio-visual services.

Bernice Watson

BA, GradDip UrbRes&Pol, LLB (Hons)

First Clerk Assistant (Committees)

Bernice leads the committee team, delivering professional advice, research, and comprehensive administrative and procedural support to assist parliamentary committees in carrying out their functions and engaging with the community. She also works as Committee Secretary to the Ethics Committee, and as a Clerk-at-the-Table supporting sittings of the Legislative Assembly. Before joining the Parliamentary Service for the implementation of the portfolio committee system in 2011, Bernice held service delivery, public policy and strategy, and management roles in Queensland and Victoria public sector agencies.

Other Information

Legal framework

The Parliamentary Service was created by the *Parliamentary Service Act 1988 (Qld)*. The *Parliament of Queensland Act 2001 (Qld)* came into effect on 6 June 2002 and consolidated laws relating to the Legislative Assembly, its powers, procedures, Members and committees. The Act was developed as a companion to the *Constitution of Queensland 2001*.

All of the above Acts are administered by the Department of the Premier and Cabinet.

Privacy

The Queensland Parliamentary Service privacy policy conforms to the requirements of the *Information Privacy Act 2009 (Qld)* (IPA).

The privacy policy is published on the Parliamentary Service Intranet and Internet in accordance with the requirements of the IPA.

Further information about the privacy policy can be obtained by emailing privacy@parliament.qld.gov.au or by phoning (07) 3553 6000.

Early retirement, redundancy and retrenchment

During the period, no staff were offered or accepted voluntary redundancy packages.

Financial Statements

The following information is a high-level summary of the 2024–25 Statements of Comprehensive Income and Financial Position for the Legislative Assembly of Queensland and Queensland Parliamentary Service.

Foreword

The Clerk of the Parliament is pleased to present the financial statements for the Legislative Assembly of Queensland and Queensland Parliamentary Service for the year ending 30 June 2025.

The financial statements have been prepared in accordance with section 62(1) of the *Financial Accountability Act 2009 (Qld)* and relevant sections of the *Financial and Performance Management Standard 2019 (Qld)* to provide detailed information about the financial operations of the Legislative Assembly of Queensland and Queensland Parliamentary Service.

The Auditor General has certified the statements without qualification.

Chief Finance Officer Assurance Statement

The *Financial Accountability Act 2009 (Qld)* also requires that certain financial management responsibilities be delegated to the Chief Finance Officer. For the 2024–25 financial year, all minimum responsibilities of the Chief Finance Officer have been fulfilled. In accordance with section 54 of the *Financial and Performance Management Standard 2019 (Qld)*, the Chief Finance Officer has provided a statement to the Clerk of the Parliament regarding the efficiency, effectiveness and economy of financial controls in operation during 2024–25. This statement has also been presented to the Parliamentary Service Audit Management Group.

At a glance

Statement of Comprehensive Income

The operating activities of the Legislative Assembly of Queensland and Queensland Parliamentary Service made an operating surplus of \$1.957M. The surplus is primarily related to lower depreciation of capital assets due to recent building revaluations extending useful lives and reducing annual depreciation expenses.

In 2024–25 revenue increased 16% (\$19.476M). The main reason was an increase in appropriation revenue from the Queensland Government to cover operating expenses.

Operating expenses in 2024–25 increased 9% (\$12.251M) primarily due to employee expenses for an additional position for all 93 Electorates across Queensland.

	2024–25 Amount (\$'000)	2023–24 Amount (\$'000)
Total Income	144,243	124,767
Total Expenses	142,286	130,035
Net Operating Surplus/(Loss)	1,957	(5,268)

Statement of Financial Position

The net assets of the Legislative Assembly of Queensland and Queensland Parliamentary Service decreased by 5% (\$16.391M) in 2024–25. Relates to a reduced carrying amount for property, plant and equipment; primarily caused by a Parliamentary Annexe comprehensive revaluation.

Land and buildings on the Parliamentary precinct (\$290.409M) make up the majority of total assets, while trade creditors, deferred appropriation payable and accrued employee benefits represent almost all of the total liabilities.

	2024–25 Amount (\$'000)	2023–24 Amount (\$'000)
Total Assets	322,768	337,801
Total Liabilities	5,375	4,016
Net Assets (Equity)	317,393	333,784
Increase/(Decrease) in Net Assets	(16,391)	69,962

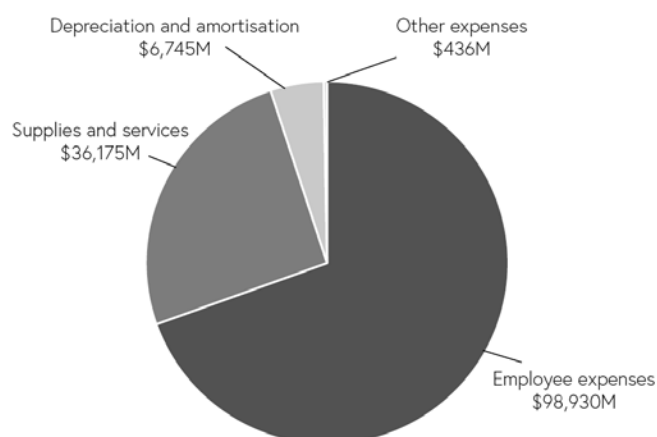
Expenditure

Major expense categories	(\$'000)
Employee expenses	98,930
Supplies and services	36,175
Depreciation and amortisation	6,745
Other expenses	436

Expenses from ordinary activities 2024–25

The graph to the right depicts expenditure by major resource category for 2024–25. It includes:

- payment of salaries and allowances to Members of Parliament, electorate office staff, Parliamentary Service officers and support staff
- operational costs required to provide the functions and activities to achieve Parliamentary Service objectives
- depreciation expenses associated with Parliamentary Service's buildings, plant and equipment



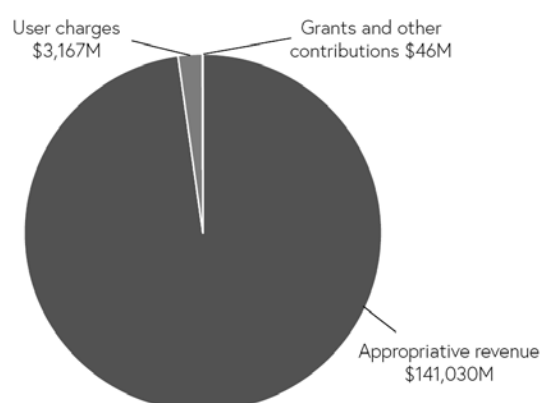
Revenue

Main sources of funding	(\$'000)
Appropriative revenue	141,030
User charges	3,167
Other revenue	46

Revenue from ordinary activities 2024–25

The main source of funding for the Legislative Assembly of Queensland and Queensland Parliamentary Service is appropriation funding from the Queensland Government.

Additional revenue is generated through the sale of goods and services such as: catering services, corporate services provided to client agencies, and educational activities.



LEGISLATIVE ASSEMBLY OF QUEENSLAND
FINANCIAL STATEMENTS

For the financial year ended 30 June 2025

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2025

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Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2025

Statement of Comprehensive Income

Year ended 30 June 2025

Operating Results	Notes	2025	2024	Original Budget 2025	Variance* 2025
		\$'000	\$'000	\$'000	\$'000
Income from Continuing Operations					
Appropriation revenue	B1-1	141,030	121,586	136,437	4,593
User charges and fees	B1-2	3,167	3,082	2,169	998
Grants and other contributions		46			46
Other revenue		-	99	32	(32)
Total Revenue		144,243	124,767	138,638	5,605
Total Income from Continuing Operations		144,243	124,767		5,605
Expenses from Continuing Operations					
Employee expenses	B2-1	98,930	84,119	98,065	865
Supplies and services	B2-2	36,175	32,899	32,224	3,951
Depreciation and amortisation	B2-3	6,745	4,962	8,115	(1,370)
Other expenses	B2-4	436	8,055	234	202
Total Expenses from Continuing Operations		142,286	130,035	138,638	3,648
Operating Result from Continuing Operations		1,957	(5,268)	-	1,957
Other Comprehensive Income					
Increase (decrease) in asset revaluation surplus	C7-3	(13,846)	30,847	-	(13,846)
Total Other Comprehensive Income		(13,846)	30,847	-	(13,846)
Total Comprehensive Income		(11,889)	25,579	-	(11,889)

*An explanation of major variances is included at Note E1.

The accompanying notes form part of these statements.

