

APPENDIXES

- I Performance information
- 2 Agency resource and outcome resource statements
- 3 Business of the House and Main Committee
- 4 Committee activity
- 5 Committee reports and inquiries
- 6 Official incoming parliamentary delegations
- 7 Other incoming parliamentary visits
- 8 Outgoing parliamentary delegations
- 9 Parliamentary staff and other visits
- 10 Publications
- II Staffing statistics
- 12 Members' survey 2010
- 13 Contact directory
- 14 List of requirements

1 PERFORMANCE INFORMATION

The following tables summarise the performance of the Department of the House of Representatives in 2009-10. Comparable performance information for 2008-09, where available, is given in brackets.

SUMMARY OF PERFORMANCE IN RELATION TO EACH OUTPUT, 2008–09

Summary of performance, Program 1.1:

Parliamentarians' remuneration and entitlements, 2009–10, (2008–09)

PAYMENT OF MEMBERS' SALARIES AND ALLOWANCES				
Deliverable: Advice and services relating to members' salaries and allowances				
Key performance indicator Performance				
All variations to salary and allowances and salary increases processed with at least 99 per cent accuracy	All variations and salary increases were processed with an accuracy rate of at least 99 (99.4) per cent.			

Summary of performance, Program 1.2: Other departmental, 2009–10, (2008–09)

CHAMBER AND MAIN COMMITTEE

Deliverable: Advice and services to enable the Chamber and Main Committee to meet and address

business as scheduled	
Key performance indicator	Performance
Member satisfaction with the quality and timeliness of Chamber support and advisory services (target: 99 per cent satisfaction rate)	100 (100) per cent of members surveyed were satisfied with advice and service provision by Clerks-at-the-Table; 89 (95) per cent were 'extremely' or 'highly' satisfied.
	100 (100) per cent of members surveyed were satisfied with advice and service provision more generally in relation to Chamber and Main Committee duties; 83 (91) per cent were 'extremely' or 'highly' satisfied.
Percentage of Chamber support service standards met for all sittings of the House and meetings of the Main Committee, with no significant errors (target: 100 per cent)	Service standards for programming and procedural advice and support, preparation of Chamber documents, processing of questions in writing and answers to questions, and provision and processing of documents of the House were generally met for all sittings of the House and meetings of the Main Committee (as in 2008–09)

Processing and drafting of bills			
Key performance indicator	Performance		
Percentage of bills (proposed legislation) processed within deadlines and with no significant errors (target: 100 per cent)	All deadlines were met and there were no significant errors (all deadlines were met in 2008–09 with one processing error).		
	All members surveyed who had used legislative and drafting services were satisfied with advice and service provision (as in 2008–09).		
	100 (100) per cent of bills/amendments drafted within timeframe required.		
Creating and processing the records and	papers of the Parliament		
Key performance indicator	Performance		
Percentage of Chamber support service standards met for all sittings of the House and meetings of the Main Committee, with no significant errors (target: 100 per cent)	Service standards for preparation of the Votes and Proceedings and the Live Minutes were met on all but one occasion when the Live Minutes were delayed due to a technical failure (all service standards were met in 2008–09 except for one sitting where the Live Minutes were not always current to within 5 minutes).		
	5,681 (6,519) disallowable instruments and documents were processed.		
	163 (141) petitions with a total of 270,964 (234,622) signatories; 115 (86) ministerial responses to petitions.		
Collection, analysis and publication of proc	edural and statistical information		
Key performance indicator	Performance		
Member satisfaction with the quality and availability of procedural and statistical publications and support in obtaining such information (target: 90 per cent satisfaction rate)	100 (96) per cent of members surveyed were satisfied and 67 (74) per cent were 'extremely' or 'highly' satisfied with the quality and availability of procedural and statistical publications and associated support.		
	Internal and external users indicated a high level of satisfaction with procedural and statistical publications.		
Total budget: \$4.4 million	\$4.0 (\$3.6) million		

COMMUNITY AWARENESS

Deliverable: Services to increase public knowledge and awareness of, and interaction with, the work of the House of Representatives and the Commonwealth Parliament

Key performance indicator	Performance
Number of participants in community awareness programs such as seminars, school visits, subscribers to email alert service and magazine continues to increase over time	3,500 (3,200) individuals and organisations subscribe to the email alert service.
	302 (319) individuals attended seminars.
	16,200 individuals and organisations subscribe to the <i>About the House</i> magazine, showing an upward trend over time in magazine subscriptions.
	117,955 students visited from 3,465 schools (114,190 students from 3,335 schools).
Total budget: \$2.0 million	\$1.5 (\$1.3) million

COMMITTEE SERVICES

Deliverable: Procedural, research, analytical and administrative support for the conduct of inquiries and other activities of committees

Key performance indicator	Performance
90 per cent satisfaction rate of committee members with advice and services provided	100 (100) per cent of members surveyed were 'satisfied', 'highly satisfied' or 'extremely satisfied' with the procedural advice, research, analytical, drafting and administrative support services received in relation to the conduct of committee inquiries and the publication of final reports.
Total budget: \$10.7 million	\$9.4 (\$10.2) million

INTERPARLIAMENTARY RELATIONS

Deliverable: Advice and support to facilitate and maintain international and regional relationships with other parliaments, parliamentary bodies and organisations

Key performance indicator	Performance
Rate of satisfaction with visits program, quality of policy advice, and level of participation in parliamentary organisations. Rate of satisfaction of parliaments in the Pacific region with the training and equipment purchases provided through the education trust fund	Correspondence and anecdotal feedback from the Presiding Officers, delegates and diplomatic missions indicated a high level of satisfaction with visits.
	Thirty-two evaluation forms were completed by participants in outgoing delegations: 22 rated the support provided as 'excellent'; nine provided a rating of 'good'; and one provided a rating of 'fair'.
	Of eligible senators and members, 60 per cent (59 per cent) were members of the Commonwealth Parliamentary Association (CPA), while 84 (85) eligible former senators and members were life members of the CPA and 19 (19) were associate members. Of eligible senators and members, 82 per cent (81 per cent) were members of the Inter-Parliamentary Union (IPU).
	Delegations attended the assemblies and conferences of the CPA, IPU, Asia—Pacific Parliamentary Forum and the ASEAN Inter-Parliamentary Assembly. Three regional activities were conducted for the CPA.
	Reports on training activities and anecdotal feedback on equipment indicated a high level of satisfaction with the education trust fund's operations.
Total budget: \$2.3 million	\$2.4 (\$2.2) million

SERVICES AND ADVICE TO MEMBERS

Deliverable: Services and advice to the Speaker, members and others in accordance with legislation and administrative decisions

Deliverable: Advice and service to members in Parliament House relating to accommodation, computing and communication facilities and office services

Key performance indicator	Performance
Rate of satisfaction of members and others with the provision of accommodation, computing and communication facilities and office services (target: 95 per cent satisfaction rate)	100 (92) per cent of members surveyed were satisfied with services provided; 54 (74) per cent were 'extremely' or 'highly' satisfied.
Number of accommodation-related services provided to members	224 (158) routine maintenance requests were actioned. The target for emergency requests was 'action within five minutes'; this target was reached in relation to 100 (100) per cent of the 318 (335) emergency requests received. Furniture movement requests targets are set at four levels: Priority 1 (within 3 hours)—18 Priority 2 (within 12 hours)—39 Priority 3 (within 24 hours)—167 Priority 4 (within 2 to 5 days)—268 Total: 492 (527) All were processed within the agreed timeframes (as in 2008–09) 10,372 (7,923) transport requests were processed with 98.9 (99.4) per cent accuracy.
Total budget: \$4.3 million	\$3.9 (\$3.0) million

Notes:The department has presented consolidated performance information in an appendix to its annual report since 1999–2000. While there has been some variation in the performance information reported, the department has generally achieved its key performance indicator targets for this period.

