

Queensland Parliamentary Service Annual Report 2002-2003



*Supporting the
50th Parliament*

Contents

Communication Objective	1
About us	2
Mission	3
Values	3
Message from the Speaker	4
Clerk's Report	5
Our Organisation	6
Management Profiles	7
Organisational Structure	8
Corporate Governance	9
Corporate Citizenship	13
Summary of Parliamentary Service Outputs 2002-03	15
Goal 1 - Legislative Assembly Support	17
Goal 2 - Accommodation and Hospitality Services	21
Goal 3 - Electorate Office Support	23
Goal 4 - Organisational Systems and Services	29
Goal 5 - Developing the Parliamentary Service	33
The People's Parliament	35
Financials	44
Index	68



Communication Objective

This annual report has been prepared to meet the information needs of our clients and stakeholders. These include Members of Parliament, the people of Queensland, government agencies and our staff.

The report is designed to provide an account of the achievements and activities of the Parliamentary Service for 2002-03 in accordance with the strategies and outputs detailed in the *Parliamentary Service Management Plan 2002-2006* and the *Speaker's Portfolio Statements 2002-03*. In addition, the report fulfils our statutory reporting requirements. An electronic version of this report is available at our website: <<http://www.parliament.qld.gov.au>>

Readers are encouraged to comment on this report by completing the enclosed feedback form.

About us

The Queensland Parliament is a unicameral parliament, meaning it has only one House, the Legislative Assembly. The people of Queensland elect the Assembly's 89 Members for terms of up to three years.

The *Parliamentary Service Act 1988* provides for the establishment of the Parliamentary Service to deliver administrative and support services to the Queensland Legislative Assembly, its Members and parliamentary committees. This support is not limited to the parliamentary precinct in Brisbane, but extends to Members' electorate offices located throughout the state.

The Service provides:

- Qualified staff to enable the Assembly and its committees to operate efficiently;
- Advice on parliamentary procedures and the functions of Parliament;
- Accurate and efficient reporting of proceedings of the Assembly and committees;
- Library and research facilities;
- Maintenance and care of the parliamentary precinct, buildings and electorate offices;
- Accommodation and hospitality facilities;
- Ceremonial and security services;
- Delivery of entitlements to Members in accordance with the Members' Entitlements Handbook and the Members' Office Support Handbook; and
- A range of organisational services.

Clients of the Parliamentary Service:

- Members of Parliament;
- Members of the public;
- Queensland Government agencies;
- Media;
- Commonwealth Parliamentary Association;
- Other parliaments;
- Schools and students; and
- 14 parliamentary committees (includes seven estimates committees).

Mission

To pursue excellence in providing services to the Queensland Parliament and its Members.

Values

Independence

At all times, the Service will strive to provide services in an objective, diligent and impartial manner.

Integrity and accountability

At all times, the Service will strive to act in a professional, honest, ethical and equitable manner and be accountable for its actions.

Improvement through innovation

At all times, the Service will strive to improve the quality of services by embracing new ideas and opportunities and by exploring the full potential of technology in the workplace.

Message from the Speaker



It is with great pleasure and pride that I present the annual report of the Queensland Parliamentary Service for 2002-03.

In addition to fulfilling our mandatory reporting obligations, this report provides a fitting commemoration of the great work of the Parliamentary Service during the year in support of the 50th Parliament – the People’s Parliament. It has been an extraordinary year of milestones for Members and staff.

An organisation is only as good as its people, and all Parliamentary Service staff can be proud of their efforts and team work during the year to serve the Legislative Assembly and its Members.

The highlight for me was the North Queensland sitting of the Legislative Assembly in Townsville – the first sitting outside Brisbane since the establishment of our Parliament in 1860. It was, in fact, the first genuine regional sitting for any Australian legislature. I look forward to further regional sittings in the future, and hope that other parliaments will follow our example to strengthen public involvement in their democratic processes.

The regional sitting initiative, which I was pleased to work with the Premier on, extended my commitment to the concept of a People’s Parliament. Since becoming Speaker, I have been proud to initiate projects and provide leadership for the Parliamentary Service in a number of areas, including record numbers of visitors to the Parliamentary Precinct (including school children, tourists, function guests and the successful Queensland Day Open Days). Further, during 2002-03 cooperating with the Premier on the establishment of e-petitions and live broadcasts over the Internet has allowed me to extend my commitment to accessibility.

The 2002-03 financial year was also a year of change for the Parliamentary Service management team with the retirement of Robert Doyle and the appointment of Neil Laurie as Clerk of the Parliament. Other changes of the guard include the retirement of Bob Fick and appointment of Michael Hickey as Director of Corporate and House Services, and the appointment of Mary Seefried as Parliamentary Librarian. I look forward to working with the new management team.

Finally, I know the staff working in the 94 electorate offices state-wide have continued to provide a high standard of service for Members and their constituents.

On behalf of Members of the Legislative Assembly, I thank all Parliamentary Service employees for their special efforts during the past year.

Hon Ray Hollis MP
Speaker

Clerk's Report



Mr Speaker,

It is my pleasure to present the annual report of the Parliamentary Service for the financial year 2002-03.

The report reveals that the Service successfully completed an impressive range of major projects and actions, perhaps the most significant being the first sitting of the Queensland Parliament outside Brisbane. Other significant initiatives and projects included:

- Establishment of an e-petitions system, the program being developed 'in-house' and being a world leading process;
- Replacement of the audio system in the Legislative Assembly Chamber;
- Commencement of live broadcasts of proceedings over the Internet;
- Queensland Day Open Day – the largest to date with over 4,600 people through the Parliamentary Precinct in one day;
- Inaugural public open day of the O'Donovan Library with over 500 visitors;
- Record numbers of visitors to the precinct throughout the year, with over 29,703 school children and over 48,000 other visitors;
- Record numbers of functions held in the Parliamentary Precinct, with over 39,000 functions meals being served;
- Replacement of significant capital equipment such as photocopiers, PCs and printers in electorate offices; and
- Significant work undertaken in corporate service areas to prepare for the provision of shared corporate services support to the Office of the Ombudsman, the Queensland Audit Office and the Office of the Governor.

The Parliamentary Service is a very diverse entity, supplying a wide range of services. The 2002-03 financial year was a landmark year for the Service. During the year, to achieve the major projects and activities listed above, it was necessary for the various sub-outputs of the Service to work closely together and with other external entities. The diversely skilled people who make up the Service demonstrated that they can work well under considerable pressure as a flexible and cooperative team. The new corporate structure and management groups have assisted this teamwork.

The Parliamentary Service team are, I know, all proud to work and support an iconic institution with a long tradition. However, the achievements listed above demonstrate that whilst there is respect for tradition, there is an eagerness to investigate and implement new ways of doing things to serve all of our clients better.

Looking forward, there will be a number of major challenges in the 2003-04 financial year, including a new Parliament and all the issues and needs that arise following an election. The Service will continue its transformation into a learning organisation, where all staff learn from their experiences and collectively document and pass on that learning.

Every officer and employee of the Service is to be congratulated for their work in the last year and I look forward to achieving our goals in the challenging year ahead.

Neil Laurie

The Clerk of the Parliament



The Parliamentary Service management team from left to right:
Ms Mary Seefried, Parliamentary Librarian; Mr Peter Morris, Manager, Human Resource Management; Hon Ray Hollis MP, Speaker of the Parliament & Member for Redcliffe; Mr Craig Atkinson, Acting Manager, Financial and Administrative Services; Mr Mike Coburn, Manager, Information Technology Services; Mr Michael Hickey, Director of Corporate and House Services; Ms Lucinda Osmond, Acting Chief Hansard Reporter; Mr Neil Laurie, Clerk of the Parliament; Mr Jaakko Ponsi, Manager Parliamentary Catering Services; Mr Rob Hansen, Acting Deputy Clerk; Mr Ian Thompson, Clerk Assistant & Sergeant-at-Arms; Mr Stirling Hinchliffe, Speaker's Executive Officer; and Mr John McDonough, Manager, Property Services.

Management Profiles

Hon Ray Hollis MP

Speaker of the Parliament

Speaker Hollis has 13 years experience as a Member of the Legislative Assembly representing the electorate of Redcliffe. Since 1998, he has been Queensland's 31st Speaker. The Speaker is responsible for major policy decisions regarding the size and organisation of the Parliamentary Service, the provision of services and resources to Members, preparation of budgets, employees' remuneration and conditions of service and supervising the management and delivery of services by staff.

Mr Neil Laurie LLB LLM (Hons) MBA

Clerk of the Parliament

Neil is the Principal Officer of the Legislative Assembly and Chief Executive of, and Accountable Officer for, the Parliamentary Service. Neil has 10 years experience with the Service, including six years as Deputy Clerk and Clerk of Committees. During this period Neil was also Research Director of a number of committees including the Parliamentary Criminal Justice Committee, the Legal, Constitutional and Administrative Review Committee and the Members' Ethics and Parliamentary Privileges Committee.

Mr Rob Hansen BAppSc GradDipMgmt

Acting Deputy Clerk

Rob is responsible for leading the Legislative and Information Services Division, and managing the day-to-day operations of the Committee Office. Rob has over 20 years public policy and management experience in the public sector, including eight years with the Service.

Mr Michael Hickey BBus

Director of Corporate and House Services

Michael leads the Corporate and House Services Division of the Parliamentary Service. He is also responsible for developing and monitoring corporate governance strategies. Michael was appointed Director in June 2003 after 14 years experience with the Service.

Mr Stirling Hinchliffe BA

Speaker's Executive Officer

Stirling is responsible for advising the Speaker in relation to his leadership of the Parliament and the Parliamentary Service. He also manages the Speaker's Office. In previous roles, Stirling provided support to elected representatives at federal and local government levels.

Ms Lucinda Osmond LLB

Acting Chief Hansard Reporter

Lucinda manages the Parliamentary Reporting Service, responsible for the accurate, timely and efficient reporting of the proceedings of Parliament and its committees. Previously, Lucinda worked for seven years for the New Zealand and Northern Territory Parliaments, and as a court reporter.

Mr Ian Thompson

Clerk Assistant & Sergeant-at-Arms

Ian is manager of Chamber, Security Services and Special Events. This includes the day-to-day operations of the Table Office, Parliamentary Attendants and the Parliamentary Security Service. Ian has almost 30 years experience across various Chamber and support functions within the Service.

Ms Mary Seefried BA (Hons) MURB MPA

Parliamentary Librarian

Mary manages the Parliamentary Library and Education Services. This includes the Parliament's O'Donovan Library collection of rare and historical books. Mary has extensive research and management experience, both within the Service and in other public service organisations.

Mr John McDonough

Manager, Property Services

John is responsible for managing the facilities within the Parliamentary Precinct, and 94 electorate offices located throughout Queensland. John has eleven years experience as Manager of Property Services.

Mr Jaakko Ponsi

Manager, Parliamentary Catering Services

Jaakko is responsible for Catering Services within the Parliamentary Precinct. This includes fine dining, bar amenities, functions and cafeteria-style dining. Jaakko has managed Catering Services for six years.

Mr Peter Morris BBus Cert IV

(Adult Literacy)

Manager, Human Resource Management

Peter is responsible for ensuring the delivery of human resource and industrial relations services to both Parliamentary Service staff and Members of Parliament. Peter has experience in both human resource management and industrial relations at an operational and managerial level.

