

Performance reports

Objective 1 – Assembly and Committee support

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 following Parliamentary Service offices and Divisions:

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

In 2016-17 the Assembly and Committee Services Division comprised the following four Service Areas:

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

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 20.

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 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.

Chamber, Education and Communication Services

This area comprises two discrete offices - the Table Office and Parliamentary Education and Communications. 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.

(The services and responsibilities of the Parliamentary Education and Communications office are detailed under Objective 4.)

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

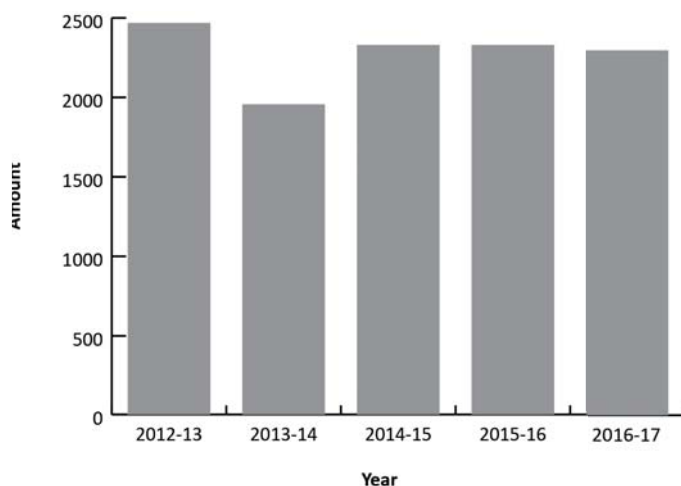
Members the opportunity to enhance their knowledge of such issues. At the same time, they effectively enhance the democratic process by taking the work of the Parliament to the people and giving them input into its decisions. A report on the operation of committees during 2016-17, is contained on page 18.

The review of the estimates for the 2016-17 appropriations was conducted by the seven portfolio-based committees during the financial year. Each portfolio committee has the responsibility to examine the proposed expenditures of the Government departments for their respective areas of responsibility. Estimates hearings were held from 19 to 28 July 2016 with each of the estimates committees then reporting back to Parliament in August 2016.

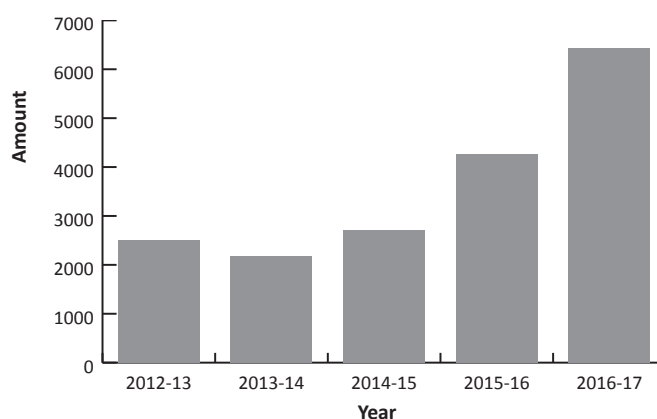
Staff in the Committee Office are responsible for:

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

Chamber, Education and Communication Services - number of tabled papers



Parliamentary committees - number of submissions received



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:

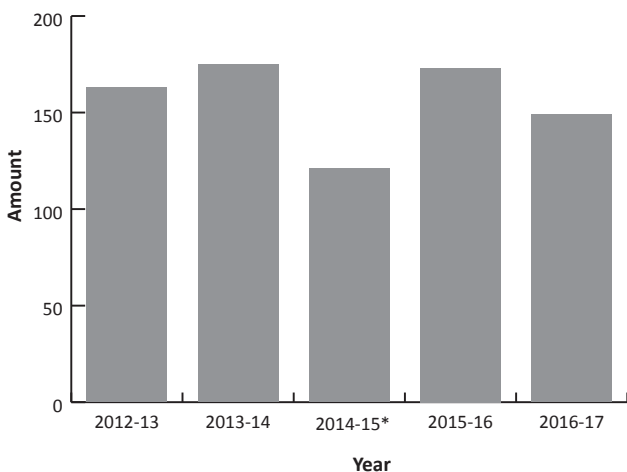
- conducting audits of the records, operational files and other material held by the CCC
- investigating complaints made against the CCC (including allegations of possible unauthorised disclosure of confidential information)
- inspecting the register of confidential information kept by the CCC, and
- previewing reports by the CCC to the PCCC.

