



PARLIAMENT OF AUSTRALIA

DEPARTMENT OF PARLIAMENTARY SERVICES



ANNUAL REPORT
2015-16



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PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

Letter of Transmittal from Secretary

Senator the Hon Stephen Parry
President of the Senate
Parliament House
CANBERRA ACT 2600

The Hon Tony Smith MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Dear Mr President and Mr Speaker

Department of Parliamentary Services Annual Report 2015-16

I am pleased to present the Department of Parliamentary Services Annual Report 2015-16 in accordance with section 65 of the *Parliamentary Service Act 1999* (the PSA Act) and section 46 of the *Public Governance, Performance and Accountability Act 2013*.

The report includes the annual report of the Parliamentary Librarian as required by subsection 65(3) of the PSA Act.

As required by the Commonwealth Fraud Policy and in line with section 10 of the Public Governance, Performance and Accountability Rule 2014, I am satisfied that during 2015-16, the department had:

- undertaken a fraud risk assessment
- prepared a fraud control plan
- appropriate fraud prevention, detection, investigation, reporting and data collection procedures that met the specific needs of the department
- taken all reasonable measures to minimise the incidence of fraud and to investigate and recover the proceeds of fraud against the department.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Rob Stefanic'.

Rob Stefanic
Secretary
30 September 2016



PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

Letter of Transmittal from Parliamentary Librarian

Senator the Hon Stephen Parry
President of the Senate
Parliament House
CANBERRA ACT 2600

The Hon Tony Smith MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Dear Mr President and Mr Speaker

Parliamentary Library Annual Report 2015-16

In accordance with subsection 65(3) of the *Parliamentary Service Act 1999*, I am pleased to submit the Parliamentary Librarian's annual report for the year ending 30 June 2016.

That provision requires the report to be presented to the Presiding Officers after the end of each financial year, and to be included in the report on the activities of the Department of Parliamentary Services made under subsection 65(1)(c) of the *Parliamentary Service Act 1999*.

Section 38H of the *Parliamentary Service Act 1999* requires that the Parliamentary Librarian give a report on the performance of the functions of the Parliamentary Librarian to the Joint Standing Committee on the Parliamentary Library at least once every financial year.

Yours sincerely

A handwritten signature in purple ink that reads 'Dianne Heriot'.

Dr Dianne Heriot
Parliamentary Librarian
30 September 2016

READER'S GUIDE

The Department of Parliamentary Services Annual Report 2015–16 has been prepared in accordance with the Department of Finance *Resource Management Guide No. 135—Annual reports for non-corporate Commonwealth entities*, issued July 2016, the Department of Prime Minister and Cabinet's Guidelines for the *Presentation of Documents for the Parliament*, issued August 2016, and the *Public Governance, Performance and Accountability Act 2013* (Cth) (PGPA Act).

The annual report also includes the *Parliamentary Library Annual Report 2015–16*.

Part 1: Secretary's Review provides an overview of the work of the Department of Parliamentary Services (DPS) in 2015–16.

Part 2: Departmental Overview provides information on the role and functions of DPS and the DPS outcome and program structure. It also includes a summary of financial performance, an overview of services provided by DPS and the departmental structure.

Part 3: Annual Performance Statements present the 2015–16 annual performance statements of DPS, as required under section 39 of the PGPA Act. Under the PGPA Act, DPS is required to report on the extent to which it has fulfilled its purposes, which are articulated in the DPS Corporate Plan 2015–16.

Part 4: Report on Activities includes a report on DPS activities, such as maintaining Parliament House, providing information and communication technology services, visitor and art services, broadcasting and Hansard services, and information on the DPS commitment to reconciliation.

Part 5: The Parliamentary Library includes the Parliamentary Librarian's Review, an overview of library services, an explanation of governance, a summary of financial performance, achievements, performance results, work with clients and workforce issues.

Part 6: Governance includes reporting on governance, external scrutiny, management of human resources, asset management, purchasing, consultants, Australian National Audit Office access clauses and exempt contracts.

Part 7: Financial Statements includes an independent auditor's report, a statement by the Chief Finance Officer and financial statements for DPS.

Part 8: Appendices contains information supplementary to the annual report including workforce statistics, environmental management, advertising and market research expenditure, legal services expenditure and correction of material errors in the previous annual report.

Part 9: Reference Material contains a list of acronyms and abbreviations, a glossary, a list of tables, a list of figures, a list of requirements and an index.

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DPS

ON A PAGE



ROLE

DPS is one of the four parliamentary departments which together comprise the Parliamentary Service. DPS supports the functions of the Australian Parliament and the work of parliamentarians through the provision of professional services, advice and facilities, the ongoing maintenance of Australian Parliament House (APH) and makes the building, and the important activity that takes place within it, accessible. DPS reports to the Presiding Officers of the Parliament (the President of the Senate and the Speaker of the House of Representatives).

DPS ACTIVITIES

In 2015–16, DPS undertook many activities to support its clients, stakeholders and customers. This included:

- ▶ recording and transcribing 3,633 hours of parliamentary proceedings
- ▶ transcribing 47,635 pages of parliamentary proceedings and committee hearings
- ▶ supporting 612 parliamentary committee hearings, 253 of which were interstate
- ▶ responding to 45,101 calls to the 2020 ICT support desk
- ▶ completing 13,113 individual client requests made to the Parliamentary Library
- ▶ adding 177,644 items to Library databases
- ▶ releasing 267 research publications
- ▶ refurbishing 24 offices/suites
- ▶ replacing 3,785 square metres of carpet and polishing 21,007 square metres of timber flooring
- ▶ maintaining 23 hectares of landscaped gardens
- ▶ greeting 725,992 visitors to the building and receiving 4,706,404 million visitors to the APH website
- ▶ providing guided tours to more than 200,000 visitors
- ▶ providing security 24 hours a day, every day of the year.



PART
1

SECRETARY'S
REVIEW

I am pleased to present my first Secretary's Review following my appointment on 14 December 2015.

The 2015–16 financial year was a year of significant improvement and consolidation for the Department of Parliamentary Services (DPS). Many important reforms to our processes and governance were finalised, implemented and embedded into our corporate practice. A number of these reforms were in direct response to the critical findings of audits and reviews of our performance in the first half of 2014–15. The reforms have been important to enable us to be more transparent in the way we conduct our business, more accountable and more strategic in our decision-making. Above all the reforms aid us in being more responsive to the needs of the Parliament and our parliamentarians.

Significant pieces of corporate work undertaken during 2015–16 included:

- ▶ the adoption of a new Fraud Control Policy in July 2015, supported by quarterly reporting to the DPS Executive, and mandatory fraud awareness training for all DPS employees
- ▶ the release of a DPS Information Management Framework, Strategy and Policy in October 2015, to guide best-practice management of our records
- ▶ a DPS Governance Framework, finalised in November 2015, to document the structures, systems, processes and culture that support our operations
- ▶ the implementation of an updated Performance Management Scheme that ensures our individual work plans are more closely aligned to our strategic aims, and
- ▶ the introduction of a new Learning and Development Framework to help boost our organisational capability.

In 2015–16 we also continued to develop our ability to report meaningfully against our Key Performance Indicators, with regular monthly reporting to the DPS Executive, the finalisation of a new Feedback Policy and the first annual survey of building occupants, to measure satisfaction with an array of DPS-provided or DPS-facilitated services.

SUPPORTING THE WORK OF PARLIAMENT AND PARLIAMENTARIANS

Supporting the functions of Parliament and enabling senators and members to perform their work as parliamentarians is core business for DPS. Increasingly, information and communications technology (ICT) is transforming how we can provide this support. Over the course of 2015–16 a number of ICT solutions, some custom-built, were delivered for the parliamentary environment. These included:

- ▶ the ParlWork app, which gives parliamentarians instant access to live chamber business information via their mobile devices
- ▶ more secure, reliable and faster WiFi access to the Parliamentary Computer Network from electorate offices and Commonwealth Parliament Offices
- ▶ videoconferencing facilities to allow committee members and witnesses to more easily participate in parliamentary committees from remote locations
- ▶ a new Senators' and Members' Services Portal
- ▶ completion of the two-year project to install hearing loop technology in the chambers, the Great Hall and 23 other locations around Australian Parliament House (APH), and
- ▶ an enhanced webcasting capability for live and on-demand webcasting of proceedings via computers and mobile devices.

MAINTAINING THE BUILDING & PRECINCTS

Maintaining the building and its precincts is a critical aspect of DPS' custodianship. For parliamentarians and the many other building occupants, APH is a working building and must be fit for purpose at all times. Parliament House is also one of the nation's most loved buildings, an icon of Australian democracy and an architectural achievement of national and international significance. Everything, from the weave of the carpet to the style of the furniture, is integral to the overall design intent of the building. As APH approaches its third decade, DPS faces significant challenges to update and upgrade many aspects of the building's infrastructure that are reaching the end of their serviceability. Building works undertaken during the year included a continuation of the upgrade of fire safety systems and the commencement of a program of lift upgrades.

As the design and construction of APH bears the aspiration of a 200 year lifespan, it is critical that any changes we make are well considered and conducted with a consistency of quality and durability required of a building of such status. Since my commencement in this role I have continued to build on the early work done by Dr Dianne Heriot as Acting Secretary, to re-establish a strong, ongoing relationship with key members of the original design team who also represented Romaldo (Aldo) Giurgola, the principal design architect, in regard to his moral rights in APH. Mr Giurgola sadly passed away in May 2016. Dr Heriot and I have worked diligently to foster a better working relationship with those who now administer on behalf of Mr Giurgola's estate the moral rights in relation to design matters for the building and its precincts – Ms Pamille Berg AO and Mr Hal Guida. This involves meeting regularly with Ms Berg and Mr Guida and ensuring that they are consulted at the earliest stage when DPS has a building-related issue to resolve. This early consultation will ensure that we are able to respect, work with and accommodate the original design intent of the architects. Importantly, I have recommenced the project to complete the Central Reference Document (CRD), which was discontinued in 2004. When complete, the CRD will provide a comprehensive account of the architect's intent in the design of the building and its surroundings, and will provide text to guide the daily management of APH. Following consultation with the Joint Standing Committee on the Parliamentary Library, the Presiding Officers agreed that this work, and that of a new Archive unit, also established this year, would be managed by the Parliamentary Librarian, given the Library's expertise in research and information retrieval.

Following my appointment, I intended to expedite the finalisation of the Conservation Management Plan (CMP) and Design Principles (DP) documents. As at 30 June 2016, attempts were being made to seek to resolve a series of issues with the consultants engaged to produce the CMP and DP, following concerns raised by Mr Giurgola's moral rights representatives.

From early July 2016, I will elevate the importance of our Design Integrity and Archives Unit that will be attached to the Office of the Secretary. By doing this, it will ensure my ongoing close involvement and oversight of its functions. An Architectural Historian will be recruited to embed the original architects' design intent into the culture of DPS. I am also in the process of redefining the formal operational procedures to be used within DPS to strengthen the ongoing preservation of the integrity of APH.

STRENGTHENING SECURITY

The current national terrorism threat level requires ongoing work to harden the physical security at APH. A new gate house and perimeter at the southern entrance was completed in June 2016 as well as the upgrade of security at 14 access points in the parliamentary precincts. Contracts for the next group of works were executed in the second half of 2015–16 and state of the art screening equipment was installed.

WORKING TOGETHER

Upon my appointment, I committed to developing a strong and productive working relationship with the heads of each of the parliamentary departments – the Clerk of the Senate, Dr Rosemary Laing, the Clerk of the House of Representatives, Mr David Elder and the Parliamentary Budget Officer, Mr Phil Bowen PSM FCPA. Each of my colleagues has a critical role in ensuring the core business of the parliament operates effectively and it is important that we work as a partnership. The four department heads meet monthly to discuss various matters relating to governance, policy and operational matters of significance. DPS will work collegiately with the other parliamentary departments and will consult and communicate with them early and thoroughly in relation to matters that will impact upon them and upon senators, members and their staff.

SERVICES FOR VISITORS

In addition to supporting parliamentarians and other building occupants, DPS is charged with making the Parliament and its work accessible to all Australians. Our knowledgeable and passionate Visitor Services Officers actively engage visitors with the important work and fascinating history of parliament, as well as with the building's architecture and art collections. In 2015–16 APH was awarded a TripAdvisor Certificate of Excellence for superior service for the second consecutive year. Research into teacher satisfaction with our services to visiting schools ranked APH third among Canberra's many attractions, up from seventh in 2012.

Overall visitor numbers in 2015–16 reached almost 726,000, with more than 200,000 individuals participating in a guided tour. The busiest day of the year, in terms of visitor numbers, was Open Day, on Saturday 19 September 2015, when 5,000 visitors explored the building and took advantage of the opportunity to see some of the private spaces not usually accessible to the public.

PREPARATIONS FOR THE 45TH PARLIAMENT

While the business of the House ceased on 9 May 2016 for the 2 July 2016 Federal Election following dissolution of both Houses of Parliament, the work for DPS stepped up a gear to undertake work that would be otherwise disruptive to the operation of parliament. Significant maintenance work was undertaken such as painting of offices and corridors, replacement of carpet, reset of offices, refreshes of common areas, cleaning of all windows and preparation of induction materials and presentations to ensure new parliamentarians can operate effectively from their first day.

FUTURE DIRECTIONS

Upon my appointment, I immediately commenced a personal review of DPS with the purpose of achieving better services for parliamentarians and the parliamentary institution and to ensure appropriate stewardship of Parliament House. My review has been informed by many discussions with stakeholders and staff and by the considerable volume of material produced about aspects of DPS functions in recent years. Specifically, my analysis has covered areas such as the effectiveness of the current structure to support the core business of parliament; challenges with staff capability and culture; and opportunities for improvement and innovation. The review process will inform a vision for DPS and strategic themes that reframe gaps and issues into forward looking objectives for all DPS staff. The Vision Statement and Strategic Themes contained within the DPS Corporate Plan 2016-17, will be launched early in July/August 2016 to present a coherent and relevant direction for all DPS staff. The Corporate Plan 2016–17 sets out our planned activities for the year, aligning with our overarching responsibility to support the functions of Parliament and parliamentarians with professional services, advice and facilities. Together, these documents will guide the work of DPS in 2016–17 and into the future.

I thank the Presiding Officers for their support of me and of DPS over the past year. I also thank the heads of the other parliamentary departments – Dr Rosemary Laing, Mr David Elder, and Mr Phil Bowen – for their goodwill and collegiality as together we seek to better serve the Parliament and parliamentarians.

Finally, I must acknowledge and thank the Parliamentary Librarian, Dr Dianne Heriot, for her leadership of DPS for the first half of 2015–16. Dianne was a critical stabilising influence after a difficult period for the department and oversaw a substantial body of governance reform work during her time as Acting Secretary. I look forward to working with Dianne, the other members of the DPS Executive team and the nearly 900 strong staff of DPS as we develop an organisation that delivers innovative, unified and client focussed services.

Rob Stefanic



PART
2

DEPARTMENTAL
OVERVIEW

ROLE, FUNCTIONS AND PURPOSE



The Marble Foyer features 48 marble columns and 20 panels of inlaid timber.

DPS is one of the four parliamentary departments which together comprise the Parliamentary Service. DPS' role and functions are set out in its purpose in the DPS Corporate Plan 2015–16 which states:

OUR ROLE

The Department of Parliamentary Services supports the functions of the Australian Parliament and the work of parliamentarians through the provision of professional services, advice and facilities, the ongoing maintenance of Australian Parliament House; and makes the building, and the important activity that takes place within it, accessible.

OUR CORE FUNCTIONS

DPS provides services and products to support the function of the Australian Parliament, and the work of parliamentarians. Working in collaboration with the house departments, DPS provides, or facilitates the following:

- library and research services
- information and communication technology services
- security services
- building, grounds and heritage management services
- audio visual and Hansard services
- art services
- visitor services
- food and beverage, retail, health, banking and childcare services, and
- corporate, administrative and strategic services for DPS.

DPS reports to the Presiding Officers of the Parliament (the President of the Senate and the Speaker of the House of Representatives).

OUTCOME AND PROGRAM STRUCTURE

The DPS outcome in 2015–16 was: Support the functions of Parliament and parliamentarians through the provision of professional services, advice and facilities and maintain APH.

In the 2015–16 Portfolio Budget Statement DPS had two programs:

- Program 1: Parliamentary Services had the following program objectives:
 - provide a range of research, information and reporting services to support the Parliament and the work of parliamentarians, and engage the community
 - provide services to building occupants and electorate offices to enable them to conduct their work, and
 - provide services and facilities for visitors to Parliament House.
- Program 2: Parliament House Works Program had the following program objectives:
 - strategically plan to maintain and upgrade Parliament House
 - maintain Parliament House as a safe and accessible workplace and public building
 - plan, develop and deliver into service an ongoing building works program, and
 - plan and deliver physical security upgrades to Parliament House.

SERVICES PROVIDED BY DPS

LIBRARY AND RESEARCH SERVICES

The Parliamentary Library provides information, analysis and advice to senators and members in support of their parliamentary and representational roles.

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SERVICES

DPS manages the infrastructure and delivery of ICT services to registered users in APH, Federal Electorate Offices (EOs) and Commonwealth Parliament Offices (CPOs). This includes service design, implementation and support in the form of a central help desk, training, the provision of software and hardware, and management of the department's relationships with external ICT providers.

HANSARD AND AUDIO VISUAL SERVICES

DPS provides Hansard and audio-visual services, including recording, broadcasting and archiving the audio-visual record of Parliament and parliamentary committee proceedings and the production of the written record (Hansard).



Hansard Editor Sam Pritchard is one of the team of editors that produces the permanent record of all parliamentary proceedings.

DESIGN INTEGRITY

APH is an architecturally significant and important 20th century building. It is a place where major decisions are made that impact on the daily life of all Australians.

DPS is charged with the management of the design integrity of Parliament House while ensuring its future as a working building. As custodian, DPS has a responsibility to manage the building for current and future generations.

ART SERVICES

DPS manages the extensive Parliament House Art Collection by acquiring, cataloguing, researching, digitising, conserving, preparing and presenting works of art to the highest possible museum standards. DPS staff allocate and install artworks in senators' and members' suites as well as in the circulation spaces throughout the building, and develop and present displays and exhibitions.

VISITOR SERVICES

DPS provides a range of visitor services and facilities including:

- guided tours for visitors and school groups
- events and exhibitions
- the Parliament Shop, and
- managing the catering contract for the Queen's Terrace Café.

OTHER SERVICES TO SUPPORT PARLIAMENTARIANS AND BUILDING OCCUPANTS

DPS facilitates a range of services to support parliamentarians and building occupants.

These services include:

- food and beverage services
- a health and recreation centre
- a post office
- banking and financial services
- a child care centre
- a travel agent
- a nurse's centre
- physiotherapist services, and
- a hairdresser.

Additionally, DPS manages the licences for the members of the Press Gallery, who occupy space within APH.

CORPORATE, ADMINISTRATIVE AND STRATEGIC SERVICES

DPS' corporate and strategic areas provide advice and services to the DPS Executive and staff on a range of governance, strategic, financial, procurement, human resources and records management matters. This ensures that DPS complies with its responsibilities under the *Parliamentary Service Act 1999*, the *Public Governance, Performance and Accountability Act 2013* (the PGPA Act) and a range of other legislative obligations, including human resources-related legislation.



DPS Secretary Rob Stefanic with participants in the PEL1 Development Program, which commenced in May 2016.

SUMMARY OF FINANCIAL PERFORMANCE

DPS receives departmental and administered operating and capital funding as well as funds through third-party drawing rights. Details of the DPS appropriations, programs and an explanation of the results are provided below:

Table 1: Summary of Financial Performance

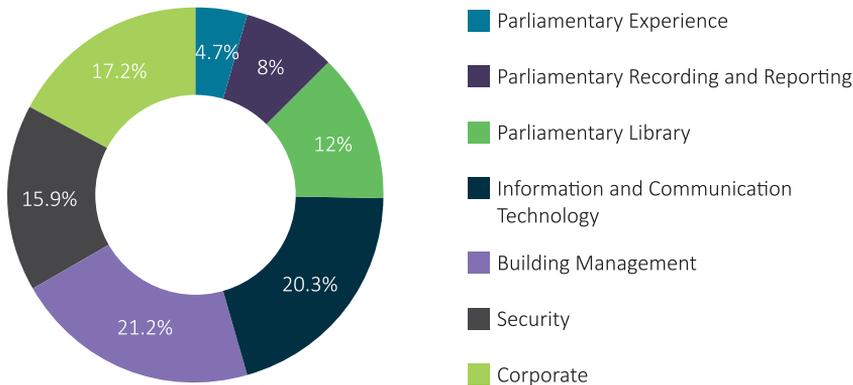
DEPARTMENT OF PARLIAMENTARY SERVICES		Actual available appropriation for 2015-16 \$'000	Payments made 2015-16 \$'000	Balance remaining 2015-16 \$'000
		(a)	(b)	(a) – (b)
Ordinary Annual Services¹				
Departmental appropriation ²		178,247	156,713	21,534
Administered annual appropriation		7,703	4,077	3,626
Total Ordinary Annual Services	A	185,950	160,790	25,160
Administered non-operating				
Administered Assets and Liabilities ³		158,617	20,166	138,451
Total other services	B	158,617	20,166	138,451
Total net resourcing and payments for the Department of Parliamentary Services	A+B	344,567	180,956	163,611

DEPARTMENTAL OPERATING AND CAPITAL RESULT

DPS recorded an operating loss of \$19.7 million in 2015–16. This loss was primarily caused by \$19.1 million in depreciation and amortisation which is not funded through revenue appropriations but rather through the department's capital budget. \$0.6 million of the remaining loss was due to the movement in the bond rate, which increased the department's leave liability, and a minor overspend in supplier expenses.

The total departmental expenses excluding depreciation and amortisation were \$127.5 million. This consisted of \$82.6 million in employee expenses, \$44.7 million in supplier costs and \$0.2 million in loss on sale of assets and write downs. This was mostly funded by \$119.0 million in revenue from government and \$7.9 million in own source revenue.

- 1 *Appropriation (Parliamentary Departments) Act (No.1) 2015-16*. This includes Prior Year departmental appropriation, capital and S.74 relevant agency receipts.
- 2 Includes an amount of \$22.9 million in 2015-16 for the Departmental Capital Budget. For accounting purposes this amount has been designated as 'contributions by owners'.
- 3 Includes *Appropriation (Parliamentary Departments) Act (No.1) 2015-16* and prior year appropriations.

Figure 1: Departmental Operating Expenses by Functional Area

Departmental capital is used to deliver a program of work in support of the work of parliamentarians, occupants of the building and visitors to Parliament House. It incorporates activities relating to technology, the Parliamentary Library and parliamentary experience.

The departmental capital result for 2015–16 was \$27.2 million. This is \$4.3 million more than the \$22.9 million in departmental capital appropriated for 2015–16. This \$4.3 million was funded through unspent appropriations from prior years. The additional works represents the delivery of not only the 2015–16 capital program but also projects delayed in previous financial years.

ADMINISTERED OPERATING AND CAPITAL RESULT

The administered activities of the department deliver a building works program that maintains Parliament House as a safe and accessible workplace and public building. It incorporates activities relating to the building or art within the building. The administered program also includes the Australian Parliament House Security Upgrade project budget measure which was originally appropriated in 2014–15.

DPS spent \$20.2 million in administered capital and \$3.9 million in administered operating in 2015–16 (excluding depreciation and amortisation), which was \$36.9 million less than the planned amount. The delay was principally due to the time it took to develop the program of works that would meet the requirements of the Building Condition Assessment Report outcomes. The time taken to recruit suitably qualified staff and to conduct the necessary stakeholder engagement saw the majority of the planned works slip into 2016–17. The preliminary works were completed in 2015–16 and DPS is now in a position to implement the BCAR recommendations in 2016–17.

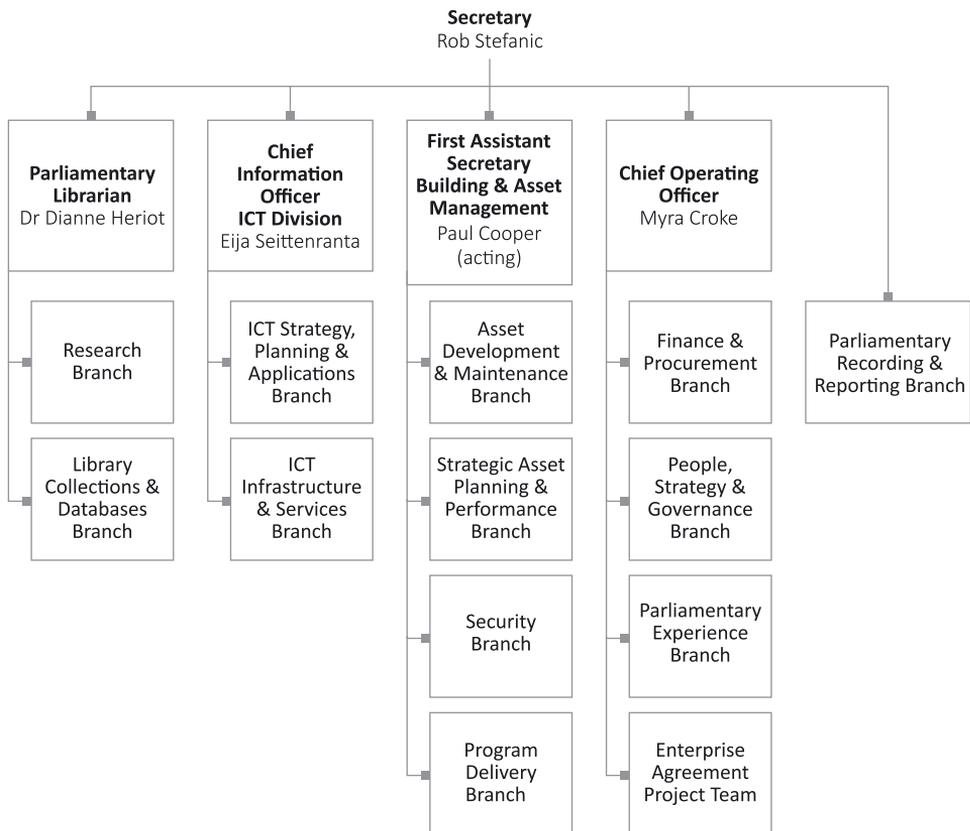
THIRD PARTY DRAWING RIGHTS

DPS draws from the Department of Finance's appropriation for the purposes providing technology services to electoral offices and photographic services to Parliament in accordance with the *Parliamentary Entitlements Act 1990*. DPS also provides infrastructure and communications technology services to former Prime Ministers' offices. In 2015–16 DPS conducted a project to install more secure networking equipment and to provide additional capabilities for a secure wireless infrastructure in each electorate office and Commonwealth Parliament Offices that connect to the parliamentary computing network. DPS drew down \$24.3 million from the Department of Finance's appropriation to deliver these services.

DEPARTMENTAL STRUCTURE

DPS is established as a department under the *Parliamentary Service Act 1999*. The Act provides that the department consists of a Secretary of the department, together with the Parliamentary Librarian and Parliamentary Service employees assisting the Secretary and the Parliamentary Librarian. The Secretary is the Accountable Authority and is the leader of DPS' senior executive team.

The Parliamentary Librarian is the holder of a statutory office established by authority of the *Parliamentary Service Act 1999*. The Parliamentary Librarian reports directly to the Presiding Officers—and to the Joint Standing Committee on the Parliamentary Library—in respect of her statutory functions.



DPS STRUCTURAL CHANGES

During 2015–16, there was one structural change within DPS. A small Archives Unit was established in March 2016 that is overseen (as additional duties) by the Parliamentary Librarian.

SENIOR EXECUTIVE AS AT 30 JUNE 2016

SECRETARY, ROB STEFANIC

Mr Rob Stefanic was appointed Secretary of DPS in December 2015, after 19 years' experience in parliamentary service at the NSW Parliament. As head of the NSW Department of Parliamentary Services, he implemented service reforms and oversaw a major program of capital works. Mr Stefanic forged a strong cooperative relationship with the Clerks to develop successive strategic plans for the Parliament and to achieve 'whole of parliament' outcomes. Prior to this, he served as Chief Information Officer (CIO) for the department, overseeing the delivery of ICT, library, archival and Hansard services to the NSW Parliament.

Prior to joining DPS in NSW, Mr Stefanic worked for the Department of the Legislative Council at the NSW Parliament for over a decade, where he held a number of senior positions including that of Clerk Assistant and Committee Secretary for various standing and select committees. Before working in the parliamentary environment he worked in the chartered accounting and legal fields.

Mr Stefanic has Bachelor of Commerce, Bachelor of Laws (Hons) degrees and a Master's degree in Public Administration.

For the first half of 2015–16, from 1 July 2015 until 11 December 2015, Dr Dianne Heriot was Acting Secretary of DPS.

PARLIAMENTARY LIBRARIAN, DR DIANNE HERIOT

Dr Dianne Heriot was appointed as Parliamentary Librarian in May 2012, having acted in that position since February 2012. Prior to that, she was Assistant Secretary of the Research Branch of the Parliamentary Library. Dr Heriot has many years' experience in senior management positions in the Australian Public Service (APS) including in the Attorney-General's Department (AGD) and the Department of the Prime Minister and Cabinet (PM&C). She has a Bachelor of Arts (Hons), Master of Arts (Medieval Studies) and Doctor of Philosophy in Literature.

CHIEF INFORMATION OFFICER, EIJA SEITTENRANTA

Ms Eija Seittenranta commenced as the CIO at DPS in October 2012. Prior to joining DPS, Ms Seittenranta held a number of senior positions in ICT in the APS. Ms Seittenranta's public service career was broken by a two-year stint working overseas for Standard Chartered Bank in an ICT executive role and a year to complete her MBA. Since re-joining the public service, Ms Seittenranta has held senior ICT positions with Centrelink, the Department of Health and Ageing, and the Department of Human Services.

A/G FIRST ASSISTANT SECRETARY BUILDING AND ASSET MANAGEMENT, PAUL COOPER

Mr Paul Cooper has been acting as First Assistant Secretary, Building and Asset Management Division, since 17 June 2016. He is also Assistant Secretary, Security Branch, on secondment from AGD. Mr Cooper is an experienced SES officer with an extensive background in security issues and people management.

From 1 July 2015 until 16 June 2016 the position of First Assistant Secretary, Building and Asset Management Division, was held by Mr Rob Barnes.

CHIEF OPERATING OFFICER, MYRA CROKE PSM

Ms Myra Croke was appointed as Chief Operating Officer (COO) at DPS in December 2014. In this role she is responsible for departmental activities including human resource management, strategic planning, communications and media, governance, financial services, procurement management, compliance and audit, and performance reporting. Prior to joining DPS Ms Croke held a number of senior positions at PM&C.

Ms Croke was awarded the Public Service Medal in 2010 for outstanding public service in establishing and managing the secretariat for the National Security Committee of Cabinet.

The cover features a dark blue triangle in the top right corner, a light blue triangle in the bottom left corner, and a white triangle in the bottom right corner. A photograph of stone columns is visible in the background, partially obscured by the dark blue triangle.

PART
3

ANNUAL
PERFORMANCE
STATEMENTS

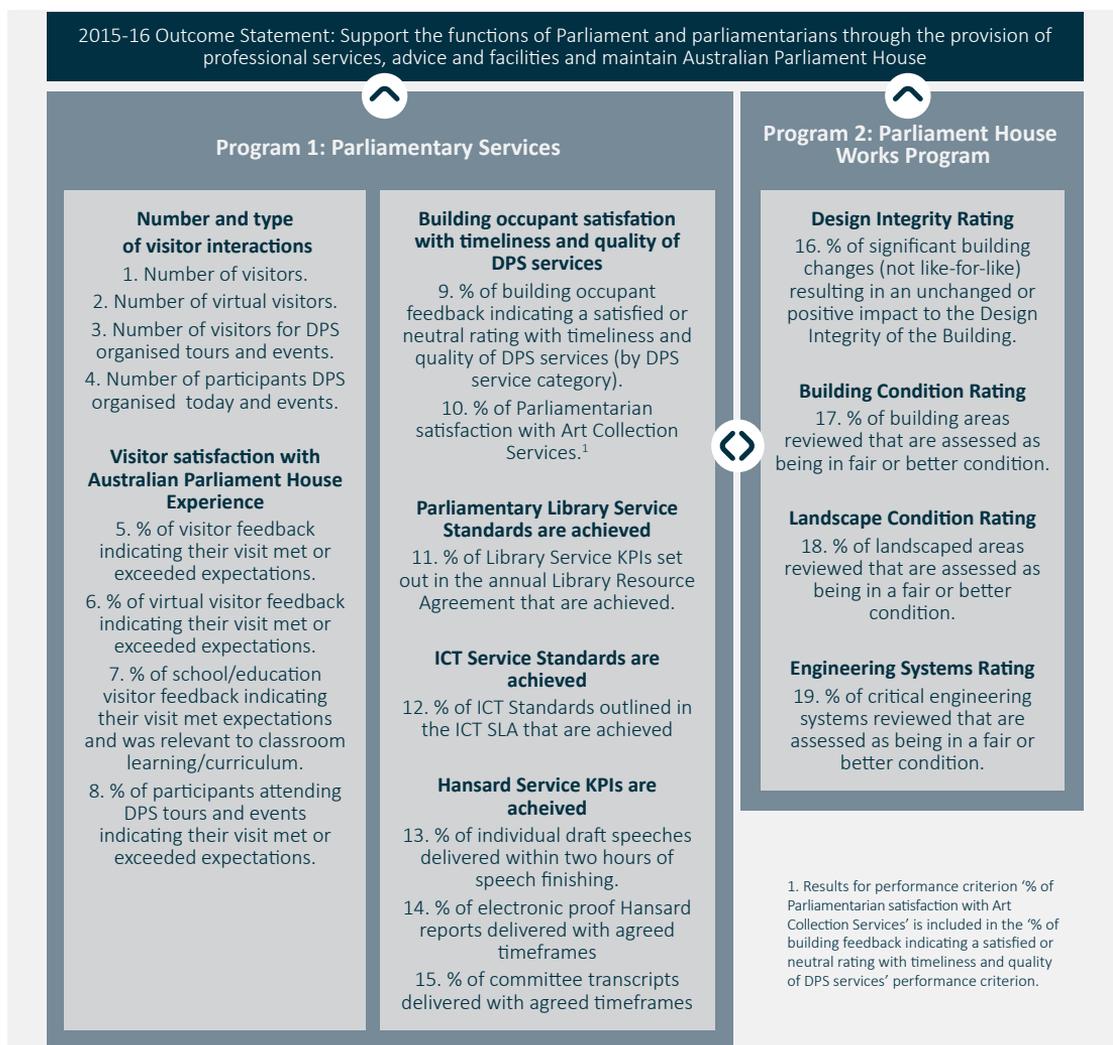
INTRODUCTORY STATEMENT

I, Rob Stefanic, as the accountable authority of the Department of Parliamentary Services (DPS), present the 2015–16 annual performance statements of DPS, as required under section 39 (1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). In my opinion, these annual performance statements accurately reflect the performance of the entity, and comply with section 39 (2) of the PGPA Act.

PURPOSE

DPS supports the functions of the Australian Parliament and the work of parliamentarians through the provision of professional services, advice and facilities, the ongoing maintenance of Australian Parliament House (APH); and makes the building, and the important activity that takes place within it, accessible.

DPS 2015 – 16 STRATEGIC MEASURES MAP



RESULTS

PERFORMANCE CRITERION 1—NUMBER AND TYPES OF VISITOR INTERACTIONS

DPS is the custodian of APH which is the working symbol of Australian democracy and a significant destination for our citizens and international visitors alike. APH is an iconic building of national and international significance and part of DPS' purpose is to make the building, and the important activity that takes place within it, accessible to the public. Visitors to APH are encouraged to view proceedings of both the Senate and House of Representatives from the public galleries or via the ParView website to witness democracy in action.

DPS measures visitor numbers for four types of visitor interactions which reflect the different modes of access to the building and the activities that take place. These are:

1. number of visitors to APH
2. number of virtual visitors
3. number of visitors for DPS educational (school) tours, and
4. number of participants to DPS organised tours and events.

CRITERION SOURCE

- Program 1, 2015–16 Portfolio Budget Statement (PBS), p14
- Program 1, 2015–19 Corporate Plan, p11.

RESULTS AGAINST PERFORMANCE CRITERION

Target – Equivalent or greater to same period last year

	2013–14 results	2014–15 results	2015–16 results
Number and types of visitor interactions			
Number of Visitors	677,932	759,483 (720,759) ⁴	725,992
Number of virtual visitors	3,500,000	3,979,949	4,706,404
Number of visitors for DPS educational tours ⁵	123,507 ⁶	132,781 ⁶	127,292
Number of participants to DPS organised tours and events ⁷	-	-	74,829
Participants in general public tours	66,696	55,893	- ⁸
Participants in other tours	7,622	7,384	- ⁹
Number of functions and events in Parliament House¹⁰			
Official visits	15	37	-
Parliamentary	327	331	-
Non-parliamentary	703	813	-

METHODOLOGY

In previous years, reported visitor numbers have included pass holders entering APH through the main foyer. In 2015–16 a more accurate method of calculation was adopted to not include pass holder numbers. This is intended to ensure the results more accurately reflect visitor numbers to APH rather than occupancy numbers.

Participant numbers for tours and events were reported separately in previous years and the events data included events bookings taken by an external provider. In 2015–16 DPS has applied one key performance indicator (KPI) to focus only on DPS organised tours and events participants.

4 720,759 is the adjusted 2014–15 visitor number based on the 2015–16 methodology.

