

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 Targets 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.