

SERVICE DELIVERY STATEMENTS



Legislative Assembly of Queensland



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Legislative Assembly of Queensland

Portfolio overview

The Speaker of the Legislative Assembly of Queensland
The Honourable Patrick Weir MP

Legislative Assembly of Queensland
Accountable Officer: Neil Laurie

Additional information about this agency can be sourced from:

parliament.qld.gov.au

Legislative Assembly of Queensland

Overview

The Legislative Assembly of Queensland consists of 93 Members who discharge a range of important constitutional, legislative and constituency responsibilities. The *Parliamentary Service Act 1988* establishes the Parliamentary Service to provide administrative and support services to the Legislative Assembly.

Our vision is to be recognised as an innovative leader in the delivery of Parliamentary Services in the Westminster world.

Our purpose is to independently support, promote and strengthen the Parliament to fulfil its democratic functions.

In 2025–26, the Parliamentary Service will work towards its objectives to:

- Support the Legislative Assembly (and its committees and Members) in fulfilling its functions within the institution of Parliament.
- Support Members of the Legislative Assembly to engage with and represent their electorates.
- Provide information, corporate and facility management services.
- Safeguard, promote and strengthen the important institution of Parliament.

Key deliverables

In 2025–26, the Parliamentary Service will:

- implement a new organisational divisional structure with increased focus on key strategic transformation projects and centralised strategy development. The new structure will also establish a dedicated Electorate Office support Unit to better coordinate and improve service delivery to Members and staff located across Queensland
- continue to implement a new enterprise Parliamentary Information Management System to replace a portfolio of existing bespoke IT applications which directly support the operations of the Legislative Assembly of Queensland and parliamentary committees
- deliver modernised workforce recruitment, induction and performance management processes to support the Parliamentary Service Workforce Strategy
- replace end of life AV broadcast system infrastructure in the parliamentary precinct.

Budget highlights

In the 2025–26 Queensland Budget, the government is providing:

- \$28.1 million over 4 years to deliver the remaining stages of the Parliamentary Annexe Refurbishment program, with a focus on levels 3, 5 and 6 to address remaining building compliance issues, improve security management across the precinct, and deliver more modern and flexible workspaces
- \$2.9 million over 4 years to upgrade ageing security and access control systems across 97 electorate office sites throughout Queensland
- \$11.2 million over 3 years to deliver priority electorate office relocation and refurbishment projects

Further information about new policy decisions can be found in *Budget Paper No. 4: Budget Measures*.

Performance statement

Members' Salaries, Entitlements and Electorate Office Services

Objective

To administer the direct remuneration and entitlements of Members of Parliament and provide resources and support services to assist in maintaining Members' electorate offices.

Description

This service area represents the direct cost of Members' salaries and entitlements and maintaining and supporting electorate offices across the State. The Members' Remuneration Handbook (the Handbook) outlines the salaries and other entitlements of Members of the Legislative Assembly and provides that each Member is provided with a range of resources to support the operation of each electorate office including a physical electorate office, staffing and equipment. All of these resources provide support to Members to enable them to fulfil their constituency responsibilities.

Service standards for Members' Salaries, Entitlements and Electorate Office Services are not provided. Each electorate office operates independently under the direction of each Member. Individual Members assess the performance of their office(s) based upon the needs of that Member in servicing local constituents.

Parliamentary Precinct Support Services

Objective

To deliver a range of support services within the parliamentary precinct to the Parliament, its Members and committees.

Description

This service area provides:

- advisory, information and support services to assist the Parliament, its committees and Members to fulfil their constitutional and parliamentary responsibilities. These services include Chamber, Education and Communication Services, the Committee Office, the Parliamentary Library and Parliamentary Reporting Services
- 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
- organisational services that support the activities of Members and their staff and deliver and administer a range of entitlements afforded to Members pursuant to the Members' Remuneration Handbook including Information Technology Services, Human Resource Services, and Financial and Administrative Services.

Service standards	2024–25 Target/Est.	2024–25 Est. Actual	2025–26 Target/Est.
Effectiveness measure			
Percentage of Members satisfied with services provided (satisfied/very satisfied)	100%	89%	100%
Efficiency measure			
Not identified			
Discontinued measure			
Percentage of shared services clients satisfied with services provided (satisfied/very satisfied) ¹	100%	..	Discontinued measure

Note:

1. Service standard associated with shared service clients is discontinued following transition-out by the Office of the Queensland Ombudsman in July 2024. Support services are currently only provided to the Office of the Governor.

Departmental budget summary

The table below shows the total resources available in 2025–26 from all sources and summarises how resources will be applied by service area and by controlled and administered classifications.