5 Number of visitors for DPS educational tours was reported as ‘Participants in school tours’ in previous years. This performance measure has been renamed ‘Visitors for DPS school tours’ in the 2016–17 PBS to reflect more accurately the type of visitors and the nature of their visitor experience. Specifically that they are visitors from schools, and DPS does not provide ‘educational’ tours. (The provision of educational services is the role of the Parliamentary Education Office in the Department of the Senate).

6 In 2013–14 and 2014–15 this figure was reported as ‘Visitors for DPS school tours’. The methodology for reporting the numbers is the same as ‘educational’ tours.

7 Number of participants to DPS organised tours and events includes public tours, other tours and event numbers.

8 Figures for Participants in general public tours in 2015–16 are included in DPS organised tours and events.

9 Figures for Participants in other tours in 2015–16 is included in DPS organised tours and events.

10 Number of functions and events held in Parliament House is not a key performance indicator and is not reported in the Annual Performance Statements.

ANALYSIS

Visitor Numbers

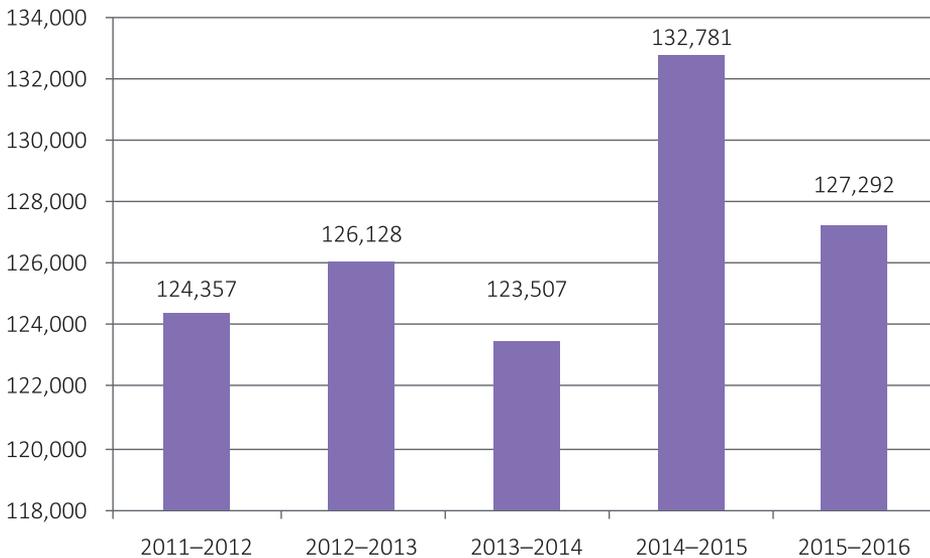
Based on the new method of calculation the APH visitor numbers increased in 2015–16 by 0.7 per cent.

Virtual Visitor Numbers

Virtual visitor numbers are calculated using the number of ‘hits’ on the ‘Visit Parliament’ webpage. Our virtual visitor numbers continue to grow. The new DPS Visit Parliament website will launch in August 2016 and will incorporate a new design and refreshed content for our online visitors.

School (Educational) Tours

School tours of APH are available to all primary and secondary Australian schools. Bookings are managed by the Serjeant-at-Arms office in the Department of the House of Representatives. The number of participants in school tours is down from last year by 5,489 (4.3 per cent). The year to year comparison for this performance measure does not consider seasonal variations in visitation such as the spike in 2014–15 due to the Centenary of World War I. Longer term statistics (2011–16) demonstrate a higher long-term average for annual schools visitation.



*Annual schools visitation figures include students, and teachers, carers and accompanying parents.

There are a number of potential factors, beyond the control of DPS, which may have impacted on school visitation to Canberra. These include a two-year cyclic school visitation, the Parliament and Civics Education Rebate (PACER) for schools not increasing with the Consumer Price Index and variation of capacities at other PACER institutions. There are two barriers to increasing schools visitation that DPS is working with stakeholders to address:

- inconsistent levels of awareness among teachers of the PACER rebate and how it can be accessed, and
- low level of promotion of the PACER rebate to schools by the managers of the rebate scheme.

To help improve this measure for 2016–17 DPS will resource a social media campaign and contribute to National Capital Educational Tourism Project (NCETP) collaborative marketing.

DPS Organised Tour and Event participants

In 2015–16 DPS offered a number of free and paid tours and events at APH. To provide a comparison between the participants for 2015–16 and 2014–15, the 2014–15 figures were aggregated resulting in a total of 68,857 participants. There has been an increase of 5,972 participants (8 per cent) from 2014–15 to 2015–16.

DPS conducted a number of tours and events at APH during 2015–16, which were well received by visitors.

Daily tours

APH visitors participated in a number of daily tours in 2015–16 including:

- Welcome Tours – guided tours which are offered five times a day, introduce visitors to the most significant features of APH. The tours include a visit to the Chambers of Parliament on non-sitting days and viewing of the extensive APH Art Collection on show, including in the Great Hall, the Marble Foyer and the Members' Hall, and
- Discovery Tours – behind-the-scenes tours which are offered three times a day, offer visitors an exclusive chance to visit some of the private spaces of APH. Visitors have the opportunity to stand beneath the Australian flag to hear of the events that have shaped Australia and the unique building of APH. During sitting days, the Discovery Tours are offered, but access to the private spaces is not available.

Seasonal and subject-based tours

- APH visitors participated in various tours and events held in 2015–16, these included:
- Spring Glory Tours in September and October 2015, which focused on the hidden courtyards and landscapes of APH. These tours highlighted the courtyards and House of Representatives and Senate sides of the building. They also featured the springtime foliage of the large and small trees in the courtyards of APH
- Autumn Glory Tours in March 2016, which highlighted the spectacular changing landscape in the hidden courtyards of APH
- Feel the Heritage Tours in April 2016, an interactive and memorable behind-the-scenes experience for visitors that focused on some of the hidden spaces and treasures of APH, featuring the architecture, furniture and design
- The Magna Carta Tours from June to December 2015 and the Anzac Day weekend in April 2016. Visitors learned of the influence and impact the Magna Carta had and continues to have on Australian democracy, and its associated effect on the Constitution, Federal and State laws, and
- World War I Tour – To our last man and our last shilling – Parliament at War. During the 100th anniversary of World War I, visitors to APH had the opportunity to explore the impact of the war on the Parliament, its work, its people who served and its work during conflict.

Orientation tours

DPS also conducted orientation tours for building occupants throughout 2015–16.

The performance measure of comparing months across years does not consider anomalous visitation or the election cycle. In 2016–17 DPS will undertake a review of the tour KPIs to address these anomalies in the targets for the 2017–18 reporting period.

DPS is also continuing to develop a social media campaign to bolster future school bookings. Given the lead time required to coordinate school bookings, this is anticipated to affect visitor figures in late 2016–17 and into 2017–18. DPS will increase marketing partnerships with NCETP and other institutions to increase visitation to the region in 2016–17.

PERFORMANCE CRITERION 2—VISITOR SATISFACTION WITH THE APH EXPERIENCE

DPS aims to offer high-quality and innovative programs to enhance our visitor experience and community engagement, making APH a destination of choice and a showcase for the products of our region. Regular and ongoing feedback is essential to understanding visitor satisfaction with the APH experience.

CRITERION SOURCE

- Program 1, 2015–16 PBS, p15
- Program 1, 2015–19 Corporate Plan, p11.

RESULTS AGAINST PERFORMANCE CRITERION

Target – 85% satisfaction

	2013–14 results	2014–15 results	2015–16 results
Visitor satisfaction with Australian Parliament House Experience			
% of visitor feedback indicating their visit met or exceeded expectations	-	-	97.40%
% of virtual visitor feedback indicating their visit met or exceeded expectations	-	-	81.00%
% of school/education visitor feedback indicating their visit met expectations and was relevant to classroom learning/curriculum	-	-	99.50%
% of participants attending DPS tours and events indicating their visit met or exceeded expectations	-	-	99.30%
Visitor satisfaction			
Visitor services – tours and information, the Parliament Shop and visitor catering, building access and parking	75.00%	84.74%	¹¹
Website	65.00%	65.49%	¹²

METHODOLOGY

A new method of collecting and reporting visitor satisfaction with their experience at APH was introduced in 2015–16. DPS used multiple mechanisms to measure visitor satisfaction including comment cards (general visitor, school tours and tours) and TripAdvisor comments.

¹¹ % of visitor feedback indicating their visit met or exceeded expectations was reported as Visitor services – tours and information, the Parliament Shop and visitor catering, building access and parking in previous years.

¹² % of virtual visitor feedback indicating their visit met or exceeded expectations was reported as Website in previous years.

ANALYSIS

At 97.4 per cent, DPS achieved a high level of visitor satisfaction in 2015–16. This was also evident from the TripAdvisor awards received this year including 2016 Travellers' Choice Top 10 Landmarks —Australia: #9 Australian Parliament House, and #3 of 180 things to do in Canberra.

Throughout 2015–16 DPS put strategies in place to increase visitor feedback such as electronic feedback collection and school tour feedback steadily increased over 2015–16 as a result. School tour satisfaction results of 99.5 per cent demonstrate that these tours are highly valued by participants. The successful introduction of electronic feedback means this will be extended to include other visitor feedback in 2016–17 to provide an accurate observation of visitor feedback as a result of increased feedback numbers.

Virtual visitor satisfaction was 81 per cent for 2015–16, 4 per cent down from the target of 85 per cent. Virtual visitor feedback continues to be limited, with only 115 virtual visitors providing feedback. DPS has developed a new Visit Parliament web presence, which includes an improved visitor survey to measure satisfaction. The new Visit Parliament web presence will be launched in late 2016. It will incorporate a new design and refreshed content for our online visitors, and it is anticipated this will lead to an increase in both numbers of virtual visitors who provide feedback, as well as an improved customer experience for our virtual visitors, which will translate to increased rates of virtual visitor satisfaction.

DPS tour and event visitor satisfaction achieved a high result for 2015–16 of 99.3 per cent. Visitor satisfaction is measured through comment cards provided to participants at the end of a tour or event. Visitors are asked to rate their experience from 1 to 5 with 1 being 'poor' and 5 being 'excellent'. Visitors are also given the option to provide comments at the bottom of the cards.

A sample of visitor comments for tours and events held in 2015–16 appears below:

Welcome Tour

- ▶ Maggie was filled with so much information and answered all the questions asked. She has a great speaker's voice; it keeps you listening and very informal.
- ▶ We joined a guided tour with Nicola as our tour guide. She was excellent, very knowledgeable and personable. She respected and responded to all the tour participants. I was very impressed. Thank you.
- ▶ Neil was an outstanding tour leader - knowledgeable & thoughtful with just the right amount of humour. We learnt a lot about Parliament House & our system of government.
- ▶ This tour was hugely informative, educational and entertaining. Our guide Kevin was very knowledgeable and kept my 15, 13 & 8 year engaged throughout. It was wonderful to have this free service.
- ▶ Many thanks Marie for sharing your wealth of knowledge of Parliament house and the Parliamentary systems. The tour 'flew!' We gained much knowledge from your presentation!
- ▶ Excellent! Eric presented a lot of information very clearly and affable. A thoroughly enjoyable and educational tour.
- ▶ The public tour was fantastic. Our tour guide Heather made the visit very interesting and accessible to all- we would definitely recommend the tour to others.
- ▶ Very beautiful, modern building. Your guide David extremely knowledgeable. In all a great experience.
- ▶ Stephen our guide brought this to life- a building + experience we are proud of.
- ▶ Probably the most entertaining tour I've done. Andrew made what could have been a very dry tour quite captivating.

Magna Carta Tour

One of the most informative tours I've ever had. Catherine was terrific!! We enjoyed ourselves immensely.

Discovery Tour

- Tour was absolutely wonderful! Gina very knowledgeable and humorous. Gave great detail and made an already lovely building come alive.
- Shane gave a wonderful tour and was very engaged with the group. Spoke very clearly, passionately and took into consideration the language level of our group. Help Desk were also very helpful and attentive.

Spring Glory Tour

- Rosie's spring garden tour was very interesting, enjoyable & informative. We would recommend to friends & acquaintances - only hope it continues to be held. Friendly & helpful staff everywhere! Memories of a very pleasant visit. Thank you.

PERFORMANCE CRITERION 3—BUILDING OCCUPANT SATISFACTION WITH TIMELINESS AND QUALITY OF DPS SERVICES

DPS is responsible for the delivery of a broad range of services directly and through facilitated arrangements. To continue to improve our services, it is important to gauge building occupant satisfaction with the timeliness and quality of DPS services.

CRITERION SOURCE

- Program 1, 2015–16 PBS, p15
- Program 1, 2015–19 Corporate Plan, p11.

RESULTS AGAINST PERFORMANCE CRITERION

Target – 75% satisfaction

	2013–14 results	2014–15 results	2015–16 results
Building Occupant Satisfaction			
% of building occupant feedback indicating a satisfied or neutral rating with timeliness and quality of DPS services	-	-	89.40%
Breakdown by service category			
Food and beverage/catering services	-	-	75.80%
Retail/sporting services	-	-	92.70%
Maintenance/cleaning services	-	-	89.50%
Security services	-	-	94.10%
Parliamentary reporting and recording services	-	-	95.90%
ICT services	-	-	94.40%
Visitor/Art services	-	-	83.30%
ICT Services (ICT emails)	97.00%	95.00%	-
Hansard (ANAO/DPS survey results)	-	97.00%	-
Broadcasting (ANAO/DPS survey results)	-	97.00%	-
Security (ANAO/DPS survey results)	-	91.00%	-
Building maintenance (ANAO/DPS survey results)	-	75.00%	-
Other services (ANAO/DPS survey results)	-		
Cleaning		87.00%	
Gardens and Landscaping		94.00%	
Art Services		75.00%	
Heritage Management		69.00%	

METHODOLOGY

The survey differed from previous years where parliamentarians were surveyed once per Parliament. The Australian National Audit Office (ANAO) and DPS conducted a joint survey in relation to DPS services in 2014–15, in which all 226 parliamentarians were invited to participate and 33 responded.

DPS developed and conducted the annual building occupant satisfaction survey in April 2016.

Participants included:

- senators and members
- staff of senators and members
- staff of the Department of the Senate
- staff of the Department of the House of Representatives
- staff of the Parliamentary Budget Office, and
- staff of DPS.

The purpose of the survey is for DPS to gain a better understanding of the changing needs of parliamentarians, their staff and other building occupants and receive regular feedback on the services and facilities that we provide.

The first survey was conducted over three working weeks. It contained 22 questions asking DPS' clients to rate (anonymously) their level of satisfaction with DPS managed services, and provide any comments or suggestions as to how the services could be improved.

ANALYSIS

DPS received 519 responses to the survey from a distribution list of approximately 5,500 email addresses, which is a return of 9.4 per cent.

The target for building occupant satisfaction with timeliness and quality of DPS services target is 75 per cent. This target was achieved for all service categories in the 2016 survey.

Food and beverage services

Food and beverage services were broken down into four categories:

- Staff Dining Room
- Queen's Terrace Café
- Coffee Cart, and
- Catering.

Food and beverage services received 356 comments, some of them very extensive, in addition to the satisfaction ratings. The majority of feedback was in relation to the Staff Dining Room and the Queen's Terrace Café, with much of it negative. Common themes raised in the feedback were:

- poor food quality / lack of fresh food / food overcooked
- lack of variety, both daily and over time
- unreasonable prices
- lack of consistency in portion sizes
- poor layout of the serving areas
- poor quality of the pre-made sandwiches, and
- slow service.

Retail and sporting services

Retail and sporting services were broken down into six categories:

- The Parliament Shop
- banking
- physiotherapist
- hairdresser
- travel agent, and
- gym and sporting facilities.

Retail and sporting services recorded 217 comments providing feedback on these services. Consistent with the high satisfaction ratings, the comments were mostly positive. There were nevertheless many suggestions to improve the services. Common themes raised in the feedback were:

- longer opening hours for the Health and Recreation Centre
- The Parliament Shop has a limited range of products and is too expensive
- request for a pharmacy, and
- more variety of banking facilities (ATMs).

Visitor and art services

Visitor and art services were broken down into three categories:

- building tours for staff and constituents
- exhibitions and displays (including artwork in general circulation areas), and
- artwork provided in parliamentarians' offices from the Parliament House Art Collection.

Visitor and art services recorded 107 comments, although many of those comments (35.2 per cent) were against a rating of 'No' or 'Not applicable'. The remainder of comments were mostly positive, especially in relation to the Visitor Services Officers. Common themes raised in the feedback were:

- knowledgeable and helpful staff, and
- access for the public to more of the APH art collection.

Maintenance and cleaning services

The building services that were surveyed included:

- gardens and landscaping
- cleaning of your Parliament House office/work area
- cleaning of other Parliament House facilities
- maintenance of your Parliament House office/work area, and
- maintenance of Parliament House generally.

Maintenance and cleaning services recorded 235 comments. The majority of the feedback received was in relation to cleaning. Common themes raised in the feedback were:

- cleanliness of toilets/bathrooms
- increase the number of times vacuuming is carried out
- amount of cobwebs and moths in corridors and offices
- carpet wear and tear
- skylight under flagpole leak, and
- blinds and window sills not dusted enough.

Security services

Security services recorded 169 comments, many of which show appreciation of the DPS security staff and their polite, professional and helpful manner, while some comments reported the opposite experience. Other common themes raised in the feedback were:

- pass screening queues at all entry points, including checking passes at the entrances to the private car parks on mornings of sitting days, and
- security guards often talking amongst themselves or on a mobile phone.

Parliamentary reporting and recording services

Services that were surveyed included:

- parliamentary reporting (Hansard) services – timeliness
- parliamentary reporting (Hansard) services – accuracy, and
- audio-visual (broadcasting) services (including house monitoring).

Parliamentary recording and reporting services received 117 comments, although a high number of these (29 per cent) were ‘No comment’ or ‘Not applicable’. Common themes raised in the feedback were:

- a perception of a reduction in the quality/accuracy and timeliness of Hansard over the past few years, and
- the professionalism, helpfulness and reliability of broadcasting staff.

Information and communication technology (ICT) services

Services that were surveyed included:

- ICT equipment and services
- 2020 helpdesk – timeliness, and
- 2020 helpdesk – adequate resolution.

ICT services recorded 139 comments. Common themes raised in the feedback were:

- improvement in service from 2020 over the past year
- slowness of the network and internet in Parliament House
- equipment not replaced or upgraded often enough
- lack of knowledge of all the systems that are used
- frustration with the restrictions of IT security, and
- after-hours support for staff of senators and members.

The results of the survey, including both satisfaction ratings and individual comments, were provided to the relevant DPS Assistant Secretaries and action plans have been developed in response. These action plans will be tracked by the Executive Committee over the coming year.

The survey results also indicate a need to re-examine the targets for this measure, as the results achieved indicate the target of 75 per cent satisfaction is too low and could be lifted.

PERFORMANCE CRITERION 4—PARLIAMENTARY LIBRARY KPIs ARE ACHIEVED

The Parliamentary Library Service metric is an index to captures all of the service standards or key performance indicators for the Parliamentary Library that are approved by the Presiding Officers in the Library's Annual Resource Agreement.

CRITERION SOURCE

- Program 1, 2015–16 PBS, p15
- Program 1, 2015–19 Corporate Plan, p12.

RESULTS AGAINST PERFORMANCE CRITERION

Target – 90%

	2013–14 results	2014–15 results	2015–16 results
% of Library Service Standards			
% of Library Service KPIs set out in the annual Library Resource Agreement that are achieved	-	-	93.30%

METHODOLOGY

The office and functions of the Parliamentary Librarian are established by the *Parliamentary Service Act 1999* (sections 38A and 38). Key priorities and performance indicators for the Parliamentary Library are approved each year by the Presiding Officers as part of Library's Annual Resource Agreement (*Parliamentary Service Act 1999*, section 38G).

The KPIs measure the:

- percentage of clients using the Library's services
- customer satisfaction
- number of completed client requests
- number of publications produced
- number of online uses of the Library's publications
- attendance at training courses and events
- timeliness of research and library services
- number of items added to the Library's Electronic Media Monitoring Service (EMMS) and ParlInfo databases
- number of new titles added to the catalogue
- percentage of the collection available on line, and
- use of the Library's collections and databases and media portal.

The Library uses the RefTracker Information Request Management System to manage client requests and other client related work. This provides a rich array of client related data, including number of requests, usage, and timeliness. Satisfaction data is derived primarily from a formal evaluation of the Library's services conducted once in every Parliament, the most recent being undertaken in 2015. Data regarding the number of publications produced and the number of items added to the EMMS and ParInfo Search databases is obtained from ParInfo Search. Data relating to visits to the Library client portal (intranet) are captured by Sitecore's engagement analytics. The Parliamentary Library currently uses Urchin Web Statistics/Analytics software to analyse web statistics for use of publications and collection items. (This is being decommissioned and will be replaced by Splunk, another web-analytics application, in 2016–17.) A manual count is used to report on attendance at training courses and events and new titles added to the Library catalogue. Reports generated from the Integrated Library System provide information regarding the percentage of titles in the Library's collection available online in full-text. Statistics on the use of the Library's collections and databases is formulated from Integrated Library System reports, Urchin data and vendor provided usage statistics.

ANALYSIS

In 2015–16 the Library met the majority of its key performance indicators, the key exception being client satisfaction, where it achieved a rating of 93 per cent against its target of 95 per cent. It slightly exceeded its target of completing 13,000 client requests, recording 13,113 completed requests—an increase over the number achieved in the previous two years. The Library met its client usage target of 100 per cent (consistent with the previous financial year); and received two client complaints (again, consistent with the previous financial year).

In regard to the Library's research service, it achieved its timeliness target of 90 per cent. It produced 267 publications, meeting its target (260) but considerably fewer than in the preceding two years. (This reflects in part the effect of the May dissolution of Parliament but also the increased focus on training and professional development activities in response to the findings of the 2015 evaluation of Library services.) The Library recorded 6.74 million uses of its publications (target 5.4 million); and 729 people attended training courses and events (target 500).

In regard to library collections and databases, over 177,600 items were added to the EMMS service and ParInfo databases (target 150,000), an increase over the previous two years; and over 7,300 new titles were added to the catalogue (target 4,000). Eighty-nine per cent of clients used the media-portal (target 80 per cent). There were a little over 4.4 million uses of the Library collection and databases, very slightly decreased from 2014–15 but meeting the KPI of 4.4. The percentage of the Library's collection available online increased to 41.2 per cent (target 40 per cent). In regard to timeliness, the 100 per cent target was met for the urgent new titles added to the Library's catalogue; and the Library recorded 94.7 per cent against its timeliness target of 95 per cent for new titles added to the EMMS and newspaper clippings databases.

Detailed discussion of the Library's performance is contained in the Parliamentary Librarian's Annual Report which is included in the DPS Annual Report, as required by section 65 (1)(c) of the *Parliamentary Service Act 1999*.

PERFORMANCE CRITERION 5—ICT SERVICE STANDARDS ARE ACHIEVED

The ICT Service Standard is an index composed of 15 individual performance criteria. Each criterion measures the delivery of key services in support of the effective and efficient operations of the Parliament, the parliamentary departments and APH.

CRITERION SOURCE

- Program 1, 2015–16 PBS, p15
- Program 1, 2015–19 Corporate Plan, p12.

RESULTS AGAINST PERFORMANCE CRITERION

Target – 90%

	2013–14 results	2014–15 results	2015–16 results
% of ICT Standards			
% of ICT Standards outlined in the ICT SLA that are achieved	-	-	91.66%
% of calls answered in 30 seconds	85.00% ¹³	93.50 ¹⁴	-
IT services-incident resolution	93.00%	96.10%	-

ANALYSIS

‘Calls answered in 30 seconds’ and ‘IT services-incident resolution’ which were reported in 2013–14 and 2014–15 are now two of the 15 individual criteria in the ICT Service Standards.

While the overall measure was achieved for the year, some individual criterion targets were missed in some months and appropriate corrective actions were undertaken. It has been identified that a number of the criterion targets requiring 100 per cent availability do not reflect the nature of the services that rely on mechanical equipment, such as telephone handsets, that need to be maintained or replaced, making 100 per cent unachievable. To reflect this, targets will be adjusted to 99 per cent for 2016–17.

All 15 individual criteria are outlined below along with an explanation of their performance for the year.

13 Previously reported in 2013–14 as Help Desk calls (answered before 30 seconds).

14 Previously reported in 2014–15 as Help Desk calls (answered before 30 seconds).

Individual criterion	Comments	Target achieved
Broadcasting Services	This criterion requires that the target availability for the Chamber Sound Reinforcement, Division Bells and Lights, Clocks and 'Live to Air' broadcasts is 100 per cent during sitting times.	✓
Chamber services	This criterion measures the availability of specific systems used by the chamber departments to ensure the effective and efficient operation of the parliamentary chambers. These systems include the Table Office Production System, Dynamic Red and Live Minutes and the target average availability of these systems is 100 per cent during sitting periods.	✓
Customer Engagement Model	A customer request is a 'request' for a new solution (application or hardware) that is currently not part of the DPS existing service offering. This criterion requires that 100 per cent of customer requests are responded to within six days of lodgement and that 100 per cent of customer requests have undergone a detailed assessment within a timeframe agreed to with the customer.	✓
Email	This criterion requires that the target average availability for email and mail exchange services provided by DPS is 99 per cent.	✓
File and Print	This criterion requires the target availability for file and print services provided to our customers is 99 per cent.	✓
First call resolution	This criterion requires that 70 per cent of calls to the ICT 2020 Service Desk are resolved on first contact.	✓
Gateway availability	This criterion requires that gateway services are available 24 hours a day, seven days a week (excluding scheduled downtime). The target availability for gateway services is 99 per cent.	✓
Incident resolution	This criterion requires that 95 per cent of all incidents reported to the ICT 2020 Service Desk are resolved within the agreed resolution times.	✓
Information services	<p>This criterion measures the availability of the EMMS and ParView services. The target availability is 100 per cent. This criterion was not achieved. In 2015–16, a fault delayed new content from being published to both EMMS and ParView over a three day period. Existing content was available and accessible. One report was received from a client who was unable to access the new content.</p> <p>The target for this criterion will be amended to 99 per cent for the 2016–17 reporting year to reflect that this service does not have redundant infrastructure, so 100 per cent is not achievable.</p>	✗
Internet	This criterion requires that the target average availability of internet services for our customers is 99 per cent.	✓
Mobile Device Management	<p>A mobile device management application is used to provide security to mobile devices.</p> <p>This criterion requires that this service is available 24 hours a day, seven days a week (excluding scheduled downtime).</p>	✓

Individual criterion	Comments	Target achieved
PABX availability	This criterion requires that the target availability of the core telephone system (PABX) is 100 per cent.	✓
Percentage of calls answered in 30 seconds	This criterion requires that 90 per cent of calls made to the ICT 2020 Service Desk are answered within 30 seconds.	✓
Telephone – Technical	<p>This criterion requires that each telephone handset is operational 24 hours a day, seven days a week.</p> <p>During one month a telephone card fault impacted 34 handsets within Parliament House.</p> <p>The target for this criterion will be amended to 99 per cent for the 2016–17 reporting year to reflect the need to at times replace handsets and maintain mechanical components.</p>	✗
User accounts	This criterion requires that 100 per cent of all new user accounts are created within 24 hours.	✗

During the 2015–16 reporting period 1,814 requests were received in total. During five months within the reporting period, processing delays resulted in a total of 27 user account requests not meeting the required target. The introduction of electronic notifications and improved escalation procedures has provided the ability to manage and monitor requests resulting in significant improvements in this area.

PERFORMANCE CRITERION 6—HANSARD SERVICE KPIS ARE ACHIEVED

DPS performs the critical and important function of recording and reporting of parliamentary activity through the Parliamentary Recording and Reporting Branch (PRRB). This measure demonstrates the importance of ensuring accurate and timely reporting of chamber and parliamentary committee proceedings through the production of Hansard.

CRITERION SOURCE

- Program 1, 2015–16 PBS, p15
- Program 1, 2015–19 Corporate Plan, p12.

RESULTS AGAINST PERFORMANCE CRITERION

Target

% of individual draft speeches delivered within two hours of speech finishing – 85%

% of electronic proof Hansard reports delivered within agreed timeframes – 95%

% of committee transcripts delivered within agreed timeframes – 95%

	2013–14 results	2014–15 results	2015–16 results
Hansard Service KPIS			
% of Individual draft speeches delivered within two hours of speech finishing	89.30%	86.50%	85.74%
% of electronic proof Hansard reports delivered within agreed timeframes	95.30%	94.40%	92.79%
% of committee transcripts delivered within agreed timeframes	100.00%	97.20%	92.90%

ANALYSIS

One of the three service standards for Hansard production was achieved for the 2015–16 financial year; the other two were very close to the target. No systematic issues have been identified and reasons for the slight decrease in performance are explained below.

Of the 1,275 hours of chamber proceedings transcribed in 2015–16, PRRB delivered 85.74 per cent of individual draft speeches to senators and members within two hours of their speech finishing.

The agreed timeframe for publishing electronic proof chamber Hansard reports is three hours after the chamber rises. In 2015–16, 92.79 per cent (or 103 of 111) of electronic proof chamber Hansard reports met this publishing timeframe. There were six instances where, due to extended chamber sitting hours, a decision was made to part-publish the electronic proof chamber Hansard on the night and to complete and fully publish the proof Hansard the following day. The remaining two instances of not meeting the three-hour publishing deadline were as a result of technical issues.

The delivery of committee transcripts within agreed timeframes was down slightly from last financial year: 92.9 per cent in 2015–16 compared with 97.2 per cent in 2014–15. This was due to the continued high level of parliamentary committee hearings and PRRB adjusting its resourcing to meet the continued demand. Urgent committee transcripts were prioritised: 100 per cent of the 65 committee transcripts due within one business day of a hearing were delivered on time, 84 of the 86 (98 per cent) committee transcripts due within three business days of a hearing were delivered on time, and 91 per cent of the 461 committee transcripts due within five business days were delivered on time.

PERFORMANCE CRITERION 7—DESIGN INTEGRITY RATING

The Design Integrity Rating (DIR) attempts to measure the current condition of the design integrity of APH and the parliamentary precinct, expressed as a percentage of the original built form. In particular, it attempts to measure the extent to which change within the precinct impacts upon the original design.

The DIR methodology will be reviewed during 2016–17 due to concerns with its appropriateness as a measure of design integrity.

CRITERION SOURCE

- Program 1, 2015–16 PBS, p16
- Program 1, 2015–19 Corporate Plan, p13.

RESULTS AGAINST PERFORMANCE CRITERION

Target – 90%

	2013–14 results	2014–15 results	2015–16 results
Design Integrity Rating			
% of significant building changes (not-like-for-like) resulting in an unchanged or positive impact to the Design Integrity of the Building	89.40%	89.98%	89.75%

Note: scoring of zones in the building uses a weighted set of questions that address design criteria. As a result of this weighting there is a mathematical variance in the average scores due to the method of calculation used.

METHODOLOGY

The DIR is used to make an assessment about all projects completed within a reporting year for their consistency with the original design intent of APH.

In June 2016, two internal assessors undertook a building-wide assessment of all areas of the building and landscape. Due to the size of this task some spaces, including parliamentarians' suites, basement plant rooms, administrative office areas and the courtyards are not inspected in their entirety. Sample areas are chosen at random each year and inspected as a representative sample of these larger areas. For the purpose of measuring the DIR, the precinct is divided into different zones. In each zone, the components of language, symbolism, design order, change and overall impression are inspected and scored using a weighted set of criteria given a score from one to five against an agreed set of criteria. The outcomes for each component are added together to obtain a zone score. The zone scores are combined to obtain a building score. This score is then expressed as a percentage of the total possible score.

ANALYSIS

The overall DIR score for 2015–16 is 89.75 per cent, which is 0.23 per cent lower than the score for 2014–15, and just below the 90 per cent target.

The 0.23 per cent drop in 2015–16 was due to fluctuations in scoring within the zones. The building wide issues that negatively impacted the overall DIR rating include:

- removal and/or relocation of commissioned (Status A area) and global (Status B area) furniture from design locations
- proliferation of ad hoc signage and inconsistent use of signage language, exacerbated by changed artificial lighting, and
- the wear and tear on the building fabrics, particularly during setup and dismantling for public functions in the ceremonial spaces.

Positive impacts include uncovering of the skylight in the Great Hall, and new furniture for general office spaces in the House of Representatives Wing.

PERFORMANCE CRITERION 8—BUILDING CONDITION RATING

The Building Condition Rating (BCR) measures the current condition of the building fabric of APH, expressed as a percentage of the original condition. The BCR is determined by a visual inspection of the building and fabric surfaces for deterioration and damage caused by general wear and tear.

CRITERION SOURCE

- Program 1, 2015–16 PBS, p16
- Program 1, 2015–19 Corporate Plan, p13.

RESULTS AGAINST PERFORMANCE CRITERION

Target – 90%

	2013–14 results	2014–15 results	2015–16 results
Building Condition Rating			
% of building areas reviewed that are assessed as being in fair or better condition	88.50%	88.50%	88.45%

ANALYSIS

The Building Condition Assessment Report (BCAR) delivered in 2014–15 identified a requirement for significant investment in the ongoing maintenance of APH to rectify deterioration to the building condition over its life, and, once an acceptable standard had been achieved, continue to maintain the building at a level that reflects APH's status as a building of national significance. The BCAR identified the funding required to conduct this ongoing maintenance program, and additionally recommended that the BCAR should continue to support detailed plans for the cyclical replacement of floor covering and repainting.

In 2015–16, more than 600 inspections were conducted throughout the eight zones of the building. For each area 34 building elements (carpet, furniture, painted surfaces, leather, lights, etc.) were assessed for each location with ratings attributed to these elements based on their actual condition. The resultant scores are then compiled in order to obtain the total BCR score. The BCR rating for 2015–16 was 88.45 per cent, 1.55 per cent below the target value of 90 per cent.

The same recording methodology has been used for the BCR for at least the past three years. This requires a single person to allocate a score against each of the 34 building elements in an assessed area. Improvements to the building condition generated by the ongoing refurbishment and maintenance programs are offset by natural deterioration, caused by time, use and environmental factors.

While the net result of these positive and negative impacts is that the same BCR score has been recorded across the last three years, it should be noted that the overall percentage rating does not accurately reflect the incremental effects of these impacts across the building. It does, however, reflect more accurately that the BCR assessments are cyclical by nature. That is to say, assessments are conducted across the building throughout the year and are not repeated in the same area during the reporting period. In addition, areas may be refurbished after they have been assessed.

The rating for 2015–16 was due to the expansion of building fabric refurbishment programs in the 2015–16 financial year, with an increase in repainting and flooring and tile replacements throughout APH. A number of other refurbishment works were carried out during the year, such as expansion joint and glazing repairs, external cleaning and building fabric maintenance and repairs which contributed positively to the score.

The ongoing refurbishment and maintenance programs include recarpeting, repainting, retiling, resurfacing, cleaning, refurbishing (furniture) and replacing lights. During 2015–16 successful performance of the scheduled works was affected by the unexpected recall of Parliament in the autumn recess. As a result, a number of planned programs of work were not able to progress. Lead times required to reschedule, particularly contracted work, meant these were subsequently unable to be completed before the end of the financial year. Once the required arrangements were in place, the tempo of maintenance works underway was significantly increased.

PERFORMANCE CRITERION 9—LANDSCAPE CONDITION RATING

The Landscape Condition Rating measures the current condition of the landscape surrounding APH.

CRITERION SOURCE

- Program 1, 2015–16 PBS, p17
- Program 1, 2015–19 Corporate Plan, p13.

RESULTS AGAINST PERFORMANCE CRITERION

Target – 90%

	2013–14 results	2014–15 results	2015–16 results
Landscape Condition Rating			
% of landscaped areas reviewed that are assessed as being in fair or better condition	81.00%	82.00%	83.00%

METHODOLOGY

For 2015–16 changes have been made to the assessment zones, in particular dividing the grass ramps into North and South and dividing the native peripheral gardens into three sections rather than treating them as one. This change in methodology allows for a more accurate assessment and will also better support more targeted remediation when required. This year the landscape was divided into 11 different zones.

ANALYSIS

The Landscape Condition was assessed in November 2015. The landscape is assessed on individual criteria that include hard surfaces, trees, shrubs, turf and general appearance. The score for 2015–16 is 83 per cent, which is a 1 per cent increase from the previous year.

The main reasons for the increase are:

- the front and back ramps were rated 100 per cent
- furniture and the fitness track in the peripheral gardens were restored in the period, and
- the turf was in better condition across the site.

Areas for improvement are:

- replanting in areas where shrubs have not been growing well
- resurfacing of tennis courts
- replacement of mature trees that are in poor condition for the location
- repair of some of the crushed granite paths and removal of a number of dead shrubs, and
- repair of broken pavers throughout the APH courtyards.

While the Landscape Condition Rating assessment did not meet the target of 90 per cent, the building occupant survey provided a satisfaction rating of 99.0 per cent for gardens and landscaping. This is reflective of both the high regard held for the APH landscaping by building occupants and the self-critical assessment by our landscape staff.

PERFORMANCE CRITERION 10—ENGINEERING SYSTEMS CONDITION RATING

The Engineering Systems Condition Rating (ESCR) measures the current operation and condition of the engineering systems in APH against the expected decline of those systems through their lifecycles.

CRITERION SOURCE

- Program 1, 2015–16 PBS, p17
- Program 1, 2015–19 Corporate Plan, p13.