2 AGENCY RESOURCE AND OUTCOME RESOURCE STATEMENTS

Agency resource statement, 2009-10

	Actual available appropriations for 2009–10 \$'000 (a)	Payments made 2009-10 \$'000 (b)	Payments to special accounts 2009–10 \$'000 (c)	Balance remaining 2009–10 \$'000 (a)–(b)–(c)
Ordinary annual services				
Departmental appropriation Prior year departmental appropriation	9,161	_	-	9,161
Departmental appropriation Appropriations to take account of recoverable GST (FMA Act s 30A)	22,157	20,857	_	1,300
Comcover receipts	3	3	_	-
S 31 agency receipts	368	_	_	368
Amounts credited to special accounts	-	-	148	(148)
Total	32,180	21,273	148	10,760
Total ordinary annual services	32,180	21,273		
Other services ²				
Departmental non-operating				
Previous years' outputs	31	-	_	31
Total	31	-	-	31
Total other services	31	-	-	
Special appropriations				
Special appropriations limited by criteria/entitlement				
Members' salaries— Remuneration and Allowances Act 1990, s 8		19,474		
Members' allowances— Remuneration Tribunal Act 1973, s 7(13)		6,852		
Members' superannuation— Parliamentary Superannuation Act 2004, s 18		1,421		
Transfer of bulk papers and postage— Parliamentary Entitlements Act 1990, s 11		272		
Total special appropriations		28,019		
Special accounts				
Opening balance	2,393	-	-	
Appropriation receipts	141	-	-	
Non-appropriation receipts to special accounts	14	-	-	
Payments made	-	176	-	
Closing balance	2,548	-	-	2,372
Total resourcing and payments	34,618	21,449		

I Appropriation (Parliamentary Departments) Act (No. 1) 2009–10.

² Appropriation (Parliamentary Departments) Act (No. 2) 2009–10.

Third party drawdowns from and on behalf of other agencies (listed above as special appropriations limited by criteria/ entitlement)

	\$'000
Payments made on behalf of the Department of Finance and Deregulation (disclosed in the respective agency resource statement)	1,693
Payments made on behalf of the Department of Education, Employment and Workplace Relations (disclosed in the respective agency resource statement)	26,326

Expenses and resources for Outcome 1, 2009-10

Outcome I:Advisory and administrative services support the House of Representatives to fulfil	Budget ^a 2009–10	Actual expenses 2009–10	Variation 2009–10
its representative and legislative role	\$'000	\$'000	\$'000
Program 1.1: Parliamentarians' remuneration and entitlements			
Administered items			
Special appropriations ^b	29,397	28,019	1,378
Total for Program 1.1	29,397	28,019	1,378
Program 1.2: Other departmental			
Departmental expenses			
Ordinary annual services (Parliamentary Appropriation Act No. 1)	22,188	20,380	1,808
Revenues from independent sources (s 31)	170	414	(244)
Special accounts	141	148	(7)
Expenses not requiring appropriation in the budget year	3,922	3,123	799
Total for Program 1.2	26,421	24,065	2,356
Outcome I totals by appropriation type			
Administered items			
Special appropriations	29,397	28,019	1,378
Departmental expenses			
Ordinary annual services (Parliamentary Appropriation Act No. 1)	22,188	20,380	1,808
Revenues from independent sources (s 31)	170	414	(244)
Special accounts	141	148	(7)
Expenses not requiring appropriation in the budget year	3,922	3,123	799
Total expenses for Outcome I	55,818	52,084	3,734
	2008–09	2009–10	
Average staffing level (number)	152	150	

a Full-year budget, including any subsequent adjustment made to the 2009–10 Budget.

b The legislation enabling these appropriations is administered by the Department of Finance and Deregulation and by the Department of Education, Employment and Workplace Relations. Arrangements have been entered into with these departments to allow the Department of the House of Representatives to draw upon these appropriations. These departments have the responsibility of reporting the expenditure in their financial statements.

3 BUSINESS OF THE HOUSE AND MAIN COMMITTEE

This appendix contains summary information on the business of the House and Main Committee in 2009–10.

Meetings of the House of Representatives, 2009-10

Events	Spring 2009	Autumn/Winter 2010	Total
Sitting weeks	8	10	18
Sitting days	31	36	67
Hours of sitting ^a			
including suspensions (e.g. meal breaks)	422	326	748
excluding suspensions	297	318	614
Sittings after midnight	0	0	0
Bills introduced	94	142	236
Private members' business items debated ^b	9	13	22
Committee reports presented	39	43	82
Days on which			
the adjournment motion was debated	26	31	57
matters of public importance were discussed	d 21	26	47
private members' business occurred	4	6	10
Divisions	53	63	116
Closures of question agreed to	4	4	8
Closures of member agreed to	8	14	22
Bills guillotined ^c	0	0	0

a Hours of sitting are rounded to the nearest whole hour.

b Includes private members' bills and motions.

c Includes bills with no declaration of urgency, but time allotted by suspension of standing orders.

Meetings of the Main Committee, 2009–10

Events	Spring 2009	Autumn/Winter 2010	Total
Number of meetings	24	31	55
Hours of meeting (excluding suspensions) ^a	93	129	222
Bills referred	25	37	62
Private members' business items debated ^b	29	24	53
Committee and delegation reports referred	19	23	42
Other papers debated	1	1	2
Days on which			
the adjournment motion was debated	8	10	18
grievance debate occurred	7	6	13
private members' business occurred	7	6	13

a Hours of meeting are rounded to the nearest whole hour.

Bills and amendments dealt with by the House of Representatives (including the Main Committee), 2006–07 to 2009–10

Events	2006–07	2007–08	2008–09	2009–10
Total government bills (including bills brought from the Senate)	207	163	204	221
Introduced in				
the House	184	149	195	216
the Senate	23	14	9	5
Second reading amendments moved	63	42	10	12
Consideration in detail amendments moved	d			
government	383	137	422	329
opposition	172	35	53	38
independent/minor party	14	1	32	96
private member	2	-	-	-
Consideration in detail amendments passed	1			
government	383	137	422	329
opposition	-	1	-	1
independent/minor party	-	-	-	-
private member	-	-	-	-
Total private members' bills	П	4	6	15

b Three bills were re-referred and counted only once.

COMMITTEE ACTIVITY 4

The following table summarises the activities of the House of Representatives and joint committees of the Forty-second Parliament in 2009-10.

Committee activity, Forty-second Parliament, 2009-10

Committee	Meetings	Inquiries active at 30 June 2010	Reports presented
Aboriginal and Torres Strait Islander Affairs	32	I I	1
Australian Commission for Law Enforcement Integrity ^a	26	I	2
Australian Crime Commission ^a	28	1	2
Broadcasting of Parliamentary Proceedings	0	0	0
Climate Change, Water, Environment and the Arts	21	1	I
Communications	20	0	I
Corporations and Financial Services ^a	33	0	6
Economics	24	I	3
Education and Training	15	1	I
Electoral Matters	11	I	2
Employment and Workplace Relations	21	I	1
Family, Community, Housing and Youth	29	I	1
Foreign Affairs, Defence and Trade	92	3	4
Health and Ageing	31	2	2
Industry, Science and Innovation	24	0	2
Infrastructure, Transport, Regional Development and Local Government	23	I	1
Intelligence and Security	14	0	6
Legal and Constitutional Affairs	19	0	1
Migration	20	0	2
National Capital and External Territories	24	0	32
Petitions	22	0	2
Primary Industries and Resources	30	0	1
Privileges and Members' Interests	6	2	4
Procedure	20	2	2
Public Accounts and Audit	38	5	4
Publications	8	0	9
Public Works	32	3	8
Treaties	26	3	10

a Joint committees supported by the Department of the Senate.

