

Key Performance Indicators

Objective 1: Assembly and committee support

Measures	2024–25 Target	2024–25 Actual
Table Office Measures		
Number of Questions on Notice processed	1,500	1,236
Number of Tabled Papers and Reports registered/archived	2,200	2,165
Committee Office		
Number of Parliamentary committee publications tabled	60	94
Parliamentary Reporting and Broadcasting Service (Hansard)		
Internet publication of the first two hours of proceedings (Hansard) by 2.30pm each sitting day	100%	98%
Parliamentary Reporting and Broadcasting Service audio hours transcribed 2024–25		
Chamber		315
Committees (including estimates committees)		292
Total audio hours transcribed		607

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Objective 2: Member support

Measures	2024–25 Target	2024–25 Actual
Payroll Services		
Percentage accuracy in payroll production	99%	99%
Financial and Administrative Services		
Members' Electorate and Communication Allowance Acquittals submitted	25,000	26,491
Training sessions provided to Electorate Officers	4	9
Number of ECA reviews	25–30	29
Number of FAS related high risk audit issues raised by either internal or external audit	Nil	1
People and Culture		
Appointments processed for permanent, temporary and casual staff	300	453
Parliamentary Library and Research Services		
Research and information requests from individual clients	1,000	1,012
Number of client information briefs in response to individual client requests	>85,000	100,192
Number of times web-based Library Online accessed by clients including research staff (includes Alert usage)	>75,000	116,323
Percentage of individual research/information responses meeting agreed deadlines	>98%	100%
Information Technology Services		
Number of endpoints supported (Parliamentary Service, electorate offices and Member laptops)	650	649
Number of enquiries processed by service desk from Members and electorate offices, Parliamentary precinct and other staff	8,000	12,332
Service desk calls resolved within the service level agreement	90%	81%
Network availability during business hours for Parliamentary precinct	99%	100%
Percentage of Members satisfied with services provided (satisfied/very satisfied)	>90%	88.6%

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Objective 3: Service provision

Measures	2024-25 Target	2024-25 Actual
Records Management		
Number of internal eDRMS training sessions delivered	24	60
Number of internal Recordkeeping Champion meetings held	6	6
System engagement – users logged in and using the system	220	225
Property Services		
Percentage of planned Capital Works projects completed on budget	80%	80%
Percentage of planned maintenance works undertaken	90%	100%
Electorate Accommodation Services		
Number of offices inspected for policy compliance (standards, WH&S etc)	30	8 (as majority of offices inspected across 2023-24)
Number of relocation/refurbishment projects completed	4 relocations 3 refurbishments	4 relocations 3 refurbishments
Catering Services		
Total number of functions	800	735
Total number of guests	40,000	34,413
Security and Attendant Services		
Number of precinct visitors processed through security scanning procedures	75,000	77,900
Security breaches, first aid incidents and emergency maintenance requirements addressed immediately and appropriately	100%	100%
Time taken to evacuate precinct in an evacuation drill	10 minutes	4 minutes

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Objective 4: Improving awareness of the Parliament

Measures	2024–25 Target	2024–25 Actual
Parliamentary Education Measures		
Number of educational and liaison activities	90	147
Number of participants attending education and liaison activities conducted at Parliament House and in regional centres	3,000	4,815
Marketing and Communication Measures		
Number of design requests completed	100	>100
Increase in followers across each social media channel	5%	21%
Number of official publications developed	2	2