RESULTS AGAINST PERFORMANCE CRITERION

Target – 90%

	2013–14 results	2014–15 results	2015–16 results
Engineering Systems Condition Rating			
% of critical engineering systems reviewed that are assessed as being in fair or better condition	88.60%	88.68%	88.73%

ANALYSIS

The 2015–16 ESCR was 0.05 per cent higher than 2014–15.

Significant factors affecting the 2015–16 results were:

- the replacement of the landscape irrigation system controller
- the replacement of the landscape roof irrigation water supply pump
- the infrastructure improvement works completed have not had a significant impact on the installed portfolio of plant and equipment
- deterioration was identified in the increasing number of de-laminated glazing panels, particularly in the main skylight
- the Pneumatic Tube System, which is used to transport small documents, was rated lower in its end of life cycle (this system is now an approved project for replacement), and
- the Paint Store Water Mist System, which is an approved project for upgrading, has major compliance issues identified with the existing equipment type and cannot be upgraded 'like for like' due to component and area non-compliance with current fire regulations.

ANALYSIS OF PERFORMANCE AGAINST PURPOSE

DPS' outcome is to: Support the functions of Parliament and parliamentarians through the provision of professional services, advice and facilities and maintain APH.

In support of this Outcome, DPS met 11 of the total 19 KPIs outlined in the 2015–16 PBS and 2015–19 Corporate Plan. Further analysis provides greater detail in relation to where DPS' performance requires the greatest attention and efforts should be made for improvement. Despite the appearance of the overall result, there were also areas of strength across the department, and this is particularly so in relation to delivery of services.

	2015–16 Target	2015–16 Results	Target achieved (Gap)
Number and types of visitor interactions			
Number of Visitors	720,759	725,992	✓
	(equivalent of greater to the same period last year)		(+ 5,233)
Number of virtual visitors	3,979,949	4,706,404	✓
	(equivalent of greater to the same period last year)		(+726,455)
Number of visitors for DPS educational tours	132,781	127,292	✗
	(equivalent of greater to the same period last year)		(- 5,489)
Number of participants to DPS organised tours and events	New measure	74,829	✓
	(equivalent of greater to the same period last year)		(new measure)
Visitor satisfaction with Australian Parliament House Experience			
% of visitor feedback indicating their visit met or exceeded expectations	85%	97.40%	✓
			(+ 12.4%)
% of virtual visitor feedback indicating their visit met or exceeded expectations	85%	81.00%	✗
			(- 4%)
% of school/education visit feedback indicating their visit met expectations and was relevant to classroom learning/ curriculum	85%	99.50%	✓
			(+ 14.5%)

	2015–16 Target	2015–16 Results	Target achieved (Gap)
% of participants attending DPS tours and events indicating their visit met or exceeded expectations	85%	99.30%	✓ (+ 14.3%)
Building Occupant Satisfaction with timeliness and quality of DPS services			
% of building occupant feedback indicating a satisfied or neutral rating with timeliness and quality of DPS services	75%	89.40%	✓ (+ 14.4%)
Breakdown by service category			
Food and beverage/catering services	75%	75.80%	✓ (+ 0.8%)
Retail/sporting services	75%	92.70%	✓ (+ 17.7%)
Maintenance/cleaning services	75%	89.50%	✓ (+ 14.5%)
Security services	75%	94.10%	✓ (+ 19.1%)
Parliamentary reporting and recording	75%	95.90%	✓ (+ 20.9%)
ICT services	75%	94.40%	✓ (+ 19.4%)
Visitor/Art services	75%	83.30%	✓ (+ 8.3%)
Parliamentary Library Service KPIs are achieved			
% of Library Services KPIs set out in the annual Library Resource Agreement that are achieved	90%	93.30%	✓ (+ 3.30%)

	2015–16 Target	2015–16 Results	Target achieved (Gap)
ICT Service Standards are achieved			
% of ICT Service Standards outlined in the ICT SLA that are achieved	90%	91.66%	✓ (+1.66)
Hansard Service KPIs are achieved			
% of Individual draft speeches delivered within two hours of speech finishing	85%	85.74%	✓ (+ 0.74%)
% of electronic proof Hansard reports delivered within agreed timeframes	95%	92.79%	✗ (- 2.21%)
% of committee transcripts delivered within agreed timeframes	95%	92.90%	✗ (- 2.1%)
Design Integrity Rating			
% of significant building changes (not-like-for-like) resulting in an unchanged or positive impact to the Design Integrity of the Building	90%	89.75%	✗ (- 0.25%)
Building Condition Rating			
% of building areas reviewed that are assessed as being in fair or better condition	90%	88.45%	✗ (- 1.55%)
Landscape Condition Rating			
% of landscaped areas reviewed that are assessed as being in fair or better condition	90%	83.00%	✗ (- 7%)
Engineering Systems Condition Rating			
% of critical engineering systems reviewed that are assessed as being in fair or better condition	90%	88.73	✗ (- 1.27%)

In addition to performance against KPIs, over the course of the year DPS, along with the other parliamentary departments, received other feedback in relation to performance, including from parliamentarians. In 2015–16 a number of senators and members paid tribute to the parliamentary departments and DPS collectively in their valedictory speeches in the 44th Parliament. The dot points below are drawn from Hansard transcripts.

- ▶ The Hon Bill Shorten MP – We rely on the hard work, good humour and boundless patience of the people who come to work here every day. The smooth running of this place depends on the calm civility of the clerks, the Serjeant-at-Arms and their office, the tabling office, the Parliamentary Library, Hansard and all of the attendants in this chamber. The kilometres of corridors around us house thousands more people without whom there would not be a Parliament. I refer, of course, to the guards, the plumbers, the printers, the switchboard operators, the caterers, the physios, the nurses and the IT support.¹⁵
- ▶ Ms Natasha Griggs MP - Thanks to the Parliamentary Services staff, to the House committee staff, to our security staff and of course to the Australian Federal Police who ensure our safety while we are here in Canberra.¹⁶
- ▶ The Hon Tony Burke MP - To the Hansard staff, depending on who is on their feet, your challenge is greater from time to time, but I acknowledge your work as I acknowledge the work of the Parliamentary Library.¹⁷
- ▶ Mr Russell Broadbent MP – I also thank our clerks team and the Deputy Clerk, Claressa Surtees; I particularly thank her for the help she has given me. There are the ministerial staff and government liaison officers; the Whip's office and their staff; the attendants, Luc and his team in the chamber; and those in the Library—angels of knowledge and accuracy, ably headed up by Dianne Heriot. There are the cleaners, the gardeners, the catering staff, Tim in the parliamentary dining room, the Hansard staff, the telephone operators, committee staff and support, our security team and particularly the AFP.¹⁸

A breakdown of performance across the two Programs delivered by DPS provides high level insight into the performance issues experienced during the 2015–16 year.

15 Commonwealth of Australia 2015, Parliamentary Debates: House of Representatives: official Hansard, pp14617.

16 Commonwealth of Australia 2015, Parliamentary Debates: House of Representatives: official Hansard, pp14800.

17 Commonwealth of Australia 2015, Parliamentary Debates: House of Representatives: official Hansard, pp14742.

18 Commonwealth of Australia 2015, Parliamentary Debates: House of Representatives: official Hansard, pp4632.

Outcome 1 – Program 1: Parliamentary Services

The objectives for the program were to provide:

- a range of research, information and reporting services to support the Parliament and the work of parliamentarians, and engage the community
- services to building occupants and electorate officers to enable them to conduct their work, and
- services and facilities for visitors to Parliament House.

DPS met 11 out of the 15 KPIs against Program 1, a result of 73 per cent.

DPS has achieved the objectives and KPI targets through quality and consistent services to parliamentarians, building occupants and visitors to APH. DPS has undertaken a number of strategies to promote APH as an iconic building of national significance and tourist destination to increase visitors and visitor satisfaction, including seasonal tours and exhibitions. DPS is committed to enhancing digital access to information and the Parliamentary Library continues to be a trusted source of high quality information, analysis and advice.

These efforts are reflected in the areas in which DPS performed well over the period, which include visitor satisfaction, Parliamentary Library services, and ICT services. The Parliamentary Library achieved a result of 93.30 per cent. The Library met the majority of its key performance indicators with the major exception of client satisfaction, where it achieved a rating of 93 per cent, just slightly below the target of 95 per cent. The Building Occupant Survey indicated high levels of satisfaction with the majority of services provided by DPS to building occupants, notwithstanding there could be further work in relation to the targets for this measure.

While there have been some sound achievements, DPS acknowledges there is more work to be done to improve our performance, including consideration of the measures applied.

In addition to performance improvement, there were areas in which DPS did not perform to required levels and as a result did not achieve the targets for these measures. In each of these areas, specific activities have been undertaken or are under way to address the underlying issues that contributed to the failure to achieve the identified performance targets.

In addition to the KPIs for which targets were not met, DPS is also looking to improve performance in service delivery for 2016–17 more generally. In support of general performance improvement, DPS has undertaken or is undertaking the following activities:

- **delivery of ICT Systems** – the delivery of a long term strategy for ICT systems that support the operation of the Houses
- **professional development** – professional development of DPS staff, in particular in relation to identified capabilities and delivery of service
- **Food and Beverage Strategy and Retail Strategy** – implementation of the agreed way ahead following receipt of food and beverage and retail strategy reports
- **Feedback Policy** – implementation of the DPS Feedback Policy, to enable DPS to continue to improve services
- **Visitor Experience projects** – progression of the Visitor Experience redevelopment projects, and
- **parliamentary access** – improve access to parliamentary proceedings (including captioning).

Outcome 1 – Program 2: Parliament House Works Program

The objectives for the program were to:

- strategically plan to maintain and upgrade Parliament House
- maintain Parliament House as a safe and accessible workplace and public building, and
- plan, develop and deliver physical security upgrades to Parliament House.

DPS did not meet the four key performance indicators against Program 2 in the 2015–16 PBS and the 2015–19 Corporate Plan.

A number of influences in 2015–16 have impacted on our ability to meet the KPI targets for this program. These include the impact of the unexpected recall of Parliament in the autumn recess following prorogation and the earlier budget sitting, on the maintenance timetable, and the construction related to the building security works which has had a range of impacts across APH. As a result, a number of planned programs of work were not able to progress. Lead times required to reschedule, particularly contracted work, meant these works were subsequently unable to be completed before the end of the financial year. Once the required arrangements were in place, the tempo of maintenance works under way was significantly increased.

In 2016, under the leadership of the new Secretary, appointed on 14 December 2015, DPS has developed a new framework for consultation on issues of design intent. The new framework will ensure the design intent of APH is restored and maintained, and will include consideration of how DPS' performance in this area is measured.

To improve performance for 2016–17, DPS has undertaken or is undertaking the following activities:

- **Design Intent Framework**—a framework to assist DPS, as custodians of APH, to work respectfully in partnership with the building's original designers to ensure its design integrity is restored and maintained
- **Digital Asset Management System**—an enterprise solution for digital asset management to be used for the photographic (AUSPIC) and art collections, archives and building information
- **establishment of a Project Management Office**—a project management office will be established in 2016–17 to facilitate the design, development and delivery of significant capital works activities
- **Radio Frequency Identification Tags (RFID Tags)**—RFID tags will be acquired and installed for all items in the APH Art Collection and all other assets
- **strategic accommodation strategy** – an accommodation strategy will be delivered to ensure that the Parliament's needs can be met to 2040, and
- ongoing delivery of the **DPS Capital Works Program**—the Capital Works Program outlines an extensive program of work against a four-year rolling schedule.

Significant activities planned under this program include:

Project Name / Priority	Description	Timeframe (estimated delivery date)
Strategic Accommodation	Deliver an accommodation strategy to ensure that the Parliament's needs can be met to 2040	November 2016
Delivery of Security Upgrade Implementation Plan	Enhance the internal and external security arrangements to meet current and any future heightened security threat environment	October 2017
Upgrade of Emergency Warning and Intercommunication System (EWIS)	Replacement of the EWIS for Parliament House, which provides both audible and visual alarms to assist in the orderly evacuation of the building.	June 2017
Carparking enhancement	Works to improve accessibility and way finding	June 2018
Emergency Generator Upgrade	Replacement of end-of-life emergency generators	June 2019
Fire systems	Passive fire audit and rectification	June 2019
	Fire Safety Strategy and Policy	June 2020
	Upgrade to the Fire Sprinkler Services to meet current standards	June 2019
Height safety	Relates to all WHS risks associated with working at heights together with any risk to staff or the general public created by areas exposed to heights	June 2018
Lift Systems Upgrade	End of life systems refurbishment and code compliance works	June 2020
Building Information	Capital works documentation updating and records management	June 2018
APH Preventative Maintenance	Ongoing building maintenance program to ensure the continuing operation of the Parliament	Ongoing

DPS also conducted an internal audit into performance measures in late 2015–16 and identified a range of improvements that could be made, in particular to the Program 2, Parliament House Works Program performance criterion. These changes are being implemented in the 2016–17 financial year.

PART
4



REPORT ON
ACTIVITIES

ICT DIVISION

In 2015–16, the ICT Division comprised the ICT Strategy, Planning and Applications Branch and the ICT Infrastructure and Services Branch. DPS is the primary ICT service provider for Parliament, managing the infrastructure and delivery of ICT services for users in APH, senators' and members' electorate offices (EOs), and Commonwealth Parliament Offices (CPOs). This includes service design, implementation and support in the form of a central help desk, training, the provision of software and hardware, and management of relationships with external ICT providers.

ICT is pervasive in almost all aspects of the operation of Parliament and is an essential business enabler for parliamentarians, their staff and the staff of the parliamentary departments. Effective and efficient delivery of ICT services by DPS underpins our clients' ability to send, receive and manage information. ICT provides the medium by which our parliamentarians can effectively engage with their constituents. Our challenge is to strategically align industry innovation with the evolving requirements of Parliament and meet client expectations.

DIVISIONAL HIGHLIGHTS

- An upgraded webcast¹⁹ service was delivered, that provides high quality video of Parliament live and on demand. The cross-platform media player will allow video to be accessed across all platforms and on mobile devices.
- WiFi was rolled out to EOs and CPOs, including new hardware designed to double the existing bandwidth (speed) and improve reliability.
- The ParlWork²⁰ application was piloted during 2015–16. The application delivers the information presented in chambers electronically, live and accessible on mobile devices.
- The Parliament moved to the whole-of-government secure internet gateway arrangement. The arrangement provides significant security capability designed to prevent cyber intrusions before they reach Parliament House and is expected to realise savings to the Commonwealth of \$0.9 million annually.
- The APH website was updated to add virtual tours²¹ of the building and the upgraded My Parliament²² account service that allows visitors to subscribe to track bills, as well as the legislative activity of senators and members.
- Investment in ICT security continued, including: network segmentation; email and web filtering; user access control; endpoint protection; administration rights reduction; application whitelisting; malware investigation; and analysis tools.
- Video conferencing facilities were installed in committee room 1R3. The facilities will allow witnesses or committee members to participate in parliamentary committees from remote locations.
- The installation of assisted listening devices in all committee rooms was completed.
- The APH broadcasting master control room was refurbished to address workplace health and safety issues, deliver improved broadcast monitoring capabilities and enable the implementation of high definition broadcasts from APH in the future.

19 http://www.aph.gov.au/News_and_Events/Watch_Parliament

20 <https://parlwork.aph.gov.au/>

21 http://www.aph.gov.au/Visit_Parliament/Virtual_tours_of_Parliament_House

22 <https://www.aph.gov.au/Help/Register>

ICT GOVERNANCE

Formal governance structures are in place to provide oversight and direction for the delivery of ICT services for the Parliament of Australia, in line with the recommendations of an independent review of ICT services undertaken by Mr Michael Roche in 2012 (the Roche Review).

A key recommendation of the Roche Review was the establishment of the Parliamentary Information and Communication Technology Advisory Board (PICTAB) (see page 147, Governance).

Governance arrangements are in place to ensure timeliness, quality and value for money are delivered in all aspects of ICT delivery:

- ▶ new project board arrangements ensure strong business sponsorship and visibility of project delivery, and
- ▶ the Joint Management Committee ensures oversight of ICT service delivery as per the memorandum of understanding and service level agreements between the parliamentary departments.

ICT PROJECTS

ICT project activity for any given financial year is identified in the DPS Capital Works Plan (CWP). To facilitate any additional ICT projects or other requests that fall outside the CWP, such as requests from the parliamentary departments for the delivery of an ICT solution, DPS introduced an ICT customer engagement model.

A range of new capabilities was delivered in support of the Parliament in 2015–16, including:

- ▶ the replacement of network equipment in all EOs and CPOs to provide a faster internet connection and WiFi for parliamentarians and their staff, allowing them to connect suitable mobile devices in their offices
- ▶ piloting of the ParlWork application in the first sitting period of 2016. The successful pilot allowed participating parliamentarians and their staff to access chamber documents and a live program electronically on mobile devices (see feature story on page 55)
- ▶ the installation of video conferencing facilities in committee room 1R3 to allow committee members and witnesses to participate in parliamentary committees from remote locations. The intention is to pilot the use of new technology to determine whether it can improve the efficiency and effectiveness of engagement between committees and remote participants
- ▶ enhancement of DPS' webcast capability, which allows for the broadcast of Parliament live and on demand from the APH website, making Parliament more accessible. The service is available to Parliament and the public alike and can be viewed on suitable computers and mobile devices
- ▶ relocation of the Parliament's internet gateway service to a whole-of-government secure internet gateway, as part of the Australian Government Internet Gateway reduction program. The initiative is expected to realise savings to the Commonwealth of \$0.9 million. The new gateway service is designed to reduce the likelihood of a successful cyber intrusion which impacts the Australian Parliament
- ▶ launch of a new virtual tour²³ feature on the APH website. The tour provides an immersive visitor experience and provides visitors with an interactive view inside APH from the viewpoint of a parliamentarian and provides information about key locations inside the building, and
- ▶ completion of the refurbishment of the APH broadcasting master control room. The room supports a range of broadcast services for parliamentarians, including live broadcasts from APH. The refurbishment and upgrade provides improved broadcast capabilities and the capability to enable high definition broadcasts in the future.

23 <http://virtualtour.aph.gov.au/>

Some key projects have raised challenges for DPS through the course of the year.

The EO network upgrade project undertook work to replace network equipment in EOs and CPOs. The challenge was to ensure that work was completed successfully with minimal interruptions to clients during a busy time in the parliamentary calendar, including the early Federal Budget, the second sitting of the 44th Parliament and the lead-up to the 2016 Federal Election.

The installation date for a modern, replacement audio system for the Senate, House of Representatives and Federation Chambers was moved to accommodate the second sitting of the 44th Parliament. We now anticipate delivery in 2016. A pilot installation of video conferencing facilities was carried out in Committee Room 1R3. Facilities are expected to be installed in committee room 2S1 in 2016–17.

AVAILABILITY OF CORE ICT SYSTEMS

The stability of the core ICT systems continued to improve during 2015–16. Monitoring indicated that email, Hansard, ParlInfo (searchable repository of all parliamentary data) and the chamber support systems achieved 100 per cent availability during the year.

Table 2: ICT critical system availability during scheduled service hours

Infrastructure	Availability service standard	2012–13	2013–14	2014–15	2015–16
Core systems—email, Hansard, ParlInfo, chamber systems, mobile device management	99.99%	99.95%	99.99%	100.00%	100%
Parliamentary Computing Network	99.99%	99.98%	99.99%	99.95%	99.98%
Broadcast infrastructure	100.00%	100.00%	100.00%	100.00%	100.00%

ICT SUPPORT SERVICES

Parliamentarians, their staff and the staff of the parliamentary departments require timely and dependable access to information delivered primarily through parliamentary ICT systems supported through the '2020 Support Desk'. Efforts to improve dependability, customer satisfaction and timeliness have resulted in real service improvements for our clients as evidenced by improvements in client satisfaction in Table 3 below.

Table 3: Client satisfaction and performance with DPS 2020 Support Desk and ICT support staff during 2015–16

Satisfaction 2020 Support Desk 2015–16	2014–15	2015–16
Unsolicited emails received	155	145
Positive	148	143
Negative	7	2
Overall positive feedback	95.00%	98.6%
Performance		
Incidents resolved within SLA targets	96.10%	98.49%
Calls answered within 30 seconds	96.50%	93.00%

The nature of calls to the Support Desk are categorised as being incidents, service requests, or requests for information. Incidents relate primarily to desktop and laptop software issues and printing service faults. Service requests were primarily for user access (password resets, unlocking user accounts) or software installation requests. Requests for information are primarily related to smartphone access to email and calendar information (how to enrol a smartphone to receive APH email and calendar), user access (account modifications) and email (for example, adding additional mailboxes and mailbox access permissions).

The number of incidents continues to decrease year on year. This is a positive trend indicating fewer reported faults and an increasingly stable ICT operating environment.

Table 4: Calls to 2020 Support Desk

Type of call	2012–13	2013–14	2014–15	2015–16
Incident reports	19,485	17,712	15,338	14,198
Service requests	14,811	17,896	18,642	17,667
Information requests	11,317	15,170	15,078	13,236
Total	45,613	50,778	49,058	45,101

What our clients say: feedback to the DPS 2020 Support Desk

'Adrian you are a star and your blood is worth bottling!!!'

'You guys, especially Mark who helped me today connect our Smart Label Printer, are FANTASTIC - Thank you - you should get lots of Thankyous for all that you do! :).'

'YOU ARE THE BEST!!!!'

DPS has established three formal methods of gathering stakeholder feedback to inform a cycle of continual quality improvement of ICT services:

- ▶ three ICT user groups meet quarterly to provide feedback from the perspective of parliamentarians, parliamentarians' staff, and the staff of the parliamentary departments
- ▶ a 'voice of the customer' process will involve senior executive level engagement on a biannual basis between DPS and the parliamentary departments, with a view to adapting and evolving the approach DPS takes to enhancing ICT services and processes, and
- ▶ the annual DPS building occupants survey.

VIRTUAL VISITORS TO PARLIAMENT HOUSE

The APH website welcomed more than 4.706 million visitors for the year. The site is currently ranked 20th of all Australian Government websites in terms of visitation.²⁴ The APH website is Web Content Accessibility Guidelines 2.0 compliant, making the content more accessible to a wider range of people with disabilities including blindness and low vision.

The APH website remains a primary tool for the community to obtain information about and engage with parliament. Visitors to the site are able to access a large volume of information about parliament, including parliamentary business, Hansard transcripts, educational material, senators' and members' pages and parliamentary and Parliamentary Library publications.

During the year the live webcast service which is delivered through the APH website was upgraded. High-definition on-demand streaming of parliamentary proceedings and historical footage can now be accessed anywhere, anytime on any capable smartphone, tablet or computer, through DPS' innovative broadcast service ParView.

DPS analytics give insight into how the public access information on the APH website. During 2015–16 there was 43.9 per cent growth in traffic from smartphones and 8.5 per cent growth in traffic from tablets, compared to 2014–15.

²⁴ <http://www.alexacom/topsites/category/Regional/Oceania/Australia/Government> (Jun 2016)

DPS

@ WORK



ParlWork is a purpose-built app to help senators and members in the chambers.

PARLWORK

The new ParlWork application was released in pilot by DPS ready for the February sitting period in 2016. Purpose-built to assist the work of parliamentarians and those supporting parliamentary business, ParlWork provides a dynamic view of live chamber business information.

Users can access ParlWork anywhere and anytime on their mobile devices via <http://Parlwork.aph.gov.au>. ParlWork currently provides access to:

- ▶ the Daily Program and the current business item for the Senate Chamber
- ▶ the Order of Business and the current item of business for the House of Representatives and the Federation Chamber
- ▶ notices of motion, and
- ▶ Bills and Bills Digests.

Delivery of ParlWork is a significant milestone for DPS and represents important progress towards the Parliament's vision of realising a technology-enabled Parliament. ParlWork provides a powerful tool to support parliamentarians, both inside and outside the chamber, in their day-to-day work during sitting periods.

The delivery of the application represents a substantial body of collaborative work between DPS, the Department of the Senate and the Department of the House of Representatives.

A full release, including public access to ParlWork, will be rolled out in 2016. Further enhancements will be added on an iterative basis to increase functionality to support the work of parliamentarians and to improve public access to a wider range of parliamentary information.

DPS

@ WORK



Daniel Knox prepares for the launch of live captioning for the 45th Parliament.

LIVE CAPTIONING AN AUSTRALIAN PARLIAMENTARY FIRST

The final months of 2015–16 were busy ones for Daniel Knox and the captioning project team, as they prepared for the implementation of live video captioning in time for the start of the 45th Parliament.

The purpose of the captioning project is to make Parliament more accessible. Previously, video recordings of parliamentary proceedings have not been accessible to people who are hearing-impaired. Captioning will allow these individuals to interact with and participate in the work of the Parliament, as it occurs.

Live captioning of parliamentary proceedings—an Australian parliamentary first—will begin with captions being delivered for five hours of Senate proceedings and five hours of House of Representatives proceedings each sitting day. Captioning coverage will gradually increase, with the goal of having all parliamentary video recordings captioned live by mid-2018.

Live captions will be delivered by a specialist provider contracted by DPS. Live captioners based in Sydney, are either stenographers or ‘re-speakers’. Stenographers create caption text by listening to live audio and typing captions in shorthand, using a stenotype machine. Re-speakers take the same live audio feed and repeat aloud, ‘re-speaking’ the words to be captioned into a voice recognition system.

Daniel joined DPS in 2007 as an editor in Hansard, and moved to DPS technology projects in 2011, where he now works as a Senior Project Manager.

BUILDING AND ASSET MANAGEMENT DIVISION



Mechanic Nick Harris services one of the electric carts that transport goods in the basement.

In 2015–16, the Building and Asset Management Division comprised the Asset Development and Maintenance Branch (ADMB), the Strategic Asset Planning and Performance Branch, the Security Branch and the Program Delivery Branch. The division provided ongoing maintenance services for the building and landscape in addition to security operations and project delivery services to support the Parliament.

The APH complex occupies a 35-hectare site, comprises approximately 4,700 rooms across four levels, and has a total floor area of approximately 250,000 square metres. The building contains more than 100,000 maintainable assets, including plant, fixtures, fittings, furniture and operating equipment, all of which are maintained by the division.

DIVISIONAL HIGHLIGHTS

- ▶ Continuation of a significant program of security capital works which commenced in late 2014, including a new gate house and perimeter at the southern entry to APH.
- ▶ Delivery of maintenance programs throughout the building, including repainting, carpet replacement, lift maintenance, internal and external cleaning, and landscaping.
- ▶ Completion of a number of projects from the Capital Works Plan (CWP), including Uninterruptable Power Supply (UPS) replacements, the Fire Systems Upgrade and a review and report on the condition of the main skylights.
- ▶ A renewed focus on recruitment and training of security personnel to ensure DPS is wellplaced to manage APH security in the current environment.



Soukha Phathanak transports recyclable materials in the Parliament House basement.

BUILDING SECURITY PROJECTS

The security hardening project, established following the National Terrorism Public Alert Level being raised in 2014, involves work both inside and outside the building, including the upgrade of the electronic security systems throughout the precinct. This program of capital works commenced in 2014–15, with the suite of security-related works scheduled for completion in 2018.

The Group One stage of works was completed in June 2016. It comprised upgrades across 14 individual access points throughout the precinct, including the gate house at the southern entry. These works are primarily between the public and private areas and where the private areas connect with the Ministerial Wing. The upgrades to each of these access points were delivered throughout 2015–16.

The Group Two stage of works is currently under way and includes physical building and electronic security systems upgrades and improvements. The contract for the physical upgrades was executed in late April 2016 and the contract for the electronic security systems was executed in May 2016. It is expected that some of the works proposals within Group Two will be tabled in both Houses of Parliament, following an independent design impact assessment, and review by the National Capital Authority, parliamentary committees and moral rights holders.

DELIVERY OF BUILDING CAPITAL WORKS

During 2015–16, DPS continued to develop the program of works which resulted from the Building Condition Assessment Report (BCAR) completed in the previous financial year. The ADMB, which has carriage of the building infrastructure projects outlined in the BCAR, developed and reviewed detailed project scopes and procurement strategies to ensure they were properly aligned. This was undertaken to avoid redundant work and clashes between projects, as well as to minimise disruption to the ongoing operation of APH and its occupants. ADMB also engaged a specialist procurement consultant to assist with the tender documentation and provide independent assurance that DPS was following the Commonwealth Procurement Rules when progressing these projects.

As a result, ADMB commenced and/or continued a number of projects on the CWP.

- During 2015–16 DPS work continued to upgrade fire safety systems throughout APH. This included the replacement of Fire Indicator Panels, detection systems, upgrades to sliding fire doors and the engagement of consultants to update the Fire Safety Strategy and Policy.

- ▶ The replacement of Chillers 4 and 5 commenced this year and is a continuation of an existing strategy (Chillers 1-3 were replaced in mid-2011). The original chillers, which were reaching the end of their effective operating life, used R22 refrigerant gas, which is being phased out.
- ▶ Work associated with the Lift Upgrade Program also commenced during 2015–16. This project involves the upgrade of operating infrastructure of 43 lifts across the precinct over the period of four years. This project will address the ageing infrastructure that will soon be no longer serviceable.
- ▶ Work commenced on the Emergency Warning and Intercommunication System upgrade, which involves the replacement of the control panels and field devices, in addition to implementation of enhanced operating software to meet current operating environment requirements. Work is scheduled to be completed during 2016–17.
- ▶ Work commenced on the Second Communication Hub project, which involves the establishment of a suitable on-site environment for a 'backup' data communication hub. Work is scheduled to be completed during 2016–17.
- ▶ A number of minor fit-outs were undertaken during 2015–16 and work is well under way to create two new suites for members from existing office space.
- ▶ The Height Safety Program of works continues to address current work health and safety requirements by providing safe access to plant rooms and associated plant and equipment areas throughout the building. This work will continue into 2016–17 and will expand to address issues in publicly accessible spaces within the building.

While ADMB did not complete all of the capital works projects that were planned or funded under the CWP for 2015–16, considerable efforts have been made to prepare and plan for delivery from 2016–17 onwards.

MAINTAINING PARLIAMENT HOUSE

Keeping Parliament House's physical environment functioning properly, including maintaining its fabric and infrastructure, requires a significant investment and constant maintenance. ADMB is responsible for all repairs, maintenance and engineering services in APH, including air conditioning, lifts, electrical systems, plumbing, hydraulic services, movement systems, building fabrics, furniture, signage, cleaning, logistics (loading dock) and waste disposal.

To ensure prompt response and resolution of day-to-day building issues, the DPS Maintenance Help Desk manages building service requests, responds to alarms, assigns rapid response trade staff and provides a 24-hour system monitoring and response function. During 2015–16, 18,225 maintenance requests were received by the Maintenance Help Desk.

The following table provides a sample of the maintenance work undertaken by ADMB:

Table 5: Building maintenance work in 2015–16

 47,568 square metres of painting

 3,785 square metres of carpet replaced

 170 items of furniture refurbished

 All external windows and walls cleaned

 21,007 square metres of parquetry floor re-polished

 34 bathrooms re-tiled

 400+ LED energy efficient light fixtures installed

 24 office/suite refurbishments

 1,403 linear metres of external expansion jointing replaced

LANDSCAPING MAINTENANCE WORK

The Landscape Services team maintains 23 hectares of landscape, including 10 hectares of turf. This team also maintains indoor plants in the circulation areas of the building and external sporting facilities such as tennis courts, the netball/basketball court and the Senate oval. The landscape forms an integral component of the precinct and of the original design accordingly it is maintained to a high standard.

During 2015–16, more than 7,000 annuals were planted in the formal gardens for the summer and winter displays, and one tree replaced. It also installed drainage improvements and undertook minor regeneration works, re-turfed the formal gardens, replanted significant items in the formal gardens and started the tennis court refurbishment work.



A gardener helps keep the internal courtyards pristine during autumn leaf-fall.

SECURITY OPERATIONS

Security arrangements within the parliamentary precinct are designed to maintain a level of protective security commensurate with the assessed level of threat and risk at any particular time. These arrangements aim to balance the protection of life and property with maintaining the functions of Parliament, including public access to APH.

The Security Branch provides a range of security services including screening of all building entrants, visitor identity verification, static guarding, mobile patrols and coordination of security vetting processes. The Security Branch works closely with the Australian Federal Police (AFP) who deliver armed external perimeter security as well as internal patrols and operational responsibility when a security incident occurs.

SECURITY POLICY AND GOVERNANCE

Contemporary and best-practice security policies and procedures determine how security services are designed and delivered. APH security protocols are specified in the Operational Policies and Procedures framework which is guided by the Security Management Board (SMB). The SMB is a statutory board providing security advice and support to the Presiding Officers. The framework is issued under the authority of the Presiding Officers and gives comprehensive direction and guidance for the entire range of security-related services and activities at APH.

After the National Terrorism Public Alert Level was raised in 2014, DPS was tasked—in consultation with stakeholders—with updating the framework to ensure policies and procedures were commensurate with the current security environment. DPS is responsible for applying security risk management to the development and delivery of all security services and activities to minimise potential impacts on the Parliament.

Security Branch, in consultation with the AFP, is undertaking a review of all operational policies in the security environment to ensure that they are appropriate to the current security environment, to known threats and risks and to the operational structure of the building.

Major policies or operational initiatives implemented during 2015–16 were as follows:

- ▶ ceasing non-photographic passes for permanent access to the building
- ▶ CCTV Code of Practice
- ▶ Private Car Parking Policy
- ▶ Incident Planning and Emergency Management Exercises conducted throughout the building, and
- ▶ streamlining of incident management reporting to senior stakeholders, including lessons learned and remedial recommendations.

SECURITY TRAINING

Security Branch continues to invest in building the capability of its employees to meet its service delivery requirements. The provision of training supports officers to develop the range of skills and knowledge required to meet the operational needs of the branch. Training has been specifically tailored to the security arrangements within APH and the parliamentary precincts and, where appropriate, training is aligned with national qualifications. Learning and development highlights for 2015–16 were:

- ▶ 163 DPS Security personnel undertook a combined 9,507 hours of training and development
- ▶ three Initial Security Training Courses were held, resulting in an additional 29 security personnel on duty
- ▶ 11 security personnel enrolled in the Developing Team Leader Course, leading to a Certificate III in Security Operations
- ▶ training in Advanced Defensive Tactics
- ▶ parliamentary privilege awareness training, and
- ▶ Annual Competency Maintenance Training.

SECURITY FOR FUNCTIONS AND EVENTS

Significant planning and resourcing, including the development of risk management plans and rostering of additional security officers and concierge services, is required to ensure a balance between the day-to-day operations of the Parliament and the requirements of major events. In 2015–16, DPS Security supported 26 official visits at Australian Parliament House, including by the:

- ▶ Prime Minister of France
- ▶ Prime Minister of Papua New Guinea
- ▶ President of the United Republic of Tanzania
- ▶ President of the Asian Development Bank
- ▶ President of the National Assembly of Cambodia
- ▶ Chief Secretary of Administration, Hong Kong, and
- ▶ Minister of Foreign Affairs, United Arab Emirates.

DPS

@ WORK



Trent Davidson and team tend to the turf on one of the Parliament House ramps.

WHERE THE GRASS IS ALWAYS GREENER...

There are many complexities to keeping the gardens of APH beautiful. Areas outside the building perimeter are exposed to Canberra's hot dry summers and harsh winter frosts. The internal courtyards have their own micro-climates that are very different from the gardens outside. Courtyards sit over concrete slabs, providing infrastructure and drainage challenges. Environmental concerns are important considerations, as well as finding the right plants for the conditions, while keeping faith with the original design intent for the building.

'It goes down to species selection – the right plants at the right place – and keeping up the nutrient and irrigation program,' said Trent Davidson, Landscape Manager. Trent is one of 15 officers in DPS' Landscape Services team.

The Landscape Services team work to an Integrated Pest Management (IPM) program. This is a system to control problem pests and diseases in the garden utilising a range of techniques that include:

- ▶ providing appropriate nutrition and irrigation
- ▶ removing disease infected leaves and old fruit, and
- ▶ releasing beneficial organisms into the landscape to control problem pests.

The types of organisms that are released into our gardens include insects and nematodes. Beneficial insects include predatory mites to control two-spotted mite; lady bird larvae to control scale and aphids and parasitic wasps to control aphids. We spray a nematode species onto the lawns and wash them into the soil profile. The nematodes then 'hunt' down the scarabs to kill, feed on and breed inside.

The IPM program has been very successful at APH and has reduced the use of hazardous pesticides by more than 50 per cent.

Trent has been at Parliament House for 18 years. He loves his job keeping the turf green and takes pride in problem solving.

He said the impact of recent dry years was still felt today in the peripheral native gardens that surround Parliament House. 'Plants that are drought tolerant are the only plants we are putting in now. The team is always learning on the job, and is open to new ideas and new products.' But the team works within clear boundaries too. 'Importantly, our work is bound by the original design intent, ensuring we have design continuity throughout.'

CHIEF OPERATING OFFICER DIVISION

In 2015–16 the Chief Operating Officer (COO) Division comprised the Finance and Procurement Branch, the People, Strategy and Governance Branch, the Parliamentary Experience Branch and the Enterprise Agreement Project Team. The division provides advice and services to DPS on governance, strategy, finance, procurement, human resources and records management. This ensures that DPS complies with its responsibilities under the *Parliamentary Service Act 1999*, the PGPA Act and a range of other legislative obligations, including human resources-related legislation. The division also provides visitor programs, art services, and manages licences and contracts for services for building occupants.

