

Raymond Knight at the Table Office inquiry counter.

Performance

Output Group I – Chamber, Main Committee and community awareness

Chamber and Main Committee operate effectively

Community understanding of, and interaction with, the work of the House of Representatives and the Commonwealth Parliament

Description

The Table Office, the Chamber Research Office and the Liaison and Projects Office are the primary contributors to this output group. The departmental Executive, the Serjeant-at-Arms' Office and, when required, staff from other departmental offices also contribute.

Staff supporting the output group assist the House of Representatives Chamber and Main Committee to operate effectively by providing procedural and programming advice, undertaking research, producing documents of record and documents for members, and managing and providing general secretariat support for the Chamber and Main Committee. The output group also encompasses parliamentary outreach and educational functions within Australia.

In 2002–03 the expenses for the provision of those services by this output group were \$3.56 million, while the budget allocation was \$5.25 million. A summary of the financial resources for the output group is provided in Table 1 and staff levels, by location, are shown in Appendix 10.

Performance

There was a continuing high level of client satisfaction with the quality and timeliness of services provided through the output group. In the survey of members, conducted in June 2003, 95 per cent of responses recorded extreme or high satisfaction (and the remainder satisfaction) with the work of the clerks on duty at the table in the House and Main Committee and with advice and services for members. All members who had used the department's legislative drafting services were satisfied.

Ninety per cent of members reported either extreme or high satisfaction with procedural and statistical publications.

In 2002–03, the number of sitting days was some 38 per cent higher than in 2001–02, with similar levels of activity in regard to legislation. Table 2, Appendices 1 and 2 and the department's publication *Work of the Session* (available through the department's website) provide more detailed quantitative information.

Table 2 Performance summary, Output Group 1

Aspect of performance	Result	
	2001–02	2002–03
Number of sittings of the House	53	73
Number of meetings of the Main Committee	31	47
Hours of sitting of the House ^(a)	465	659
Hours of meeting of the Main Committee ^(a)	99	186
Number of bills introduced	214	203
Number of bills passed both Houses and assented to ^(b)	143	160

^(a) Excludes suspensions.

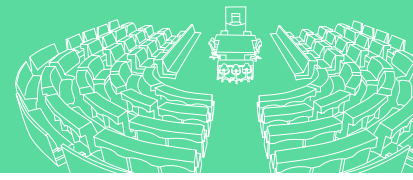
^(b) Includes bills which passed both Houses in the financial year but were assented to in the following financial year (13 bills in 2001–02 and 12 bills in 2002–03).

1.1 Procedural advice and support services

Provision of policy advice, facilities and services in support of the operation of the Chamber and Main Committee

Advice

The Clerk, Deputy Clerk and other staff members provided advice on the procedures and practices of the House, helping to ensure the proper functioning of the Chamber and Main Committee. As in previous years, the clerks were called on during the year to provide the Speaker and members with advice on the application of the law and rules under which the House operates. For example, they provided advice on issues ranging from the constitutional powers of the House in respect of legislation, through issues of members' interests, to the law and practice surrounding parliamentary privilege. The clerks on duty at the table during proceedings of the Chamber and Main Committee provided immediate advice on the procedures and practices of the House. Written and oral advice was also provided by the Clerk, Deputy Clerk, Clerks Assistant, staff of the Table Office and the Chamber Research Office at other times.



The department also provided assistance in the preparation of legislation and legislative amendments, in particular to members of the shadow ministry (the Office of Parliamentary Counsel provides drafting assistance for the Executive). In addition, the department gave ongoing procedural advice and assistance to all those involved in supporting the operation of the House of Representatives, including staff in the offices of ministers, shadow ministers and whips, and public service and parliamentary staff.

The following sample illustrates the range of subjects dealt with by the Chamber Research Office in providing advice:

- advice to the Speaker and other members, on precedents and examples relevant to the application of the standing orders, comparative information from other parliaments, and statistical information relating to procedure and practice
- advice to other parliaments, including information on procedure and practice as well as statistical data
- advice to members of the public, relating to how the Parliament operates and why certain actions are taken.

Feedback from the Speaker, members and others indicated their high level of satisfaction with the quality and timeliness of advice – 95 per cent of members surveyed reported high or extreme satisfaction.

