



Queensland Parliamentary Service

ANNUAL REPORT 2019-20

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 2019-20 in accordance with the goals specified in the Queensland Parliamentary Service Strategic Plan 2019-2023. In addition, the report fulfils our statutory reporting requirements.

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Reporting year

This report covers activities that occurred during the 2019-2020 financial year. Previous annual reports of the Queensland Parliamentary Service are available online at www.parliament.qld.gov.au.

Your thoughts

Readers are encouraged to provide feedback about the 2019-2020 Annual Report by emailing: ClerksOffice@parliament.qld.gov.au.

Readers can also comment via:

www.parliament.qld.gov.au
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Your comments will help us to continue to refine our corporate reporting to ensure we meet the expectations of our stakeholders.

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Message from the Speaker

It gives me great pleasure to present the Annual Report for the Queensland Parliamentary Service for 2019-20.

2019-20 was a year of great challenges for the Queensland Parliamentary Service.

Foremost was COVID-19, the greatest global challenge since the Second World War. The restrictions necessary to fight the spread of COVID-19 necessitated the closure of the Parliamentary Precinct to visitors and the cancellation of functions on the precinct from mid-March.

This resulted in a sharp drop in function revenue and visitor numbers to the precinct as access to the precinct was curtailed. Despite the disruption of COVID-19 restrictions, the Parliamentary Service continued to deliver on its core business of supporting Parliamentarians and Parliamentary Committees.

Electorate Offices, despite being closed to visitors, remained open to enquiries by phone or email and acted to deal with a high volume of communication with the public. The Parliament itself continued to operate on an augmented basis. While reduced numbers in the chamber for social distancing required the agreement of both Government and Opposition members, the work of Chamber Staff was critical to ensure the Legislative Assembly operated in a COVID-safe manner. The COVID-19 disruption also provided further opportunities for the Parliamentary Service to support the Queensland community in other innovative ways.

The Parliamentary Kitchen supported Scarlett May and Wesley Mission in preparing meals for their respective charitable causes. Prior to the COVID-19 emergency, the Parliamentary Service continued its proud record of community outreach.

In September, the Queensland Parliament conducted its first regional sitting in over a decade at the Townsville Entertainment Centre. The Queensland Parliament has always been the people's house, and that is true no matter where in this big state of ours it sits. Taking Parliament away from Parliament House has always been an enormous logistical effort. The deployment of the necessary resources from the Table Office, Hansard, Information Technology and Facilities is a significant exercise. A concurrent education program with school visits to the Regional Parliament, the delivery of a Youth Parliament and the Junior Indigenous Youth Parliament also brought the Regional Parliament visit to North Queensland students.

The Queensland Parliament's offering to the dining public was again on show in 2019-20 with numerous events including; Sometimes Strangers, High Teas and Chef's Table. These events were suspended from March 2020 due to COVID-19 but will re-commence in the 2020-21 financial year.

During 2019-20, the Parliament has again played an important role in promoting Queensland and our parliamentary democracy with internal and outreach activities – from hosting delegations from the German Bundestag, New Zealand Parliament, Gyeonggi Province Assembly and Saitama Prefecture Assembly to holding Youth Parliaments in Townsville and the Sunshine Coast.

In July 2019 the Queensland Parliament hosted the 50th Presiding Officers and Clerks' Conference. POCC brings together the presiding officers of all Parliaments in Australia, New Zealand and Oceania. The conference allows speakers, presiding officers and clerks from these parliaments to come together to share their knowledge and learnings.

Officially opened by His Excellency the Governor, POCC exhibited the best of the Queensland Parliament which underwent minor improvements for the occasion. POCC was graced with a keynote address from Sir Lindsay Hoyle, then Deputy Speaker of the UK House of Commons. Further, Leader of the House, Yvette D'Ath MP and the Manager of Opposition Business, Jarrod Bleijie MP, also gave guest lunchtime addresses.

In September 2019 I was proud to lead a Parliamentary Trade Delegation consisting of 7 Members of Parliament to Shanghai, China to mark the 30th anniversary of Queensland's Sister State relationship with the Shanghai Municipality. The delegation met with Australian company leaders and organisations which provided an understanding of both the opportunities and challenges for Australian companies in entering and completing business in China. The delegation also met with two of China's most prestigious and cutting edge technology companies: Alibaba (e-commerce) and SenseTime (artificial intelligence). The Delegation was provided with insights into the Shanghai and overall China market, how citizens live and the opportunities presented by the Chinese economy.

The Queensland Parliament also marked the 30th anniversary of the tabling of the Fitzgerald Report with a display on Level 3 of the Parliamentary Annexe. The display was a result of a collaboration of the Parliamentary Library and the Queensland State Archives. The display included the Queensland State Archives' signed copy of the Fitzgerald Report, which was donated by former Premier Mike Ahern AO. The launch event in September 2019 was held in the Parliament Annexe and attended by Tony Fitzgerald QC and former Premier Mike Ahern AO.

During 2019-20, the Parliamentary Service took a further step towards supporting Reconciliation with the preparation of a Reconciliation Action Plan (RAP). The RAP, launched in September 2020, was developed by a working group of Parliamentary Service members in conjunction with Reconciliation Australia. The RAP supersedes the annual Reconciliation Action Statement which appears for the last time in the 2019-20 Annual Report.

Also during 2019-20, The Queensland Parliament and the Local Government Association of Queensland have negotiated a Mutual Access Agreement. This agreement was signed in September 2020. This agreement will allow participating regional and rural councils to access facilities at the Queensland Parliament for meetings. It will also allow Members of Parliament to utilise facilities of participating councils within their electorates to meet with constituents.

Finally, I wish to take this opportunity to acknowledge my fellow members of the Committee of the Legislative Assembly for their collaboration and advice to ensure the running of a modern and efficient Parliament.

On behalf of the members of the 56th Parliament, I thank the Clerk Neil Laurie, the Executive Management Group and all Parliamentary Service staff for their hard work and dedication during the 2019-20 Financial Year.



Honourable Curtis Pitt MP
Speaker of Queensland Parliament

Clerk's Report

The 2019-20 financial year was a year of two very different parts. In the first part of the year the Parliamentary Service hosted a significant event at the precinct and another event 1,330 kilometres away.

The Queensland Parliament hosted the 50th Presiding Officers and Clerks' Conference (POCC) of the Australian and Pacific Regions from 9-11 July 2019. Mr Speaker welcomed 73 conference delegates and observers from 22 Australian and Pacific parliaments and from the UK House of Commons to the conference from the Commonwealth of Australia, Australian states and territories, New Zealand, the Autonomous Region of Bougainville, Cook Islands, Fiji, Kiribati, Nauru, Niue, Papua New Guinea, Samoa, the Solomon Islands, Tonga, Tuvalu and Vanuatu.

This significant conference was followed by the Parliamentary Service preparing for and delivering, within a record short period of six weeks' notice, a regional sitting of Parliament in Townsville. The very first regional sitting of Parliament had taken place in Townsville in 2002, exactly 17 years earlier. A regional sitting last occurred in Mackay in 2011 and there had been many critical staff changes in the intervening years. Fortunately, as a result of excellent documentation of earlier regional sittings, careful planning and the dedication of staff from a number of areas, the regional parliament was successfully delivered despite the short timeframe.

Concurrent with these significant events, the Property and Facility Services area commenced a \$14m three year Critical Infrastructure Works Program for the 40 year old Parliamentary Annexe building.

This program of work focusses on three key infrastructure categories (fire, mechanical and electrical services). In the first year of the project over 174 aged air conditioning units, installed when the Annexe was first constructed, were replaced.

The Electorate Office team was also very busy with the relocation of 11 electorate offices and the refurbishment of one other during the year. Indeed, since the 2017 redistribution and election there have been 20 relocations and one refurbishment. Approximately 20% of the State's 97 electorate offices have either been relocated or refurbished this Parliament.

For some time it has been the strategy to open up Parliament's dining rooms and functions venues to the general public. The offerings of cooking classes, Chef's table dining experiences, high teas, lunch in the Strangers' Dining Room ('Sometimes Strangers') and spaces for private functions had considerable success and patronage in the early part of the financial year. Indeed, there were a large number of advanced bookings well into 2020.

And then the COVID-19 pandemic arose.

COVID-19 is a public health crisis, but it has had many other collateral effects on society, the workplace, the economy and government. The Parliament, its committees, electorate offices and the precinct were not immune to its effects.

From mid-March 2020, the Parliamentary Service starting putting in place a number of actions to safeguard the welfare of members, staff and visitors. On 12 March 2020, the Speaker approved a COVID-19 response plan. The purpose of the plan was to ensure that a structured and organised approach was adopted to develop, deliver and communicate decisions and strategies about the eventual local outbreak of COVID-19. From 13 March 2020, the Service started to implement remote work for staff not directly servicing the Assembly and its Committees. From 16 March 2020 public access to the precinct was significantly reduced. By 23 March 2020 access to the precinct was limited to pass holders and most staff were working remotely.

On 18 March 2020, advice was provided to Members and electorate staff regarding the general operation of electorate offices, particularly regarding public access to the offices and arrangements for vulnerable staff. By 23 March 2020, the Speaker and I directed that electorate offices be closed to physical access by the public and that constituency enquiries and issues be handled by electorate officers via email or phone, not by personal contact with constituents.

Although many of the Parliamentary Services commercial and public facing activities were curtailed during the period, the Service was keen to fully utilise its full-time staff and retain and support its casual staff. The parliamentary catering services switched its focus from commercial activities to assisting the community. During the lockdown period (and continuing) the parliamentary kitchens

prepared thousands of kilograms of food for those in need, supplying output to both the Wesley Mission and the Scarlett May Foundation. An internal air-tasker program was also established with some full-time and casual staff being tasked to complete tasks such as scanning, archiving and cleaning.

For the Legislative Assembly the pandemic resulted in the suspension of most sittings of the Assembly and its Committees from 19 March 2020 to late May 2020. The Assembly sat for only one day during this period on 22 April 2020 to introduce and pass the Appropriation (COVID-19) Bill 2020 and the COVID-19 Emergency Response Bill 2020. The pandemic meant that the published sitting calendar for the year was cancelled and re-issued. The results being that 2020 has to date had no formal 'budget', no budget week, no estimates process and a lower than average number of sitting days.

In April 2020, the Parliamentary Service began planning for a parliamentary sitting that could be held partly on the precinct and via video-conference (a hybrid model). The Assembly passed legislation and numerous special procedures to enable it to meet in a manner compliant with COVID-19 health directives. Whilst a hybrid model was installed and tested it was never actually utilised.

Whilst the Assembly was rarely sitting and Committees were rarely meeting from March through to June 2020, the demands from constituents for the services of electorate offices increased significantly. As a strategy to assist electorate staff with managing the high volume of COVID-19 related constituent enquiries, on 23 April 2020 the Service established a COVID-19 Research and Call Centre to assist with researching and drafting responses to constituent queries related to COVID-19. The service was operated by staff of the committee office with support from the Parliamentary Library. On request from electorate office staff, draft responses were prepared in response to constituent enquiries using primary source material. The research and call centre was well utilised, responding to 219 requests for assistance during the period. The vast majority of research requests related to movement restrictions, social distancing and business. Due to the easing of restrictions and a decline in demand, the centre ceased to operate on Friday 26 June 2020.

Effectively closing the precinct and electorate office to physical access by the public was unprecedented, but necessary in light of the apprehended health risks that existed in March 2020. However, by 8 May 2020, the low number of COVID-19 infections in Queensland and the actual and foreshadowed relaxation of restrictions, including the likely return of schools on 25 May 2020, meant that the Parliamentary Service commenced a gradual return of precinct staff back to the precinct. By 3 July 2020, all precinct staff had returned to the precinct for work largely as per normal, although within a COVID-19 safe plan that included staggered start and finish times and other safeguards to ensure hygiene and social distancing.

On 8 May 2020, revised restrictions for the operation of electorate offices came into operation which enabled physical public access to electorate offices. By 2 June 2020 electorate office restrictions were reduced again in line with the State-wide easing of restrictions.

As can be seen from the above, the 2019-20 financial year presented numerous challenges to the Parliamentary Service. However, staff demonstrated that the Service can be adaptive and innovative in response to such challenges.

Neil Laurie
Clerk of Parliament

About the Parliamentary Service

Purpose

To serve, support, promote and strengthen the Legislative Assembly to enable it to fulfil its various functions.

Queensland Parliament

The Legislative Assembly, together with the State Governor, forms the Queensland Parliament. In the Westminster system of government, which Queensland has adopted, Parliament not only 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.

Legislative Assembly

The Queensland Parliament is comprised of only one House, the Legislative Assembly. The 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 Parliamentary Service

The Parliamentary Service provides administrative and support services to the Legislative Assembly, its committees and Members. The Service comprises staff working within the parliamentary precinct in Brisbane and also in Members' electorate offices across the state. To enhance and emphasise its independence from Executive Government, the Parliamentary Service was established under the *Parliamentary Service Act 1988*.

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

Our vision

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

Our values

Accountability

We are accountable to the institution, our clients, and each other.

Innovation

We are innovative and strive to create a better future.

Learning

We shall continually learn and pass on our knowledge.

Integrity

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

Clients

We are focused on the needs of our clients.

Our objectives

The administrative and support services provided within the parliamentary precinct are directed broadly to:

- 1 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), and
 - provide a forum for debate and grievance
- 2 Support Members of the Legislative Assembly in their communication with and representation of constituents.
- 3 Provide information, corporate and facility management services.
- 4 Safeguard, promote and strengthen the important institution of Parliament.

Financial Summary

This financial summary provides a high-level snapshot of the financial performance and position of the Legislative Assembly and Parliamentary Service for the last five years, including this financial year ending 30 June 2020. The full Financial Statements commence on page 47.

For the year ended	2015-16 \$'000	2016-17 \$'000	2017-18 \$'000	2018-19 \$'000	2019-20 \$'000
Total Income	89,185	92,278	99,069	100,709	104,152
Total Expenses	90,357	94,297	96,532	98,669	103,393
Operating Surplus/(Deficit)	-1,172	-2,019	2,537	2,040	759
Total Assets	205,710	211,106	214,897	220,461	220,764
Total Liabilities	5,895	6,489	3,867	4,802	4,731
Net Assets	199,815	204,617	211,030	215,659	216,033

	2015-16	2016-17	2017-18	2018-19	2019-20
Current Ratio ¹	1.49	1.41	3.02	3.29	2.93
Debt/Equity Ratio (%) ²	2.95	3.17	1.83	2.23	2.19
Liability/Asset Ratio (%) ³	2.87	3.07	1.80	2.18	2.14
Current Assets	7,511	8,537	11,669	15,799	13,855
Current Liabilities	5,033	6,043	3,867	4,802	4,731

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.

Major Highlights

Regional Sitting in Townsville

During his opening speech for the 56th Parliament, on 14 February 2018, His Excellency the Governor announced that the Parliament would hold a regional sitting during the parliamentary term.