DIVISIONAL HIGHLIGHTS

- ▶ A new Learning and Development Framework was launched, supported by a new SAP module where all learning is approved electronically to build an individual learning record.
- ▶ The Procure to Pay (P2P) module for the SAP financial system was implemented, recording each stage of procurement activity from the concept stage, through approval to delivery.
- ▶ Quarterly meetings of the Procurement Practitioners' Forum continued to provide a means for all staff undertaking procurement to be updated regularly and discuss current best practice, latest legal advice and learnings from DPS procurement activity.
- ▶ The 'big picture' — the Tom Roberts painting, the *Opening of the First Parliament of the Commonwealth of Australia*, was loaned to the National Gallery of Australia's (NGA's) Tom Roberts Exhibition. The portrait was successfully moved from its location in the Main Committee Room Foyer in APH and returned at the conclusion of the exhibition.
- ▶ An updated DPS performance management scheme was released, supported by a new SAP module.
- ▶ The first annual survey of all building occupants was conducted providing a regular source of feedback on all services provided by DPS.
- ▶ DPS' business continuity arrangements were enhanced by training staff in key areas across DPS, undertaking business impact analysis and commencing a program of business continuity exercises.
- ▶ Fraud control measures were further enhanced, with a revised Fraud Control Policy, regular fraud risk assessment and reporting, and rolling out compulsory training about fraud for all staff.
- ▶ Internal DPS budget development, planning and reporting were further enhanced by the Finance team to support stronger financial management across DPS and better reporting to the Secretary and the Executive.

FINANCE AND PROCUREMENT

The Finance and Procurement Branch continued to refine and improve the support they provide to all aspects of financial and procurement management. The team also lead the ongoing work on the Corporate Systems Program on SAP. Dedicated finance staff work with each division to refine the divisional budget and manage expenditure against that budget.

Work continued to improve DPS' procurement practices. Dedicated training continued to be offered. Quarterly meetings of the Procurement Practitioners' Forum were held to provide a means for all staff undertaking procurement to be updated regularly and discuss current best practice, latest legal advice and learnings from DPS procurement activity.

Regular reviews of the Financial Delegations Manual and Accountable Authority Instructions (AAIs) were undertaken and revised delegations and AAIs were both issued on 29 June 2016. Work commenced on a complete new suite of finance procedures which are expected to be completed in early 2016–17.

As a part of the ongoing work of the Corporate Systems Program, the following modules were developed and released in 2015–16:

- the new SAP learning and development module released in July 2015
- the performance management SAP module released in November 2015, and
- the new P2P solution in April 2016. This system replaces DPS compliant paper-based procurement process. It improved the reporting, governance and control measures and will ensure ongoing compliance with the Commonwealth Procurement Rules. P2P will also streamline the procurement and reporting processes.

Work was well advanced on a further module for release on 1 July 2016—the new Expense Management System (EMS) for use for all credit card expenses (both corporate and travel cards) enabling electronic capture of invoices and receipts, and electronic reconciliation and workflow for approval.

PEOPLE, STRATEGY AND GOVERNANCE

In 2015–16 DPS continued to focus on strengthening good governance and evidence-based decision making throughout the department through the implementation of frameworks and reporting processes. Examples include the implementation of a revised Fraud Control Policy in July 2015, which was supported by quarterly reporting on treatments against the Fraud Risk Assessment to the Executive Committee. This reporting cycle corresponded with the reporting cycle implemented for DPS' Enterprise Risk Treatment Plan. The DPS Information Management Framework, Strategy and Policy were released in October 2015, which guide the creation, use and management of DPS' information and records assets. The DPS Governance Framework was released in November 2015, to document the framework of relationships and structures that support the operations of DPS.

There was an increased focus on learning, development and performance in 2015–16. An updated Performance Management Scheme was also released in November 2015, which was supported by the implementation of a new performance agreement module in SAP. The DPS Learning and Development Framework, released in January 2016, outlines the department's responsibility for and approach to learning and development for all of its staff. This framework is supported by a Corporate Training Calendar and a new Learning Management System. In April 2016, the Secretary launched the DPS PEL 1 Development Program, which aims to provide managers with a common understanding of the fundamentals of management practice relevant to their particular role in DPS. The program will be delivered over 10 weeks, starting in the final weeks of 2015–16. It covers effective communication, managing people, developing self and others, planning and organising, creativity, and change and innovation. Nineteen PEL1 staff from across DPS were selected to participate in the first pilot program. The program will be evaluated and will continue for other PEL1 staff through the coming year.

Consistent with the new requirements of the PGPA Act, DPS' Corporate Plan for 2015–19 was launched in August 2015. Business Plans were developed for 2015–16. To further refine corporate and business planning for 2016–17, DPS commenced development of branch business plans in May 2016, to bring together branch priorities, risks, workforce planning and budget into annual consolidated planning and activity documents. Branch business plans were being developed for 2016–17 through a series of branch meetings, and will be aligned to the 2016–17 Corporate Plan which was developed and refined through a series of meetings with all SES staff.

DPS also continued to develop its reporting against KPIs and provided regular monthly reporting to the DPS Executive Committee. DPS will make further enhancements to its performance reporting framework in 2016–17 to continue to improve transparency of our operations.

Business continuity management is integral to DPS' risk management arrangements. In 2015–16, DPS commenced a program of activity to establish clear, well-understood business continuity arrangements for the department. A new DPS Business Continuity Policy and Framework was approved in August 2015. An important step for staff engagement was training staff from key areas across DPS, and involving representatives from the House departments. Twenty-four staff undertook a week-long training course with the Business Continuity Institute of Australia (BCI) and are now BCI certified. ComCover, with its role in improving risk management, assisted DPS with funds for consultancy work to assist in business impact analysis. Exercising of the operational level 'recovery plans' commenced in June and continued through July and August 2016, with exercises of the tactical and strategic plans. Continued exercises and revision of plans and key documents over coming years will be essential to embed and mature DPS business continuity arrangements.

Details regarding governance information for DPS can be found in Part 5 Governance. This information includes details on:

- corporate planning
- internal audit
- risk management
- fraud prevention and control, and
- reports on operations of DPS.

PARLIAMENTARY EXPERIENCE

VISITOR SERVICES

Each day our team of Visitor Services Officers actively engages visitors with the work, stories and collections of APH. Visitor Services Officers deliver concierge services and a suite of 13 different types of tours to visitors. During 2015–16, 127,292 visitors from schools were provided with a tour of APH.

In 2015–16 APH received excellent feedback from independent sources regarding the quality and relevance of its programs for visitors. APH was awarded a TripAdvisor Certificate of Excellence for superior service for the second consecutive year. Tourists also ranked APH ninth on TripAdvisor's list of Australia's most popular attractions. TripAdvisor is the world's largest travel site. Collectively, TripAdvisor branded sites reach 350 million unique monthly visitors.

The Certificate of Excellence is awarded to accommodation providers, restaurants and attractions that consistently receive outstanding reviews on the TripAdvisor site. To be eligible for the certificate, businesses need to maintain a TripAdvisor rating of at least 4 out of 5. Parliament House achieved an average rating of 4.5 out of 5 throughout the year.

The National Capital Education Tourism Project undertook research into teachers' satisfaction with the experiences provided by Canberra's attractions for schools visiting the capital. In that research, APH ranked third in 2015, compared to seventh in 2012, indicating our services have improved since the establishment of the Parliamentary Experience Branch. Additionally a DPS internal survey of teachers found that 99 per cent agreed or strongly agreed the school tour engaged students, and 100 per cent agreed or strongly agreed the tour would assist with students' learning.



Each of our guides walks approximately 6km a day throughout the building. Across 364 days, the team covers a distance of about twice the circumference of the Earth!

What our tour participants said:

'Now I know about Canberra and most importantly the system of government! Now that I know what it means to be an Australian I think I'm already a better Australian.' Teacher, NCETP research survey

'I am writing to you to acknowledge and commend your staff ... for their professionalism and excellent service when welcoming and guiding my guests on private tours ... Support to my staff and volunteers is warmly welcomed and they are extremely grateful for the detailed knowledge of (Australian Parliament House), art and history that is imparted to them by the Visitor Services Officers.' Cathy McGowan AO MP, Independent Federal Member for Indi

'Eric was an amazing guide – the time passed so quickly as he was able to present all the facts in an informative and interesting way. The building itself is beautiful and everyone we spoke to was extremely polite.' Participant of a public tour

'The balance of humour, intelligent information and group engagement was wonderful.' Visiting teacher

During 2015–16, DPS developed and offered a new behind-the-scenes courtyard tour program that celebrated the Autumn Festival in Canberra. The tours attracted 335 people and the autumn festival is now a new event on the APH calendar.

DPS continued to strengthen its partnerships with other organisations, including the Museum of Australian Democracy, the National Capital Authority and the National Archives of Australia, to stage a variety of events while also showcasing staff expertise and the richness of the collections. More than 10,700 people came to community events during 2015–16. Open Day on Saturday 19 September 2015 was the biggest event, attracting 5,000 people.

Highlights of the 2015–16 visitor programs included the following:

Floriade courtyard and garden tours

DPS offered an enhanced 2015 Floriade festival program, providing more opportunities for people to enjoy courtyard tours and our special Spring Teas. The ‘Spring Glory’ tours led by Visitor Services Officers through the private courtyards attracted 572 visitors. The ‘Head Gardener’ two-hour tours, led by DPS Landscape Services Officers, included a special glimpse into the Presiding Officers’ courtyards. The two ‘Spring Tea’ events were expanded, welcoming 183 people to enjoy platters of sweet and savoury treats under the flowering trees.

What our visitors said:

‘This was a great opportunity to see the trees and flowers in the areas the public doesn’t normally have access to.’ Spring Glory tour participant, September 2015

‘The tour was excellent and Trent’s knowledge and expertise was generously shared with us - thank you very much. Beautiful garden.’ Meet the Gardener tour participant, September 2015

‘Very good value for money. Lovely setting. Variety of food was good. Service was good. Thank you.’ Spring tea participant, October 2015

Enlighten

Enlighten 2016 at APH celebrated the colours and textures of autumn as well as the 50th anniversary of the introduction of decimal currency, in collaboration with the Royal Australian Mint. New courtyard tours, behind-the-scenes tours, performances by the Autumn Lantern dancers on the forecourt and the Circle of Light were just some of the attractions.

Geologist Wolf Meyer continued to lead the ever-popular two-hour ‘Unconformity’ tour that examines the stone and rock featured under and around APH. The Mint’s mascot, Mr Minty, entertained families, while people were able to purchase special stamped commemorative coins.

Tickets to ‘Sunset on the Roof’ sold out within days of being available. The ‘Dining in the House’ event in the Members and Guests Dining Room continued to attract an appreciative audience of diners. One hundred people enjoyed the best local produce and wine prepared by the Executive Chef from InterContinental Hotels Group (IHG).

What our visitors said:

'The guides were exceptionally knowledgeable + the points of interest were great. The unconformity was amazing to see. Great length of time.' Behind the Scenes tour participant, March 2016

'Excellent choice and variety of food. Service 5 star and "the host" most informative. One of the real highlights of Enlighten!' Dining in the House participant March 2016

Canberra and Region Heritage Festival

Discovery and rediscoveries was the theme for the 2016 Canberra and Region Heritage Festival. 'Feel the Heritage' and 'Valuing Heritage', tours attracted some 340 people, who discovered spaces from the ground floor to the roof. They appreciated sitting on a brumby leather lounge and feeling some of the special materials specifically designed for the building.

What our visitors said:

'Fabulous tour great info from a very knowledgeable guide. Thank you and keep the tours going!' 'Feel the Heritage' tour participant, April 2016

Community events

A special ceremony was arranged for Remembrance Day 2015 to commemorate the centenary of ANZAC and to launch a touchscreen display featuring the parliamentarians who served during the Great War. Ninety people attended the ceremony, which will continue to be observed each year.

Over 1,300 children and their families came to APH to perform Christmas carols during the Christmas season. Children from 10 local choirs and Ballina Public School entertained visitors in the Marble Foyer and the Great Hall from 23 November to 12 December 2015.

The Canberra Choral Society also performed a special program of festive music for 80 people in Members Hall.

During 2015–16 Parliament House hosted other performances including:

- ▶ Australian Talented Youth Project
- ▶ Canberra International Music Festival children choir preview concert, and
- ▶ excerpts from *The Wharf Review* and *Ghosts in the Scheme*.

The Parliament Shop

The Parliament Shop has continued to develop and offer new product lines that either reflect the exhibition program or feature the APH collections or local, regional and nationally recognised artists and artisans. The shop expanded its range of Australian-made products; approximately 94 per cent of products in the Parliament Shop in 2015–16 were Australian made. New relationships were established with a range of Australian suppliers of textile products, jewellery, beverages, handbags, toys, homewares and Indigenous art, while existing partnerships with suppliers such as the Canberra Glassworks and the Royal Australian Mint expanded, with new products by these suppliers.



The Parliament Shop has one of the most extensive selections of politically-themed books in the land, specially selected by the Parliamentary Library.



The Parliament Shop stocks a range of gift lines including specially-commissioned items from Australian artists and designers.

Revenue from the Parliament Shop increased, from \$1,030,879 in 2014–15 to \$1,108,520 in 2015–16, due to the new, quality product lines as well as consistent visitor numbers.

Catering

DPS, through its contracted caterer, facilitates a wide range of catering services to meet the needs of APH occupants, guests and visitors. On Budget Day 2016, our caterers supported 17 functions with 3,250 guests. A further 971 guests were served by the house services team.

DPS continued to work with the catering contractor to improve products and services for building occupants, with the release of new seasonal menus and speciality dining promotions.

Demand for food and beverage services at APH was steady in 2015–16. Food and beverage revenue usually declines by a total of approximately 10 per cent during election years, which is attributable to a reduction in sitting days. The total number of covers served decreased by 5.14 per cent on the 2014–15 figure, in part due to the Federal Election on 2 July 2016. This decrease will continue in the early part of 2016–17. Table 14 shows a breakdown of the covers²⁵ by location.

Table 6: Total number of meals/beverages served at Parliament House in 2015-16

Area	Covers	Covers	Covers	% increase on 2014–15
	2013–14	2014–15	2015–16	
Functions	61,768	67,787	58,215	-14.12%
Room service	132	174	137	-21.26%
House services (catering service—morning and afternoon teas, light meals and hot and cold beverages)	17,462	22,028	15,966	-27.52%
Members' Club	1,047	1,327	1,203	-9.34%
Members and Guests Dining Room	5,818	7,677	5,939	-22.64%
Staff Dining Room	199,868	206,932	200,028	-3.34%
Queen's Terrace Café	63,457	90,691	92,290	1.76%
Schools hospitality	104,505	109,494	105,113	-4.00%
Coffee cart	29,106	55,581	53,909	-3.01%
Total	483,163	561,691	532,800	-5.14%

25 A 'cover' equates to a sale (usually a single food or beverage serve) except for functions where the number equates to the number of people served which may involve multiple courses.

Health and Recreation Centre

DPS manages the Health and Recreation Centre (HRC) at Parliament House. The HRC provides a variety of exercise equipment, offers exercise classes and develops tailored individual fitness programs. In 2015–16, the HRC offered a mix of circuit, 'boot camp', weight circuit, definition, stretch, boxing, spin, abdominal, back, core and yoga classes.

As at 30 June 2016, the HRC had 499 members. In addition, there were 1,593 casual visits to the HRC during 2015–16. There was a drop in total membership of 12 per cent on 2014–15, which can be attributed to parliamentarians and their staff not renewing memberships during the election period.

Art collections and exhibitions

DPS provides the custodial management of APH's remarkable collection of Australian art, comprising more than 6,500 contemporary and historical artworks valued in excess of \$85 million. Many works in the collection were commissioned as part of the art program created for the building, and are an essential element of the building's architectural fabric. The collection also includes a number of stand-alone collections:

- ▶ Rotational Collection — consisting largely of contemporary Australian artworks. The primary purpose of the Rotational Collection is to enhance the general circulation spaces of the building, as well as the offices and suites of parliamentarians
- ▶ Architectural Commissions — consisting of artworks commissioned as an integrated part of the architectural design of the building
- ▶ Historic Memorials Collection — consisting of portraits of officeholders and paintings of significant parliamentary events since 1911. It is the oldest continuous commissioning program in Australia
- ▶ Official Gifts Collection — consisting of gifts presented to the Parliament since 1901
- ▶ Constitutional Documents — a group of significant archival documents, and
- ▶ Archival Collection — a range of historic and archival materials about Parliament, the art collection and the construction of Parliament House.



Director, Art Collection and Exhibitions, Justine van Mourik with artist Ben Quilty view works from the collections.



The Speaker of the House of Representatives, the Hon Tony Smith MP with Mr Marc Gooch, representing artist Dinny Kunoth Kemarre at the launch of The AFL Dream Team, a new acquisition for the collections.



Dinny Kunoth Kemarre carved his football dream team from the wood of the bean tree.

Works from the Rotational Collection are made available for display in parliamentarians' offices and public areas and are loaned to other cultural institutions throughout Australia for exhibition. A small team of specialist DPS staff manages these assets—cataloguing, researching, digitising, conserving, preparing and presenting works of art to the highest possible museum standards

Loans

During 2015–2016, a number of artworks from the collection were loaned to temporary exhibitions across Australia (see page 78 for information about the loan of the Tom Roberts painting to the NGA). Significant works from the Parliament House Art Collection also continued to be on long-term loan to a number of institutions, including the National Portrait Gallery of Australia, the National Archives of Australia and the Museum of Australian Democracy.

Exhibitions and displays

DPS continued to provide a varied program of high-quality public exhibitions and displays aimed at APH visitors and building occupants, giving the public greater access to the Parliament House Art Collection and highlighting the importance of the collection to the nation.

The exhibition program for 2015–2016 included:

We all stand on sacred ground 4 July to 24 September 2015

To celebrate NAIDOC Week 2015, the Parliament House Art Collection and the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS) jointly developed this display, which focused on Indigenous people's strong spiritual and cultural connections to country.

Gestures of Goodwill 13 July to 11 October 2015

This exhibition featured a selection of the unique, valuable and beautiful gifts given to the Australian Parliament and its highest officeholders. Works were drawn from the Parliament House Art Collection, the collections of the chamber departments and the Department of the Prime Minister and Cabinet (PM&C).

The Art of Shakespeare 8 to 25 October 2015

This exhibition was staged in conjunction with Bell Shakespeare's 25th anniversary, and featured works by a number of high-profile Australian artists. It was a celebration of our best Australian visual artists and a reflection of Shakespeare's enduring body of work.

Presented to the Prime Minister/Pearls & Protocol 22 December to 28 February 2016

Following on from the success of *Gestures of Goodwill*, a second exhibition was staged featuring an eclectic selection of gifts presented to Australian Prime Ministers and their spouses, together with a small display of jewellery. Items were from the archives of PM&C and the Parliament House Art Collection

The Changeover 11 February to 15 May 2016

Coinciding with the 50th anniversary of decimal currency, this display from the Royal Mint celebrated the change from pounds, shillings and pence to dollars and cents.

Anzac Centenary Print Portfolio 17 March to 5 June 2016

To mark the Centenary of the First World War, the Australian War Memorial commissioned a commemorative print portfolio featuring the work of 10 contemporary artists. The Print Portfolio reflects the Anzac legacy of the First World War and featured works by five Australian and five New Zealand artists.

Treaties & Australia: Reflections on 100 years 24 March to 15 May 2016

Coinciding with the 20th anniversary of the 1996 treaty reforms, this exhibition celebrated the history of treaty making in Australia from the Treaty of Versailles through to the recent China/Australia Free Trade Agreement.

In addition to presenting the temporary exhibition program DPS also refurbished the displays in the Main Committee Room Foyer in July 2015, reuniting all of the 25 completed portraits of Australian Prime Ministers in Parliament House. A brochure on the portraits was also produced as a resource for visitors and has proven extremely popular.

On 11 November 2015 the Parliament also launched an interactive multimedia kiosk featuring the service records of parliamentarians with active service in the First World War. In April 2016 the kiosk was updated to include service records from the Second World War. The Parliamentary Library assisted with the content for the kiosks.

Acquisitions

DPS actively acquires works of art for the Parliament House Art Collection to ensure that:

- the Rotational Collection continues to represent diverse aspects of contemporary Australian life and culture and showcases the very best in Australian art and craft
- the Historic Memorials Collection continues its 105-year tradition of documenting the history of the Parliament and its officeholders, and
- official gifts to the nation are preserved for future generations.

During 2015–16, a total of 140 works of art were acquired: 123 were added to the Rotational Collection, two portraits and their studies were added to the Historic Memorials Collection and 13 works were accepted as gifts.

Works added to the Rotational Collection included major paintings by Ben Quilty, Pro Hart, Louise Feneley, Jennifer Riddle and William Mackinnon, photographic works by Carolyn Young, Joseph McGlennon and Robert Fielding and new media work by Nicole Welch.

New acquisitions for the Rotational Collection included 34 works by Aboriginal and Torres Strait Islander artists. In June 2016, to mark Reconciliation Week, the Speaker of the House of Representatives, on behalf of the Presiding Officers, unveiled a major acquisition of 18 sculptures by Utopia artist Dinny Kunoth Kemarre, representing current players from each of the Australian Football League teams. Other Aboriginal and Torres Strait Islander artists added to the collection include Ray Ken, Tiger Yaltangki, Karen Mills, Keturah Zimran and Pepai Jangala Carroll.

During 2015–16 a number of significant works were purchased to mark the Centenary of Anzac, including works by Alan Cruickshank, Luke Sciberras, Catherine O'Donnell, Jennie Kemarre Martiniello, Robert Hannaford, Michael Keighery and Brian Robinson.

Gifts

A number of significant gifts were also accepted into the collection during the year. These included an official gift from the Government and People of Singapore in recognition of the 50th anniversary of Australia/Singapore relations. The sculpture, Genetic Plant Series #01, by renowned Singapore sculptor Han Sai Por, was presented to the Presiding Officers in August 2015.

In November 2015, the Presiding Officers also accepted the gift of a tjuringa from representatives of the Yuendumu community and the Hon Ian Viner AO. The tjuringa (a sacred object) had been in storage for many years after its presentation to Mr Viner in 1978, in reciprocation for the title deed to the Yuendumu/Warlpiri traditional lands. Permission for the Parliament to acquire and display the object was granted following a lengthy consultation process with the Yuendumu community which culminated in a moving handover ceremony at APH.

In March 2016 the Presiding Officers accepted the gift of an edition of the Australian War Memorial's ANZAC Centenary Print Portfolio. Printed in Canberra, the portfolio included prints by five Australian and five New Zealand artists including Daniel Boyd, Megan Cope, Mike Parr and Shane Cotton.

Historic Memorials Collection

During 2015–16 there were two portrait commissions completed for the Historic Memorials Collection. The final portraits of former Speakers, the Hon Peter Slipper by Paul Newton and Ms Anna Burke by Jude Rae were completed and approved for inclusion by the Historic Memorials Committee. Both portraits will be put on public display in late 2016. Discussions continued with the offices of former Prime Ministers, the Hon Kevin Rudd, the Hon Julia Gillard and the Hon Tony Abbott MP regarding the final selection of an artist to undertake their respective portrait commissions. Discussions also continued on a portrait of former Speaker, the Hon Bronwyn Bishop.

Conservation of the collection

A number of conservation projects were conducted during 2015–16. These included condition checking, cleaning and photography of Historic Memorials works on long-term loan to Admiralty House in Sydney, the ongoing restoration and treatment of Historic Memorials portraits and their frames, and preventative treatments for a number of textiles, including tapestries and floor rugs.

In June 2016, DPS contracted the Grimwade Centre for Materials Conservation at the University of Melbourne to conduct extensive treatment and rehousing of the Parliament's 1297 Magna Carta over the next 12 months. As part of this program of works the Magna Carta will be removed from its 1960s enclosure and rehoused in a state-of-the-art temperature-controlled showcase.

Table 7: Artwork activity 2015–2016 (all figures are ex-GST)

	2013–14	2014–15	2015–16
Extent to which the art collection is developed (number of new artworks acquired including portrait commissions & gifts)	59	28	140
Cost of acquisitions (art collection development incl. completed portrait commissions)	\$237,590	\$127,548	\$470,191
Number of artworks receiving preservation	10	14	48
Cost of preservation	\$19,277	\$14,903	\$19,243

DPS

@ WORK



Visitor Services Officer Gina Hall aims to leave visitors as passionate about Parliament House as she is.

WAXING LYRICAL ABOUT THE HOUSE ON THE HILL

Gina Hall had a very different career before becoming a much-loved Visitor Services Officer at APH. After retirement from the Royal Australian Air Force, Gina came to APH initially as a voluntary guide, later becoming a professional Visitor Services Officer.

‘I have been here for 22 years, and obviously I am very happy showing visitors around our wonderful “House on the Hill”, she said.

There is something evangelical about Gina when she starts talking about the building. She loves Australian history and her exchanges with visitors are very interactive. In her free time, she gives talks about the building to church, service and senior-citizens groups in Canberra and interstate.

Gina admits that she always aims to convert visitors so they become as passionate about the building as she is.

She said many visitors were struck by the beauty of Parliament House. ‘As soon as they enter the Marble Foyer, you can sense their awe as you show them around the building and talk about its art and fabrics.’

‘Once, a child walked into the Marble Foyer with her father, who worked in the building’, Gina remembered fondly.

‘As father and child stood amongst the towering columns in the Marble Foyer, the father asked proudly “Who works here?”

‘ “God”, replied the child.’

Not everyone needs converting.

DPS

@ WORK



The Big Picture comes down from the wall ... slowly.

RELOCATING TOM ROBERTS' 'THE BIG PICTURE'

In November 2015, DPS facilitated the loan of the monumental Tom Roberts painting, *Opening of the First Parliament of the Commonwealth of Australia* for a major Tom Roberts survey exhibition at the National Gallery of Australia (NGA). The painting customarily hangs in the Main Committee Room Foyer. Weighing over 400 kilograms and standing almost four metres high in its frame, the 'Big Picture' had not left Parliament House since 1988.

Many months of preparation and planning went into the relocation of the work. The process began as the painting was slowly winched down to the first floor, where the frame and the canvas were separated.

The frame was then disassembled for transport and the canvas together with the frame was carefully moved through the building after hours. The canvas was then hand-carried down the marble foyer steps in a specially-designed and constructed aluminium frame. The following morning, the work left the building through the ceremonial front doors. It was then wheeled across the forecourt and forklifted onto a semi-trailer for a short trip down the hill to the NGA. At the conclusion of the exhibition in April 2016, the process was repeated in reverse but in a vastly shortened timeframe!

A complex logistical feat, the removal and reinstatement of the painting involved the effective cooperation and input of many sections of DPS, together with staff from the NGA. This group of people worked tirelessly before, during and after hours to deliver this major project in a professional and safe manner and their efforts were rewarded with a Secretary's Award in December 2015.



The team from Parliament House and the NGA responsible for the temporary relocation.

PARLIAMENTARY RECORDING AND REPORTING BRANCH

Parliamentary Recording and Reporting Branch (PRRB) provides audio-visual (ParlAV) and transcription (Hansard) services, including recording, broadcasting and archiving the audio-visual record of Parliament and parliamentary committee proceedings and the production of the written record. Audio-visual services also include broadcasting press conferences on Parl TV, audio-visual support for parliamentary events, and ParlView—an online browsing and download tool for parliamentary material.



ParlAV broadcasts and records all parliamentary proceedings

BRANCH HIGHLIGHTS

- recorded and transcribed 3,633 hours of chamber and parliamentary committee proceedings
- supported 612 parliamentary committee hearings, of which 253 were interstate hearings
- produced 47,635 pages of Hansard
- provided 1,604 patches and 836 multimedia services, including requests for extracts of parliamentary broadcast material
- managed 650 television and audio productions
- managed 1,551 audio visual services requests for a range of items such as data projectors, lecterns and PA systems, and
- ParlView website received 1,793,003 hits!

In 2015–16 DPS broadcast a number of major events, including: the Opening of the 2nd Session of the 44th Parliament, the Magna Carta Symposium, the National Memorial Service honouring the victims of Flight MH17 First Anniversary, the Constitution Day Speakers' Forum: Magna Carta, and the Joint Standing Committee on Treaties—20th Anniversary Seminar.

The branch continued to meet demand for services associated with the high parliamentary committee workload during the first half of the financial year (similar to financial year 2014–15) with ParlAV supporting the high volume of away committees and Hansard continuing to meet delivery timeframes in most instances. PRRB saw an improvement overall in realising its key performance indicators. Most notable was the increase in timeliness of Hansard officials from 78.35 to 95.1 per cent.

Table 8: Hours recorded and transcribed

Activity	Number of hours recorded and transcribed		
	2013–14	2014–15	2015–2016
Parliamentary proceedings in the Senate, House of Representatives and Federation Chambers	1,044	1,612	1204
Parliament House committee hearings	1,132	1,567	1154
Interstate committee hearings	659	1,037	1275
Total	2,835	4,216	3633

HANSARD

In 2015–16, PRRB produced 47,635 pages of Hansard. Of the 47,635 pages, 20,644 pages were chamber Hansards and 26,991 pages were committee Hansards.

The level of accuracy achieved for Hansard chamber transcripts produced in 2015–16 was consistent with those produced in 2014–15. The level of accuracy achieved for Hansard committee transcripts improved significantly with the number of errors per 100 pages decreasing from 6.36 errors per 100 pages transcribed in 2014–15 to 2.33 errors per 100 pages transcribed in 2015–16.

Table 9: Hansard–Accuracy

Accuracy				
Type of transcription	Service standard	Error rate		
		2013–14	2014–15	2015–16
Chamber proceedings	5 or fewer errors per 100 pages transcribed	2.5 errors	1.75 errors	1.81* errors
Committee hearings (Parliament House and interstate)	5 or fewer errors per 100 pages transcribed	7.4 errors	6.36 errors	2.33^ errors

*per 100 pages (total pages 20,644)

^per 100 pages (total pages 26,991)

Table 10: Hansard–Timeliness – Chambers

Type of transcript	Service standard	Percentage delivered within service standards		
		2013–14	2014–15	2015–2016
Individual draft speeches—delivered within two hours of speech finishing	85.00%*	89.30%	86.50%	85.74%
Electronic proof Hansard reports—delivered within three hours of the House rising	95.00%	95.30%	94.40%	92.79%
Electronic official Hansard—delivered within 15 non-sitting working days following the last sitting day in the week	95.00%	95.50%	78.35%	95.10%

A significant improvement was realised with the delivery of electronic official Hansards achieving 95.10 per cent delivered within 15 non-sitting working days following the last sitting day. This result is an improvement from 78.35 per cent last financial year.

Table 11: Hansard–Timeliness – Committees

Committee-agreed timeframe	Service Standard	Percentage delivered within service standards		
		2013–14	2014–15	2015–16
Delivery by next business day	95.00%	100.00%	100.00%	100.00%
Delivery within 1–3 business days	95.00%	100.00%	100.00%	98.00%
Delivery within 3–5 business days	95.00%	100.00%	97.20%	91.00%

PARLIAMENT AUDIO-VISUAL SERVICES

PRRB broadcasts all parliamentary activity through ParlTV, the APH in-house television service, which connects parliamentarians, their staff, the media and the parliamentary departments with events in the chambers, public committees hearings, special events (such as heads-of-state visits) and some press conferences. Recording and broadcasting services are delivered in real time.

DPS provides video-conferencing and phone-conferencing facilities to support the work of parliamentary committees. Using DPS studio and editing facilities, parliamentarians are also able to record pieces to camera, interviews and presentations. DPS also provides patches to the media—connections which allow a live feed to the press gallery or outside APH, so Parliament can be seen and heard through public and commercial media outlets in Australia and around the world.

During 2015–16, in addition to providing audio-visual services for parliamentary proceedings, DPS provided 1,604 patches and 836 multimedia services, including requests for extracts of parliamentary broadcast material, 650 television and audio productions and managed 1,551 audio visual services requests for a range of items such as data projectors, lecterns and PA systems.

Audio services were provided for 253 interstate committee hearings held in locations varying from capital cities to regional and remote centres including Christmas and Groote Islands, inland far north Queensland, Whyalla and Narrabri.

PARLVIEW ONLINE

Recordings of proceedings of the parliamentary chambers and committees are available online (ParlView) via the APH website. The ParlView service received 1,793,003 hits during 2015–16 both within Australia and internationally.

Table 12: Access to ParlView on the Australian Parliament House website

Total Views		1,793,003	
Country with most views	Australia	221,355	92% of total downloads
Within Australia	Canberra	60,826	27.5% of total downloads
Highest daily view	6 February 2016	7,000	

CAPTIONING OF PARLIAMENT

The Australian Parliament and Parliamentary committees produce over 3,000 hours of first-release broadcast content annually.

To improve the accessibility of parliament for deaf and hearing impaired Australians, in 2015–16 DPS established contractual arrangements for the delivery of live captioning of its webcast to comply with the Web Accessibility National Transition Strategy.

The implementation of live captioning will begin at the commencement of the 45th Parliament and will take approximately two years to fully implement.

All parliamentary activity is webcast live, before being made available on-demand through DPS' ParView service. This means that all recordings will be captioned live.

CONTRIBUTING TO PARLIAMENTARY SERVICES

Throughout the 2015–16 financial year Hansard has, in partnership with the Parliamentary Library, transcribed approximately 140 hours of oral histories. These histories dated back to 1985 and were recorded to celebrate Australia's bicentenary. Those interviewed included former senators and members, who discussed a variety of topics, from their experiences growing up to their time in the Australian Parliament and the contributions they made to Australian politics throughout their careers.

Once completed, the Parliamentary Library and Hansard will have digitised and transcribed over 500 hours of oral histories that help illuminate the parliamentary environment of the 20th century.

DPS

@ WORK



Performers and musicians are a feature of the Open Day celebrations.

OPEN DAY

On 19 September 2015 APH threw open its doors to the community, offering a full program of performances, displays, tours of the chambers and family activities. The parliamentary departments worked together to create a day that focused on the many facets of the work of the Parliament. Hidden areas were open, with visitors free to peer into the Cabinet Room, walk onto the floor of the House of Representatives and the Senate, stroll over the grass roof, get up close to the flag flown above the building and become a parliamentary camera operator and Hansard editor for the day. The 800th anniversary of the Magna Carta inspired the Bunch of Posers roving performers, a lawn courtyard labyrinth, the Speaker's University Challenge debate and the medieval script-writing activities run by the Canberra Calligraphy Society. Throughout the day visitors were entertained by the ACT Primary Concert Choir, Lyneham High School's jazz bands, ACT Flute Ensemble, the Australian National University School of Music Open School pianists and the Canberra City Pipes and Drums. There were also special appearances by *Roo'd*, two huge, bouncy kangaroos, and the Australian Federal Police Dog display. DPS staff showcased the work that keeps APH working, including hands-on displays from the art collection, furniture and landscape services equipment.

What our visitors said:

'I thought I knew it all. The parliamentary system was very clearly explained. Enjoyed. Thank you.' Open Day visitor, 19 September 2015

'My visit to Parliament House on Open Day was awesome. The staff – excellent, pleasant, helpful. Loved everything about my visit.' Open Day Visitor, 19 September 2016



Open Day is a chance for the community to enjoy Parliament House and its grounds.

DPS COMMITMENT TO RECONCILIATION

The Parliamentary Service Reconciliation Action Plan (RAP) 2013–2015 outlines the commitment of the four parliamentary departments to be more actively involved in the journey to reconciliation.

Central to this effort is the need to build stronger relationships with, and promote enhanced respect between, Aboriginal and Torres Strait Islander peoples and other Australians. The RAP provides the foundation for building understanding and respect for the culture and histories of Aboriginal and Torres Strait Islander people, and recognising their contribution to Australian life.

The parliamentary departments have worked together, with Reconciliation Australia, in 2015–16 to develop a new RAP for 2016–18 which builds upon our initial RAP. Work on the plan was almost completed in 2015–16, with the new plan to be launched in July 2016.

In 2015–16, DPS was involved in a wide range of activities to support the RAP.

National Reconciliation Week lecture

In May 2016, Mr Justin Mohamed, Chief Executive Officer of Reconciliation Australia and from the Gooreng Gooreng nation near Bundaberg in Queensland, delivered the annual Parliamentary Library National Reconciliation Week Lecture. Mr Mohamed discussed the State of Reconciliation in Australia report, released in February 2016.

Indigenous art protocols, practices and networks

The Parliament House Art Collection is a significant public collection of Australian art and DPS is committed to applying best practice policies and procedures in all aspects of its dealings with Indigenous artists and their works of art. DPS has become a member of the Indigenous Art Code, which promotes industry best practice in upholding Indigenous Australian artists' rights. DPS has also adopted the Charter of Principles for Publicly Funded Collecting Institutions in managing the Parliament House Art Collection. The charter promotes professional best practice in the acquisition and management of artworks by Indigenous artists.

In November 2015, DPS Art Collection and Exhibitions staff conducted a special tour of Parliament House for participants in the Wesfarmers Indigenous Arts Leadership program, hosted by the National Gallery of Australia. The program helps Indigenous people who work or want to work in the visual arts industry explore the diversity of careers available and build networks.



Justin Mohamed, Chief Executive Officer of Reconciliation Australia, delivers the 2016 Australian Parliamentary Library's Reconciliation Week Lecture.

Indigenous art exhibitions and displays

During NAIDOC week (5-12 July 2015), DPS hosted an exhibition, *We all Stand on Sacred Ground: Learn Respect and Celebrate*. This included historic photographs from the collection of AIATSIS.

During Reconciliation Week 2016, the Speaker of the House of Representatives, the Hon Tony Smith MP, on behalf of the Presiding Officers, announced the purchase of a major Indigenous art acquisition for the Parliament House Art Collection. *The 2016 AFL Dream Team*, by Dinny Kunoth Kemarre celebrates the role of Australian Rules football in Central Australian communities and has been on display in the public area of Parliament House.