Note: The House Committee and Parliamentary Library Committee, which are advisory committees that do not undertake inquiries or present reports, are not included in this table.

5 COMMITTEE REPORTS AND INQUIRIES

The following tables provide details of the activities of House of Representatives and joint committees in 2009-10.

Scrutiny committees, 2009-10

Committee	Reports	Inquiries active at 30 June 2010
Aboriginal and Torres Strait Islander Affairs, Standing Committee on	Everybody's business: Remote Aboriginal and Torres Strait community stores Presented: 16 November 2009 PP: 390/2009	Inquiry into the high level of involvement of Indigenous juveniles and young adults in the criminal justice system (reference received 19 November 2009)
Australian Commission for Law Enforcement Integrity, Parliamentary Joint Committee on the ^a	Examination of the Annual Report of the Integrity Commissioner 2008–09 Presented: 31 May 2010 PP: 128/2010 Inquiry into the operation of the Law Enforcement Integrity Commissioner Act 2006 [Interim Report] Presented: 22 February 2010 PP: 45/2010	Inquiry into the operation of the Law Enforcement Integrity Commissioner Act 2006 (reference adopted 14 May 2009)
Australian Crime Commission, Parliamentary Joint Statutory Committee on the ^a	Examination of the Australian Crime Commission Annual Report 2008–09 Presented: 17 March 2010 PP: 67/2010 Legislative arrangements to outlaw serious and organised crime groups Presented: 17 August 2009 PP: 158/2009	Inquiry into the adequacy of aviation and maritime security measures to combat serious and organised crime (reference adopted 14 September 2009)
Climate Change, Water, Environment and the Arts, Standing Committee on	Managing our coastal zone in a changing climate: the time to act is now Presented: 26 October 2009 PP: 222/2009	Inquiry into Australia's heritage (reference received 13 May 2010)
Communications, Standing Committee on	Hackers, fraudsters and botnets: Tackling the problem of cyber crime Presented: 21 June 2010 PP: 143/2010	
Corporations and Financial Services, Parliamentary Joint Statutory Committee on ^a	Statutory oversight of the Australian Securities and Investments Commission Presented: 21 June 2010 PP: 132/2010 Statutory oversight of the Australian Securities and Investments Commission Presented: 22 February 2010 PP: 47/2010	

Committee	Reports	Inquiries active at 30 June 2010
	Report on the 2008–09 annual reports of bodies established under the ASIC Act Presented: 22 February 2010 PP: 46/2010 Financial products and services in Australia Presented: 23 November 2009 PP: 321/2009 Statutory oversight of the Australian Securities and Investments Commission Presented: 14 September 2009 PP: 178/2009 Aspects of agribusiness managed investment schemes Presented: 7 September 2009 PP: 174/2009	
Cyber-Safety, Joint Select Committee on		Inquiry into cyber-safety (reference received 15 March 2010)
Economics, Standing Committee on	Inquiry into raising the level of productivity growth in the Australian economy Presented: 24 May 2010 PP: 119/2010 Review of the Reserve Bank Annual Report 2009 (First Report) Presented: 18 March 2010 PP: 75/2010 Review of the Reserve Bank of Australia Annual Report 2008 (Second Report) Presented: 16 November 2009 PP: 392/2009	Review of the Reserve Bank Annual Report 2009 (reference adopted 30 October 2009)
Education and Training, Standing Committee on	Adolescent overload? Report of the inquiry into combining school and work: supporting successful youth transitions Presented: 16 November 2009 PP: 391/2009	Inquiry into school libraries and teacher librarians in Australian schools (reference received 10 March 2010)
Electoral Matters, Joint Standing Committee on	Report on the 2007 Federal Election—Events in the Division of Lindsay: Review of penalty provisions in the Commonwealth Electoral Act 1918 Presented: 18 March 2010 PP: 74/2010 Inquiry into the implications of the Parliamentary Electorates and Elections Amendment (Automatic Enrolment) Act 2009 (NSW) for the conduct of Commonwealth elections Presented: 25 February 2010 PP: 53/2010	Inquiry into allegations of irregularities in the recent South Australian State Election (reference received 13 May 2010)
Employment and Workplace Relations, Standing Committee on Family, Community, Housing and Youth, Standing Committee on	Making it fair: Inquiry into pay equity and associated issues related to increasing female participation in the workforce Presented: 23 November 2009 PP: 408/2009	Inquiry into regional skills relocation (reference received 17 February 2010)

Committee	Reports	Inquiries active at 30 June 2010
Family, Community, Housing and Youth, Standing Committee on	Housing the homeless: Report on the inquiry into homelessness legislation Presented: 26 November 2009 PP: 416/2009	Inquiry into the impact of violence on young Australians (reference received 16 June 2009)
Foreign Affairs, Defence and Trade, Joint Standing Committee on	Human rights in the Asia Pacific: Challenges and opportunities Presented: 19 April 2010 PP: 120/2010 Defence Sub-Committee visit to East Timor—5 August 2009 Presented: 8 February 2010 PP: 39/2010 Review of the Defence Annual Report 2007–2008 Presented: 29 October 2009 PP: 367/2010 Inquiry into Australia's relationship with India as an emerging world power Presented: 7 July 2009 PP: 165/2009	Review of the Defence Annual Report 2008–2009 (reference received 3 February 2010) Inquiry into Australia's relationship with the countries of Africa (reference received 21 October 2009) Inquiry into Australia's trade and investment relations with Asia, the Pacific and Latin America (reference received 4 June 2008)
Health and Ageing, Standing Committee on	Regional health issues jointly affecting Australia and the South Pacific: Report of the Australian Parliamentary Committee Delegation to Papua New Guinea and the Solomon Islands Presented: 18 March 2010 PP: 76/2010 Treating impotence: Roundtable forum on impotence medications in Australia Presented: 23 November 2009 PP: 407/2009	Roundtable forum on youth suicide prevention (reference adopted 25 November 2009) Roundtable forum on burns prevention (reference adopted 25 November 2009)
Industry, Science and Innovation, Standing Committee on Infrastructure, Transport, Regional	Australia's international research collaboration Presented: 22 June 2010 PP: 148/2010 Seasonal forecasting in Australia Presented: 23 November 2009 PP: 409/2009 The Global Financial Crisis and regional	Inquiry into smart infrastructure (reference received 20 November 2009)
Development and Local Government, Standing Committee on	Australia Presented: 23 November 2009 PP: 406/2009	
Intelligence and Security, Parliamentary Joint Committee on	Review of Administration and Expenditure No. 8—Australian Intelligence Agencies Presented: 21 June 2010 PP: 142/2010 Review of Administration and Expenditure No. 7—Australian Intelligence Agencies Presented: 11 May 2010 PP: 109/2010	

