

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 online 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 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 53.

Objective 4 Highlights

MARKETING AND COMMUNICATION

communication
strategies developed

18

publications and promotional
materials designed and produced

142

PARLIAMENTARY EDUCATION



4 Youth Parliament events held
across Queensland



309 high school
students participated in
education programs



307 public service employees
attended training seminars

Objective 4 is supported by the following Service Areas:

Parliamentary Education and Communication office

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 (conducted by the Table Office)
- 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 communication 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.



Student giving speech at Gold Coast Youth Parliament, June 2021



Education activities

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

Separate programs are offered for the following groups:

- years 10 to 12 school students studying Legal Studies, and
- tertiary students studying Parliament-related subjects.

In 2020-21 the following number of students attended these programs:

- 309 Year 10 to 12 students and teachers as part of 16 school group activities, and
- 49 tertiary students and lecturers as part of two group activities.

Regional educational program

In 2020-21, regional education activities were held in the Gold Coast and Cairns. The Parliament delivered a combination of the following activities:

- a youth parliament, and
- classroom sessions.

In 2020-21 the following number of students attended these programs:

- 153 students, teachers and guests from 16 schools as part of the youth parliaments, and
- 342 school students and teachers as part of 8 classroom sessions.

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).

There were 12 of these training seminars held during 2020-21 with 307 public servants attending.

Teacher professional development training

During 2020-21, nine virtual teacher professional development training sessions were held with 129 teachers participating from across Queensland.

The training is designed 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.

The program was conducted in conjunction with the Supreme Court Library of Queensland, the Electoral Commission of Queensland and the Parliamentary Education Office (federal).

Youth parliaments

This year saw the continuation of the Parliament's youth parliament program. 4 youth parliament events were facilitated during 2020-21, 2 at Parliament House and 2 in regional Queensland.

A total of 221 young people participated in these youth parliaments with each of these events and the dates that they occurred listed below:

- 3 September Junior Indigenous Youth Parliament – Cairns
- 28-30 September YMCA Queensland Youth Parliament (online)
- 17 December Eric Deeral Indigenous Youth Parliament
- 3 June Gold Coast Youth Parliament.

School tours

School groups have visited Parliament House over many decades, with these groups generally comprising year five and six 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, and
- a parliamentary debate role-play activity while seated in either the Legislative Assembly Chamber or the Legislative Council Chamber (depending on sitting days).

In total, 425 school tours were conducted during 2020-21, comprising 11,021 students and 993 accompanying teachers, parents and guardians. There was also one TAFE group with 19 students and their teacher.

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 website. The iBook is also able to download for free from the Apple iTunes store.

Queensland Parliament Research Internship Program

During 2020-21, 31 tertiary students participated in the Queensland Parliament Research Internship. This annual program has been in operation since 1995.

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.

Constitutional conventions

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

Major initiatives

Key projects	Overview	Status
Four year strategic plan for education activities during the 57th Parliament	Develop four year strategic plan for precinct and regional educational activities for the 57th Parliament and commence implementation	Four year plan completed and implementation ongoing
Update online educational materials including using video and interactive formats and update online educational materials	Creation and delivery of new educational videos explaining the roles of the Parliament and how people can engage and accompanying educational resources for schools and teachers.	First suite of videos ready for launch with new website and remaining videos on track for completion in late 2021
Development of Online Teacher Professional Learning program	Sessions provide teachers and pre-service teachers with an enhanced knowledge of the processes of Parliament and also demonstrate to them the online resources that are available on the Parliament's website to support their teaching. These sessions were delivered in partnership with The Supreme Court Library of Queensland, the Electoral Commission of Queensland and the Parliamentary Education Office (federal).	Ongoing
Establishment of Queensland Parliament Teacher's Advisory Group	Consisting of 8 education professionals from primary and secondary contexts to provide insight and advice on the development of activities, events and resources in line with the curriculum and contemporary classroom practice, as well as identifying opportunities for broadening the reach of the program, particularly to engage with educators and students in regional and remote communities.	Ongoing
Finalise marketing and Communications strategy	Development of a strategy to assist the Parliamentary Service to meet its strategic vision and objectives.	Completed

Key Performance Indicators

Measures	2020–21 Target	2020–21 Actual
Parliamentary Education Measures		
Number of educational and liaison activities	45	59
Number of participants attending education and liaison activities conducted at Parliament House and in regional centres	1,500	1,438
Marketing and Communication Measures		
Number of communication strategies (including Indigenous protocol and media releases) advice developed	10	18
Design and produce publications and promotional materials	100	142

Looking ahead

Initiatives in 2021–22 will include:

Parliamentary Education

- Reviewing the content and delivery of the public service seminars to ensure we meet contemporary standards and client needs
- Launch a suite of new on-line educational videos and accompanying teacher resources
- Research and develop alternative regional educational delivery program options
- Continue to implement the four-year regional education program with upcoming activities to be held in Rockhampton, Townsville and Warwick, and
- Continue to expand teacher professional development program in collaborating with ECQ, QSCL and PEO.

Note: In accordance with changes which commenced on 1 July 2021, and the Marketing and Communications Team now sits within the Information Services Division.