Employment strategy and Share Our Pride learning module

DPS recognises the value of having a staff profile which reflects the community at large, and the benefits this provides both to its operations and supporting mutual engagement between the community and the Parliament. In 2015–16 DPS released its Aboriginal and Torres Strait Islander employment strategy and accompanying action plan, which is based on the Commonwealth Aboriginal and Torres Strait Islander Employment Strategy. The DPS RAP Working Group will monitor the implementation of this strategy over 2016–17.

In addition, the Share our Pride online learning module, developed by Reconciliation Australia, has been made available to all DPS staff on our Learning Management System. In 2015–16, 76 employees undertook the Share our Pride e learning module.

PART
5



PARLIAMENTARY
LIBRARY

PARLIAMENTARY LIBRARIAN'S REVIEW

SERVICES TO SENATORS, MEMBERS AND PARLIAMENTARY COMMITTEES

The Parliamentary Library contributes to the work of the Australian parliament by providing high quality information, analysis and advice to senators, members of the House of Representatives and to parliamentary committees.

The Library takes pride in offering its clients a comprehensive range of library and research services, and in providing information and analysis that is comprehensive, authoritative and impartial. The Library's research and information specialists align their work with the parliamentary agenda and tailor services to parliamentarians' specific needs, including through access to curated collections and commissioned research.

In 2015–16, the Library's services were used by every senator and member, whether it be for a research report or thematic map, a personal briefing or training session, access to our news services, or use of collection items.

In 2015–16, senators and members received support from the Parliamentary Library through over 13,000 completed requests for individually commissioned information and analysis—an unusually high number for an election year when the number of client requests typically drops as committees finalise inquiries and parliamentarians turn their focus elsewhere.

The Library's research output comprises both general distribution publications and individualised and confidential client research. Last financial year, the Library issued 267 new or refreshed research publications, including 117 Bills Digests; and there were more than 6.7 million online uses of the Library's publications through ParInfo Search and the internet. Work also commenced on the new edition of the *Parliamentary Handbook*.

Some 730 clients attended library lectures and seminars and training and orientation sessions; and over 7,300 new books and serials were added to the Library's catalogue.

Four new senators and two new members took their seats in the Parliament. Assisting them to settle into their new roles was a priority for Library staff. The Library also assembled a new cohort of contact officers ahead of the 2 July general election. Forty-seven enthusiastic volunteers from across the Library stand ready to respond with confidence and alacrity to the many and varied questions they might receive.

A focus of our work over the past year has been responding to the findings of the 2015 evaluation of the Library's services. Accordingly, the Library introduced measures to help build our skills base and to address the perceived variability in the quality, timeliness and transparency of research services through enhanced training, mentoring and quality assurance. The training and orientation program for Library clients was expanded to include visits to electorate offices, an initiative which will continue in the coming year. Improving services to parliamentary committee secretariats has also been a priority, with Library staff engaging pro-actively with the committees of both Houses to better support their work. Recent feedback from committee secretaries in response to these initiatives has been positive.

Pleasingly, the Library's staff and services were both trusted and highly valued, as was evident from unsolicited client feedback and from the regularity with which the Library was cited by senators and members in parliamentary debates or press releases or, in the case of published material, by media and other commentators, including fact checking websites.

DIGITAL DELIVERY

Throughout 2015–16, the Library continued to focus on digital delivery of services and products. The percentage of the collection available in digital form increased to over 41.2 per cent (as at 30 June 2016). In the reporting period, there were 4.44 million uses of the Library's online collections and databases.

Significant progress was made in the Library's preservation digitisation, with two million pages of the archive of information files and over 3,700 hours of electronic media archives digitised. *The Monthly Statistical Bulletin*, Federal legislation, 2011 Census profiles, Electorate Rankings (2013 Boundaries) and the Electoral Pendulum were also added to the suite of products available via the Web@Work browser, able to be accessed by clients on their mobile devices without being connected to the Parliamentary Computing Network.

Progress in implementing the new online mapping service and new digital platform for the Parliamentary Handbook was slower than anticipated, but both are now on track for delivery in the new financial year.

BUDGET

As the Parliament intended, the Resource Agreement helps maintain the Parliamentary Library's independence by providing annual budget surety. The 2015–16 Resource Agreement provided stable operational funding to support the Library's operations. Increases in capital funding enabled the Library to accelerate slightly its program of digitisation of vulnerable paper and pre-digital media archives.

By 30 June 2016, the Library's FTE had increased to 135.7 from a low of 118.2 on 30 June 2014.

OUTLOOK FOR 2016–17

The 45th Parliament will meet for the first time on 30 August 2016.

Accordingly, the immediate priority for the new financial year will be to introduce the Library's services to a new cohort of senators and members to assist them as they enter into their parliamentary roles. Associated with this *will be preparation and publication of the Briefing Book*, a volume of short, strategic level snapshots of some of the big issues affecting Australia that are expected to figure in the early months of the new Parliament.

A new edition of the Parliamentary Handbook will also be published in 2017.

The Library will continue its new program of visits to electorate offices to help guide them through the diverse range of Library products and services and to demonstrate how the Library can add value and support them in their daily work.

A priority for the year will be continuing to implement the recommendations of the client service evaluation. The Library will also continue to innovate to increase digital access and services. The new digital preservation framework and policy will underpin this work, subject, of course, to its endorsement by the Joint Standing Committee on the Parliamentary Library.

The Library will complete its workforce plan and staff development plan to assist the recruitment and retention of staff with expertise and commitment to excellence in client service, and to improve succession planning and knowledge transfer.

In regards to budgetary issues, the Library will seek to facilitate early finalisation of the Library's Resource Agreement for 2016–17. The budget will continue to be closely managed to ensure resources are deployed to greatest effect.

The Library will continue to report regularly to the Presiding Officers and to the Joint Standing Committee on the Parliamentary Library on these matters.

In conclusion, I would like to thank the Presiding Officers and the members of the Joint Standing Committee on the Parliamentary Library for their support and guidance throughout the year. My thanks go also to the Secretary of DPS and my colleagues in DPS and in the other parliamentary departments. Finally, I wish to thank all the staff of the Parliamentary Library for their professionalism and dedication.

Dianne Heriot
Parliamentary Librarian

THE LIBRARY ON A PAGE

ROLE

To provide high quality, impartial, timely and confidential information, analysis and advice to senators and members of the House of Representatives in support of their parliamentary and representational roles.

CLIENTS

- senators, members of the House of Representatives and their staff
- parliamentary committees
- the Governor-General
- staff of parliamentary departments.

GOVERNANCE

Presiding Officers—jointly vested with responsibility for the administration of the Department of Parliamentary Services, including the Parliamentary Library.

Joint Standing Committee on the Parliamentary Library—comprises senators and members of the House of Representatives, provides advice to the President and Speaker on matters relating to the Library.

Parliamentary Librarian—a statutory officer responsible for the control and management of the Library, reporting directly to the Presiding Officers and the Library Committee.

STRUCTURE

- Parliamentary Librarian
 - Office of the Parliamentary Librarian
- Research Branch
- Library Collections and Databases Branch.

THE LIBRARY IN NUMBERS: 2015–16

- 13,113 individual client requests completed
- 267 research publications released, including 117 Bills Digests
- 729 clients attended training and seminars
- 7,318 new books and serial titles added to the catalogue
- 41.2 per cent of titles available online in full text
- 177,644 items added to Library databases

BUDGET 2015–16 (RESOURCE AGREEMENT)

\$16.428m operational; \$2m capital.

STAFFING

130.4 average FTE.

SERVICES

- a comprehensive Library collection for reference and loan
- media monitoring—press, broadcast and social media
- confidential and tailored research and analysis
- maps of electorates and other geographic areas
- assistance with parliamentary delegation briefings
- a wide range of research publications to help inform parliamentary debate, scrutiny and policy development
- 24/7 access to online databases and services
- training
- lectures and seminars.

OVERVIEW

GOVERNANCE

The Parliamentary Library is part of the Department of Parliamentary Services Program 1.

The Library's services are established under the statutory office of the Parliamentary Librarian whose primary function is 'to provide high quality information, analysis and advice to senators and members of the House of Representatives in support of their parliamentary and representational roles'.²⁶

These services are to be delivered:

- in a timely, impartial and confidential manner
- maintaining the highest standards of scholarship and integrity
- on the basis of equality of access for all senators, members of the House of Representatives, parliamentary committees and staff acting on behalf of senators, members or parliamentary committees, and
- having regard to the independence of Parliament from the Executive Government of the Commonwealth.²⁷

In respect of her statutory functions, the Parliamentary Librarian reports directly to the Presiding Officers and to the Parliament. She also reports to the Joint Standing Committee on the Parliamentary Library (JSCPL).

The Library's primary clients are senators, members, and parliamentary committees. Other client groups include parliamentarians' staff, staff of the parliamentary departments and the Governor-General. Service entitlements for all clients are outlined in the *Parliamentary Library Statement of Client Services* approved by the JSCPL.

What our clients said...

'I am here to place on record my thanks. My thanks go to ... those in the Library —angels of knowledge and accuracy, ably headed up by Dianne Heriot.'

Russell Broadbent MP, 'Constituency Statements: Valedictory' House of Representatives, Hansard, 5 May 2016. p. 4632.

JOINT STANDING COMMITTEE ON THE PARLIAMENTARY LIBRARY

Until 2005, senators and members provided advice to the Parliamentary Library through a Senate Committee on the Parliamentary Library and a House of Representatives Committee on the Parliamentary Library that met jointly. In December 2005, the first JSCPL was established by resolution of both chambers to:

- consider and report to the Presiding Officers on any matters relating to the Parliamentary Library referred to it by the President or the Speaker
- provide advice to the President and the Speaker on matters relating to the Parliamentary Library
- provide advice to the President and the Speaker on an annual Resource Agreement between the Parliamentary Librarian and the Secretary of DPS and
- receive advice and reports, including an annual report, directly from the Parliamentary Librarian on matters relating to the Parliamentary Library.

²⁶ *Parliamentary Service Act 1999* subsection 38B(1)(a).

²⁷ *Parliamentary Service Act 1999* subsection 38B(2).

The JSCPL for the 44th Parliament was established by motion by the House of Representatives and Senate on 21 November and 2 December 2013 respectively. The Library Committee membership in 2015–16 was:

- Senator Zed Seselja (Joint Chair)
- Ms Gai Brodtmann MP (Joint Chair)
- Senator Chris Back
- Mr Russell Broadbent MP
- Hon Michael Danby MP
- Ms Jill Hall MP
- Mr Steve Irons MP
- Senator Lindgren (from 12 October 2015)
- Senator Sue Lines
- Senator James McGrath (to 12 October 2015)
- Senator Claire Moore
- Mr Angus Taylor MP (to 2 March 2016)
- Mr Rick Wilson MP

Photo 1: The Joint Standing Committee on the Parliamentary Library



Standing (left to right): Mr. Angus Taylor; Mr. Rick Wilson; Senator Claire Moore; Mr. Russell Broadbent; Seated: Dr. Dianne Heriot (Parliamentary Librarian and Committee Secretary); Ms. Gai Brodtmann (Joint Chair); Senator Zed Seselja (Joint Chair). Inset: Senator Chris Back; Senator Sue Lines; Senator Joanna Lindgren; Senator James McGrath; the Hon Michael Danby; Mr. Steve Irons; Ms. Jill Hall.

The Committee met privately on 10 September 2015 and 3 March 2016. Members also held an informal meeting on 26 November 2015. At these meetings, the Committee discussed, inter alia:

- implementation of the recommendations of the client evaluation of Library services for the 44th Parliament, as well as other client feedback
- the Library's program of preservation digitisation
- the Baxter Review of DPS
- the Library's *Future Vision Report: Library and Research services in 2025*
- revised governance papers on responses to client requests, the Australian Parliamentary Library Fellowship Program and the Parliamentary Library Blog
- the 2016 Pacific Parliamentary Scholars Program and the 2015 Conference of the Association of Parliamentary Librarians of Asia and the Pacific
- the introduction of 'drop-in' information sessions in the Senators' and Members' Reading Room (Ground Floor Library) and of electorate office visits to enhance service delivery to clients
- the development of a new online mapping service and a new online database for the *Parliamentary Handbook*
- proposed additional duties for the Parliamentary Librarian (to oversee the completion of the *Architect's Design Intent for Parliament House, Canberra: Central Reference Document*, and the establishment of an archive unit for Parliament House.)

On 25 November 2016, members of the Library Committee also participated in a round-table discussion with Library staff on the *Future Vision Report*.

The Committee's scheduled June 2016 meeting did not take place due to the May dissolution of Parliament. Consideration of the Parliamentary Library's Resource Agreement for 2016–17 will await the establishment of a new Committee by the 45th Parliament.

STRUCTURE

The Parliamentary Library comprises the Parliamentary Librarian and the employees of DPS assisting the Parliamentary Librarian.²⁸

The Parliamentary Library Executive is:

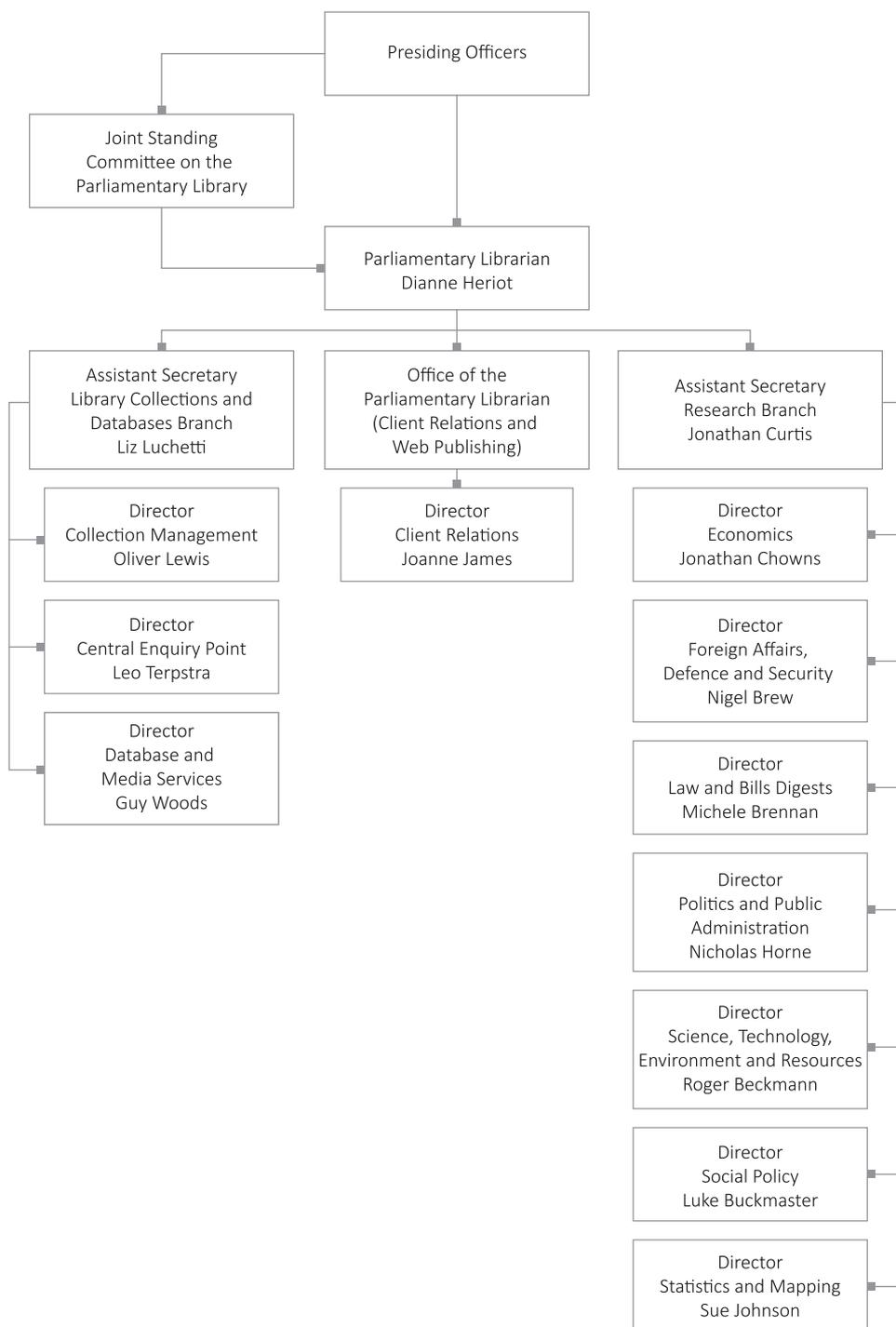
- Dr Dianne Heriot, Parliamentary Librarian
- Jonathan Curtis, Assistant Secretary, Research Branch, and
- Liz Luchetti, Assistant Secretary, Library Collections and Databases Branch.

The Library's structure comprises:

- the Office of the Parliamentary Librarian – a small unit composed of the Parliamentary Librarian, executive support officers, the Library Publishing Unit and the Director, Client Relations, who provides orientation and training services for senators, members, their staff and other parliamentary staff.
- Research Branch – provides information, research and analytical services including individually commissioned research, publications and statistical and mapping services.
- Library Collections and Databases Branch – develops and manages access to the Library's print and electronic resources. The Branch also manages the main Library reference desk and the Senators' and Members' Reading Room.

²⁸ *Parliamentary Service Act 1999* subsection 38A(2).

Figure 2: Parliamentary Library Organisation Chart (as at 30 June 2016)



SUMMARY OF FINANCIAL PERFORMANCE

RESOURCE AGREEMENT 2015-16

To help to ensure the independence of the Library, the *Parliamentary Service Act 1999* provides that the Librarian and the Secretary of DPS will make an annual Resource Agreement detailing the funds available for the Library for the ensuing year.²⁹ The Act provides that the Agreement must be:

- made between the Secretary and the Parliamentary Librarian and
- approved by the Presiding Officers in writing after receiving advice about the contents of the Agreement from the JSCPL.

The Agreement identifies the resources and services provided to the Parliamentary Librarian by DPS to enable the provision of library services to clients. The Resource Agreement also describes the services provided by the Library to the rest of DPS. The Agreement includes provision for a mid-term review of the Library's budget by the Librarian and the Secretary of DPS to establish whether any variation is required.

The 2015-16 Agreement was developed in light of the DPS budget, the relationship between the Library and the rest of DPS in delivering services to clients and the *Department of Parliamentary Services Enterprise Agreement 2011-14*.

The JSCPL considered the *Resource Agreement 2015-16* at its meeting of 18 June 2015 and resolved that the Joint Chairs write to the Presiding Officers recommending the adoption of the Agreement.

The Presiding Officers approved the *Resource Agreement 2015-16* on 24 June 2014.

What our clients said...

'The Parliamentary Library is absolutely essential, as other speakers have said. It is an incredibly important part of the support that is provided to members on both sides of the House.'

Alan Griffin MP, 'Governor-General's Speech: Address in Reply', House of Representatives, Hansard, 5 May 2016, p. 4611

FINANCIAL PERFORMANCE

Staffing costs account for the majority of the Library's budget, with the remaining funding largely spent on the collection. Consistent with previous years, in the major pressure on the Library's budget in 2015-16 was increases in costs for Library collection resources (around seven per cent) since the last financial year, exacerbated by falls in the value of the Australian dollar, both of which decreased the Library's purchasing power.

The Resource Agreement 2015-16 provided the Library an operating budget of \$16.428 million and a capital budget (used both for the Library collection and minor capital projects) of \$2 million.

Actual expenditure was \$16.36 million in operational funding and \$1.854 million in capital. (A detailed financial report can be found at page 141.)

While the end of year result was closely aligned with the available budget, as discussed below there were significant internal variations to our anticipated expenditure in employee and collection costs.

²⁹ *Parliamentary Service Act 1999* section 38G.

Employee costs were under-spent by 5 per cent (\$0.710 million). Three factors contributed to this outcome.

The Parliamentary Librarian continued to act as Secretary DPS until 15 December 2015, and her salary was not a cost against the Library's Budget.

While by 30 June 2016, full-time equivalent staff (FTE) had risen to 135.7 (from 129.6 at the end of the previous financial year), some recruitment processes took longer than anticipated; and these positions could not always be filled on a short-term basis while recruitment processes were underway.

However, the most significant factor was the changing balance of staff at various pay points across the Library's workforce. The budget set out in the Resource Agreement is based on an agreed staffing establishment for the Library. The employee budget set out in the 2015–16 Agreement reflected historical data that placed the majority of staff at the highest pay points in each salary band, reflecting the demographics of the workforce. However, the balance has been gradually changing over the past 12–18 months as long serving staff retire and newly engaged staff (on-going and non-ongoing) have often been at lower salary points. (Workforce issues are discussed at page 125.)

Figure 3: Parliamentary Library budget 2005–06 to 2016–17



(a) Expressed in June 2016 prices using the Consumer Price Index. Index numbers for June 2017 based on Treasury forecasts.

(b) This income figure reflects the Library's budget bid, which if spent would have led to DPS making a loss in the reporting year.

(c) Does not include \$500,000 for the Pre-Election Policy Unit.

(d) Includes Comcare premium

Operational funds not needed for employee costs were redirected to the information resources budget. Total expenditure on the Library collection in 2015–16 was:

- ▶ Information resources (including database subscriptions and news services) —\$2.534 million (operational funding)
- ▶ Reference serials and monographs—\$0.725 million (capital funding)
- ▶ Digitisation \$0.900 (capital funding).

THE YEAR AHEAD

The Parliamentary Librarian and Secretary have negotiated a Resource Agreement for the 2016–17 financial year. However, due to the early dissolution of Parliament, the Agreement could not be considered by the JSCPL or approved by the Presiding Offices — both of which will await the 45th Parliament.

ACHIEVEMENTS 2015–16

The Library's vision is an informed Parliament supported by a Library that delivers services to meet its needs.

In 2014–15 the Library developed a new multi-year strategic plan (2015–16 to 2019–20) and a business plan for 2015–16. The strategic plan sets out five priorities to ensure that the Library remains as relevant to the working lives of parliamentarians of today and tomorrow as it was to their predecessors, namely:

- retaining our position as our clients' preferred and trusted source of high quality information, analysis and advice
- ensuring a high and consistent quality in services
- increasing digital access and service
- supporting the parliament's engagement with the community and the ongoing development of parliamentary democracy and
- strengthening our staffs' capability.

The Strategic plan also sets out the Library's outcomes under each strategic priority. The associated Business Plan sets out the Library's major areas of work for 2015–16 and its Key Performance Indicators (KPIs).

The Strategic Plan and Business Plans were endorsed by the JSCPL at its meeting of 18 June 2015 and approved by the Presiding Officers on 24 June 2015 (as an annexure to the 2015–16 Resource Agreement).

The 2015–16 Annual Report is the first to report against these new strategic priorities, and is therefore structured differently to those of previous financial years.

RETAINING OUR POSITION AS OUR CLIENTS' PREFERRED AND TRUSTED SOURCE OF HIGH-QUALITY INFORMATION, ANALYSIS AND ADVICE

RESPONDING TO THE EVALUATION OF THE PARLIAMENTARY LIBRARY'S SERVICES

The Library conducts a formal review of the needs of clients once in every Parliament to assist it to:

- ▶ measure satisfaction levels with library and research services
- ▶ gain insights into the use of services
- ▶ determine the direction of future information and service delivery.

The evaluation for the 44th Parliament was completed in late 2014–15, with the consultants, Uncommon Knowledge, presenting their findings to the JSCPL in June 2015.³⁰ Pleasingly, the overall response—both to Library staff and to services—was very positive, with the Library's success in meeting the diverse needs of senators, members and their staff demonstrated by a high satisfaction rate (93 per cent, not quite meeting the 95 per cent target).

The Parliamentary Library's services were highly valued and the Library was seen to perform very well on all measures of service delivery, consistent with the findings of the client evaluation of library services for the 43rd Parliament.³¹

However, the evaluation identified three key areas for improvement: a perceived variability in quality of research services; the timeliness of Bills Digests; and a desire for greater clarity in the way client requests were assigned and prioritised. Accordingly, its recommendations focused on:

- ▶ addressing the quality control issues in research services through training, quality assurance and enhanced feedback systems
- ▶ ensuring the Library remains an employer of choice for highly qualified researchers, including exploring exchanges, secondments or specialised training in certain topic areas
- ▶ introducing a research tracking system so clients know where their request is in the system
- ▶ increasing the focus on service to parliamentary committees
- ▶ continuing to develop new technologies and proactive services
- ▶ using the Library's newsletter What's New more strategically, and
- ▶ enhancing the Library's focus on orientation and refresher programs, including offering these in other capital cities.

An implementation plan to address these recommendations was developed early in 2015–16, and endorsed by the JSCPL at its meeting of 10 September 2015.

The evaluation also addressed communication with clients, highlighting the competing demands on parliamentarians' time and attention. A communication plan has now been developed to address these issues and will be implemented in parallel to this plan, subject to its endorsement by the JSCPL.

Initiatives taken under these two plans will be discussed under the relevant strategic priorities.

³⁰ Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation 2015*, Canberra, May 2015. The report is available on the APH website (http://www.aph.gov.au/About_Parliament/Parliamentary_Departments/Parliamentary_Library/About_the_Parliamentary_Library)

³¹ The Parliamentary Librarian's report for 2014–15 contains a detailed discussion of the evaluation's findings (Department of Parliamentary Services, *Annual Report 2014-15*, pp. 95-96).

ENVISIONING THE FUTURE

The JSCPL set the Library a challenge: to envision what library services for the parliament would look like in 10 years' time. A small working group of staff from across the Library worked with the Executive on the project that was completed in July 2015. The resultant report: examined global trends and their first order effects; considered the implications of these trends for the role of the Parliament; and explored the areas in which the Library will need to evolve and adapt to continue to meet the needs and aspirations of its clients.

An early outcome of the project was the appointment, at the end of the 2014–15 financial year, of an Innovation Manager whose job it is to keep abreast of developments in library systems and data management and to work with colleagues to develop new or enhanced services. Other ideas arising from this project were embodied in the Library's Strategic Plan 2015–16 to 2019–20.

The *Future Vision Report* was considered by the JSCPL at its September 2015 meeting. Members of the Library Committee also discussed the paper with the working group in November 2015.

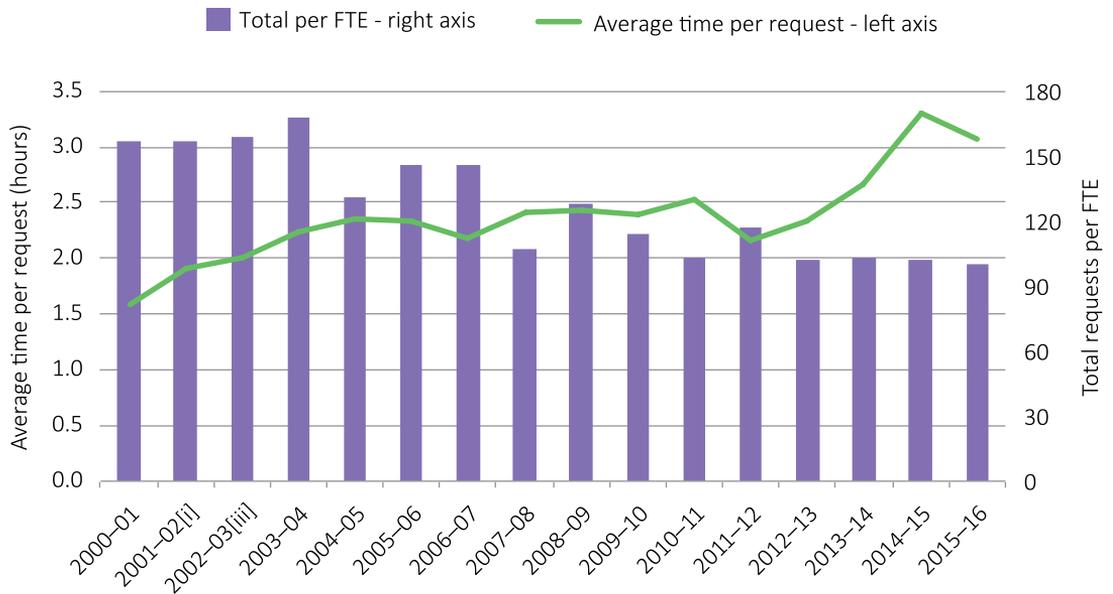
What our clients said



As noted in previous annual reports, overall, there has been a shift towards larger and more complex research requests from clients, with an emphasis on analysis rather than simply finding information. This reflects clients' ability to use the internet for straightforward queries: as the findings of the client survey show, the Library's value to clients lies in the capacity to analyse information, assess its accuracy and contrast it critically with other sources. Anecdotal data from other legislative libraries and research services indicates this is a global trend and likely to continue.

Indeed, Library data indicates that, between the financial years 2000–01 and 2015–16, there was an overall decline in the number of client requests of 36 per cent per FTE. However, while year-to-year outcomes vary, over the same period there has been a significant increase overall in the average amount of time spent on individual requests. For example, in 2000–01, the average client request took staff 1.6 hours to complete. In 2004–05, the figure was 2.3 hours, in 2007–08 2.4 hours, in 2010–11, 2.5 hours and in 2015–16, 3.1 hours (down slightly from 3.3 hours in 2014–15). Between 2000–01 and 2015–16, the average time spent on client requests per FTE increased by 93.5 per cent.

Figure 5: Client Requests – relative indicators



RESEARCH PUBLICATIONS

In addition to commissioned research services, each year the Library produces anticipatory research through a range of general distribution publications. These publications range from short, topical blog posts or general research papers on topics judged to be of relevance and interest to clients, and to Bills Digests that provide senators and members with an impartial and independent explanation and commentary on Bills as they come before the Parliament.

The Library issued 267 new or refreshed research products in 2015–16, including 117 Bills Digests.

These publications are not produced for academic purposes (though the Library endeavours always to maintain appropriate academic standards and rigour) but for the benefit of current parliamentarians.

The Library continued to explore alternative formats for its research products to better meet client needs for timeliness and brevity, and to tie these products more closely to parliamentary business. For example, in 2015-16 the format of the Library's popular e-newsletter, *What's New*, which appears each sitting week, was refreshed, and now provides, among other things, links to library publications related to bills scheduled for debate in each chamber that week. Work also began on the development of a new *Debate Pack* that we expect to pilot early in the 45th Parliament.

Library publications are recognised by our clients and the community to be of high value. The 2015 client evaluation of Library services found that 89 per cent of senators, members and their staff and 80 per cent of departmental staff make use of research publications, particularly Bills Digests and the *Monthly Statistical Bulletin*.

Although produced for the Library's clients, these publications have a broader public benefit as they are published on the web and are available to inform the broader public debate on important social, economic and legal issues.

Web usage data also indicates that Library publications continue to be widely accessed (based on the number of page visits) as shown in the table below.

Table 14: Page views by publication type 2015–16

Publication type	Page views
Bills Digests	189,173
FlagPost Blogs	225,558
Other Research Publications	2,150,643

The individual research papers most downloaded during the reporting period were:

- *Refugee resettlement to Australia: what are the facts?*, Elibritt Karlsen, 3 February 2015
- *Asylum seekers and refugees: what are the facts?*, Janet Phillips, 26 March 2015
- *Domestic violence in Australia—an overview of the issues*, Liesl Mitchell, 23 November 2011
- *Same-sex marriage, Mary Anne Neilsen*, 10 February 2012 and
- *Australian Government assistance to refugees: fact v fiction*, Janet Phillips 26 March 2015.

BUDGET SEMINAR AND BUDGET REVIEWS

Providing information on the Budget and the budget process is one of the Library's highest priorities.

The Library's Budget seminar again proved popular this year, with 105 pass holders attending. Staff of the Economics Section spoke about the global financial outlook, the state of the Australian economy and the fiscal outlook, and issues expected to affect the economy in the longer term, including the links between income inequality and social mobility and economic growth. The session also included information on the government's budget strategy and the fiscal outlook, and how to find information in the Portfolio Budget Statements.

The session was recorded and Library staff also produced a Quick Guide on the Commonwealth Budget papers to assist clients who were not able to attend the seminar.

The Parliamentary Library published its annual *Budget Review* to assist parliamentarians in their consideration of the key issues raised by the 2016–17 Budget. The review included a budget overview and summary of the headline numbers; the economic and fiscal context; and reactions from interest groups. Individual Budget briefs then provided background information and analysis of over 35 measures proposed in this year's Budget across the full range of policy portfolios.

Budget Reviews are always prepared under time significant pressures. However, this was particularly intense this year given the circumstances of the 2016–17 Budget, which saw the Budget presented to Parliament on 3 May, followed by a truncated program of Senate estimates hearings following two days, rather than the customary two weeks, later. Writers, editors and the publishing team worked closely together to ensure that chapters were available online as soon as possible, having regard to the committees' schedule.

WELCOMING NEW PARLIAMENTARIANS

The 2015–16 financial year saw four new senators and two new members take their seats in the Parliament. Assisting them to settle into their new roles was a priority for Library staff. A contact officer was assigned to each new senator and member to help them become familiar with the services the Library offers, and to help channel research enquiries correctly. Each was also given a customised information pack, which included maps and statistics relevant to their state, an example of a research paper relevant to their region or individual interests, and a guide to Library services.

INCREASED ENGAGEMENT WITH PARLIAMENTARY COMMITTEES

Parliamentary committees (both the parliamentarians and the secretariats that support them) are key clients of the Library. It is therefore essential to ensure that the Library is contributing effectively to their work. Both the 2015 evaluation of Library services and consultation with committee chairs and secretariats identified this as an area in which our focus needed to be sharper.

What our clients said...

'I thank ... the Library, who provide professional and politically proper advice.'

Kelvin Thomson MP, 'Governor-General's Speech: Address in Reply', House of Representatives, Hansard, 5 May 2016, p. 4525

Accordingly, in the reporting period, the Assistant Secretary of the Research Branch initiated regular consultations with his counterparts in the Senate and the House of Representatives committee offices and with their committee secretaries. The Library also began to monitor systematically new references to committees. As a matter of routine, now, when a committee receives a new reference from the houses, the director of the relevant research section contacts that committee secretary directly to offer briefings, information or other background material. This practice had been happening to a greater or lesser extent across Research Branch, but not on such a systematic basis.

Anecdotally, there has been a strong positive response to these initiatives, which is reflected in a 34 per cent increase in client jobs done for committees over the past year (from 189 in 2014–15 to 255 in 2015–16).

ELECTORATE OFFICE VISITS

One of the recommendations of the *Client Service evaluation 2015* was that the Library increase its focus on orientation programs and refresher courses and consider conducting some of these in other capital cities to make it easier for electorate staff to attend.

The Library has approached this in two ways. Parliamentary Library staff travelling for meetings or conferences have begun contacting electorate offices in the vicinity, offering to drop in and provide an overview of Library services and to answer any questions electorate staff may have. Staff taking part in the visit program are required to have a good understanding of all Library services and be confident in discussing services that are not within their principal areas of expertise.

In addition, the Director of Client Relations began a program of visits to capital cities to offer orientation and training, particularly to electorate staff that may not have the opportunity to travel to Canberra. The selection of offices for the initial series of visits was based on location and proximity of electorate offices to the metropolitan area and to each other.

In 2015–16, visits were made to electorate offices in Victoria, Tasmania and South Australia before the program ceased with the dissolution of the houses. Both initiatives will continue in the 45th Parliaments.

SHOWCASING OUR PRODUCTS—LIBRARY 'DROP IN' CENTRE IN THE SENATORS' AND MEMBERS' READING ROOM

Although all of our Parliamentary clients use the Library in some way, we are aware that many are not familiar with the full suite of our products, particularly given these are regularly refreshed to enhance our service offerings. Sometimes too it can require quite a detailed understanding of a Library product to realise its full potential. To bridge this gap, the Library held regular 'drop in' centres in the Senators' and Members' Reading Room during sitting weeks.

The Library's mapping specialists offered seven sessions covering the variety of statistical information which can be incorporated into customised maps. The news services team held four sessions focusing on how clients can get the most out of the Library's diverse media sources. Library research specialists also walked clients through some of the Parliamentary Library's specialist services, gave briefings on key issues and answered questions, including sessions in budget week to assist clients navigate the suite of budget documents.

The Library will hold further 'drop in' sessions over in the 45th Parliament.

ENSURING A HIGH AND CONSISTENT QUALITY IN SERVICES

IMPROVING RESEARCH QUALITY AND CLIENT FOCUS

In 2015–16, in response to the findings of the client evaluation, Library staff and management explored a range of strategies to enhance the quality and consistency of its research output, particularly client advices.

Library publications have long had formal and quite stringent clearance processes involving, in most cases, second and third readers, and often external subject matter experts. The volume of, and tight timeframes for, commissioned research makes the implementation of an equivalent tiered clearance system impracticable. With the exception of inexperienced or more junior staff, individual researchers are primarily responsible for ensuring that their responses to client requests are of a high quality, and

- are based on sound analysis and authoritative services
- are accurate, objective and impartial
- identify all underlying assumptions, necessary caveats and the basis for any calculations and
- are presented in a professional manner.

However, except in cases where the urgency of the job precludes it, researchers now routinely seek peer review of their advice before sending it to clients. Section directors are also copied into all client advice emails. In both cases, this formalises what were previously more ad hoc arrangements. Directors, the Assistant Secretary of Research Branch and the Parliamentary Librarian continue to review the weekly ‘greens’ to monitor workload, quality and trends. The Library will continue to investigate further quality assurance mechanisms in 2015–16.

The 2015 evaluation also pointed to a need for greater clarity in the way client requests are assigned and prioritised. To improve communication with clients, and for other than simple requests where a response can be sent immediately, researchers now routinely send clients a confirmation email summarising the request, the nature of the answer required, its due date, and contact details of the researcher doing the work. This process also serves the important function of improving consultation with clients to ensure that researchers properly understand what the client really wants so that advice is useful and on point.