In relation to applications of technology in this area, there were two major developments during the year. Firstly, the Votes Officer's Minutes – the electronic record of the proceedings of the House compiled progressively throughout the sitting day – were made available through the parliamentary computing network to all occupants of the building. This provided members and others with an online record of the progress of business in the House and the Main Committee, updated at least every minute throughout each sitting day.

Secondly, following the report by the internal working group referred to in last year's report, the department decided to enhance the quality of captioning provided via the internal broadcasting system and the internet webcast of proceedings. The Department of the Parliamentary Reporting Staff agreed to our request for enhancements to the Events in Progress software used for captioning. The project had commenced by the end of the year.

Document provision

In accordance with departmental service standards, House documents such as the *Notice Paper*, the *Daily Program*, the *Votes and Proceedings*, the *Daily Bills List* and the *Disallowable Instruments List* continued to be available in a timely fashion both in hard copy and electronically via the web. Other documents for the use of ministers and members during proceedings – including bills, explanatory memoranda and amendments, papers and Chamber procedures prepared by the department – were also provided in accordance with service standards and in a timely fashion. The survey of members indicated a high level of satisfaction with the timeliness of such documents, and with their accessibility. Members and staff were again encouraged to access the documents in electronic form. Changes to the delivery of documents such as the *Notice Paper*, identified in last year's report, are now well established.

The department continued to monitor stock requirements for the tabling of government documents and committee reports, and made reductions where possible. For example, the hard copy stock of the 2003–04 Budget documents and related papers was reduced, and members were encouraged to access documents electronically. In addition, from 2003–04, the department will reduce its stock requirements for the tabling of government documents by 25 per cent (stock requirements were previously reduced by 38 per cent in 2000–01). All member requests for hard copy were met during the year, and there was a reduction in the department's stock requirements, leading to significant savings in printing for other departments and agencies.

The Chamber Research Office continued to provide updated versions of the standing orders. The current hard copy version is dated 16 September 2002. Inserts are circulated on the same day as changes to the standing and sessional orders are made by the House.

Chamber practice

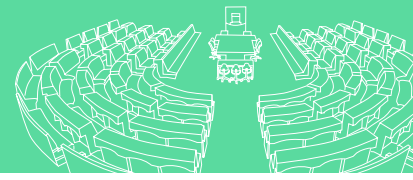
During 2002–03 work commenced on producing an update supplement to the House's authoritative document on practice and procedure, *House of Representatives Practice* (fourth edition). The supplement is to be a published document and will also be available online. The printed version remains the authoritative version for use in the Chamber.

The Chamber Research Office continued to maintain a parliamentary procedural database, the Procedural Records System, and regularly distribute to the Speaker, Deputy Speaker, members of the Speaker's Panel and others a chronological list of matters of procedural significance, *Procedural Extracts*. During the year, the format and content of the extracts were reviewed to enhance their readability, and a new document, the *Procedural Digest*, was launched. The new digest entries are grouped by subject matter and written in narrative style with improved layout and presentation, increasing the value of the document as an educational resource. All members surveyed were satisfied with the quality and availability of procedural and statistical publications and 90 per cent reported extreme or high satisfaction.

The Chamber Research Office also continued to maintain a procedural research library containing, among other things, copies of historical documents and parliamentary records dating back as far as 1901.

Parliamentary committees

Staff supporting the output group provided secretariat support to five House of Representatives committees and a joint committee whose functions are concerned with the powers and structures of the House, namely: the Selection Committee, the Standing Committee on Publications, the Standing Committee on Procedure, the Committee of Privileges, the Committee of Members' Interests, and the Joint Committee on the Broadcasting of Parliamentary Proceedings.



The Committee of Privileges is appointed at the commencement of each Parliament to inquire into, and report on, complaints of breach of privilege referred to it by the House. It also makes recommendations concerning applications for a right of reply requested by aggrieved citizens mentioned in proceedings. The committee presented three reports during the year, including one on general issues relating to parliamentary privilege.