Committee	Reports	Inquiries active at 30 June 2010
	Review of the re-listing of Hamas' Izz al-Din al- Qassam Brigades (the Brigades), Kurdistan Workers Party (PKK), Lashkar-e-Tayyiba (LeT) and Palestinian Islamic Jihad (PIJ) as terrorist organisations under the Criminal Code Act 1995 Presented: 17 November 2009 PP: 400/2009	
	Review of the listing of Al-Shabaab as a terrorist organisation under the Criminal Code Act 1995 Presented: 26 October 2009 PP: 221/2009	
	Annual Report of Committee Activities 2008–2009 Presented: 26 October 2009 PP: 220/2009	
	Review of Administration and Expenditure No. 6—Australian Intelligence Agencies Presented: 7 September 2009 PP: 187/2009	
Legal and Constitutional Affairs, Standing Committee on	A time for change:Yes/No? Inquiry into the machinery of referendums Presented: 14 December 2009 PP: 40/2010	
Migration, Joint Standing Committee on	Enabling Australia Presented: 21 June 2010 PP: 145/2010	
	Report 3: Facilities, services and transparency (inquiry into immigration detention in Australia) Presented: 18 August 2009 PP: 166/2009	
National Capital and External Territories, Joint Standing Committee on the	Report of the 2009 New Zealand parliamentary committee exchange, 24–27 August 2009 Presented: 21 June 2010 PP: 140/2010	
	An advisory report on the Territories Law Reform Bill 2010 Presented: 11 May 2010 PP: 104/2010	
	Inquiry into the changing economic environment in the Indian Ocean Territories Presented: 11 May 2010 PP: 103/2010	
Primary Industries and Resources, Standing Committee on	Farming the future:The role of government in assisting Australian farmers to adapt to the impacts of climate change Presented: 15 March 2010 PP: 72/2010	

Committee	Reports	Inquiries active at 30 June 2010
Public Accounts and Audit, Joint Committee of	Report 417: Review of Auditor-General's Reports tabled between February 2009 and September 2009 Presented: 22 June 2010 PP: 163/2010 Report by the Joint Committee of Public Accounts and Audit on the 2010—11 Draft Budget Estimates for the Audit Office Presented: 11 May 2010 (oral statement) PP: Nil Report 416: Review of the Major Projects Report 2007—2008 Presented: 16 November 2009 PP: 394/2009 Report 415: Review of Auditor-General's Reports tabled between September 2008 and January 2009 Presented: 16 November 2009 PP: 393/2009	Review of Auditor-General's Reports Nos. 21 to 38 (2009/2010) (reference adopted 26 May 2010) Review of Auditor-General's Reports Nos. 4 to 21 (2009/2010) (reference adopted 3 February 2010) Inquiry into the Auditor-General Act 1997 (reference adopted 25 February 2009) Annual Public Hearing on the Defence Major Projects Report (reference adopted 12 November 2008 — ongoing) Role of the Auditor-General in scrutinising government advertising campaigns (reference adopted 15 October 2008)
Public Works, Parliamentary Standing Committee on	Report 2/2010: Referrals made February and March 2010 Presented: 21 June 2010 PP: 149/2010 Report 1/2010: Referral made February 2010, Fit-out of New Leased Premises for the Australian Taxation Office at 735 Collins St, Melbourne, VIC Presented: 26 May 2010 PP: 121/2010 Seventy-Third Annual Report Presented: 22 February 2010 PP: 52/2010 Unauthorised disclosure of committee proceedings and evidence Presented: 9 February 2010 PP: 41/2010 Report 7/2009: Referrals made August to October 2009 PP: 413/ 2009 Report 6/2009: Redevelopment of the Villawood Immigration Detention Facility Presented: 23 November 2009 PP: 412/ 2009 Report 5/2009: Referrals made May to June 2009 PP: 185/2009 Report 4/2009: Referral made June 2009, Construction of a new Australian Embassy Complex, Jakarta, Indonesia Presented: 18 August 2009 PP: 169/2009	HMAS Penguin and Pittwater Annexe Redevelopment, Mosman and Clareville, NSW (reference received 3 June 2010) Proposed development and construction of housing for Defence at Largs North (Bayriver), Port Adelaide, South Australia (reference received 27 May 2010) Proposed integrated fit-out of new leased premises for the Australian Taxation Office at 12–26 Franklin Street, Adelaide, South Australia (reference received 13 May 2010)

Committee	Reports	Inquiries active at 30 June 2010
Treaties, Joint Standing Committee on	Report 109: Treaty tabled on 2 February 2010 Presented: 11 February 2010 PP: 42/2010	Treaties tabled on 12 May 2010 (reference received 12 May 2010) Treaties tabled on 15 and 16 June 2010 (reference received 15 June
	Report 108: Treaty tabled on 25 November 2009	2010)
	Presented: 4 February 2010 PP: 37/2010	Treaties tabled on 21, 22 and 24 June 2010 (reference received 21 June 2010)
	Report 107: Treaties tabled on 20 August (2) and 15 September 2009	,···,
	Presented: 16 November 2009 PP: 395/2009	
	Report 106: Nuclear non-proliferation and disarmament	
	Presented: 17 September 2009 PP: 194/2009	
	Report 105: Treaties tabled on 13 May, 25 June and 20 August 2009	
	Presented: 14 September 2009 PP: 183/2009	
	Report 104: Treaties tabled on 10 August 2009 Presented: 9 September 2009 PP: 182/2009	
	Report 103: Treaties tabled on 12 March and 13 May 2009	
	Presented: 18 August 2009 PP: 167/2009	

a Joint committees supported by the Department of the Senate.

Internal committees, 2009–10

Committee	Purpose	Reports/inquiries
Broadcasting of Parliamentary Proceedings, Joint Committee on the	The committee meets when required to consider the general principles applying to radio broadcasting of proceedings of parliament; the committee has more limited jurisdiction in relation to televising of proceedings.	None
House Committee	The committee usually meets with the equivalent Senate committee as the Joint House Committee, serviced by the Department of Parliamentary Services.	The committee is advisory in nature and does not undertake inquiries or present reports.
Parliamentary Library, Joint Standing Committee on the	The committee provides advice to the Presiding Officers on any matters relating to the operation of the Parliamentary Library.	The committee is advisory in nature and does not undertake inquiries or present reports.
Petitions, Standing Committee on	The committee receives and processes petitions, and inquires into and reports to the House on any matter relating to petitions and the petitions system. Information on how to go about petitioning the House of Representatives is available at the petitions page on the Parliament of Australia website.	The work of the first petitions committee: 2008–2010 Presented: 21 June 2010 PP: 141/2010 Electronic petitioning to the House of Representatives Presented: 16 November 2009 PP: 389/2009
Privileges and Members' Interests, Standing Committee of	The committee 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, oversight arrangements for the maintenance of the Register of Members' Interests and consider any specific complaints about the registering of interests.	Inquiry into whether there has been improper interference with the Member for Ryan (reference received 3 June 2010) Inquiry into the use of mobile devices during proceedings (reference received 18 March 2010) Publication of the Register of Members' Interests on the Australian Parliament website Presented: 24 June 2010 PP: 169/2010 Report concerning the registration and declaration of members' interests during 2008 and 2009 Presented: 18 March 2010 PP: 77/2010 Publication of details of Members' Interests on the Australian Parliament House website Presented: 19 November 2009 PP: 402/2009 Procedures of the Committee and the House in relation to consideration of privilege matters and procedural fairness Presented: 17 September 2009 PP: 193/2009

Committee	Purpose	Reports/inquiries
Procedure, Standing Committee on	The committee's role is to inquire into and report on the practices and procedures of the House.	Inquiry into the conduct of the business of the House (reference adopted 5 June 2008)
		Inquiry into the maintenance of the standing orders (reference adopted 13 March 2008)
		Building a modern committee system: An inquiry into the effectiveness of the House committee system Presented: 21 June 2010 PP: 144/2010
		The display of articles:An examination of the practice of the House of Representatives Presented: 19 October 2009 PP: 201/2009
Publications, Standing Committee on	The committee presents reports making recommendations relating to the inclusion in the Parliamentary Papers Series of papers presented to parliament.	Inquiry into the development of a digital repository and electronic distribution of the Parliamentary Papers Series Presented: 24 June 2010 PP: 160/2010 The committee also presented eight reports on documents presented to Parliament.