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

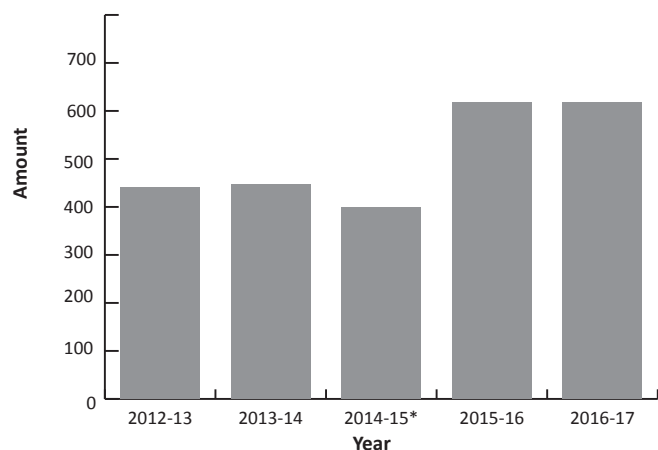
The Parliamentary Commissioner has further mandatory responsibilities under the *Crime and Corruption Act 2001* and the *Police Powers and Responsibilities Act 2000* including the conduct of an annual review of intelligence data in the possession of the CCC and the Queensland Police Service and regular 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 committees - number of committee reports tabled



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



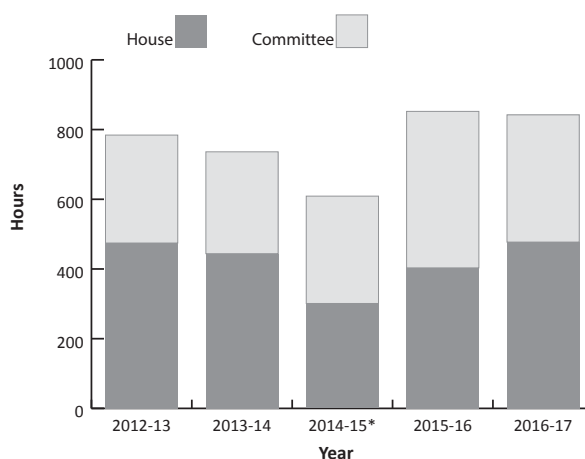
* An election was held during this period.

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. Other services provided include:

- production of an index to the debates of the Parliament
- production of Members' speeches
- transcription and editorial services to other parliamentary service areas, and
- provision of an audio-visual monitoring service for the Internet broadcast of proceedings of parliament and its committees.

Parliamentary Reporting Service - total audio hours transcribed



* An election was held during this period.

Service standards - Effectiveness measures

At the end of each year Members of Parliament are surveyed 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 2016, the percentage of Members satisfied with the performance of the Parliamentary Service as a whole in providing assistance and support to enable the parliament to carry out its legislative and review roles, and Members to perform their representational duties was 96%.

Overall rating by Service Area and Office

In 2016, the percentage of Members satisfied with the performance of individual Service Areas and Offices was as follows:

Financial and Administrative Services = 97%

Human Resource Services = 97%

Information Technology Services = 94%

Office of the Clerk = 100%

Parliamentary Catering Services = 97%

Parliamentary Education and Communications = 97%

Parliamentary Library = 97%

Parliamentary Reporting Service = 100%

Property Services = 100%

Security and Attendant Services = 100%

Table Office = 100%.

The Committee Office is not included in the annual survey as senior management conduct face to face interviews with committee members near to the end of each year about the performance of each secretariat. Based on the responses to the face to face interviews the percentage of committee members satisfied with the performance of the Service Area in 2016 was 96%.

Report on parliamentary committee activities for 2016-17

Queensland's parliamentary committee system was significantly reformed in August 2011 in order to improve openness and accountability, better connect the work of Parliament with its committees, and increase the levels of public consultation within Queensland's legislative process. The reforms have seen a dramatic increase in the volume of committee work undertaken and the public having a significantly greater input into the bills that are debated by the Parliament. An overview of the committee work conducted during the year is detailed below.