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2025

Statement of Comprehensive Income by Major Service Areas

For the year ended 30 June 2025

	Members' Salaries, Entitlements and Electorate Office Services		Parliamentary Precinct Support Services		General - Not Attributed		Total	
	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000
Income from Continuing Operations								
Appropriation revenue	96,400	77,751	44,630	43,835	-	-	141,030	121,586
User charges and fees	16	-	3,005	2,860	145	222	3,167	3,082
Grants and other contributions	-	-	46	-	-	-	46	-
Other revenue	-	9	-	22	-	68	-	99
Total Income from Continuing Operations	96,416	77,760	47,682	46,717	145	290	144,243	124,767
Expenses from Continuing Operations								
Employee expenses	69,502	56,566	29,302	27,367	126	186	98,930	84,119
Supplies and services	22,031	20,391	14,125	12,403	19	105	36,175	32,899
Depreciation and amortisation	-	1,085	6,745	3,877	-	-	6,745	4,962
Other expenses	5	34	431	8,021	-	-	436	8,055
Total Expenses from Continuing Operations	91,538	78,076	50,603	51,668	145	291	142,286	130,035
Operating Result from Continuing Operations	4,878	(316)	(2,921)	(4,951)	-	(1)	1,957	(5,268)
Other Comprehensive Income								
Increase (decrease) in asset revaluation surplus	-	-	(13,846)	30,847	-	-	(13,846)	30,847
Total Other Comprehensive Income	-	-	(13,846)	30,847	-	-	(13,846)	30,847
Total Comprehensive Income	4,878	(316)	(16,767)	25,896	-	(1)	(11,889)	25,579

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2025

Statement of Financial Position

As of 30 June 2025

	Notes	2025 \$'000	2024 \$'000	Original Budget 2025 \$'000	Variance* 2025 \$'000
Current Assets					
Cash and cash equivalents	C1	6,000	12,364	8,785	(2,785)
Receivables	C2	1,937	1,420	2,617	(680)
Prepayments	C3	5,602	925	980	4,622
Inventories		130	138	140	(10)
Total Current Assets		13,669	14,847	12,522	1,147
Non-Current Assets					
Property, plant & equipment	C4	308,791	322,566	312,655	(3,864)
Intangibles		308	387	391	(83)
Total Non-Current Assets		309,099	322,953	313,046	(3,947)
Total Assets		322,768	337,801	325,568	(2,800)
Current Liabilities					
Payables	C5	3,153	2,377	6,382	(3,229)
Accrued employee benefits	C6	2,088	1,472	790	1,298
Other current liabilities		134	167	108	26
Total Current Liabilities		5,375	4,016	7,280	(1,905)
Total Liabilities		5,375	4,016	7,280	(1,905)
Net Assets		317,393	333,784	318,288	(895)
Equity					
Contributed equity	C7-1	63,379	67,881	-	-
Accumulated surpluses		36,758	34,801	-	-
Asset revaluation surplus	C7-3	217,256	231,102	-	-
Total Equity		317,393	333,784	318,288	-

*An explanation of major variances is included at Note E1.

The accompanying notes form part of these statements.

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2025

Statement of Assets and Liabilities by Major Service Areas

As of 30 June 2025

	Members' Salaries, Entitlements and Electorate Office Services		Parliamentary Precinct Support Services		General - Not Attributed		Total	
	2025	2024	2025	2024	2025	2024	2025	2024
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Current Assets								
Cash and cash equivalents	-	-	6,000	12,364	-	-	6,000	12,364
Receivables	60	176	1,747	1,231	130	13	1,937	1,420
Other current assets	4,910	43	675	882	17	-	5,602	925
Inventories	-	-	130	138	-	-	130	138
Total Current Assets	4,970	219	8,552	14,615	147	13	13,669	14,847
Non-Current Assets								
Property, plant & equipment	3,021	5,516	305,770	317,050	-	-	308,791	322,566
Intangibles	-	-	308	387	-	-	308	387
Total Non-Current Assets	3,021	5,516	306,078	317,437	-	-	309,099	322,953
Total Assets	7,991	5,735	314,630	332,052	147	13	322,768	337,800
Current Liabilities								
Payables	815	1,558	2,338	819	-	-	3,153	2,377
Accrued employee benefits	972	765	1,116	707	-	-	2,088	1,472
Other current liabilities	-	-	134	167	-	-	134	167
Total Current Liabilities	1,787	2,323	3,588	1,693	-	-	5,375	4,016
Total Liabilities	1,787	2,323	3,588	1,693	-	-	5,375	4,016
Net Assets	6,204	3,412	311,042	330,359	147	13	317,393	333,784

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2025

Statement of Changes in Equity

For the year ended 30 June 2025

	Notes	Accumulated Surpluses		Asset Revaluation Surplus		Contributed Equity		TOTAL	
		2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000	2025 \$'000	2024 \$'000
Opening Balance as of 1 July		34,801	40,069	231,102	200,255	67,881	23,497	333,784	263,821
Operating Result from Continuing Operations		1,957	(5,268)		-		-	1,957	(5,268)
<u>Total Other Comprehensive Income</u>									
- Increase (Decrease) in Asset Revaluation Surplus	C7-3	-	-	(13,846)	30,847		-	(13,846)	30,847
<u>Transactions with Owners as Owners:</u>									
- Appropriated equity withdrawals	C7-2	-	-	-	-	(5,128)	(5,246)	(5,128)	(5,246)
- Appropriated equity injections	C7-2	-	-	-	-	626	49,630	626	49,630
Closing Balance as of 30 June		36,758	34,801	217,256	231,102	63,379	67,881	317,393	333,784

The accompanying notes form part of these statements.

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2025

Statement of Cash Flows

For the year ended 30 June 2025

	Notes	2025	2024	Original Budget 2025	Variance*
		\$'000	\$'000	\$'000	\$'000
Cash Flows from Operating Activities					
<i>Inflows:</i>					
Service appropriation receipts		141,844	121,095	136,437	5,407
User charges		3,122	2,990	2,319	803
GST input tax credits from ATO		4,026	8,313	-	4,026
GST collected from customers		373	445	-	373
Other		-	-	1,409	(1,409)
<i>Outflows:</i>					
Employee expenses		(98,679)	(84,677)	(98,065)	(614)
Supplies and services		(41,306)	(32,470)	(33,601)	(7,705)
GST remitted to ATO		(818)	(435)	-	(818)
GST paid to suppliers		(3,727)	(8,287)	-	(3,727)
Other		-	-	(384)	384
Net Cash Provided by Operating Activities	CF-1	4,835	6,974	8,115	(3,280)
Cash Flows from Investing Activities					
<i>Inflows:</i>					
Sales of non-financial assets		-	9	33	(33)
<i>Outflows:</i>					
Payments for property, plant and equipment		(6,697)	(53,294)	(3,646)	(3,051)
Net Cash Used in Investing Activities		(6,697)	(53,285)	(3,613)	(3,084)
Cash Flow from Financing Activities					
<i>Inflows:</i>					
Equity injections	C7-2	626	49,630	626	-
<i>Outflows:</i>					
Equity withdrawals	C7-2	(5,128)	(5,246)	(5,128)	-
Net Cash Provided by Financing Activities		(4,502)	44,384	(4,502)	
Net increase (decrease) in cash held		(6,364)	(1,927)	-	(6,364)
Cash at beginning of financial year		12,364	14,291	8,785	3,579
Cash at End of Financial Year	C1	6,000	12,364	8,785	(2,785)

*An explanation of major variances is included at Note E1.

The accompanying notes form part of these statements.

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2025

Notes to the Statement of Cash Flows

CF-1 Reconciliation of Operating Result to Net Cash Provided by Operating Activities

	2025	2024
	\$'000	\$'000
Operating surplus/(deficit)	1,957	(5,268)
<u>Non-cash items included in operating result:</u>		
Depreciation and amortisation expense	6,745	4,962
Loss on sale of assets	8	15
Gain on sale of assets	-	(9)
Loss/Retire of Buildings	-	7,805
Grants and other contributions	(46)	-
<u>Changes in Assets and Liabilities:</u>		
(Increase)/decrease in Receivables	846	232
(Increase)/decrease in Other assets	(4,677)	56
(Increase)/decrease in Inventory	8	1
Increase/(decrease) in Payables	(2,213)	(922)
Increase/(decrease) in Accrued employee benefits	2,243	(63)
Increase/(decrease) in Other liabilities	(36)	165
Net Cash provided by Operating Activities	4,835	6,974

Legislative Assembly of Queensland Financial Statements

For the Year Ended 30 June 2025

Notes to the Financial Statements**A1 BASIS OF FINANCIAL STATEMENT PREPARATION****A1-1 GENERAL INFORMATION**

These financial statements cover the Legislative Assembly of Queensland and the Queensland Parliamentary Service. The Legislative Assembly, together with the State Governor, forms the Queensland Parliament. The Queensland Parliamentary Service is established under the *Parliamentary Service Act 1988* (Qld). The Legislative Assembly does not control any other entities.

The head office and principal place of business of the Legislative Assembly of Queensland is:

*Parliament House
Corner George and Alice Streets
BRISBANE Q 4000*

A1-2 COMPLIANCE WITH PRESCRIBED REQUIREMENTS

The Legislative Assembly has prepared these financial statements in compliance with section 38 of the *Financial and Performance Management Standard 2019*. The financial statements comply with Queensland Treasury's Minimum Reporting Requirements for reporting periods beginning on or after 1 July 2024.

The Legislative Assembly is a not-for-profit entity and these general purpose financial statements are prepared on an accrual basis (except for the Statement of Cash Flows which is prepared on a cash basis) in accordance with Australian Accounting Standards and Interpretations applicable to not-for-profit entities.

A1-3 PRESENTATION**Currency and Rounding**

Amounts included in the financial statements are in Australian dollars and rounded to the nearest \$1,000 or, where that amount is \$500 or less, to zero, unless disclosure of the full amount is specifically required.

Comparatives

Comparative information reflects the audited 2023-24 financial statements. No material changes have been made to the comparative information.

Current and Non-Current Classification

Assets and liabilities are classified as either 'current' or 'non-current' in the Statement of Financial Position and associated notes.