OFFICIAL INCOMING 6 PARLIAMENTARY DELEGATIONS

This appendix contains summary information on the official incoming parliamentary delegations in 2009-10.

Date	DelegationCountry represented	
10–15 August 2009	Parliamentary delegation from the Primary Production Committee of New Zealand	New Zealand
16–22 August 2009	Parliamentary delegation from Vietnam	Vietnam
16–23 August 2009	Parliamentary delegation from Cambodia	Cambodia
6–12 September 2009	Parliamentary delegation from the United Kingdom	United Kingdom
13–16 September 2009	Parliamentary delegation from Serbia	Serbia
12-17 October 2009	Parliamentary delegation from Scotland	Scotland
18-24 October 2009	Parliamentary delegation from Bhutan	Bhutan
24–31 October 2009	Parliamentary delegation from Bosnia and Herzegovina	Bosnia and Herzegovina
25–31 October 2009	Parliamentary delegation from Vanuatu	Vanuatu
27 January – 4 February 2010	Visit by the President of the Senate of Chile	Chile
2–6 February 2010	Parliamentary delegation from the Czech Republic	Czech Republic
8-14 March 2010	Parliamentary delegation from Rwanda	Rwanda
8–12 March 2010	Parliamentary delegation from the Select Committee on Health of New Zealand	New Zealand
14–20 March 2010	Parliamentary delegation from Tonga	Tonga

7 OTHER INCOMING PARLIAMENTARY VISITS

This appendix contains summary information on other incoming parliamentary visits in 2009–10.

Date	Delegation	Country represented
29 July 2009	Parliamentary delegation from Indonesia led by Dr Laode Ida, Deputy Speaker of the Indonesian House of Regional Representatives (DPD-RI)	Indonesia
31 July 2009	MrYang Jae-gueon of the National Assembly of the Republic of Korea	Korea
11–12 August 2009	Australian Political Exchange Council delegation from New Zealand	New Zealand
11 August 2009	Parliamentary delegation from Indonesia (Commission VII)	Indonesia
12–13 August 2009	Parliamentary delegation from Timor-Leste	Timor-Leste
12–14 August 2009	Parliamentary delegation from Nigeria	Nigeria
17 August 2009	Hon Steven Fletcher MP, Minister of State (Democratic Reform)	Canada
19 August 2009	Parliamentary delegation from Commission III of Indonesia	Indonesia
17 September 2009	Committee for Security and Defence of the National Assembly of Vietnam	Vietnam
19 October 2009	Delegation from the National Assembly of Syria	Syria
16 November 2009	Financial and Economic Committee of the National People's Congress of the People's Republic of China	China
16 November 2009	Mr Laszlo Mandur, Deputy Speaker of the Hungarian National Assembly	Hungary
14 December 2009	Hon Colonel Apiwan Wiriyachi, Second Speaker of the House of Representatives of the Kingdom of Thailand	Thailand
16 December 2009	Parliamentary delegation from the Republic of Korea	Korea
18 December 2009	Parliamentary delegation from Japan	Japan
22 February 2010	Mrs Beatrice Vernaudon, Member of the Assembly of French Polynesia	French Polynesia
22 February 2010	Mr Suat Kiniklioglu MP, Deputy Chairman for External Affairs, Justice and Development Party, Grand National Assembly of Turkey	Turkey
22–24 February 2010	Parliamentary delegation from Bangladesh	Bangladesh
I-2 March 2010	Parliamentary delegation from Kenya	Kenya
9–10 March 2010	Parliamentary delegation from New Caledonia	New Caledonia
15 March 2010	Mr Antonio Braga, Secretary of State for the Portuguese Communities Abroad	Portugal
16 March 2010	HE Mr Erastus Mwencha, Deputy Chairman of the African Union Commission	African Union Commission

Date	Delegation	Country represented
17 March 2010	Delegation from the Tibet Autonomous Regional Committee	China
18 March 2010	Governor David Freudenthal, Governor of Wyoming	United States
18 March 2010	HE Jaime Bermudez Merizalde, Minister of Foreign Affairs of the Republic of Colombia	Colombia
14 April 2010	Delegation from the National People's Congress of the People's Republic of China	China
27 April 2010	Parliamentary delegation from Tanzania	Tanzania
21 June 2010	Mr Airlangga Hartarto, Chairman of Commission VI of Indonesia	Indonesia
21–25 June 2010	Parliamentary delegation from Commission I of Indonesia	Indonesia
22–23 June 2010	Australian Political Exchange Council delegation from the United States	United States
23–28 June 2010	Parliamentary delegation from the National Assembly of Vietnam	Vietnam

8 **OUTGOING PARLIAMENTARY DELEGATIONS**

This appendix contains summary information on the outgoing parliamentary delegations in 2009–10.

Date	Event	Delegation members
6–15 July 2009	Visit to attend the 40th Presiding Officers and Clerks Conference, Tarawa, Kiribati	Senator the Hon Alan Ferguson
7–22 July 2009	Speaker of the House of Representatives visit to England, Scotland, Wales, France and Switzerland	Mr Harry Jenkins MP Speaker of the House of Representatives
22 July – I August 2009	Parliamentary delegation visit to Tonga and Vanuatu	Mr Kelvin Thomson MP Delegation Leader Senator the Hon Ian Macdonald Deputy Delegation Leader Senator Claire Moore
2–8 August 2009	Parliamentary delegation to attend the 30th ASEAN Inter-Parliamentary Assembly, Pattaya, Thailand	Senator Annette Hurley
23–27 August 2009	Parliamentary delegation visit to New Zealand by members of the Joint Standing Committee on the National Capital and External Territories	Senator Kate Lundy Delegation Leader Mr Patrick Secker MP Deputy Delegation Leader The Hon Dick Adams MP Ms Anna Burke MP Senator Trish Crossin Senator the Hon Alan Ferguson Senator Gary Humphries Mr Paul Neville MP
12 September – 15 December 2009	Parliamentary delegation to attend the United Nations General Assembly, New York	Ms Annette Ellis MP Mr Paul Neville MP
21–25 September 2009	President of the Senate visit to Argentina and Colombia	Senator the Hon John Hogg
25 September – 7 October 2009	Parliamentary delegation to attend the 55th Commonwealth Parliamentary Conference, Tanzania and a bilateral visit to Rwanda	Senator Claire Moore Delegation Leader Mr John Forrest MP Deputy Delegation Leader Senator Gary Humphries Mr Brett Raguse MP
26 September – I I October 2009	Parliamentary delegation visit to the United States	Senator the Hon John Hogg President of the Senate and Delegation Leader Mr Patrick Secker MP Deputy Delegation Leader Ms Sharon Bird MP Mr Chris Hayes MP Ms Sharryn Jackson MP The Hon Peter Lindsay MP Dr Mal Washer MP
6–16 October 2009	Parliamentary delegation visit to Papua New Guinea and Solomon Islands by members of the House of Representatives Standing Committee on Health and Ageing	Mr Steve Georganas MP Delegation Leader Mr James Bidgood MP Ms Jill Hall MP Ms Amanda Rishwoth MP