The Standing Committee on Procedure inquired into several issues during the year, including the effectiveness of the House's scrutiny of the Budget estimates, the conduct of divisions, and the operation of standing order 344 (relating to visitors at public hearings of committees). The committee's major task in 2002–03 was a comprehensive review of the standing orders. As part of the review, the committee issued a discussion paper in September 2002 – reviewing the Clerk's suggestions for revising the standing orders, referred to in last year's annual report – and held a number of meetings to consider possible revisions to the standing orders.

Details of other committee activity are provided in Appendices 3 and 4. The department received positive feedback on the output's secretariat services – particularly on the timeliness and quality of briefing papers and technical advice provided by staff.

Procedural training

Staff whose main duties were not in the procedural support area continued to take advantage of opportunities to serve as Clerks-at-the-Table in both the Chamber and the Main Committee. Appropriate training, development and experience are required to perform these roles. The Table Office 'shadowing' program continued, with staff from outside the output group working on sitting nights to assist the staff performing Table Office duties. During the year, the benefits of the shadowing program were demonstrated on several occasions, when the 'shadow' undertook the duties of a particular position because the occupant was unable to work on a sitting day.

Building the procedural competence of staff also continued following sitting periods, with targeted briefings and weekly or fortnightly debriefing meetings to discuss procedural issues that arose during each period. To facilitate learning by staff, records of the debriefings were made available through the departmental intranet. Staff were also involved in discussions with visiting parliamentary officials from Australian and overseas parliaments and benefited from the exchange of views and information on practices.

This year, the department continued its program of recruiting university students to work as parliamentary assistants for an average of 12 hours per week. As in previous years, the parliamentary assistants spent most of their time performing the duties of messengerial attendants, particularly in the Chamber.

At the end of 2002 all parliamentary assistants appointed in 2002 were invited to reapply, to become 'senior' parliamentary assistants to assist with the incoming team for 2003; one from 2002 became a 'senior' assistant. From January 2003 six new parliamentary assistants were appointed. The students are from the Australian Capital Territory, New South Wales, South Australia and Queensland.

One of the parliamentary assistants appointed in 2001 became a full-time member of the department's staff in 2002–03, while two from the 2002 intake also continued with the department, one on a sessional basis in sitting weeks and one on a part-time contract to the Committee Office while completing his studies at the Australian National University.

At the national level, the development of specialist training for parliamentary staff continued to be examined by the Education Sub-Committee of the Australian and New Zealand Association of Clerks-at-the-Table. In February 2003, a proposal was submitted to Australian and New Zealand clerks outlining an accredited tertiary level program of study into the law and practice of parliamentary procedure, involving a residential component. (This followed an earlier proposal for competency based training, which had been supported by many but not all the clerks.) At the end of the reporting period, many clerks had responded supporting the proposal, and outstanding responses were being followed up. The Clerk Assistant (Table) is a member of the Education Sub-Committee.

Information technology

The department's adoption of a new software platform, OneOffice, was a significant issue for the output group, given the House's high reliance on information technology. An important aspect was the need to coordinate with timetables in certain other parliamentary departments and external agencies, because of the degree of interdependence of Chamber and legislative information technology systems. The changeover for the Table Office took place in January 2003 and was managed successfully, as confirmed by internal audit, ensuring the essentially seamless transition of the specialised databases and Chamber based applications that support the House's operation.

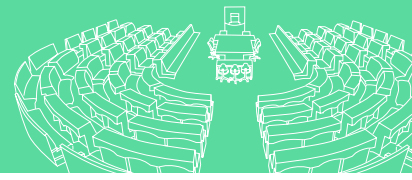
The migration of the bills systems was coordinated with the Attorney-General's Department, the Office of Parliamentary Counsel and the Department of the Senate. The migration of the Document Production System (DPS) software was coordinated with the Departments of the Senate and the Parliamentary Reporting Staff, and all three departments now use a single, more robust baseline version of the DPS product. Change management procedures, to be agreed to by the same three departments, were in draft form at the end of the reporting period. A future maintenance contract for the DPS, to be shared by the three departments, is planned for the coming year, and should achieve some economies of scale.

1.2 Legislation and research services

Provision of legislative drafting and research services and the processing and production of bills and associated materials

Legislation

During the year, 203 bills were introduced (214 in 2001–02), 194 of which were initiated in the House of Representatives and nine of which were received from the Senate. Of the bills introduced, 17 were private members' bills, for which the department provided drafting assistance. Details are provided in Table 15 in Appendix 2.