Mr Craig Atkinson

Acting Manager, Financial and

Administrative Services

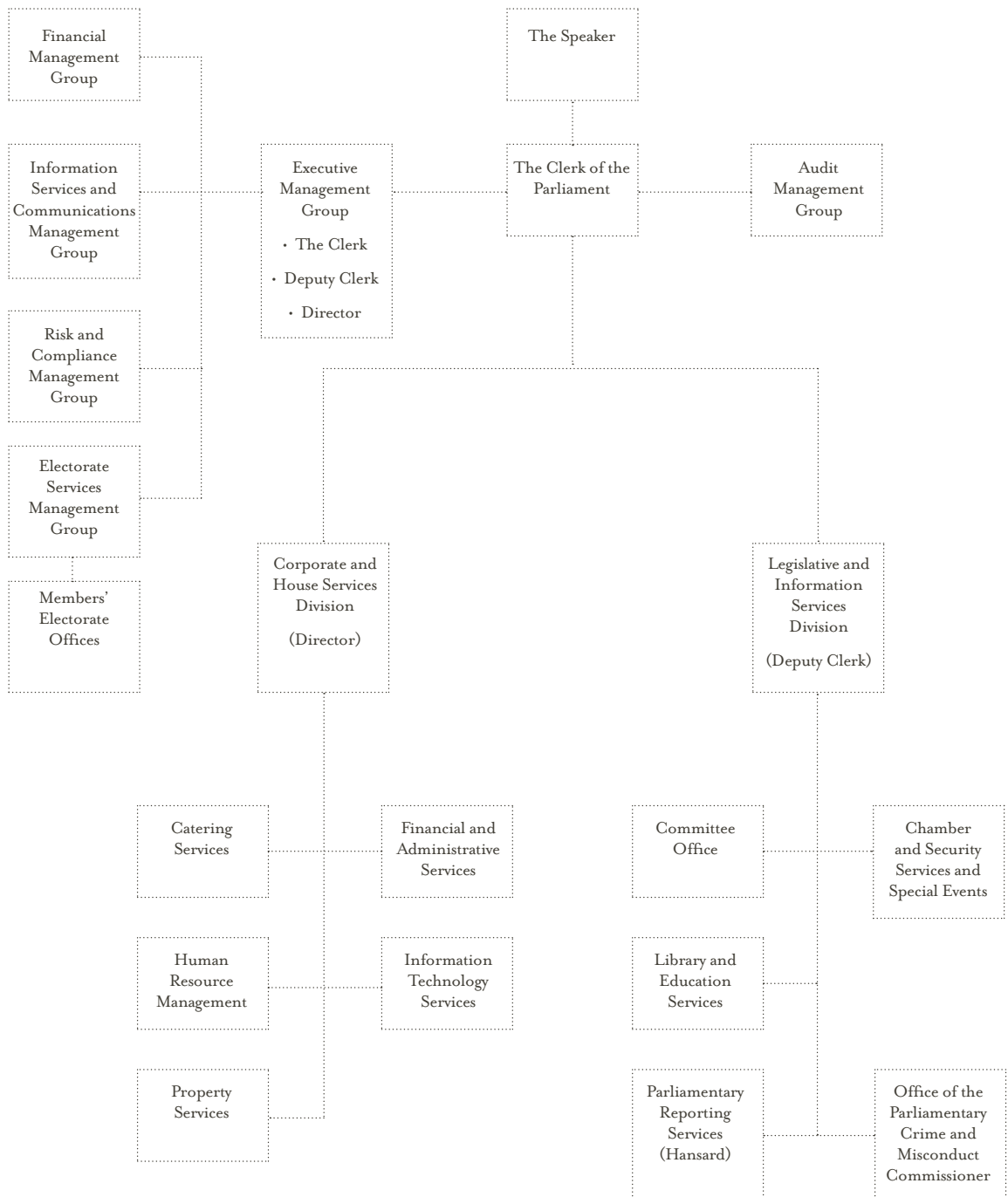
Craig is responsible for the financial management of the Parliamentary Service. Craig has over 10 years experience in financial management, budget development and policy formulation.

Mr Mike Coburn

Manager, Information Technology Services

Mike manages the Information Technology Services Branch that provides and maintains computer networks and services throughout the Parliamentary Precinct and Members' offices. Mike has over 20 years experience in the information technology industry.

Organisational Structure



Corporate Governance

Corporate governance is the manner in which an organisation is controlled and governed in order to achieve its goals. Generally, it incorporates a number of dimensions including management structure, management systems and management standards. Corporate governance is the foundation on which service delivery should be built.

Management Structure

The Speaker

The role of the Speaker of the Legislative Assembly in relation to the Parliamentary Service is to:

- Decide major policy;
- Prepare budgets;
- Determine its size and organisation;
- Determine employees' remuneration and conditions of service; and
- Supervise the management and delivery of services.

The Clerk (Chief Executive Officer & Accountable Officer)

The Clerk of the Parliament is Chief Executive Officer for the Parliamentary Service, and responsible to the Speaker for the efficient and economical management of the Service.

Divisional Leaders

The structure contains two divisions:

- Legislative and Information Services, led by the Deputy Clerk of the Parliament, and
- Corporate and House Services, led by the Director of Corporate and House Services.

Both divisional leaders report to the Clerk of the Parliament.

Management Groups

A number of management groups within the Parliamentary Service support the Speaker and the Clerk.

The Executive Management Group (EMG)

The EMG is responsible for providing leadership and ensuring effective management, coordination and performance of the Parliamentary Service and considering reports from all management groups. In particular, the EMG oversees the development and implementation of:

- The Parliamentary Service Management Plan;
- Service-wide policies and procedures;
- The *Code of Conduct for Staff and Employees of the Parliamentary Service*;
- Annual budgets;
- Management information systems; and
- Control environments.

The members of the EMG are: the Clerk of the Parliament (Chair), Deputy Clerk and Director of Corporate and House Services. The twenty-four meetings of the EMG during the year addressed a range of issues associated with corporate policy approval and development (including risk management, training and development, study assistance and motor vehicle usage). The EMG also approved new arrangements in relation to corporate communication standards/protocols and management delegations.

Financial Management Group (FMG)

The role of the FMG is to:

- Monitor financial performance and the budget review process; and
- Review significant financial transactions that are outside normal business.

The members of the FMG are: the Clerk of the Parliament (Chair); Director of Corporate and House Services; Deputy Clerk; and Manager, Financial & Administrative Services.

The FMG held fifteen meetings to develop and finalise the 2003-04 budget and monitor the 2002-03 budget for the Parliament.

Information Services and Communication Management Group (ISCMG)

The role of the ISCMG is to:

- Develop and monitor an information and communication technology resource strategic plan;
- Develop plans or policies to satisfy and monitor compliance with information standards; and
- Liaise with operational groups that are concerned with information infrastructure or service delivery (eg the Internet/Intranet Group).

The members of the ISCMG are: the Deputy Clerk (Chair); Director of Corporate and House Services; Chief Hansard Reporter; Parliamentary Librarian; and Manager, Information Technology Services.

The eleven meetings of the ISCMG during the year addressed a range of issues including the implementation of the Parliamentary Service Information Standards and the development of an Information Communication Technology (ICT) Strategic Plan.

Risk and Compliance Management Group (RCMG)

The role of the RCMG is to:

- Coordinate and promote a risk management culture; and
- Establish mechanisms to monitor the service's legal compliance obligations.

The members of the RCMG are: the Director of Corporate and House Services (Chair); Chief Workplace Health Referral Officer; Manager, Human Resource Management; Manager, Information Technology Services; Manager, Property Services; Privacy Contact Officer; Research Director, Public Accounts Committee; and Supervisor, Administrative Services.

The RCMG held six meetings during the year to develop the Parliamentary Service Risk Management Policy.

Management Systems

Planning

The Parliamentary Service undertakes planning at both strategic and operational levels to ensure staff are focused on performance and achieving results. These plans form the basis of budgeting, performance management and reporting. The three principle strategic plans prepared are:

- The *Parliamentary Service Management Plan* (incorporating strategic and operational plans);
- The *Parliamentary Service Capital Investment Strategic Plan*; and
- The *Parliamentary Service Information Communication Technology (ICT) Resources Strategic Plan*.

Performance Management

The Clerk of the Parliament employs a number of mechanisms to measure and monitor the performance of the Parliamentary Service:

- Internal management reporting

All line managers are required to submit quarterly management reports to the Clerk and Speaker. These reports document financial and operational performance against performance targets outlined in the *Parliamentary Service Management Plan 2002-2006*.

- External review/evaluation

The Parliamentary Service is also subject to annual, independent evaluation/audit by external parties.

Robertsons Chartered Accountants were engaged by the Parliamentary Service during 2002-03 to provide the internal audit function pursuant to the requirements of the Financial Management Standard.

Netstar Australia Pty Ltd was engaged to provide an independent audit of Parliamentary Service information technology network security and infrastructure.

Pursuant to Part 6, Division 1 of the *Financial Administration and Audit Act 1977*, the Parliamentary Service is subject to an annual audit by the Auditor-General of Queensland. The Clerk of the Parliament, in his capacity as accountable officer, considers and addresses the reports and any recommendations from these audits.

Resource Management

The Clerk of the Parliament also establishes and publishes policies and procedures for the management of all human, financial and information resources. Systems have been established to manage revenue, expenditure, assets and liabilities, as well as protect information resources.

Corporate Management Standards

In its activities, the Parliamentary Service maintains a strong commitment to the development and maintenance of a culture of care, diligence, ethical behaviour, public defensibility, integrity, accountability and leadership.

This commitment is reflected in management standards covering workplace health and safety (delivered through the Workplace Health and Safety Committee), Risk Management (delivered through the Risk Management and Compliance Group) and the *Code of Conduct for Officers and Employees of the Parliamentary Service*.

The code of conduct, recognised as an integral part of corporate governance in the Service, has been developed in accordance with the Public Sector Ethics Act 1994. The code is provided to staff at induction and is available on the Parliamentary Service's Intranet. It is also available for inspection and copies provided to the public on request. Staff are informed of the code and any amendments through induction and refresher training. Significant refresher training on the code is planned for late 2003.

Other Information

Whistleblowers

Section 30 of the *Whistleblowers Protection Act 1994* requires public sector entities to report to the Legislative Assembly on any public interest disclosures made to them.

The Act defines public sector entities as including:

- A committee of the Legislative Assembly; and
- The Parliamentary Service.

Each parliamentary committee prepares an individual annual report that details public interest disclosures made to them. These reports are available from the Parliament of Queensland Internet site at: <<http://www.parliament.qld.gov.au/Committees>>

There were no public interest disclosures, in accordance with Section 30 of the *Whistleblowers Protection Act 1994*, received by the Parliamentary Service in 2002-03.

Legal Framework

Whilst no acts are administered by the Parliamentary Service, its duties are affected by the *Parliament of Queensland Act 2001* which came into effect on 6 June 2002. The Act consolidates laws relating to the Legislative Assembly, its powers, procedures, Members and committees, and was developed as a companion to the *Constitution of Queensland 2001*.

Fact: Parliament House was one of the earliest Brisbane buildings to use electricity. In 1883, the Government Printer's steam engines supplied the electricity. By 1892, electricity was installed throughout the building. As a member of the Greenhouse Challenge, the Parliamentary Service continues to reduce energy consumption and harmful carbon-dioxide emissions. During the 50th Parliament, the service has reduced energy consumption throughout the parliamentary precinct by 30 percent and carbon-dioxide emissions by 50 percent compared to our base year of 1996.

Corporate Citizenship

In addition to fulfilling its statutory and other responsibilities, the Parliamentary Service seeks to play a positive role within the community by contributing to a range of environmental and social support initiatives.

The Greenhouse Challenge

The Parliamentary Service is a member of The Greenhouse Challenge¹. The Greenhouse Challenge - launched in 1995 - is a joint voluntary initiative between the Federal Government and industry to abate greenhouse gas emissions. Participating organisations sign agreements with the Federal Government that provide a framework for undertaking and reporting on actions to abate emissions.

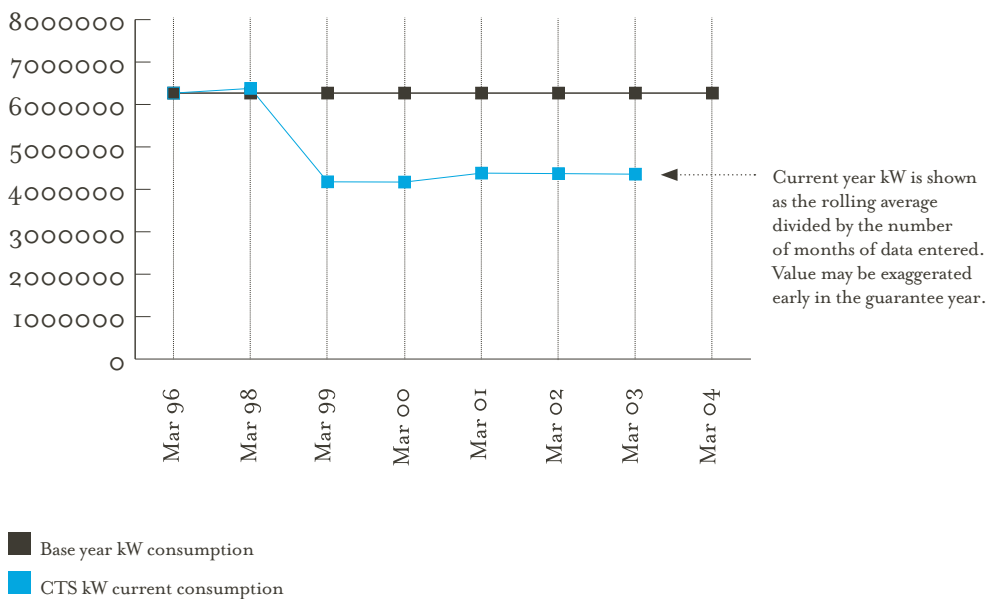
Energy Consumption

The Parliamentary Service reduces energy consumption by using:

- Green energy;
- Companies with energy conservation expertise;
- Energy saving technology;
- Efficient insulation methods; and
- Energy awareness programs.

By reducing energy consumption, there have been significant reductions of CO₂ output by as much as 30 percent.

Electricity consumption (Kilowatts) in the Parliamentary Precinct, by year March 1996-March 2004.



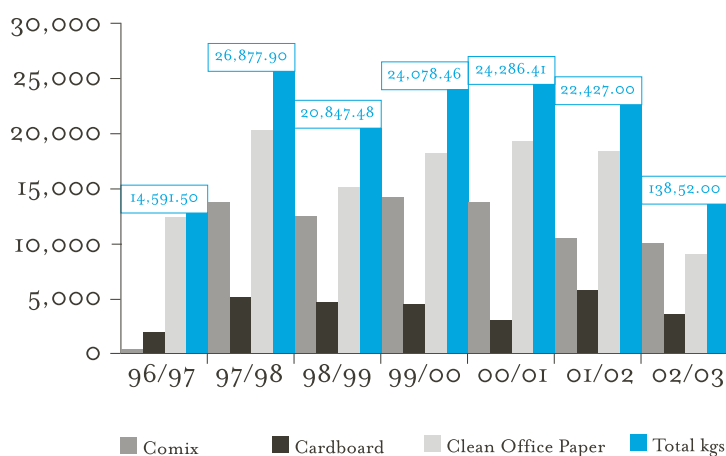
¹ The website for The Greenhouse Challenge is: <<http://www.greenhouse.gov.au/challenge/about/index.html>>

Waste Management

The Parliamentary Service's Waste Management Program has focused on recycling clean paper, cardboard and comix such as cans, bottles, plastics and newspapers.

