

Objective 4 - Improving awareness of the Parliament

To safeguard, promote and strengthen the important institution of Parliament by improving awareness of the role of the Legislative Assembly, its committees and members in our democratic system of government and provide accessibility to information about parliamentary proceedings and activities.

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 on-line presence and website content with a view to increased electronic access to parliamentary information.

These resources and services are primarily delivered through the following Service Areas:

- Chamber, Education and Communications 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, 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 33.

The Parliamentary Education and Communications office 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
- ongoing evaluation 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
- 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 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, and

- providing multimedia design and publication services for the Parliamentary Service and parliamentary committees.

Activities conducted in support of Objective 4 are detailed below.

Education activities

Throughout the year, the Parliament provides free educational training programs aimed at enhancing knowledge and understanding of the processes of Parliament and Government in Queensland.

Three separate programs are offered for the following groups:

- years 10 to 12 school students
- TAFE and English as a Second Language (ESL) students, and
- tertiary students.

In 2017-18 the following number of students attended these programs:

- 1154 Year 10 to 12 students and teachers as part of 46 school group activities
- 54 TAFE students and their teachers as part of two group activities, and
- 317 tertiary students and lecturers as part of 17 group activities.

Regional educational program

The parliament commenced a regional educational program in 2013-14 which sees parliamentary staff delivering a combination of 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, and
- presentations delivered to local service and community groups, and Indigenous organisations about the Parliament and its committee system.

This program of activities was planned to be held in six regional Queensland centres between July 2015 and June

2018. In 2017-18, regional education activities were held in Cairns and Mackay.

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.

There were sixteen of these training seminars held during 2017-18 with 557 public servants attending.

This included regional seminars held in Cairns and Mackay.

Teacher professional development training

Training is offered to teachers to enhance their knowledge of Queensland's democratic systems and the processes of the Queensland Parliament. These sessions also provide practical education resources and demonstrate how to conduct a parliamentary committee role play and voting activities in their classrooms. In 2017-18, 131 teachers participated in four teacher professional development training sessions. Among these were regional sessions held in Cairns and Mackay.

Youth parliaments

This year saw the continuation of the Parliament's youth parliament program. Four youth parliament events were facilitated during 2017-18, two at Parliament House and two in regional Queensland. A total of 540 students participated in these youth parliaments with each of these events and the dates that they occurred listed below:

- the Cairns Youth Parliament held on 14 September 2017
- the YMCA Youth Parliament held at Parliament House from 26 to 29 September 2017
- a Legal Studies Youth Parliament held at Parliament House on 4 May 2018 for year 11 and 12 Legal Studies students, and
- Mackay Youth Parliament was held on 6 June 2018.

Constitutional conventions

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

Queensland Parliament Research Internship

During 2017-18, 19 tertiary students participated in the Queensland Parliament Research Internship. This annual program has been in operation since 1995.

School tours

School groups have visited Parliament House over many decades, with these groups generally comprising year five students. The program of each visit includes:

- a standardised educational 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 activity while seated 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.

In total, 417 school tours were conducted during 2017-18, comprising 10,892 students and 993 accompanying 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 of these resources are available to access for free on the Parliament's website, with the iBook also able to be downloaded for free from the Apple iTunes online store.

Accessibility to information about parliamentary proceedings

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.

Major initiatives

| Key projects | Overview | Status |
|---|--|---------|
| Regional educational program | The Parliament continued its three-year regional educational program. | Ongoing |
| Parliamentary committee training seminars | The Parliament continued its program of training seminars that are offered to assist Queenslanders who wish to participate in committee inquiries. | Ongoing |

Key Performance Indicators

| Measures | 2017-18 Target | 2017-18 Actual |
|---|----------------|----------------|
| Education and Communications Services | | |
| Number of educational and liaison activities | 90 | 114 |
| Number of participants attending education and liaison activities conducted at Parliament House and in regional centres | 3,000 | 3,636 |

Looking ahead

Initiatives in 2018-19 include:

- continue to implement the three-year regional education program with upcoming activities to be held in Emerald, Townsville and Cairns
- planning for the 150th anniversary of Parliament House, and
- refreshing the Queensland Parliament's public website, including making it mobile device friendly.