On 19 June 2019, the Hon Anastacia Palaszczuk MP, Premier announced that the Queensland Parliament would hold a regional sitting in Townsville during September 2019. The Premier announced subsequently, on 27 June 2019, that the North Queensland sitting of Parliament (the regional sitting) would take place from 3 to 5 September 2019. On 22 August 2019, the Premier informed the House that the regional sitting would be held in Townsville.

The venue for the regional sitting was the Townsville Entertainment and Convention Centre (TECC). The parliamentary precinct was established at the TECC, including the Legislative Assembly Chamber, offices and Members' areas, as well as external space for the construction of marquees for the education program and school tours. All Members of Parliament, except for certain local Members of Parliament, were accommodated at an adjacent hotel.

A functional parliamentary precinct, including the Chamber and office accommodation, was delivered on time and the delivery of the operational and logistical aspects of the regional sitting was a success. Members reported strong satisfaction with the Parliamentary Service's delivery of the regional sitting. In response to the survey question - how would you rate the performance of the Parliamentary Service in delivering the Regional Sitting - 94 per cent of Members were satisfied or very satisfied.

The proceedings were recorded by Hansard and broadcast live on Parliament TV. Members and staff were provided with wireless internet access to the Parliamentary network. It is estimated that approximately 2,200 Members of the general public, teachers and school children attended the sitting over the three days.

COVID-19 Response

In response to the coronavirus (COVID-19) pandemic, in March 2020, the Speaker approved the COVID-19 Response Plan. This Plan formed part of the Parliamentary Service Risk Management and Business Continuity Framework and established formal processes and procedures to govern the Parliamentary Service's response to the health risks associated with the global COVID-19 pandemic. The Plan identifies key strategies to address specific risks posed at different stages by the COVID-19 virus to:

- Members and Parliamentary Service employees
- public guests to the Parliament, and
- the ability to continue delivery of critical services to clients.

Specific impacts of COVID-19 on the normal operations of the Parliamentary Service included:

- restrictions on public access to the parliamentary precinct and electorate offices
- suspension of various public events and activities including catered functions, public and school tours, and education seminars
- establishing revised hygiene and social distancing protocols for work areas in the parliamentary precinct including the Legislative Assembly Chamber, and within electorate offices
- developing and testing contingency plans for establishing a 'virtual parliament' if required, and
- activating broad work from home arrangements for Parliamentary Service staff.

During the ongoing COVID-19 pandemic all Parliamentary Service staff, both in the precinct and electorate offices, responded professionally and co-operatively to the necessary changes brought on by COVID-19.

As the effects of COVID-19 started to take effect on our function bookings and events our catering services team looked at options to fill the gaps from the reduction in functions and events. It was agreed to support local charities where we could offer our kitchens and chefs to assist in the increased demand for meals. The team reached out to the Scarlett May Foundation which provides meals and support to families with critically ill children and those whose children have passed. Our Chefs produced 645kg of bulk food over a few months during the peak of the isolation periods in Brisbane.

In addition to the Scarlett May Foundation the team were able to add support for the Wesley Mission by preparing donated food into bulk meals for serving. The team produced over 2,897kg of meals for this charity, whilst continuing our annual support for Ozharvest with over 218kg of food donated on a weekly ongoing basis. On average the above combined donation of food was estimated at 300kg per month with a total of 3.76 tonnes equal to 25,070 individual meals. Our team will continue to support these and other charities where possible.

The Parliamentary Service continues to respond to COVID-19 with the recent recommencement of public access to the precinct and electorate offices, and the resumption of school tours, catering and education events. To ensure that these activities can be offered safely, a COVID-Safe Plan for the parliamentary precinct has also been developed to provide visitors with information regarding necessary measures and changes to access where required.

50th Presiding Officers and Clerks' Conference

The Queensland Parliament hosted the 50th Presiding Officers and Clerks' Conference (POCC) of the Australian and Pacific Regions from 9-11 July 2019.

Mr Speaker welcomed 73 conference delegates and observers from 22 Australian and Pacific parliaments and from the UK House of Commons to the conference from the Commonwealth of Australia, Australian states and territories, New Zealand, the Autonomous Region of Bougainville, Cook Islands, Fiji, Kiribati, Nauru, Niue, Papua New Guinea, Samoa, the Solomon Islands, Tonga, Tuvalu and Vanuatu.

The POCC provides a forum for presiding officers and clerks from Australian, New Zealand and Pacific jurisdictions to connect and to share and learn from each jurisdiction's experiences and developments. Importantly, the POCC supports twinning and other partnerships between Australian and Pacific parliaments, thereby strengthening parliamentary democracy across these jurisdictions.

The Hon Curtis Pitt MP officially opened the refurbished Queensland Parliament Committee rooms: the 'Aboriginal Peoples Room', the 'Torres Strait Islander Peoples Room' and the 'Twinning Parliaments Room' for the parliament's partnerships with the National Parliament of Papua New Guinea and the Parliament of Vanuatu.

The conference also provided professional opportunities for presiding officers and clerks to explore complex issues regarding parliamentary practice, law, procedure and governance. The Right Honourable Sir Lindsay Hoyle MP, then Deputy Speaker of the UK House of Commons (now Speaker), provided the keynote address where he explored the impact of emerging security issues on parliaments.

The conference built on strong relationships between Australian, New Zealand and Pacific parliaments in order to enhance parliamentary knowledge and capacity for all delegates and all jurisdictions. The sessions, papers and workshops allowed in-depth exploration of matters across jurisdictions and opportunities for input into solutions to common issues.

Improved Liaison with Electorate Office staff

The current management structure of the Parliamentary Service recognises the need to improve the coordination, responsiveness and relevance of support services, tools and information provided to Members' electorate offices. Under the new corporate structure, this function sits with the Director, Corporate Services and Electorate Office Liaison. Key liaison activities undertaken during 2019-20 include the following:

Electorate Office Reference Group (EORG)

It is recognised that this key liaison function can only be delivered effectively through the direct involvement and contribution of electorate office staff. The Electorate Office Reference Group (EORG) includes six electorate office Members representing government and non-government electorates, and regional and Brisbane locations. The EORG provides a valuable liaison and communication forum between the Parliamentary Service and electorate officers, and provide opportunities for:

- providing a forum for electorate office staff to inform and promote the role of electorate officers in supporting Members
- identification of key training needs and business tools required by electorate staff to support the activities of the electorate office
- consultation with electorate office staff on a range of Parliamentary Service policy initiatives

and projects directly affecting electorate office staff

- facilitating electorate officers raising issues of a general nature concerning services, equipment, support and the operation of electorate offices, and
- improving the content and effectiveness of important information exchanged with and between electorate office staff.

The EORG met on three occasions during 2019-20 with some interruptions caused by COVID-19 travel restrictions. Specific issues and initiatives considered by the EORG included:

- administrative issues which impact on the effective management of electorate offices (automatic ordering of toners, travel, management of staff and volunteers, office relocations)
- review and feedback on proposed rules and policies governing the introduction of a new Relief Staff Allocation, use of resources during election periods, etc
- commencing development of an Electorate Office Information Manual
- the mental health and wellbeing of electorate office staff, and participated in the Electorate Officer Mental Health Training Pilot Program, and
- the workload of electorate offices in general but also the impact of the COVID-19 pandemic and the lead up to the 2020 State Election.

EO Connect E-Newsletter

With almost half of the Parliamentary Service workforce supporting Members directly in electorate offices, the Service is committed to exploring innovative ways to better communicate with Members and electorate staff, and improve the way services are delivered. As one of these strategies, in November 2019 the Clerk launched the first edition of EO Connect. This e-newsletter is designed to provide Members and electorate staff with concise information in a user-friendly format about a range of issues specifically relevant to electorate staff and offices.

The second edition was issued in June 2020 and it is planned to issue new editions every 3-4 months.

Electorate Office Relocations

The Parliamentary Service manages 97 electorate offices around Queensland including:

- site identification
- lease negotiations
- design, tender and fit out of new sites
- refurbishments and upgrades to existing sites
- security standard reviews, and
- WHS compliance.

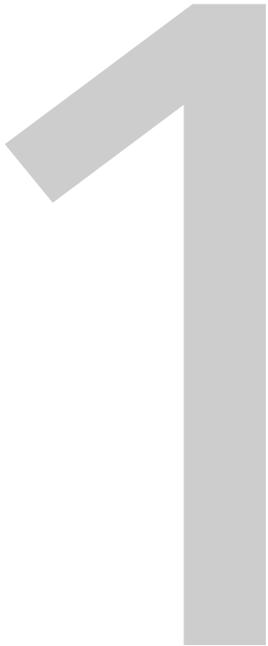
Due to the electorate boundary redistribution in 2018 some electorate offices were situated outside of their nominated electorate. The Parliamentary Services was tasked with relocating these offices within their electoral boundary. During 2019-20 the Electorate Office Property team successfully completed the relocation of 11 offices and closed down the previous offices.

Stage 1 Critical Infrastructure Upgrade

The parliamentary precinct's infrastructure and Annexe building services have undergone ad-hoc upgrades over the last 40 years. Many of the key infrastructure systems are nearing or past their usable life expectancy. The Parliamentary Service has a \$14m Critical Infrastructure Works Program planned for the Parliamentary Annexe building, with the program to be delivered in three stages across the 2019-22 financial years. The proposed scope of works has been developed based on infrastructure and service upgrade priorities identified in an external consultant's report, together with internal assessments based on recent service issues and maintenance provider reports and risks.

The program of work focusses on three key infrastructure categories (fire, mechanical and electrical services) to be delivered in accordance with a three year plan.

Performance Reports



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), and**
- **provide a forum for debate and grievance.**

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:

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

In 2019-20 the Assembly and Committee Services Division comprised the following three Service Areas:

- Chamber, Education and Communications Services
- Committee Office (including Office of the Parliamentary Crime and Corruption Commissioner), and
- 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 Objective 1 are set out in the table on page 19.

Objective 1 is supported by the following offices and Service Areas:

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 Members' 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 Division

Chamber, Education and Communication Services

This area comprises two offices – the Table Office and Parliamentary Education and Marketing and Communications.

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, motions and petitions to ensure compliance with the rules of the Assembly
- liaising with Members, ministerial offices and public sector entities on the tabling of documents
- providing safe custody and maintenance of and access to parliamentary records, and
- conducting research and providing advice on parliamentary procedural matters.

Committee Office

The Legislative Assembly establishes parliamentary committees to assist it to fulfil its functions. Committees consider legislation, inquire into specific issues, oversee specified statutory bodies, and report back to the Parliament. Committees provide a forum for investigation into matters of public importance and give Members the opportunity to deepen their knowledge of such issues. Committee inquiries enhance the democratic process by taking the work of the Parliament to the people and offering a direct, transparent way to input into its decisions.

A report on the operation of committees during 2019-20 is contained on page 17.

Staff in the Committee Office are responsible for:

- providing advice and support to each committee in the conduct of its inquiries, and fulfilment of its functions
- maintaining each committee's record system
- planning and organisation for the collection, analysis and reporting of information and evidence, and
- activities aimed at increasing the awareness of the role of the Parliament and the committee system.

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 Parliamentary 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, and
- previewing reports by the CCC to the PCCC.

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

The Parliamentary Commissioner has further mandatory responsibilities under the *Crime and Corruption Act 2001* and the *Police Powers and Responsibilities Act 2000* 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 Commissioner is the inspection entity under the *Telecommunications Interception Act 2009*. This involves six-monthly inspections of the CCC's telecommunications interception records and provision of an annual report to the Queensland Attorney-General.

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 Parliamentary Committees and the internet broadcast of proceedings of Parliament and its committees. Other services provided include:

- production of an index to the debates of the Parliament
- production of Members' speeches, and
- transcription and editorial services to other Parliamentary Service areas.

Report on parliamentary committee activities for 2019-20

In January 2020, portfolio committees commenced a new responsibility of reporting to the Parliament on the compliance of legislation with the *Human Rights Act 2019*.

During 2019-20, portfolio committees undertook 41 formal inquiries, which comprised:

- 34 inquiries into bills that were introduced in the Parliament and then referred to committees for examination
- four inquiries on matters of community importance referred by the Parliament
- one inquiry as part of fulfilling statutory oversight, public accounts and public works responsibilities, and
- two inquiries initiated by a committee under self-referral powers.

A total of 362 portfolio committee hearings, briefings and meetings were held during the year. These comprised 143 hearings and briefings (mostly held in public) and 219 private meetings.

Committee inquiries are a key avenue for public consultation and engagement with the Parliament, and are a primary way for the Parliament to scrutinise government activity. Committees received and considered 1,142 submissions, and heard evidence from 1,306 persons. These 1,306 persons comprised 443 representatives of organisations, 300 individuals and 563 public servants.

In 2019-20, the government responded to 12 committee bill inquiry reports, all within the legislated timeframe. There were a total of 39 recommendations contained in those reports (other than the bill be passed or not passed). The public consultation as outlined above greatly contributed to the formulation of these recommendations.

One indicator of the influence of portfolio committees is the number of recommendations contained in inquiry reports that were agreed to by the government. The 39 recommendations comprised six proposing legislative amendments, and 33 other recommendations.

Of all bill inquiries for which government responses were received in 2019-20:

- of the six proposed legislative amendments, five were accepted by the government (83%), and
- of the 33 other recommendations, 32 were accepted by the government (97%).

Committees tabled a total of 127 publications, mostly reports, in the Parliament during 2019-20.

The review of budget estimates for the 2019-20 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. Seven estimates hearings were held from 23 July to 1 August 2019 with each of the committees reporting back to Parliament in August 2019.

Other work of committees included a large-scale inquiry into Aged Care, End of Life and Palliative Care and Voluntary Assisted Dying. As well as receiving nearly 5,000 written submissions, 34 public and private hearings and briefings were held around Queensland, hearing evidence from 502 witnesses; and a cross section of aged and palliative care facilities were visited during the inquiry. The inquiry reports were tabled in March 2020.

An inquiry was also conducted into the closure of the Earle Haven residential aged care facility. Committees commenced two large inquiries into the government's economic, and health, responses to the COVID-19 pandemic. These ensure ongoing parliamentary scrutiny of what have been significant areas of government activity during 2019-20.

The volume of committee work completed and the outcomes achieved during 2019-20 continues to demonstrate that parliamentary committees are supporting parliamentary scrutiny of government activity, and contributing to an open, consultative and modern parliamentary system.

Public consultation by parliamentary committees

Parliamentary committees use a number of strategies to promote Queensland's committee inquiry process and raise awareness of how Queenslanders can be involved in influencing legislative decision making. Strategies include:

- publishing details of all inquiries on the Parliament's website
- issuing media releases
- utilising the Parliament's social media channels
- chairs giving media interviews
- identifying persons and groups who may be interested in each particular inquiry and directly contacting those persons 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 local community newspapers in a particular regional area where an inquiry may have a focus, and
- placing advertisements and articles in trade journals and publications relevant to a committee inquiry topic.