Since the introduction of this initiative, the Parliamentary Service has recycled an average of 21.75 tonnes of waste material annually from the Parliamentary Precinct.

Recycling tonnage in the Parliamentary Precinct, November 1996-February 2003.



Water Management

Water management measures have reduced water consumption within the Parliamentary Precinct from 120 kilolitres per day in 1992 to the present average of 70 kilolitres per day, a 42 percent saving.

Work Experience

The Parliamentary Service supports the concept of work experience and endeavours to meet all requests from individuals and learning institutions such as TAFE colleges, secondary schools and universities. During 2002-03, the Service provided work-experience opportunities for 10 individuals.

Community Support

The Parliamentary Service and the Parliament House Social Club actively supported a range of community groups and charities during the year. They include: the Australian Red Cross Blood Service, Cerebral Palsy League of Queensland, Children's Medical Research Institute (Jeans for Genes Day), Leukaemia Foundation of Queensland, Wesley Hospital Kym Walters Choices Program (Think Pink Day), Cancer Council Australia and the Queensland Cancer Fund.

As a further boost to the Service's charitable activities, Members and staff formed the Queensland Parliament Lions Club in April 2003. Ms Carolyn Male MP, Member for Glass House, is President and Mrs Julie Attwood MP, Member for Mount Ommaney, is Secretary.

Summary of Parliamentary Service Outputs 2002-03

The table below presents a summary of key outputs of the Service for the year.

Measures	Target	Performance
Quantity		
Committee reports/issues papers published	60	59
Committee meetings held	200	160
Committee public and in-camera hearings conducted *	20	41
Electronic library information requests satisfied	125,000	195,696
Library research reports/research & reference briefs for individual Members	750	746
Library analytic research titles published for all Members	42	41
Library research database items added	80,000	90,169
Tabled papers and reports registered/archived	2,100	2,696
Clients attending Parliamentary Educational activities	2,800	8,286
Stage of Parliament House stonework completed	Stage 7	90%
Electorate offices inspected for policy compliance	32	31
Number of meals served to visitors	61,000	73,568
Number of purchase requisitions and invoices processed	16,800	18,137
Number of word processing pages from Members' dictation, audio transcripts and other requests	13,000	25,547
Number of information technology and equipment-related help desk calls	8,500	7,997
Quality		
Members' satisfaction	95% satisfied/ very satisfied	Achieved
Continuity of library information availability	24hr access	Achieved
Accessibility of catering services out of session	7am - 9pm	Achieved
Accessibility of catering services during sittings	7am - 1hr after House rises	Achieved
Payroll processing accuracy	99.9%	Achieved
Timelines		
Two hour turnaround time for Members' draft speeches	100%	100%
Two hour turnaround time for Hansard internet publication	100%	100%
Legal research briefs circulated prior to scheduled debate	100%	100%
Time-frame for production of proof Votes and Proceedings	same "sitting" day	Achieved
Time-frame for production of Notice Papers	same "sitting" day	Achieved
Time-frame for processing of Questions on Notice	same "sitting" day	Achieved
Time-frame for production of Bills Update	same "sitting" day	Achieved
Registration/archiving of tabled papers/ reports	within 24hrs	Achieved
Same-day satisfaction of general maintenance requests	100%	95%
Stonework and refurbishment program delivered on budget and in accordance with plan	100%	100%
Travel itineraries confirmed within three days for overseas travel and 24 hours for domestic travel	100%	96%
Availability of computer network for client usage	96%	99.4%

Note* Committee hearings include committee public meetings and forums for inquiries.



Clerk-Assistant & Sergeant-at-Arms, Ian Thompson places the mace on the Table of the Legislative Assembly at the commencement of sittings.

Goal No 1 -

Legislative Assembly Support

To provide a properly functioning legislature and effective procedural/advisory/information services to assist the Parliament, its committees and Members to fulfil their constitutional and parliamentary responsibilities.

To achieve this goal, the units within the Service:

- Process legislation and provide safe custody of parliamentary records;
- Report on parliamentary proceedings;
- Provide specialist and procedural advice;
- Promote the role and functions of Parliament;
- Provide library and information services to Members and staff;
- Provide research, administrative and procedural support to parliamentary committees;
- Coordinate parliamentary visits, functions and conferences within the Parliamentary Precinct and provide protocol advice;
- Fulfil the statutory functions of the Parliamentary Crime and Misconduct Commissioner; and
- Maintain the safety and security of the Parliamentary Precinct and provide support services to members, staff and visitors.



Lyndel Bates, Senior Research Officer, at work with the Travelsafe Committee members.

Fact:

The Parliamentary Hansard was established in 1864 in Queensland, because of allegedly unreliable newspaper reports. By 1878, the Queensland parliament was the first in the world to have a daily official report of the debates without any form of government censorship. This was 31 years ahead of the House of Commons which first published its reports of debates in 1909. Today, the Parliamentary Reporting Service publishes transcripts of debates within two hours on the Parliament of Queensland website.

During 2002-03, the Parliamentary Service planned a number of initiatives to achieve this goal:

Major Initiatives	Level of Achievement
Review of the Parliamentary Reporting Service.	An internal review, headed by the Clerk of the Parliament, was completed in November 2002. The review resulted in 27 recommendations to improve effectiveness and efficiency.
Raise public awareness of the committee system and increase public participation in committee activities.	Committee Office staff developed a model communications policy and new presentations for public sector seminars.
Implement Stage 1 (Research Databases) of the migration of library databases to NT Windows 2000 platform by December 2002, and investigate Stage 2 (Support Databases).	Stage 1 of the migration of Library Information Management System was successfully completed. The Library investigated Stage 2.
Preparation and execution of the Townsville sitting of Parliament, 3 – 5 September 2002.	Preparation for, and execution of, the Townsville sitting of Parliament was successfully completed. For the sitting, the Service produced a commemorative booklet and prepared an exhibition titled <i>A Tradition of Service: Representing the People of North Queensland 1860 – 2002</i> .
Assist with holding the 33rd Conference of Australian and Pacific Presiding Officers and Clerks.	This project was successfully completed. Fifty-seven delegates from 21 branches (parliaments) attended the conference at Parliament House.
Preparation and implementation of special events in the Parliamentary Precinct – Queensland Day, Science in Parliament Week and Youth Parliaments.	Queensland Day Open Day 2003 was the most popular to date with over 4,600 visitors. Science in Parliament Week was hugely successful. Four Youth Parliaments were held during 2002-03.
Development of new and improved public service seminar training packages.	From 2003, Parliamentary Education Services offered public sector seminar programs at two levels – introductory and advanced. These were promoted across the public sector and resulted in a 415 percent increase in officers attending the fee-paying seminars.
Develop and update the current 'For Schools' section on the Parliament's website to address new primary and secondary curricula in the social science field.	Material has been developed to update the 'For Schools' section to expand existing elements on representative democracy to support the Study of Society and Environment and Legal Studies syllabi.
Implementation of e-democracy initiatives.	The e-petition system was implemented on the Parliament's website from 26 August 2002, and live broadcasting of Parliament via the website commenced on 14 April 2003.

During 2003-04, the Service aims to:

- Investigate the integration of *Votes & Proceedings and Hansard*;
- Implement digital audio recording systems in the Parliamentary Reporting Service;
- Complete the Table Office Procedures Manual;
- Prepare for the Swearing in of the Governor ceremony on 29 July 2003;
- Further implement recommendations from the review of the Parliamentary Reporting Service;
- Publish the Members' Handbook to be retitled *The Queensland Parliamentary Record*;
- Prepare for the opening of the 51st Parliament and induction of new Members;
- Continue development of a communications strategy for the Committee Office; and
- Archive records from the 50th Parliament.



David Deloso, (left) and David McKitrick, (right) Parliamentary Library Information Officers in the Parliament's audio visual services room.

Fact:

Eighteen current ministers (out of a total of nineteen ministers) have served on at least one parliamentary committee, many as chair. Mr Speaker was chair of the Public Accounts Committee from November 1992 to April 1996. The Premier was chair of the Parliamentary Criminal Justice Committee from March 1990 to August 1992.



Casual Chef, Tony Muller (left), and Apprentice Chef, Zen Flynn at work in the Parliamentary Annexe Kitchen.

Goal No 2 –

Accommodation and Hospitality Services

To provide Members and other clients with functional and secure accommodation and cost-effective catering services.

To achieve this goal, the Service dedicates resources to:

- Maintaining the Parliamentary Precinct and buildings;
- Meeting office and other accommodation requirements of Members and their staff in Brisbane and in electorate offices; and
- Providing hospitality services to members, their staff and other clients within the Parliamentary Precinct.

Responses to the annual Members' survey conducted in 2002 indicated that 98 percent of Members were satisfied with the services provided.

The Service implemented a number of initiatives to meet the accommodation and catering needs of Members and other clients during 2002-03.

Major Initiatives	Level of Achievement
Upgrade of Legislative Assembly Chamber audio system to allow broadcasting of Parliamentary proceedings over the internet.	The new audio system became operational during February 2003.
Completion of Stage G of the fifteen-year stonework restoration project for Parliament House.	Completion of Stage G is expected mid-September 2003. The delay was due to the shortage of stonemasons and unfavourable weather conditions.
Provide equitable (including disability) access to the public entrance of Parliament House.	Equitable access for all members of the public is available through the new main and public entrance of Parliament House, including an access ramp.
Complete the five-stage Energy Management Program.	This program was successfully completed.
Further promote Queensland-made wines.	The Service retails 31 Queensland-wines. These wines account for 83 percent of wines used at Parliamentary functions during the year.
Improve the selection, availability and marketing of Queensland Parliament gift items.	Total gift shop sales (excluding alcohol) increased 53 percent compared to 2001-2002.
Promote the function facilities available within the Parliamentary Precinct.	Over the past four years, income from functions has increased 45 percent.

During 2003-04, the Service plans to implement the following initiatives:

- Continue measures to conserve energy and water;
- Identify new strategies to reduce any adverse impact Parliamentary Service operations may have on the environment;
- Enhance the computerised building management and security systems to improve the operational efficiency of precinct buildings;
- Refurbish Level 5 of the Parliamentary Annexe, including the Conference Room;
- Continue implementation of the fifteen-year stonework restoration program; and
- Review and identify further opportunities to market Parliamentary services.



The Warrego Electorate Office in St George.

Goal No 3 -

Electorate Office Support

To provide effective electorate office support mechanisms to support the activities of Members fulfilling constituency responsibilities.

The Parliamentary Service supports this goal by:

- Funding and administering 183 full time equivalent electorate officers (approximately half the total number of Parliamentary Service staff);
- Leasing, fitting and equipping 94 electorate offices;
- Inspecting 31 electorate offices during the year; and
- Providing services in human resource management, procurement, information technology, finance and administration.

However, this goal is primarily achieved by the electorate officers themselves.

Each Member is provided with an electorate office and two electorate office staff to help provide services to constituents within the electorate. Five Members representing very large electorates are provided with an additional office and electorate officer.

Each electorate officer works under the direction of their Member in accordance with the unique requirements of that electorate. While the duties performed by all electorate office staff are similar, each have unique objectives, performance targets and outcomes.

The performance of electorate office staff is measured directly by the Members they serve.

The Speaker has asked a number of electorate office staff to provide an informal report that reviews the year, provides comments about their work and looks at what lies ahead.

Fact:

It wasn't until October, 1973 that Members were entitled to an electorate office that included a secretary, a Members' desk and chair, a typist's desk and chair, four visitors' chairs, a manual typewriter, a filing cabinet, a book case or wardrobe and a telephone.

One Member from Bulimba in the 1950s remembers personally building an extra room on to his home, at his expense, to use as an electorate office. Otherwise, Members only had their office at Parliament House which they shared sometimes with five to six others, and relied on the typing pool to type their correspondence.

Townsville Electorate – Hon Mike Reynolds MP

Report by Lyn Kelly

Regional Parliament

Certainly the highlight of our year was the regional sitting of Parliament held from 3-5 Sept 2002. We were indeed fortunate to be part of this historic event and to welcome so many Members. Evening Question Time proved extremely popular and we were pleased that so many school children were able to attend, many travelling long distances. The community embraced this unique occasion which will be remembered for many years to come.

Community bus service

The constituents of Magnetic Island now have a community bus available to them to assist in the transport of the elderly, infirm and people with a disability from the island to the mainland for their medical appointments. We were very pleased to be able to facilitate this acquisition which has helped to alleviate additional stress and discomfort for those in need.

Satisfying work

The electorate office is often the last resort for many people who have been unable, or don't know where or how, to gain a considered hearing on their particular issue. This applies particularly to the elderly, the less assertive and those whose second language is English.

It is then that the 'authority' of the office comes into play. After discreet enquiry and representation, the opportunity is provided for the constituent to move on. Whilst the outcome may not always be the one sought, the very fact that the constituent has received a hearing can prove to be a bonus for them, depending on their personal issue.