The House amended 28 bills, requiring the Table Office to incorporate the amendments and reprint the bills prior to their transmittal to the Senate. In addition, 32 bills were amended by the Senate and agreed to by the House, requiring further processing by the Table Office before their presentation to the Governor-General for assent. In total, the Table Office prepared, printed and checked for accuracy 160 bills prior to assent (143 bills in 2001–02). The department provided drafting assistance for the second reading (in principle) amendments and detailed amendments to bills moved by private members during the year (see Appendix 2). As previously mentioned, all members who had used the department's drafting services were satisfied.

The Table Office maintained very high levels of accuracy during all stages of processing legislation and met all deadlines. No significant errors arising from the department's processing of bills were identified during the year. With the transfer of the computer system to the OneOffice platform referred to above, the department made sure that the specialised software used to edit bills was updated to allow processing of legislation to continue on the new platform.

During 2002–03, the department conducted further testing on various software products used for comparing electronic documents. The department subsequently purchased Workshare's Deltaview document comparison technology, and used it in parallel with the traditional manual checking processes for several months to ensure its effectiveness with all types of legislation. Following the success of that trial, the traditional 'reading school' process was largely eliminated, saving staff time and ensuring continued application of rigorous quality assurance checks in the processing of legislation. The Table Office now checks all legislation using the document comparison software, complemented by limited manual checks of some aspects of the final document. Protocols for the use of the technology were developed and applied.

Document management

The department continued to relocate House records in archival quality containers, focusing on parliamentary papers and original Votes and Proceedings records. This work originated from an internal review of document management and archiving practices conducted in 2000. It will continue as resources allow, taking several years for full implementation.

As an adjunct to this work, the Table Office devoted some resources this year to transferring data on miscellaneous papers tabled in the House from a card reference system to an Access database. Staff completed the initial data entry of information held on approximately 8,000 cards. They also finished checking duplicate entries or missing entries, and should complete a quality assurance review of the electronic information by the third quarter of 2003. Having this information available electronically will allow quicker searching and identification of material, and speedier retrieval of documents to meet client needs.

I.3 Community awareness

Provision of information and education services to promote public knowledge and awareness of, and interaction with, the work of the House of Representatives and the Commonwealth Parliament

Publications for the community

The department published five issues of the magazine *About the House* during the year. More than 13,000 copies of each edition were distributed across Australia, with the mailing list growing weekly through direct requests from the public.

We included a survey with the November/December 2002 edition and received more than 500 responses – well over 90 per cent of which rated the magazine as ‘excellent’ or ‘good’ in its range of topics, content, readability, layout and design. Ninety-five per cent of respondents said that reading *About the House* had increased their knowledge about the work and procedures of the House. More than 80 per cent read most or all of the entire magazine. Some noted particularly that the magazine brought them news and information unavailable elsewhere. Others were impressed with the writing style and the length of articles.

The editorial team reviewed the responses with a view to ensuring that the magazine continued to meet the needs of its readers and included some articles taking up specific topics suggested by readers.

The departmental survey of members also indicated very high levels of satisfaction with the magazine. Ninety-four per cent of members familiar with the magazine rated it as good or excellent.

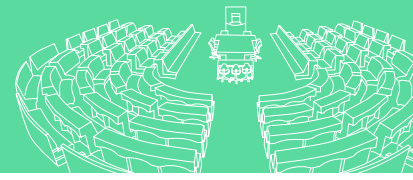
As a way of recovering some of the costs involved with the production of the magazine, limited advertising space was made available. At the end of the reporting period, one full-page advertisement had been placed.

‘Infosheets’ – short publications on procedure, produced primarily for members of the public – were distributed in hard copy and made available on the department’s website. In order to monitor and, if necessary, better target the community’s need for information on the Parliament, an evaluation form was produced and distributed with both printed and electronic versions of the Infosheets.

A small pocket booklet, *House of Representatives Facts and Figures: Fortieth Parliament*, was produced primarily for the use of the Parliament House visitors’ guides. The booklet was well received by the guides and others and appears to be fulfilling its aim of providing accurate and relevant information for members of the public who visit the Parliament.

