

Key Performance Indicators

Assembly and Committee Support

Measures	2023–24 Target	2023–24 Actual
Table Office Measures		
Number of Questions on Notice processed	1,500	1,615
Number of Tabled Papers and Reports registered/archived	2,200	2,311
Committee Office		
Number of Parliamentary Committee publications tabled	60	137
Parliamentary Reporting and Broadcasting Service (Hansard)		
Internet publication of the first two hours of proceedings (Hansard) each sitting day	2.30pm each sitting day	100%
Parliamentary Reporting and Broadcasting Service audio hours transcribed 2023–24		
Chamber		356:32
Committees (including estimates committees)		502:53
Total audio hours transcribed		858:85

Key Performance Indicators

Member Support

Measures	2023–24 Target	2023–24 Actual
Payroll Services Measures		
Percentage accuracy in payroll production	99%	99%
Financial and Administrative Services		
Training sessions provided to Electorate Officers	4	6
<ul style="list-style-type: none"> • Member entitlement forums • Individual training sessions 	As required	33
Number of ECA reviews	25	38
Number of FAS related high risk audit issues raised by either internal or external audit	Nil	Nil
Parliamentary Library and Research Services		
Research and information requests from individual clients	1000	1031
Number of client information briefs in response to individual client requests	> 85,000	85,047
Number of times web-based Library Online accessed by clients including research staff (includes Alert usage)	>75,000	105,744
Percentage of individual research/information responses meeting agreed deadlines	>98%	100%
Electorate Accommodation Services		
Number of offices inspected for policy compliance (standards, WH&S etc)	20	78
Number of relocation/refurbishment projects completed	7/2	5/2

Key Performance Indicators

Service Provision

Measures	2023–24 Target	2023–24 Actual
Information Technology Services		
Number of endpoints supported (Parliamentary Service, electorate offices and Member Laptops)	500	554
Number of calls processed by Service desk from Members and electorate offices, Parliamentary Precinct and other staff	1,500	12,571
Service desk calls resolved within SLA	90%	94%
Network availability during business hours	99%	100%
Percentage of Members satisfied with services provided (satisfied/very satisfied)	>90%	85%
Records Management		
Number of internal eDRMS training sessions delivered	6	6
Number of internal Recordkeeping Champion meetings held	10	10
System engagement: users logged in and using the system	88%	90%
Property Services		
Percentage of planned Capital Works projects completed on budget	75%	90%
Percentage of planned maintenance works undertaken	85%	95%
Number of Workplace Health and Safety inspections completed	12	12
Catering Services		
Total number of functions	650	933
Total number of guests	30,000	42,283
Security and Attendant Services		
Number of precinct visitors processed through security scanning procedures	75,000	86,900
Number of school tours conducted	550	582
Number of Public Tours conducted	680	416
Number of emergency drills conducted	2	2

Key Performance Indicators

Public Awareness and Access

Measures	2023–24 Target	2023–24 Actual
Parliamentary Education Measures		
Number of educational and liaison activities	90	123
Number of participants attending education and liaison activities conducted at Parliament House and in regional centres	3,000	5,574
Marketing and Communication Measures		
Number of design requests completed	100	>100
Increase in followers across each social media channel	5%	13%
Number of official publications developed	2	2