It is satisfying to know that a problem has been sorted or assistance given to someone who may not have had an opportunity to be heard.

Looking ahead

We look forward to continuing our work with the community and assisting our constituents with their issues, perhaps making life a little easier for some.

Warrego Electorate – Mr Howard Hobbs MP

Report by Ann Leahy

The drought

On reflection, electorates in western regions would have to say that one of the greatest issues of 2002-03 was the ongoing drought and its effect on our work assisting Members of Parliament.

I personally have seen a few droughts, but this drought has been the most personally distressing. I have never seen more people in our office in tears or on medication to simply cope with the drought. We and the MPs do the best we can to counsel these people and assist them.

Looking ahead

We all look forward to widespread and drought-breaking rains with great anticipation.

We also look forward to improvements in technology to make us more accessible to our constituents. We hope that the Parliamentary Service is able to keep abreast of the challenges that changing technology brings and impart some benefits to our offices, as the community expectation of electorate offices rises exponentially.

Lockyer Electorate – Mr Bill Flynn MP

Report by Joanne Brimblecombe

Inspirational constituents

I remember a particular constituent who came into our office for help. She had terminal breast cancer and sought our help to get her superannuation money released so she could fulfil her dream of travelling around Australia before she became too ill.

After many months of negotiations, the money was finally released and they set off around Australia. We received a number of postcards and they visited us after the trip. Unfortunately, she passed away a month later. I remember this particular constituent because no matter how sick she was, she always looked on the bright side of life with a smile.

Gaining knowledge

Electorate office work is specialised and has taught me a lot about government departments and services. This knowledge has proved useful in my personal and working life. It allows me to offer advice to friends, family and constituents on any issues they may have.

Looking ahead

I look forward to continuing my work with Bill and helping constituents within the Electorate.

Moggill Electorate - Dr David Watson MP

Report by Wendy O'Connor

Talented constituents

One memorable occasion was when two of our constituents were selected to feature in the popular *Queensland by Invitation* book, released by the State Government. We celebrated this occasion with a morning tea at Parliament House which the Premier attended. We were delighted that two immensely talented locals had gained recognition for their talent.

Exciting work

One of the highlights of our job is contact with constituents. Our electors contact the office with a multiplicity of concerns and requests which make the job exciting and trying at times.

Looking ahead

As Dr Watson is retiring at the next election, we are at the end of a truly wonderful experience in the political arena, albeit on the periphery. We are looking forward to a new chapter in our lives and the challenges that holds.



Dr David Watson MP, Member for Moggill, with Moggill electorate office staff, Wendy O'Connor (standing) and Ruth Forrest (sitting)

Mt Ommaney Electorate – Mrs Julie Attwood MP

Report by Jenny Gribaudo

I commenced work for Julie Attwood in her electorate office at Mt Ommaney in April 2002. The Assistant Electorate Officer, Margaret Caswell commenced work only a few months before.

Starting work reasonably close together helped us to establish a wonderful working relationship. With only three people working together in an office, it is important that you all get along.

Without doubt the most exciting event over the past year was the Community Cabinet held in the Electorate in February 2003.

Margaret and I enjoy the variety of electorate office work, especially meeting new people and helping them with their issues.

We look forward to the upcoming election and working with Julie during the next term.

Head office initiatives planned for the year

The following initiatives were implemented by the Parliamentary Service's head office during 2002-03 to improve the ability of electorate officers to achieve this goal:

Major Initiatives	Level of Achievement
Review of Electorate Office Accommodation.	<p>An electorate office security maintenance program has been established based on an evaluation of existing security systems.</p> <p>Condition assessments have been included in normal electorate office inspection programs. This will assist in maintaining and negotiating better accommodation standards when renewing leases.</p> <p>A review of the Electorate Office Accommodation Guidelines has commenced.</p>
A new Constituent Management System (CMS) for use by all Members and Electorate offices.	<p>The CMS, an electronic constituent electoral roll that contains valuable information to help Members service their constituents more effectively, was introduced. The system was designed, developed and tested by ITS in conjunction with electorate officers. The system will be regularly reviewed and enhanced to maintain its relevance.</p>
An electronic induction program on the Parliament's Intranet.	<p>Development work is continuing with completion due next financial year.</p>
<p>Significant information technology (IT) upgrades:</p> <ul style="list-style-type: none"> • A new corporate Microsoft XP standard operating environment for all PCs; and • Replacement of electorate office IT equipment and software. 	<p>All IT upgrade initiatives have been completed. The upgrades provide electorate offices with the latest computer hardware and software, as well as the latest high-speed printer technology.</p>

During 2003-04, the Service plans to;

- Place an electronic electorate officer induction program on the Parliament's Intranet site;
- Redevelop the electorate officer handbook;
- Upgrade the electorate office Internet connection to high speed connections;
- Provide Members with improved access to their Parliamentary e-mail accounts;
- Complete the review of Electorate Office Accommodation Guidelines ready for implementation by the next state election;
- Continue accommodation inspections to ensure electorate accommodation is maintained to the highest possible standard; and
- Establish a joint electorate staff/management committee to consider training issues for electorate office staff.



Stores Officer, Ross Wyer (left) and Acting Stores Officer, John Reece prepare a consignment of stationery destined for electorate offices.

Goal No 4 -

Organisational Systems and Services

To provide high quality, cost effective organisational systems and services to Members and officers of the Parliamentary Service.

The Service provides a range of systems and services to support Members, staff and other clients. In the 2002 Members' Survey, 99 percent of Members said they were satisfied with the services provided under this goal.

Specifically, the Parliamentary Service provides the following systems and services:

- Strategic and operational planning;
- Occupational health and safety;
- Travel services;
- Financial accounting and budgeting;
- Recruitment and selection;
- Payroll and personnel administration;
- Procurement;
- Information technology and communication;
- Switchboard services;
- Industrial relations;
- Asset Management; and
- Corporate information systems.



Evelyn Stead, Relieving telephonist

Fact:

The Queensland parliament acquired its first computer in 1976. The computer, an IBM System 32 with eight megabytes of memory, was hired for nine months for use in the Parliamentary library. At the end of June 2003, there were 444 personal computers plus servers located either in the Parliamentary precinct or in electorate offices across the state.

The Service implemented a number of initiatives during 2002-03 to improve organisational systems and services to Members and staff:

Major Initiatives	Level of Achievement
Review and implement the Legislative Assembly Risk Management Policy.	Approval of a Risk Management Policy with training provided to managers and key staff in June 2003.
Prepare for delivery of payroll and leave management services to the Office of the Governor and Office of the Ombudsman from July 2003.	The preparation required to provide payroll and leave management services is complete.
Develop a common financial management information system for use by the Parliament, Queensland Audit Office and Office of the Ombudsman.	A production version is ready for use by the Parliament and Office of the Ombudsman from 1 July 2003.
Upgrade all Members' personal computers within the Parliamentary Annexe.	The upgrade of personal computers and software used within the Parliamentary Annexe by Members is complete.
Continually assessing and developing services.	<ul style="list-style-type: none"> • ISDN digital handsets and Members' mobile phone handsets and accessories were upgraded; • A new Legislative Assembly Motor Vehicle Policy was developed and approved; • A review of the management of employee leave liability was completed and forwarded to EMG for consideration; • A review of the budget and accounting structure used within the Parliamentary Service is complete and ready for implementation 1 July 2003; and • The management structure of Financial and Administrative Services was streamlined.

During 2003-04, the Service plans to complete the following initiatives:

- Improve information technology security policies, systems and procedures;
- Improve and rehearse business continuity plans;
- Develop the streamlined Financial and Administrative Services management structure implemented in 2002-03 and improve coordination between individual work areas;
- Continue developing the Shared Service initiative;
- Develop a revised external report structure to better recognise current funding and service delivery priorities;
- Commence planning for the provision of payroll and leave management services to the Queensland Audit Office; and
- Investigate the potential of the employee self serve module of the Aurion HR Information Management System.



Operations and Service Desk staff, Tony Gec (foreground) and Kerry O'Sullivan from Information Technology Services provide essential computer support for all areas of the Parliamentary Service.

Fact:

Since going live in 1996, the Parliament of Queensland website has become a primary public access point for parliamentary information. During 2002-03, the website received on average 24,189 hits per day with a total of 8,829,133 hits for the year.



The Speaker presents a Service Badge to Aurora Senior, Executive Assistant of Members Executive Support, in recognition of her 20 years service with the Parliament.

Goal No 5 –

Developing the Parliamentary Service

To achieve a unified and committed Parliamentary Service by encouraging an innovative and cooperative working environment and promoting high professional standards.

The Parliamentary Service aims to achieve a unified and committed service through workplace reforms, professional development, communication and developing staff morale.

During 2002-03, the Parliamentary Service planned a number of initiatives to achieve this goal.

Major Initiatives	Level of Achievement
The finalisation of the Parliamentary Service's fourth enterprise bargaining agreement.	An in-principle agreement was reached between the Queensland Public Sector Union and the Parliamentary Service.
Develop and approve whole-of-service standards/protocols governing correspondence and electronic communication.	The Service introduced new standards to provide consistency in the presentation of internal and external correspondence.
Develop and implement a central and coordinated records and archival management system and policy.	This initiative was partially completed. The Service completed the following: <ul style="list-style-type: none"> • A review of current recordkeeping practices; • Specifying the Parliamentary Service's requirements for a future recordkeeping system; and • A discussion paper regarding the next steps.
Introduce a performance appraisal system across the Parliamentary Service.	System development has commenced but final approval and implementation will occur during 2003-04.
Review and update management delegations.	A review and update of the management delegations to more accurately reflect the new management structure introduced by the Speaker was completed.

Information regarding sick leave, staff turnover, workplace health and safety, harassment incidents, Study and Research Assistance Scheme (SARAS) support and a gender breakdown of employees is provided overleaf.

Fact: The first Queensland Parliament in 1860 had a staff of eight. Five staff supported the Legislative Assembly – The Clerk of the Assembly, Sergeant-at-Arms, Second Assistant Clerk, Messenger and Assistant Messenger. Three staff supported the Legislative Council: Clerk of the Council; Usher of the Black Rod; and Messenger and Office Keeper. The Usher of the Black Rod also acted as librarian to both Houses of Parliament. At the end of 2002-03, the Parliamentary Service employed 405 staff.

Staff Information

Sick Leave Taken	Number of Days/Officer
Average sick leave for electorate officers	4.2 days
Average sick leave for Parliamentary Precinct staff ²	8.9 days

Staff Turnover	FTE ³ Positions	Recruited	Separated	% Turnover
Parliamentary Precinct staff	169.9	15	14	8
Electorate officers	183	68	76	33

Incidents	Number
Health and safety incident reports	14
Workplace harassment reports	0

Study and Research Assistance Scheme (SARAS)	Number
Officers receiving assistance	27

Gender of Parliamentary Service staff				
	Number of Staff	Male	Female	% Female
Managerial	15	12	3	20.0
Clerical	72	32	40	55.6
Operational	54	42	12	22.2
Professional	34	11	23	67.7
Technical	1	1	0	0.0
Electorate	229	49	180	78.6
Totals	405	147	258	63.7

During 2003-04, the Service aims to:

- Introduce a staff performance appraisal system;
- Finalise amendments to the *Code of Conduct for Staff and Employees of the Parliamentary Service*, and implement changes from 1 September 2003; and
- Finalise and implement the new Enterprise Bargaining Agreement for the Parliamentary Service.

² The high sick leave rate for precinct staff is due to a small number of staff members on extended sick leave.

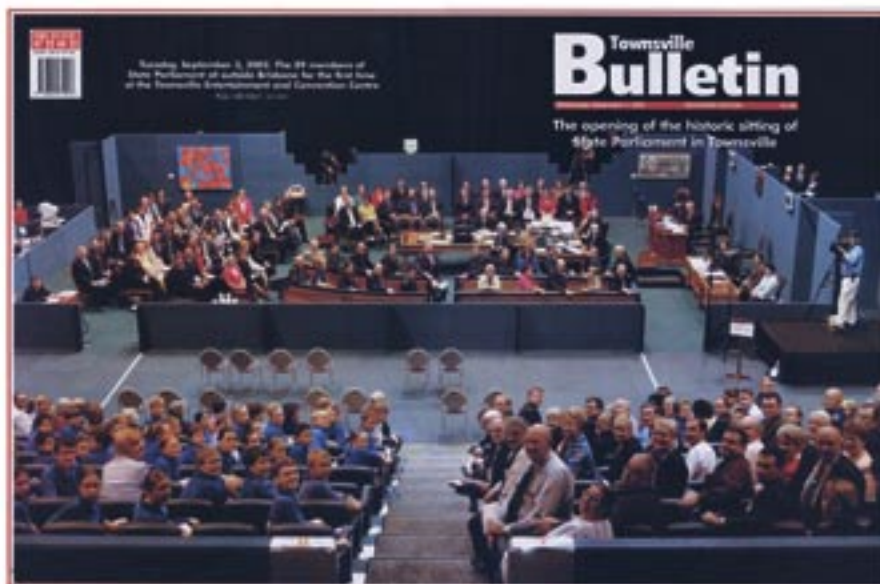
³ FTE = full time equivalent employees.

