

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.

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 continue to refine and improve their effectiveness; and
- improving the monitoring of the parliament's online presence and website content with a view to increased electronic access to parliamentary information.

These resources and services are primarily delivered through the following Service Areas:

- Chamber, Education and Communication Services;
- Committee Office;
- Parliamentary Reporting and Broadcasting Service (Hansard); and
- 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, and internal self-assessment through information management systems and external assessment through audit reports.

Key performance indicators for Objective 4 are set out in the table on page 52.

At a glance

Overall



Public Service Training seminars



Public servants attended across 13 training seminars, including a regional seminar in Townsville

Youth Parliaments



603

Young people participated in youth parliaments across

7

Youth Parliament events, including 4 regional Youth Parliaments.

School tours

435

School tours were conducted during 2018-19, comprising

11037

Students and 1010 accompanying teachers, parents and guardians.

Objective 4 is supported by the following Service Areas:

Parliamentary Education and Communication office

The Parliamentary Education and Communications 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 educational outreach programs for regional Queenslanders;
- developing and maintaining educational and information resources for use in educational institutions and by the wider community;
- managing the Queensland Parliamentary Internship Program, where university students undertake a nominated research project under the supervision of a Member of Parliament or senior officer of the Parliamentary Service (conducted by the Table Office);
- 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 Indigenous protocols;
- 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 Internet site and within the Parliamentary Service; and
- providing multimedia design and publication services for the Parliamentary Service and parliamentary committees.



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. Separate programs are offered for the following groups:

- years 10 to 12 school students studying Legal Studies;
- TAFE students studying Diploma of Legal Services; and
- tertiary students studying Parliament-related subjects

In 2018-19 the following number of students attended these programs:

- 296 year 10 to 12 students and teachers as part of 31 school group activities;
- 12 TAFE students and their teachers as part of one group activity; and
- 98 tertiary students and lecturers as part of three group activities.

Teacher professional development training

Training is offered to teachers to enhance their 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 their classrooms. During 2018-19, three regional teacher professional development training sessions were held with 41 teachers participating in Emerald, Townsville and Gladstone.

Regional educational program

The parliament commenced a regional educational

program in 2013-14 which sees parliamentary staff delivering a combination of the following activities in a regional Queensland location:

- a youth parliament;
- a teachers' professional development session;
- a public sector training conference for locally based public servants;
- classroom sessions; and
- presentations delivered to local service and community groups, and Indigenous organisations about the Parliament and its committee system.

In 2018-19, regional education activities were held in Emerald, Townsville and Gladstone.

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 and an eBook. All of these resources are available to access for free on the Parliament website. The eBook is also able to download for free from the Apple iTunes store.

Youth parliaments

This year saw the continuation of the Parliament's youth parliament program. Seven youth parliament events were facilitated during 2018-19, three at Parliament House and four in regional Queensland. A total of 603 young people participated in these



youth parliaments with each of these events and the dates that they occurred listed below:

- Eric Deeral Indigenous Youth Parliament, held on 5 July 2018;
- Emerald Youth Parliament held on 10 August 2018;
- YMCA Youth Parliament, held at Parliament House from 25 to 28 September 2018;
- Junior Indigenous Youth Parliament, held on 25 October 2018;
- Townsville Youth Parliament, held on 22 November 2018;
- Legal Studies Youth Parliament, held at Parliament House on 3 May 2019; and
- Gladstone Youth Parliament, held on 6 June 2019.

Public Service training seminars

Training is offered to public sector employees on:

- how Parliament works;
- the relationship between the Queensland Parliament and the Executive; and
- Queensland's parliamentary committee system and participation with committee inquiries (conducted by Parliamentary Committees).

There were 13 of these training seminars held during 2018-19 with 512 public servants attending. This included a regional seminar held in Townsville.

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); and
- an iPad activity aimed at reinforcing the learnings of the visit.

In total, 435 school tours were conducted during 2018-19, comprising 11,037 students and 1,010 accompanying teachers, parents and guardians.

Accessibility 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.

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.

Major initiatives

Key projects	Overview	Status
Regional educational program	The Parliament continued its three-year regional educational program	Ongoing

Key Performance Indicators

Measures	2018–19 Target	2018–19 Actual
Education and Communication Services		
Number of educational and liaison activities	90	109
Number of participants attending education and liaison activities conducted at Parliament House and in regional centres	3,000	3,142

Looking ahead



Initiatives in 2019–20 will include:

- continue to implement the three-year regional education program with upcoming activities to be held in Toowoomba, Sunshine Coast and the Gold Coast.