



# SERVICE DELIVERY STATEMENTS **VOLUME 4**

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Legislative Assembly of Queensland



# 2020–21 Queensland Budget Papers

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The Budget Papers are available online at [budget.qld.gov.au](http://budget.qld.gov.au)

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## Service Delivery Statements

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## **Legislative Assembly of Queensland**

The **Speaker of the Legislative Assembly of Queensland, the Honourable Curtis Pitt MP** is responsible for:

- **The Legislative Assembly of Queensland (Accountable Officer: Neil Laurie)**

Additional information about the Legislative Assembly of Queensland can be sourced from: [www.parliament.qld.gov.au](http://www.parliament.qld.gov.au)

# Departmental overview

The Legislative Assembly of Queensland consists of 93 Members who discharge a range of important constitutional, legislative and constituency responsibilities. The *Parliamentary Service Act 1988* establishes the Parliamentary Service to provide administrative and support services to the Legislative Assembly.

Our vision is to be recognised as an innovative leader in the delivery of Parliamentary Services in the Westminster world.

Our purpose is to independently support, promote and strengthen the Parliament to fulfil its democratic functions.

In 2020-21, the Parliamentary Service is working towards its objectives:

- support the Legislative Assembly (and its committees and Members) in fulfilling its functions within the institution of Parliament
- support Members of the Legislative Assembly to engage with and represent their electorates
- provide information, corporate and facility management services
- safeguard, promote and strengthen the important institution of Parliament.

The Legislative Assembly of Queensland will deliver the following services in 2020-21:

- Members' Salaries, Entitlements and Electorate Office Services – To administer the direct remuneration and entitlements of Members of Parliament and provide resources and support services to assist in maintaining Members' electorate offices
- Parliamentary Precinct Support Services – To deliver a range of support services within the parliamentary precinct to the Parliament, its Members and committees.

# Service Performance

## Members' Salaries, Entitlements and Electorate Office Services

### Service Area Highlights

In 2020-21 the service area will:

- prepare for and deliver the transition from the 56th Parliament to the 57th Parliament following the October 2020 General State Election including ceremonial Opening of Parliament, new Members' induction program, and transition to electorate office accommodation
- replace Members' portable computer devices and electorate office telephone systems
- continue implementation of a range of electorate office security enhancements to ensure that Members and electorate staff are provided with an appropriate and secure working environment.

Service standards for Members' Salaries, Entitlements and Electorate Office Services are not provided. Each electorate office operates independently under the direction of each Member. Individual Members assess the performance of their office(s) based upon the needs of that Member in servicing local constituents.

## Parliamentary Precinct Support Services

### Service Area Highlights

In 2020-21 the service area will:

- prepare for and deliver the transition from the 56th Parliament to the 57th Parliament following the October 2020 General State Election including ceremonial Opening of Parliament, new Members' induction program, and transition to electorate office accommodation
- continue to implement Parliamentary Service COVID-19 Response Plan and Parliament House COVID-Safe Plan
- develop a new three-year digital strategy for the Parliamentary Service, and continue to develop and deliver strategies to address emerging cyber security risks
- continue delivery of a three-year program to upgrade critical building infrastructure and services in the Parliamentary Annexe to address safety risks and ensure ongoing reliability of services that support the parliamentary workplace
- implement a formal Reconciliation Action Plan to promote and strengthen cultural respect, equality and opportunities for Aboriginal and Torres Strait Islander peoples.

Parliamentary Precinct Support Services	2019-20 Target/Est	2019-20 Actual	2020-21 Target/Est
<b>Service standards</b>			
<i>Effectiveness measures</i>			
Percentage of Members satisfied with services provided (satisfied/very satisfied) <sup>1</sup>	95%	98%	95%
Percentage of shared services clients satisfied with services provided (satisfied/very satisfied) <sup>2</sup>	100%	100%	100%
<i>Efficiency measures</i> <sup>3</sup>			

Notes:

1. This service standard measures overall satisfaction and covers the dimensions of timeliness, responsiveness, accuracy, completeness and accessibility.
2. This service standard measures overall satisfaction and covers the dimensions of timeliness, responsiveness, accuracy, completeness and accessibility.
3. An efficiency measure is being developed for this service area and will be included in a future *Service Delivery Statement*.

## Capital purchases

The total planned 2020-21 capital expenditure for the Legislative Assembly of Queensland is \$13.6 million. Major capital projects include continuation of an upgrade to critical building infrastructure and services supporting the Parliamentary Annexe, the completion of the Parliament House fire protection program, and the ongoing electorate office accommodation improvement program.

The table below shows the capital purchases by the agency in the respective years.

<b>Legislative Assembly of Queensland</b>	<b>2019-20 Actual \$'000</b>	<b>2020-21 Budget \$'000</b>
Total capital purchases	8,723	13,628

## Staffing

The table below shows the Full Time Equivalents (FTEs) as at the 30 June in the respective years.

<b>2019-20 Actual</b>	<b>2020-21 Budget</b>
506	505

# Budgeted financial statement

## Departmental income statement

Total expenses are estimated to be \$104.4 million in 2020-21, an increase of \$1.0 million from the 2019-20 actual. The increase is mainly associated with determinations made by the Queensland Independent Remuneration Tribunal to increase the Members' Electorate and Communication Allowance, and to allow the carry forward of un-acquitted Electorate and Communication Allowance from 2019-20 into 2020-21. In addition, employee expenses reflects increases for State Wage Case outcomes. These increases are partly offset by the Legislative Assembly's contribution towards the 2020-21 savings under the Savings and Debt Plan.