The People's Parliament

Supporting the 50th Legislative Assembly – the People's Parliament

The 50th Legislative Assembly stands apart from previous Assemblies as being the most open and accessible in Queensland's history. This has been achieved by harnessing new technologies, and through a commitment by Members and staff of the Parliamentary Service at all levels, to involve the people of Queensland in proceedings as never before.

The following pages highlight the work of the Service during 2002-03 in supporting the accessibility enhancements to the Legislative Assembly.



Sitting of the Legislative Assembly in North Queensland (Townsville), 3 – 5 September 2002.

Fact:

The largest public gallery of an Australian parliament occurred when close to 1000 people attended Question Time during the sitting of the Legislative Assembly in North Queensland (Townsville) on Wednesday 4 September in 2002.



Hon Ray Hollis MP, Speaker of the Parliament talks to students from Scarborough State School in the former Legislative Council Chamber.

Sitting in North Queensland (Townsville) – 3-5 September 2002

The Legislative Assembly held an historic three-day sitting in Townsville. It was the first sitting of the Assembly outside of the purpose-built Parliament House in Brisbane since 1868. It was also the first genuine regional sitting of an Australian legislature.

The Townsville sitting presented an unprecedented opportunity for the people of North Queensland to participate in the workings of their parliament and to gain a greater awareness of our democratic processes. The sitting enjoyed extraordinary support from the general public and students from schools as far away as Lockhart River. During the sitting, 4,665 North Queensland students and 313 teachers and parents attended.

Convening a sitting over 1,300 kilometres away from the infrastructure of Parliament House presented logistical and organisational challenges for virtually every area of the Service. The success of the Townsville sitting is testimony to the planning, foresight, knowledge and cooperative spirit of those involved in the arrangements. The Parliamentary Service looks forward to planning and implementing further regional sittings in the future.



Students congregate in the shade outside the Townsville Entertainment and Convention Centre. Almost 5,000 North Queensland students, teachers and parents attended the regional sitting.



Volunteers from James Cook University Faculty of Education with Hon Ray Hollis MP, Speaker of the Queensland Parliament, (centre), Education Officer Roylene Mills (front left), and Graeme Kinnear, Manager, Parliamentary Education Services (front right) at the Museum of Tropical Queensland. They are standing in front of a portion of the Parliamentary Treasures – Symbols of our Democracy exhibition at the museum where a selection of rare artefacts and documents were displayed coinciding with the regional sitting.



Youth Parliamentarians debate in the temporary parliamentary Chamber following the final sitting day of the Queensland Parliament in Townsville.



School students, teachers and parents are briefed by Parliamentary Education Services staff prior to viewing the Queensland Parliament in action in the temporary parliamentary Chamber at the Townsville Entertainment and Convention Centre. A large-screen, closed circuit Chamber link enhanced the briefing and made the students' visit to the Parliament's public gallery a more meaningful experience.



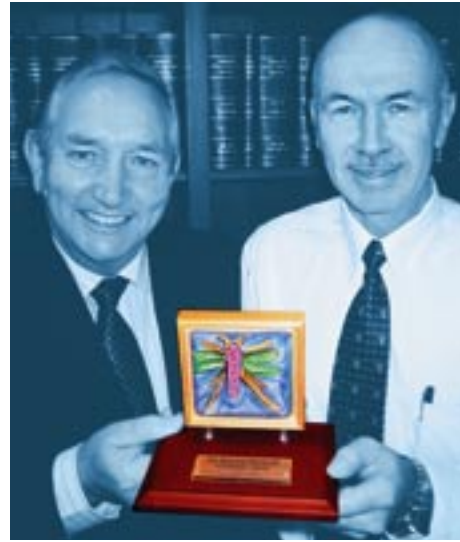
Over 1,000 members of the public attended the Wednesday evening Question Time in Townsville.



Jason Gardiner, Maintenance Supervisor, Property Services, guides one of the antique benches from the Legislative Council Chamber to be loaded onto a truck to be transported to Townsville.



Transporting furniture and equipment to the sitting in North Queensland. Bob Bradbury, Parliamentary Officer, and Jason Gardiner, Maintenance Supervisor, Property Services, take a break beside the road between Brisbane and Townsville.



Hon Ray Hollis MP, Speaker of the Queensland Parliament, and John McDonough, Manager, Property Services, with the Disability Action Award (Government Category) awarded during Disability Week 2002. At the regional sitting, spare wheelchairs and personal assistance was made available for patrons, including support for school students with a disability and their companions.



The Property Services team's research, planning and preparation transformed the auditorium, providing a hearing loop and developing front row seating for those people who could not climb steps, as well as their friends and families.

Queensland Day Open Day – 8 June 2003

On 8 June 2003, Parliamentary Service staff opened Parliament House and the grounds of the Parliamentary Precinct to the public as part of Queensland Day 2003 celebrations. It was the most popular public open day at Parliament House to date, with 4,675 people through the precinct in one day.

Highlights of the Queensland Day Open Day included live broadcasts by SBS Radio from the grounds, displays and performances by various Ethnic communities on the Speaker's Green and the stonemasons' display. Parliamentary Service staff volunteered their time to act as guides along a tour circuit for visitors throughout the rooms of historical Parliament House.



Visitors enjoy the Parliament House open day on the Speaker's Green.



Greek Orthodox Dancers on the Speaker's Green.



Papua New Guinea display



Talented performers such as the Croatia Folklore Dance Group entertained visitors on the day.

Fact:

In one of its earliest decisions, the first Queensland Parliament voted in 1860 to begin a Parliamentary Library with an initial establishment cost of £1300. Today, books dating back to this initial purchase and investments by successive Queensland Parliaments are housed in the O'Donovan library in Parliament House. The collection of rare and historical books includes the journals of Captain James Cook's various voyages 1768-1780, early Australian sea and land expedition publications (Darwin, Mitchell, Flinders, Oxley, Leichhardt, Jardine, La Perouse), a Spanish English dictionary from 1599, the Complete Works of Voltaire (70 volumes, 1784) and Diggles, S. *Ornithology of Australia* (1866-70). The O'Donovan collection was open to the public for the first time on Saturday 17 May 2003.



Glenda Emmerson, Senior Research Officer with the Parliamentary Library, answers questions from the public.



Members of the public inspect the many rare and beautiful books in the O'Donovan Collection.

Inaugural O'Donovan Library Public Open Day – 17 May 2003

On Saturday 17 May 2003, the Parliamentary Library opened its O'Donovan Collection to the public for the first time in its 143-year history as part of Library Week 2003 celebrations. More than 520 visitors attended to view the collection.

The O'Donovan Collection is a treasure trove of over 34,000 historical books and records dating back to the 16th century. It is named after a former Queensland Parliamentary librarian, Denis O'Donovan, who managed the library from 1874 to 1902. The collection includes irreplaceable and valuable items such as explorers' journals of Cook, Darwin, Mitchell, Flinders, Oxley, Leichhardt, Jardine and La Perouse. One of its oldest items is a Spanish-English dictionary published in 1599. Another highlight of the collection is Silvester Diggles' famous *Ornithology of Australia (1866-70)* which contains original painted lithograph plates of Australian birds.

Adding to the collection's significance is that it is housed in its original surroundings, the upper library in the George Street wing of Parliament House, allowing people to experience the grandeur and beauty of colonial Queensland.

Due to the overwhelming public response, the Parliamentary Service will open the O'Donovan Collection annually during Library Week.

Commencement of live broadcasts of proceedings over the Internet

At 9.40am on 14 April 2003, the Parliamentary Service commenced the first live broadcast of proceedings of the Legislative Assembly over the Internet. The broadcasts will run on a trial basis for twelve months after which the option of making it a permanent service will be evaluated.

The broadcast service offers complete, unedited coverage of the proceedings, and provides Queenslanders with unprecedented access to their Parliament. The greater accessibility of the proceedings is designed to improve accountability and strengthen the state's democratic processes.

Introduction of a world-leading e-petitions process

The Parliamentary Service implemented a state-of-the-art e-petitions system on Monday 26 August 2002. The system was devised 'in-house' and will run for 12 months on a trial basis as a supplement to the traditional paper-petitions process. The e-petitioning system provides another avenue the public can use to raise issues directly with the Parliament and to impact on government decision-making.

The Parliament of Queensland website provides a one-stop shop for people to see which e-petitions are open for support, and to read ministerial responses to all petitions.

Visitors and delegations

Last year was a record year for visitors to the Queensland Parliament. There were 77,700 visitors to the Parliamentary Precinct, including 29,700 school children. The Townsville regional sitting in September 2002 attracted a further 8,400 visitors.

In addition to Australian visitors, the Speaker received Ambassadors, High Commissioners, Consuls-General and delegations from countries as diverse as Finland, Russia and Pakistan.



Hon Ray Hollis MP, Speaker of the Queensland Parliament, (centre) with Dr Barfuor Adjei-Barwuah, High Commissioner of Ghana, (left) and Mr Kofi Osei-Ameyaw, Honorary Consul-General (right).



Hon Ray Hollis MP, Speaker of the Queensland Parliament, (right) with Mr Luk Darras, Belgian Ambassador (left).

Fact:

The largest petition ever presented to the legislative Assembly was a petition requesting the House to not reduce shopping hours. The petition contained 412,490 signatures and was presented in November 1996.

Other Information

Staff Overseas Travel

Date	July, 2002
Staff Member	Mr Doug Rohl, Chief Hansard Reporter
Location	Fiji - Nadi
Purpose	Commonwealth Hansard Editors Association Conference
Cost	\$2,894
Date	November, 2002
Staff Member	Mr Robert McBride, Research Director
Location	New Zealand – Wellington, Christchurch
Purpose	Public Works Committee - Research
Cost	\$3,572
Date	January, 2003
Staff Member	Ms Mary Seefried, Parliamentary Librarian
Location	New Zealand – Wellington
Purpose	New Zealand Parliament Library - Research
Cost	\$1,332
Date	February, 2003
Staff Member	Mr Doug Rohl, Chief Hansard Reporter
Location	New Zealand – Wellington
Purpose	Australasian & Pacific Hansard Editors Association Conference
Cost	\$1,952
Date	April, 2003
Staff Member	Ms Mary Seefried, Parliamentary Librarian
Location	New Zealand – Wellington
Purpose	Association of Parliamentary Libraries of Australasia Conference
Cost	\$1,810
Date	June, 2003
Staff Member	Mr Neil Laurie, Clerk of the Parliament
Location	Tonga
Purpose	Presiding Officers and Clerks Conference
Cost	\$4,386

Consultants

The following table details expenditure on consultancies for 2002-03.

Category	Expenditure \$'000 (excluding GST)
Communications	-
Finance/Accounting	-
Human Resource Management	9
Information Technology	11
Management	-
Professional/Technical	-
Other	-
Total	20

Financial Overview

Summary of Financial Performance

	2002-03 Budget \$'000	2002-03 Actual \$'000	2003-04 Budget \$'000
Revenues			
Output revenue	54,786	55,443	56,203
User charges	1,178	1,458	1,178
Grants and Other Contributions	..	873	..
Other	..	766	..
Total revenues	55,964	58,540	57,381
Expenses			
Employee expenses	36,695	37,639	38,166
Supplies and services	9,229	9,650	9,083
Equity return expense	4,469	4,472	4,412
Depreciation and amortisation	2,227	2,033	2,281
Other	3,042	3,310	3,139
Borrowing costs expense	2
Total expenses	55,664	57,104	57,081
NET SURPLUS	300	1,436	300

Additional funding approved in 2002-03 and 2003-04 for increases in employee expenses listed below.

Contributions represent capital works performed by Department of Public Works on behalf of the Legislative Assembly for:

- Ongoing Parliament House Stonework Restoration; and
- Improvements to the Parliament House main entrance.

Other Revenue represents gains arising from the revaluation of building assets during 2002-03 and minor gains from the trade-in of office equipment assets.

Progressive increases in employee expenses are due primarily to increases in Members' salaries and staff salaries under enterprise bargaining agreements.

The Parliament ended the financial year with a surplus of \$1.436M. The surplus was larger than forecast due to contributed assets and asset revaluations.

In 2003-04, the operating surplus will be used to fund replacement of Parliament House computer and office equipment. The surplus reflects on-going reductions in Parliament House operating costs.

The majority of the Parliament's **revenue** is sourced through Treasury's Consolidated Fund. The Parliament generates some revenue by charging clients (user charging) for certain services provided (eg catering services).

Expenses incurred relate to a range of items such as:

- Members' salaries and allowances;
- The cost of Members' electorate offices and electorate office staffing; and
- Costs associated with providing services within the Parliamentary Precinct.

Fact:

The payment of Members of the Legislative Assembly commenced in 1886 with the passage of the Members Expenses Act. The Act introduced an expense allowance of £2/2/- per sitting day up to a maximum of £200 per year. Payment of salaries to Members started in 1889 with the passage of the Payment of Members Act. The starting salary was £300 per annum.

Summary of Financial Position

	2001-02 Actual	2002-03 Actual
Assets		
Cash	144	986
Receivables	797	365
Inventories	204	220
Property, Plant and Equipment	76,296	98,446
Intangibles	191	142
Other	188	135
Total Assets	77,820	100,294
Liabilities		
Payables	1,438	1,255
Provisions	1,975	7,618
Total Liabilities	3,413	8,873
Net Assets	74,407	91,421
Total Equity	74,407	91,421

The increase in cash reflects capital funding set aside for future replacement of electorate office equipment.

