

Performance report

Goal 1 - Parliamentary support

To assist the Parliament, its committees and Members to fulfil their parliamentary responsibilities.

In pursuit of this goal, Parliamentary Service resources have been allocated to provide a range of procedural, research, advisory and information services through the Office of the Speaker, the Office of the Clerk, the Office of the Deputy Clerk and the Legislative and Information Services Division.

The Legislative and Information Services Division comprises the following five service areas:

- Chamber Education and Communications Services
- Committee Office (including Office of the Parliamentary Crime and Corruption Commissioner)
- Parliamentary Library
- Parliamentary Reporting Service (Hansard)
- Security and Attendant Services.

The key performance indicators for Goal 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 Goal 1 are set out in the table on page 18.

Goal 1 is supported by the following areas:

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 Registers of Members' 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 Legislative and Information Services Division.

Chamber Education and Communication Services

This area comprises two discrete offices:

The Table Office, which provides impartial advice, parliamentary information and administrative support services to assist the effective operations of the Legislative Assembly; and

Parliamentary Education and Communications, which raises community awareness and understanding of the important role and functions of the institution of parliament.

The Table Office is responsible for:

- maintaining accurate information on all business before the Legislative Assembly
- processing of legislation through the Legislative Assembly (introduction, amendment and presentation for royal assent)
- monitoring bills, questions, motions and petitions to ensure compliance with the rules of the Legislative 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
- conducting research and providing advice on parliamentary procedural matters

Parliamentary education and liaison staff:

- 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, in which university students undertake a nominated research project under the supervision of a Member of Parliament or senior officer of the Parliamentary Service
- ongoing evaluation, in partnership with Education Queensland, of current educational programs (including school tours) to ensure that they are appropriate for the target

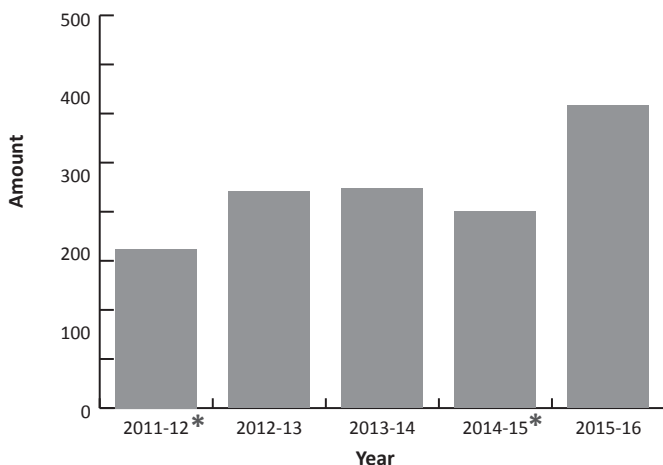
audience, based on relevant school curricula, and consistent with current best practice in teaching

- providing advice and education on Indigenous protocols.

Communications staff are responsible for:

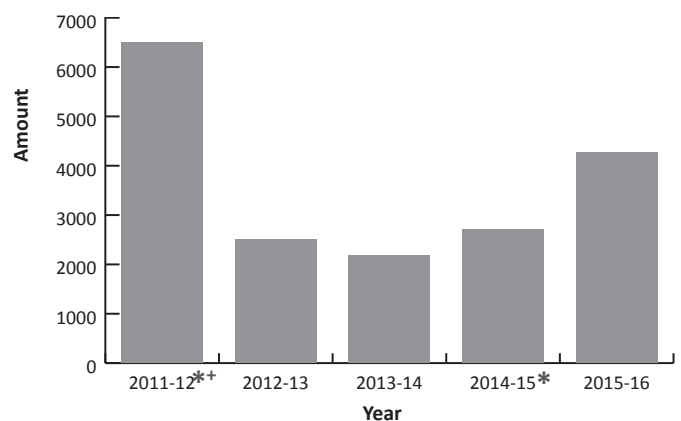
- promoting parliamentary activities and events in order to improve community understanding and awareness of the role and activities of the Queensland Parliament
- developing and implementing communication strategies for service-wide projects or projects involving multi-services including engagement with the community via parliamentary committee processes

Parliamentary committees - number of public briefings, public hearings, meetings and private hearings



*An election was held during this period.

Parliamentary committees - number of submissions received



†The figure for 2011-12 includes 5,928 submissions that were received for the *Civil Partnerships Bill 2011*, of which 1,261 were pro-forma submissions.