Committee hearings held at Parliament House are generally broadcast live on 'ParliamentTV' via the Parliament's website, and can be accessed on demand following the hearing. The live broadcast allows people across Queensland with an interest in particular inquiries to follow hearings and events as they occur. Transcripts of public proceedings are also published. Where an inquiry topic is of particular relevance to Queensland First Nations people or communities, the Parliament's Indigenous Liaison Officer may assist in raising awareness of inquiries, supporting consultation activities, and providing assistance to those who may wish to participate.

Implementation of new videoconferencing capacity in February 2020 was timely. The COVID-19 pandemic in 2020 has seen an increased use of videoconferencing for committee proceedings. The new capacity has ensured committees continue to meet, and hear from people all around the state, the country, and internationally, fulfilling their functions while maintaining social distancing.

Major initiatives

Key projects	Overview	Status
<i>Human Rights Act 2019</i>	Implementation of support for committees to undertake their new responsibilities.	Complete
Online submission platform	Trialling of online platform undertaken over 2019-20 for two large inquiries.	Evaluation completed, broader implementation in 2020-21
Improve video conferencing capacity	Implement secure, broadcast-integrated video conferencing.	Complete
Provided support to the 50th Annual Presiding Officers and Clerks' Conference	The 50th Presiding Officers and Clerks' Conference was held in July 2019.	Complete
Delivery of the Regional Parliament	A regional parliament was conducted in Townsville in September 2019.	Complete

Key Performance Indicators

Measures	2019–20 Target	2019–20 Actual
Number of Parliamentary Committee publications tabled	60	127
Number of Questions on Notice processed	1,500	1,544
Number of Tabled Papers and Reports registered/archived	2,200	2,172
Internet publication of the first two hours of proceedings (Hansard) each sitting day	2.30pm each sitting day	99%

Looking ahead

Initiatives in 2020–21 include:

- Deliver the induction program for the new Members of the 57th Parliament
- Facilitate the opening of the 57th Parliament
- Develop and implement improved processes for making and managing submissions to committee inquiries, and
- Planning for an upgrade of the Tabled Papers database.

2

To support Members to engage with and represent their Electorates.

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 Independent Remuneration Tribunal and the Speaker.

These resources and services are primarily delivered through the:

- Corporate and Electorate Services Division
- Property and Facility Services Division, and
- Information Services Division.

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, and 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 on page 22.

Objective 2 is supported by the following Service Areas:

Corporate and Electorate Services Division

Office of the Director of Corporate Services and Electorate Office Liaison

This office is responsible for:

- leading the Corporate and Electorate Services Division including Financial and Administrative Services, Human Resource Management 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 Member's Remuneration Handbook, and
- leading and promoting liaison activities to deliver business systems and support networks for electorate staff located throughout Queensland.

Human Resource Services

Human Resource Services provides human resource and industrial relations services to Members and the Parliamentary Service, including:

- payroll and personnel administration
- recruitment selection and induction
- an Employee Assistance Service, and
- rehabilitation coordination.

Financial and Administrative Services

Financial and Administrative Services provides services and support for the following:

- financial accounting
- budget management
- Members' travel entitlements and travel services
- Members' electorate and communication allowance
- procurement and goods receiving
- asset and inventory management, and
- insurance.

Information Services Division

Parliamentary Library and Research Service

The Parliamentary Library and Research Service (Parliamentary Library) provides an impartial and confidential research service for all Members of Parliament and their staff to assist them in performing their parliamentary and constituency roles.

The Parliamentary Library has an expert team of research and information specialists supported by resources

specifically selected for the information needs of Members.

Personalised and timely research can be requested on any topic of interest to Members to assist with their:

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

Members receive email alerts, containing the latest newspaper, television and radio clips, each weekday morning and afternoon. Customised alerts on particular areas of interest may be requested. All Members may borrow books, magazines and journals. Assistance with using the Library's services is available to all Members and their staff.

The Parliamentary Library's *Library Online* is available via the Parliament's website and intranet. Resources are selected for the specific needs of the Parliament and include:

- TV and radio news and current affairs programs
- full text newspaper and journal articles
- government documents
- current affairs, legal, and research databases
- books, journals, maps, and
- economic and social statistical data.

Property and Facility Services Division

Electorate Accommodation and Members' Services

Electorate Accommodation and Members' Services is responsible for:

- providing and maintaining electorate offices for all Members of the Legislative Assembly
- developing relevant policies, and
- providing advice to Members on their electorate office entitlements.

In 2019-20 there were 97 electorate offices across Queensland. Each of the 93 state electorates contains a minimum of one office, with the four largest electorates containing two offices each.

Major initiatives

Key Projects	Overview	Status
COVID-19 Response Plan	<p>Development of a Corporate Response Plan to guide strategies and decision-making during various phases of the pandemic.</p> <p>Delivery of remote support plan for EO staff.</p> <p>Preparing COVID-19 factsheets for use by Members of Parliament and staff.</p> <p>Amending operational procedures in relation to the changing environment as a result of COVID-19.</p>	Complete
Development of Electorate Office Mental Health and Resilience Pilot program	<p>The customised program was developed during 2019-20 in response to emerging needs of electorate staff and delivered to a small group of electorate staff attendees.</p> <p>A remote online program as also delivered to approximately 50 electorate staff in direct response to the COVID-19 pandemic.</p>	<p>Pilot program delivered</p> <p>Broader roll-out to occur in 2020-21</p>
Electorate office relocations	<p>Following the 2017 Queensland electorate boundary redistribution, a three year program commenced to relocate offices outside of the new electorate boundaries, and address high priority relocations necessary due to risk and compliance issues.</p>	In progress – 11 relocations completed during 2019-20

Key Performance Indicators

Measures	2019–20 Target	2019–20 Actual
Number of relocation/refurbishment projects completed	<p>2 relocations</p> <p>1 refurbishment</p>	<p>11 relocations</p> <p>3 refurbishments</p>
Percentage accuracy in payroll production	99%	99%
Number of accounts payable and receivable invoices processed	16,000	25,042
Research and information requests from individual clients	5,500	8,211

Looking ahead

Initiatives in 2020–21 include:

- Plan and manage administrative matters associated with the October 2020 State Election and transition from 56th to 57th Parliament
- Review electorate office existing security system options due to phase out of current model, and
- Develop online forms to improve administrative efficiencies for MPs, electorate officers and other Parliamentary Service officers.

3

To provide information, corporate and facility management services.

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, and
- maintain a professional and progressive Parliamentary Service.

These resources and services are primarily delivered through the:

- Information Services Division
- Corporate and Electorate Services Division, and
- 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, and internal self-assessment through information management systems and external assessment through audit reports.

Key performance indicators for Objective 3 are set out in the table on page 29.

Objective 3 is supported by the following Service Areas:

Information Services Division

Information Technology Services

Information Technology Services is responsible for:

- provision, management and maintenance of desktop, network and telephony services (including the technology infrastructure) to support the operation of the Parliamentary Service, electorate offices, and the Legislative Assembly
- investigating, assessing and, when appropriate, implementing new or emerging technologies to ensure information technology systems remain effective, and
- providing support and advice to Members of Parliament and Parliamentary Service staff on information technology systems and services.

Records Management

The Records Management area leads the implementation of best practice records management, ensuring the systematic identification, capture, management and retention of the Parliamentary Service's documents and records in an accessible and useable format for as long as they are required to meet operational, accountability, legislative and cultural requirements.

This area supports best practice records management by providing:

- expert advice on the application of recordkeeping best practice across the Parliamentary Service
- management and maintenance of recordkeeping controls, tools, policies, procedures and guidelines
- administration and support for the Electronic Document and Recordkeeping System (eDRMS), and
- training for recordkeeping and the eDRMS.

Property and Facility Services Division

Property and Facility Services Division

Property and Facility Services is responsible for the management of facilities, construction projects and maintenance of the Parliamentary precinct together with the coordination of electorate office accommodation for Members. Property Services engages a range of contractors to assist in meeting the accommodation needs of the Parliament within the parliamentary precinct and also in 97 electorate offices across the state.

Security and Attendant Services

Security and Attendant Services is responsible for the provision of 24/7 manned security and access control. Other services includes:

- coordination of emergency response
- building announcements
- Parliamentary chamber services
- building reception services (including mail distribution and switchboard)
- first aid services
- school, public and group tours
- breakdown and maintenance reporting
- gift shop sales
- lost property
- dry cleaning
- car parking, and
- key management.

Catering Services

Catering Services provides a range of dining, meeting room and event spaces throughout the parliamentary precinct for Members, guests, and clients. Catering Services also provides a range of gift and souvenir products available for purchase from the Gift Shop.

Maintaining a professional and progressive Parliamentary Service

The Parliamentary Service is committed to developing and improving the services it delivers. It is also committed to upholding its corporate values of independence and integrity, innovation and diversity, and commitment and respect.

Objective 3 includes recognition of the importance of all Parliamentary Service staff and of engaging with, and investing in the development of those staff, both individually and collectively. The Executive Management Group has established a range of key strategies and initiatives designed to support the achievement of this goal through, for example:

- sound communication
- performance planning and review
- training and professional development
- equal opportunity and support systems for staff, and
- job satisfaction.

Communication strategies

Consultative Committee

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

The Parliamentary Service is now covered by the *State Government Entities Certified Agreement 2019* (the Core Agreement) and has a consultative committee established under that Agreement.

Union consultation was undertaken during the year in relation to an enterprise bargaining agreement for Electorate Office staff.

The LCC has negotiated most of the content that will be included in the enterprise bargaining agreement. The agreement will be finalised early in 2020-21 following finalisation of the Core Public Sector Agreement.

Intranet

The Parliamentary Service Intranet contains information relevant to Members of Parliament, as well as, Parliamentary Service staff. All corporate policies and forms are provided, as well as information about and contact details for all service areas.

A 'Notice Board' gives advice of 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.

Workforce management

The Parliamentary Service monitors its recruitment and selection activities and a variety of key indicators to ensure the service attracts quality applicants. The Parliamentary Service generally attracts significant numbers of applicants for positions that are advertised, and processes vacancies in a timely manner.

Performance management is undertaken for the majority of staff within the Service to ensure individual performance is regularly monitored.

The Parliamentary Service's induction program is available for all staff including staff located in Members' electorate offices. For staff located within the parliamentary precinct, the induction program is a two stage process with individual inductions conducted within 24 hours of staff commencing work and a one day induction program held within four months of staff commencing. Induction processes for electorate office staff are primarily conducted electronically with the aim being to complete the induction process within two working days of the officer commencing employment.

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

Training and professional development

The Parliamentary Service considers training and professional development a high corporate priority and manages this centrally via the Executive Management Group in order to:

- ensure training is aligned to corporate goals and objectives, and
- maximise 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. Some of the training undertaken in 2019-20 in accordance with the training and development plan included:

- a customised Mental Health and Resilience Training pilot program developed for electorate staff
- technical computer software training including Microsoft Excel, Power BI, Office 365 and Teams
- technical research and infographics skills, and
- leadership and management skills.

Due to COVID-19 restrictions, a number of other planned training and professional development activities were cancelled or deferred.

Opportunity and Support Systems

Equal Employment Opportunity

Recruitment and selection at the Parliamentary Service is based on fairness, equity, open competition and selection on merit. The Recruitment and Selection Guidelines of the Parliamentary Service

ensure that:

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

New employees voluntarily answer a number of questions about their status in relation to three specific equal employment opportunity target groups. Data collected is maintained in the HR information System and reviewed periodically.

Employee Assistance Program

The Parliamentary Service maintains an Employee Assistance Service (EAS) for Parliamentary Service staff. The EAS has been established to promote the wellbeing of staff and to assist those who may be experiencing personal or work-related problems which are affecting their health, work performance or general wellbeing. It is a voluntary and confidential professional counselling service. The EAS may also act as a support service for staff who may be affected by organisational or technological changes.

Public Sector Ethics Act 1994

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

Training in relation to the Code and the *Public Sector Ethics Act 1994* was undertaken for staff located at Parliament House in February and March 2020.

Staff recognition

In 2019-20, 24 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
Kelli Longworth	Margaret Telford	Lynda Pretty	Angie Jones
Annemarie Groth	Michelle Dippelsman	Stephen Finnimore	Paul Boreland
Gail Easton	Allan Nelson	Zac Dadic	Stephen Brook
Michelle Yoon	Kylie Sareen	Giacinta Pollicina	
Noelene Ferricks	Melissa Cook	Carolyn Heffernan	
Patricia Griffin	Julie Lawrie		
Paula Harberger			
Nicole Heslin			
Avalon McKellar			
Catherine Lovern			

Meritorious service

In 2019-20, seven 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:

Name	Service Area	Reason for Badge
Amie Becker	Financial and Administrative Services	For leadership and expertise in the delivery of an ongoing and rolling project to review Business Processes across all service areas.
Angilee Jones	Security and Attendant Services	For excellence in leadership provided to Parliamentary Attendants.
Scott Andrews	Catering Services	For excellence in leadership within the catering kitchen team and his work with apprentice and contract chefs.
Karl Holden	Committee Office	For Project Management for the Regional Sitting of Parliament in Cairns in September 2019.
Margaret Telford	Committee Office	For managing the project to procure and install upgraded video conferencing for the precinct.
Karen Stokes	Parliamentary Library	For undertaking diligent and thorough research to identify the former Queensland Members of Parliament who saw active service in the Second World War, as part of Parliament ReMembers initiative to complete the War Service Honour board.
Jason Freeman	IT Services	For professional expertise and diligence which contributed to the successful implementation of the new EO Technology Model. In particular, for migrating EO and Member mailboxes after hours, writing scripts and expert troubleshooting.

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 2019, the recipients of these awards were:

Clerk's Award	Andrew McCrea	For creating a standard of excellence in the provision of food in the parliamentary precinct.
Speaker's Award	Amanda Honeyman	For her exemplary work in organising the 2019 Presiding Officers and Clerks' Conference.

2019-20 Staff information

Study and Research Assistance Scheme (SARAS)	Total
Officers receiving assistance	22
Permanent Retention Rate¹	
Parliamentary precinct staff	89.5%
Electorate office staff	91.42%
Permanent Separation Rate²	
Parliamentary precinct staff	10.5
Electorate office staff	18.58
Sick Leave Average Number of Days per Officer	
Parliamentary precinct staff	14.6
Electorate office staff	7.2

¹Permanent employees still employed for the period 1 July 2019 to 30 June 2020.

²Permanent employees who separated during the period 1 July 2019 to 30 June 2020.

Percentage of staff by area	FTE Staff	%
Information Services	44.8	10.87%
Property and Facility Services	74.18	17.99%
Assembly and Committee Services	66.12	16.04%
Corporate and Electorate Services	25.68	6.23%
Electorate Office Staff	201.5	48.87%

2019-20 Staffing by employment classification and gender table				
	Number of Staff	Male	Female	% Female
Managerial	30	16	14	46.67%
Professional	23	3	20	86.96%
Clerical	106	30	76	71.70%
Operational	61	38	23	37.70%
Technical	1	0	1	100.00%
Electorate	239	63	176	73.64%
Total	460	150	310	67.39%

Other information

Early retirement, redundancy and retrenchment

During the period, no early retirement, redundancy or retrenchment packages were processed.

