

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 2017-18 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 16.

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 fulfil its functions. Committees consider legislation, investigate specific issues, oversee specified statutory bodies, and report back to the Parliament.

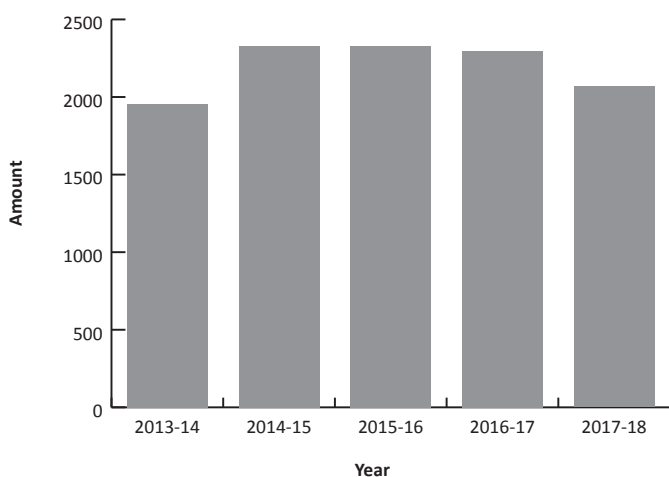
They provide a forum for investigation into matters of public importance and give Members the opportunity to enhance their knowledge of such issues. At the same time, they enhance the democratic process by taking the work of the Parliament to the people and giving them a direct way to input into its decisions.

A report on the operation of committees during 2017-18, is contained on page 14.

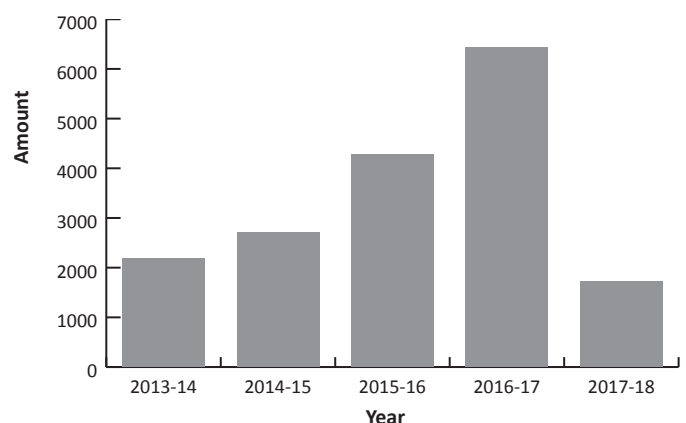
Staff in the Committee Office are responsible for:

- providing advice and support to each committee in the conduct of its inquiries, and fulfilment of its functions more generally
- maintaining each committee’s records system
- providing 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.

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:

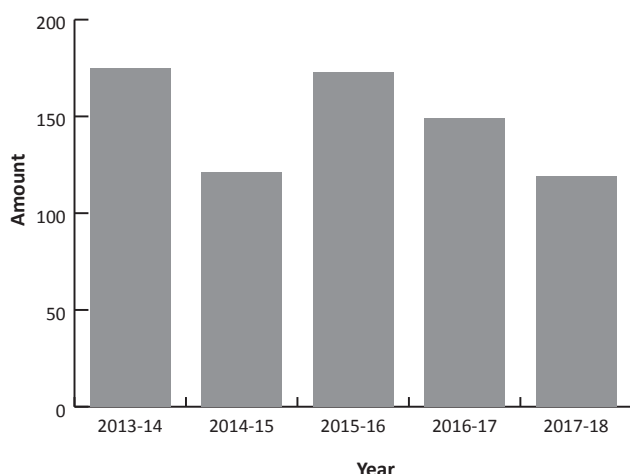
- conducting audits of the records, operational files and other material held by the CCC
- investigating complaints made against the CCC (including allegations of possible unauthorised disclosure of confidential information)
- inspecting the register of confidential information kept by the CCC, and
-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

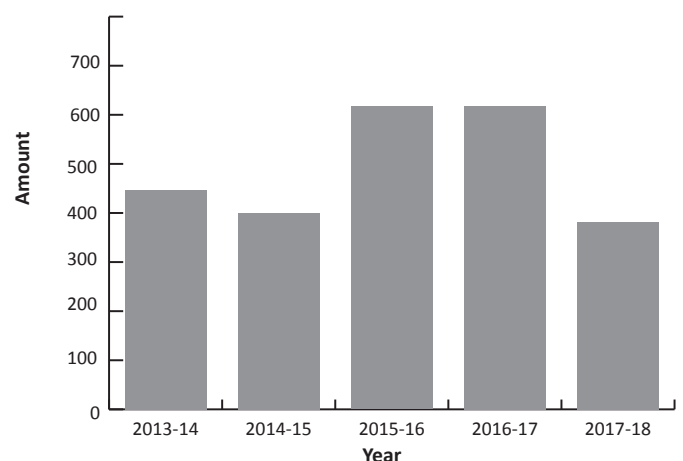
The Parliamentary Commissioner has further mandatory responsibilities under the *Crime and Corruption Act 2001* and the *Police Powers and Responsibilities Act 2000* including the conduct of an annual review of intelligence data in the possession of the CCC and the Queensland Police Service and regular audits and inspections of the records of the CCC to determine the extent of compliance with 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 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