Legislative Assembly of Queensland	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CONTROLLED			
Income			
Appropriation revenue	136,437	141,934	141,901
Other revenue	2,201	2,201	2,201
Total income	138,638	144,135	144,102
Expenses			
Members' Salaries, Entitlements and Electorate Office Services	92,759	96,400	96,358
Parliamentary Precinct Support Services	45,879	47,735	47,744
Total expenses	138,638	144,135	144,102
Operating surplus/deficit
Net assets	318,288	336,574	348,425

Staffing

The table below shows the Full Time Equivalents (FTEs) as at the 30 June in the respective years.

Service area	2024–25 Budget	2024–25 Est. Actual	2025–26 Budget
Members' Salaries, Entitlements and Electorate Office Services	398	396	396
Parliamentary Precinct Support Services	218	227	238
Total FTEs	616	623	634

Capital program

The total planned 2025–26 capital expenditure for the Legislative Assembly of Queensland is \$13.1 million. In 2025–26 the Queensland Parliamentary Service will commence the final stages of the Parliamentary Annexe refurbishment program. Works will focus on levels 3, 5 and 6 of the Parliamentary Annexe to address remaining building compliance issues, improve security management across the precinct, and deliver more modern and flexible workspaces.

The Queensland Parliamentary Service will also deliver priority electorate office relocations and refurbishments as part of the ongoing Electorate Office Accommodation Improvement Program. Electorate office security will be improved by upgrading ageing security and access control systems across 97 electorate office sites throughout Queensland to a uniform supported security system.

Other capital projects include the replacement of ageing AV broadcast system infrastructure, and capital improvements and plant and equipment purchases for the parliamentary precinct and electorate offices.

The table below shows the total capital outlays by the agency in the respective years.

	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
Capital purchases	3,646	9,799	13,068
Capital grants
Total capital outlays	3,646	9,799	13,068

Further information about the Legislative Assembly of Queensland capital outlays can be found in *Budget Paper No. 3: Capital Statement*.

Budgeted financial statements

Departmental income statement

Total expenses are estimated to be \$144.1 million in 2025–26, which is the same level as the 2024–25 Estimated Actual. The 2025–26 Budget provides increased funding for enterprise bargaining costs. The 2024–25 Estimated Actual includes one-off funding for a number of initiatives, including election related costs, reimbursement of unbudgeted select committee and Members accommodation costs, and deferrals from 2023–24.

Departmental balance sheet

The Legislative Assembly's major assets are land and buildings. There is an increase to non-current assets in 2025–26 due to additional capital funding received through the 2025–26 Budget. The Legislative Assembly's main liabilities relate to creditors supplying goods and services to the Legislative Assembly, and accrued employee benefits.

Controlled income statement

Legislative Assembly of Queensland	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
INCOME			
Appropriation revenue	136,437	141,934	141,901
Taxes
User charges and fees	2,169	2,169	2,169
Royalties and land rents
Grants and other contributions
Interest and distributions from managed funds
Other revenue	32	32	32
Gains on sale/revaluation of assets
Total income	138,638	144,135	144,102
EXPENSES			
Employee expenses	98,065	100,799	101,956
Supplies and services	32,224	34,987	33,435
Grants and subsidies
Depreciation and amortisation	8,115	8,115	8,477
Finance/borrowing costs
Other expenses	234	234	234
Losses on sale/revaluation of assets
Total expenses	138,638	144,135	144,102
OPERATING SURPLUS/(DEFICIT)

Controlled balance sheet

Legislative Assembly of Queensland	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CURRENT ASSETS			
Cash assets	8,785	6,120	6,120
Receivables	2,617	1,466	1,466
Other financial assets
Inventories	140	138	138
Other	980	925	925
Non-financial assets held for sale
Total current assets	12,522	8,649	8,649
NON-CURRENT ASSETS			
Receivables
Other financial assets
Property, plant and equipment	312,655	331,529	343,401
Intangibles	391	368	347
Other
Total non-current assets	313,046	331,897	343,748
TOTAL ASSETS	325,568	340,546	352,397
CURRENT LIABILITIES			
Payables	6,382	2,797	2,797
Accrued employee benefits	790	948	948
Interest bearing liabilities and derivatives
Provisions
Other	108	227	227
Total current liabilities	7,280	3,972	3,972
NON-CURRENT LIABILITIES			
Payables
Accrued employee benefits
Interest bearing liabilities and derivatives
Provisions
Other
Total non-current liabilities
TOTAL LIABILITIES	7,280	3,972	3,972
NET ASSETS/(LIABILITIES)	318,288	336,574	348,425
EQUITY			
TOTAL EQUITY	318,288	336,574	348,425