Seminars

The seminar program was popular again in 2002–03. There were 470 registrations – 30 more than in 2001–02 and 70 more than in 2000–01. Once again the majority of participants were public servants from Australian Government agencies.



The department conducted nine seminars in 2002–03 (the same as in 2001–02), eight in Canberra and one in Melbourne. The topics ranged from a general overview of the House to detailed explanations of the legislative, committee and budget processes of the House and the Parliament.

Of those attending, 46 per cent completed evaluations (40 per cent in 2001–02), with more than 95 per cent of evaluations expressing satisfaction with the seminar attended. The average rating of satisfaction for seminar content was 8 on a scale of 1 to 10 (with 1 being poor and 10 being excellent), the same as the rating achieved in 2001–02.

The seminar program was supplemented with a range of specialised presentations and briefings, including some for Commonwealth agencies and international visitors. In addition, a free public presentation was conducted on the Gold Coast in response to a request from the Member for McPherson.

University lecture program

In 2001–02 the department initiated the trial of a guest lecture program: members of the House and senior managers made presentations to university classes, studying politics, law and other relevant subjects, on the realities of working in today's House of Representatives. The aim of the program was to broaden links between the House and tertiary institutions. Following the success of that trial, in March 2003 universities all over Australia were invited to participate in the program. A number of universities welcomed the opportunity, and lectures were held at the Australian National University, the University of New South Wales, the University of Southern Queensland and Griffith University, with further lectures scheduled to be held at several other universities in 2003–04.

Advertising

Advertising costs per inquiry were reduced as a result of committees making greater use of combined advertising and other cost-effective avenues for publicising their inquiries. The combined advertising involved the placement of a fortnightly advertisement on the work of committees in *The Australian* newspaper. Committees could contribute items to each advertisement, so they no longer needed to place more expensive individual advertisements in newspapers. Committees also took advantage of alternative publicity avenues – such as the *About the House* magazine, the House News website, media liaison and direct mailing. This resulted in cost savings while still achieving the desired outcome of informing the public about the work of the committees.

Media and community liaison

Three initiatives were implemented during the year to improve public access to information about the work of parliamentary committees. A free email alert service, providing regular information on the work of parliamentary committees, was made available to the media and public. More than 600 organisations and individuals subscribed to the service in 2002–03, with numbers steadily increasing. A regular column on the work of the Parliament and its committees was established in the *Campus Review* newspaper, which reaches around 86,000 people, most of them educators and in the tertiary sector. A regular column on the work of committees was also produced for the Canberra Business Council's monthly e-newsletter, *Business Link*.

Effective media liaison remained a priority, with the Liaison and Projects Office continuing to provide a coordinated approach in relation to media advice and services. Feedback from members of the parliamentary press gallery and from metropolitan and regional media outlets indicated that this coordinated approach was valued by the media and gave committees the best possible opportunity to attract coverage for their work.

Projects

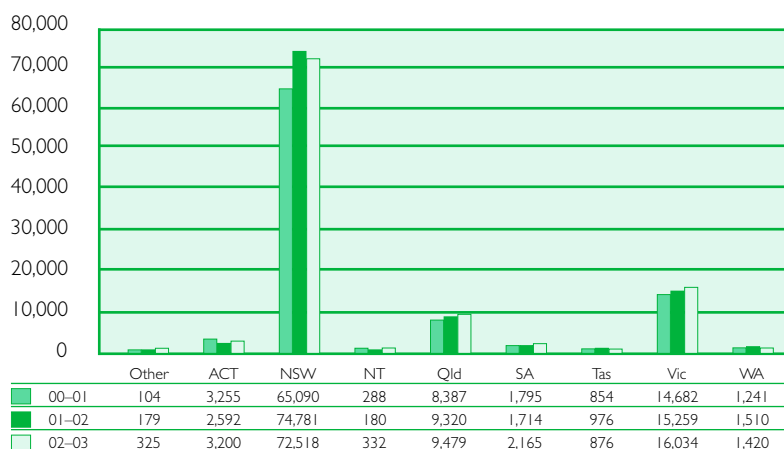
The CD-ROM and documentary *A House for the Nation*, commissioned to mark the centenary of the House of Representatives, were completed and released publicly. The products provide a comprehensive collection of facts, stories, images, sound recordings and video clips from the first century of the House, thereby giving Australians unprecedented access to historical information on the Australian Parliament. In recognition of the quality of the research undertaken for the project, the CD-ROM was selected as a finalist in the prestigious Australian Teachers of Media Awards for 2003 in the category of 'best tertiary educational resource'. A touchscreen kiosk and website were also developed to allow the public free access to aspects of the historical research undertaken for the project.