In 2016-17, the Parliament's portfolio committees undertook 98 formal inquiries, which comprised:

- 77 inquiries into Bills that were introduced in the Parliament and then referred to committees for examination
- nine inquiries on matters of community importance referred by the Parliament, and
- 12 inquiries in fulfilment of statutory oversight, public accounts and public works responsibilities.

A total of 618 portfolio committee hearings, briefings and meetings were held during the year. These comprised 289 hearings and briefings (mostly held in public) and 329 private meetings.

Public consultation and scrutiny of government are key features of committee inquiries. In 2016-17, committees received and considered 6,344 submissions, and heard evidence from 1,255 persons. These 1,255 persons comprised 508 representatives of organisations, 234 individuals and 513 public servants.

In September 2016-17 the Parliament established the Coal Workers Pneumoconiosis Select Committee to undertake an inquiry into the re-emergence of coal workers pneumoconiosis in Queensland. During the year, the select committee held 39 private meetings, 47 briefings and hearings and tabled two reports.

The Parliament debated 50 bills in 2016-17 on which committees had reported. A total of 111 recommendations were contained in these committee reports (other than that a bill be passed). The significant level of public consultation as outlined above greatly contributed to the formulation of these recommendations. In terms of the legislative outcomes of committee inquiries, an indicator of the influence of portfolio committees is the number of recommendations contained in bill inquiry reports that were agreed to by the Parliament and adopted as amendments to bills.

Analysis of the 2016-17 portfolio committee report recommendations shows that the 111 recommendations comprised 42 recommendations which proposed legislative amendments and 69 other recommendations. For all bill inquiries finalised in 2016-17:

- of the 42 proposed legislative amendments, 38 were accepted by the House (90.5%), and
- of the 69 other recommendations, 60 were accepted by the House (87%).

Committees tabled a total of 154 reports in the Parliament during 2016-17.

This significant volume of committee work completed and the outcomes achieved during 2016-17 continues to demonstrate that the reforms adopted in 2011 have resulted in an open, consultative and modern parliamentary committee system.



The Education, Tourism, Innovation and Small Business Committee receiving a departmental briefing in 2017.

Public consultation by parliamentary committees

A number of strategies have been implemented since 2011 to promote Queensland's committee inquiry process and raise awareness of how Queenslanders can get involved with committee inquiries and influence decision making.

Parliamentary committees actively promote awareness of their inquiries by undertaking the following activities:

- publishing details of all inquiries on the Parliament's Internet site
- 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
- where an inquiry may have a focus in a particular regional area, advertisements may be placed in relevant local community newspapers, and
- placing advertisements and articles in particular trade journals and publications relevant to a committee inquiry topic.

Committee hearings held at Parliament House are generally broadcast live on the Parliament's website and can then also be watched on replay following the hearing. This allows persons 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 Indigenous people or communities, working with the Parliament's Indigenous Liaison Officer to assist in raising awareness of inquiries and providing assistance to those who may wish to participate.

In addition, reports on recent committee activities, ongoing inquiry details and information about how Queenslanders can participate in committee inquiries are prepared by the Parliament each quarter for Members of Parliament to distribute to their constituents.

Major initiatives

Key projects	Overview	Status
Service Area review	Continued the implementation of the 2016 Committee Office Service Area Review including implementation of a more flexible and responsive resource allocation model.	ongoing
Select Committee	Supported the Coal Workers' Pneumoconiosis Select Committee established by the Parliament in September 2016.	ongoing

Key Performance Indicators

Measures	2016-17 Target	2016-17 Actual
Chamber, Education and Communication Services		
Number of Questions on Notice processed	1,000	2,119
Number of Tabled Papers and Reports registered/archived	2,200	2,295
Committee Office		
Number of Parliamentary Committee publications tabled	80	149
Parliamentary Reporting and Broadcasting Service (Hansard)		
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%

Looking ahead

Initiatives in 2017-18 include:

- Continue to improve support for committees including improving and standardising processes for public accounts, public works and statutory oversight functions, and
- Plan and implement the transition from the 55th to the 56th Parliament including the induction of new members and the Opening of Parliament.