Assets are classified as 'current' where their carrying amount is expected to be realized within 12 months after the reporting date. Liabilities are classified as 'current' when they are due to be settled within 12 months after the reporting date or the Legislative Assembly does not have an unconditional right to defer settlement to beyond 12 months after the reporting date.

All other assets and liabilities are classified as non-current.

A1-4 AUTHORISATION OF FINANCIAL STATEMENTS FOR ISSUE

The financial statements are authorized for issue by the Clerk of the Parliament and the Director, Corporate Services and Electorate Office Liaison at the date of signing the Management Certificate.

A1-5 BASIS OF MEASUREMENT

Historical cost is used as the measurement basis of this financial report except for the following:

- Land, buildings, heritage and cultural assets which are measured at fair value; and
- Inventories which are measured at the lower of cost and net realisable value.

Historical Cost

Under historical cost, assets are recorded at the amount of cash or cash equivalents paid or the fair value of the consideration given to acquire assets at the time of their acquisition. Liabilities are recorded at the amount of proceeds received in exchange for the obligation or at the amount of cash or cash equivalents expected to be paid to satisfy the liability in the normal course of business.

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2025

Fair Value

Fair value is the price that would be received to sell an asset or paid to transfer a liability in an orderly transaction between market participants at the measurement date under current market conditions (i.e. an exit price) regardless of whether that price is directly derived from observable inputs or estimated using another valuation technique.

Where fair value is used, the fair value approach is disclosed (refer to Note C4-4).

Fair Value Inputs

In determining fair value the Legislative Assembly adopts methodologies that maximizes the use of observable inputs and minimizes the use of unobservable inputs.

Fair Value Measurement Hierarchy

All assets of the Legislative Assembly for which fair value is measured or disclosed in the financial statements are categorized within the following fair value hierarchy, based on the data and assumptions used in the most recent specific appraisals:

Level 1	represents fair value measurements that reflect unadjusted quoted market prices in active markets for identical assets and liabilities;
Level 2	represents fair value measurements that are substantially derived from inputs (other than quoted prices included within level 1) that are observable, either directly or indirectly; and
Level 3	represents fair value measurements that are substantially derived from unobservable inputs.

Details of assets measured under each category of fair value are set out as follows:

	Level 2		Level 3	
	2025	2024	2025	2024
	\$'000	\$'000	\$'000	\$'000
Land	110,000	110,000	-	-
Buildings			180,409	195,468
Heritage and Cultural Assets:				
Artworks and Objects	3,606	3,606	-	-
Heritage Furniture	368	375	-	-
20 th Century Heritage Book Collection	-	-	573	559
Total	113,974	113,981	180,982	196,027

There were no transfers of assets between fair value hierarchy levels during the period.

Net Realisable Value

Net realisable value represents the amount of cash or cash equivalents that could currently be obtained by selling an asset in an orderly disposal.

Legislative Assembly of Queensland Financial Statements

For the Year Ended 30 June 2025

A2 OBJECTIVES AND PRINCIPAL ACTIVITIES

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

The *Parliamentary Service Act 1988* (Qld) provides for the establishment of the Queensland Parliamentary Service to deliver administrative and support services to the Legislative Assembly of Queensland, its Members and committees.

The *Financial Accountability Act 2009* (Qld) defines the Legislative Assembly and Queensland Parliamentary Service as a department for the purpose of financial administration and reporting.

The objectives and goals of the Queensland Parliamentary Service are available on the Queensland Parliament's website at www.parliament.qld.gov.au. The Legislative Assembly is funded for the services it delivers principally by parliamentary appropriations. It also provides the following on a fee for services basis:

- Catering and gift shop services;
- Corporate services provided to client agencies; and
- Public sector education seminars.

A3 MAJOR SERVICE AREAS OF THE LEGISLATIVE ASSEMBLY OF QUEENSLAND

The Legislative Assembly has two major service areas called *Members' Salaries, Entitlements and Electorate Office Services*, and *Parliamentary Precinct Support Services*.

Members' Salaries, Entitlements and Electorate Office Services

Members' Salaries, Entitlements and Electorate Office Services represent the cost of Members' salaries and entitlements and maintaining and supporting electorate offices across the State.

The *Members' Remuneration Handbook* is issued pursuant to section 60 of the *Queensland Independent Remuneration Tribunal Act 2013* (Qld). The Handbook stipulates the current remuneration (i.e. salaries, allowances and entitlements) in connection with Members of the Legislative Assembly and includes services and support to Members' electorate and parliamentary offices. For more information refer to the *Members' Remuneration Handbook* located on the Queensland Parliament's website.

Parliamentary Precinct Support Services

Parliamentary Precinct Support Services delivers:

- Advisory and information support services to assist the Parliament, its committees and Members to fulfil their constitutional and parliamentary responsibilities. These services include Chamber, Education & Communication Services; the Committee Office; the Parliamentary Library; and the Parliamentary Reporting and Broadcasting Service;
- Services to promote the institution of Parliament and raise community awareness and understanding of its important role and functions;
- Services to provide a safe and secure parliamentary precinct including Security and Attendant Services;
- Accommodation and hospitality services that provide Members, staff and guests of the Parliament with an appropriate working environment; and
- Organisational services that support the activities of Members and their staff. Includes: administering a range of entitlements afforded to Members pursuant to the *Members' Remuneration Handbook*; Information Technology Services; People and Culture; Payroll Services; and Financial and Administrative Services.

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2025

B1 REVENUE

B1-1 APPROPRIATION REVENUE

Reconciliation of Payments from Consolidated Fund to Appropriated Revenue Recognized in Operating Result	2025 \$'000	2024 \$'000
Budgeted departmental services appropriation (cash)	136,437	113,457
Unforeseen expenditure	5,407	6,719
Total Appropriation Receipts (cash)	141,844	120,176
Plus: Opening balance of deferred appropriation funding payable	1,009	1,500
Plus: Closing balance of output funding receivable	-	919
Less: Opening balance of output funding receivable	919	-
Less: Closing balance of deferred appropriation funding payable	904	1,009
Appropriation Revenue recognised in Statement of Comprehensive Income	141,030	121,586
Variance between original budgeted and actual appropriation revenue	4,593	8,129

Accounting Policy – Appropriation Revenue

Appropriations provided under the *Appropriation (Parliament) Act 2024* (Qld) are recognised as revenue when received. Where the Legislative Assembly has an obligation to return unspent appropriation receipts to Consolidated Fund at year end (a deferred appropriation payable to Consolidated Fund), a liability is recognised with a corresponding reduction to appropriation revenue, reflecting the net appropriation revenue position with Consolidated Fund for the reporting period. Capital appropriations are recognised as adjustments to equity, refer to Note C7-2.

Disclosure - Unforeseen expenditure

Appropriations for unforeseen expenditure refers to expenditure authorised by the Governor in Council to be made in advance of appropriation. Such authorisation may be given for expenditure where there was no appropriation, or where expenditure will exceed appropriation. For the 2025 reporting period, this related primarily to additional funding for the 2024 State Election, Select Committees, changes to Member's allowances and enterprise bargaining outcomes.

Disclosure - Deferred Appropriation Payable

The closing balance of deferred appropriation payable is primarily required to meet 2025-26 expenses related to Parliamentary Information Management System and corporate software.

Disclosure - Output Funding Receivable

The closing balance of output funding receivable is required to meet 2025-26 expenses related to employee expenses and Members' allowances.

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B1-2 USER CHARGES AND FEES

	2025 \$'000	2024 \$'000
Sale of Goods and Services		
Catering sales	2,494	2,344
Education services	219	299
Car parking fees	179	191
Corporate services support	167	222
Other user charges and fees		
Other	108	26
Total	3,167	3,082

Accounting Policy – Sale of goods and services

Sales of goods and services are recognised as revenues when the revenue has been earned and can be measured reliably with a sufficient degree of certainty. This occurs upon delivery of the goods to the customer or completion of the requested services at which time the invoice is raised. User charges and fees are controlled by the Legislative Assembly.

B2 EXPENSES**B2-1 EMPLOYEE EXPENSES**

	2025 \$'000	2024 \$'000
Employee Benefits		
Wages and salaries	81,369	68,940
Employer superannuation contributions	10,121	8,718
Annual leave levy/expense	4,753	4,242
Long service leave levy/expense	1,389	1,113
Other employee benefits	173	127
Employee Related Expenses		
Fringe benefits tax	353	375
Workers' compensation premium	392	261
Professional development	231	268
Other employee related expenses	149	74
Total	98,930	84,119

	2025	2024
Full-time equivalent employees	623	523

Disclosure – Full-time equivalent employees

Full-time equivalent employees increased by 100 primarily due to an additional position for all 93 Electorates across Queensland. The increase also necessitated 5 additional support staff across payroll services, people and culture and information technology services. In addition, the Parliamentary Service created 2 new roles to support audio visual services throughout the precinct, which was previously outsourced. Additional positions contributed to the increase in employee expenses.

Accounting Policies – Employee Expenses**Wages & Salaries**

Wages and salaries due at reporting date are recognized in the Statement of Financial Position at the current salary rates. As the Legislative Assembly expects such liabilities to be wholly settled within 12 months of reporting date, the liabilities are recognized at undiscounted amounts.