The increase in property, plant and equipment is due to a major revaluation of building assets in 2002-03.

The increase in provisions follows initial recognition of accounting standards regarding post employment benefits.

Principal assets of the Legislative Assembly are property, plant and equipment, including Parliament House and the Parliamentary Annexe, located in the Parliamentary Precinct.

The most significant investment in assets during 2002-03 related to the purchase of new computer and office equipment for Members' electorate offices.

The Parliament's liabilities relate to normal accounts payable and employee entitlements as at 30 June 2003.

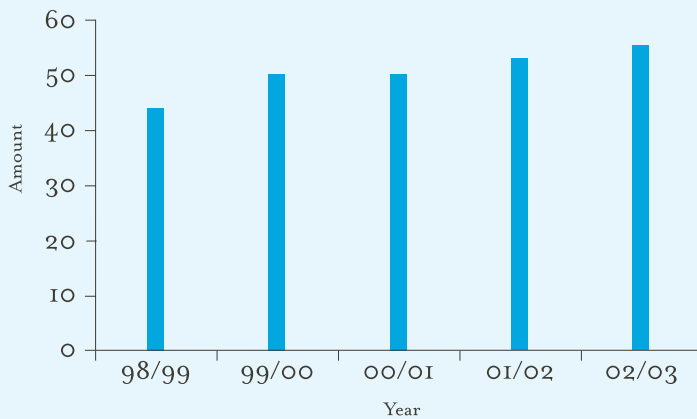
For the 2002-03 year, the net assets controlled by the Legislative Assembly increased by 23 percent due largely to the revaluation of building assets. The Parliament's equity represents 91 percent of total assets.

Fact:

The Foundation stone for Parliament House was laid in 1865 by then Governor, Sir George Ferguson Bowen GCMG. The cost of the building was £62,495 with furniture and fittings costing £3,718. Construction of the Parliamentary Annexe commenced in 1975. The tender price was \$13.6 million. The Duke of Gloucester, as the Queen's representative, opened the building in 1979.

Five-Year Annual Comparisons

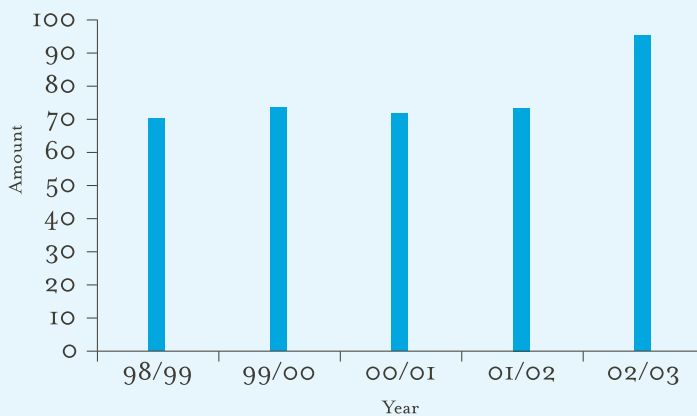
Total State Funding \$ million



The Legislative Assembly budget has increased 23 percent since 1998-99. Increases over the past five years are associated with:

- (a) General escalation of wages and salaries;
- (b) The introduction of the Assistant Electorate Officer initiative in 2001-02; and
- (c) Funding for a number of specific capital works initiatives over the past five years.

Net Assets \$ million



The net asset value of the Legislative Assembly increased by 27 percent for 2002-03 due mainly to a major revaluation of building assets controlled by the Legislative Assembly.

Financial Statements

Foreword

The Clerk of the Parliament is pleased to present the financial statements for the Legislative Assembly of Queensland and the Parliamentary Service for the year ending 30 June 2003.

The financial statements have been prepared in accordance with section 40 of the *Financial Administration and Audit Act 1997* and provide detailed information about the financial operations of the Parliament.

The Parliament delivers a single output called the Legislative Assembly and Parliamentary Service Output, and the financial statements have been prepared accordingly.

The information contained in the statements provides management with useful information to assist in efficient and effective decision making.

The Auditor General has certified the statements without qualification.

Guide to the Financial Statements

The set of financial statements included in this annual report reflect various aspects of the financial operations of the Legislative Assembly of Queensland and the Parliamentary Service:

Statement of Financial Performance

This statement reports the expenses and revenues of the Legislative Assembly of Queensland and the Parliamentary Service for the 12 month period ending 30 June 2003.

Statement of Financial Position

This statement reports the assets and liabilities, and equity of the Legislative Assembly of Queensland and the Parliamentary Service as at 30 June 2003. Assets and liabilities are classified as current where it is expected that the item will be converted to cash (received or paid) during the following 12 month period. Assets and liabilities are classified as non-current where expected to be converted to cash at a time later than 12 months from reporting date. Equity is the residual difference between assets and liabilities and reflects the net worth of the Legislative Assembly of Queensland and the Parliamentary Service.

Statement of Cash Flows

This statement reports the information regarding inflows and outflows of cash during the financial year and the available cash at the end of the financial year.

LEGISLATIVE ASSEMBLY

STATEMENT OF FINANCIAL PERFORMANCE

for the year ended 30 June 2003

	Note	2003 \$'000	2002 \$'000
Revenues from ordinary activities			
Output revenue	4	55,443	54,767
User charges	5	1,458	1,252
Grants and other contributions	6	873	2,228
Other	7	766	347
Total revenues from ordinary activities		58,540	58,594
Expenses from ordinary activities			
Employee expenses	8	37,639	36,119
Supplies and services	9	9,650	11,176
Depreciation and amortisation	10	2,033	1,860
Equity return expense	11	4,472	4,421
Other	12	3,310	3,399
Total expenses from ordinary activities		57,104	56,975
NET SURPLUS		1,436	1,619
Net increase (decrease) in asset revaluation reserve	21	27,229	---
Net amount of each revenue, expense, valuation or other adjustment not disclosed above and recognised as a direct adjustment to equity	21	(11,661)	11
TOTAL REVENUES, EXPENSES AND VALUATION ADJUSTMENTS RECOGNISED DIRECTLY IN EQUITY		15,568	11
TOTAL CHANGES IN EQUITY OTHER THAN THOSE RESULTING FROM TRANSACTIONS WITH OWNERS AS OWNERS		17,004	1,630



This Statement of Financial Performance should be read in conjunction with the accompanying notes.

STATEMENT OF FINANCIAL POSITION

as at 30 June 2003

	Note	2003 \$'000	2002 \$'000
CURRENT ASSETS			
Cash assets	13	986	144
Receivables	14	365	797
Inventories	15	220	204
Other	16	135	188
Total current assets		<u>1,706</u>	<u>1,333</u>
NON-CURRENT ASSETS			
Property, Plant & Equipment	17	98,446	76,296
Intangibles	18	142	191
Total non-current assets		<u>98,588</u>	<u>76,487</u>
TOTAL ASSETS		<u>100,294</u>	<u>77,820</u>
CURRENT LIABILITIES			
Payables	19	1,255	1,438
Provisions	20	2,729	1,975
Total current liabilities		<u>3,984</u>	<u>3,413</u>
NON-CURRENT LIABILITIES			
Provisions	20	4,889	--
Total non-current liabilities		<u>4,889</u>	<u>--</u>
TOTAL LIABILITIES		<u>8,873</u>	<u>3,413</u>
NET ASSETS		<u>91,421</u>	<u>74,407</u>
EQUITY			
Contributed equity	21	3,673	3,663
Retained surpluses	21	53,134	63,359
Reserves			
• Asset revaluation reserve	21	34,614	7,385
TOTAL EQUITY		<u>91,421</u>	<u>74,407</u>



This Statement of Financial Position should be read in conjunction with the accompanying notes.

STATEMENT OF CASH FLOWS

for the year ended 30 June 2003

	Note	2003 \$'000	2002 \$'000
CASH FLOWS FROM OPERATING ACTIVITIES			
<i>Inflows:</i>			
Output receipts		55,783	54,427
User charges		1,439	1,293
GST collected on sales		221	132
GST input tax credits		1,466	1,478
Other		71	84
<i>Outflows:</i>			
Employee costs		(36,860)	(35,788)
Supplies and services		(13,049)	(13,304)
Equity return		(4,472)	(4,421)
GST paid on purchases		(1,504)	(1,286)
GST remitted to ATO		(226)	(159)
Net cash provided by operating activities	22	<u>2,869</u>	<u>2,456</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
<i>Inflows:</i>			
Sales of property, plant and equipment		169	66
<i>Outflows:</i>			
Payments for property, plant and equipment		(2,200)	(1,777)
Payments for intangibles		(3)	(45)
Net cash used in investing activities		<u>(2,034)</u>	<u>(1,756)</u>
CASH FLOWS FROM FINANCING ACTIVITIES			
<i>Inflows:</i>			
Equity injections (withdrawals)		7	(260)
<i>Outflows:</i>			
Repayment of loan - Queensland Treasury Corporation		---	(299)
Net cash provided by (used in) financing activities		<u>7</u>	<u>(559)</u>
Net Increase (decrease) in cash held		842	141
Cash at beginning of the financial year		144	3
Cash at the end of the financial year	13	<u>986</u>	<u>144</u>



This Statement of Cash Flows should be read in conjunction with the accompanying notes.

LEGISLATIVE ASSEMBLY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS for the year ended 30 June 2003

Note
Ref

1 OBJECTIVES OF THE DEPARTMENT

The objectives of the Legislative Assembly are to:

- * Provide a properly functioning legislature and effective procedural/advisory/information services to assist the Parliament, its committees and Members to fulfil their constitutional and parliamentary responsibilities;
- * Provide Members and other clients with functional and secure accommodation and cost effective catering services;
- * Provide effective Electorate Office Support mechanisms to support the activities of Members fulfilling constituency responsibilities;
- * Provide high quality, cost effective organisational systems and services to Members and Officers of the Parliamentary Service; and
- * Achieve a unified and committed Parliamentary Service by encouraging an innovative and cooperative environment, and promoting high professional standards.

The department is funded principally by parliamentary appropriations. However, it also provides the following on a fee for services basis:

- Catering services and Gift Shop;
- Parliamentary Reporting services; and
- Education seminars.

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Basis of accounting

These financial statements are a general purpose financial report that have been prepared in accordance with applicable Australian Accounting Standards (principally AAS 29 Financial Reporting by Government Departments), the Treasurer's Financial Reporting Requirements for Government Departments for the financial year ending 30 June 2003, and other authoritative pronouncements.

Except where stated, the historical cost convention has been used.

The accounting policies adopted are consistent with those for the previous year.

(b) The Reporting Entity

The financial statements include the value of all assets, liabilities, equities, revenues and expenses of the department. The department does not control any other entities.

The output/major activities undertaken by the department are disclosed in note 3.

(c) User Charges and Fees

User charges and fees controlled by the department are recognised as revenues when invoices for the related services are issued. User charges and fees are controlled by the department where they can be deployed for the achievement of departmental objectives.



NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2003

Note
Ref

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(d) Output Revenue

Appropriation payments under the Annual *Appropriation (Parliament) Act* are recognised as revenue when received.

(e) Grants and Other Contributions

The Legislative Assembly receives no grants.

Contributed assets are recognised at their fair value. Contributions of services are only recognised when a fair value can be determined reliably and the services would be purchased if they had not been donated.

(f) Cash Assets

For the purpose of the Statement of Financial Position and the Statement of Cash Flows, cash assets include all cash and cheques received but not banked at 30 June as well as deposits at call with financial institutions. It also includes imprest accounts and cash advances.

(g) Receivables

Trade debtors are recognised at the nominal amounts due at the time of sale or service delivery, settlement on trade debtors being generally required within 30 days from the invoice date.

The collectability of receivables is assessed periodically with provision being made for doubtful debts. All known bad debts have been written off at 30 June.

The Department does not provide any loans.

(h) Inventories

Inventories are valued at the lower of cost and net realisable value.

Cost is assigned on a weighted average basis and includes expenditure incurred in acquiring the inventories and bringing them to their existing condition.

The carrying amount for inventories approximates fair value.

(i) Acquisitions of Assets

Actual cost is used for the initial recording of all acquisitions of assets controlled by the department.

Assets acquired at no cost or nominal considerations are recognised at their fair value at date of acquisition in accordance with AAS 21 – *Acquisitions of Assets*.

Cost is determined as the value given as consideration plus costs incidental to the acquisition, including all other costs incurred in getting the assets ready for use, including architects' fees and engineering design fees.



NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2003

Note
Ref

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(j) Property, plant and equipment

All items of property, plant and equipment, except intangibles, with a cost or other value in excess of the recognition threshold are recognised in the financial statements in the year of acquisition.

Items with a lesser value are expensed in the year of acquisition.

Detailed below are the recognition thresholds adopted by the department:-

	\$
Computer Equipment and Other Equipment	1,000
Buildings, Land, and Valuables	Nil

The "O'Donovan Collection" of the library has not been valued based on the following criteria:-

- * the collection is a heritage asset;
- * the collection is irreplaceable;
- * the collection will never be sold by the Parliament; and
- * the collection cannot be reliably valued.

In accordance with Treasury guidelines for heritage assets, because a market value cannot be reliably obtained, no value has been disclosed for the asset.