The revised Governance paper setting out these procedures (Governance Paper No. 5.2 – Library – Policy – Responses to client requests) was discussed and endorsed by the JSCPL at its meeting in March 2016.

See also the discussion of training at page 124.

What our clients said...

‘I want to put a special plug in for the library staff—it is a magnificent library we have here. We often use it and I acknowledge the work that they have done. They have done a great deal of work in relation to the Centenary of Anzac. It is worth looking at what they have done and the resource the library can be for you.’

Bruce Scott MP, ‘Governor-General’s Speech: Address in Reply’, House of Representatives, Hansard, 4 May 2016, p. 4425

FEEDBACK SYSTEM

The Parliamentary Library is committed to continuous improvement in service delivery. Client feedback, including compliments, complaints and suggestions is vital to help us to: improve our services and products; develop new services; prevent problems from occurring in the future; and ensure consistent service delivery.

The triennial client evaluation of Library services is invaluable in this regard, as are discussions with the Presiding Officers and the JSCPL. Throughout the year, the Library also seeks feedback from clients in other ways, both formal and informal, including through targeted surveys, meetings with individual senators and members or with parliamentary committees and their secretariats. The Library also regularly receives unsolicited email bouquets from happy clients.

However, eliciting feedback about specific Library products or advice from busy clients remains a challenge, particularly if their expectations have not been met. If sufficiently dissatisfied, a client may complain; however, they may instead simply choose to look elsewhere for advice.

To help facilitate such feedback, the Library has developed a feedback button that will be included on our website and in our emails and advices in 2016–17. The button will generate an automated, pre-formatted email to the Library to enable a client easily to give feedback in as much or as little detail as they wish. The Library will also include information on feedback mechanisms in all of its products.

EDITING SKILLS AND PROFESSIONALISM

A less visible part of the Library's work, but one essential to producing high quality and readable products, are the editors who check all the Library's publications for readability, structure, correct grammar, and consistent style.

Recognising the importance of this role, the Library formed an editors' group, which meets quarterly, and provides a forum for the Library's editors to swap notes, discuss issues and increase their skills. The group has also hosted specialist editing training attended by not only Library staff but also staff from other parts of DPS and other parliamentary departments, as well as a number of guest lectures that discuss specific issues in editing practice, such as the use of statistics and evidence.

What our clients said...

'In speaking today, I would like to acknowledge the work of the research team in the Parliamentary Library.'
Ann Sudmalis MP, 'Defence Legislation Amendment (First Principles) Bill 2015: Second Reading', House of Representatives, Hansard, 30 November 2015, p. 14022

PROACTIVE MANAGEMENT OF THE LIBRARY COLLECTION

The Library maintains a modest and carefully curated collection to meet the contemporary needs of the Parliament—such selectivity being enabled by the Parliament's ready access to the National Library of Australia's extensive holdings.

The Library aims to keep the collection at around 135,000 monograph titles. It has around 36,260 individual print and electronic journal titles, including those contained in the large aggregated subscription services. New material is acquired, and outdated, damaged or redundant material is discarded regularly, while materials on Australian politics, legislation and constitutional matters are retained permanently.

The major part of the Library's collection expenditure is therefore on current (and digital) sources of information: journals, reference materials and, particularly, news services.

During 2015–16, the Library spent \$2.534 million on information resources. Of this \$0.587 million was allocated to news services—daily press clips, breaking news, social media monitoring, iSentia Mediaportal, Library Press Display, Newsbank, Proquest ANZ Newstand and hard copy newspapers.

In addition, capital funding of \$0.725 million was spent to replace depreciating and outdated items in the collection, such as monographs and reference books.

The Library's budget for information resources is intensively managed throughout the year to ensure that the collection remains relevant and focused and that Parliament gets the best value from the resources available. Library staff review usage of online databases, and consult with clients and research staff to help ascertain collection priorities and to avoid duplication.

The Library has, in recent years, increased the range of digital resources so that senators and members have access to this information regardless of time or location. Approximately 70 per cent of the collection budget was spent on electronic resources; and 71 per cent of items added to the catalogue in 2015–16 were electronic resources.

REVIEW OF INTER-LIBRARY LOAN ARRANGEMENTS

One of the priorities in the 2015–16 Business plan was to monitor trends in resource sharing and interlibrary loans (ILL), and to put in place strategies to ensure the Library was not disadvantaged in its ability to access for its clients materials not held in its collection.

The Parliamentary Library has, for many years, participated in free reciprocal ILL arrangements with a range of libraries, including the National Library of Australia and members of the Australian Government Library and Information Network (AGLIN).

The decision to review this arrangement arose following the National Library's decision to charge us for access to material from its collection, and the closure or consolidation of several AGLIN libraries. A review of data showed the Parliamentary Library provided a significantly greater number of free ILL materials than it requested, particularly from AGLIN libraries. As a consequence, the Parliamentary Librarian determined to introduce charges for ILL with effect from 1 July 2016. This decision will not affect existing reciprocal loan arrangements with state and territory parliamentary libraries or with Flinders University Library (upon whose collection we rely heavily for ILL materials).

What our clients said...

'I want to recognise the staff of the parliament, most especially—I have to say—the library. ... To come down here and to have that tremendous support was so refreshing.'

Laurie Ferguson MP, 'Governor-General's Speech: Address in Reply', House of Representatives, Hansard, 5 May 2016, p. 4517

THESAURUS REVIEW

The Parliamentary Library indexes articles for its ParInfo Search databases using subject terms from the Parliamentary Library thesaurus. The thesaurus provides a consistent and controlled language around subjects of interest to the Parliament. Using these subject terms users can retrieve articles on the subject of their search regardless of the words used by the journalists and authors writing on that subject.

The thesaurus was created in 1989 and the way it is used has changed. In 2010, the thesaurus was incorporated into an automatic indexing system that is used to assign subject terms for the newspaper clippings database as they are published into ParInfo Search. With over 18,000 subject headings, the system and users struggled to find the appropriate terms.

The first systematic review of the thesaurus ran from February 2015 to August 2015. The aim of the review was to reduce the number of subject terms and simplify the thesaurus structure to help the end user more easily identify appropriate terms for retrieval and also improve the effectiveness of the computer assisted indexing of newspaper clippings.

Overall, the number of terms in the thesaurus has decreased by 13 per cent.

REVIEW OF COLLECTION LAYOUT IN THE SENATORS AND MEMBERS READING ROOM (SMRR)

In late 2014, the Library commissioned MoveCorp, a specialist storage and logistics solutions consultancy, to undertake an audit of the collections located in the second floor library and the Senators' and Members' Reading Room (SMRR). The report noted that at present both were at capacity, with free space available only in the basement.

In 2015–16, Library staff reviewed the collection layout in SMRR to identify materials that could be relocated to basement storage to accommodate collection material with higher use. (A similar process was undertaken for the second floor Library in 2012–13.) In addition, the SMRR collections were weeded and refreshed. This work will continue in 2016–17.

COMMUNICATION PLAN

The 2015 evaluation of Library services provided valuable insights into clients' preferred communication methods including proposing a more strategic use of our most read publication, the *What's New* e-bulletin. The evaluation noted also the need to remind clients about the range of services the Library provides.

Accordingly, the Library has updated its communication plan for its clients. The draft plan will be submitted for consideration by the JSCPL in the 45th Parliament. However, as first steps, the Library has commenced a program of visits to electorate offices (see page 105) and has made changes to the format of *What's New* to improve its layout and readability and to tie it more closely to the program of parliamentary business.

INCREASING DIGITAL ACCESS AND SERVICE

GROWTH OF ONLINE RESOURCES

Parliamentarians require ready access to accurate and up-to-date information. Resources need to be as easily accessible to those in electorate offices or travelling as to those working in Parliament House. Because electronic material is available to clients 24 hours a day, seven days a week, the Library's focus is on collecting material in digital format and, more recently, providing this in ways that are device-neutral.

The percentage of the Library's collection available in digital form, which allows clients to have easy access to material wherever they are located, increased from 38.2 per cent at the end of June 2015 to 41.2 per cent at the end of June 2016. Within the serials collection alone, the number of titles available in electronic form increased to 88.7 per cent with some 27.6 per cent of monographs being available in full text.

Use of these electronic collections is highest when Parliament is sitting. This has been a consistent trend over several years.

In May 2015, the Parliamentary Library announced the inclusion of several of our news services on the Web@Work browser, including Senators' news clips of the day, the Members' news clips of the day and the breaking news feed. This enables Library clients to access these products on their mobile devices, without the need to be connected to the Parliamentary Computing Network.

In 2015–16, the Monthly Statistical Bulletin, Federal legislation, 2011 Census profiles, Electorate Rankings (2013 Boundaries) and the Electoral Pendulum (2013 election) were also added to the suite of products available via Web@Work—meeting the target of five new services set out in the Library’s 2015–16 Business Plan.

The Library will continue to work with DPS ICT to deliver more Library services via the Web@Work.

The Library has been endeavouring throughout the year to negotiate agreements that enable clients to access online news content from the major Australian daily newspapers that is behind paywalls. This has proved challenging given the immaturity of the market and the fact that vendors were slow to develop appropriate corporate licences. In 2014–15, the Library negotiated an agreement with News Ltd to access *The Australian and Business Spectator*, with a further agreement reached with Fairfax Media Ltd in April 2016 to obtain full IP authenticated access to *The Age*, *The Sydney Morning Herald* and the *Australian Financial Review*. The subscription also allows the Library to copy and archive content for its newspaper clippings databases.

BETTER MANAGEMENT OF OUR DIGITAL COLLECTIONS

To ensure our digital collections as well managed as their physical counterparts, the Library has developed a digital preservation framework and a digital preservation policy—both priority actions on the 2015–16 Business Plan.

Increasing digital access and services has long been a priority for the Library, and requires a strong focus on building its capacity to collect, preserve and provide digital content. These framework and policy documents formalise the Library’s commitment to the long-term preservation and discoverability of its digital collections. The policy sets out a statement of the criteria for preserving the Parliamentary Library’s digital collections and sets out the standards to be used for each file type (including metadata standards).

The digital preservation framework and policy will be provided to the JSCPL for its consideration early in the new parliament.

ENHANCED FUNCTIONALITY OF THE LIBRARY CATALOGUE

Several enhancements were made to the Library catalogue during 2015–16 to make the system more user-friendly for our clients. These included a refresh of the look-and-feel of the catalogue interface, the introduction of a ‘New Titles’ function, and a Summon search link (facilitating access to the Library’s federated search engine).

The Library’s A-Z search portal was also enhanced, providing a single-point-of-search facility for accessing the Library’s numerous collections.

A NEW SOCIAL MEDIA MONITORING SERVICE

The Library introduced a social media monitoring service for clients in July 2013. Given this was a new service type and there was uncertainty about the extent of demand, the contract, with AAP/Sentiment Metrics, was for one year, with an option to renew for a second year subsequently taken up.

To help determine whether to continue to provide this service type, the Library surveyed users in the latter part of 2015. While the rates of usage were not high, the great majority of those that responded to the survey indicated that social media monitoring was important to them.

Accordingly, the Library issued a Request for Tender in January 2016, receiving nine responses by the closing date. iSentia was selected as the preferred Tenderer on a best overall value for money basis and has been contracted to provide services for the period June 2016 to 30 June 2017, with an option to renew the contract for two years on a 1 + 1 basis. This will enable the Library to reassess its options regularly in what is a very dynamic and changing environment.

To ensure clients were not inconvenienced during the pre-election period, the Library negotiated a one-month extension to its contract with Sentimentmetrics so that both systems were available in the month of June.

The Library is promoting training and support programs to help ensure a smooth transition between the two products.

THE ONLINE PARLIAMENTARY HANDBOOK PROJECT

The Parliamentary Library publishes a Handbook for each Parliament that has become a comprehensive reference work on the Commonwealth Parliament, including summaries of the parliamentary service and political careers of senators and members, together with statistics and historical information.

Since 1999, the full text of the Handbook has been available electronically on the Parliament's website and through ParlInfo Search and routinely updated to ensure its currency. As reported in last year's Annual Report, the Library has been engaged on a project to improve digital access to this information about the Parliament, parliamentarians, and their service.

This work will benefit both the Library and our clients by providing a 'single point of truth' for information. With an integrated system, when changes occur Library staff will only need to update the information once, rather than across numerous special-purpose databases. For our clients, as the project develops in future years to incorporate other data, it will be possible to link all the various types of information relating to the history and operations of the parliament, enabling easier searches and analysis—work that currently manual searches and counts. Once the system is complete, an adjunct project will commence to capture historical data back to 1901, including better links to parliamentary service in other jurisdictions.

In 2015–16, the Library completed development of a new data architecture that includes:

- ▶ personal information—date of birth, place of birth, age, death, honorifics and post-nominals, history of electoral service, party representation, electorates/states, and events (election, by-election, casual vacancy) educational qualifications, occupations, military service plus digital photographs.
- ▶ parliamentary service— ministerial and shadow positions, parliamentary positions (speaker, president etc.) and committee memberships.
- ▶ electorate profiles— electorate representation history, electorate boundaries 1901–1989 and associated elector counts, redistribution dates, electorate profile histories, election results and maps of electorates.

The beta system has been subject to extensive testing to ensure the information it produces is complete and accurate. As a consequence, final adjustments are being made to data structures and formats and further data entry will be necessary due to complexity of moving from a text-based system to a machine-readable database. We anticipate an internal release of the first generation of the system in 2017.

What our clients said...

'The work of the parliamentary library has been sensational. The amount of research that they have done in preparing some of the reports and information that has really informed this debate is truly worth commending. I want to thank Catherine Lorimer, Indra Kuruppu, Kai Swoboda, Jonathan Chowns, Liz Wakerly and Les Neilson. I hope I have not missed anyone. I certainly also want to acknowledge Anne Holmes, the former head of the economics team at the parliamentary library, who has moved on to bigger and better things.'
 Senator Dastyari, Senate Hansard, 18 August 2015, p. 5596

IMPROVING OUR MAPPING SERVICES

The mapping team in the Library creates custom maps for clients using specialised mapping software, and a range of thematic and election data. Geo-spatial systems and mapping products help illustrate public policy issues and demographic data. In 2015–16, the Library’s mapping team generated over 1,100 original maps. Over 1,500 hard copy maps were also printed and distributed to clients, with additional maps sent via email.

The Library also incorporated historical electoral boundary redistributions since 1901, which had been digitised in 2014–15, into its interactive mapping products.

Work continued on updating the mapping data warehouse, using information from a range of online data sources such as data.gov.au, the Australian Bureau of Statistics (ABS), the Australian Electoral Commission, Geoscience Australia, state and territory government, and industry sector portals and websites. The Library is currently examining the feasibility of purchasing national scale street address and postcode datasets that would widen the range of information that can be incorporated into maps prepared for clients, providing even more fine-grained analysis.

The mapping team also began to develop processes to automate map series production for welcome packs for all senators and members, and to use feature manipulation engine tools to automate base topographic maps for general map production. Once implemented, these tools will help streamline the production of all types of maps and improve capacity to manage colour scales and labelling in ways that are currently unavailable through our software.

Throughout 2015–16, the Library continued to redevelop ParlMap, the Library’s online self-service mapping system that allows users to create their own maps using census and election results. The new version has a new interface that will provide access to a wider range of data, as well as an improved interface and functionality.

The new ParlMap is based on the same architecture as the NationalMap, which is a website for map-based access to spatial data from Australian government agencies. NationalMap is managed by the Department of the Prime Minister and Cabinet in collaboration with Data61 (a business unit of the CSIRO), the Department of Communications and the Arts, Geoscience Australia and other government agencies. This has enabled the Library to utilise an existing architecture that already included a wide variety of data that are expected to grow over time.

By the end of the financial year, the ParlMap system had been developed and installed. However, detailed testing revealed a number of technical issues with the way the underlying system uses data sets from third parties, particularly ABS census data. The Library continues to work with Data61 and other parties to resolve these issues, and looks forward to releasing a complete online mapping system to our clients in 2017. As an interim measure, the Library plans to release a cut-down version of ParlMap containing selected datasets before the end of 2016.

DIGITISATION

Digitisation of material in the Library’s collection, both contemporary and historic collections, remains a priority.

News archives

The Parliamentary Library has been compiling information files from newspaper clippings, press releases and journal articles since the 1950s. While this is now a largely automated process involving material that is ‘born digital’, the Library still has significant archives of paper and analogue audio-visual material. These holdings constitute a unique collection relating to Australia’s political and public policy history.

The bulk of this material dates from 1969 when the Library established a Current Information Section to provide senators and members with ready access to current material on practically every matter of interest to the Parliament. Clippings from Australian and overseas newspapers and journals, press releases, bibliographies, parliamentary speeches and questions formed comprehensive subject files. Separate files were produced for each senator and member with their speeches and questions indexed chronologically, as well as a separate series of files for each ministry.

By the time this service was replaced by digital clipping and indexing systems in 2000, the Library had amassed some 2,100 linear meters of subject and member files—a unique national resource which is still used by clients, Library staff and occasional visiting scholars.

In order to ensure this resource is preserved and to improve access to it, in 2014–15 the Library began a systematic and multi-year digitisation program. Two million pages were digitised in the first year; and in 2015–16, the Library again met its key performance indicator, digitising a further two million pages (at a cost of \$410,000 from its capital allocation).

The Library aims to digitise three million pages in 2016–17.

In 1975, the Library also began to monitor, record and transcribe radio and television news and current affairs programs. The Library's collection of pre-2004 audiocassette tapes and audio-visual tapes amounts to 55,000 hours of video footage and 38,000 hours of audio recordings. In many cases these are unique holdings as the television stations that originally produced them no longer archive them.

What our clients said...

'We have been looking at attempts to adapt the family tax benefit program for two years now. As I said, there has been great discussion and debate. We then had the bill come before us and, again, there was not open modelling about what would happen. In fact, we got more information from the Bills Digest from the Parliamentary Library, which did come forward with information on how this bill would operate and some of the impacts. It was not in a submission from the department but, nonetheless, we got the information from the Bills Digest.'

Senator Moore, Senate Hansard, 30 November 2015, p. 9310

During 2014–15, the Electronic Media Monitoring Service (EMMS) commenced digitising ABC video content dating from 1990. Over 1,200 hours of content were digitised in the first year. In 2015–16, the Library digitised a further 2,312 hours of ABC video broadcasts and 1,398 hours of radio broadcast.

The Library plans to continue this project next financial year with the aim of digitising a further 5,000 hours of analogue content.

This work is made possible by exemptions in the *Copyright Act 1968* (see page 115).

'Condolence Packs'

For many years, the Library has produced a biographical information pack upon the deaths of former senators and members. These packs contain resources such as a first speech, key articles and chronologies and are useful aid to senators and members preparing condolence speeches. The packs have been produced since the mid-1990s. Until recently, they were only available in hardcopy and had to be picked up or ordered from the Library.

However, in 2014–15, responding to a recommendation from the client evaluation of library service, the Library began to make these packs digitally available in ParInfo Search (with access limited to parliamentary clients for reasons of copyright). In 2015–16, the Library completed digitisation of its historical collection of biographical information packs.

Completing the Bicentenary Oral History project

As part of the Australian Bicentenary, the Australian Parliament undertook a program of publications and an oral history program. In 1982, the Parliamentary Library engaged 15 oral history interviewers around Australia to interview former senators and members about their political careers.³² Around 170 interviews were completed as part of the process, amounting to more than 2,200 hours of recording, with around 140 of these being transcribed before work on the project concluded in the mid-1990s.

The aim of the project was to build up an historical archive for future scholars on the Australian Parliament. Interviewees agreed to participate on the basis that the tapes would be deposited in the Parliamentary Library to be held in perpetuity. However, to enable the public to listen to the oral histories which had 'open access', copies of the transcripts and a set of cassette tapes were given to the National Library of Australia progressively as the transcripts of the interviews were completed.

Recognising that these cassette tapes were a unique resource and were reaching their end of life, the Parliamentary Library commenced digitisation of the remaining tape collection, giving priority to those that had not yet been transcribed, amounting to 540 hours of recording. Hansard staff enthusiastically agreed to partner in the project by transcribing the digital files whenever they had spare capacity. At 30 June, some 140 hours of recordings had been transcribed by Hansard and reviewed by Library staff.

In 2016–17, the Parliamentary Library will create indexes for these new transcripts and progressively transfer copies to the National Library's Oral History and Folklore collection, together with a copy of the access conditions set by the interviewee to apply during his or her lifetime. Once this work is complete, the collection will become available to parliamentary clients (subject to access conditions being satisfied).

LIBRARY SYSTEMS ADVISORY GROUP

The Integrated Library System (ILS), Summon, Refracker, the Parliamentary Handbook database and ParlMap are key information systems for staff in the Parliamentary Library. The ILS and Summon also provide Library clients with access to key Library information resources. These systems are maintained and managed by the Parliamentary Library and are referred to as 'Library Systems'.

During 2015–16, the Library Systems Advisory Group was established as a governance model for Library systems to ensure these systems:

- a) receive appropriate and timely management oversight
- b) remain aligned to corporate goals and strategic directions
- c) receive input from all relevant stakeholders; and
- d) are appropriately supported through future enhancements and changes.

New systems implemented by the Parliamentary Library will also fall under the governance of the Library Systems Advisory Group.

The establishment of the group has forged stronger relationships between the Library and DPS ICT, enhanced the delivery of Library services and provided a forum to develop system enhancements and new products requiring ICT input.

³² Brenda McAvoy, 'The Commonwealth Parliament's bicentenary oral history project', *The Oral History Association of Australia Journal* no 5 1982-1983 pp 107-108.

LIBRARY RISK MANAGEMENT AND BUSINESS CONTINUITY PLANNING

In 2015–16, the Library completed its business continuity plan (BCP) identifying the arrangements needed to maintain the continuity of key services to the greatest extent possible after a major, unexpected disruptive incident.

The BCP was developed by drawing upon a range of better practice guides and the Australian National Audit Office's *Business Continuity Management: building resilience in public sector entities*. It identifies the types of risks that could affect our ability to deliver high quality information, analysis and advice; measures to reduce the likelihood of these risks; and, arrangements that will need to be put in place to ensure that our services are resumed as quickly as possible in the event of a disruption.

The need for developing and maintaining this BCP arises from the DPS Risk Management Policy and Framework and the DPS Business Continuity Policy and Framework. The importance of such arrangements was highlighted in the 2014–15 when a major vendor system failure significantly affected the Library's media monitoring services.

The Library also finalised a disaster recovery plan for its physical collection.

A group of Library staff also participated in DPS wide training, both to improve skills levels and to help ensure that the Library is taking an approach that is consistent with wider DPS planning. Many high priority elements of this planning are complete, and over the coming year, we plan to complete these arrangements and test their effectiveness through participation in the DPS exercise program.

COPYRIGHT

The *Copyright Act* contains specific exemptions that provide that the parliamentary libraries use of copyright material to assist a member of parliament in the performance of their duties does not infringe copyright.³³

These exceptions recognise the importance of unimpeded access to information by parliaments and parliamentarians; and are critical for the provision of affordable and timely services to senators and members.

As a consequence of the Library's submissions to the ALRC inquiry *Copyright and the digital economy*, the Copyright Agency contacted the Parliamentary Librarian to discuss and clarify some aspects of these exemptions, particularly in relation to material created in digital form. Following these discussions, in July 2015 the Copyright Agency, in consultation with the Copyright Council, issued a *Copyright Guide for Australian Parliamentary Libraries* that addresses such issues as archiving, technological protection measures and documentation. The Guide provides a valuable resource for staff of parliamentary libraries around Australia. The Copyright Agency's initiative and assistance is very much appreciated by the Parliamentary Library and other member of Association of Parliamentary Libraries of Australasia.

³³ *Copyright Act 1968 (Cth)*, subsection 48A and 104A.

SUPPORTING THE PARLIAMENT'S ENGAGEMENT WITH THE COMMUNITY AND THE ONGOING DEVELOPMENT OF PARLIAMENTARY DEMOCRACY

REGIONAL ENGAGEMENT

Support for the Fiji Parliament

Three senior researchers from the Parliamentary Library—Cat Barker, Marilyn Harrington and Anne Holmes—were seconded to the Fijian Parliament's Research and Library Services (RLS) from 20 June to 1 July. The researchers were part of a seven-member United Nations Development Programme project that included staff from the Scottish, New Zealand and Victorian parliaments.

The aim of the project, under the leadership of Heather Lyall from the Scottish Parliament, was to assist the RLS to provide practical support to Fijian members of Parliament to analyse and debate their national budget. Associated goals were capacity building and the promotion of the RLS within the Fijian Parliament.

The project involved producing a package of briefs on the 2016–17 Budget, including: an overview of the Budget and key economic indicators; and several themed briefs on priority areas and cross-cutting issues highlighted in the Budget. This was the first time that budget briefs had been produced so the work included conceptualising the briefs, and developing templates and processes. The international team also assisted with the compilation of Bill summaries for the Budget's revenue Bills.

The culmination of the project was a seminar for members, at which the local researchers delivered presentations and fielded questions on the budget briefs. The members' responses to the briefs and the seminar were very positive.



Photo 2: Parliamentary Library researchers with their counterparts from the Victorian, New Zealand and Scottish Parliaments, and the Secretary-General, Deputy Secretary-General, Director Legislature, managers and research staff of the Fijian Parliament, Suva.

Source: Parliament of the Republic of Fiji.

Pacific Parliamentary Scholars

The Parliamentary Library again participated in the Pacific Parliamentary Scholarships Scheme, which is part of the Pacific Parliamentary Partnerships initiative funded under the Pacific Women Shaping Pacific Development Initiative (2012–22).

Scholarships were offered to staff of Pacific parliaments interested in developing their research skills, and working with women parliamentarians on a gender equality issue of relevance in their country. Staff from four Pacific Parliaments were awarded scholarships in in 2015–16:

- ▶ Perelaaroi Fereti (the Legislative Assembly of Samoa) whose research project looked at promoting the representation of women in Parliament
- ▶ Gabrissa Hartman (the Parliament of Nauru) whose research focused on the underrepresentation of women in the Nauru Parliament
- ▶ Loupua Pahulu-Kuli (the Legislative Assembly of Tonga) who explored the issue of advancing women's rights to land in Tonga, and
- ▶ Karurua Rabaere (the Parliament of Tonga). Unfortunately, Ms Rabaere was not able to complete her placement for family reasons.

The Library anticipates hosting further Pacific Parliamentary scholars in 2016–17.

Association of Parliamentary Librarians of Asia and the Pacific

The Association of Parliamentary Librarians of Asia and the Pacific (APLAP) held its Tenth Biennial Conference at Australian Parliament House between 30 November and 3 December 2015. APLAP was founded in 1990 to encourage cooperation and knowledge sharing between parliamentary libraries and research services in the Asia-Pacific region. Its major focus is improving the quality of library and research services provided to parliamentarians by its member organisations.

The theme of the 2015 conference, which was attended by over 50 participants from 22 member countries, was the 'role of legislative libraries and research services in supporting the Legislature and the development of inclusive democratic governance'. In addition to formal presentations under each of the themed sessions—research services in Parliamentary Libraries, gender mainstreaming parliamentary library research, understanding clients, library trends and innovation, and issues in collection and information—the program featured short 'Postcard sessions' in which members talked about issues affecting their library or research service. The Chair of the IFLA Library and Research Services for Parliament, Lillian Gassie (Congressional Research Service), also attended to talk about IFLA's Parliamentary section and to deliver a personal message from Donna Scheeder, the IFLA President.

A meeting of delegates from Pacific Parliaments was convened following the conference.

At their general meeting on 1 December 2015, APLAP members elected a new executive:

- ▶ President—Dianne Heriot—Australia
- ▶ Vice President Asia—Emma Rey—Philippines
- ▶ Vice President Pacific—Asha Kumar—Fiji
- ▶ Treasurer—New Zealand—Katherine Close

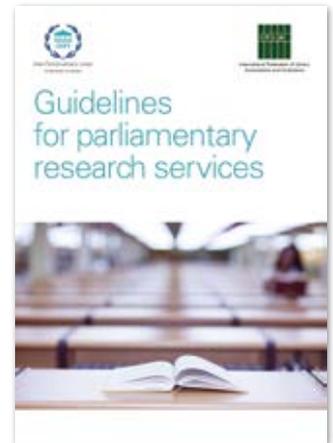


Photo 3: Ms Gai Brodtmann MP, Joint Chair of the Joint Standing Committee of the Parliamentary Library with some of the participants at the Tenth Biennial APLAP Conference

INTERNATIONAL FEDERATION OF LIBRARY ASSOCIATIONS AND INSTITUTIONS (IFLA)

IFLA is the leading international body for library and information services and its 'Library and Research Services for Parliaments Section' brings together specialist legislative information services from around the world.

In May 2015, the Parliamentary Librarian was re-elected to the Standing Committee administering the Library and Research Services for Parliaments Section and was a member of the working group preparing a new IFLA standard, the *Guidelines for parliamentary research services*—a joint publication of IFLA and the Inter-Parliamentary Union. The standard was endorsed by IFLA's Professional Committee in August 2015, and launched at the Section's annual pre-conference that same month at the Parliament of South Africa in Cape Town. The publication has been translated into French, Spanish, Arabic and Portuguese.



OTHER

The Library continued to be an active member of the Australian Government Libraries Information Network (AGLIN) that represents and supports the interests of its members in the delivery of information services to Australian Government organisations.

The Library also remained active in the Association of Parliamentary Libraries of Australasia, a collaborative network of federal and state parliamentary libraries in Australia, New Zealand and Papua New Guinea, including through managing the Association's website.

What our clients said...

'I went to the Library—that fantastic research facility we have here...'

Cathy McGowan MP, House of Representative Hansard, 26 February 2016, p. 2583

In 2015–16, the Library hosted staff from the NSW and Tasmanian Parliamentary Libraries keen to explore aspects of our online service delivery.

During the year, Library staff presented to the 2016 Inter-parliamentary Study of Parliament Course, and met with parliamentary delegations and staff and government representatives from China, Ethiopia, Indonesia, Japan, Samoa, the Seychelles, and Vanuatu.

In November 2015, Jonathan Curtis, Assistant Secretary Research Branch, participated in 6th International Seminar for Parliamentary Research Services, hosted by the Korean National Assembly Research Service in Seoul. The seminar involved participants from twelve countries, and explored the theme of relations between the executive and the legislature. Mr Curtis served as moderator for the first session as well as presenting a paper on the Australian experience in a later session. He was also able to utilise the time in Seoul before the conference to meet with counterparts in the Research Service.

Taking advantage of opportunities arising from private travel, members of the Library Executive also met with staff from the House of Commons Library, the research service of the Scottish Parliament, the European and German parliamentary libraries and the Swedish Parliamentary Research Service.

Recognising the importance of supporting the development of professional skills in the library community, the Library once again hosted a group of library students from Charles Sturt University.

AUSTRALIAN PARLIAMENTARY FELLOWSHIP PROGRAM

Australian Parliamentary Fellowship

The Library has, on behalf of the Parliament, managed the Australian Parliamentary Fellowship since 1970 to contribute to scholarship on the Parliament and its work and support to early career scholars (that is, those who have completed a PhD within the past three years). The Fellowship provides an opportunity for researchers to conduct research into areas of direct interest to the Parliament including the way that Parliament and parliamentarians operate, or the way a broad issue in national politics is dealt with in Parliament. (The Fellow is employed in the Research Branch of the Parliamentary Library for up to six months fulltime, with provision for part time or broken periods of employment).

Dr Edward Scarr was appointed as the Australian Parliamentary Fellow in 2014–15, the first time the position had been offered for several years.

Dr Scarr concluded his appointment in 2015–16; and his monograph, *Changing attitudes to mental illness in the Australian Defence Force: a long way to go...*, was published in June 2016.

Parliamentary Library Associates

In 2011–12, the then Parliamentary Librarian established an adjunct position of Parliamentary Library Associate to help build and sustain relationships between the Library and individuals with demonstrated expertise in issues of interest to the Parliament. Associates sign an agreement with the Parliamentary Librarian granting access to the Library collection, in association with the preparation of research products and assistance to the Library's research specialists.

What our clients said...

'I am pleased to be able to make a contribution to the valedictories of the 2015 sitting of the parliament... [thanks to] the library staff, who are particularly important when you are in opposition...'

Anthony Albanese MP, House of Representatives Hansard, 3 December 2015, p. 14661

Two Associates continued work in the Library in 2015–16: Ms Janet Vallee, formerly a senior researcher in the Politics and Public Administration Section; and Dr David Headon, a historian and Visiting Fellow at the Research School of Humanities and the Arts at ANU.

Ms Vallee updated a chronology covering ministerial resignations and dismissals since Federation, worked on the oral history project, and contributed her extensive subject-matter knowledge to the work of the Politics and Public Administration Section.

Dr Headon's first paper for the Library, on Alfred Deakin, is due for release late in 2016. A Parliamentary Library lecture and small exhibition on Deakin will accompany the release.

Summer Research Scholarship

Established in 2013, the Parliamentary Library's Summer Research Scholarship offers honours and post-graduate tertiary students the opportunity to undertake a research project at the Parliamentary Library. The objectives of the scholarships are to support research by a postgraduate student examining an aspect of policy, lawmaking, governance, democracy, politics or parliament, on a topic of direct relevance to the Australian Parliament to:

- further the student's research knowledge
- increase their research expertise
- contribute to scholarship on the Commonwealth Parliament and its work and
- promote the work of the Parliamentary Library and its potential as a future employer.

Scholars are able to research a subject that is relevant to the Parliament, and which is of mutual interest to both the scholars and the Parliamentary Library. Scholarship recipients undertake a six-week placement in the Library during the summer academic break. They receive access to the Library's collections and facilities, the opportunity to interact with expert librarians and researchers, mentoring for their research project and a small honorarium.

The 2016 Summer Research Scholarship round opened in August 2015, with 23 applications received by the closing date (23 September). Following a merit-based selection process, the Parliamentary Librarian awarded scholarships to:

- Georgia Allen, a Juris Doctor candidate at the University of Sydney, who examined recent reforms to the Senate electoral system
- Steven Jones, a PhD candidate at the University of New South Wales, Canberra, who researched the effectiveness of parliamentary oversight in defence procurement in Australia, Canada, the United Kingdom and the United States, and
- Muhammad Suleiman, a PhD candidate at Macquarie University, who examined the relationship between political communication of anti-terrorism laws and trust in public institutions.

The three scholars presented work-in-progress seminars during their placements. They also submitted research papers that are currently being reviewed with a view to publication on the Library's website later in the year.

In addition to completing research projects, the scholars participated in a series of joint events with summer scholars from Canberra cultural institutions. As in previous years, the Library provided access to its collection to summer scholars from the Museum of Australian Democracy.

The Presiding Officers hosted a reception in the President's courtyard at Parliament House for the summer scholars from all participating institutions.

Advertisements for the 2017 round are scheduled to appear in August 2016.

Photo 4: The 2016 Summer Scholars and the Australian Parliamentary Fellow with the Presiding Officers, February 2016



INTERNS AND GRADUATES

Parliamentary Library intern programs

In 2014 the Library piloted two intern programs—one in Research Branch and one in Library Collections and Databases Branch—with the objective of:

- ▶ fostering relationships between the Parliamentary Library and Australian tertiary institutions
- ▶ providing interns with an opportunity to develop their research and/or library skills
- ▶ providing Parliamentary Library staff the opportunity to develop supervision and mentoring skills and
- ▶ promoting the work of the Parliamentary Library and its potential as a future employer of choice.

What our clients said...

'I just want to take a few moments of the Senate's time to put some absolute facts from our good friends at the Parliamentary Library on the record.'

Senator Gallacher, Senate, Hansard, 3 February 2016, p. 268

Both programs offer a four-week work experience placement to tertiary students enrolled in internship units as a formal part of their courses or degrees. Placement on the programs is by merit-based selection.

Library Collections and Databases intern program

Applications for library interns are open to tertiary students enrolled in an ALIA accredited librarianship course at an Australian institution.

The Library Collections and Databases program offers these students an opportunity to develop their skills in a well-regarded Library with highly professional and experienced staff. In turn, the Library benefits from an increase in work capacity and the next-generation skills brought by the students. Interns spend a week working in each section in the branch and also undertake a special project of their choice.

The Library received 22 applications for the pilot program, with two interns receiving placements. Due the success of the initiative, three library interns were appointed in the 2015 academic year. The Library received 39 applications for its 2016 program, with four interns winning placements.

Of the six library students who have completed the Library Collections and Databases Branch program, four have gained employment in the Parliamentary Library (two ongoing and two in non-ongoing positions).

Research Branch intern program

The Research Branch internship program currently offers placements to students enrolled at the law schools of the Australian National University and University of Canberra.

To date, eight legal interns have completed the Research Branch program (six from ANU and two from University of Canberra), with another intern currently undertaking the program.

Research branch interns are required to write a research paper on an agreed topic relevant to the work of the Parliament. In addition, legal interns assist with basic research tasks under the direction of their supervisors.

Where interns produce research judged to be of sufficiently high standard and relevance to the work of parliament, the Library may publish the research as part of an intern papers series, similar to those of other interns in Parliament under the ANIP and the Summer Scholars papers.

Australian National Internship Program

This year the Library also agreed to host an intern as part of the Australian National Internship Program administered by the Australian National University. This program, open to undergraduate and postgraduate students, offers 13 week research internships at the Commonwealth Parliament, , ACT Legislative Assembly, Australian Public Service agencies and as well as embassies, think-tanks and NGOs (see <http://anip.anu.edu.au/internships/anip-internships>).