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B2-1 EMPLOYEE EXPENSES (Continued)

Sick Leave

Prior history indicates that on average, sick leave taken each reporting period is less than the entitlement accrued. This is expected to continue in future periods. Accordingly, it is unlikely that existing accumulated entitlements will be used by employees and no liability for unused sick leave entitlements is recognised. As sick leave is non-vesting, an expense is recognized for this leave as it is taken.

Annual Leave

Under the Queensland Government's Annual Leave Central Scheme, a levy is made on the Legislative Assembly to cover the cost of employees' annual leave (including leave loading and on-costs). The levies are expensed in the period in which they are payable. Amounts paid to employees for annual leave are claimed from the scheme quarterly in arrears.

Long Service Leave

Under the Queensland Government's Long Service Leave Scheme, a levy is made on the Legislative Assembly to cover the cost of employees' long service leave. The levies are expensed in the period in which they are payable. Amounts paid to employees for long service leave are claimed from the scheme quarterly in arrears.

Superannuation

Employer superannuation contributions are provided through defined contribution (accumulation) plans or the Queensland Government's defined benefit plan (the former QSuper defined benefit categories now administered by the Government Division of the Australian Retirement Trust) as determined by the employee's conditions of employment.

Defined contribution plans are made to eligible complying superannuation funds based on the rates specified in the relevant EBA or other conditions of employment. Contributions are expensed in the period in which they are paid or payable following completion of the employee's service each pay period.

Defined benefit plan - The liability for defined benefits is held on a whole-of-Government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*. The amount of contributions for defined benefit plan obligations is based upon the rates determined on the advice of the State Actuary. Contributions are paid by the Legislative Assembly at the specified rate following completion of the employee's service each pay period. The Legislative Assembly's obligations are limited to those contributions paid.

Members of Parliament elected prior to December 2004 are covered by the *Parliamentary Contributory Superannuation Act 1970* (Qld). Members of Parliament elected after December 2004 are subject to the *Superannuation (State Public Sector) Act 1990* (Qld) with the Legislative Assembly making employer contributions for these Members of Parliament.

Workers' Compensation Premiums

The Legislative Assembly pays premiums to WorkCover Queensland in respect of its obligations for employee compensation.

Workers' compensation insurance is a consequence of employing employees, but is not counted in an employee's total remuneration package. It is not considered an employee benefit and is therefore recognized separately as an employee related expense.

Note: Key management personnel and remuneration disclosures are detailed in Note F1.

B2-2 SUPPLIES AND SERVICES

	2025 \$'000	2024 \$'000
Members' entitlements	12,043	12,124
Rental expenses	7,271	7,134
Commercial and professional services	5,865	5,174
Information and communication technology services	4,115	3,630
Maintenance and minor equipment	3,809	2,112
Cost of goods sold	1,131	1,118
Utilities	1,059	920
Consumables	416	386
Other costs	467	301
Total	36,175	32,899

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Disclosure – Members' entitlements

Members are provided with a range of non-employee related resources and support pursuant to the *Members' Remuneration Handbook* (refer to Note A3). These entitlements include accountable allowances provided to Members and specific allocations to meet various administrative costs.

Accounting Policy – Rental expenses

Payments for non-specialised commercial office accommodation under the Queensland Government Accommodation Office (QGAO) framework arise from non-lease arrangements with the Department of Housing and Public Works (DHPW), who has substantive substitution rights over the assets used. Payments are expensed as incurred and categorized within rental expenses.

B2-3 DEPRECIATION AND AMORTISATION

	2025 \$'000	2024 \$'000
Depreciation	6,650	4,868
Amortisation	95	94
Total	6,745	4,962

B2-4 OTHER EXPENSES

	2025 \$'000	2024 \$'000
Losses:		
Disposal of assets	8	7,811
Insurance premiums - QGIF	104	112
Internal audit fees	151	55
External audit fees	153	17
Special Payments	2	40
Other	18	20
Total	436	8,055

Disclosure – Losses

In 2024–25, losses returned to normal levels. The previous year was unusually high due to major upgrades to the Parliamentary Annexe.

Disclosure – External audit fees

Total audit fees quoted by the Queensland Audit Office relating to the 2024-25 financial statements are \$108,980 (2023-24: \$96,974). The reported amount in 2025 is higher because it includes charges related to the previous financial year.

Disclosure – Special payments

Special payments represent ex gratia expenditure that the Legislative Assembly is not contractually or legally obligated to make to other parties. The Legislative Assembly made total special payments of \$2,268.50 to former employees for loss of employment during the 2024-25 financial year (2023-24: \$39,463).

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C1 CASH AND CASH EQUIVALENTS

	2025 \$'000	2024 \$'000
Cash at bank	5,997	12,361
Imprest accounts	3	3
Total	6,000	12,364

Accounting Policy – Cash and Cash Equivalents

For the purposes of the Statement of Financial Position and the Statement of Cash Flows, cash assets include all cash and cheques receipted but not banked on 30 June 2025 as well as deposits at call with financial institutions.

Legislative Assembly bank accounts are grouped within the whole-of-Government set-off arrangement with the Queensland Treasury Corporation and do not earn interest in surplus funds. Interest earned on the aggregate set-off arrangement balance accrues to the Consolidated Fund.

C2 RECEIVABLES

	2025 \$'000	2024 \$'000
Trade debtors	275	248
GST receivable	343	198
GST payable	-	-
Annual leave reimbursements	986	806
Long service leave reimbursements	283	148
Other receivables	50	20
Total	1,937	1,420

Accounting Policy – Receivables

Trade debtors are recognized at the amounts due at the time of sale or service delivery i.e. the agreed purchase/contract price. Settlement on these amounts is required within 30 days of issue of monthly invoice.

Disclosure – Credit Risk Exposure of Receivables

The maximum exposure to credit risk at balance date for receivables is the gross carrying amount of those receivables inclusive of any provisions for impairment. No collateral is held as security and no credit enhancements relate to receivables held by the Legislative Assembly.

All receivables within terms are expected to be fully collectible and are considered of good credit quality based on recent collection history.

The Legislative Assembly measures risk exposure using aging analysis and adopts a credit management strategy which aims to reduce the exposure to credit default by regularly monitoring all funds owed.

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C2-1 IMPAIRMENT OF RECEIVABLES

Accounting Policy – Impairment of Receivables

The Legislative Assembly conducts an annual assessment of receivables to identify whether an allowance for losses needs to be recorded. The assessment is made on each group of debtors that have similar customer profiles. The assessment considers lifetime expected credit losses and incorporates reasonable and supportable forward-looking information. Economic changes impacting the Legislative Assembly's debtors, and relevant industry data form part of the assessment.

The majority of Legislative Assembly debtors are government agencies or associated with the Parliament (e.g. Members of Parliament) and the risk of loss by this group of debtors is considered very low. Other debtors make up a small portion of trade receivables.

Impairment of receivable is recorded where the annual assessment of allowance for losses is deemed material.

Where the Legislative Assembly has no reasonable expectation of recovering an amount owed by a debtor, the debt is written off by directly reducing the receivable against the loss allowance. If the amount of debt written off exceeds the loss allowance, the excess is recognised as an impairment loss.

Disclosure – Impairment of Receivables

The Legislative Assembly did not recognise an impairment of receivables during the 2024-25 financial year (2023-24: Nil).

C3 Prepayments

	2025 \$'000	2024 \$'000
Electorate and Communication Allowance	4,891	-
Other prepayments	711	925
Total	5,602	925

Disclosure – Electorate and Communication Allowance

Members of Parliament receive an Electorate and Communication Allowance to cover a range of expenditure associated with constituent assistance, disseminating information to constituents, and operating an electorate office. The allowance is paid in advance bi-annually. The above amount was paid on 30 June 2025 to cover expenses for the period 1 July 2025 to 31 December 2025.

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C4 PROPERTY, PLANT AND EQUIPMENT AND DEPRECIATION EXPENSE

C4-1 CLOSING BALANCES AND RECONCILIATION OF CARRYING AMOUNT

	Land		Buildings		Heritage and Cultural Assets		Plant and Equipment		Work in Progress		Total	
	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024	2025	2024
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Gross	110,000	110,000	338,276	257,323	4,547	4,541	19,508	17,558	5,920	5,020	478,251	394,442
Less: Accumulated depreciation	-	-	(157,867)	(61,855)	-	-	(11,593)	(10,021)	-	-	(169,460)	(71,876)
Carrying amount at 30 June	110,000	110,000	180,409	195,468	4,547	4,541	7,915	7,537	5,920	5,020	308,791	322,566
<i>Represented by movements in carrying amount:</i>												
Carrying amount at 1 July	110,000	110,000	195,468	104,817	4,541	4,519	7,537	5,953	5,020	29,063	322,566	254,353
Acquisitions – purchased	-	-	-	9	-	-	-	1,414	6,729	48,632	6,729	50,055
Disposals	-	-	-	(7,805)	(8)	-	-	(15)	-	-	(8)	(7,821)
Transfers between asset classes	-	-	3,499	70,531	-	-	2,329	2,144	(5,829)	(72,675)	-	-
Net revaluation increments/decrements) in asset revaluation surplus	-	-	(13,859)	30,825	13	22	-	-	-	-	(13,846)	30,847
Depreciation expense	-	-	(4,699)	(2,910)	-	-	(1,951)	(1,958)	-	-	(6,650)	(4,868)
Carrying amount on 30 June	110,000	110,000	180,409	195,468	4,547	4,541	7,915	7,537	5,920	5,020	308,791	322,566

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C4-2 RECOGNITION AND ACQUISITION

Accounting Policy – Recognition Thresholds

Basis of Capitalisation and Recognition Thresholds

Items of property, plant and equipment with a historical cost or other value equal to or exceeding the following thresholds in the year of acquisition are reported as Property, Plant and Equipment:

Buildings	\$10,000
Land	\$1
Heritage and Cultural Assets	\$5,000
Plant and Equipment	\$5,000
Library Reference Collection	\$1,000,000

Items with a lesser value are expensed in the year of acquisition.