Date	Event	Delegation members
6-24 October 2009	Parliamentary delegation visit to international organisations in Italy, Austria and France and to attend the 121st Assembly of the Inter-Parliamentary Union in Geneva, Switzerland	The Hon Roger Price MP Delegation Leader Senator the Hon Judith Troeth Deputy Delegation Leader Senator Trish Crossin Mrs Sophie Mirabella MP
31 October – 6 November 2009	Speaker of the House of Representatives visit to the United States	Mr Harry Jenkins MP Speaker of the House of Representatives
I–13 November 2009	Parliamentary delegation visit to China, including Hong Kong	Senator the Hon John Hogg, President of the Senate and Delegation Leader Dr Andrew Southcott MP Deputy Delegation Leader Ms Anna Burke MP Mr Mark Dreyfus MP Senator Scott Ludlam Mr Sid Sidebottom MP
2–6 November 2009	Visit to attend the 18th Commonwealth Parliamentary Association Australia and Pacific Regional Seminar, Wellington, New Zealand	Ms Sharon Grierson MP The Hon Wilson Tuckey MP
6–20 November 2009	Parliamentary delegation visit to the European Parliament and to observe the 55th Annual Session of the NATO Parliamentary Assembly, Edinburgh, Scotland	The Hon Arch Bevis MP Delegation Leader Senator the Hon David Johnston Deputy Delegation Leader The Hon Fran Bailey MP Senator Mark Bishop
8–21 November 2009	Visit to attend the Commonwealth Parliamentary Association Parliamentary Governance Seminar, United Kingdom	Senator Doug Cameron
9–21 December 2009	Speaker of the House of Representatives visit to the Former Yugoslav Republic of Macedonia and Turkey	Mr Harry Jenkins MP Speaker of the House of Representatives
3–9 January 2010	Visit to attend the 20th Conference of Speakers and Presiding Officers of the Commonwealth, India	The Hon Bruce Scott MP Second Deputy Speaker
16–23 January 2010	Parliamentary delegation to attend the 18th Asia–Pacific Parliamentary Forum, Singapore	Mr Harry Jenkins MP Speaker of the House of Representatives and Delegation Leader The Hon Philip Ruddock MP Deputy Delegation Leader Senator the Hon Ian Macdonald Senator Glenn Sterie Mr Mike Symon MP
23–28 January 2010	Speaker of the House of Representatives visit to Indonesia	Mr Harry Jenkins MP Speaker of the House of Representatives
14–18 February 2010	Speaker of the House of Representatives to attend an executive meeting of the Inter-Parliamentary Union, Namibia	Mr Harry Jenkins MP Speaker of the House of Representatives

Date	Event	Delegation members
28 February – 4 March 2010	Parliamentary delegation visit to the Republic of Korea	Senator the Hon John Hogg President of the Senate and Delegation Leader Senator Alan Eggleston Deputy Delegation Leader The Hon Fran Bailey MP Mr Steve Georganas MP Mr Shayne Neumann MP Mr Tony Windsor MP
25 March – 11 April 2010	Parliamentary delegation to attend the 122nd Assembly of the Inter-Parliamentary Union in Bangkok, Thailand and a bilateral visit to China	Mr Harry Jenkins MP Speaker of the House of Representatives and Delegation Leader Senator the Hon Judith Troeth Deputy Delegation Leader Mrs Jill Hall MP The Hon Roger Price MP Mr Patrick Secker MP
11 April – 24 April 2010	Parliamentary delegation visit to ASEAN countries: Indonesia, Brunei Darussalam and Laos	Hon Duncan Kerr MP Delegation Leader Dr Mal Washer MP Deputy Delegation Leader Mr Kelvin Thomson MP
22 April – 2 May 2010	Parliamentary delegation visit to the European Parliament and Institutions	Senator the Hon John Hogg President of the Senate and Delegation Leader The Hon Philip Ruddock MP Deputy Delegation Leader Senator Catryna Bilyk Mr Andrew Laming MP
7–14 May 2010	Visit to attend the Commonwealth Parliamentary Association mid-year Executive Committee meeting, Swaziland	Senator the Hon Alan Ferguson
26 June – 12 July 2010	Parliamentary delegation visit to Ireland and Italy	Senator the Hon John Hogg President of the Senate and Delegation Leader Mrs Margaret May MP Deputy Delegation Leader Senator Steve Fielding Ms Sharon Grierson MP Mrs Julia Irwin MP

PARLIAMENTARY STAFF 9 AND OTHER VISITS

This appendix contains summary information on parliamentary staff and other visits in 2009–10.

Date	Visit	Country/parliament represented
7–9 September 2009	Mr Kingston Alu, Human Resources Manager, National Parliament of Papua New Guinea	Papua New Guinea
19–30 October 2009	Study visit by Secretariat staff of the Rajya Sabha, Indian Parliament's Upper House	India
22–30 October 2009	Centre for Democratic Institutions: Professional Skills Development Course for Parliamentarians	Cook Islands, Kiribati, Papua New Guinea, Samoa, Solomon Islands,Tonga, Tuvalu,Vanuatu
26–30 October 2009	Mr Khemphone Anothay, Chief of Division, Foreign Affairs Department, National Assembly of Laos	Laos
28 February – 12 March 2010	Inter-Parliamentary Study Program	Bhutan, China, Finland, India, Indonesia, Kenya, Mongolia, New Zealand, Samoa, Tasmania, Thailand, Tonga
15 March 2010	Mr Brahim Fassi-Fihri, President of the Amadeus Institute	Morocco
17–18 March 2010	Centre for Democratic Institutions: Parliamentary Research Staff Professional Skills Development Course	Indonesia, Timor-Leste
10–16 June 2010	Centre for Democratic Institutions: Political Party Development Course	Fiji, Indonesia, Malaysia, Papua New Guinea, Timor-Leste, Vanuatu

10 PUBLICATIONS

This appendix contains summary information on Department of the House of Representatives publications.

Туре	Title		
House of Representatives pages on	www.aph.gov.au/house		
Parliament of Australia website	The site includes members' home pages and home pages for House of Representatives committees and for joint committees administered by the Department of the House of Representatives.		
	Most of the publications listed below are available from the site.		
Publications directly related to the work	The Speaker of the House of Representatives, second edition		
of the House and its committees	An illustrated history of the office, role and duties of the Speaker, April 2008		
	About the House		
	Magazine containing news of the House and its members; four issues were produced during the year		
	A House for the Nation		
	History project including CD-ROM, documentary and study guide on 100 years of Australia's House of Representatives (1901–2001)		
	Committee Office pamphlets		
	 Appearing as a witness: notes to assist those appearing as a witness at a parliamentary committee hearing, January 2005 		
	 Preparing a submission: notes to assist those preparing a submission to a parliamentary committee inquiry, February 2009 		
	Dealing with Parliamentary Committees, March 2009		
	Committee support standards, January 2005		
	Public hearings schedule, revised weekly		
	House of Representatives Guide to Procedures, third edition		
	A concise introduction to the procedures of the House of Representatives, June 2008		
	House of Representatives Facts and Figures: Forty-second Parliament, third edition		
	A document produced primarily for use by Parliament House visitors' guides, February 2009		