Major initiatives

Key Projects	Overview	Status
COVID-19 Virtual Parliament	Under the Clerk's direction, a team of staff prepared for a possible virtual sitting of the Queensland Parliament in May 2020. A secure technical solution was developed and tested, and a number of Members were trained in its use. In effect, the Virtual Parliament solution created a standby chamber to enable the Legislative Assembly to operate remotely if required during an extended pandemic period.	Complete
Implementation of a Security Incident Event Management system (SIEM) at the Parliamentary Service	Implemented a central SIEM platform to improve the detection and response to any malicious online behaviours and anomalies within the organisation's technology environment, and strengthen the organisation's cyber security posture.	Complete
Improved controls for the management of risks to PS infrastructure and information assets from third party access	Third Party Access Policy and Third Party Access Register were developed and approved.	Completed
Members Annexe accommodation AC replacement (levels 9 to 22)	The air conditioning systems installed in the Members' Annexe accommodation date back to the original construction around 1978, with only minor modifications made to the systems since that time. With increasing reliability and safety issues it was agreed to replace the systems with new energy efficient units. The new units were installed over a four month period and on budget.	Complete
Charity food production	With the forced closure of catering events due to the COVID-19 pandemic, the catering service took the opportunity to redistribute staff resources to assist with food production for charity organisations.	Ongoing
Electorate Office Technology Model (EOTM)	Completed the transition of all 97 electorate offices to the new technology model which includes Office365, greater internet bandwidths and increased security.	Complete

Key Performance Indicators

Measures	2019–20 Target	2019–20 Actual
Percentage of service desk calls resolved within two hours of reporting	>70%	80.35%
Percentage of planned Capital Works projects completed	75%	80%
Number of precinct visitors processed through security scanning procedures ¹	75,000	69,078
Total number of guests	30,000	39,152

1. The variance between 2019-20 Target and 2019-20 Actuals result can be attributed to the suspension of general public access to the parliamentary precinct (including public and school tours, and catered events) between March and June 2020 in response to the COVID-19 pandemic.

Looking ahead

Initiatives in 2020–21 will include:

- Upgrade the wireless infrastructure at the Parliamentary precinct
- Develop a framework for early disposal of digitised source records (for example scanned invoices) including quality assurance and updates to retention and disposal schedules
- Deliver revised maintenance strategy to improve asset maintenance and reduce current costs, and
- Rebuilding event trade in a COVID-Safe environment.

4

To safeguard, promote and strengthen the important institution of 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 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:

- 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 34.

Objective 4 is supported by the following Service Areas:

Chamber, Education and Communication Services

The Chamber, Education and Communication Services area 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
- evaluating 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 providing 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, and
- providing multimedia design and publication services for the Parliamentary Service and parliamentary committees.

Parliamentary Reporting and Broadcasting Service

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.

Education activities

Throughout the year, the Parliament provided free educational programs to enhance knowledge and understanding of the processes of Parliament and Government in Queensland.

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 2019-20 the following number of students attended these programs:

- 182 Year 10 to 12 students and teachers as part of nine school group activities
- 13 TAFE students and their teacher as part of one group activity, and
- 42 tertiary students and lecturers as part of two group activities.

Regional educational program

A regional educational program commenced in 2019-20. The program delivers 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 2019-20, regional education activities were held in Toowoomba, Townsville and the Sunshine Coast.

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).

11 of these training seminars were held during 2019-20 with 435 public servants attending. This included regional seminars held in Toowoomba and the Sunshine Coast.

Teacher professional development training

Teacher training enhances their knowledge of Queensland's democratic systems and the processes of the Queensland Parliament. These sessions provide practical education resources and demonstrate how to conduct a parliamentary committee role play and voting activities in their classrooms. During 2019-20, three regional teacher professional development sessions were held with 30 teachers participating in Toowoomba and the Sunshine Coast.

Youth parliaments

This year saw the continuation of the Parliament's youth parliament program. Six youth parliament events were held during 2019-20, two at Parliament House and four in regional Queensland. A total of 452 young people participated in the youth parliaments listed below:

- 4 July 2019 Eric Deeral Indigenous Youth Parliament
- 7 August 2019 Toowoomba Youth Parliament
- 30 August 2019 Junior Indigenous Youth Parliament – Townsville
- 2 September 2019 Townsville Youth Parliament
- 1-4 October 2019 YMCA Queensland Youth Parliament, and
- 14 November 2019 Sunshine Coast Youth Parliament.

Constitutional conventions

In addition to the youth parliaments, the Parliamentary Service partnered with the Department of Education and Training to facilitate school constitutional conventions in Townsville and Brisbane.

School tours

School groups comprising year 5 and 6 students have visited Parliament House over many decades. The program of each visit includes:

- a 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 conducted 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.

A total of 266 school tours were conducted during 2019-20, comprising 6589 students and 634 teachers, parents and guardians.

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 iBook. All resources are available for free on the Parliament's website, with the iBook also able to be downloaded for free from the Apple iTunes online store.

Queensland Parliament Research Internship Program

During 2019-20, 19 tertiary students participated in the Queensland Parliament Research Internship. This annual program has been in operation since 1995.

Major initiatives

Key projects	Overview	Status
Regional Education Program	The Parliament continued its three-year regional educational program. Due to COVID-19, educational activities were cancelled from mid-March until 30 June 2020.	Ongoing
Establishment of Teachers Advisory Group	Teacher group to advise ongoing development of programs and resources.	Ongoing
30th anniversary of the tabling of the Fitzgerald Inquiry Report	During September 2019 the PS acknowledged an important event in Queensland's parliamentary and political history, the 30th anniversary of the tabling of the Fitzgerald Inquiry Report. The occasion was marked by a special event to unveil a display in the level 3 foyer. Special guests at the event included former Premier the Hon Mike Ahern AO and the Hon Mr Tony Fitzgerald AC QC. A signed copy of the Fitzgerald Report – on loan from Queensland State Archives – featured in the display, which was coordinated by the Parliamentary Library.	Complete
ParlPic database expansion to include COVID-19 & other parliamentary historical images	<i>ParlPic</i> , the PS's heritage image repository, stores digital images of important Parliamentary events. Important photographs which have been digitised include images from Royal Visits to Parliament House through to the recent social distancing measures in the parliamentary precinct. Throughout 2019-20, work continued on researching and adding images to the Library database. Over 900 records were processed.	Ongoing

Key Performance Indicators

Measures	2019-20 Target	2019-20 Actual
Number of educational and liaison activities	90	74
Number of participants attending education and liaison activities conducted at Parliament House and in regional centres	3,000	3,530
Number of communication strategies (including Indigenous protocol and media releases) advice developed	10	33
Design and produce publications and promotional materials	100	369

Note: the variance between 2019-20 Target and 2019-20 Actuals result can be attributed to the suspension of education activities between March and June 2020 in response to the COVID-19 pandemic.

Looking ahead

Initiatives in 2020–21 will include:

- develop and implement a four year strategic plan for precinct and regional educational activities
- create a suite of educational videos for public education, with accompanying teacher and student support resources
- commemorative centenary anniversary of Sir Samuel Griffith's death
- publication of the Queensland Parliamentary Record of the 56th Parliament
- develop a Marketing and Communications Strategy for the Parliamentary Service, and
- update the Parliament's War Service Honour Board with the names of Members who saw active service overseas during the Second World War.

Reconciliation Action Statement

The Parliamentary Service Strategic Plan identifies our purpose to "serve, support, promote and strengthen the Legislative Assembly to enable it to fulfil its various functions which are fundamental to Queensland's democratic system of government".

In supporting the work of the Legislative Assembly, the Parliamentary Service aspires to uphold the principles of democracy and promote inclusion of all Queenslanders in the democratic process.

These aspirations include supporting and promoting reconciliation between Aboriginal and Torres Strait Islander peoples and other Queenslanders.

As custodians of the symbolic home of democracy in Queensland, the Legislative Assembly and the Parliamentary Service are uniquely placed to take both a symbolic and practical lead in reconciliation efforts.

The Parliamentary Service has been a leader among Australian parliamentary jurisdictions in promoting reconciliation over many years. Reconciliation action was formally recognised in our Strategic Plan for the first time in 2017-18 and further embeds our ongoing commitment across all aspects of the Parliamentary Service.

Our journey so far

The Queensland Parliament and the Parliamentary Service that supports it have been on the reconciliation journey for some time. On 26 May 1999 the Queensland Parliament acknowledged the past policies under which Aboriginal and Torres Strait Islander children were forcibly separated from their families, and expressed deep sorrow and regret at the hurt and distress this caused.

Significant reconciliation milestones and activities for the Parliamentary Service include:

- A Welcome to Country has been part of the official proceedings at each Opening of Parliament since 1998
- Parliamentary Legal, Constitutional and Administrative Review Committee Hands on Parliament Report following an inquiry into First Nations peoples' participation in our system of democracy (2003)
- Renaming of function venues in the parliamentary complex in 2004 to recognise local Indigenous language groups (Undumbi and Dandiir rooms)
- Establishment of the Reconciliation Gallery in the parliamentary complex honouring our first Indigenous Member of Parliament, Uncle Eric Deeral
- Display of Aboriginal and Torres Strait Islander flags alongside the Australian and Queensland flags in the Parliamentary Chamber and outside Parliament House (2007)
- Commissioning of the Parliamentary Wind Yarn (Didgeridoo) for display in the precinct as a symbol of reconciliation between Indigenous and non-Indigenous Queenslanders
- Formal acknowledgement of Traditional Owners of the land prior to each parliamentary sitting week (2007)
- Appointment of Australia's first Parliamentary Indigenous Liaison Officer role (2008)
- Hosting of the first Indigenous Youth Parliament (2009) (since renamed Eric Deeral Indigenous Youth Parliament in 2012)
- A face-to-face cultural awareness seminar for Parliamentary Service staff (2009-2010)
- Hosting a ceremony in 2011 showcasing a performance of the national anthem sung in the Yugambeh language
- Promoting engagement and dialogue with Aboriginal and Torres Strait Islander communities through parliamentary committee public hearings in regional locations throughout Queensland
- Conducting regional education and training activities throughout Queensland including programs for First Nations students
- Hosting the annual Indigenous Schools Constitutional Convention onsite, and participating when held at other Queensland locations
- Hosting Queensland Reconciliation Awards and providing complimentary use of facilities onsite to Reconciliation Queensland for regular meetings
- Conducting Indigenous Youth Parliaments in Regional Queensland since 2018, and
- Renaming Level 6 committee rooms in honour of Aboriginal and Torres Strait Islander peoples.

Moving ahead

Over the course of the Strategic Plan, the Parliamentary Service commits to reconciliation activities across four key themes of relationships, respect, opportunities and tracking progress and reporting.

	ACTION	TIMELINE	MEASUREMENT
Relationships	Engage with Indigenous Queenslanders regarding specific issues through inquiries undertaken by parliamentary committees	Ongoing	Number of parliamentary committee hearings and inquiries assisted with Indigenous liaison activities. The Indigenous Liaison Officer assisted parliamentary committee during 2019-20, in particular, providing Indigenous liaison advice to four different Bills/inquiries.
	Improve and assist relationship building and engagement between Members of Parliament and Indigenous communities	Ongoing	Number of instances where Indigenous protocol advice provided to Members and parliamentary staff.
Respect	Provide opportunities for staff identifying with Indigenous heritage to engage with their culture and communities (e.g. by celebrating NAIDOC Week)	June 2020	Review HR policies and procedures to ascertain any barriers to staff participation, and if barriers apply, identify strategies to address. There are provisions within the leave framework that are supportive of staff identifying with Indigenous heritage to engage with their culture and communities. For example, cultural leave is provided for in the <i>Industrial Relations Act</i> , bereavement leave provisions allow for cultural reasons to be considered and special leave provisions are sufficiently flexible to support a variety of circumstances.
	Appropriately acknowledge significant Indigenous Anniversaries	Ongoing	Participation and representation in programs and events to appropriately acknowledge major Indigenous anniversaries. 2019 NAIDOC celebrations will fall into the next financial year and 2020 NAIDOC celebrations have been postponed until November 2020 due to COVID-19 restrictions.
	Ensure that significant parliamentary occasions include an appropriate acknowledgment to Traditional Custodians and a Welcome to Country ceremony	Ongoing	It is standard practice that each Opening of Parliament ceremony includes a Welcome to Country from an Indigenous Elder. For the 56th Parliament, the Speaker, Hon. Curtis Pitt MP, has extended the acknowledgment of the Traditional Custodians to each sitting day. All Parliamentary Service functions also include an Acknowledgement.
Opportunities	Provide opportunities for Indigenous and non-Indigenous students to engage together in parliamentary education activities with a focus on democracy and participation	Ongoing	Number of school educational activities conducted with Indigenous liaison focus. A list of these schools and events is below: <ul style="list-style-type: none"> • The annual hosting of the Eric Deeral Indigenous Youth Parliament was held in the 2019-20 financial year on 4 July 2019 • Humba Yumba school visits 4th and 7th of February 2020, and • Indigenous constitutional convention Townsville 14 June 2019.
	Investigate opportunities to improve employment outcomes within our workplace for Indigenous persons	June 2020	A survey was conducted of Parliamentary Service staff including electorate office staff, to identify a baseline assessment of staff identifying themselves as of Aboriginal and Torres Strait Islander descent, and to allow issues to be identified and strategies to be developed.

Looking Ahead

The Parliamentary Service launched its first Reconciliation Action Plan in September 2020. This supersedes the annual Reconciliation Action Statement which appears for the last time in the 2019-20 Annual Report

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, systems and standards. Corporate governance is the foundation on which service delivery is built.

Management structure

The *Parliamentary Service Act 1988* 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, and
- supervise the management and delivery of services by the Parliamentary Service.

Under Part 2 Section 5 of the *Parliamentary Service Act 1988*, the Speaker has control of:

- accommodation and services in the parliamentary precinct, and
- 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 above, these roles include public engagement, education and support of Members of Parliament and a range of other legislative responsibilities.