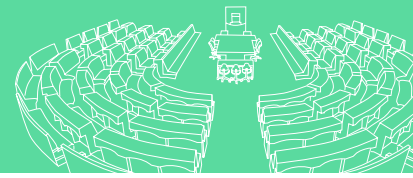
School visits to Parliament House

The number of students visiting Parliament House as part of an organised school group was 106,349, similar to the 106,511 in 2001–02. An analysis of the school groups indicated that close to 70 per cent of school visitors came from New South Wales, approximately 15 per cent from Victoria and about 9 per cent from Queensland. The high cost of visiting Canberra from more distant locations resulted in less than 1.5 per cent and 0.5 per cent visiting from Western Australia and the Northern Territory respectively. The relative ratios of visitors from the various states and territories have remained fairly constant over the past three years.

The following figure clearly shows the great differences between numbers of students visiting from various locations in Australia over the past three years ('other' students are those who were not part of an organised group).

Figure 5 Numbers of school students visiting Parliament House, 2000–01 to 2002–03





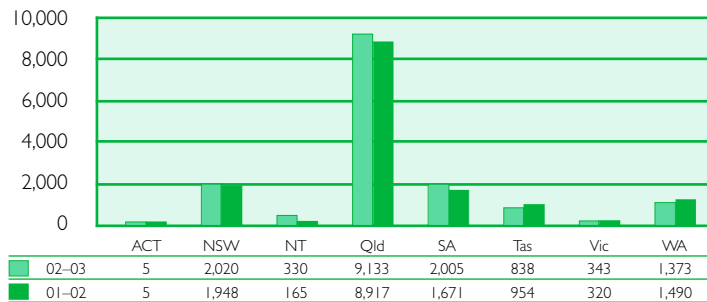
Enhancements were made to the schools' booking program software during 2002–03, resulting in early advice to members about groups visiting from schools in their electorates. The Parliament House visitors' guides were given read-only access to forward bookings so that their staffing levels could be managed more efficiently by the Joint House Department.

Citizenship Visits Program

The Citizenship Visits Program (CVP) continued to provide a subsidy for school students who travelled more than 1,000 kilometres to visit and participate in the programs for students offered in Parliament House. Participation rates have increased by 17 per cent over the past four financial years, with expenditure in this financial year being \$1.02 million, marginally up from \$1.01 million in 2001–02. All claims for subsidy were processed within two working days of the receipt of completed documentation. During 2002–03 payments were made electronically into school bank accounts, speeding up the payment process.

The number of students participating in the program this year was 16,047 from 546 schools compared with 15,470 students from 535 schools assisted in 2001–02. This year, 79 per cent received a \$40 subsidy, almost 10 per cent received a \$100 subsidy and almost 11 per cent received \$200 per student. Participation rates in the CVP by state or territory are shown in the following figure.

Figure 6 Numbers of school students receiving CVP subsidies, 2001–02 and 2002–03



The total number of secondary students was 5,017 and there were 11,030 primary students. The largest percentage of secondary students came from the students travelling farthest to visit Canberra, with more than 55 per cent of them travelling from South Australia, Western Australia, Tasmania or the Northern Territory. The Queensland students receiving the subsidy were predominantly primary students – 7,779 (85 per cent) out of 9,133.

The CVP is jointly funded by the department and the Department of the Senate. In the 2003–04 Budget, the program was granted additional funding of \$804,000, payable over four years, to be shared equally between the Department of the House of Representatives and the Department of the Senate. The additional funding will enable assistance to be available for the increasing numbers of students accessing the program and to increase the rates for students from more distant areas.

Parliamentary Education Office

The Parliamentary Education Office (PEO) provides parliamentary education services to schools, teachers and students. The Department of the House of Representatives and the Department of the Senate both fund the office, which is staffed by the Department of the Senate and reported on in that department's annual report.