Expenditure on property, plant and equipment is capitalised where it is probable that the expenditure will produce future service potential for the Legislative Assembly. Subsequent expenditure is only added to an asset's carrying amount if it increases the service potential or useful life of the existing asset. Maintenance expenditure that merely restores original service potential (lost through ordinary wear and tear) is expensed.

Componentisation of Complex Assets

Complex assets comprise of assets with separately identifiable components (or groups of components) of significant value, which require replacement at regular intervals and at different times to other components comprising the complex asset.

Components are valued on the same basis as the asset class to which the assets relate. The accounting policy for depreciation of complex assets, and estimated useful lives of components, are disclosed in Note C4-5.

The Legislative Assembly's complex assets are Parliamentary Precinct buildings.

Accounting Policy – Cost of Acquisition

Historical cost is used for the initial recognition of all property, plant and equipment acquisitions. Historical cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred in getting the assets ready for use.

The cost of items acquired during the financial year has been judged by management of the Legislative Assembly to materially represent their fair value at the end of the reporting period.

Assets acquired at no cost or for nominal consideration, are recognised at their fair value at the date of acquisition.

C4-3 MEASUREMENT USING HISTORICAL COST

Accounting Policy

Plant and equipment (and Intangibles) are measured at historical cost in accordance with *Queensland Treasury's Non-Current Asset Policies for the Queensland Public Sector*. The carrying amounts for such plant and equipment are not materially different from their fair value.

C4-4 MEASUREMENT USING FAIR VALUE

Accounting Policy

Land, buildings, and heritage and cultural assets are measured at fair value as required by *Queensland Treasury's Non-Current Asset Policies for the Queensland Public Sector*. These assets are reported at their revalued amounts, being the fair value at the date of valuation, less any subsequent accumulated depreciation and subsequent accumulated impairment losses where applicable.

Property, plant and equipment classes measured at fair value are reviewed on an annual basis either by appraisals undertaken by an independent professional valuer or internal expert or by the use of appropriate and relevant indices.

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Heritage and cultural assets include objects such as paintings, prints, clocks, heritage furniture and heritage books.

Key Judgement: Valuing Parliamentary Library Assets –

20th Century Heritage Book Collection: Assets are classified as heritage and cultural assets and they are valued in accordance with *Queensland Treasury's Non-Current Asset Policies for the Queensland Public Sector (NCAP 7 – Accounting for Library Collections)*. An in-house valuation is conducted by a professional librarian. An average cost of unique and valuable items obtained from the open market is applied to the number of items to value the total collection.

The "O'Donovan Collection": Assets are carried at cost because no reliable market value can be obtained. Factors include:

- the collection includes unique (one-off) heritage items;
- the collection is irreplaceable; and
- the collection will never be sold by the Legislative Assembly.

Audio Visual Collection: Assets are carried at cost because no reliable market value can be obtained. Factors include:

- the utility of the items are unique to the Queensland Parliament;
- there is no market for such items therefore cannot be sourced externally or reliably valued; and
- there is no comparable market.

Current Reference Collection: Expensed on acquisition due to items having a short life and low value.

Use of Specific Appraisals

Revaluations using independent professional valuers or internal expert appraisals are undertaken at least once every five years. However, if a particular asset class experiences significant and volatile changes in fair value, that class is subject to specific appraisal in the reporting period, where practicable, regardless of the timing of the last specific appraisal.

The fair values reported by the Legislative Assembly are based on appropriate valuation techniques that maximise the use of available and relevant observable inputs and minimise the use of unobservable inputs (as defined in Note A1-5).

Use of Indices

Where assets have not been specifically appraised in the reporting period, their previous valuations are materially kept up to date via the application of relevant indices. The Legislative Assembly ensures that the application of such indices results in a valid estimation of the assets' fair values at reporting date.

Accounting for Changes in Fair Value

Any revaluation increment arising on the revaluation of an asset is credited to the asset revaluation surplus of the appropriate class, except to the extent it reverses a revaluation decrement for the class previously recognised as an expense. A decrease in the carrying amount on revaluation is charged as an expense, to the extent it exceeds the balance, if any, in the revaluation surplus relating to that asset class.

For assets revalued using a cost valuation approach (e.g. current/depreciated replacement cost) – accumulated depreciation is adjusted to equal the difference between the gross amount and carrying amount, after taking into account accumulated impairment losses. This is generally referred to as the 'gross method'.

Disclosure - Revaluations

Buildings

AssetVal was commissioned to conduct a comprehensive valuation of the Parliamentary Annexe and a desktop assessment for the Parliament House, for financial reporting purposes as of 30 June 2025. The assessment applied a cost approach method (i.e. current replacement cost) in determining the fair value of the assets in accordance with *the Queensland Treasury's Non-current Asset Policies for the Queensland Public Sector*.

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The primary reason for a Buildings decrement is related to the Parliamentary Annexe comprehensive valuation. In the 2023-24 financial year the Annexe valuation was based on a desktop valuation using uniform condition ratings, whereas the 2024-25 valuation involved a comprehensive granular assessment. The granular assessment moved values between building components and provided a more detailed condition assessment. Overall, the remaining useful life of key building components reduced leading to a reduction in fair value.

Land

In 2024-25, State Valuation Services (SVS) conducted a desktop assessment of the Parliamentary Land using a market-based approach and in accordance with the requirements of the Australian Accounting Standard AASB 13 *Fair Value Measurement* and *Queensland Treasury's Non-Current Asset Policies for the Queensland Public Sector*. The valuation took into account:

1. The condition of the market including recent sales of development sites that have heritage implications (no sales identified); and
2. Development restrictions caused by Parliament House's heritage listing and the location of land under the Riverside Expressway.

There was no change in the value of the land effective 30 June 2025.

Heritage and Cultural Assets

The Legislative Assembly considers the value of the heritage and cultural assets to be immaterial in comparison to the total balance of property, plant and equipment therefore it is intended that some significant heritage assets be valued on an as needed basis from an operational perspective rather than a 5 year comprehensive revaluation.

The last comprehensive independent revaluation of heritage and cultural assets was undertaken in 2013 (for artworks & objects) and 2014 (for heritage furniture).

The 20th Century Heritage Book Collection was assessed by an in-house professional librarian during the 2024-25 financial year which resulted in an increase in the value of \$13,439 due to an increase in unit price based on the annual CPI increase of 2.4%. The books' value as at 30 June 2025 is \$573,388.

C4-5 DEPRECIATION EXPENSE

Accounting Policy

Land and heritage and cultural assets are not depreciated as they have unlimited useful lives.

Property, plant and equipment is depreciated on a straight-line basis so as to allocate the net cost or revalued amount of each asset, less its estimated residual value, progressively over its estimated useful life to the Legislative Assembly.

Key Judgement: Straight line depreciation is used reflecting the progressive and even consumption of future economic benefits over their useful life to the Legislative Assembly.

Assets under construction (work-in-progress) are not depreciated until they reach service delivery capacity. Service delivery capacity relates to when construction is complete and the asset is first put to use or is installed ready for use in accordance with its intended application. These assets are then reclassified to the relevant classes within property, plant and equipment.

Where assets have separately identifiable components that are subject to regular replacement, these components are assigned useful lives distinct from the asset to which they relate and are depreciated accordingly.

Any expenditure that increases the originally assessed capacity or service potential of an asset is capitalized and the new depreciable amount is depreciated over the remaining useful life of the asset to the Legislative Assembly.

The depreciable amount of rental property improvements is allocated progressively over the estimated useful lives of the improvements or the unexpired period of the rent agreements, whichever is the shorter. The unexpired period of a rent agreement includes any option period where exercise of the option is probable.

For depreciable assets other than building assets, residual value is determined to be \$100 reflecting the estimated amount to be received on disposal at the end of their useful life.

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Depreciation Rates

Key Estimate: For each class of depreciable asset, the following depreciation rates are used:

Class	Rate %
Buildings:	
Heritage	0.3-1
Operational	1-4
Plant and equipment:	
Computer equipment	14-36
Other equipment	19-20
Rental property improvements	1-26

Useful lives and depreciation rates are reviewed annually. The review for the 2024-25 financial year caused no material impact to the depreciation expense.

C4-6 IMPAIRMENT

Accounting Policy

All non-current physical assets are assessed for indicators of impairment on an annual basis. If an indicator of possible impairment exists, the Legislative Assembly determines the asset's recoverable amount. Any amount by which the asset's carrying amount exceeds the recoverable amount is recorded as an impairment loss.

Impairment Events

The Legislative Assembly has no asset impairment as of 30 June 2025 (2024-25: Nil).