- drafting media releases, speeches and associated services for the Parliamentary Service
- supporting effective communications between the Parliament and its clients with an emphasis on the Parliament’s Internet site and within the Parliamentary Service
- providing multimedia design and publication services for the Parliamentary Service and parliamentary committees.

Committee Office

The Legislative Assembly establishes parliamentary committees to assist the Queensland Parliament.

Committees investigate specific issues and report back to the Parliament. They provide a forum for investigation into matters

of public importance and give Members the opportunity to enhance their knowledge of such issues. At the same time, they effectively enhance the democratic process by taking the work of the Parliament to the people and giving them input into its decisions. A report on the operation of committees during 2015-16 is contained on page 8.

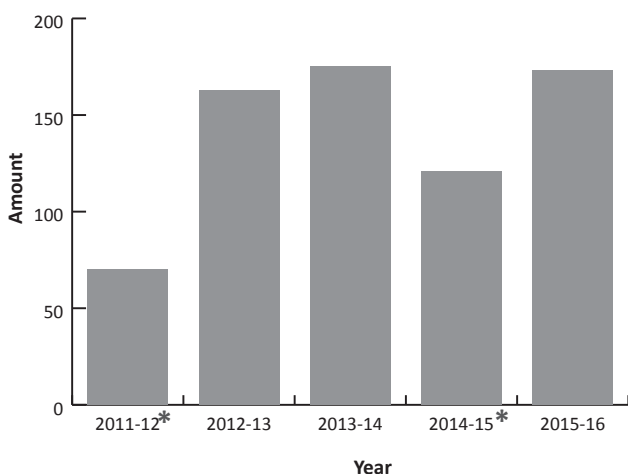
The review of the estimates for the 2015-16 appropriations was conducted by the seven portfolio-based committees. Each of these committees has the responsibility to examine the proposed expenditure for the Government departments for which they have their respective areas of responsibility. Estimates hearings were held from 18 to 28 August 2015 with each of the portfolio committees then reporting

back to Parliament in September 2015.

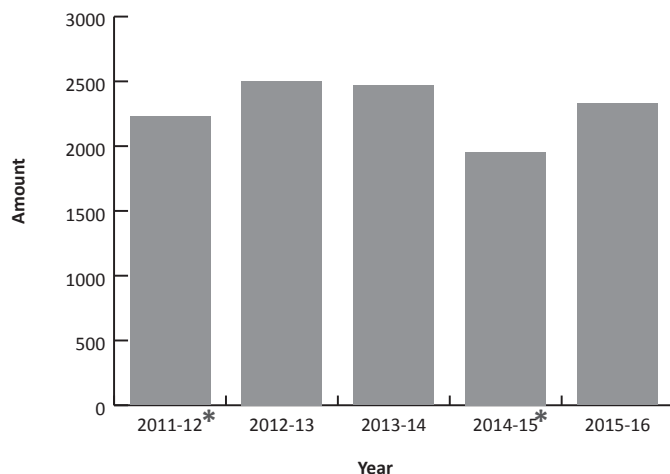
Staff in the Committee Office perform the following tasks:

- provide advice and support to each committee in the conduct of its inquiries
- maintain each committee’s records system
- provide planning and organisation for the collection, analysis and reporting of information and evidence
- participate in activities aimed at increasing the awareness of the role of the Parliament and the committee system.

Parliamentary committees - number of committee reports tabled



Chamber, Education and Communication Services - number of tabled papers



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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
- reviewing 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 the legislative requirements relating to surveillance device warrants, controlled operations and assumed identities.

With the CCC declared an eligible agency under the Commonwealth telecommunications legislation on 7 July 2009, 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 the preparation of an annual report to be provided to the Queensland Attorney-General.

Parliamentary Library

The Parliamentary Library provides research and information services and access to comprehensive research collections for all Members of the Queensland Parliament, electorate and ministerial staff and staff of the Parliamentary Service. Information professionals and experienced research staff are available to answer individual requests for information and in-depth research inquiries.

Security and Attendant Services

The Security and Attendant Services area maintains a safe and secure environment for Members, guests, visitors and staff within the parliamentary precinct.

In addition, Parliamentary Attendants assist the Parliament, its committees and Members to fulfil their parliamentary responsibilities and to support their business needs.

Security Services provide-

- precinct security (24 hour security over the parliamentary precinct)
- photographic access card system
- X-ray scanning of all visitors and mail for the precinct
- alarm and access monitoring
- coordination of emergency response
- First aid services
- breakdown and maintenance reporting
- lost property.