As part of its role in supporting parliamentary education, the department provided advice to the PEO on the content of its educational programs. This helped to ensure that the work of the House and its committees was reflected appropriately in the programs being provided to teachers and students. The department also worked in partnership with the PEO where there were mutual benefits – for example, in the marketing of the CD-ROM, *A House for the Nation*, and in publicising committee activities with particular relevance to student audiences, such as the twice-yearly appearance by the Governor of the Reserve Bank before the House of Representatives Standing Committee on Economics, Finance and Public Administration. The Clerk Assistant (Table) attended, as an observer, meetings of the PEO Advisory Committee, which is chaired by the Deputy Speaker.

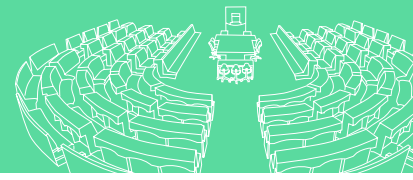
Parliamentary internship program

The parliamentary internship program which operates under an agreement between the Vice-Chancellor of the Australian National University and the Presiding Officers celebrated its tenth anniversary in 2003. Australian and foreign students enrolled under the program have an internship placement of about 10 weeks as part of their formal course of study. In 2002–03, 40 students were placed with senators, members and parliamentary committees. The department and the Department of the Senate conducted seminars on the role and functions of the Parliament for the parliamentary and other interns. The program provides students, who come from a range of academic disciplines, with an opportunity to perform applied policy work and to complement their academic studies through first-hand experience of the complexities of parliamentary government in Australia.

Improving performance

The strategies to improve performance referred to in last year's annual report were continued during 2002–03. These included planning, monitoring and reviewing processes to ensure client requirements were identified and addressed effectively in the short and longer terms, making the best use of technology, and developing staffing capability. The success of these strategies was demonstrated during 2002–03 by indications of improved performance throughout the output group. As outlined previously, new products and services were introduced whilst the high quality of existing advice and services was maintained, expenditure was not increased, and the capability of staffing, systems and processes was sustained or enhanced.

Staff from the output group held planning days organised by the various offices to review all aspects of the functions of each area. A number of suggestions, focusing in particular on clarifying client needs and improving liaison with clients, emerged from those sessions and were followed up after those sessions. Progress was monitored informally and formally throughout the year through departmental reporting and performance management systems.



Building on work commenced in 2002–03, information technology initiatives to improve Chamber and Main Committee support during the coming year are expected to include the further development of captioning of the telecast proceedings. The department will also continue to monitor scope for greater use of electronic delivery modes (including, for example, electronic petitions) to improve service quality and achieve efficiencies. Access to Chamber related parliamentary material on the internet will be monitored through new and tailored web trend reports. Change management procedures and a future maintenance contract for the DPS will be established.

There will continue to be a strong emphasis placed on the development of Chamber support skills in 2003–04, not only through the continuing shadowing system, parliamentary briefings and debriefings, but also through staff rotation and on-the-job training.

In relation to the department's community outreach program, the output group will continue to improve and refresh products and activities in order to keep people interested, keep people coming back, and generate new contacts with the community. Using the results of the magazine survey, the editorial team of *About the House* will continue to refine the content of the magazine to meet the needs of its readers. Other aspects of the community outreach program will also be monitored and reviewed on a continuing basis to ensure that the current high levels of public interest and client satisfaction are maintained. Use of the department's web based outreach products will be closely monitored.

Outlook

High levels of activity are expected to continue in all areas covered by the output group in 2003–04.

Our focus will continue to be on the provision of advice and services of the highest standard to support the Chamber and Main Committee, complemented by the ongoing development of staffing capability, and the maintenance and further development of information technology applications.

Maintaining and building on the quality of the community outreach program will also be emphasised in the year ahead. Efforts will particularly be directed to broadening the university lecture program. Priority will also be given to marketing the CD-ROM and documentary *A House for the Nation*, to ensure that the public are aware of the resources on the history and workings of the House now available to them. The department will also look at other ways multimedia might be used to promote the work of the House and its committees.

Staff supporting the output group will continue to strive to sustain and improve performance.