Total revenue is estimated to be \$104.4 million in 2020-21, an increase of \$0.2 million from the 2019-20 actual. The increase is mainly associated with determinations made by the Queensland Independent Remuneration Tribunal to increase the Members' Electorate and Communication Allowance, and to allow the carry forward of un-acquitted Electorate and Communication Allowance from 2019-20 into 2020-21. In addition, appropriation revenue has been approved for State Wage Case outcomes. These increases to revenue are partly offset by a reduction in appropriation revenue associated with the Legislative Assembly's contribution towards the 2020-21 savings under the Savings and Debt Plan.

# Controlled income statement

Legislative Assembly of Queensland	2019-20 Actual \$'000	2020-21 Budget \$'000
<b>INCOME</b>		
Appropriation revenue	100,401	102,170
Taxes	..	..
User charges and fees	2,105	2,169
Royalties and land rents	..	..
Grants and other contributions	720	..
Interest and distributions from managed funds	..	..
Other revenue	926	32
Gains on sale/revaluation of assets	4	..
<b>Total income</b>	<b>104,156</b>	<b>104,371</b>
<b>EXPENSES</b>		
Employee expenses	67,798	68,895
Supplies and services	27,215	27,127
Grants and subsidies	..	..
Depreciation and amortisation	8,111	8,115
Finance/borrowing costs	..	..
Other expenses	259	234
Losses on sale/revaluation of assets	14	..
<b>Total expenses</b>	<b>103,397</b>	<b>104,371</b>
<b>OPERATING SURPLUS/(DEFICIT)</b>	<b>759</b>	<b>..</b>



# Departmental cash appropriation

The table below shows the annual cash appropriation that is available in 2020-21 for the delivery of departmental objectives.

Legislative Assembly of Queensland	2019-20 Actual \$'000	2020-21 Budget \$'000
<b>CONTROLLED</b>		
Departmental services	101,844	100,732
Equity adjustments	(1,316)	1,091
<b>TOTAL CONTROLLED</b>	<b>100,528</b>	<b>101,823</b>
<b>ADMINISTERED</b>		
Administered items	..	..
Equity adjustments	..	..
<b>TOTAL ADMINISTERED</b>	<b>..</b>	<b>..</b>
<b>TOTAL VOTE</b>	<b>100,528</b>	<b>101,823</b>

# Glossary of terms

<b>Accrual accounting</b>	Recognition of economic events and other financial transactions involving revenue, expenses, assets, liabilities and equity as they occur and reporting in financial statements in the period to which they relate, rather than when a flow of cash occurs.
<b>Administered items</b>	Assets, liabilities, revenues and expenses an entity administers, without discretion, on behalf of the Government.
<b>Agency/entity</b>	Used generically to refer to the various organisational units within Government that deliver services or otherwise service Government objectives. The term can include departments, commercialised business units, statutory bodies or other organisations established by Executive decision.
<b>Appropriation</b>	Funds issued by the Treasurer, under Parliamentary authority, to agencies during a financial year for: <ul style="list-style-type: none"> <li>• delivery of agreed services</li> <li>• administered items</li> <li>• adjustment of the Government's equity in agencies, including acquiring of capital.</li> </ul>
<b>Capital</b>	A term used to refer to an entity's stock of assets and the capital grants it makes to other agencies. Assets include property, plant and equipment, intangible items and inventories that an entity owns/controls and uses in the delivery of services.
<b>Controlled Items</b>	Assets, liabilities, revenues and expenses that are controlled by departments. These relate directly to the departmental operational objectives and arise at the discretion and direction of that department.
<b>Depreciation</b>	The periodic allocation of the cost of physical assets, representing the amount of the asset consumed during a specified time.
<b>Equity</b>	Equity is the residual interest in the assets of the entity after deduction of its liabilities. It usually comprises the entity's accumulated surpluses/losses, capital injections and any reserves.
<b>Equity injection</b>	An increase in the investment of the Government in a public sector agency.
<b>Income statement</b>	A financial statement highlighting the accounting surplus or deficit of an entity. It provides an indication of whether the entity has sufficient revenue to meet expenses in the current year, including non-cash costs such as depreciation.
<b>Outcomes</b>	Whole-of-government outcomes are intended to cover all dimensions of community wellbeing. They express the current needs and future aspirations of communities, within a social, economic and environment context.
<b>Own-source revenue</b>	Revenue that is generated by an agency, generally through the sale of goods and services, but it may also include some Commonwealth funding.
<b>Priorities</b>	Key policy areas that will be the focus of Government activity.
<b>Services</b>	The actions or activities (including policy development) of an agency which contribute to the achievement of the agency's objectives.
<b>Service area</b>	Related services grouped into a high level service area for communicating the broad types of services delivered by an agency.
<b>Service standard</b>	Define a level of performance that is expected to be achieved appropriate for the service area or service. Service standards are measures of efficiency or effectiveness.





Queensland Budget 2020–21

**Service Delivery Statements**

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