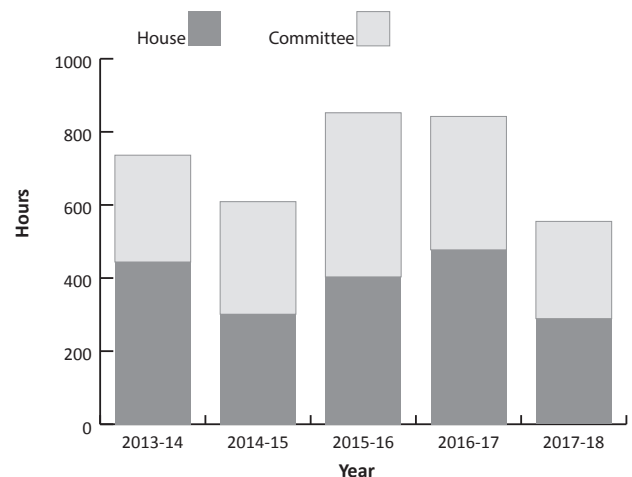


Parliamentary Reporting and Broadcasting Service (Hansard)

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.

Parliamentary Reporting Service - total audio hours transcribed



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 May 2018, the percentage of Members satisfied with the performance of the Parliamentary Service as a whole in regards to the organisation's delivery of its four objectives was 97%.

Overall rating by Service Area and Office

In 2018, the percentage of Members satisfied with the performance of individual Service Areas and Offices was as follows:

Committee Office 94%

Chamber (Table Office) = 100%

Financial and Administrative Services = 89%

Human Resource Services = 95%

Information Technology Services = 84%

Office of the Clerk = 100%

Parliamentary Catering Services = 82%

Parliamentary Education and Communications = 94%

Parliamentary Library = 98%

Parliamentary Reporting Service = 100%

Property Services = 93%

Security and Attendant Services = 100%

Report on parliamentary committee activities for 2017-18

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 - noting that for the four months between Parliaments there was no portfolio committee activity - is detailed below.

In 2017-18, the Parliament's portfolio committees undertook 50 formal inquiries, which comprised:

- 44 inquiries into Bills introduced in the Parliament and referred to committees for examination
- four inquiries on matters of community importance referred by the Parliament
- one inquiry in fulfilment of statutory oversight, public accounts and public works responsibilities, and
- one inquiry initiated by a committee under self-referral powers.

A total of 382 portfolio committee hearings, briefings and meetings were held during the year. These comprised 147 hearings and briefings (mostly held in public) and 235 private meetings.

Public consultation and scrutiny of government are key features of committee inquiries. In 2017-18, committees received and considered 1,718 submissions, and heard evidence from 987 persons. These 987 persons comprised 426 representatives of organisations, 115 individuals and 446 public servants.

The Parliament debated 27 bills in 2017-18 on which committees had reported. A total of 49 recommendations were contained in these committee reports (other than a recommendation whether a bill be passed). The 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 2017-18 portfolio committee report recommendations shows that the 49 recommendations comprised 15 recommendations proposing legislative amendments and 34 other recommendations.

For all bill inquiries finalised in 2017-18:

- of the 15 proposed legislative amendments, 11 were accepted by the House (73%), and
- of the 34 other recommendations, 31 were accepted by the House (91%).

There were 10 inquiries reported on and not debated, and nine inquiries underway and not reported on, at the end of the 55th Parliament. These inquiries all lapsed, and so outcomes of recommendations are not reflected in the above figures.

Committees tabled a total of 116 reports in the Parliament during 2017-18.

The review of the estimates for the 2017-18 appropriations was conducted by the seven portfolio 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, and advise the Parliament accordingly. Seven estimates hearings were held from 18 to 27 July 2017 with each of the committees reporting back to Parliament in August 2017.

This significant volume of committee work completed and the outcomes achieved during 2017-18 continues to demonstrate that parliamentary committees are contributing to an open, consultative and modern parliamentary system.



State Development, Natural Resources and Agricultural Industry Development Committee receiving a departmental briefing in 2018.

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 for 12 months 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 Indigenous people or communities, committees and staff may ask the Parliament's Indigenous Liaison Officer to assist in raising awareness of inquiries, supporting consultation activities, 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
Transition to 56th Parliament	Transition from the 55th to 56th Parliament including the New Members Induction and Opening of Parliament Projects.	Complete
Sesquicentenary of Parliament House	Planning for series of events to mark the 150th anniversary of the first sitting in Parliament House.	Ongoing

Key Performance Indicators

Measures	2017-18 Target	2017-18 Actual
Chamber, Education and Communication Services		
Number of Questions on Notice processed	1,000	1,642
Number of Tabled Papers and Reports registered/archived	2,200	2,068
Committee Office		
Number of Parliamentary Committee publications tabled	80	119
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	98%

Looking ahead

Initiatives in 2018-19 include:

- delivery of a series of events to mark the 150th anniversary of the first sitting in Parliament House
- development of a Parliamentary Service social media strategy and usage, and
- continue to develop approved technology projects to support efficiency and effectiveness within the Division.