This program covers all academic disciplines so offers the potential to bring interns into any of the Library's research sections. This year's ANIP placement, Simon Gottlieb from ANU, prepared a research paper on *Environmental policy development and federalism*. Simon was the first ANIP placement with the Library for some years, and we look forward to hosting further interns under this program.

Participation in the Australian Public Service Graduate Program

This year the Library had the assistance of two graduates from the APS Graduate Program, both from the Department of Human Services, who had placements in the Social Policy and Economics sections.

The Library has again found participation in the scheme to be beneficial, with the graduates contributing to their sections' work including preparation of bills digests, client research and publications. The graduates enjoyed the opportunity to increase their knowledge of Australia's political system and parliamentary environment, as well as conducting complex research.

ASSISTANCE TO THE PARLIAMENT SHOP

Since July 2014, the Library has been responsible for selecting and recommending politically themed book titles within the Shop.

The Library's acquisitions team has recommended over 300 titles during this period, and the initiative has proved successful. By utilising the Library's extensive acquisitions expertise, the Shop's staff have been able to capture relevant titles in a timely and effective manner. The objective is for The Parliament Shop to be the place to go to for politically themed books; and this initiative has greatly assisted them in achieving this goal.

WORLD WAR I CENTENARY

The Parliamentary Library continued its commemoration of the centenary of WWI, under the title *'A deadly and often doubtful struggle'*: Parliament, War and Empire.

As well as the usual annual update to the Anzac Day Kit, the Library hosted two lectures:³⁴

- ▶ The Australian Red Cross and the First World War, presented by Professor Melanie Oppenheimer, from Flinders University and 'Our life goes on the same'—the Great War at home, presented by Professor Peter Stanely, from the University of NSW.

At a remembrance ceremony at Parliament House on Armistice Day 2015, the Library launched its 'Members who Served' exhibition, commemorating the 119 Commonwealth members of Parliament identified as having served during the First World War. (The exhibition features 16 of these men who were also members of Parliament during the war years, including nine who served in Parliament while at the same time being engaged in war service.)

The exhibition was based upon a Library publication, *Commonwealth Members of Parliament who have served in war: Colonial Wars and the First World War*. The 18 posters which featured in the exhibition can be downloaded from the APH website³⁵

The Library also worked closely with staff from Parliamentary Experience Branch to develop an interactive, multimedia kiosk on parliamentarians who served.

Library staff have now provided text and photos for senators' and members' service from the colonial wars to the end of World War II for the kiosk. Although every effort has been made to provide comprehensive information, entries may not be complete due to the nature of the source materials used including historical records.



34 The lectures can be downloaded at http://www.aph.gov.au/About_Parliament/Parliamentary_Departments/Parliamentary_Library/Parliamentwarempire

35 http://www.aph.gov.au/About_Parliament/Parliamentary_Departments/Parliamentary_Library/Members_who_served_in_First_World_War

STRENGTHENING OUR STAFF'S CAPABILITY NEEDS ASSESSMENT AND WORKFORCE DEVELOPMENT

A priority of the 2015–16 business plan was the development of capability assessments and a workforce plan and training and development strategies for Library staff to help:

- attract, develop and retain staff
- ensure their skills remain relevant
- promote a culture of collaboration and learning, and a healthy and productive workforce, and
- ensure the Library is able to adapt to changing client needs.

Work on these initiatives was well progressed by the end of the reporting period.

The workforce plan (now in final draft form) looks at the changing environment in which the Library operates, and resourcing. It examines in some detail changes in its workforce composition over the past ten years, including: size, age, average length of service, classification profiles, qualifications, separation and recruitment. The plan also looks at separation rates, recruitment and professional development, identifying key challenges and strategies to address them.

The workforce plan and associated professional development and training strategies will be the subject of discussion with the JSCPL in 2016–17.

TRAINING AND SKILLS DEVELOPMENT

The value of the analysis and advice provided to our clients depends in large part on the professional skills and knowledge of the Library's staff, researchers and library professionals alike.

In 2015–16, staff regularly attended corporate training (notably in tendering and contract management), as well as seminars, conference and the like as part of their professional development. This included library system vendor workshops and events (*SirsiDynix Nationwide Roadshow, Maintaining Digital Repositories/ALIA*).

However, the Library also recognises that there are core parliamentary specific areas of knowledge that are not always readily available externally.

To address this, the Library hosts a regular program of in-house lectures and training that in 2015–16 covered areas including legislative drafting, statutory interpretation, copyright, constitutional law, drafting of bills digests, mapping techniques, and client service skills (in addition to the editing training noted elsewhere). Some sessions have been presented in-house; others have involved senior staff from the Australian Government Solicitor and the Copyright Council. The Library also invites colleagues from the chamber departments, and particularly the committee offices, to attend. A presentation from the First Parliamentary Counsel is scheduled for early in 2016–17.

A staff member from Library Collections and Databases Branch was also accepted for the Aurora Institute for Emerging Leaders, a premier training program for emerging library leaders in Australian and New Zealand.

Finally, in preparation for the 45th Parliament, the Library ran an intensive program of contact officer training.

COMMUNITIES OF PRACTICE AND IN-HOUSE SEMINARS

Few public policy issues fit into neat subject categories and there is a global recognition of the need for interdisciplinary, or cross-sectoral analysis. Similarly, the Library's clients require information and advice on issues from numerous perspectives, combining for example, economic, legal and technical analysis.

The Library is exploring ways to promote this cross-disciplinary thinking, such as through in-house seminars on specific subjects—small group conversations run on 'Chatham House rules' and focusing on gaining insights into current issues. Library researchers are joined by invited guests from other parliamentary departments, universities and government agencies, providing a forum to build relationships with other experts in the fields.

Three such sessions were held in the second half of the 2015–16, and we intend to build on them to develop more widely based communities of practice in broad fields such as regulation or federalism.

WORKFORCE ISSUES

At 30 June 2016, the Library's workforce comprised:

- Office of the Parliamentary Librarian—12 employees
- Collections and Databases Branch—47 employees
- Research Branch—86 employees.

During 2015–16, the Library workforce:

- increased from 139 to 145 employees, and in FTE from 129.6 (as at 30 June 2015) to 135.7 (as at 30 June 2016)
- maintained representation of non-ongoing employment at 17 per cent (24 compared with 121 ongoing employees)
- had a median age of 44 years (a fall from 46 years in 2015).

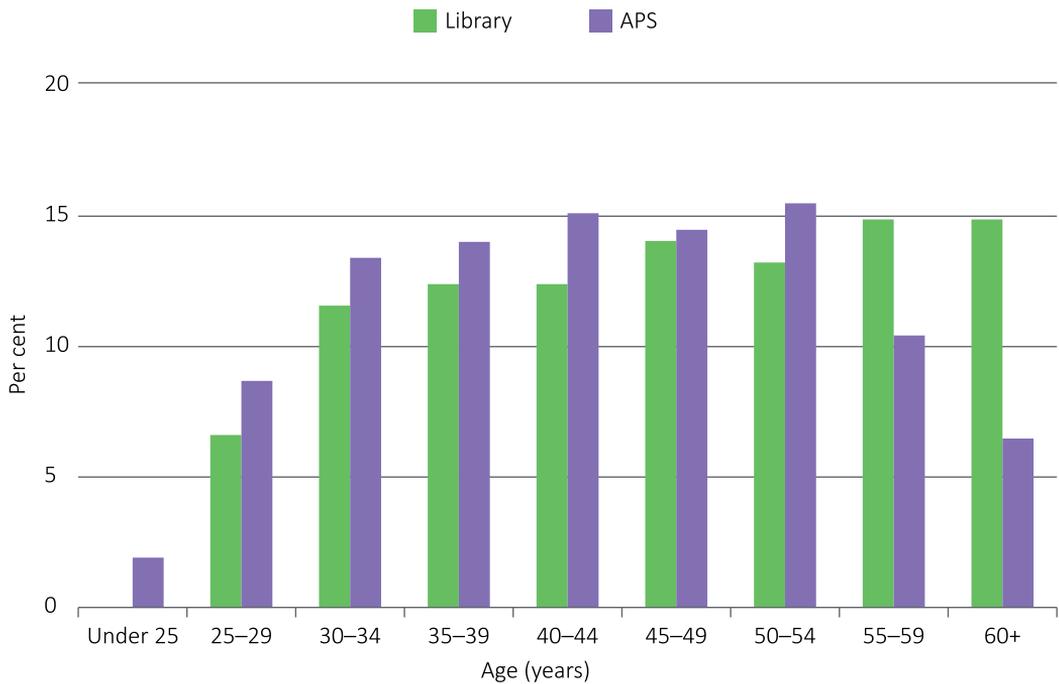
AGE PROFILE

At 30 June 2016, 30 per cent of the Library's ongoing employees were eligible to retire (i.e. aged 55 years and over). A further 27 per cent will move into that age cohort within the next 10 years.

The Library could, potentially, suffer a significant loss of corporate knowledge and expertise if many in this age cohort choose to retire without a succession plan being in place. As noted above, the Library is developing a comprehensive plan for workforce development and training which includes strategies to address this risk.

As can be seen in Figure 6, the age profile of the Library's ongoing employees remains somewhat older than that for the Australian Public Service (APS).

Figure 6: Age profile of ongoing staff



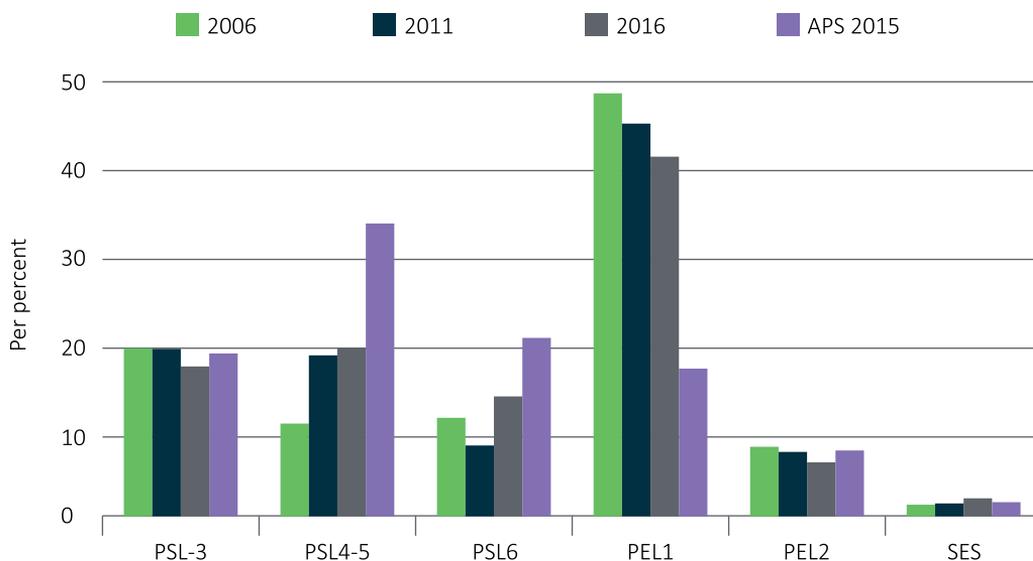
The Library's relatively older age profile has been evident for some years, but is less pronounced than it was a decade ago: the proportion of employees aged 45 and over has fallen from 71 per cent in 2007³⁶ to 58 per cent in 2015 and fallen again to 57 per cent in 2016.

³⁶ Department of Parliamentary Services *Annual Report and Financial Statements 2008-09*, p, 41

CLASSIFICATION

Given the nature of much of the work undertaken in the Library, the classification profile overall is concentrated at PEL 1, with 44 per cent of ongoing employees being at this level (the majority of whom are in Research Branch). In contrast, only 20 per cent of ongoing employees in the APS are at the equivalent EL 1.³⁷ However, over time, there has been an increase in the proportion of Library employees at PSL 4–5 and PSL 6, as shown in Figure 7 below. This shift reflects the Library's growing focus on developing potential career paths for less experienced employees to ensure continuity of skills and opportunities to expand corporate knowledge. In Research Branch, an additional benefit of having lower level staff is freeing up senior researchers to concentrate on more complex work.

Figure 7: Classification profile of Library staff



The proportion of employees at middle management (PEL 2) is below the APS average— the Library has 14.8 employees at lower levels for each PEL 2, compared with 9.4 for the APS.³⁸

EMPLOYMENT STATUS AND GENDER

As noted earlier, the Library's non-ongoing workforce at June 2016 accounted for 17 per cent of all employees, unchanged from the previous year. Non-ongoing employees are generally engaged to meet demand in peak periods, and while recruitment processes are underway. Using fixed-term positions (one or two years) also allows flexibility to redirect resources according to business needs as new areas of interest to the Parliament emerge.

The proportion of non-ongoing employees in the Library is higher than in the APS (10 per cent)³⁹, reflecting the sessional nature of many of our work patterns.

Having surge capacity is important to allow us to meet client demands at peak periods. This year, the Library continued to refresh our temporary employment register to support this demand. The Library also participated in a number of placement programs for academic courses related to the Library's needs, and this has helped raise the Library's profile as an employer of choice.

³⁷ Australian Public Service Commission, *APS Statistical Bulletin 2014-15*, Table 11

³⁸ *Ibid*, Table 11

³⁹ *Ibid*, Table 1

The Library has a similar gender profile to that of the APS, with 58 per cent of ongoing employees being women—the same proportion as in the APS. For non-ongoing employees, the Library has a much higher proportion of women (76 per cent compared with the APS 63 per cent)⁴⁰.

RECRUITMENT

During 2015–16, there were 34 new external employees recruited—seven were ongoing and the remainder were engaged on fixed-term or sessional basis.

- ▶ Research Branch recruited 22 new employees: five ongoing and 17 non-ongoing. All sections recruited new employees, with six in Economics, five in Social Policy, three in Law and Bills Digests and two each in Foreign Affairs, Defence and Security, Politics and Public Administration, Science, Technology Environment and Resources, and Statistics and Mapping sections.
- ▶ Library Collections and Databases Branch recruited nine new employees: two ongoing (one each in Central Enquiry Point and Collection Management) and the others on fixed term non-ongoing contracts in Collection Management and Database and Media Services.
- ▶ The Office of the Parliamentary Librarian recruited three new employees: all were non-ongoing and engaged to replace staff on extended leave.

SEPARATIONS

Thirty staff left the Library during 2015–16: 13 were ongoing employees, and the remainder were non-ongoing on fixed-term contracts. Of the non-ongoing separations, five had been engaged during the year on short-term contracts.

For all staff, the separation rate was 21 per cent, a slight reduction from 24 per cent the previous year. For ongoing staff, the separation rate of 11 per cent was somewhat higher than that for the APS (8 per cent in 2014–15).⁴¹

The reasons for separations were:

- ▶ Age retirement (5 employees)
- ▶ End of contract (14 employees)
- ▶ End of temporary transfer (2 employees)
- ▶ Transfers (six employees)
- ▶ Resignation (2 employees)
- ▶ Invalidation retirement (1 employee).

The following table shows separations for ongoing and non-ongoing employees by branch during 2015–16.

40 Ibid, Table 1

41 Ibid, p 68

Table 15: Separation by organisation

Separation method	Branch	Ongoing	Non-ongoing	Total
Age retirement	Research	4		4
	Library Collections and Databases	1		1
End of contract or temporary transfer from APS	Research	2	11	13
	Library Collections and Databases		2	2
	Office of the Parliamentary Librarian		1	1
Permanent transfer to APS or Parliamentary Service	Research	5	1	6
Resignation	Research	1		1
	Office of the Parliamentary Librarian	1		1
Invalidity retirement	Library Collections and Databases	1		1

PERFORMANCE REPORT

The Parliamentary Library aims to provide an effective knowledge centre for the Parliament through the provision of information, analysis and advice. These services are provided through two sub programs:

- ▶ Research Services. These services include responding to requests from individual parliamentary clients for information and research, and the production of print and electronic publications.
- ▶ Library Collections and Databases. Information services are provided to the Library's clients by acquiring and providing access to information resources, through the selection, processing and indexing of material for library and media databases in ParlInfo Search.

Staff from the Office of the Parliamentary Librarian contribute to the work of both programs.

Performance is assessed using indicators that cover quality, quantity and price. Indicators, performance results and relevant comments are shown against each of the Library programs.

The Library uses the RefTracker Information Request Management System to manage client requests and other client related work. This records, among other things, the number of requests/publications and the time spent on them. The time attributed reflects only the direct time spent on each. However, the ability to provide effective and timely delivery of publication or commissioned services is underpinned by the time Library staff spend in building and maintaining their professional expertise across a range of frequently changing subject domains. In addition, comparisons of the number of jobs and hours across financial years should be made with regard to associated changes in staffing levels from year to year.

RESEARCH SERVICES

The services contributing to this program are as follows:

- Commissioned information, research and advisory services—these are tailored and confidential responses prepared following requests from individual senators, members and their staff, and other parliamentary clients.
- General distribution publications (Publications)—these are prepared where strong client demand is anticipated for briefing on specific policy issues. Publications include the *Parliamentary Handbook*, *Briefing Book*, *Budget Review*, Bills Digests, Research Papers, Quick Guides and FlagPost blog posts. Publications are available to clients and the public, through the Internet.

Table 16: Research services—deliverables

Deliverable	Measure	Performance			
		2012–13	2013–14	2014-15	2015-16
Individual client requests	Percentage of primary clients using the service	98.6%	97.41%	100%	100%
	target: 100%				
	Number of individual client requests completed	12,957	12,507	12,656	13,113
	target: 13,000				
Self-service requests	Number of online uses of the Parliamentary Library's publications, including the <i>Parliamentary Handbook</i> , through ParlInfo and the Internet	5.3m	8.04m ⁴²	9.14m	6.74m
	target: 5,400,000				
Publications	Number of publications produced	421	350	328	267
	target: 260				
Client training and seminars	Attendance at training courses and events (e.g. Vital Issues Seminars) target: 500	601	641	418	729

⁴² In 2013–14 the self-service requests statistic was expanded to include ParlMap.

The following table illustrates the costs associated with providing research services.

Table 17: Research services—price indicators

Deliverable	Measure	Performance			
		2012–13	2013–14	2014–15	2015–16
Cost of research services	Average cost per individual client request	\$483	\$408.74	\$500.87	\$527.22
	Average direct cost per self-service client request (staff time only)	N/A	\$0.14	\$0.11	\$0.11

CLIENT REQUESTS

During 2015–16, 100 per cent of the Library's primary clients (Senators' and Members' offices, including Ministers' offices) used the client request service at least once, and the Library met its target for the number of individual client requests completed (13,000).

The Library will continue to monitor usage closely in the 45th Parliament and consult with clients to ensure services are appropriately targeted.

PUBLICATIONS

In meeting the need to provide high quality information, analysis and advice to senators and members, the Library produces information and advice for individual clients on an "in confidence" basis. It also produces publications for broader distribution in areas where there is strong client interest and demand or such demand is anticipated.

In 2015–16, the Library produced 267 publications. This included 63 FlagPost blog posts and 58 research papers.

Of all Library publications, the most heavily used, and most keenly awaited, remain Bills Digests. These provide an independent perspective on, and analysis of, legislation before the Parliament. Every effort is made to produce a Digest for every Bill where it is considered a Digest would add value by providing:

- ▶ independent analysis, background information and additional perspectives not provided in the explanatory material associated with the Bill
- ▶ information that is important for parliamentarians to be able to contribute effectively to debate.

Bills Digests are primarily written for Government Bills but may also be written for Private Senators' and Members' Bills where there is a reasonable prospect of the Bill being debated.

A Digest may not be produced where the Bill is non-controversial or not complex and where the explanatory memorandum and second reading speech give a comprehensive explanation of the Bill and any underlying policy issues.

Where there is a suite of Bills introduced into Parliament, generally only one Bills Digest will be produced for the main Bill (where appropriate this Bills Digest will address relevant provisions of the companion Bills).

Finally, production of Digests may be affected by internal resource constraints.

At times, a Bills Digest cannot be produced in time for debate in the second chamber. This may be due to the amount of time allowed between introduction and debate, a change in the legislative program, or resources available to address the number and complexity of Bills in the legislative program. Where it is not possible to produce Digests in time for debates, every effort is made to support clients by providing draft Digests or other briefing material.

The Library published 117 Bills Digests in 2015–16 as compared to 134 in 2014–15. (The reduction in number from the previous year was primarily a consequence of the dissolution of both Houses on 9 May 2016.) Of these, one Digest related to a Private Members' Bill (the Fair Work Amendment (Prohibiting Discrimination Based on Location) Bill 2015). FlagPosts were also published for two other Private Senators/Members Bills during 2015–16: Australian Government Boards (Gender Balanced Representation) Bill 2015, and the Migration Amendment (Mandatory Reporting) Bill 2015.

Digests were not produced for 12 Government Bills (down from 26 in the previous financial year). Of these Bills, two were introduced and passed both Houses in a week or less, with one passing both Houses within a day of introduction. Of these 12 Bills, two were the subject of other Parliamentary Library publications – one Quick Guide and one FlagPost.

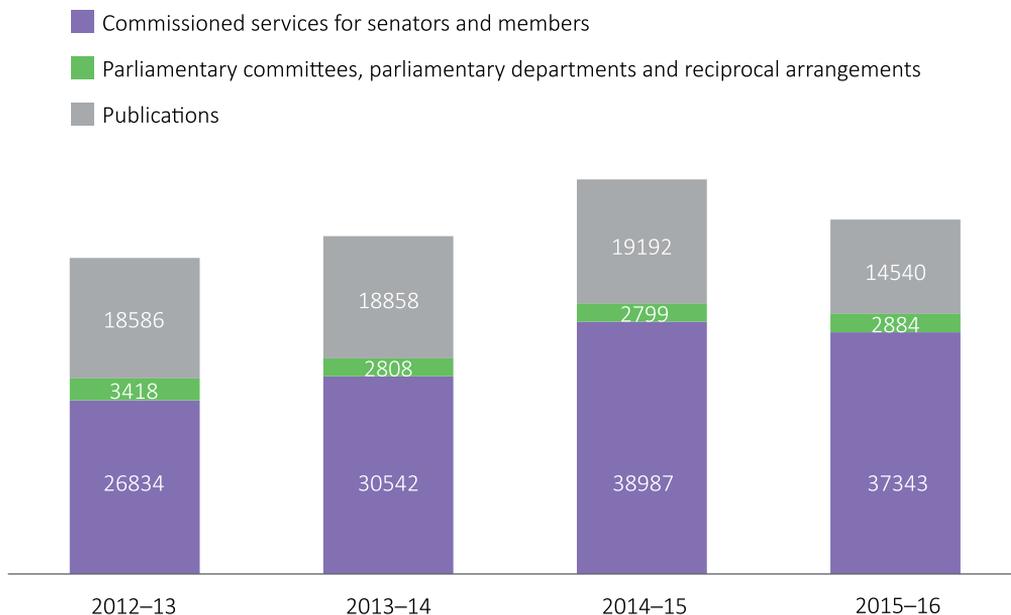
Two digests (each relating to two cognate Bills) were not completed in time for debate. The Bills were:

- the Education Legislation Amendment (Overseas Debt Recovery) Bill 2015 and the Student Loans (Overseas Debtors Repayment Levy) Bill , and
- the Road Safety Remuneration Amendment (Protecting Owner Drivers) Bill 2016 and Road Safety Remuneration Repeal Bill 2016.

In the context of prioritising research work, Bills Digests and client requests receive the highest priority, with other publications worked on as time permits.

In 2015–16, hours spent responding to senators' and members' enquiries decreased slightly (4 per cent); however this reduction is attributable to a substantial drop in client requests in June following the dissolution of Parliament. Prior to that, hours spent on client requests were on average slightly higher than 2014–15; and the total remains significantly higher than in 2012–13 and 2013–14. Hours on client services to parliamentary committees, parliamentary departments and reciprocal arrangements increased by three per cent.

As the following graph shows, in the reporting period Library staff hours spent on publications decreased significantly (by 24 per cent), and this is reflected also in the reduction in the total number of publications released (267 compared to 328 in the previous financial year). As noted above, in the case of Bills Digests, this reflects the impact of the early dissolution of the Parliament. While this had some effect on also on other types of publications, the relatively low number of other research publications released is primarily a product of the strong focus on training and development, responding to the findings of the client evaluation of Library services. These hours are not reflected in the chart that records only direct client service.

Figure 8: Distribution of client service hours by service type

CLIENT TRAINING AND SEMINARS

During the year, Library induction and orientation services were held for 94 clients (down from 115 in 2014–15). These continued to be successful in providing, through individual and small group sessions, a timely and detailed introduction to Library services. This included targeted information sessions conducted in client's offices. We also offered drop in sessions throughout the year to provide information on specific services such as news services and our mapping and statistics products—46 clients took advantage of these sessions.

Library staff were also appointed as contact officers for senators appointed to casual vacancies and new members elected taking their seats as a result of by-elections.

The Client Relations Director also began visits to selected capital cities to offer orientations/training particularly to electorate staff that may not have the opportunity to travel to Canberra. Library staff who were attending meetings or conferences interstate also took the opportunity to visit offices in the area. Thirty-six visits were made to electorate offices in Victoria, Tasmania and South Australia during 2015–16.

Since 1986, the Library has been running a program of lectures and seminars that bring notable speakers to the Parliament to give senators and members and their staff the opportunity to hear, first hand, expert opinion on a range of currently relevant topics.

Parliamentary Library Lectures and seminars attracted 553 attendees in 2015–16 (up from 303 in 2014–15), 105 of whom were attendees at the Library's annual budget seminar.

In addition to the Budget seminar, the Library hosted six lectures and seminars covering a diverse range of subjects. They were

- ▶ ‘Islamic state’ in a zone of conflicts within conflicts’, Professor Amin Saikal, Australian National University;
- ▶ ‘What is tax reform and what can it do?’, Professor Peter Stanley, University of NSW;
- ▶ ‘The Australian Red Cross and the First World War’, Professor Melanie Oppenheimer, Flinders University;
- ▶ ‘Migrants and Jobs: Australia’s amazing immigration decade’, Professor Bob Gregory, ANU;
- ▶ Electronic elections: Security and verifiability, Dr Vanessa Teague (University of Melbourne) and Professor Rajeev Gore (ANU); and
- ▶ the Reconciliation Week Lecture, ‘The State of Reconciliation in Australia’, presented by Justin Mohamed, CEO of Reconciliation Australia.

A planned lecture on ballot integrity and security and electoral reform did not proceed due to the dissolution of Parliament.

Most lectures are available for download from the APH website.

CLIENT SATISFACTION WITH REQUESTS AND PUBLICATIONS

Table 18: Research services—key performance indicators

Key performance Indicator	Measure	Performance			
		2012–13	2013–14	2014-15	2015-16
Client satisfaction with requests and publications	High level of customer satisfaction target: 95%	93% ⁴³	93% ⁴⁴	93% ⁴⁵	93% ⁴⁶
	Client service delivered to timeliness service standard target: 90%	90%	90%	89.76%	90.4%
	Number of complaints from clients remains low	2	0	2	2

The 2015 client service evaluation found the general response to the Library was very positive. Satisfaction among senators, members and their staff was high at 93 per cent (though slightly below the target of 95 per cent), with 97 per cent of senators and members indicating they would recommend the Library’s services to a colleague (both figures are consistent with results in the 2012 survey). Most respondents considered Library staff to be hard working, professional and friendly and services to be of a high quality.

The Parliamentary Library is committed to the ongoing improvement of its service delivery across both programs. While the formal client evaluation of Library services is conducted only once each Parliament, the Library regularly receives direct and unsolicited feedback from clients by phone or email about aspects of its service.

⁴³ As measured in Leapfrog Research *Evaluation of Parliamentary Library Services*, 2012.

⁴⁴ As measured in Leapfrog Research *Evaluation of Parliamentary Library Services*, 2012.

⁴⁵ As measured in Uncommon Knowledge, *Australian Parliamentary Library Client service evaluation*, 2015.

⁴⁶ As measured in Uncommon Knowledge, *Australian Parliamentary Library Client service evaluation*, 2015.

The Library Executive also proactively seeks to meet with as many clients as possible each year to help broaden client awareness of the range of service offerings, and also to elicit forthright feedback (where appropriate, these meetings are followed up with targeted training or other client support initiatives). All such feedback from clients is highly valued, be it compliments, brickbats or complaints, suggestions or information requests about services. All are vital to enable the Library to:

- improve our services and products
- help prevent problems from occurring in the future
- ensure more consistent service delivery and
- communicate more effectively with clients about Library services.

In 2015–16, the Librarian continued its program of consultation and outreach to parliamentary committees.

A planned program of exit interviews with retiring senators and members was curtailed by the early dissolution of both houses in May 2016, with only three interviews conducted.

Research Branch received two complaints in 2015–16. Both related to the quality of commissioned research.

LIBRARY COLLECTIONS AND DATABASES

The services contributing to this program include:

- the Library collection—development of the collection to meet users' needs and provision of access through the catalogue and ParInfo Search
- online full-text content such as news clippings
- media services—desktop access to television and radio news and current affairs programs broadcast in Canberra, provided to senators and members for their parliamentary duties
- commercial databases—including online full-text journal and newspaper services available through the Library client services' portal and the Senators' and Members' Services Portal and
- client services including the Central Enquiry Point and self-help services.

As far as possible, usage rates of all of these services are monitored to ensure that they remain relevant and are of practical assistance to senators, members and their staff.

To help clients use these services effectively, the Library provides orientation and training courses as well as online assistance.

Table 19: Information access services—deliverables

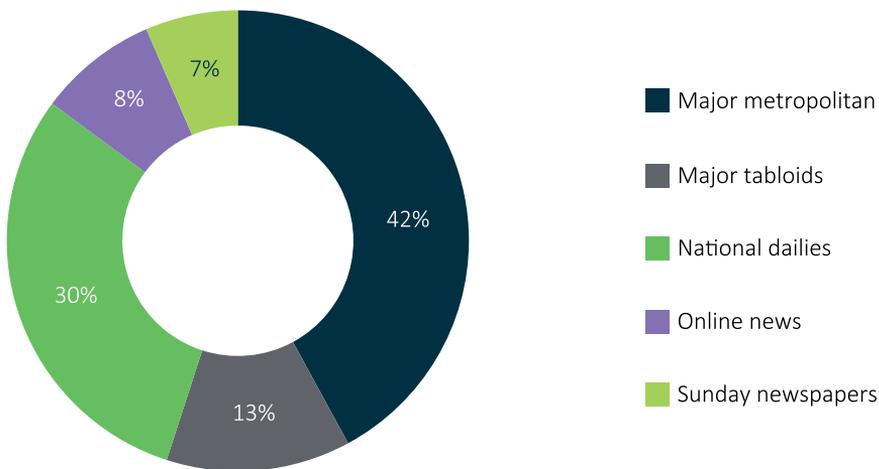
Deliverable	Measure	Performance			
		2012–13	2013–14	2014–15	2015–16
Material added to Library databases	Number of items added to the Library's Electronic Media Monitoring Service and to ParlInfo databases target: 150,000	181,578	158,556	172,766	177,644
Material added to Library collection	Number of new titles (books and serials) added to the Library's catalogue target: 4,000	4,168	3,915	6,530	7,318
	Percentage of titles (books and serials) in Library's collection available to clients on-line in full- target: 40%	34.3%	36%	38.2%	41.2%
Use of the Library collection and databases	Use of the collections and databases, including loans from the collection, radio and television programs from the Electronic Media Monitoring Service, and from ParlInfo databases target: 4 million searches	3.20m	4.66m	4.55m	4.44m

Table 20: Information access services—price indicators

Deliverable	Measure	Performance			
		2012–13	2013–14	2014–15	2015–16
Cost of information access services	Average cost per item added to the Library's collection	\$366	\$264.30	\$162.85	\$155.81
	Average cost per item added to the Library's databases	\$20.76	\$18.81	\$14.79	\$17.47
	Average cost per use of the Library's databases and collection	\$2.28	\$1.37	\$1.42	\$1.57

MATERIAL ADDED TO LIBRARY DATABASES

The target for the number of items added to the Library's Electronic Media Monitoring Service and to Library databases in ParlInfo Search decreased to 150,000 in 2013–14 from 190,000 the previous financial year due to tightening of the selection guidelines. This target was exceeded in 2015–16 with 177,644 items added.

Figure 9: Newspaper clips added to ParlInfo by source

In 2015–16, the Library selected and indexed around 9,000 newspaper clippings a month. This accounted for 92 per cent of the content that was indexed by the Library's indexing team.

Since the introduction of the automated Library Authoring System and Thesaurus (LAST) in 2010, the Library has been able to provide access to the latest newspaper clippings by 7:30 am seven days a week. Recent figures demonstrate that the introduction of LAST has resulted in almost a 44 per cent reduction in time spent selecting items for the database, and a 28 per cent reduction in the time spent indexing. Compared to 2010, there has been almost a 34 per cent reduction in the time spent providing content for this database. We have also seen a significant increase in the selection and indexing rates. The selection rate has increased by 63 per cent, the indexing rate by 28 per cent and the overall rate by 40 per cent.

The newspaper clippings database remains one of the most frequently selected databases. In 2015–16, it was selected 241,810 times.

MATERIAL ADDED TO THE LIBRARY COLLECTION

The number of new titles (books and serials) added to the Library's catalogue again significantly exceeded the 4,000 target at 7,318. The improved performance is the result of the cataloguing team's return to its full complement of staff (2013–14 performance was affected by the absence of key staff due to illness).

The percentage of titles available online (full-text) increased from 38.2 per cent to 41.2 per cent, exceeding the annual target of 40 per cent.

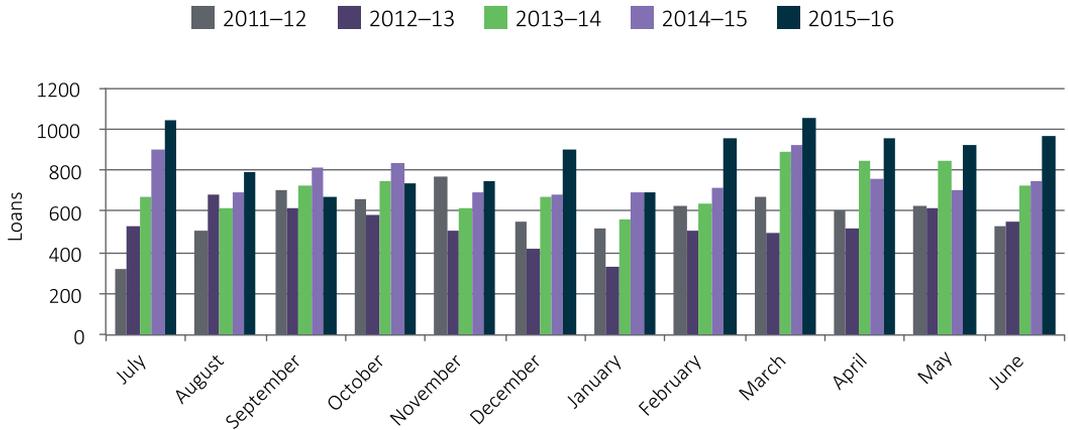
The Library collection was revalued by Australian Valuation Solutions at the end of the 2014–15 financial year. The fair value of the collection was \$4.478 million and the replacement value was \$13.345 million.

USE OF THE LIBRARY'S COLLECTION AND DATABASES

The target figure of four million uses of the Library's collection and databases was met with 4.44 million uses being reported, slightly lower than 2014–15's figure of 4.55 million uses. However, the level of use of Library databases in ParlInfo Search indicates that the services remain valuable and relevant. Usage also reflects Library's ongoing efforts to introduce and promote self-help services at the desktop and on mobile devices.

Use of the print collection also continues to increase and is at its highest level since 2010–11. (The 2015 client evaluation of Library services similarly found that use of the Library’s print collection had increased significantly—from 61 per cent in 2012 to 85 per cent in 2015.) Both point to the strengthening of the Collection Development policy and the expertise of the Library Acquisitions team in selecting items to add to the collection.

Figure 10: Use of the print collection



Usage of the Library’s ebook collections remained low during 2015–16, with only 212 loans being processed (compared to 10,442 for the print collection). This may be in part due to user frustration with the complicated software systems associated with library ebook platforms. To help rectify this problem, the Library has updated all of the ebook holdings accessible via the A-Z platform, resulting in a simplified discovery system for these titles. In addition, we subscribed to the Serial Solutions MARC ebook records service, which resulted in over 3,000 ebooks being discoverable within our aggregated databases. The Library also sourced the EZYproxy service in 2015–16, which will provide a more seamless (single sign-on) access to our subscribed ebook collections. EZYProxy is scheduled for implemented in early 2016–17.

Table 21: Subprogram 2—Information access services—key performance indicators

Key performance indicator	Measure	Performance			
		2012–13	2013–14	2014–15	2015–16
Client satisfaction with information access services	High level of client satisfaction target: 95%	93% ⁴⁷	93% ⁴⁸	93% ⁴⁹	93% ⁵⁰
	Number of urgent new titles (books and serials) added to the Library's catalogue within timeliness service standard target: 100%	78%	96%	100%	100%
	Number of Senators and Members using the iSentia Mediportal (new KPI) Target: 80%			79.6%	89%
	New items added to the Library's Electronic Media Monitoring Service and the ParlInfo newspaper clippings database within timeliness service standard target: 95%	96%	94%	96%	94.7%
	Number of complaints clients remains low	0	4	1	0

Client satisfaction with Library Collection and Databases

See the discussion on client satisfaction indicators at page 134.

The key performance indicator for 'new titles (books and serials) added to the Library's catalogue within timeliness service standard' was changed with effect from 2013–14. It now measures timeliness in relation to cataloguing direct client requests (with a turnaround deadline of 24 hours). These items are classed as urgent and are catalogued as a priority by Collection Management staff. This change was made in recognition of the impact of budget driven reductions in staff numbers in the cataloguing team at the end of 2012–13 and the emphasis of treating client driven requests as a priority.

