

Objective 4: Improving awareness of the Parliament

To safeguard, promote and strengthen the important institution of Parliament by improving awareness of the role of the Legislative Assembly, its committees and Members in our democratic system of government and provide accessibility to information about parliamentary proceedings and activities.

Overview

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
- » Communication 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.



796 Youth Parliament participants across Queensland

5,771

participants in education and liaison programs

115

educational and liaison activities conducted



853 public service employees attended training seminars

Education activities

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 100 different programs across the state in 2022–23.

These programs included:

- school group activities
- public service training seminars
- virtual teacher professional development sessions
- Youth Parliaments
- educational activities to support the Far North Queensland regional sitting of Parliament.

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 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 2022–23, a total of 796 young people participated in these youth parliaments, which were held across the state, including:

- Junior Indigenous Youth Parliament (Thursday Island, July 2022)
- 2 x Legal Studies Youth Parliament (August 2022 and March 2023)
- Mackay Youth Parliament (September 2022)
- YMCA Youth Parliament (September 2022)
- Brisbane South Youth Parliament (November 2022)
- Roma Youth Parliament (November 2022)
- Cairns Youth Parliament (May 2023)
- Junior Indigenous Youth Parliament (Cairns, May 2023)
- Brisbane North Youth Parliament (June 2023).

During regional visits, 21 schools were visited in 2022–23 where an interactive education program was delivered to 1100 students.

Separate programs are offered for:

- years 10 to 12 school students studying Legal Studies
- Tertiary students studying Parliament-related subjects.

In 2022–23 the following number of students attended these programs:

- 342 high school students and teachers as part of 16 school group activities
- 66 tertiary students and lecturers as part of three group activities.

Regional educational program

In 2022–23, regional education activities were held on Thursday Island, Mackay, Roma and Cairns. The Parliament delivered a combination of the following activities:

- Youth Parliaments
- classroom sessions
- public service seminars
- community gathering events.

In 2022–23 the following number of students attended these regional programs:

- 633 students, teachers and guests from 57 schools as part of the Youth Parliaments
- 1100 school students and teachers as part of 21 classroom sessions
- 70 public servants attended Parliamentary Education Seminars.

Teacher professional development training

During 2022–23, seven virtual teacher professional development training sessions were held with 39 teachers participating from across Queensland.

The training is designed to enhance knowledge of Queensland's democratic systems and the processes of the Queensland Parliament. These sessions also provide practical education resources and demonstrate how to conduct a parliamentary committee role play and voting activities in the classroom.

The program was conducted in conjunction with the Supreme Court Library of Queensland, the Electoral Commission of Queensland and the Parliamentary Education Office (federal).

Youth Parliaments

This year saw the continuation of the Parliament's Youth Parliament program. Nine Youth Parliament events were facilitated during 2022–23, four at Parliament House and five in regional Queensland.

A total of 796 young people participated.

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 and Brisbane.

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.

These resources include factsheets, information books, classroom activities, brochures, explainer videos, worksheets and lesson plans for teachers. All of these resources are available to access for free on the Parliament website.

Access to information about parliamentary proceedings

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

Queensland Parliament Research Internship Program

During 2022–23, 25 tertiary students participated in the Queensland Parliament Research Internship. This annual program has been in operation since 1995.

School tours

School groups have visited Parliament House over many decades, with these groups generally comprising Year Five and Six 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, 512 school tours were conducted during 2022–23, comprising 12,555 students and 1,170 accompanying teachers, parents and guardians.

Public Service training seminars

Training is offered to public sector employees on:

- 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 18 of these training seminars held during 2022–23 with 783 public servants attending, including two seminars held in regional Queensland (Cairns and Mackay).

Key initiatives for Objective 4

Records Management

Metadata Policy

In early 2023, Records Management and the Parliamentary Library developed a *Metadata Policy* to indicate the minimum metadata elements to be applied to digital collections. The policy will promote a standard approach to applying consistent, uniform and accurate metadata to support the control, management, discovery and continued sustainability of high value, long term and permanent digital information.

Information Management Policy Framework

As part of ongoing governance, a number of information and records management policies were reviewed and updated. Key additions to the framework were artefacts that govern and support a standard minimum metadata set for all business information systems, and artefacts that ensure digital information of enduring value remains viable for as long as it is required.

Digital preservation initiatives

Throughout the year, a formal program of works commenced 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 risks of information loss and ensure the longevity of digital content of enduring value.

A *Sustainable File Formats Policy* was developed to support the effective management and preservation of digital information. The policy specifies and limits the number of long-term file formats to aid in the preservation of, and access to, digital information assets and assists in streamlining any associated data conversion activities.

The first annual digital collections risk assessment was undertaken in early 2023. 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 a number of unsustainable file formats in use, as well as identified 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.

An internal Digital Preservation Community of Practice was formed to share expertise, practical learnings and 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. Hundreds of legacy corporate records were digitised and captured in the eDRMS using dedicated fit-for-purpose equipment.

Marketing and Communications

Delivery of communications strategies

In the past year, the Marketing and Communications team has reinforced its commitment to support the organisation in delivering effective communication strategies and to provide meaningful communication initiatives. Offering a comprehensive suite of services, the team has played an important role in enhancing the reputation of, and engagement with, Queensland Parliament.

The team serves as a critical conduit between the organisation and its stakeholders, consistently working towards strengthening relationships, promoting transparency, and driving impactful messaging through various communication channels.

Recognising the evolving digital landscape, innovative digital communication channels have been embraced. The team has leveraged social media platforms, media, and the Parliament's websites to engage with stakeholders, disseminate information, and foster a vibrant online presence.

Support for FNQ Regional Sitting of Queensland Parliament

In 2023, the Marketing and Communications team worked with multiple stakeholders across Queensland Parliament to deliver positive communication outcomes for the Far North Queensland Regional Sitting of Parliament in Cairns in May. This included:

- creating dynamic digital and print displays for the general public in the foyer areas and for students as part of the educational offering
- coordinating media stories for parliamentary activities and the Youth Parliaments
- managing the photography and filming of parliamentary events and the Youth Parliaments
- creating relevant and engaging social media content.