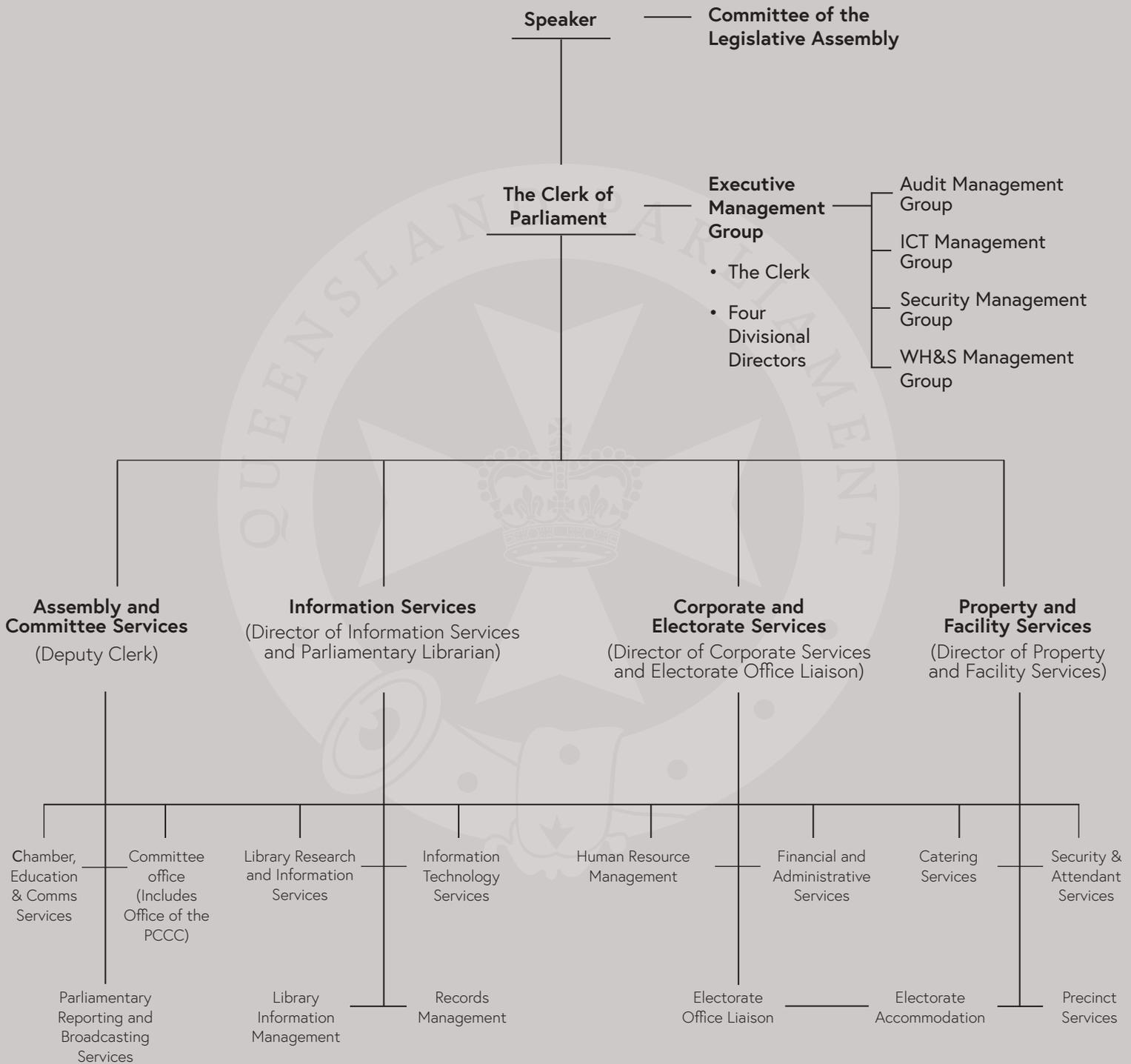
The Clerk of the Parliament

The Clerk of the Parliament has a number of roles which are outlined in section 20 of the *Parliamentary Service Act 1988*. 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, and
- is 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*, and as such has a range of financial management responsibilities and obligations in the management of the Parliamentary Service divisional leaders.

Queensland Parliamentary Service Organisational Chart



The Parliamentary Service Divisions

The Parliamentary Service has four divisions:

- Assembly and Committee Services Division, led by the Deputy Clerk of the Parliament
- Information Services Division, led by the Director of Information Services and Parliamentary Librarian
- Corporate and Electorate Services Division, led by the Director of Corporate Services and Electorate Office Liaison, and
- Property and Facility Services Division, led by the Director of Property and Facility Services.

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 outlined earlier.

Executive Management Group

The role of the Executive Management Group (EMG) 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 information systems and control environments, and
- review and recommend to the Speaker the annual budget for the Parliament.

Members of the EMG are the Clerk of the Parliament (chair), and the four Divisional Directors.

During 2019-20, the EMG:

- oversaw a program of Business Process mapping of Service Areas across the Service
- reviewed and endorsed updates to a number of important corporate policies including the Parliamentary Service Code of Conduct, and Annual Review Policy governing the review of staff performance and training and development
- co-ordinated the development of all management plans, including the Training and Development Plan and the Parliamentary Service budget, and
- oversaw the implementation of a critical services and infrastructure upgrade program.

Audit Management Group

The role of the Audit Management Group (AMG) 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, and
- the agency's external accountability responsibilities as prescribed in the *Financial Accountability Act 2009* and the *Financial and Performance Management Standard 2019*.

As at June 2020, the Members of the AMG were the:

- Deputy Clerk of the Parliament (Chair)
- Chief Hansard Reporter, Parliamentary Reporting and Broadcasting Service
- Director, Research and Information Service, Parliamentary Library, and
- External representative from Partner BDO, Marita Corbett.

During 2019–20 the AMG:

- settled the Parliamentary Service Strategic Audit Plan 2019-21 and the Annual Internal Audit Work Plan for 2019-20,
- reviewed the 2019-20 Financial Reports for the Legislative Assembly, and
- reviewed the Internal Audit Management Plan and Charter.

Information and Communication Technology Management Group

The role of the Information and Communication Technology Management Group (ICTMG) is to develop responsive information communication technology (ICT) strategies that enable the achievement of the Parliamentary Service's organisational objectives.

Its specific charter is to:

- undertake ICT strategic planning, ensuring that such plans fit the current and ongoing needs of the Parliamentary Service
- evaluate proposed ICT initiatives
- manage staff understanding of and participation in ICT decision-making, and
- ensure ICT within the Parliamentary Service conforms with all applicable external regulations and complies with all internal policies and practices.

Members of the ICTMG are:

- Director of Information Services and Parliamentary Librarian (Chair)
- Head of IT Services (Deputy Chair)
- First Clerk Assistant (Committees)
- Director, Library Information Management
- Chief Hansard Reporter
- Financial and Administrative Services Manager
- Records Coordinator
- An external IT representative, and
- Two electorate office representatives.

During 2019-20, the ICTMG met on four occasions and considered a wide range of issues including the:

- refreshed Information Management and ICT policy frameworks in response to changing technology and information management needs.
- post implementation reviews of IT-enabled projects implemented during the year.
- planning and implementation of the new electorate office technology model, and the new data centre and cyber security strategies, and
- oversight of the IT risk management register.

Security Management Group

The role of the Security Management Group (SMG) is to:

- assist the EMG by monitoring, reviewing and improving security strategies adopted within the Parliamentary precinct and electorate offices across the State.

Members of the SMG are:

- Director of Property and Facility Services (Chair)
- Sergeant at Arms and Manager, Security and Attendants
- Senior Electorate Accommodation Officer
- Manager, Human Resource Services
- First Clerk Assistant (Procedure)
- External representative from the Queensland Police Service, Security Operations Unit
- External representative from State Government Security, and
- Electorate Officer representative when dealing with specific matters.

During 2019-20, the SMG:

- conducted an annual review of the Security Management Plan
- oversaw implementation of approved recommendations arising from the 2016-17 Electorate Office Security Review
- reviewed recommendations for upgrading of security systems in Electorate Offices
- oversaw the planned and ongoing replacement of CCTV cameras in the precinct
- considered physical and electronic options for enhancing security as part of the Parliament House stonework fence restoration project
- reviewed reports on security incidents within the precinct and electorate office sites, and
- considered the ongoing security impacts of the COVID-19 pandemic
- reviewed security and threat incidents in the precinct and electorate office sites, and
- reviewed recommendations for the implementation of the Legislative Assembly chamber emergency response plan.

Service Standards – Effectiveness Measures

Members of Parliament are surveyed each year on the performance of the Parliamentary Service. Figures on the percentage of Members satisfied with services provided (satisfied/very satisfied) for the Parliamentary Service as a whole and for individual Service Areas and Offices are presented below.

Overall rating for the Parliamentary Service

In October 2019, the percentage of Members satisfied with the performance of the Parliamentary Service as a whole in fulfilling its key purpose was 98%.

Overall rating by Service Area and Office

In 2019, the percentage of Members satisfied with the performance of individual Service Areas and Offices was as follows:

Committee Office = 87.27%

Electorate Accommodation Services = 85.45%

Financial and Administrative Services = 96.37%

Human Resource Services = 94.55%

Information Technology Services = 90.91%

Members Executive Support = 81.82%

Office of the Clerk = 96.36%

Parliamentary Catering Services = 89.09%

Parliamentary Education and Communications = 92.73%

Parliamentary Library = 92.73%

Parliamentary Reporting Service = 98.18%

Property Services = 96.36%

Security and Attendant Services = 100%

Table Office = 96.37%

Workplace Health and Safety Management Group

The role of the Workplace Health and Safety Management Group (WHSMG) is to support the EMG by ensuring that obligations under the *Work Health and Safety Act 2011* are met. The WHSMG is for all intents and purposes the committee required under section 76 of the above-mentioned Act. Group Membership includes a number of management and employee representatives.

As at June 2020, Management Representatives were:

- Director, Corporate Services and Electorate Office Liaison (Chair)
- Manager, Human Resource Services
- Senior Advisor, Human Resource Services

- Manager, Precinct Services
- Manager, Catering Services
- Workplace Health and Safety Coordinator, and
- Supervising Parliamentary Attendant, Security and Attendant Services.

Employee representatives (appointed every three years) as at June 2020 were:

- Megan Lomas, Catering Services
- Sanja Luscombe, Cleaning Services
- Gerald Thompson, Security & Attendant Service
- Kerri Swaine, Travel Services
- Tara Manning, Gladstone Electorate Office, and
- Susan Lear, Barron River Electorate Office.

During 2019-20, the WHSMG met on four occasions and developed, participated in, and assisted with:

- improving induction processes for external contractors working in the parliamentary precinct and delivering onsite safety training to staff
- development and implementation of recommendations associated with electorate office security
- development of mental health pilot training program for delivery to electorate office staff
- delivery of corporate flu vaccination program for Members and staff in 2020
- coordination and delivery of workplace wellness initiatives and workplace safety and mental health awareness programs, and
- monitoring and reviewing issue and responses arising from the COVID-19 pandemic.

Shared Service Initiative

As part of the state public sector Shared Service Initiative, during 2019-20 the Parliamentary Service provided a range of corporate services to the following independent agencies:

- Office of the Governor
- Office of the Information Commissioner (ceased December 2019)
- Office of the Ombudsman, and
- Queensland Audit Office.

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

Human Rights

Commencing in December 2019, the Parliamentary Service undertook a service wide audit of all external and internal policies and procedures to assess for compliance with the Human Rights Act 2019 ('the Act'). A total of 111 documents were assessed during this audit, with the audit finalised in July 2020.

The audit uncovered that the majority of policies and procedures were either already compliant with the Act, or any limits on human rights could be demonstrably justified. For example, while certain categories of staff are not to engage in political activity under the Code of Conduct, this is justified because the Parliamentary Service provides independent advice and support to all Members of Parliament, regardless of their political affiliation. If staff were to be actively and publicly involved in political activity, it would jeopardise the neutrality of the Parliamentary Service. Eight policies across four service areas required minor amendment to ensure compliance with the Act.

The Parliamentary Service did not receive any complaints with respect to a contravention of the Act in the 2019-20 reporting period.

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 2019-20:

- 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, and
- a Training and Development Plan for staff.

Performance Management

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

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 AMG and takes into consideration Queensland Treasury's Audit Committee Guidelines. The Clerk of the Parliament, in his capacity as the accountable officer, considers and addresses internal audit reports and any recommendations contained therein. No significant issues were identified during the 2019-2020 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 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*. No significant issues were identified regarding the operations of the Parliamentary Service during 2019-20. All recommendations in audit reports have been responded to accordingly.

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

Management profiles

Hon. Curtis Pitt MP

Speaker of the Legislative Assembly

The Honourable Curtis Pitt MP was elected as the Member for Mulgrave on 21 March 2009 and was elected Speaker of the Queensland Parliament on 13 February 2018.

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.

From February 2015 to December 2017, Curtis was the Treasurer of Queensland. During this time, he also had responsibility for portfolios including Trade and Investment, Employment and Industrial Relations, Energy and Water Supply, Aboriginal and Torres Strait Islander Partnerships, and Sport. He has also previously served as Minister for Disability Services and was Queensland's first standalone Minister for Mental Health in 2011.

Prior to his election to Parliament, Curtis worked in the Queensland Public Service where he led the Queensland Government's Indigenous Jobs and Enterprises Taskforce, established to improve economic participation for members of discrete Indigenous communities.

Curtis has also led the Queensland Government's business and skilled migration program, working closely with the Australian Government and private sector employers on a number of industrial relations and multicultural issues.

Executive Management Group

Neil Laurie

LLB LLM(Hons) MBA

Clerk of the Parliament

Neil has been the Principal Officer of the Legislative Assembly, the Chief Executive Officer of, and the Accountable Officer for, the Parliamentary Service since February 2003. Neil has over 25 years' experience with the Parliamentary Service, including six years as Deputy Clerk and Clerk of Committees and over 17 years as Clerk.

Michael Ries

BAdmin LLB GradDipBus

Deputy Clerk

Director, Assembly and Committee Services

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

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 25 years' experience in financial management, corporate governance and administration of Members' entitlements.

Stewart Johnson

BTEC Built Environment (Lewisham UK), FMA Dip-Facilities Management (UNE)

Director, Property and Facility Services

Stewart leads the Property (including state wide electoral offices), Catering and Security & Attendants Divisions of the Parliamentary Service. Stewart was appointed in September 2016 and has over 25 years of building management, project management, hospitality (hotels, aviation) and security operations experience working in Australia, UK and Dubai.

Janet Prowse

BA MIMS ALIA

Director, Information Services and Parliamentary Librarian

Janet leads the Information Services Division and is responsible for the Parliamentary Library, IT Services and Records Management. She joined the Parliamentary Service in May 2017 and has extensive senior management experience in delivering information services and policy advice at a whole-of-government level.

Service Area Leaders

Lynne Armstrong

BA GradDipLibSc MPhil

Director, Information Management Services

Lynne leads the Library Information Management Services team which is responsible for access to and maintenance of the Library's multiple collections and research databases, email alert and audio visual services. Lynne has extensive experience in the Parliamentary Service.

Paul Boreland

Senior Electorate Accommodation Officer

Paul and the Electorate Accommodation team are responsible for managing the 97 electorate offices located throughout Queensland. Paul has been employed in various capacities within the Parliamentary Service for over 29 years.

Adrian Harding

GradDip C-Apps GradDip Sys-Mgmt. MBA

Head of Information Technology Services

Adrian leads the Information Technology Services team which provides ICT services throughout the Parliamentary precinct and Members' electorate offices. He joined the Parliamentary Service in August 2019. With over 20 years of ICT leadership experience across a range of industry sectors, he has held senior management positions in private, publicly listed and globally represented organisations.