Туре Title House of Representatives infosheets Questions, March 2008 2 A typical sitting day, June 2008 3 The Speaker, March 2008 4 Committees, March 2008 5 Parliamentary privilege, March 2008 6 Opportunities for private Members, June 2008 7 Making laws, September 2008 8 Elections for the House of Representatives, March 2008 9 A new Parliament, March 2008 10 The Budget and financial legislation, March 2008 11 Petitions, June 2008 12 Finding out about the House, March 2008 13 The Constitution, March 2008 14 Making decisions—debate and division, March 2008 15 The work of a Member of Parliament, March 2008 16 The Main Committee, June 2008 17 Citizens' right of reply, March 2008 18 Double dissolution, March 2008 19 The House, Government and Opposition, March 2008 20 The Australian system of government, March 2008 21 The Clerk and other officials, March 2008 House of Representatives Practice, fifth edition, 2005 The official authority for issues of practice and procedure Images of the House A pictorial record of the people and events that shaped the House from 1901 to 2001, June 2002 Members' guides Members' Guide to Private Members' Bills and Amendments, March 2008 Members' Guide to Presenting a Petition, June 2008 Members' Guide to Raising a Matter for Debate, June 2008 Members' Handbook A guide to services and facilities for members of the House of Representatives, January 2008 Standing and Sessional Orders of the House of Representatives The permanent rules of procedure, as at 1 December 2008 Amendments to the Standing and Sessional Orders were issued in August 2009 and June 2010 Work of the Session A summary of the business of the House and its committees, published after each period of sittings, being this year: Forty-second Parliament, Autumn and Winter sittings 2009, and Spring sittings 2010

Туре	Title
	Working with Parliamentary Committees, February 2008
	A Guide for Committee Chairs
	A Guide for Members
	A Guide for Members' Staff
	Your Key to the House
	A guide to the House of Representatives, May 2002
Publications of an administrative nature	Department of the House of Representatives Annual Report 2007–08
	The annual report on the operations of the department, presented to the House pursuant to the <i>Parliamentary Service Act 1999</i>
	Department of the House of Representatives Certified Agreement 2009–10
	Department of the House of Representatives Corporate Plan 2007–10
	Department of the House of Representatives Portfolio Budget Statements 2009–10
	Department of the House of Representatives Service Charter: Community Service Standards, May 2002

11 STAFFING STATISTICS

This appendix contains summary information on the Department of the House of Representatives staffing in 2009-10.

LOCATION AND CLASSIFICATION OF STAFF

Included in the figures in the following table are those representing the sessional staff and parliamentary assistants employed by the department and working on 30 June. These staff are employed in order to accommodate variations in working patterns during the sittings of the House and are generally not employed when the House is not sitting. Figures corresponding to other non-ongoing staff are also included in the table.

Staff by location, as at 30 June 2007, 2008, 2009 and 2010

Location	2007	2008	2009	2010
Executive	5	5	5	5
Executive support/project staff	6	6	6	5
Table Office	16ª	14	15°	12
Chamber Research Office	6	8	8	8
Parliamentary Relations Office	8	8	7	7
Liaison and Projects Office	5 ª	5	6	5
Committee Office	65	61	63	64
Serjeant-at-Arms' Office	19 ^b	18 ^d	14 ^f	22 ^g
Finance Office	5	6	6	6
Information Systems and Publishing Office	17°	18e	15ª	14 ^f
People Strategies Office	5	5	5	10
Totals	157	154	150	158
Staff of Speaker, Deputy Speaker and Second Deputy Speaker	5	-		

a Includes one sessional staff.

b Includes eight sessional staff.

c Includes four sessional staff.

d Includes nine sessional staff.

e Includes two sessional staff. f Includes five sessional staff.

g Includes thirteen sessional staff.

Non-ongoing staff (excluding sessional staff), by location, as at 30 June 2009

Location	Staff
Executive	-
Executive support/project staff	-
Table Office	_
Chamber Research Office	1
Parliamentary Relations Office	_
Liaison and Projects Office	-
Committee Office	1
Serjeant-at-Arms' Office	2
Finance Office	_
Information Systems and Publishing Office	2
People Strategies Office	1
Total	7

Staff by classification and equal employment opportunity group, as at 30 June 2009

	Executive ^a	Parliamentary Service Levels 4–6	Parliamentary Service Levels 1–3	Totals
Female	33	40	24	97
Male	28	19	14	61
Sub-totals	61	59	38	158
Aboriginal and Torres Strait Islander	0 (0%)	0 (0%)	1 (2.6%)	I (0.6%))
Non-English-speaking background	2 (3.3%)	5 (8.5%)	4 (10.5%)	11 (7.0%)
People with disabilities	I (I.6%)	2 (3.4%)	3 (7.9%)	6 (3.8%)

a The Executive classification group consists of Senior Executive Service Bands I-2 and Executive Bands I-2 staff.

SEPARATIONS

The reasons for staff separating from the department, with comparative figures for 2007–08 and 2008-09, are detailed below.

Separations, 2007–08, 2008–09 and 2009–10

Location	2007–08	2008–09	2009–10
Transfer/promotion to another Commonwealth agency	T	7	4
Resignation	8	I	5
Medical incapacity	-	-	-
Retirement	4	3	4
Cessation of non-ongoing employment		17	15
Voluntary retrenchment	T	2	2
Death	-	-	-
Totals	31	28	30

MEMBERS' SURVEY 2010 12

A members' survey was carried out by the Department of the House of Representatives in May-June 2010 to identify levels of satisfaction with services provided by the department. The number of questions in the survey was reduced by one due to removal of the printing entitlement. The information gathered is required for internal and external reporting purposes and as a benchmark for service provision.

Thirty members were selected randomly for survey and interview. Members were assured of confidentiality in the survey. A total of eighteen respondents completed the surveys (12 per cent) and two were available for interview.

All participants in the survey were asked if they were satisfied overall with the services they received from the department. Members were highly satisfied with the department's support in helping them fulfil their parliamentary duties. The responses to the other questions asked in the survey and during interviews are contained in the table below (which also shows the responses from the 2009 survey, in brackets).

The result is an overwhelming endorsement of the quality of service provided by the department, with 98 per cent satisfaction rate overall. The satisfaction rate last year was also 98 per cent.

The participants in the survey were also asked a question about their satisfaction level with the legislative drafting support they receive. Eleven of the members responding stated they were satisfied with the service, compared with ten last year. The remainder stated they had not used the service.

In relation to suggestions for change, there was one request for more access for people with disabilities.

Members' satisfaction levels with departmental services (figures in brackets are from the 2009 survey)

	Highly atisfied	Satisfied	Not satisfied
7 (16)	9 (5)	2(1)	- (-)
5 (11)	10(11)	3 (–)	- (-)
4 (7)	8 (10)	6 (4)	- (-)
5 (6)	5 (10)	7 (4)	- (I)
I (5)	9 (13)	6 (3)	- (I)
3 (4)	3 (7)	8 (2)	- (-)
3 (7)	5 (5)	10 (9)	- (-)
3 (8)	9 (7)	6 (5)	- (I)
I (2)	7 (2)	9 (17)	- (-)
	5 (II) 4 (7) 5 (6) I (5) 3 (4) 3 (7) 3 (8)	5 (11) 10(11) 4 (7) 8 (10) 5 (6) 5 (10) 1 (5) 9 (13) 3 (4) 3 (7) 3 (7) 5 (5) 3 (8) 9 (7)	5 (11) 10(11) 3 (-) 4 (7) 8 (10) 6 (4) 5 (6) 5 (10) 7 (4) 1 (5) 9 (13) 6 (3) 3 (4) 3 (7) 8 (2) 3 (7) 5 (5) 10 (9) 3 (8) 9 (7) 6 (5)

Note: Not every member who completed the survey had used the full range of services.

13 CONTACT DIRECTORY

This appendix contains the contact details of House of Representatives office holders and Department of the House of Representatives Senior Executive officers, as at 30 June 2010.