C5 PAYABLES

	2025	2024
	\$'000	\$'000
Trade creditors	2,177	2,193
Deferred appropriation payable	904	90
Tax Payable	72	94
Total	3,153	2,377

Accounting Policy – Payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the agreed purchase/contract price, gross of applicable trade and other discounts. Amounts owing are unsecured. As the Legislative Assembly expects such liabilities to be wholly settled within 12 months of reporting date, the liabilities are recognised at undiscounted amounts.

Disclosure – Liquidity Risk Exposure, Measurement and Risk Management Strategies

The Legislative Assembly is exposed to liquidity risk in respect of its payables.

The Legislative Assembly has an existing bank overdraft facility limit within the whole-of-Government set-off arrangement with the Queensland Treasury Corporation arrangement. This facility combined with daily cash flow observations ensures the Legislative Assembly has sufficient funds available to meet employee and supplier obligations as they fall due.

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C6 ACCRUED EMPLOYEE BENEFITS

	2025 \$'000	2024 \$'000
Current		
Annual leave levy payable	1,569	1,048
Long service levy payable	414	338
Other	105	86
Total	2,088	1,472

Accounting Policy – Accrued Employee Benefits

No provision for annual leave or long service leave is recognised in the Legislative Assembly's statements as the liability is held on a whole-of-Government basis and reported in those financial statements pursuant to AASB 1049 *Whole of Government and General Government Sector Financial Reporting*.

C7 EQUITY**C7-1 CONTRIBUTED EQUITY**

Appropriations for equity adjustments are recognised as Contributed Equity when they meet the characteristics of equity in accordance with Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities*.

C7-2 APPROPRIATION RECOGNISED IN EQUITY**Reconciliation of Payments from Consolidated Fund to Equity Adjustment**

	2025 \$'000	2024 \$'000
Appropriated equity withdrawals	(5,128)	(5,246)
Appropriated equity injections	626	49,630
Equity adjustment recognised in Contributed Equity	(4,502)	44,384

C7-3 ASSET REVALUATION SURPLUS BY ASSET CLASS

	Land \$'000	Buildings \$'000	Heritage & Cultural Assets \$'000	Total \$'000
Balance 1 July 2023	96,710	99,870	3,675	200,255
Revaluation increments	-	30,825	22	30,847
Balance 30 June 2024	96,710	130,695	3,697	231,102
Revaluation increments	-		13	13
Revaluation decrements		(13,859)		(13,859)
Balance 30 June 2025	96,710	116,836	3,710	217,256

Accounting Policy

The asset revaluation surplus represents the net effect of upwards and downwards revaluations of assets to fair value.

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D1 CONTINGENCIES

The Legislative Assembly holds bank guarantees totaling \$149,663.59 (2024: \$1,435,550) which were issued by contractors in accordance with contracts entered into between both parties. The guarantees protect the Legislative Assembly against any potential non-performance of contractors.

D2 COMMITMENTS

D2-1 Capital Expenditure Commitments

Commitments for capital expenditure at the reporting date (inclusive of non-recoverable GST input tax credits) are payable:

<i>Buildings</i>	2025 \$'000	2024 \$'000
Not later than 1 year	2,414	979
Total	2,414	979

<i>Major plant and equipment</i>	2025 \$'000	2024 \$'000
Not later than 1 year	215	-
Total	215	-

D3 EVENTS AFTER THE BALANCE DATE

No matters or circumstances have arisen since the end of the financial year that has significantly affected or may significantly affect the operation or financial statements of the Legislative Assembly in subsequent financial years.

D4 FUTURE IMPACT OF ACCOUNTING STANDARDS NOT YET EFFECTIVE

At the date of authorisation of the financial report, there are no new or amended Australian Accounting Standards identified that will have significant impacts to the future financial reporting of the Legislative Assembly.

E1 BUDGETARY REPORTING DISCLOSURES

This section contains explanations of major variances between the Legislative Assembly's actual 2024-25 financial results and the original budget presented to Parliament.

E1-1 EXPLANATIONS OF MAJOR VARIANCE

Explanations of Major Variances – Statement of Comprehensive Income

<i>Appropriation revenue:</i>	Appropriation revenue was \$4.593M higher than budgeted primarily due additional funding for the 2024 state election (\$2.393M), enterprise bargaining outcomes (\$0.819M) and Member's allowances (\$0.598M). Also contributing to higher appropriation revenue was the deferral of appropriation from 2023-24 into 2024-25 for delayed operating projects (\$1.009M).
<i>User charges and fees:</i>	User charges and fees are \$0.998M higher than budgeted due to revenue growth related to catering. Refer to Note B1-2.
<i>Supplies and services:</i>	Supplies and services expenses were \$3.951M higher than budgeted primarily due to 2024 election related costs (\$2.393M) and the deferral of appropriation from 2023-24 into 2024-25 for delayed operating projects (\$1.009M).

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Depreciation and amortisation: Depreciation and amortisation expenses were \$1.370M lower than budgeted due to recent building revaluations extending useful lives and reducing annual depreciation expenses. Refer to Note B2-3.

Explanations of Major Variances – Statement of Financial Position

Cash and cash equivalents: Cash and cash equivalents balance includes cash received for delayed capital works such as Annexe level 7 podium (\$3.963M) and electorate office relocations (\$0.608M). Refer to Note C1.

Receivables: The original budget for Receivables (\$2.617M) was based on 2022-23 actuals which were higher than normal due to a receivable for Regional Parliament (\$0.776M).

Prepayments: Prepayments are \$4.622M higher than budgeted due to Member's 2025-26 biannual Electorate and Communication Allowance being paid on 30 June 2025 (\$4.891M).

Property, plant & equipment: Property, plant and equipment was \$3.864M lower than budgeted due to downward valuation of buildings.

Accrued employee benefits: The original budget for Accrued employee benefits (\$0.790M) was based on 2022-23 actuals. It is substantially lower than actuals (\$2,088M) due to the impact of FTEs increasing by 100. Refer to note B2-1.

Explanations of Major Variances – Statement of Cash Flows

Departmental services receipts: Departmental services receipts were \$5.407M higher than budgeted primarily due to additional funding for the 2024 state election (\$2.393M), enterprise bargaining outcomes (\$0.819M) and Member's allowances (\$0.598M).

Payments for property, plant and equipment: Cash outlays for property, plant and equipment are higher than the original budget due to expenditure related to capital deferrals from 2023-24. This is primarily related to the Annexe refurbishment program.

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2025

F1 KEY MANAGEMENT PERSONNEL (KMP) DISCLOSURES

Details of Key Management Personnel

The following table details the key management personnel who had authority and responsibility for planning, directing and controlling the activities of the Legislative Assembly during 2024-25 and 2023-24. Further information about these positions can be found in the body of the Annual Report under the section relating to Executive Leadership.

Position	Position Responsibility
Speaker of the Legislative Assembly	The role of the Speaker of the Legislative Assembly in relation to the Queensland Parliamentary Service is to decide major policies to guide the operation and management of the Legislative Assembly; to prepare budgets; to decide the size and organisation of the Legislative Assembly and the services to be supplied by the Legislative Assembly; and to supervise the management and delivery of services by the Legislative Assembly.
Clerk of the Parliament	The Clerk of the Parliament is the Principal Officer of the Legislative Assembly providing advice to the Speaker, Ministers, Members of Parliament and Parliamentary Committees on parliamentary law, practice and procedure. The Clerk of the Parliament is also the Chief Executive Officer and Accountable Officer of the Parliamentary Service; and Chair of the Executive Leadership Team.
Deputy Clerk	The Deputy Clerk of the Parliament is responsible for assisting at the table of the house during parliamentary sittings, managing the Assembly and Committee Services Division; and contributes to the executive management of the Parliamentary Service as a member of the Executive Leadership Team and Chair of the Audit Management Group.
Director of Corporate Services and Electorate Office Liaison	The Director of Corporate Services and Electorate Office Liaison is responsible for leading human resource management, financial and administrative services, and electorate office liaison; and contributes to the executive management of the Parliamentary Service as a member of the Executive Leadership Team and the Chair of Workplace Health and Safety Management Group.
Director of Information Services and Parliamentary Librarian	The Director of Information Services and Parliamentary Librarian is responsible for leading the Information Services Division; and contributes to the executive management of the Parliamentary Service as a member of the Executive Leadership Team and the Chair of the Heritage Management Group.
Director of Property and Facility Services	The Director of Property and Facility Services is responsible for leading the Property and Facility Services Division (which provides a range of critical accommodation, security and hospitality services to Members, staff and visitors); and contributes to the executive management of the Parliamentary Service as a member of the Executive Leadership Team and the Chair of Security Management Group.
Head of IT Services	The Head of IT Services leads the Information Technology Services team; and contributes to the executive management of the Parliamentary Service as a member of the Executive Leadership Team and the Chair of the Technical Needs and Solutions Group.
Manager, People and Culture	Leads the People and Culture team and contributes to the executive management of the Parliamentary Service as a member of the Executive Leadership Team.

KMP Remuneration Policies

Remuneration policy for the Legislative Assembly's key management personnel is set under the *Parliamentary Services Act 1988* (Qld). Individual remuneration and other terms of employment are specified in employment contracts.