Amanda Honeyman

LLB (Hons) PGDip Law Bar (UK)

First Clerk Assistant (Procedure)

Manager, Chamber, Education and Communication Services

Amanda leads the team that provides parliamentary procedural support to the Legislative Assembly Chamber and coordinates parliamentary education and community awareness of the institution of Parliament and its role and functions. Amanda joined the Parliamentary Service in 2007 and held several roles in the Committee Office and as the Bills Officer before being appointed to her current position in 2017.

Jo Mathers

BBus LLB (Hons)

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 has over 25 years' experience with the Parliamentary Service, including roles in Committees and Chamber, Education and Communication Services.

Robyn Moore

LLB MUrb&RegPlg GCWEP

Director, Research and Information Services

Robyn leads the Research and Information Service which is dedicated to assisting Members of parliament to perform their duties by ensuring they have access to authoritative, impartial and timely information. Robyn was appointed to the role after having undertaken various parliamentary roles.

Peter Morris

BBus

Manager, Human Resource Services

Peter is responsible for ensuring the delivery of human resources and industrial relations 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.

Simon Neale

DipHosp(Mgt)

Manager, Catering Services

Simon is responsible for managing Catering Services throughout the Parliamentary Precinct, including fine dining, events, casual dining and bar amenities. Simon has over 15 years' experience in food and beverage management.

Mark Richardson

Manager, Precinct Services

Mark was appointed to the role of Manager of Precinct Services in August 2017. Mark is responsible for the management and operation of buildings and capital projects within the parliamentary precinct. Mark has worked in the facilities management industry for over 25 years.

James Robertson

BBus(Acct) CPA

Manager, Financial and Administrative Services

James is the Manager of Financial and Administrative Services. His duties include establishing systems of financial management, asset and logistics management, preparing annual financial statements and ensuring compliance with relevant financial management legislation and standards as well as promoting best practice in financial management across the Parliamentary Service.

Petá Sweeney

BA(LIS) BED MBA FRIM

Records Coordinator

Petá manages the corporate information assets of the Parliamentary Service. She joined the Parliamentary Service in November 2016 and has extensive experience in recordkeeping and information management in public and private sectors. Petá maintains strong industry links through her work on the Board of the Records and Information Management Professionals Australia (RIMPA) and on the RIMPA Queensland Branch.

Michael Watkin

BA (Justice) JP Qualified

Sergeant-at-Arms

Manager, Security and Attendant Services

Michael was appointed to the role of Sergeant-at-Arms in June 2014, and is also responsible for the delivery of Security and Attendant Services throughout the parliamentary precinct. Michael has over 25 years' experience in the Parliamentary Service.

Bernice Watson

BA, Grad Dip Urban Research and Policy

First Clerk Assistant (Committees)

Bernice leads the team that provides professional advice and research, administrative and procedural support to the various committees of the Parliament in fulfilling their roles and engaging with the community. Bernice has 25 years' experience working in public policy, strategy and management roles in Victoria and Queensland, and has worked with the Parliamentary Service since 2011.

Other information

Legal framework

The Parliamentary Service was created by the *Parliamentary Service Act 1988*. The *Parliament of Queensland Act 2001* 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 Parliamentary Service privacy policy conforms to the requirements of the *Information Privacy Act 2009* (IPA). The 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.

Financial Statements

The following information is a high-level summary of the 2019-2020 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 2020.

The financial statements have been prepared in accordance with section 62(1) of the *Financial Accountability Act 2009* and relevant sections of the *Financial and Performance Management Standard 2019* 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* also requires that certain financial management responsibilities be delegated to the Chief Finance Officer. For the 2019-20 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*, 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 2019-20. 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 delivered an operating surplus of \$0.759M. The surplus primarily relates to the Parliament House stonework restoration contribution received at below fair value from Department of Housing and Public Works.

During 2019-20 revenue increased 3.4% (\$3.4 million). The main reason was an increase in appropriation revenue from the Queensland Government to cover operating expenses.

Operating expenses in 2019-20 increased 4.8% (\$4.7 million). Higher costs were due to ITS projects and higher employee costs related to a determination by the Queensland Independent Remuneration Tribunal and one-off Enterprise Bargaining payments negotiated by the Queensland Government.

	2018-19 \$'000	2019-20 \$'000
Total Income	100,709	104,152
Total Expenses	98,669	103,393
Net Operating Surplus	2,040	759

Statement of Financial Position

The Legislative Assembly of Queensland and Queensland Parliamentary Service maintained a stable financial position in 2019-20. Net assets increased by 0.2% (\$0.4 million) in 2019-20.

Land and buildings on the parliamentary precinct (\$191.5M) make-up the majority of total assets, while trade creditors and accrued employee benefits represent almost all of the total liabilities.

	2018-19 \$'000	2019-20 \$'000
Total Assets	220,461	220,764
Total Liabilities	4,802	4,731
Net Assets	215,659	216,033
Increase/decrease in net assets	4,629	374

Revenue

Revenue from ordinary activities 2019-20

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, educational activities and publications. Grants and other contributions represent capital works performed by the Department of Housing and Public Works at no cost to the Legislative Assembly.

Revenues from ordinary activities	2019-20 \$'000
Appropriation Revenue	100,401
User charges	2,105
Grants and other contributions	720
Other revenue	926
Total	104,152

Expenditure

Expenses from ordinary activities 2019-20

The table below depicts expenditure by major resource category for 2019-20. 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, and
- depreciation expenses associated with Parliamentary Service's buildings, plant and equipment.

Expenses from ordinary activities	2019-20 \$'000
Employee expenses	68,131
Supplies and services	26,822
Depreciation and amortisation	8,112
Other expenses	328
Total	103,393

Guide to the Financial Statements

The set of financial statements included in this annual report reflect various aspects of the financial operations of the Legislative Assembly of Queensland and Queensland Parliamentary Service.

Statement of Comprehensive Income

This statement reports the income and expenditure of the Legislative Assembly of Queensland and Queensland Parliamentary Service for the 12 month period ending 30 June 2020.

Statement of Comprehensive Income by Service Areas

This statement reports income and expenditure (including changes in property, plant and equipment asset values) under the two major service areas – *Members' Salaries, Entitlements and Electorate Office Services* and *Parliamentary Precinct Support Services* for the financial year ending 30 June 2020.

Statement of Financial Position

This statement reports the assets and liabilities, and equity of the Legislative Assembly of Queensland and Queensland Parliamentary Service as at 30 June 2020. Assets and liabilities are classified as current where it is expected that the item will be converted to cash (received or paid) during the following 12 month period. Assets and liabilities are classified as non-current where they are expected to be converted to cash at a time later than 12 months from 30 June 2020.

Statement of Assets and Liabilities by Service Areas

This statement reports assets, liabilities and equity under the two major service areas – *Members' Salaries, Entitlements and Electorate Office Services* and *Parliamentary Precinct Support Services* for the financial year ending 30 June 2020.

Statement of Changes in Equity

Equity is the residual difference between assets and liabilities and reflects the net worth of the Legislative Assembly of Queensland and Queensland Parliamentary Service. It also reflects the amount of equity contributed by Queensland Treasury. This statement reports changes in various categories of equity including Contributed Equity, Accumulated Surpluses, and Asset Revaluation Surpluses.

Statement of Cash Flows

This statement reports information regarding actual inflows and outflows of cash during the financial year and the available cash at the end of the financial year.

LEGISLATIVE ASSEMBLY OF QUEENSLAND
FINANCIAL STATEMENTS

For the financial year ended 30 June 2020

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2020

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Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2020

Statement of Comprehensive Income

Year ended 30 June 2020

Operating Results	Notes	2020	2019	Original Budget 2020	Variance* 2020
		\$'000	\$'000	\$'000	\$'000
Income from Continuing Operations					
Appropriation revenue	B1-1	100,401	96,801	101,325	(924)
User charges and fees	B1-2	2,105	2,365	2,169	(64)
Grants and other contributions	B1-3	720	1,080	-	720
Other revenue	B1-4	926	18	32	894
Post-employment benefits		-	445	-	-
Total Revenue		104,152	100,709	103,526	626
Total Income from Continuing Operations		104,152	100,709	103,526	626
Expenses from Continuing Operations					
Employee expenses	B2-1	68,131	65,399	68,046	85
Supplies and services	B2-2	26,822	24,777	27,131	(309)
Depreciation and amortisation	B2-3	8,112	7,616	8,115	(3)
Other expenses	B2-4	328	877	234	94
Total Expenses from Continuing Operations		103,393	98,669	103,526	(133)
Operating Result from Continuing Operations		759	2,040	-	759
Other Comprehensive Income					
Increase (decrease) in asset revaluation surplus	C4-1	930	1,523	-	930
Total Other Comprehensive Income		930	1,523	-	930
Total Comprehensive Income		1,689	3,563	-	1,689

*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 2020

Statement of Comprehensive Income by Major Service Areas

For year ended 30 June 2020

	Members' Salaries, Entitlements and Electorate Office Services		Parliamentary Precinct Support Services		General - Not Attributed		Total	
	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
Income from Continuing Operations								
Appropriation revenue	62,894	62,028	37,507	34,773	-	-	100,401	96,801
User charges and fees	-	-	1,854	2,065	251	300	2,105	2,365
Grants and other contributions	-	-	720	1,080	-	-	720	1,080
Other revenue	8	14	918	4	-	-	926	18
Post-employment benefits	-	445	-	-	-	-	-	445
Total Income from Continuing Operations	62,902	62,487	40,999	37,922	251	300	104,152	100,709
Expenses from Continuing Operations								
Employee expenses	45,379	44,109	22,605	21,189	147	101	68,131	65,399
Supplies and services	14,573	16,415	12,145	8,163	104	199	26,822	24,777
Depreciation and amortisation	704	383	7,408	7,233	-	-	8,112	7,616
Other expenses	50	102	278	775	-	-	328	877
Total Expenses from Continuing Operations	60,706	61,009	42,436	37,360	251	300	103,393	98,669
Operating Result from Continuing Operations	2,196	1,478	(1,437)	562	-	-	759	2,040
Other Comprehensive Income								
Increase (decrease) in asset revaluation surplus	-	-	930	1,523	-	-	930	1,523
Total Other Comprehensive Income	-	-	930	1,523	-	-	930	1,523
Total Comprehensive Income	2,196	1,478	(507)	2,085	-	-	1,689	3,563

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2020

Statement of Financial Position

As at 30 June 2020

	Notes	2020 \$'000	2019 \$'000	Original Budget 2020 \$'000	Variance* 2020 \$'000
Current Assets					
Cash and cash equivalents	C1	8,107	13,929	9,645	(1,538)
Receivables	C2	2,434	1,177	1,378	1,056
Other current assets	C3	3,107	504	451	2,656
Inventories		207	189	169	38
Total Current Assets		13,855	15,799	11,643	2,212
Non-Current Assets					
Property, plant & equipment	C4	206,228	203,880	216,683	(10,455)
Intangibles		681	782	756	(75)
Total Non-Current Assets		206,909	204,662	217,439	(10,530)
Total Assets		220,764	220,461	229,082	(8,318)
Current Liabilities					
Payables	C5	3,714	3,895	3,351	363
Accrued employee benefits	C6	1,009	903	489	520
Other current liabilities		8	4	4	4
Total Current Liabilities		4,731	4,802	3,844	887
Total Liabilities		4,731	4,802	3,844	887
Net Assets		216,033	215,659	225,238	(9,205)
Equity					
Contributed equity	C7	2,819	4,135		
Accumulated surpluses		31,362	30,602		
Asset revaluation surplus	C7-3	181,852	180,922		
Total Equity		216,033	215,659		

*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 2020

Statement of Assets and Liabilities by Major Service Areas

As at 30 June 2020

	Members' Salaries, Entitlements and Electorate Office Services		Parliamentary Precinct Support Services		General - Not Attributed		Total	
	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
Current Assets								
Cash and cash equivalents	-	-	8,107	13,929	-	-	8,107	13,929
Receivables	94	79	1,345	1,059	995	39	2,434	1,177
Other current assets	991	26	2,116	478	-	-	3,107	504
Inventories	-	-	207	189	-	-	207	189
Total Current Assets	1,085	105	11,775	15,655	995	39	13,855	15,799
Non-Current Assets								
Property, plant & equipment	5,098	3,335	201,130	200,545	-	-	206,228	203,880
Intangibles	-	-	681	782	-	-	681	782
Total Non-Current Assets	5,098	3,335	201,811	201,327	-	-	206,909	204,662
Total Assets	6,183	3,440	213,586	216,982	995	39	220,764	220,461
Current Liabilities								
Payables	278	1,104	3,436	2,791	-	-	3,714	3,895
Accrued employee benefits	423	396	586	507	-	-	1,009	903
Other current liabilities	-	-	8	4	-	-	8	4
Total Current Liabilities	701	1,500	4,030	3,302	-	-	4,731	4,802
Total Liabilities	701	1,500	4,030	3,302	-	-	4,731	4,802
Net Assets	5,482	1,940	209,556	213,680	995	39	216,033	215,659

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2020

Statement of Changes in Equity

For the year ended 30 June 2020

	Notes	Accumulated Surpluses		Asset Revaluation Surplus		Contributed Equity		TOTAL	
		2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
Opening Balance as at 1 July		30,602	28,562	180,922	179,399	4,135	3,069	215,659	211,030
Operating Result from Continuing Operations		759	2,040	-	-	-	-	759	2,040
<u>Total Other Comprehensive Income</u>									
- Increase (Decrease) in Asset Revaluation Surplus	C7-3	-	-	930	1,523	-	-	930	1,523
<u>Transactions with Owners as Owners:</u>									
- Appropriated equity withdrawals	C7-2	-	-	-	-	(5,128)	(5,128)	(5,128)	(5,128)
- Appropriated equity injections	C7-2	-	-	-	-	3,812	6,194	3,812	6,194
Closing Balance as at 30 June		31,361	30,602	181,852	180,922	2,819	4,135	216,033	215,659

The accompanying notes form part of these statements.