Office holders and Senior Executive officers			
Speaker of the House of Representatives, Mr H	darry Jenkins MP		
Parliament House	Phone (02) 6277 4000	Fax (02) 6277 2050	
Electorate office	Phone (03) 9467 8055	Fax (03) 9467 1407	
		Email Harry.Jenkins.MP@aph.gov.au	
Deputy Speaker, Ms Anna Burke MP			
Parliament House	Phone (02) 6277 4127	Fax (02) 6277 8528	
Electorate office	Phone (03) 9802 0566	Fax (02) 9802 0588	
		Email Anna.Burke.MP@aph.gov.au	
Second Deputy Speaker, the Hon Bruce Scott I	MP		
Parliament House	Phone (02) 6277 4949	Fax (02) 6277 8421	
Electorate office	Phone (07) 4662 2715	Fax (07) 4662 5149	
		Email Bruce.Scott.MP@aph.gov.au	
Clerk of the House, Mr Bernard Wright			
Phone (02) 6277 4111	Fax (02) 6277 2006	Email Clerk.Reps@aph.gov.au	
Deputy Clerk, Mr David Elder			
Phone (02) 6277 4222	Fax (02) 6277 2006	Email David.Elder:Reps@aph.gov.au	
Clerk Assistant (Committees), Ms Joanne Town	er		
Phone (02) 6277 4399	Fax (02) 6277 4034	Email Joanne.Towner:Reps@aph.gov.au	
Clerk Assistant (Table), Ms Robyn McClelland			
Phone (02) 6277 4777	Fax (02) 6277 4517	Email Robyn.McClelland.Reps@aph.gov.au	
Serjeant-at-Arms, Ms Claressa Surtees			
Phone (02) 6277 4444	Fax (02) 6277 2006	Email Claressa.Surtees.Reps@aph.gov.au	

Departmental address		
Department of the House of Represe	ntatives	http://www.aph.gov.au/house
PO Box 6021		
Parliament House		
Canberra ACT 2600		

14 LIST OF REQUIREMENTS

Part of report	Description	Requirement	Page
	Letter of transmittal	Mandatory	iii
	Table of contents	Mandatory	V
	Index	Mandatory	144
	Glossary	Mandatory	143
	Contact officer(s)	Mandatory	ii
	Internet home page address and Internet address for report	Mandatory	ii
Review by Clerk	Review by Clerk	Mandatory	2–5
,	Summary of significant issues and developments	Suggested	2–4
	Overview of department's performance and financial results	Suggested	10
	Outlook for following year	Suggested	5
	Significant issues and developments—portfolio	Portfolio departments— suggested	Not applicable
Departmental overview	Overview description of department	Mandatory	6–10
	Role and functions	Mandatory	6
	Organisational structure	Mandatory	6–7
	Outcome and program structure	Mandatory	7–9
	Where outcome and program structures differ from the Portfolio Budget Statements, Portfolio Additional Estimates Statements or other portfolio statements accompanying any other additional appropriation bills (other portfolio statements), details of variation and reasons for change	Mandatory	None to report
	Portfolio structure	Portfolio departments— mandatory	Not applicable
Report on performance	Review of performance during the year in relation to programs and contribution to outcomes	Mandatory	12, 24, 29, 36, 41
	Actual performance in relation to deliverables and key performance indicators set out in the Portfolio Budget Statements, Portfolio Additional Estimates Statements or other portfolio statements	Mandatory	64–68
	Performance of purchaser–provider arrangements	If applicable, suggested	51
	Where performance targets differ from the Portfolio Budget Statements or Portfolio Additional Estimates Statements, details of both former and new targets, and reasons for the change	Mandatory	None to report
	Narrative discussion and analysis of performance	Mandatory	11–46
	Trend information	Mandatory	10, 13–17, 19, 27, 32, 56, 72, 92–93
	Significant changes in nature of principal functions/ services	Suggested	None to report
	Factors, events or trends influencing departmental performance	Suggested	
	Contribution of risk management in achieving objectives	Suggested	50–51

Part of report	Description	Requirement	Page
	Social justice and equity impacts	Suggested	51
	Performance against service charter customer service standards, complaints data, and the department's response to complaints	If applicable, mandatory	50–51,94–95
	Discussion and analysis of the department's financial performance	Mandatory	10
	Discussion of any significant changes from the prior year or from budget	Suggested	None to report
	Agency resource statement and summary resource tables by outcomes	Mandatory	69–70
	Developments since the end of the financial year that have affected or may significantly affect the department's operations or financial results in future	If applicable, mandatory	10
Management and accountability			47–61
Corporate governance			48–51
	Statement of the main corporate governance practices in place	Mandatory	48
	Names of the senior executive and their responsibilities	Suggested	9, 48
	Senior management committees and their roles	Suggested	48
	Corporate and operational planning and associated performance reporting and review	Suggested	49
	Approach adopted to identifying areas of significant financial or operational risk	Suggested	50–51
	Certification that the agency complies with the Commonwealth Fraud Control Guidelines	Mandatory	iii
	Policy and practices on the establishment and maintenance of appropriate ethical standards	Suggested	48
	How nature and amount of remuneration for SES officers is determined	Suggested	57
External scrutiny	Significant developments in external scrutiny	Mandatory	52
	Judicial decisions and decisions of administrative tribunals	Mandatory	52
	Reports by the Auditor-General, a parliamentary committee or the Commonwealth Ombudsman	Mandatory	52
Management of human resources	Assessment of effectiveness in managing and developing human resources to achieve departmental objectives	Mandatory	53–58
	Workforce planning, staff turnover and retention	Suggested	54–55
	Impact and features of enterprise or collective agreements, determinations, common law contracts and Australian workplace agreements	Suggested	57
	Training and development undertaken and its impact	Suggested	56–57
	Occupational health and safety performance	Suggested	58
	Productivity gains	Suggested	57
	Statistics on staffing	Mandatory	92–93
	Enterprise or collective agreements, determinations, common law contracts and Australian workplace agreements	Mandatory	57
	Performance pay	Mandatory	57
Assets management	Assessment of effectiveness of assets management	If applicable, mandatory	59

Part of report	Description	Requirement	Page
Purchasing	Assessment of purchasing against core policies and principles	Mandatory	59
Consultants	A summary statement detailing the number of new consultancy services contracts let during the year; the total actual expenditure on all new consultancy contracts let during the year (inclusive of GST); the number of ongoing consultancy contracts that were active in the reporting year; the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST); and a statement noting that information on contracts and consultancies is available through the AusTender website.	Mandatory	59–60
Australian National Audit Office access clauses	Absence of provisions in contracts allowing access by the Auditor-General	Mandatory	None to report
Exempt contracts	Contracts exempt from the AusTender	Mandatory	None to report
Commonwealth Disability Strategy	Report on performance in implementing the Commonwealth Disability Strategy	Mandatory	53
Financial statements	Financial statements	Mandatory	101–141
Other information			
	Occupational health and safety (section 74 of the Occupational Health and Safety Act 1991)	Mandatory	58
	Freedom of information (section 8(1) of the Freedom of Information Act 1982)	Mandatory	52
	Advertising and market research (section 311A of the Commonwealth Electoral Act 1918) and statement on advertising campaigns	Mandatory	59–60
	Ecologically sustainable development and environmental performance (section 516A of the Environment Protection and Biodiversity Conservation Act 1999)	Mandatory	61
Other	Grant programs	Mandatory	60
	Correction of material errors in previous annual report	If applicable, mandatory	None to report
	List of requirements	Mandatory	97–99