In the 2002-03 year, a comprehensive review of the Parliamentary Library Common-Use collection was conducted. The collection was previously valued in 1998 on a deprival value basis consistent with appropriate government policy at the time. Due to changes in the collection over the past 5 years and the application of current Treasury asset valuation guidelines (released May 2001) and APG 6 *Non-Current Physical Assets*, the Common-Use collection no longer meets the criteria for asset recognition. A technical error has been recorded to effect derecognition of the Common-Use collection. The Library Common-Use Collection is now no longer recognised.

(k) Amortisation and Depreciation of Intangibles, Property, Plant and Equipment

Land, being an asset with unlimited useful life, is not depreciated.

Valuables are not depreciated. This is based upon the predicted appreciation in the market value of the assets.

All other classes are depreciated on a straight line basis so as to write off the values of each depreciable asset, less its estimated residual value, progressively over its estimated useful life to the department. A review of estimated useful life of depreciable assets is conducted annually.



NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2003

Note
Ref

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(k) Amortisation and Depreciation of Intangibles, Property, Plant and Equipment (cont'd)

For each class of depreciable asset the following depreciation rates were used:

<u>Class</u>	<u>Depreciation Rates</u>
Buildings	
• Heritage	1%
• Operations	1.3%
Computer Equipment	20% - 30%
Other Equipment	5% - 20%
<u>Intangibles</u>	<u>Amortisation Rates</u>
Software	10% - 25%

(l) Revaluations of Non-Current Physical Assets

Buildings, Land, and Valuables are measured at fair value in accordance with AASB 1041 *Revaluation of Non-Current Assets* and Queensland Treasury's *Non-Current Asset Accounting Guidelines for the Queensland Public Sector (May 2001)*.

All other non-current assets, principally computer equipment, other equipment and intangibles, are measured at cost.

As at 30 June 2003 a comprehensive revaluation of fair value non-current physical assets was performed. The basis of the valuation and the independent valuers engaged were as follows:-

Buildings

Revaluations were performed on the basis of Depreciated Current Replacement Cost by Mr P Snowden from Phillip Snowden Quantity Surveyors Pty Ltd

Land

Revaluations were performed on the basis of unimproved value by the Department of Natural Resources and Mines



NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2003

Note
Ref

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(l) Revaluations of Non-Current Physical Assets (cont'd)

Valuables

- Revaluations were performed on the basis of Current Market Price by
- Artworks - Mrs B MacAulay from MacAulay Partners,
 - Gemstones - Mr R Young from the Commonwealth Cultural Gifts Program Approved Valuers,
 - Clocks - Ms R Hassall,
 - Heritage Furniture - Mr D Newstead from Newsteads General Auctioneers and Valuers Pty Ltd,
 - Silverware & Crockery - Mr B Hind from Hind's Antiques Pty Ltd.

Only those assets, the total values of which are material, compared to the value of the class of assets to which they belong, are comprehensively revalued.

(m) Leases

The department has operating leases. An operating lease is one where the lessor effectively retains substantially all risks and benefits incidental to ownership of the leased property.

Operating lease payments are representative of the pattern of benefits derived from the leased assets and are expensed in the periods in which they are incurred.

The department has no finance leases.

(n) Intangibles

All intangible assets with a cost or other value greater than \$20,000 are recognised in the financial statements, items with a lesser value being expensed. Each intangible asset is amortised over its estimated useful life to the department, less any anticipated residual value.

(o) Payables

Trade creditors are recognised upon receipt of the goods or services ordered and are measured at the agreed purchase/contract price gross of applicable trade and other discounts. Amounts owing are unsecured and are generally settled on vendor trading terms.

(p) Employee Entitlements

Wages, Salaries, and Annual Leave

Wages, salaries and annual leave due but unpaid at reporting date recognised in the Statement of Financial Position include related on-costs such as payroll tax, WorkCover premiums, long service leave levies and employer superannuation contributions.



NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2003

Note
Ref

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(p) Employee Entitlements (cont'd)

Long Service Leave

Under the Queensland Government's long service leave scheme a levy is made on the department to cover this expense. Amounts paid to employees for long service leave are claimed from the scheme as and when leave is taken.

No provision for long service leave is recognised in the financial statements, the liability being held on a whole-of-Government basis and reported in the financial report prepared pursuant to AAS 31 – *Financial Reporting by Governments*.

Superannuation

Employer superannuation contributions are paid to QSuper, the superannuation plan for Queensland Government employees at rates determined by the State Actuary.

Superannuation arrangements for Members of Parliament are administered directly by the Government Superannuation Office.

No liability is recognised for accruing superannuation benefits in these financial statements, the liability being held on a whole-of-Government basis and reported in the financial report prepared pursuant to AAS 31 - *Financial Reporting by Governments*.

Post Employment Benefits

AASB 1028 – *Employee Benefits* requires a provision for post employment benefits to be recognised. Elected Representatives have been prescribed to be included in the definition of employees for the purposes of these financial statements. Elected Representatives are provided with post employment entitlements in accordance with the provisions of the *Members' Entitlements Handbook*.

A provision has been recognised after extensive research. Research included determining the number of Elected Representatives meeting the minimum requirements over the life of the Legislative Assembly, the number of Elected Representatives who actually used the post employment benefits and the average post employment cost per Elected Representative. Seven years has been used as the extrapolation period as this represents a period of at least 2 elections and is the required qualifying period for benefits to accrue.

(q) Taxation

The department's activities are exempt from Commonwealth taxation except for Fringe Benefits Tax and Goods and Services Tax ('GST'). As such, input tax credits receivable and GST payable from/to the Australian Tax Office are recognised and accrued.

(r) Insurance

The department's non-current physical assets and other risks are insured through the Queensland Government Insurance Fund, premiums being paid on a risk assessment basis. In addition, the department pays premiums to WorkCover Queensland in respect of its obligations for employee compensation.



LEGISLATIVE ASSEMBLY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2003

Note
Ref

2 SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (cont'd)

(s) Rounding and Comparatives

Amounts included in the financial statements have been rounded to the nearest \$1,000 or, where that amount is \$500 or less, to zero.

Comparative information has been restated where necessary to be consistent with disclosures in the current reporting period.

(t) Contributed Equity

Non-reciprocal transfer of assets and liabilities between wholly-owned Queensland public sector entities are adjusted to 'Contributed Equity' in accordance with UIG Abstract 38 *Contributions by Owners Made to Wholly Owned Public Sector Entities*. Appropriations for equity adjustments are similarly designated.

3 OUTPUTS/MAJOR ACTIVITIES OF THE DEPARTMENT

The department has one output called the Legislative Assembly and Parliamentary Service and therefore no Statement of Outputs/Major Activities has been prepared.

The output delivers:

- a range of advisory and information services to assist the Parliament, its committees and Members to fulfil their constitutional and parliamentary responsibilities, including services provided by the Parliamentary Library, Committee Office, Parliamentary Reporting Service, and Chamber and Security Services;
- funding for Accommodation, Hospitality and Organisational Services at Parliament House; and
- a range of direct and indirect entitlements afforded to Members pursuant to the *Members' Entitlements Handbook and the Members' Office Support Handbook*.

	2003 \$'000	2002 \$'000
4 RECONCILIATION OF PAYMENTS FROM CONSOLIDATED FUND		
RECONCILIATION OF PAYMENTS FROM CONSOLIDATED FUND TO OUTPUT REVENUE RECOGNISED IN STATEMENT OF FINANCIAL PERFORMANCE		
Budgeted output appropriation	54,786	51,133
Plus supplementary appropriations	---	3,294
Plus unforeseen expenditure	657	---
Total output receipts	55,443	54,427
Plus: Closing balance of output revenue receivable	---	340
Output revenue recognised in Statement of Financial Performance	55,443	54,767



LEGISLATIVE ASSEMBLY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2003

Note
Ref

	2003 \$'000	2002 \$'000
4 RECONCILIATION OF PAYMENTS FROM CONSOLIDATED FUND (cont'd)		
RECONCILIATION OF PAYMENTS FROM CONSOLIDATED FUND TO EQUITY ADJUSTMENT RECOGNISED IN CONTRIBUTED EQUITY (NOTE 21)		
Budgeted equity adjustment appropriation	(113)	(750)
Less transfers to other headings	---	490
Add unforeseen expenditure	120	---
Total equity adjustment receipts (payments)	<u>7</u>	<u>(260)</u>
Equity adjustment recognised in Contributed Equity (Note 21)	<u>7</u>	<u>(260)</u>
5 USER CHARGES		
Catering Sales	1,371	1,178
Other	87	74
Total-User Charges	<u>1,458</u>	<u>1,252</u>
6 GRANTS AND OTHER CONTRIBUTIONS		
Goods and services received below fair value	873	2,228
Total-Grants and Other Contributions	<u>873</u>	<u>2,228</u>
Goods and services received below fair value represent the Parliament House stonework restoration program, Parliament House entrance works, and electorate office relocation and refurbishment program.		
7 OTHER REVENUES		
Gain on sale of property, plant and equipment	148	21
Asset revaluation increment	605	183
Other	13	143
Total-Other Revenues	<u>766</u>	<u>347</u>



LEGISLATIVE ASSEMBLY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2003

Note
Ref

	2003	2002
	\$'000	\$'000
8 EMPLOYEE EXPENSES		
NUMBER OF EMPLOYEES		
CHIEF EXECUTIVE'S REMUNERATION		
Employee Expenses		
Wages and salaries	31,709	30,624
Employer superannuation contributions	1,906	1,765
Long service leave levy	236	248
Annual leave	1,730	1,608
Other	2,058	1,874
Total-Employee Expenses	37,639	36,119
Number of Employees:		
The number of employees includes both full-time employees and part-time employees measured on a full-time equivalent basis. It also includes the 89 Members of the Legislative Assembly:	462	465
Chief Executive's Remuneration p.a.:		
Level CEO 1 Min. \$144,201 Max. \$160,756		
<p>Note that the Chief Executive of the Parliamentary Service is an officer of the Legislative Assembly, appointed by the Governor by commission and is not eligible for consideration of any performance bonus.</p> <p>The superannuable salary does not include industry and like allowances, leave loading and fringe benefits such as private use of a motor vehicle and employer superannuation contributions.</p>		
9 SUPPLIES AND SERVICES		
Members Entitlements	1,639	1,627
Maintenance and Construction	2,233	3,415
Telephones and Utilities	1,336	1,581
Consumables	917	837
Commercial and Professional Services	1,638	1,996
Other Administration Costs	1,887	1,720
Total-Supplies and Services	9,650	11,176



LEGISLATIVE ASSEMBLY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2003

Note
Ref

	2003 \$'000	2002 \$'000
10 DEPRECIATION AND AMORTISATION		
Depreciation and amortisation incurred in respect of:-		
Buildings	836	852
Computer Equipment	751	699
Other Equipment	395	266
Intangibles	51	43
Total-Depreciation and Amortisation	2,033	1,860
<p>The approximate increase in depreciation and amortisation expense as a result of the revaluation of depreciable assets during the reporting period was nil. Revaluations on Buildings occurred at 30 June 2003 and as such the quantum of depreciation has not been affected in the current year.</p>		
11 EQUITY RETURN EXPENSE		
The Queensland Government has set an equity return rate of 6% for 2002-03. This represents the opportunity cost of capital invested in the net assets of the department.	4,472	4,421
<p>The return is calculated on a pro-rata daily basis using the opening net asset position of the department for each quarter, plus or minus equity injections or withdrawals.</p>		
12 OTHER EXPENSES		
External audit fees	39	53
Internal audit fees	10	---
Operating lease rentals	3,162	3,096
Loss from disposal of non-current assets	33	183
Other	66	67
Total-Other Expenses	3,310	3,399
13 CASH ASSETS		
Cash at Bank and on hand	982	140
Imprest Accounts	4	4
Total-Cash Assets	986	144
<p>Note: The total for cash assets reconciles to cash at the end of the financial year as disclosed in the Statement of Cash Flows.</p>		
14 RECEIVABLES		
<i>Current</i>		
Trade Debtors	151	247
Departmental Outputs	---	340
GST receivable	174	187
Long service leave reimbursements	23	18
Other	17	5
Total-Current Receivables	365	797



LEGISLATIVE ASSEMBLY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2003

Note
Ref

	2003 \$'000	2002 \$'000
15 INVENTORIES		
<i>Current</i>		
<i>Inventory held for resale –</i>		
Gift Shop & Library Stock	38	22
Catering Stock	96	97
	<u>134</u>	<u>119</u>
<i>Inventory not held for resale-</i>		
Stationery and Stores	86	85
Total-Current Inventories	<u>220</u>	<u>204</u>
16 OTHER CURRENT ASSETS		
Prepayments	135	188
Total-Other Current Assets	<u>135</u>	<u>188</u>
17 PROPERTY, PLANT & EQUIPMENT		
Buildings		
At fair value	125,664	70,532
Less: Accumulated depreciation	(56,792)	(28,567)
	<u>68,872</u>	<u>41,965</u>
Land		
At fair value	21,000	21,000
	<u>21,000</u>	<u>21,000</u>
Valuables		
At fair value	5,247	4,305
	<u>5,247</u>	<u>4,305</u>
Computer Equipment		
At cost	2,961	3,427
Less: Accumulated depreciation	(1,552)	(2,031)
	<u>1,409</u>	<u>1,396</u>
Library		
At deprival value	---	6,563
	<u>---</u>	<u>6,563</u>
Other Equipment		
At cost	3,804	2,949
Less: Accumulated depreciation	(1,886)	(1,882)
	<u>1,918</u>	<u>1,067</u>
Total-Property, Plant and Equipment	<u>98,446</u>	<u>76,296</u>



LEGISLATIVE ASSEMBLY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2003

Note
Ref

17 PROPERTY, PLANT & EQUIPMENT (cont'd)

Reconciliation

Reconciliation of the carrying amounts of each class of property, plant and equipment at the beginning and end of the current reporting period.