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2020

Statement of Cash Flows

For the year ended 30 June 2020

	Notes	2020	2019	Original Budget 2020	Variance* 2020
		\$'000	\$'000	\$'000	\$'000
Cash Flows from Operating Activities					
<i>Inflows:</i>					
Departmental services receipts		101,844	96,751	101,325	519
User charges		1,954	2,871	2,319	(365)
GST input tax credits from ATO		3,227	2,903	-	3,227
GST collected from customers		387	302	-	387
Other		-	-	1,409	(1,409)
<i>Outflows:</i>					
Employee expenses		(69,377)	(66,685)	(68,046)	(1,331)
Supplies and services		(29,945)	(24,291)	(28,508)	(1,437)
GST remitted to ATO		(317)	(299)	-	(317)
GST paid to suppliers		(3,425)	(2,505)	-	(3,425)
Other		-	-	(384)	384
Net Cash Provided by Operating Activities	CF-1	4,348	9,047	8,115	(3,767)
Cash Flows from Investing Activities					
<i>Inflows:</i>					
Sales of non-financial assets		4	-	33	(29)
<i>Outflows:</i>					
Payments for property, plant and equipment		(8,858)	(5,879)	(6,832)	(2,026)
Net Cash Used in Investing Activities		(8,854)	(5,879)	(6,799)	(2,055)
Cash Flow from Financing Activities					
<i>Inflows:</i>					
Equity injections	C7-2	3,812	6,194	3,812	-
<i>Outflows:</i>					
Equity withdrawals	C7-2	(5,128)	(5,128)	(5,128)	-
Net Cash Provided by Financing Activities		(1,316)	1,066	(1,316)	-
Net increase (decrease) in cash held		(5,822)	4,234	-	(5,822)
Cash at beginning of financial year		13,929	9,695	9,645	4,284
Cash at End of Financial Year	C1	8,107	13,929	9,645	(1,538)

*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 2020

Notes to the Statement of Cash Flows

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

	2020	2019
	\$'000	\$'000
Operating surplus	759	2,040
Depreciation and amortisation	8,112	7,616
Loss on sale of assets	14	19
Gain on sale of assets	(4)	-
Receipt adjustment for goods and services received below fair value	(720)	(1,080)
<u>Changes in Assets and Liabilities:</u>		
(Increase)/decrease in Receivables	(1,456)	181
(Increase)/decrease in Other assets	(2,604)	(51)
(Increase)/decrease in Inventory	(19)	(29)
Increase/(decrease) in Payables	273	845
Increase/(decrease) in Accrued employee benefits	(11)	(448)
Increase/(decrease) in Other liabilities	4	(46)
Net Cash provided by Operating Activities	<u>4,348</u>	<u>9,047</u>

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2020

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 2019.

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 Flow 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 2018-19 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 realised 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 authorised for issue by the Clerk of the Parliament and Chief Finance Officer at the date of signing the Management Certificate.

A1-5 BASIS OF MEASUREMENT

Historical cost is used as the measurement basis in 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.

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2020

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 amounts of cash or cash equivalents expected to be paid to satisfy the liability in the normal course of business.

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 maximises the use of observable inputs and minimises 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 categorised 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 1		Level 2		Level 3	
	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
Land	-	-	110,000	110,000	-	-
Buildings	-	-	-	-	81,543	76,688
Heritage and Cultural Assets:						
Artworks and Objects	-	-	3,606	3,606	-	-
Heritage Furniture	-	-	375	375	-	-
20 th Century Heritage Book Collection	-	-	-	-	394	394
Total	-	-	113,981	113,981	81,937	77,082

Present Value

Present value represents the present discounted value of the future net cash inflows that the item is expected to generate (in respect of assets) or the present discounted value of the future net cash outflows expected to settle (in respect of liabilities) in the normal course of business.

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 2020

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 Queensland Legislative Assembly, its Members and committees.

The *Financial Accountability Act 2009* (Qld) defines the Legislative Assembly and Queensland Parliamentary Service as a departmental entity 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, 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 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.

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2020

B1 REVENUE

B1-1 APPROPRIATION REVENUE

	2020	2019
	\$'000	\$'000
Reconciliation of Payments from Consolidated Fund to Appropriated Revenue Recognised in Operating Result		
Budgeted departmental services appropriation	101,325	96,112
Unforeseen expenditure	519	639
Treasurer's Transfers	-	-
Total Appropriation Receipts (cash)	101,844	96,751
Plus: Opening balance of deferred appropriation funding payable	525	50
Less: Closing balance of deferred appropriation funding payable	1,968	525
Net Appropriation revenue	100,401	96,276
Plus: Deferred appropriation payable to Consolidated Fund (expense)	-	525
Appropriation Revenue recognised in Statement of Comprehensive Income	100,401	96,801

Accounting Policy – Appropriation Revenue

Appropriations provided under the *Appropriation (Parliament) Act 2019* (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 repayable 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. Prior to 1 July 2019, any liability at the end of the financial year for deferred appropriation repayable was debited to expense under the requirements of the superseded AASB 1004 *Contributions*.

Disclosure - Unforeseen Expenditure

Appropriations for Unforeseen Expenditure reflects additional appropriation received for expenditure not originally budgeted for. For the 2020 reporting period, unforeseen expenditure was related to enterprise bargaining and state wage case outcomes.

Disclosure – Deferred appropriation payable

Treasury approved Legislative Assembly's request to carry forward part of the appropriation (\$1,968,000) into 2020-21. The carry forward amount is required to meet 2020-21 expenses related to the Electorate and Communication Allowance, Electorate Office Technology Improvements, and other operational projects.

B1-2 USER CHARGES AND FEES

	2020	2019
	\$'000	\$'000
Sale of Goods and Services		
Catering sales	1,555	1,680
Corporate services support	251	300
Education services	135	202
Car parking fees	122	152
Other user charges and fees		
Other	42	31
Total	2,105	2,365

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.

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2020

B1-3 GRANTS AND OTHER CONTRIBUTIONS

	2020 \$'000	2019 \$'000
Goods and services received below fair value	720	1,080
Total	720	1,080

Accounting Policy – Goods and services received below fair value

Contributions of goods/services are recognised only if the goods/services would have been purchased if they had not been donated and their fair value can be measured reliably.

Where this is the case, an equal amount is recognised as revenue and a corresponding amount is recognised as an expense or capital acquisition.

Disclosure – Goods and services received below fair value

Goods and services received below fair value are primarily in relation to contributions by the Department of Housing and Public Works (DHPW) to the Parliament House Fence Restoration Program. The Program is jointly funded by the DHPW and the Legislative Assembly to restore the perimeter fencing of the Parliament Precinct.

B1-4 OTHER REVENUE

	2020 \$'000	2019 \$'000
Other Revenue	926	18
Total	926	18

Disclosure – Other revenue

The large increase in Other revenue for the 2019-20 financial year relates to the recovery of expenditure from the Department of Premier and Cabinet for the North Queensland Regional Parliament 2019.

B2 EXPENSES

B2-1 EMPLOYEE EXPENSES

	2020 \$'000	2019 \$'000
Employee Benefits		
Wages and salaries*	56,931	54,314
Employer superannuation contributions	6,478	6,229
Annual leave levy/expense	3,166	2,926
Long service leave levy/expense	772	617
Other employee benefits	48	75
Employee Related Expenses		
Fringe benefits tax	348	825
Workers' compensation premium	159	156
Professional development	158	181
Other employee related expenses	71	76
Total	68,131	65,399

* Wages and salaries includes \$536,195 of \$1,250 one-off, pro-rata payments for 492 full-time equivalent employees (announced in September 2019).

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	2020	2019
Full-time equivalent employees	506	492

Accounting Policies – Employee Expenses

Wages & Salaries

Wages and salaries due at reporting date are recognised 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 recognised at undiscounted amounts.

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 recognised 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 paid to QSuper's superannuation scheme for Queensland Government employees, at rates determined by the Treasurer on the advice of the State Actuary. Contributions are expensed in the period in which they are paid or payable.

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.

The Legislative Assembly's obligation is limited to its contribution to QSuper or other nominated superannuation funds including self-managed superannuation funds.

The QSuper scheme has defined benefit and defined contribution categories. 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*.

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 recognised separately as an employee related expense.

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

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B2-2 SUPPLIES AND SERVICES

	2020	2019
	\$'000	\$'000
Members' entitlements	7,084	8,881
Rental expenses	6,346	5,900
Commercial and professional services	4,278	3,152
Maintenance and minor equipment	2,935	2,044
Information and communication technology services	3,494	2,174
Utilities	1,124	1,180
Cost of goods sold	810	828
Consumables	338	320
Other costs	413	298
Total	26,822	24,777

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. For the 2019-20 financial year the Queensland Independent Remuneration Tribunal (Determination 20/2020) allowed individual Members of Parliament to carry forward a maximum of 40% of un-acquitted Electorate and Communication Allowances to 2020-21. As at 30 June 2020, in total, approximately 15% of accountable advances were carried forward to 2020-21. Refer to Note C3.

Accounting Policy – Rental expenses

The Department of Housing and Public Works (DHPW) provides the Legislative Assembly with access to office accommodation under the Queensland Government Accommodation Office frameworks. These arrangements are categorised as procurement of services rather than as leases under AASB16 because DHPW has substantive substitution rights over the assets. The related costs are expensed under rental expenses.

Disclosure – Rental expenses

Property rental agreements are entered into as a means of acquiring access to electorate office accommodation. Agreed terms extend over a period of 5 to 10 years. The Legislative Assembly has no option to purchase the property at the conclusion of the rental agreements. Many arrangements provide an option to negotiate new terms to extend the rental periods.

Rental expenses on office accommodation include the minimum rental payments payable under the agreements. Payments are generally fixed with annual inflation escalation clauses applicable.

B2-3 DEPRECIATION AND AMORTISATION

	2020	2019
	\$'000	\$'000
Depreciation	7,962	7,479
Amortisation	150	137
Total	8,112	7,616

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B2-4 OTHER EXPENSES

	2020	2019
	\$'000	\$'000
Deferred appropriation payable to Consolidated Fund	-	525
Insurance premiums - QGIF	101	104
External audit fees	92	82
Special payments	57	91
Internal audit fees	57	46
Loss/(Gain) from disposal of non-current assets	11	17
Other	10	12
Total	328	877

Disclosure – Special payments

Special payments represent ex gratia expenditure and other expenditure that the Legislative Assembly is not contractually or legally obligated to make to other parties. A total \$56,830 was paid to former employees for loss of employment during the 2019-20 reporting period.

Disclosure – External audit fees

Total audit fees quoted by the Queensland Audit Office relating to the 2019-20 financial statements are \$92,250 (2018-19: \$90,000).

C1 CASH AND CASH EQUIVALENTS

	2020	2019
	\$'000	\$'000
Cash at bank	8,102	13,926
Imprest accounts	5	3
Total	8,107	13,929

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 at 30 June 2020 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 on surplus funds. Interest earned on the aggregate set-off arrangement balance accrues to the Consolidated Fund.

C2 RECEIVABLES

	2020	2019
	\$'000	\$'000
Trade debtors	1,050	213
GST receivable	393	232
GST payable	(98)	(28)
Annual leave reimbursements	288	567
Long service leave reimbursements	132	193
Other receivables	669	-
Total	2,434	1,177

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Accounting Policy – Receivables

Trade debtors are recognised 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 Ageing analysis and adopts a credit management strategy which aims to reduce the exposure to credit default by regularly monitoring all funds owed.

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 2019-20 financial year (2018-19: Nil).

C3 OTHER CURRENT ASSETS

	2020	2019
	\$'000	\$'000
Prepayments	2,141	504
Accountable advance	966	-
Total	3,107	504

Disclosure – Prepayments

The prepayments include 2020-21 employee benefit payments which occurred on 30 June 2020.

Disclosure – Accountable advance

The accountable advance relates to un-acquitted Electorate and Communication Allowances carried forward from 2019-20 to 2020-21. Refer to Note B2-2.

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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	
	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000	2020 \$'000	2019 \$'000
Gross	110,000	110,000	199,784	186,629	4,375	4,375	13,529	11,775	4,743	9,573	332,432	322,352
Less: Accumulated depreciation	-	-	(118,241)	(109,941)	-	-	(7,963)	(8,532)	-	-	(126,204)	(118,473)
Carrying amount at 30 June	110,000	110,000	81,543	76,688	4,375	4,375	5,566	3,243	4,743	9,573	206,228	203,880
<i>Represented by movements in carrying amount:</i>												
Carrying amount at 1 July	110,000	110,000	76,688	81,308	4,375	4,351	3,243	1,843	9,573	4,928	203,880	202,430
Acquisitions – purchased	-	-	-	30	-	24	816	817	7,858	5,470	8,674	6,341
Donations received	-	-	-	-	-	-	-	-	720	1,080	720	1,080
Disposals	-	-	-	-	-	-	(15)	(16)	-	-	(15)	(16)
Transfers between asset classes	-	-	10,839	564	-	-	2,570	1,341	(13,408)	(1,905)	-	-
Net revaluation increments/(decrements) in asset revaluation surplus	-	-	930	1,523	-	-	-	-	-	-	930	1,523
Depreciation expense	-	-	(6,914)	(6,737)	-	-	(1,048)	(742)	-	-	(7,962)	(7,479)
Carrying amount at 30 June	110,000	110,000	81,543	76,688	4,375	4,375	5,566	3,243	4,743	9,573	206,228	203,880

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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 assets with separately identifiable components (or groups of components) of significant value, that 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 the Parliamentary Precinct buildings.

Accounting Policy – Cost of Acquisition

Historical cost is used for the initial recording 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 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 is 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.

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

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Key Judgement: Valuing Parliamentary Library Assets -

<i>20th Century Heritage Book Collection:</i>	Assets are classified as heritage and cultural assets and they are valued in accordance with <i>Queensland Treasury's Non-Current Asset Policies for the Queensland Public Sector (NCAP 7 – Accounting for Library Collections)</i> . 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.
<i>The "O'Donovan Collection":</i>	Assets are carried at cost because no reliable market value can be obtained. Factors include: <ul style="list-style-type: none"> • the collection includes unique (one-off) heritage items; • the collection is irreplaceable; and • the collection will never be sold by the Legislative Assembly.
<i>Audio Visual Collection:</i>	Assets are carried at cost because no reliable market value can be obtained. Factors include: <ul style="list-style-type: none"> • 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.
<i>Current Reference Collection:</i>	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

A revaluation was performed by Gray Robinson Cottrell (GRC) during the 2019-20 financial year by undertaking an indexation assessment for the Parliamentary Precinct buildings and land improvements. Based on the assessment of relevant indices such as Building Price Index (BPI) and Locality Index (LI), GRC recommended an indexation adjustment of 1.63% (effective 30 June 2020) to the carrying value of the assets. The value of the Parliamentary building assets were adjusted accordingly during the 2019-20 financial year.

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Land

In 2019-20, State Valuation Services (SVS) conducted a desktop valuation. The valuation took into account:

1. The condition of the market including recent sales of development sites that have heritage implications; and
2. Development restrictions caused by Parliament House’s heritage listing and the location of land under the Riverside Expressway.

There was no change to the value of the land (effective 30 June 2020).

Heritage and Cultural Assets

The last comprehensive independent revaluation of heritage and cultural assets was undertaken in 2013 (for artworks & objects; and the 20th Century Heritage Book Collection) and 2014 (for heritage furniture).

The Legislative Assembly assessed the value of the heritage and cultural assets as not material compared to the total balance of property, plant and equipment therefore a more recent comprehensive revaluation was not considered cost-effective and was not performed. It is intended that some significant heritage assets be valued on an as needed basis from an operational perspective.

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.

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 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.

Depreciation Rates

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

Class	Rate %
Buildings:	
Heritage	1-6
Operational	2-6
Plant and equipment:	
Computer equipment	13-20
Other equipment	4-20
Rental property improvements	11-32

Useful lives and depreciation rates are reviewed annually. The review for the 2019-20 financial year caused no material impact to the depreciation expense.

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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 at 30 June 2020 (2019: Nil).