Remuneration expenses for key management personnel comprise the following components:

Short term employee expenses which include:

- salaries, allowances and leave entitlements earned and expensed for the entire year, or for that part of the year during which the employee was a key management person; and
- non-monetary benefits – taxable benefits received by employees including the fringe benefits tax applicable.

Long term employee expenses include amounts expensed in respect of long service leave entitlements earned.

Post-employment expenses include amounts expensed in respect of employer superannuation obligations.

Termination benefits are not provided for within individual contracts of employment. Contracts of employment provide only for notice periods or payment in lieu of notice on termination, regardless of the reason for termination.

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2025

KMP Remuneration Expenses

The following disclosures focus on the expenses incurred by the Legislative Assembly that are attributable to key management positions during the respective reporting periods. The amounts disclosed are determined on the same basis as expenses recognised in the Statement of Comprehensive Income.

2024-25

Position	Short Term Employee Expenses		Long Term Employee Expenses	Post-Employment Benefit	Termination Benefit	Total Expenses
	Monetary Expenses	Non-Monetary Benefits				
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Speaker of Legislative Assembly till 26/11/2024	138	1	-	16		155
Speaker of Legislative Assembly from 26/11/2024	227	1	-	27		255
Clerk of the Parliament	437	-	11	52		500
Deputy Clerk	265	1	6	31		303
Director of Corporate Services and Electorate Office Liaison	203	-	5	26		234
Director of Property and Facility Services	201	-	5	25		231
Director of Information Services and Parliamentary Librarian	5	-	-	7	94	106
Head of IT Services	182	-	4	22		208
Manager, People and Culture	175	-	4	21		200

2023-24

Position	Short Term Employee Expenses		Long Term Employee Expenses	Post-Employment Benefit	Termination Benefit	Total Expenses
	Monetary Expenses	Non-Monetary Benefits				
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Speaker of the Legislative Assembly	365	2	-	43		410
Clerk of the Parliament	402	1	10	56		469
Deputy Clerk	229	-	6	34		269
Director of Corporate Services and Electorate Office Liaison	193	-	5	28		226
Director of Property and Facility Services	198	0	5	28		231
Director of Information Services and Parliamentary Librarian	194	0	5	28		227
Head of IT Services	168	10	4	21		203
Manager, People and Culture	165	-	4	20		189

Disclosure – Speaker of the Legislative Assembly

Direct remuneration for the Speaker of the Legislative Assembly is set out in the *Members' Remuneration Handbook*. In addition, certain non-monetary benefits are provided pursuant to the *Guidelines for the Financial Management of the Office of the Speaker*. For the purpose of KMP Remuneration, monetary expenses include direct remuneration associated with the Speaker's role as a Member, and an additional salary component associated with duties undertaken as the Speaker of the Legislative Assembly. The *Members' Remuneration Handbook* and the *Guidelines for the Financial Management of the Office of the Speaker* are published on the Queensland Parliament's website: <http://www.parliament.qld.gov.au>

Performance Payments

No KMP remuneration packages provide performance or bonus payments.

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2025

F2 RELATED PARTY TRANSACTIONS

Transactions with people/entities related to KMP

One KMP has nominated a person who controls a company and undertakes work for the Parliamentary Service as a close family member. The contract ended 30 June 2024, the last payment was made on 21 August 2024, and internal controls were put in place. Overall, the total amount paid in 2024-25 was \$51,129 (2023-24: \$334,322).

All transactions with KMP and their related entities are conducted in the ordinary course of business on normal commercial terms and conditions and are no more favorable than those given to other customers.

Transactions with Queensland Government-controlled entities

While the Legislative Assembly and Queensland Parliamentary Services are independent from the Executive Government, the Legislative Assembly's primary ongoing source of funding is from the Queensland Government which includes appropriation revenue (Note B1-1) and equity injection (Note C7-1 and C7-2), both of which are provided in cash via Queensland Treasury.

The Legislative Assembly sells a range of goods and services to individuals and entities (Note B1-2). Transactions with other Queensland Government-controlled entities are conducted in the ordinary course of business on normal commercial terms and conditions and are no more favorable than those given to other customers.

F3 FIRST YEAR APPLICATION OF NEW ACCOUNTING STANDARDS OR CHANGE IN ACCOUNTING POLICIES

Accounting Standards Applied for the First Time

No new accounting standards or interpretations that apply to the department for the first time in 2024-25 had any material impact on the financial statements.

Accounting Standards Early Adopted

No Australian Accounting Standards have been early adopted for 2024-25.

F4 TAXATION

The Legislative Assembly is a State body defined under the *Income Tax Assessment Act 1936* (Cth) and is exempt from Commonwealth taxation with the exception of fringe benefits tax (FBT) and goods and services tax (GST). FBT and GST are the only taxes accounted for by the Legislative Assembly. GST credits receivable from, and GST payable to the ATO, are recognised (refer to Note C2).

F5 CLIMATE RISK DISCLOSURE

Whole-of-Government climate-related reporting

The State of Queensland provides information and resources on climate related strategies and actions accessible at <https://www.energyandclimate.qld.gov.au/climate> and <https://www.treasury.qld.gov.au/energy-and-climate/>

The Queensland Sustainability Report (QSR) outlines how the Queensland Government measures, monitors and manages sustainability risks and opportunities, including governance structures supporting policy oversight and implementation. To demonstrate progress, the QSR also provides time series data on key sustainability policy responses. The QSR is available via Queensland Treasury's website at <https://www.treasury.qld.gov.au/programs-and-policies/queensland-sustainability-report/>

Departmental accounting estimates and judgements – climate-related risks

The Legislative Assembly considers climate-related risks when assessing material accounting judgements and estimates used in preparing its financial report.

No adjustments to the carrying value of assets were recognised during the financial year as a result of climate-related risks impacting current accounting estimates and judgements. No other transactions have been recognised during the financial year specifically due to climate-related risks impacting the department.

The Legislative Assembly continues to monitor the emergence of material climate-related risks that may impact the financial statements of the department, including directives from the Government or Queensland Treasury.

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2025

Management Certificate

These general purpose financial statements have been prepared pursuant to s.62(1) of the *Financial Accountability Act 2009* (Qld) (the Act), section 38 of the *Financial and Performance Management Standard 2019* and other prescribed requirements. In accordance with s.62(1)(b) of the Act we certify that in our opinion:

- a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- b) the financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Legislative Assembly of Queensland for the financial year ended 30 June 2025 and of the financial position of the Legislative Assembly of Queensland at the end of that year; and

The Clerk of the Parliament, as the Accountable Officer of the Legislative Assembly of Queensland, acknowledges responsibility under s.7 and s.11 of the *Financial and Performance Management Standard 2019* for the establishment and maintenance, in all material respects, of an appropriate and effective system of internal control and risk management processes with respect to financial reporting throughout the reporting period.




Signature

C R ATKINSON BBus GradCertProfAcc MIPA

Director, Corporate Services and Electorate Office Liaison

Date 28 / 08 / 2025



Signature

N J LAURIE LLB LLM (Hons) MBA

Clerk of the Parliament

Date 28 / 8 / 25



INDEPENDENT AUDITOR'S REPORT

To the Clerk of the Parliament, Legislative Assembly of Queensland

Report on the audit of the financial report

Opinion

I have audited the accompanying financial report of Legislative Assembly of Queensland.

The financial report comprises the statement of financial position and statement of assets and liabilities by major service areas as at 30 June 2025, the statement of comprehensive income, statement of changes in equity, statement of cash flows and statement of comprehensive income by major service areas for the year then ended, notes to the financial statements including material accounting policy information, and the management certificate.

In my opinion, the financial report:

- a) gives a true and fair view of the department's financial position as at 30 June 2025, and its financial performance for the year then ended; and
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards.

Basis for opinion

I conducted my audit in accordance with the *Auditor-General Auditing Standards*, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of my report.

I am independent of the department in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to my audit of the financial report in Australia. I have also fulfilled my other ethical responsibilities in accordance with the Code and the *Auditor-General Auditing Standards*.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Responsibilities of the accountable officer for the financial report

The Accountable Officer is responsible for the preparation of the financial report that gives a true and fair view in accordance with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards, and for such internal control as the Accountable Officer determines is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

The Accountable Officer is also responsible for assessing the department's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless it is intended to abolish the department or to otherwise cease operations.



Auditor's responsibilities for the audit of the financial report

My objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of my responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website at:

https://www.auasb.gov.au/auditors_responsibilities/ar4.pdf

This description forms part of my auditor's report.

Report on other legal and regulatory requirements

Statement

In accordance with s.40 of the *Auditor-General Act 2009*, for the year ended 30 June 2025:

- a) I received all the information and explanations I required.
- b) I consider that, the prescribed requirements in relation to the establishment and keeping of accounts were complied with in all material respects.

Prescribed requirements scope

The prescribed requirements for the establishment and keeping of accounts are contained in the *Financial Accountability Act 2009*, any other Act and the Financial and Performance Management Standard 2019. The applicable requirements include those for keeping financial records that correctly record and explain the department's transactions and account balances to enable the preparation of a true and fair financial report.

Rachel Vagg
Auditor-General

29 August 2025

Queensland Audit Office
Brisbane

Glossary

Clerk of the Parliament

The Clerk of the Parliament is the highest ranking permanent, non-political officer in the Parliament. The Clerk guides the Speaker and Members on the rules and practices of Parliament.