	Buildings	Land	Valuables	Computer Equipment	Library	Other Equipment	Total
	2003 \$'000	2003 \$'000	2003 \$'000	2003 \$'000	2003 \$'000	2003 \$'000	2003 \$'000
Carrying amount at start of year	41,965	21,000	4,305	1,396	6,563	1,067	76,296
Acquisitions	860		156	824		1,252	3,092
Disposals				(46)		(7)	(53)
Revaluations	26,883		786				27,669
Derecognition					(6,563)		(6,563)
Depreciation	(836)			(765)		(394)	(1,995)
Carrying amount at end of year	68,872	21,000	5,247	1,409	---	1,918	98,446

	2003 \$'000	2002 \$'000
18 INTANGIBLES		
Internal Use Software – at cost	304	302
Less accumulated amortisation	(162)	(111)
Total-Intangibles	<u>142</u>	<u>191</u>

19 PAYABLES		
Current		
Trade Creditors	815	1,404
Departmental Outputs	355	---
Other	85	34
Total-Current Payables	<u>1,255</u>	<u>1,438</u>



LEGISLATIVE ASSEMBLY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2003

Note
Ref

	2003 \$'000	2002 \$'000
20 PROVISIONS		
<i>Current</i>		
Annual leave	2,216	1,881
Time in Lieu	120	94
Post Employment Benefits	393	--
Total-Current Provisions	2,729	1,975
<i>Non-current</i>		
Post Employment Benefits	4,889	---
Total-Non-Current Provisions	4,889	---

21 CHANGES IN EQUITY

	Retained Surpluses		Asset Revaluation Reserve		Contributed Equity	
	2003 \$000	2002 \$000	2003 \$000	2002 \$000	2003 \$000	2002 \$000
Balance 1 July	63,359	61,729	7,385	7,385	3,663	3,956
Net Surpluses	1,436	1,619				
<i>Non-Owner changes in equity recognised on the face of the Statement of Financial Performance:</i>						
- Increase in Asset Revaluation Reserve			27,229			
- Adjustment due to an initial recognition of an asset		11				
- Adjustment due to initial application of AASB 1028	(5,098)					
- Asset Derecognition	(6,563)					
<i>Transactions with Owners as Owners:</i>						
- Equity injections (Note 4)					7	(260)
- Net Leave liabilities transferred (from) / to other departments					3	(33)
Balance 30 June	53,134	63,359	34,614	7,385	3,673	3,663

Closing Balance of Asset Revaluation Reserve by Class:

- Land	7,385	7,385
- Buildings	26,354	---
- Valuables	875	---
Total Asset Revaluation Reserve	34,614	7,385



LEGISLATIVE ASSEMBLY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2003

Note
Ref

	2003 \$'000	2002 \$'000
22 RECONCILIATION OF NET SURPLUS TO NET CASH PROVIDED BY OPERATING ACTIVITIES		
Net Surplus	1,436	1,619
<i>Non-cash items:</i>		
Depreciation and amortisation	2,033	1,860
Loss on sale of assets	33	210
Gain on sale of assets	(148)	(21)
Maintenance expense – received below fair value	138	1,578
Receipt adjustment for goods received below fair value	(873)	(2,228)
Asset revaluation increment	(582)	(183)
Transfer of Employee Entitlements	2	(33)
Liabilities assumed	(5,098)	---
<i>Changes in assets and liabilities:</i>		
Decrease in GST Input Tax Credit Receivable	25	101
(Increase) / Decrease in LSL Reimbursement Receivable	(4)	33
Decrease / (Increase) in Trade Debtors	79	(53)
Decrease / (Increase) in Departmental Outputs receivable	340	(340)
Decrease / (Increase) in Other Receivables	3	(5)
(Increase) / Decrease in Inventories	(16)	21
Decrease / (Increase) in Prepayments	52	(62)
(Decrease) in Trade Creditors	(234)	(321)
Increase in Other Payables	52	33
(Decrease) in GST Payable	(12)	(8)
Increase in Provisions	5,643	255
Net Cash provided by operating activities	2,869	2,456
23 COMMITMENTS FOR EXPENDITURE		
<i>Non-Cancellable Operating Lease Commitments</i>		
Commitments under operating leases at reporting date are inclusive of anticipated GST and are payable as follows:		
• Not later than one year	2,705	2,559
• Later than one year and not later than five years	2,869	3,452
Total-Non-Cancellable Operating Lease Commitments	5,574	6,011



LEGISLATIVE ASSEMBLY

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the year ended 30 June 2003

Note
Ref

	2003 \$'000	2002 \$'000
23	COMMITMENTS FOR EXPENDITURE (cont'd)	

Non-Cancellable Operating Lease Commitments (cont'd)

Operating Leases are entered into as a means of acquiring access to office accommodation and storage facilities. Lease payments are generally fixed, but with inflation escalation clauses on which contingent rentals are determined.

No renewal or purchase options exist in relation to operating leases and no operating leases contain restrictions on financing or other leasing activities.

Capital Expenditure Commitments

Material classes of capital expenditure commitments inclusive of anticipated GST, contracted for at reporting date but not recognised in the accounts are payable as follows:

Plant and equipment	---	1,214
Total-Capital Expenditure Commitments	---	1,214
Payable:		
• Not later than one year	---	1,214
	---	1,214

24 **FINANCIAL INSTRUMENTS**

Interest Rate Risk Exposure

The department has no exposure to interest rate risk as financial assets and liabilities are non interest bearing.

Credit Risk Exposure

The maximum exposure to credit risk at balance date is the carrying amount of Receivables as indicated in the Statement of Financial Position.

No significant credit risks have been identified.

Net Fair Value

The net fair value is determined as follows:

- The net fair value of cash and cash equivalents and non-interest bearing monetary financial assets and financial liabilities approximates their carrying amounts



CERTIFICATE OF THE LEGISLATIVE ASSEMBLY

These general purpose financial statements have been prepared pursuant to section 40(1) of the *Financial Administration and Audit Act 1977* (the Act), and other prescribed requirements.

In accordance with Section 40(3) of the Act we certify that in our opinion:

- (a) the prescribed requirements for establishing and keeping the accounts have been complied with in all material respects; and
- (b) the statements have been drawn up to present a true and fair view, in accordance with prescribed accounting standards, of the transactions of the Legislative Assembly for the financial year ended 30 June 2003 and of the financial position of the department at the end of that year.

M J HICKEY
DIRECTOR OF
CORPORATE & HOUSE SERVICES

23 September 2003

N J LAURIE
THE CLERK OF THE PARLIAMENT

23 September 2003



INDEPENDENT AUDIT REPORT

To the Accountable Officer of the Legislative Assembly

Matters relating to the electronic presentation of the audited financial statements

The audit report relates to the financial statements of the Legislative Assembly for the financial year ended 30 June 2003 included on the Queensland Parliament's web site. The Accountable officer is responsible for the integrity of the Queensland Parliament's web site. The audit report refers only to the financial statements identified below and does not include a review of the integrity of this web site or provide an opinion on any other information which may have been hyperlinked to/from the financial statements. If users of the financial statements are concerned with the inherent risks arising from electronic data communications they are advised to refer to the hard copy of the audited financial statements, available from the Legislative Assembly, to confirm the information included in the audited financial statements presented on this web site.

Scope

The financial statements

The financial statements of the Legislative Assembly consist of the Statement of Financial Performance, Statement of Financial Position, Statement of Cash Flows, Notes to and forming part of the Financial Statements and Certificates given by the Accountable Officer and officer responsible for the financial administration of the Legislative Assembly, for the year ended 30 June 2003.

Accountable Officer's responsibility

The Accountable Officer is responsible for the preparation and true and fair presentation of the financial statements, the maintenance of adequate accounting records and internal controls that are designed to prevent and detect fraud and error, and for the accounting policies and accounting estimates inherent in the financial statements.

Audit approach

As required by law, an independent audit was conducted in accordance with *QAO Auditing Standards* to enable me to provide an independent opinion whether in all material respects the financial statements is presented fairly in accordance with the prescribed requirements, including any mandatory financial reporting requirements as approved by the Treasurer for application in Queensland.

Audit procedures included -

- examining information on a test/sample basis to provide evidence supporting the amounts and disclosures in the financial statements,
- assessing the appropriateness of the accounting policies and disclosures used and the reasonableness of significant accounting estimates made by the Accountable Officer,
- obtaining written confirmation regarding the material representations made in conjunction with the audit, and
- reviewing the overall presentation of information in the financial statements.

Independence

The *Financial Administration and Audit Act 1977* promotes the independence of the Auditor-General and QAO authorised auditors.

The Auditor-General is the auditor of all public sector entities and can only be removed by Parliament.

The Auditor-General may conduct an audit in any way considered appropriate and is not subject to direction by any person about the way in which powers are to be exercised.

The Auditor-General has for the purposes of conducting an audit, access to all documents and property and can report to Parliament matters which in the Auditor-General's opinion are significant.

Audit Opinion

In accordance with section 40 of the *Financial Administration and Audit Act 1977* -

- (a) I have received all the information and explanations which I have required; and
- (b) in my opinion –
 - (i) the prescribed requirements in respect of the establishment and keeping of accounts have been complied with in all material respects; and
 - (ii) the financial statements have been drawn up so as to present a true and fair view, in accordance with the prescribed accounting standards of the transactions of the Legislative Assembly for the financial year 1 July 2002 to 30 June 2003 and of the financial position as at the end of that year.

L J SCANLAN, FCPA
Auditor-General of Queensland



Queensland Audit Office
Brisbane

Index

Accommodation services <i>see</i> Property Services	
Administrative Services <i>see</i> Financial and Administrative Services	
Attendants	7
Auditing	II
Broadcast of proceedings	2I, 42
Catering Services	7, 15, 2I
Charities, support of	I4
Clerk of the Parliament	5, 7, 9, II,
Clients	2
Code of conduct	I2, 34
Committees	7, 15, 19
Community groups, support of	I4
Conference of Australian and Pacific Presiding Officers and Clerks	18
Consultancies	43
Corporate and House Services	7, 15
Corporate governance	9-12
Delegations	42
Education Services <i>see</i> Library and Education Services	
Electorate offices	15, 23-26
Energy consumption	13, 24
E-petitions	18, 42
Executive Management Group	9-10
Financial comparisons (5-year annual)	46
Financial and Administrative Services	7, 15, 30, 3I
Financial Management Group	10

Financial statements	47-65
Financial summary	44-45
Goals	17-33
Greenhouse Challenge	13
Hansard <i>see</i> Parliamentary Reporting Service	
Historical facts	17-35, 44-45
Hospitality Services <i>see</i> Catering Services	
House Services <i>see</i> Corporate and House Services	
Human Resource Management	7, 15
Information Services and Communication Management Group	10
Information Technology Services	7, 15, 27, 29
Legal framework	12
Library and Education Services	7, 15, 18, 29, 35, 41
Management groups	9-10
Management profiles	7
Management systems	11-12
Mission	3
O'Donovan Collection	41
Organisational structure	8
Outputs	15
Parliamentary Reporting Service	7, 15, 17, 18, 19
Performance management	11
Property Services	7, 38, 39

Queensland Day	18, 40
Regional Parliament	4, 18, 37-39
Restoration project	15, 21
Risk and Compliance Management Group	10
Science in Parliament Week	18
Security Services	7
Sergeant-at-Arms	7
Services provided	2, 17, 21, 23, 29
Speaker of the Parliament	4, 7, 9, 19, 37, 39
Special events	7, 18
Staff information	7, 33, 34, 43
Staff overseas travel	43
Strategic plans	11
Table Office	7, 15
Values	3
Visitors	42
Waste management	14
Water management	14
Whistleblowers	12
Work experience	14
Youth Parliaments	18



Parliament House
Cnr George and Alice Streets
Brisbane Queensland 4000
Tel 07 3406 7111
clerksoffice@parliament.qld.gov.au
www.parliament.qld.gov.au

No stamp required
if posted in Australia



Delivery Address:
Parliament House
69 Alice St
BRISBANE QLD 4000



The Clerk of the Parliament
Reply Paid 76362
BRISBANE QLD 4000

Please complete this short questionnaire to help us improve next year's report.

Thank you for your assistance.

1. Did you find our report easy to read?
 Yes No
2. Was the presentation of the report effective?
 Yes No
3. Was the content useful?
 Yes No
4. Was the content relevant?
 Yes Mostly
5. Overall, how would you rate this report on a scale of 1 to 10 (1 being poor, 10 being excellent)
 Mostly No
6. Do you have any additional comments or suggestions for improving the annual report?
 No

7. (Optional) Name:

Address:



Queensland Parliamentary Service