Attendant Services provide-

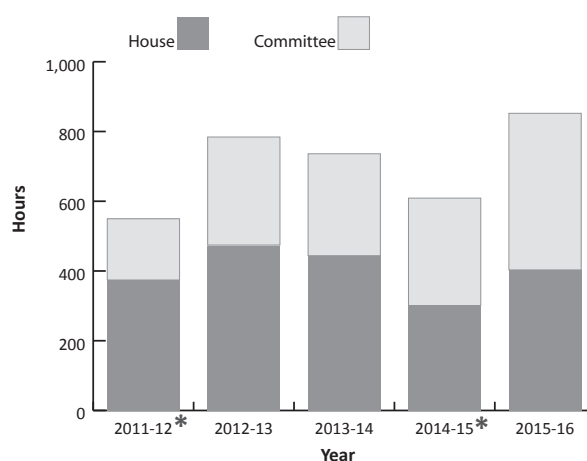
- precinct reception and inquiry services (including mail distribution and switchboard)
- school, public and special interest group tours
- gift shop sales
- Chamber support services
- security access ID card database.

Parliamentary Reporting Service (Hansard)

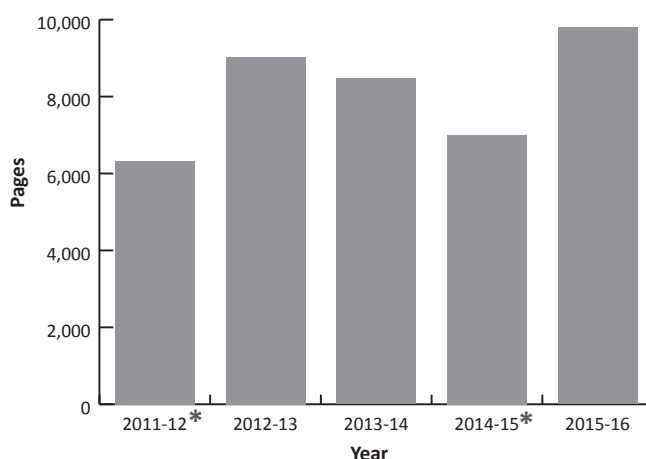
The primary role of the Parliamentary Reporting Service is to produce electronic and hard copy transcripts of the debates of the Legislative Assembly and, when required, of evidence given before parliamentary committees and of proceedings of other forums, such as youth parliaments. The Parliamentary Reporting Service also raises community awareness and understanding of the role and functions of the Parliament through the provision of an audio-visual monitoring and captioning service for the Internet broadcast of proceedings in Parliament, parliamentary committees and parliamentary special events.

The Record of Proceedings is the official report of parliamentary debates of the Legislative Assembly and its committees. It is published in printed form and online.

Parliamentary Reporting Service - total audio hours transcribed



Parliamentary Reporting Service - number of transcribed pages published†



† total audio hours multiplied by 11.5 pages (average number of pages per audio hour - final .pdf format)

* An election was held during this period.

Major initiatives

Key projects	Overview	Status
Service Area review	A management review of the Committee Office Service Area occurred during 2015-16	complete
CPA Regional Seminar	The Queensland Parliament successfully hosted the Commonwealth Parliamentary Association Seminar and Road Show in June 2016.	complete

Key Performance Indicators

Measures	2015-16 Target	2015-16 Actual
Chamber, Education and Communication Services		
Number of questions on notice processed	1,000	2,323
Number of tabled papers and reports registered and archived	2,200	2,330
Committee Office		
Number of parliamentary committee briefings provided	400	709
Number of parliamentary committee reports tabled	80	173
Parliamentary Reporting Service		
Internet publication of the first two hours of proceedings (Hansard) each sitting day	2.30pm each Tuesday and Thursday sitting day and 6.30pm each sitting Wednesday	95%
Parliamentary Library		
Number of Library client information briefs prepared	900	1,349
Percentage of Library information and research responses issued within agreed timeframes	>98%	>98%
Parliamentary Security		
Number of precinct visitors processed through security scanning procedures	75,000	56,653
Percentage of Members satisfied with service provided to Goal 1 (satisfied/very satisfied)		
	95%	98%

Looking ahead

Initiatives in 2016-17 include:

- Continue to improve support for the committees of the 55th Parliament, including implementing the recommendations of the 2016 review of the Committee Office.
- Scope and implement alternative accommodation solutions for the Library collections housed in the level 1 storeroom, level 2 and level 6 (including the O'Donovan collection) with particular attention to condition, security and access.