Executive Government

The Executive Government is the arm of government responsible for the implementation of the laws passed by the Parliament.

Financial year

The period of 12 months beginning on 1 July and ending on 30 June the following year.

Hansard

The official report of the debates and proceedings of Parliament and its committees. This report is now known as the Record of Proceedings.

Initiative

A business initiative is an organisation's way of setting priority. It usually describes the direction the organisation wants to take and how it will improve the organisation.

Key Performance Indicators (KPIs)

A set of indicators that assist in measuring overall performance and reflect the health of the organisation.

Legislative Assembly

The Legislative Assembly is a body of people elected to represent constituencies and introduce, amend or repeal legislation. The Queensland Legislative Assembly is made up of 93 elected representatives.

Parliament

The Queensland Parliament consists of the Legislative Assembly and the King, represented by the Governor. The Parliament (or legislature) is separate to the Executive Government.

Parliamentary Service

The Parliamentary Service consists of staff members who provide support services to Members of Parliament at Parliament House in Brisbane and in the 97 electorate offices throughout Queensland.

Record of Proceedings

The official report of the debates and proceedings of the Parliament and its committees. Also known as Hansard.

Speaker

The Speaker of the Legislative Assembly of Queensland has ceremonial, procedural and administrative responsibilities for the Queensland Parliament and Parliamentary Service. The Speaker impartially presides over the sittings of Parliament, maintaining order in the House and ensuring the rules of Parliament (Standing Orders) are observed.

Tabled papers

Any documents that are tabled in the Queensland Parliament (presented to the House) are registered and archived at Parliament House. The Tabled Papers Database on the Parliament's website provides electronic access to tabled papers.

Appendix

Annual Report Compliance

The following annual report checklist outlines the governance, performance, reporting compliance, and procedural requirements applicable to the Queensland Parliament from the *Financial Accountability Act 2009* (FAA), the *Financial Performance and Management Standard 2019* (FPMS) as well as the annual report requirements for Queensland Government agencies (ARRs).

Summary of requirement	Basis for requirement	Reference
Letter of compliance		
A letter of compliance from the accountable officer or statutory body to the relevant Minister/s	ARRs – section 7	3
Accessibility		
Table of contents	ARRs – section 9.1	iv
Glossary	ARRs – section 9.1	101
Public availability	ARRs – section 9.2	108
Interpreter service statement	<i>Queensland Government Language Services Policy</i> ARRs – section 9.3	108
Copyright notice	<i>Copyright Act 1968</i> ARRs – section 9.4	108
Information Licensing	<i>QGEA – Information Licensing</i> ARRs – section 9.5	108
General Information		
Introductory information	ARRs – section 10	1
Non-Financial Performance		
Agency objectives and performance indicators	ARRs – section 11.2	21–50
Agency service areas and service standards	ARRs – section 11.3	3–15
Financial Performance		
Summary of financial performance	ARRs – section 12.1	16
Governance – Management and Structure		
Organisational structure	ARRs – section 13.1	6
Executive management	ARRs – section 13.2	61
Public Sector Ethics	<i>Public Sector Ethics Act 1994</i> ARRs – section 13.4	34
Human Rights	<i>Human Rights Act 2019</i> ARRs – section 13.5	34

Summary of requirement	Basis for requirement	Reference
Governance – Risk Management and Accountability		
Risk management	ARRs – section 14.1	57
Audit committee	ARRs – section 14.2	57
Internal audit	ARRs – section 14.3	60
External scrutiny	ARRs – section 14.4	60
Information systems and recordkeeping	ARRs – section 14.5	60
Governance – Human Resources		
Strategic workforce planning and performance	ARRs – section 15.1	33
Early retirement, redundancy and retrenchment	Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	64
Open Data		
Statement advising publication of information	ARRs – section 16	https://www.parliament.qld.gov.au/Work-of-the-Assembly/Whats-new
Consultancies	ARRs – section 31.1	https://www.parliament.qld.gov.au/Visit-and-learn/Publications-and-Reports/Annual-Reports
Overseas travel	ARRs – section 31.2	https://www.parliament.qld.gov.au/Visit-and-learn/Publications-and-Reports/Annual-Reports
Queensland Language Services Policy	ARRs – section 31.3	108
Financial Statements		
Certification of financial statements	FAA – section 62 FPMS – sections 38, 39 and 46 ARRs – section 17.1	98
Independent Auditors Report	FAA – section 62 FPMS – section 46 ARRs – section 17.2	99–100

ARRs *Annual report requirements for Queensland Government agencies*

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2019*

Key Performance Indicators

Objective 1: Assembly and committee support

Measures	2024–25 Target	2024–25 Actual
Table Office Measures		
Number of Questions on Notice processed	1,500	1,236
Number of Tabled Papers and Reports registered/archived	2,200	2,165
Committee Office		
Number of Parliamentary committee publications tabled	60	94
Parliamentary Reporting and Broadcasting Service (Hansard)		
Internet publication of the first two hours of proceedings (Hansard) by 2.30pm each sitting day	100%	98%
Parliamentary Reporting and Broadcasting Service audio hours transcribed 2024–25		
Chamber		315
Committees (including estimates committees)		292
Total audio hours transcribed		607

Key Performance Indicators

Objective 2: Member support

Measures	2024–25 Target	2024–25 Actual
Payroll Services		
Percentage accuracy in payroll production	99%	99%
Financial and Administrative Services		
Members' Electorate and Communication Allowance Acquittals submitted	25,000	26,491
Training sessions provided to Electorate Officers	4	9
Number of ECA reviews	25–30	29
Number of FAS related high risk audit issues raised by either internal or external audit	Nil	1
People and Culture		
Appointments processed for permanent, temporary and casual staff	300	453
Parliamentary Library and Research Services		
Research and information requests from individual clients	1,000	1,012
Number of client information briefs in response to individual client requests	>85,000	100,192
Number of times web-based Library Online accessed by clients including research staff (includes Alert usage)	>75,000	116,323
Percentage of individual research/information responses meeting agreed deadlines	>98%	100%
Information Technology Services		
Number of endpoints supported (Parliamentary Service, electorate offices and Member laptops)	650	649
Number of enquiries processed by service desk from Members and electorate offices, Parliamentary precinct and other staff	8,000	12,332
Service desk calls resolved within the service level agreement	90%	81%
Network availability during business hours for Parliamentary precinct	99%	100%
Percentage of Members satisfied with services provided (satisfied/very satisfied)	>90%	88.6%

Key Performance Indicators

Objective 3: Service provision

Measures	2024-25 Target	2024-25 Actual
Records Management		
Number of internal eDRMS training sessions delivered	24	60
Number of internal Recordkeeping Champion meetings held	6	6
System engagement – users logged in and using the system	220	225
Property Services		
Percentage of planned Capital Works projects completed on budget	80%	80%
Percentage of planned maintenance works undertaken	90%	100%
Electorate Accommodation Services		
Number of offices inspected for policy compliance (standards, WH&S etc)	30	8 (as majority of offices inspected across 2023-24)
Number of relocation/refurbishment projects completed	4 relocations 3 refurbishments	4 relocations 3 refurbishments
Catering Services		
Total number of functions	800	735
Total number of guests	40,000	34,413
Security and Attendant Services		
Number of precinct visitors processed through security scanning procedures	75,000	77,900
Security breaches, first aid incidents and emergency maintenance requirements addressed immediately and appropriately	100%	100%
Time taken to evacuate precinct in an evacuation drill	10 minutes	4 minutes

Key Performance Indicators

Objective 4: Improving awareness of the Parliament

Measures	2024–25 Target	2024–25 Actual
Parliamentary Education Measures		
Number of educational and liaison activities	90	147
Number of participants attending education and liaison activities conducted at Parliament House and in regional centres	3,000	4,815
Marketing and Communication Measures		
Number of design requests completed	100	>100
Increase in followers across each social media channel	5%	21%
Number of official publications developed	2	2

Communication objective

This annual report has been prepared to meet the information needs of Parliamentary Service clients and stakeholders.

These include Members of Parliament, parliamentary committees, electorate offices and staff, government agencies, the media, the Commonwealth Parliamentary Association and other parliaments, schools and students, and the people of Queensland.

The report is designed to provide an account of the achievements and activities of the Parliamentary Service for 2024–25 in accordance with the goals specified in the Queensland Parliamentary Service Management Plan 2024–25. In addition, the report fulfils our statutory reporting requirements.

This report is available electronically from our website at www.parliament.qld.gov.au.

Reporting year

This report covers activities that occurred during the 2024–25 financial year. Previous annual reports of the Queensland Parliamentary Service are available online at www.parliament.qld.gov.au.

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Interpreter service

The Queensland Parliamentary Service is committed to providing accessible services to Queenslanders from all culturally and linguistically diverse backgrounds. If you have difficulty in understanding the annual report, you can contact us on telephone (07) 3553 6000 or freecall 1800 197 809 and we will arrange an interpreter to effectively communicate the report to you.



Your thoughts

Readers are encouraged to provide feedback about the 2024–25 Annual Report by emailing:

ClerksOffice@parliament.qld.gov.au.

Readers can also comment online via the Queensland Parliament website at www.parliament.qld.gov.au. Your comments will help us to continue to refine our corporate reporting to ensure that we meet the expectations of our stakeholders.



QUEENSLAND PARLIAMENT

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