Controlled cash flow statement

Legislative Assembly of Queensland	2024–25 Budget \$'000	2024–25 Est. Actual \$'000	2025–26 Budget \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
Inflows:			
Appropriation receipts	136,437	141,844	141,901
User charges and fees	2,319	2,319	2,319
Royalties and land rent receipts
Grants and other contributions
Interest and distribution from managed funds received
Taxes
Other	1,409	1,409	1,409
Outflows:			
Employee costs	(98,065)	(100,799)	(101,956)
Supplies and services	(33,601)	(36,364)	(34,812)
Grants and subsidies
Borrowing costs
Other	(384)	(384)	(384)
Net cash provided by or used in operating activities	8,115	8,025	8,477
CASH FLOWS FROM INVESTING ACTIVITIES			
Inflows:			
Sales of non-financial assets	33	33	33
Investments redeemed
Loans and advances redeemed
Outflows:			
Payments for non-financial assets	(3,646)	(9,799)	(13,068)
Payments for investments
Loans and advances made
Net cash provided by or used in investing activities	(3,613)	(9,766)	(13,035)
CASH FLOWS FROM FINANCING ACTIVITIES			
Inflows:			
Borrowings
Equity injections	626	626	9,686
Appropriated equity injections	626	626	9,686
Non-appropriated equity injections
Outflows:			
Borrowing redemptions
Finance lease payments
Equity withdrawals	(5,128)	(5,128)	(5,128)
Appropriated equity withdrawals	(5,128)	(5,128)	(5,128)
Non-appropriated equity withdrawals
Net cash provided by or used in financing activities	(4,502)	(4,502)	4,558
Net increase/(decrease) in cash held	..	(6,243)	..
Cash at the beginning of financial year	8,785	12,363	6,120
Cash transfers from restructure
Cash at the end of financial year	8,785	6,120	6,120

Glossary of terms

Accrual accounting	Recognition of economic events and other financial transactions involving revenue, expenses, assets, liabilities and equity as they occur and reporting in financial statements in the period to which they relate, rather than when a flow of cash occurs.
Administered items	Assets, liabilities, revenues and expenses an entity administers, without discretion, on behalf of the government.
Agency/entity	Used generically to refer to the various organisational units within government that deliver services or otherwise service government objectives. The term can include departments, commercialised business units, statutory bodies or other organisations established by Executive decision.
Appropriation	Funds issued by the Treasurer, under Parliamentary authority, to departments during a financial year for: <ul style="list-style-type: none"> • delivery of agreed services • administered items • adjustment of the government's equity in agencies, including acquiring of capital.
Balance sheet	A financial statement that reports the assets, liabilities and equity of an entity as at a particular date.
Capital	A term used to refer to an entity's stock of assets and the capital grants it makes to other agencies. Assets include property, plant and equipment, intangible items and inventories that an entity owns/controls and uses in the delivery of services.
Cash flow statement	A financial statement reporting the cash inflows and outflows for an entity's operating, investing and financing activities in a particular period.
Controlled Items	Assets, liabilities, revenues and expenses that are controlled by departments. These relate directly to the departmental operational objectives and arise at the discretion and direction of that department.
Depreciation	The periodic allocation of the cost of physical assets, representing the amount of the asset consumed during a specified time.
Equity	Equity is the residual interest in the assets of the entity after deduction of its liabilities. It usually comprises the entity's accumulated surpluses/losses, capital injections and any reserves.
Equity injection	An increase in the investment of the government in a public sector agency.
Financial statements	Collective description of the income statement, the balance sheet and the cash flow statement for an entity's controlled and administered activities.
Income statement	A financial statement highlighting the accounting surplus or deficit of an entity. It provides an indication of whether the entity has sufficient revenue to meet expenses in the current year, including non-cash costs such as depreciation.
Outcomes	Whole-of-government outcomes are intended to cover all dimensions of community wellbeing. They express the current needs and future aspirations of communities, within a social, economic and environment context.
Own-source revenue	Revenue that is generated by an agency, generally through the sale of goods and services, but it may also include some Commonwealth funding.
Priorities	Key policy areas that will be the focus of government activity.
Services	The actions or activities (including policy development) of an agency which contribute to the achievement of the agency's objectives.
Service area	Related services grouped into a high level service area for communicating the broad types of services delivered by an agency.
Service standard	Define a level of performance that is expected to be achieved appropriate for the service area or service. Service standards are measures of efficiency or effectiveness.