C5 PAYABLES

	2020	2019
	\$'000	\$'000
Trade creditors	1,746	3,239
Deferred appropriation payable	1,968	525
Taxation payable	-	131
Total	3,714	3,895

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 approved by Queensland Treasury. 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.

The Legislative Assembly settles all payables within a 12 month period.

C6 ACCRUED EMPLOYEE BENEFITS

	2020	2019
	\$'000	\$'000
Current		
Annual leave levy payable	790	701
Long service levy payable	189	161
Other	30	41
Total	1,009	903

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*.

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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* (refer Note C6-2).

C7-2 APPROPRIATION RECOGNISED IN EQUITY

Reconciliation of Payments from Consolidated Fund to Equity Adjustment

	2020 \$'000	2019 \$'000
Appropriated equity withdrawals	(5,128)	(5,128)
Appropriated equity injections	3,812	6,194
Equity adjustment recognised in Contributed Equity	(1,316)	1,066

C7-3 ASSET REVALUATION SURPLUS BY ASSET CLASS

	Land \$'000	Buildings \$'000	Heritage & Cultural Assets \$'000	Total \$'000
Balance 1 July 2018	96,710	79,158	3,531	179,399
Revaluation increments	-	1,523	-	1,523
Balance 30 June 2019	96,710	80,681	3,531	180,922
Revaluation increments	-	930	-	930
Balance 30 June 2020	96,710	81,611	3,531	181,852

Accounting Policy

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

D1 CONTINGENCIES

There are no known material contingencies as at 30 June 2020.

D2 COMMITMENTS

D2-1 Capital Expenditure Commitments

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

	2020 \$'000	2019 \$'000
Buildings		
Not later than 1 year	841	316
Total	841	316
Other Property, Plant and Equipment		
Not later than 1 year	18	1,204
Total	18	1,204

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<i>Intangibles</i>	2020 \$'000	2019 \$'000
Not later than 1 year	108	-
Total	108	-

D2-2 Other Commitments

Material classes of other commitments include rental commitments for electorate office accommodation agreements and parliamentary precinct service maintenance contracts. Other commitments are inclusive of non-recoverable GST input tax credits, contracted for at reporting date, but not recognised in the accounts and are payable:

	2020 \$'000	2019 \$'000
Not later than 1 year	10,050	8,747
Later than 1 year but not later than 5 years	17,069	12,762
Later than 5 years	2,591	3,504
Total	29,710	25,013

D3 EVENTS AFTER THE BALANCE DATE

No matter 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 of 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 2019-20 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>	<i>Appropriation revenue</i> is lower than budgeted due to funding deferrals based on a determination made by the Queensland Independent Remuneration Tribunal to carry forward un-acquitted Electorate and Communication Allowance, the Electorate Office Technology Model, and other operating projects. The reduction to 2019-20 revenue for these deferrals was partly offset by additional funding received in 2019-20 for enterprise bargaining and state wage case outcomes (unforeseen expenditure). Refer to Note B1-1.
<i>Grants and other contributions:</i>	<i>Grants and other contributions</i> reflect goods received below fair value in respect of contributions made by the Department of Housing and Public Works to the Parliament House Fence Restoration Program. The project is on hold until final planning arrangements have been approved. Refer to Note B1-3.
<i>Other revenue:</i>	The variance in <i>Other revenue</i> is related to the recovery of expenditure from the Department of Premier and Cabinet for the North Queensland Regional Parliament held in September, 2019.

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Supplies and services: The variance in *Supplies and services* is related to members' allowance being carried forward to 2020-21. It is partly offset by higher maintenance related expenditure than budgeted for in 2019-20.

Explanations of Major Variances – Statement of Financial Position

Cash and cash equivalents: The lower *Cash and cash equivalents* relates to payments of wages and salaries which occurred on 30 June 2020 partly offset by capital works and other operating projects being delayed until 2020-21.

Receivables: The increase to *Receivables* is due to material invoices issued to Department of Premier and Cabinet in relation to the Townsville Regional Parliament in late June 2020 and an outstanding ATO refund in relation to the Legislative Assembly's 2019-20 FBT Return.

Other current assets: The increase to *Other current assets* relates to prepayments of wages and salaries and a determination made by the Queensland Independent Remuneration Tribunal to allow a higher percentage of un-acquitted Electorate and Communication Allowances to be carried forward to 2020-21. Refer to Note B2-2.

Property, plant and equipment: The variance in Property, plant and equipment is due to capital works being delayed until 2020-21.

Payables Payables can vary from year to year depending on the timing major capital projects and appropriation deferrals. Impacting the variance between payables and the budget in 2019-20 were: a large appropriation deferral offset by lower payables for capital works and travel. In addition, the budget needs to be realigned with the budget for Accrued employee benefits.

Accrued employee benefits: Accrued employee benefits vary from one year to the next due to the timing of payment cycles at year end. Compared to previous years there are no accrued salaries in 2019-20. In addition, the budget needs to be realigned with the budget for Payables.

Explanations of Major Variances – Statement of Cash flows

Departmental services receipts: *Departmental services receipts* were higher than budgeted in 2019-20 due to additional funding received in 2019-20 for enterprise bargaining and state wage case outcomes.

User charges: *User charges* were lower than budgeted in 2019-20 due to decreased revenue from Parliamentary Catering Services, car parking, and education seminars conducted by Education and Communication Services primarily due to the impact of COVID-19 on operations.

Payments for property, plant and equipment: The variance between the budget and payments for *Payments for property, plant and equipment* relate to the timing of when planned capital works are completed.

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 2019-20 and 2018-19. Further information about these positions can be found in the body of the Annual Report under the section relating to Executive Management.

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.

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Position	Position Responsibility
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 Management Group 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 Management Group 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 Management Group (EMG) and the Chair of the Information and Communication Technology 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 Management Group and the Chair of Security Management Group.

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.

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.

2019-20

Position	Short Term Employee Expenses		Long Term Employee Expenses	Post-Employment Benefit	Total Expenses
	Monetary Expenses \$'000	Non-Monetary Benefits \$'000	\$'000	\$'000	\$'000
Speaker of the Legislative Assembly	329	2	-	39	370
Clerk of the Parliament	323	2	7	40	372
Deputy Clerk	212	-	5	21	238
Director of Corporate Services and Electorate Office Liaison	177	-	4	18	199
Director of Information Services and Parliamentary Librarian	153	-	3	18	174
Director of Property and Facilities Services	154	8	3	18	183

Legislative Assembly of Queensland Financial Statements
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2018-19

Position	Short Term Employee Expenses		Long Term Employee Expenses	Post-Employment Benefit	Total Expenses
	Monetary Expenses \$'000	Non-Monetary Benefits \$'000	\$'000	\$'000	\$'000
Speaker of the Legislative Assembly	328	30	-	39	397
Clerk of the Parliament	355	1	7	41	404
Deputy Clerk	186	-	4	22	212
Director of Corporate Services and Electorate Office Liaison	176	-	4	18	198
Director of Information Services and Parliamentary Librarian	149	-	3	18	170
Director of Property and Facilities Services	149	-	3	18	170

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' includes 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 for performance or bonus payments.

F2 RELATED PARTY TRANSACTIONS

Transactions with people/entities related to KMP

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

Transactions with Queensland Government-controlled entities

While the Legislative Assembly and Queensland Parliamentary Service 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 receives services associated with Parliament House Fence Restoration Program from the Department of Housing and Public Works, free of charge.

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

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

Changes in Accounting Policies

The Legislative Assembly did not voluntarily change any of its accounting policies during 2019-20.

Accounting Standards Early Adopted

The Legislative Assembly did not early adopt any Australian Accounting Standards for the 2019-20.

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2020

Accounting Standards Applied for the First Time in 2019-20

The Legislative Assembly applied three new accounting standards for the first time in 2019-20 and assessed the impact on the financial statements -

- AASB 15 *Revenue from Contracts with Customers*
- AASB 1058 *Income of Not-for-Profit Entities*
- AASB 16 *Leases*

AASB 15 Revenue from Contracts with Customers and AASB 1058 Income of Not-for-Profit Entities

The Legislative Assembly receives appropriation funding from the Consolidated Funds which falls within the scope of AASB 1058. Accordingly, appropriation revenue is recognised in the period the cash appropriation is received. Other fees and charges from sale of goods and services which represents 2% of the total revenue continues to be recognised as revenue as delivery of goods and services to the customers represents the sole performance obligations. The amount of any right of return assets or refund liability is assessed to be immaterial to record on transition.

AASB 16 Leases

The Legislative Assembly holds property rentals for commercial office accommodation through the Queensland Government Accommodation Office (QGAO) and vehicle leases with QFleet. As per the reporting exemption approved by the Queensland Treasury, these lease arrangements do not qualify for reporting requirements under AASB 16 as the Department of Housing and Public Works has the substantive substitution rights over the leased assets. Costs in relation to these are expensed as supplies and services when incurred in the 2019-20 financial year.

The Legislative Assembly has no other lease arrangement that qualifies for reporting requirements under AASB 16.

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 COVID-19 IMPACT ON FINANCIAL STATEMENTS AND OTHER EMERGING RISKS

F5-1 COVID-19 IMPACT ON FINANCIAL STATEMENTS

The following significant transactions were recognised by the Legislative Assembly during the 2019-20 financial year in response to the COVID-19 pandemic. The amounts below are subjective estimates based on known impacts to normal operations, changes to forecasts, and comparisons to previous years' performance.

Significant financial impacts – COVID-19

Operating Statement

	2020
	\$'000
<u>Significant expense transactions arising from COVID-19</u>	5'000
Additional expenses:	
Virtual Parliament related costs	83
Additional employee related expenses	67
Other expenses	62
Reduction in expenses:	
Reduction in electorate and communication allowance	(966)
Reduction in Members' travel expenses	(308)
Reduction in catering services expenses	(279)
Reduction in committee travel expenses	(82)
Reduction in other expenses	(70)
	<u>(1,493)</u>
 <u>Significant revenue transactions arising from COVID-19</u>	 \$'000
Reduction in catering services revenues	522
Reduction in education seminar revenues	39
Reduction in other revenue	37
	<u>598</u>

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2020

Balance Sheet

	2020
	\$'000
<u>Significant asset transactions arising from COVID-19</u>	
Increase in accountable advances	966
	<u>966</u>

Additional employee entitlements

The Legislative Assembly recorded 219 days of special leave associated with COVID-19 pandemic for which \$49,930 was expensed in employee expenses during the 2019-20 financial year.

Credit loss on receivables

COVID-19 has had no impact on credit risks of trade debtors as 97% of the total trade receivables represent Queensland Government agencies or customers associated with the Legislative Assembly.

The Legislative Assembly did not recognise any bad debts in the 2019-20 financial year resulting from COVID-19.

Fair value on non-current assets

The Legislative Assembly measures the Parliamentary Precinct buildings and land at fair value. Parliamentary land is measured using the market approach and the Parliamentary buildings using the current replacement value. Independent valuers were engaged during the 2019-20 financial year to provide an interim revaluation of these two non-current assets and potential impact of COVID-19 as at the reporting date.

The independent valuers have concluded that there is no significant change in value of the Parliamentary land and building as a result of COVID-19 for 30 June 2020 financial statement reporting.

F5-2 CLIMATE RISK DISCLOSURE

The Legislative Assembly has not identified any material climate related risks related to the financial report at the reporting date, however constantly monitors the emergence of such risks under the Queensland Government's Climate Transition Strategy.

Legislative Assembly of Queensland Financial Statements
For the Year Ended 30 June 2020

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:

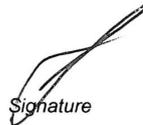
- a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- b) the financial statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Legislative Assembly of Queensland for the financial year ended 30 June 2020 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(Accy) MIPA
Director, Corporate Services and Electorate Office Liaison

Date 25/08/2020



Signature
N J LAURIE LLB LLM (Hons) MBA
Clerk of the Parliament

Date 25/08/2020



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 the Legislative Assembly of Queensland.

In my opinion, the financial report:

- a) gives a true and fair view of the department's financial position as at 30 June 2020, and its financial performance and cash flows for the year then ended
- b) complies with the *Financial Accountability Act 2009*, the Financial and Performance Management Standard 2019 and Australian Accounting Standards.

The financial report comprises the statement of financial position and statement of assets and liabilities by major service areas as at 30 June 2020, 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 summaries of significant accounting policies and other explanatory information, and the certificates given by the Clerk of the Parliament and the Director, Corporate Services and Electorate Office Liason.

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* (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 department 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 aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances. This is not done for the purpose of expressing an opinion on the effectiveness of the department's internal controls, but allows me to express an opinion on compliance with prescribed requirements.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the department.
- Conclude on the appropriateness of the department's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the department's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify my opinion. I base my conclusions on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the department to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Officer regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.



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 2020:

- 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.

Brendan Worrall
Auditor-General

26 August 2020

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 Queen, 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 and searching of 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 2009* (FPMS) as well as the Annual report requirements for Queensland Government agencies (ARRs).

Summary of requirement	Basis for requirement	Page
Letter of compliance		
A letter of compliance from the accountable officer or statutory body to the relevant Minister	ARRs – section 7	6
Accessibility		
Table of contents	ARRs – section 9.1	3
Glossary	ARRs – section 9.1	86
Public availability	ARRs – section 9.2	2
Interpreter service statement	<i>Queensland Government Language Services Policy</i>	2
	ARRs – section 9.3	
Copyright notice	<i>Copyright Act 1968</i>	2
	ARRs – section 9.4	
General Information		
Introductory Information	ARRs – section 10.1	4
Agency role and main functions	ARRs – section 10.2	8
Operating environment	ARRs – section 10.3	8
Non-Financial Performance		
Agency objectives and performance indicators	ARRs – section 11.3	9
Agency service areas and service standards	ARRs – section 11.4	19, 22, 29, 34
Financial Performance		
Summary of financial performance	ARRs – section 12.1	10
Governance – Management and Structure		
Organisational structure	ARRs – section 13.1	38
Executive management	ARRs – section 13.2	39
<i>Public Sector Ethics Act 1994</i>	<i>Public Sector Ethics Act 1994</i>	26
	ARRs – section 13.4	

Governance – Risk Management and Accountability

Audit committee	ARRs – section 14.2	39
Internal audit	ARRs – section 14.3	42
External scrutiny	ARRs – section 14.4	42
Information systems and recordkeeping	ARRs – section 14.5	42

Governance – Human Resources

Workplace planning and performance	ARRs – section 15.1	25
Early retirement, redundancy and retrenchment	Directive No.16/16 <i>Early Retirement, Redundancy and Retrenchment</i> Directive No.04/18 <i>Early Retirement, Redundancy and Retrenchment</i> ARRs – section 15.2	28

Financial Statements

Certification of financial statements	FAA – section 62 FPMS – sections 42, 43 and 50 ARRs – section 17.1	82
Independent Auditors Report	FAA – section 62 FPMS – section 50 ARRs – section 17.2	83

ARRs *Annual Report requirements for Queensland Government agencies*

FAA *Financial Accountability Act 2009*

FPMS *Financial and Performance Management Standard 2019*



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