The cataloguing team met both its timeliness target for direct client requests and, as noted above, significantly exceeded the target (4000) for the number of new titles (books and serials) added to the Library's catalogue by processing 7318 titles. Despite the greatly increased number of titles processed, the 85 per cent target for adding routine items (those selected by Acquisitions staff) to the catalogue within the two week service standard was reached, with 97 per cent of material being added within this time-frame.

For the Electronic Media Monitoring Service and the ParlInfo newspaper clippings database, the end of year performance of new items being added to the relevant databases was 94.7 per cent, very slightly (0.3 per cent) under the target.

The Library Collections and Databases Branch received no complaints in 2015–16.

47 As measured in Leapfrog Research, *Evaluation of Parliamentary Library Services*, 2012

48 As measured in Leapfrog Research, *Evaluation of Parliamentary Library Services*, 2012

49 As measured in Uncommon Knowledge, *Australian Parliamentary Library Client service evaluation*, 2015.

50 As measured in Uncommon Knowledge, *Australian Parliamentary Library Client service evaluation*, 2015

NEWS SERVICES FOR THE PARLIAMENT

The Parliamentary Library has been monitoring radio and television news and current affairs programs for over 25 years through its Electronic Media Monitoring Service (EMMS). Until 2014, EMMS was only able to record stations that broadcast into Canberra (including syndicated programs). For other metropolitan and regional broadcasts, the Library relied on reciprocal arrangements with State Parliamentary Libraries (except for the SA Parliamentary Library, which does not offer this service).

However, more recently, the Library has been able to improve EMMS' coverage significantly through the use of new technology and enhanced service offerings from external vendors. Senators and members are able to access over 300 regional radio and TV stations through the iSentia Mediportal. Through the VAST (Viewer Access Satellite Television) service, EMMS now also covers the main ABC FM radio stations in state and territory capital cities. For coverage of radio broadcasts outside the capital cities, the Library has negotiated an agreement with the Fairfax Radio Monitoring service and can monitor and archive radio programs from anywhere in Australia an hour after they have been broadcast. Access to such a comprehensive range of regional press was particularly important and addressed a long-standing gap in the Library's services.

In 2015–16, 89 per cent of senators' and members' offices have at least one logon for the iSentia Mediportal, and these users have created over 906 alerts.

The Library's suite of news services now includes:

- Senators' news clips of the day, and the equivalent Members' news clips of the day
- an Electronic Media Monitoring Service (EMMS)
- newspaper clippings in ParInfo Search
- newspaper clippings from national, metropolitan and regional newspapers through the iSentia MediaPortal
- regional radio and television news broadcasting through the iSentia MediaPortal
- a breaking news service
- a social media monitoring service and
- digital access to *The Age*, *The Australian*, *Australian Financial Review*, *Business Spectator*, *Canberra IQ*, *Crikey*, *The Sydney Morning Herald* and *the New York Times*.

The Library also subscribes to news service databases providing current and archival full text searchable articles from Australian and International sources, including:

- ProQuest ANZ Newsstand
- Library Press Display (Press Reader)
- NewsBank

FINANCIAL REPORT

INCOME

Resource Agreement 2015-16		\$
Operational funding		16,428,196
Capital funding		2,000,000
Total		18,428,196

EXPENDITURE

	2015-16	2015-16
	Budget (\$)	Actual (\$)
Expenditure – Operating appropriation		
Employee (including entitlements)		
Research Branch	9,322,427	8,808,920
Library Collections and Databases Branch	3,551,566	3,483,145
Office of the Parliamentary Librarian	1,100,977	972,578
Total employee	13,974,970	13,264,643
Collection (information resources)	1,925,576	2,534,983
Other expenses	414,541	448,880
Asset maintenance (software licences/maintenance)	118,109	117,621
Revenue (Inter-Library Loans)	-5,000	-5,772
Total Operational expenditure	16,428,196	16,360,355
Expenditure – Capital	2,000,000	1,854,000
Summary by organisational unit (operational + capital)		
Parliamentary Librarian	1,333,700	1,237,534
Research Branch	9,688,874	9,087,591
Library Collections and Databases Branch	7,405,622	7,889,230
Total expenditure including capital funding	18,428,196	18,214,355



PART
6

GOVERNANCE

The Department of Parliament Services (DPS) is established under the *Parliamentary Service Act 1999* and is part of the Parliamentary Service. The Act states that the ‘Parliamentary Service serves the Parliament by providing professional support, advice and facilities to each House of the Parliament, to parliamentary committees and to senators and members of the House of Representatives, independently of the Executive Government of the Commonwealth’.

The Secretary is the principal adviser to the Presiding Officers on matters relating to DPS and, as its leader, provides stewardship in the department and, in partnership with other department heads, across the Parliamentary Service.

The Presiding Officers act jointly in exercising their responsibilities in relation to DPS under the *Parliamentary Service Act 1999*. The Presiding Officers also have responsibilities under the *Parliamentary Precincts Act 1988*.

OUR GOVERNANCE STRUCTURE

The Secretary, as the accountable authority under the PGPA Act, has a duty to govern DPS in a way that promotes the:

- proper use and management of public resources for which DPS is responsible
- achievement of the purposes of the entity, and
- financial sustainability of the entity.

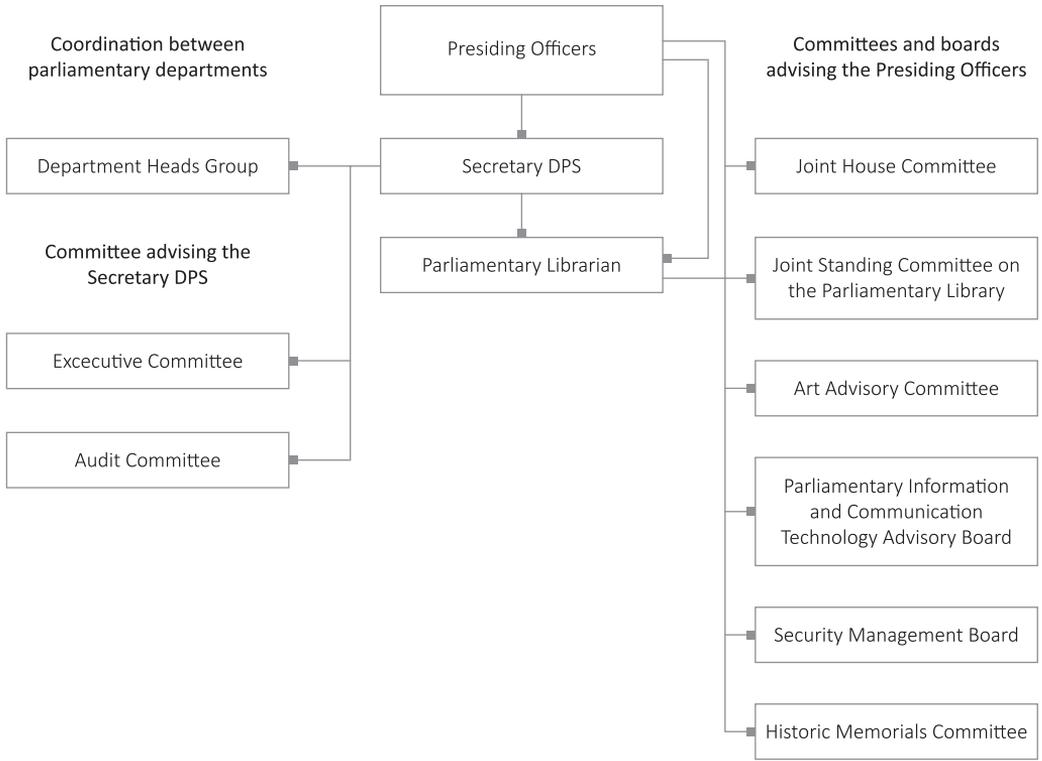
The Secretary delegates some powers to certain staff. These are outlined in DPS’ financial and human resource delegations. In addition, the Secretary has established an organisational structure that clearly defines accountabilities and the areas of responsibility assigned to senior DPS staff.

The Parliamentary Library’s services are established under the statutory office of the Parliamentary Librarian whose primary function is ‘to provide high quality information, analysis and advice to senators and members of the House of Representatives in support of their parliamentary and representational roles’⁵¹. The Secretary of DPS provides resources to the Parliamentary Librarian in accordance with an annual agreement. The Parliamentary Librarian reports directly to the Presiding Officers and to the Parliament. She also reports to the Joint Standing Committee on the Parliamentary Library (JSPCL).

Our governance structure for the reporting period is set out in Figure 11. It contains two streams, committees and boards advising the Presiding Officers and committees advising the Secretary. These are discussed in more detail below.

⁵¹ Parliamentary Service Act 1999, subsection 38B(1)

Figure 11: DPS Governance Structure



COMMITTEES ADVISING THE PRESIDING OFFICERS

The information below shows committee membership at 30 June 2016 and activity for the year.

JOINT HOUSE COMMITTEE

The Joint House Committee comprised members of the House Committees of the Senate and the House of Representatives. Its role was to consider matters which affect joint services.

Chair: Senator the Hon Stephen Parry (President of the Senate)
The Hon Tony Smith MP (Speaker of the House of Representatives)

Members:

- Mr Russell Broadbent MP
- Senator Carol Brown
- Senator David Bushby
- Senator the Hon Jacinta Collins
- Ms Jill Hall MP
- Mr Chris Hayes MP
- Ms Nola Marino MP
- Senator Gavin Marshall
- Senator Anne McEwen
- Mr Ken O'Dowd MP
- Ms Joanne Ryan MP
- Senator Dean Smith

As senior Presiding Officer at 30 June 2016 the President of the Senate was chair.

The committee met four times in 2015–16.

JOINT STANDING COMMITTEE ON THE PARLIAMENTARY LIBRARY (JSCPL)

Details on the JSCPL can be found at page 92.

ART ADVISORY COMMITTEE

The Art Advisory Committee assists the Presiding Officers in determining the suitability of art works for addition to the Rotational Collection within the Parliament House Art Collection.

Chairs: Presiding Officers

Members: Deputy President, Deputy Speaker, Secretary DPS and an independent art adviser from the National Gallery of Australia.

The committee's terms of reference are to:

- provide guidance on the Rotational Collection Acquisition Policy, and set short-term priorities for acquisitions
- assess acquisition proposals in accordance with the acquisition policy and collecting priorities, and
- provide advice on other matters relating to the display and management of artworks in the collection, as considered necessary by the Presiding Officers.

Matters considered included:

- the purchase of 123 works of art including 75 artworks to commemorate the Centenary of ANZAC
- the acceptance of a number of gifts offered to the collection, and
- the proposed collection audit and digitisation program.

The committee met twice during 2015–16, in October and February.

PARLIAMENTARY INFORMATION AND COMMUNICATION TECHNOLOGY ADVISORY BOARD (PICTAB)

PICTAB is an advisory body in respect of strategic elements of ICT service delivery by DPS. Its role is to assist with advice on the development and progress of the parliamentary ICT strategic plan, strategic objectives and outcomes.

Chair: Secretary DPS

Members: one representative each from the Government, Opposition, minor party/independent, Department of the Senate, Department of the House of Representatives, Parliamentary Budget Office and Parliamentary Service Commissioner. In addition, two non-member senior executive service (SES) officers from DPS attend meetings.

The board met twice and once out of session in 2015–16. Matters considered included:

- the mid-point review of the Parliament of Australia ICT Strategic Plan 2013–2018
- the annual ICT work program, including progress and direction of signature projects demonstrating commitment to the delivery of the outcomes identified in the Parliament of Australia ICT Strategic Plan:
 - delivery of the ParlWork project
 - delivery of WiFi to electorate offices and Commonwealth Parliament Offices
 - video conferencing project progress
 - transcription and captioning project progress, and
 - telephony upgrade project progress
- strengthening ICT security and ICT security matters in the parliamentary context, and
- annual Australian Government Information Management Office ICT benchmarking results.

SECURITY MANAGEMENT BOARD (SMB)

The SMB was formally established in 2005 under section 65A of the *Parliamentary Service Act 1999*.

The function of the SMB is to provide specialist security advice and support to the Presiding Officers on security policy and the management of security measures for Parliament House.

Chair: Secretary DPS

Members: Usher of the Black Rod, Serjeant-at-Arms, Deputy Commissioner Australian Federal Police.

The board met eight times in 2015–16.

HISTORIC MEMORIALS COMMITTEE (HMC)

The Historic Memorials Collection was established by Prime Minister Andrew Fisher in 1911. The function of the committee is to commission official portraits of the Head of State, Governors-General, Prime Ministers, and Presidents of the Senate and Speakers of the House of Representatives. From time to time the Committee may also elect to commission portraits of other significant parliamentarians who represent a milestone in the history of the Parliament and on occasion the Committee may also commission paintings of significant events in the history of the Australian Parliament.

Chair: Prime Minister

Members: the Leader of the Opposition, the Vice-President of the Executive Council, the Leader of the Opposition in the Senate, the President of the Senate and the Speaker of the House of Representatives.

The Secretary DPS is secretary to the Committee and the DPS Art Collection & Exhibitions section provides secretariat services to the committee.

In 2015–2016 the Historic Memorials Committee conducted all relevant business via correspondence.

COMMITTEES ADVISING THE SECRETARY

Under the *Parliamentary Service Act 1999* and the PGPA Act, the Secretary is accountable for DPS' performance and compliance. The Secretary is assisted in the management of these responsibilities by the Executive Committee and the Audit Committee.

EXECUTIVE COMMITTEE

The Executive Committee considers the development and implementation of the DPS governance framework and associated strategies, including financial planning and budgeting, performance, risk management, business planning and organisation issues and other matters relating to the management of the department.

The Executive Committee is chaired by the Secretary and its members are the Parliamentary Librarian and division heads. The committee meets fortnightly.

AUDIT COMMITTEE

The DPS Audit Committee provides independent assurance and assistance to the Secretary on financial and performance reporting responsibilities, system of risk oversight, and systems of internal control and compliance.

In 2015–16, three independent members served on the committee: Mr Michael Harris (Chair), Mr Darren Box (Deputy Chair) and Ms Jenny Morison. Two DPS officials served as management appointees to the committee: Mr Rob Barnes and Mr Jonathan Curtis.

In June 2016, Mr Box's term on the Audit Committee ended. Mr Box provided high quality advice and assistance to the Audit Committee over his three year term and DPS appreciated the service and commitment that he showed throughout his tenure.

Representatives of the Australian National Audit Office (ANAO) and DPS contracted internal auditors, KPMG, attend DPS Audit Committee meetings to provide information and advice to committee members. Information and advice is also regularly provided by invited DPS officials, including the Chief Operating Officer (COO), the Chief Information Officer or her representative and Chief Finance Officer.

The committee meets once each quarter and holds an additional meeting to consider the department's financial and performance statements. Table 22 shows the members' attendance for 2015–16.

Table 22: Audit Committee attendance

Member	Meeting attendance	
	Attended	Number of meetings
Mr Michael Harris—Chair	5	5
Mr Darren Box – Deputy Chair	5	5
Ms Jenny Morison	4	4
Mr Rob Barnes	3	5
Mr Jonathan Curtis	4	5

The Secretary is also assisted in his management of the department by the following committees:

DPS WORK HEALTH AND SAFETY (WHS) COMMITTEE

The WHS Committee operates in accordance with the *Work Health and Safety Act 2011* (WHS Act), to advise the Secretary on WHS policy matters concerning our employees and other parties, and to assist in the development and review of related policies and practices.

It is chaired by an Assistant Secretary and its membership is made up of one management representative from the Parliamentary Library, one from each of the other branches and one Health and Safety Representative (HSR) from each branch, with the exception of Asset Development & Maintenance Branch where there is provision for two HSRs. The committee meets once each quarter.

DPS CONSULTATIVE FORUM

The role of the DPS Consultative Forum is to provide a forum for consultation and discussion between management, staff and unions representing staff. The Forum is chaired by the COO and its membership consists of management representatives, union representatives and staff representatives as provided for in the enterprise agreement. The forum met four times in 2015–16.

OUR INTERNAL AUDIT ARRANGEMENTS

Primary responsibility for departmental internal audit functions rest with the Head of Internal Audit (HIA), the Assistant Secretary, People, Strategy and Governance Branch. The HIA manages the provision of independent assurance to the Secretary and Executive Committee, through the Audit Committee, that internal controls designed to manage significant operational or financial risks and achieve the department's objectives are operating in an efficient, effective and ethical manner. The HIA also implements the annual internal audit program endorsed by the Audit Committee and approved by the Secretary. The focus of the annual internal audit program is to assist the department in managing its significant operational or financial risks and to provide assurance as to whether key projects, systems and governance structures are operating as intended. The implementation of recommendations from the internal audit program are regularly reported to the Executive Committee and the Audit Committee. The internal audit work plan is reviewed for relevance and applicability by the Audit Committee at the mid-year point, and recommends any subsequent amendments to the Secretary for approval. The HIA also manages liaison with the ANAO as the external auditor.

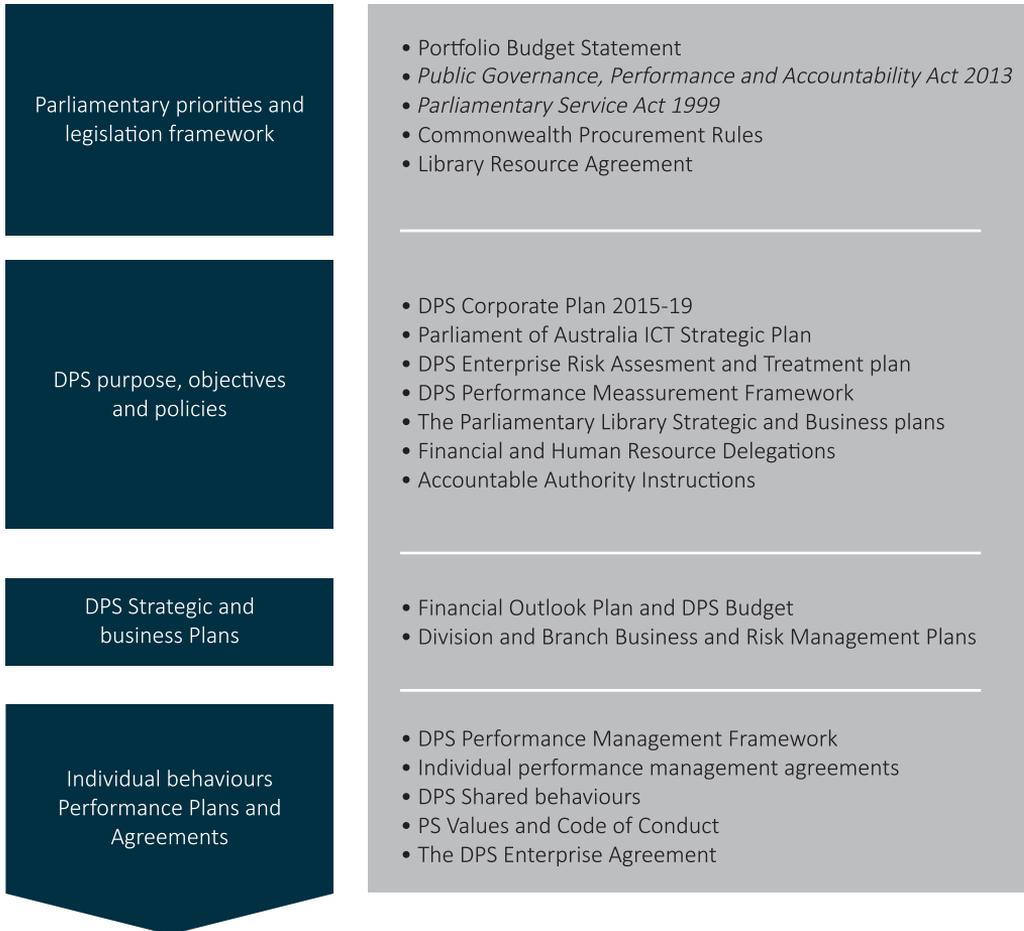
Under its outsourced service delivery model, DPS has engaged KPMG to provide internal audit services. During 2015–16, the internal audit program was delivered in line with the annual internal audit plan.

OUR PLANNING AND REPORTING FRAMEWORK

DPS continues to strengthen its internal planning, processes and controls to support broader corporate planning requirements. The 2015–16 Corporate Plan is based on the commitments DPS made in the Portfolio Budget Statement (PBS) for 2015–16, including Key Performance Indicators, measures and targets. It is compliant with the requirements of the PGPA Act and will be reviewed annually. In accordance with the PGPA Act, DPS has developed a 2016–17 Corporate Plan which outlines our purpose and provides clear direction on how DPS intends to achieve that purpose.

The corporate plan sets out the DPS strategic themes, objectives and strategies which we will use to guide our decision making and our activities over the next four years. The corporate plan is underpinned by branch business plans, outlining how each branch will contribute to the achievement of DPS' purpose. These key documents can then be linked to individual work plans which clearly articulate expectations of managers in contributing to the achievement of our purpose in the corporate plan.

Figure 12: DPS Planning Framework

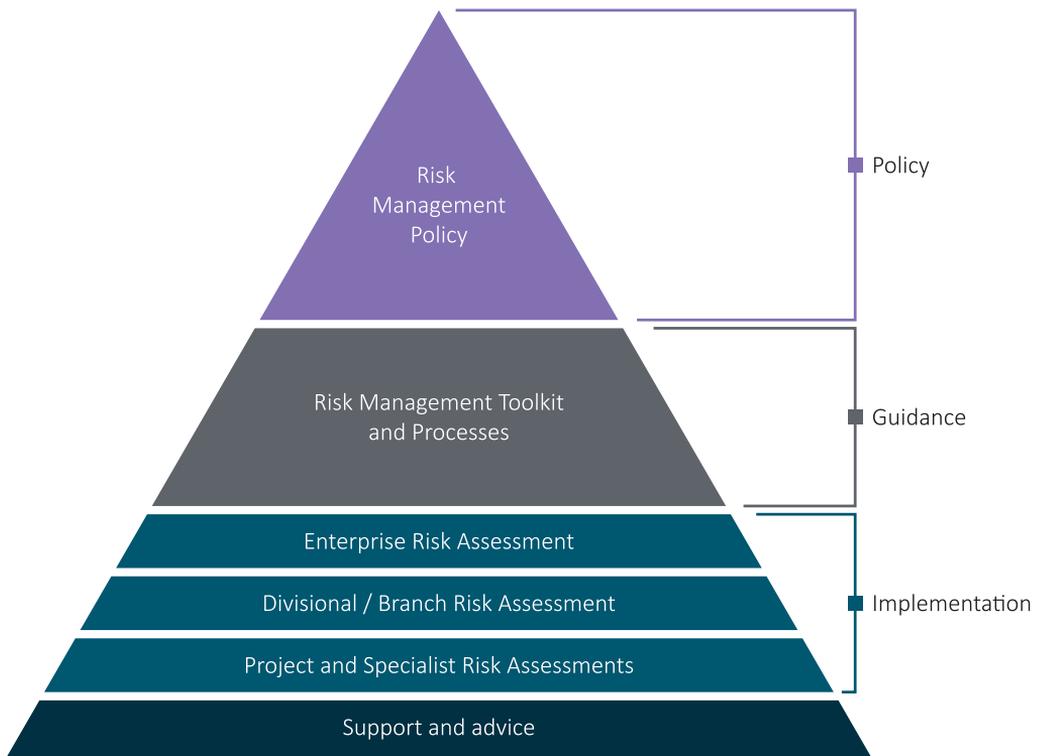


HOW WE MANAGE RISK

It is important that DPS has a strong risk management framework. DPS is committed to an environment where all employees understand, and are able to successfully manage risk. As DPS is faced with a constantly changing and challenging environment, it is vital that staff continue to identify and engage with risk.

Collectively, the set of policies, processes and structures through which DPS manages risk can be called the DPS Risk Management Framework (see Figure 13). It enables DPS to demonstrate that a systematic and comprehensive process is in place to ensure that DPS manages risks effectively. The DPS Risk Management Policy and DPS Risk Management Toolkit continue to be promoted throughout DPS. The People, Strategy and Governance Branch supports staff in managing risks across DPS including enterprise, fraud, business and project risks.

Figure 13: DPS Risk Management Framework



ENTERPRISE RISKS

Following a review of enterprise risks in June 2015, the Enterprise Risk Treatment Plan has been managed through an executive reporting process. This process has included the establishment of the Risk Management Forum in which members work with treatment owners to provide quarterly updates to the Executive Committee on the progress of enterprise risk treatments.

OPERATIONAL RISK

During the branch business planning cycle in May-June 2016, a risk assessment was integrated into the planning process to ensure that risk management is embedded in business as usual activities and to further build risk management capability within DPS.

RISK MANAGEMENT FORUM

The Risk Management Forum was established in November 2015 and meets on a quarterly basis in alignment with quarterly risk reporting to the Executive Committee. The forum is chaired by a DPS SES officer with members from across operational areas of the department. The Risk Management Forum is designed to support the ongoing development of DPS' risk and business continuity management practices. The forum provides a community of risk management driving and promoting risk management better practice across the department.

COMCOVER RISK MANAGEMENT BENCHMARKING SURVEY

DPS participated in the Comcover 2016 Risk Management Benchmarking Survey. This survey measures Commonwealth agencies' risk management capability maturity over the nine elements contained in the Commonwealth Risk Management Policy. DPS achieved an overall maturity rating of 'Integrated', which was consistent with the Commonwealth average and the result achieved by DPS in 2015.

BUSINESS CONTINUITY MANAGEMENT

Throughout 2015–16, DPS progressed the implementation of its Business Continuity Management System, including:

- ▶ endorsement in August 2015 of the Business Continuity Management Policy and Framework
- ▶ a comprehensive Business Impact Analysis across all key services
- ▶ development of executive and tactical response plans and individual business recovery procedures and other associated documents, and
- ▶ training and certification of a number of staff (including senior staff such as the Chief Operating Officer) by the Business Continuity Institute.

A robust Business Continuity Management System can only be achieved through a continuous program of exercising plans and refinements. Accordingly, DPS plans to further develop its Business Continuity Management System in 2016–17 through a program of exercises and continuous improvement.

HOW WE PREVENT FRAUD

DPS is committed to ensuring compliance with section 10 of the PGPA Rule.

Following the Fraud Risk Assessment in June 2015, the Fraud Control Plan 2015–17, including the revised Fraud Control Policy, was approved in July 2015. The Fraud Control Plan provides the framework for detecting, reporting and investigating fraud within the department. The Fraud Risk Treatment Plan is updated through the same quarterly process as the Enterprise Risk Treatment Plan. Fraud reporting channels have been developed for staff and contractors to report fraud. The phone number for reporting fraud is (02) 6277 2504 (anonymity is available). Fraud can also be reported by emailing dps-fraudcontrol@aph.gov.au.

In February 2016 a mandatory fraud awareness training program was launched. An online fraud awareness training course became available on the DPS Learning Management System, with face to face fraud and ethics workshops available in July 2016. In 2015–16, 633 employees undertook the on-line fraud awareness training course.

ETHICAL STANDARDS AND BEHAVIOURS

DPS is committed to the standards of integrity, good governance and ethical practices set out in the *Parliamentary Service Act 1999*, the Parliamentary Service Values and Parliamentary Service Code of Conduct. To support DPS' commitment to ethical and lawful behaviour, we developed and provided an in-house training course for staff, 'Being Professional in the Parliamentary Service'; seven sessions were attended by 92 staff.

DPS takes allegations of inappropriate behaviour seriously. In 2015–16, six allegations of potential breaches of the Parliamentary Service Code of Conduct were received. All six allegations were investigated and findings were made against five employees. One matter remains under investigation. As a result of the investigations, one employee was dismissed, two employees were reprimanded and a further two were reprimanded and fined.

PUBLIC INTEREST DISCLOSURE ACT 2013

The Commonwealth's *Public Interest Disclosure Act 2013* (PID Act) promotes integrity and accountability in the Australian public sector by encouraging the disclosure of information about suspected wrongdoing, protecting people who make disclosures and requiring departments and entities to take action.

DPS continues to provide readily accessible information to staff about the PID Act, including links to information provided by the Commonwealth Ombudsman, available via the department's intranet.

In 2015–16 there were six DPS Authorised Officers approved to handle public interest disclosures.

STATEMENT ON SIGNIFICANT NON-COMPLIANCE WITH THE FINANCE LAW

In 2015–16, DPS has not reported any significant issues to the Presiding Officers under section 19(1)(e) of the PGPA Act that relate to non-compliance with the finance law in relation to DPS.

EXTERNAL SCRUTINY

DPS' operations are subject to scrutiny from a number of sources, including the ANAO, judicial decisions, decisions of administrative tribunals, and various parliamentary committees. This section reports on inquiries, audits, reviews and legal actions relevant to DPS in 2015–16.

REPORTS BY THE AUSTRALIAN NATIONAL AUDIT OFFICE

The ANAO did not table any reports in 2015–16 that directly involved DPS.

The ANAO Performance Audit Managing Contracts at *Parliament House – Follow-up* commenced in December 2015 as a result of a request by DPS to include this in the ANAO's 2015-16 work schedule. The report associated with the follow-on audit was not tabled in 2015–16.

PARLIAMENTARY COMMITTEES

Senate Finance and Public Administration Legislation Committee

DPS appeared before Senate Finance and Public Administration Legislation Committee Estimates hearings on 19 October 2015, 8 February 2016 and 5 May 2016.

In addition, on 17 September 2015, the Senate Finance and Public Administration Legislation Committee provided its final report on its inquiry into DPS. The Committee made 14 recommendations, of which 13 were agreed to by the President of the Senate and one was noted. DPS has implemented 10 of the recommendations agreed to by the President of the Senate and is in the process of implementing the remaining three recommendations.

House of Representatives Standing Committee on Procedure

In March 2016, DPS made a submission to the House of Representative Standing Committee on Procedure inquiry entitled “Division required? Electronic voting in the House of Representatives”.

JUDICIAL DECISIONS, DECISIONS OF ADMINISTRATIVE TRIBUNALS

During 2015–16, there were no judicial or administrative tribunal decisions relating to DPS.

FREEDOM OF INFORMATION

DPS is not subject to the *Freedom of Information Act 1982* (FOI Act), and therefore does not have an Information Publication Scheme. However, DPS has an administrative ‘information access’ policy. Under the policy, DPS responds where it can to requests for information, within the spirit of the FOI Act.

OFFICE OF THE MERIT PROTECTION COMMISSIONER

During 2015–16, three applications for review were made to the Office of the Merit Protection Commissioner. One of these matters remains under consideration.

FAIR WORK OMBUDSMAN

During 2015–16, there were no matters referred to the Fair Work Ombudsman for review.

FAIR WORK COMMISSION

During 2015–16, there was one matter that was referred to the Commission for review and this was settled at conciliation.

OUR PEOPLE

At DPS, our people are central to the services we deliver to the Australian Parliament. Our staff pride themselves on the services and products they provide to support the functioning of the Australian Parliament, and the work of parliamentarians. Acquiring, developing and maintaining employee capability and engagement is essential to supporting the achievement of our corporate objectives.

In 2015–16, a major focus of the human resources team was the consolidation of the new human resource management information system, with additional modules implemented for performance management and learning management. We focused on building capability and developing staff with the launch and implementation of the DPS Learning and Development Framework and associated learning. DPS also launched an indigenous employment strategy and improved its suite of business workforce reporting.

DPS WORKFORCE PERFORMANCE

As at 30 June 2016, DPS employed 874 staff (including staff on leave, secondment and inoperative staff), all based in Canberra. The DPS workforce comprised 730 ongoing employees (84 per cent) and 144 non-ongoing employees (16 per cent). Of the 144 non-ongoing employees, 57 are engaged for a 'specified term or a specified task' and 87 are engaged in 'irregular or intermittent' duties.

The DPS workforce comprised full-time, part-time, sessional and casual work arrangements—77 per cent full-time; eight per cent part-time; five per cent sessional and 10 per cent casual. These types of employment arrangements are used by the department to support the nature and demands of the parliamentary sitting patterns.

The department's workforce statistics tables can be found at Appendix A.

Table 23: Employment Performance 2014-15 and 2015-16

Indicator	2014–15	2015–16
Total number of staff employed (Headcount)	862	874
Total number of staff employed (Headcount excluding casuals)	783	787
Diversity		
Women (percentage of total workforce)	37%	39%
People with identified Disability (percentage of total workforce)	1.26%	1.47%
Aboriginal and Torres Strait Islander (percentage of total workforce)	9 (1.03%)	11 (1.26%)
Staff with English as a second language (percentage of total workforce)	8.61%	8.47%
Health and Safety		
Health and safety incidents (per 100 employees headcount)	7.7	6.8
Health and Safety 'near misses' (per 100 employees headcount)	0.11	1.3
Number of Health and Safety representatives	16	14

Indicator	2014–15	2015–16
Learning and Development		
Number of staff undertaking studies assistance		27
Number of recorded attendances at DPS compliance training activities		970
Recruitment		
Average time to fill vacancy (from advertising to Delegation sign off)		45
External 'new engagement' hires (percentage of new hires)		68%

Figure 14: DPS Workforce Composition - 30 June 2016

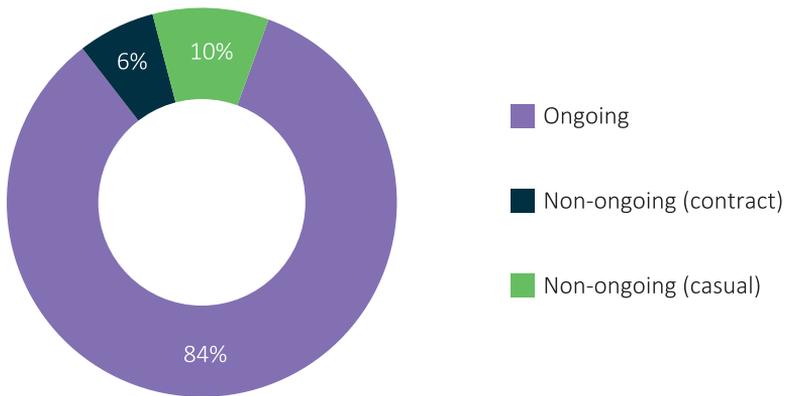
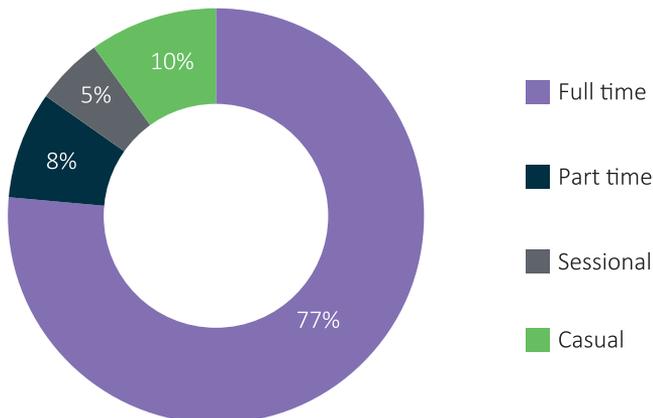


Figure 15: DPS Employee Type Numbers - 30 June 2016



WORKFORCE DIVERSITY

A continued focus throughout 2015–16 was on initiatives in support of the Reconciliation Action Plan and the development of a new plan for 2016–18.

RECONCILIATION ACTION PLAN (RAP)

DPS was one of the four RAP Champions from the four parliamentary departments that worked with Reconciliation Australia to finalise a new RAP. The Parliamentary Service Reconciliation Action Plan 2016–18 was almost completed in 2015–16 and was launched in July 2016 during NAIDOC Week. The DPS RAP working group has also been working on how we in DPS will implement our responsibilities under the RAP. See details of the RAP on page 84.

ABORIGINAL AND TORRES STRAIT ISLANDER EMPLOYMENT STRATEGY

In December 2015, DPS launched its first Aboriginal and Torres Strait Islander Employment Strategy. The strategy is one of the important actions of the Parliamentary Service RAP, which focusses on creating employment opportunities for Aboriginal and Torres Strait Islander peoples. The strategy is also focussed on DPS' meeting our target of 2.5 per cent Indigenous representation by 2018.

As an initiative of the strategy, DPS committed to participate in the Indigenous Government Development Program (IAGDP) co-ordinated by the Department of Education and Training. Considerable work has been undertaken during 2016 in the planning and selection process for participants who will join the department in September 2016.

DISABILITY

DPS became a member of the Australian Network on Disability in April 2016 to assist the department to focus its attention on planning for the development of a DPS Disability Strategy.

RECRUITMENT—ENTRY LEVEL PROGRAMS

In 2015–16 DPS participated in the Parliament of Australia Graduate Program for the second year, placing five graduates. DPS placements are offered for periods of three to six months, to graduates who have been accepted into existing Australian Government department and agency graduate programs. The 2016 graduates were placed within the Parliamentary Library, COO Division, and Building and Asset Management Division where their qualifications in project management, law, business, arts and commerce were utilised.

In 2015–16 DPS participated in the Department of Finance, whole-of-government ICT Graduate Program, for the second year, placing two graduates. The DPS ICT graduate program began in November 2014 and provides a 12-month program, specifically tailored to develop ICT graduates for a career within the Australian Government.

Table 24: Entry Level Programs 2015–16

	APS/PS level	Number of Participants
Parliamentary Departments Program		
Parliament of Australia Graduate Program	PSL 4 or PSL 5	5
Whole-of-government programs		
ICT Australian Government Graduate Program	PSL 4	2

WORKFORCE MOBILITY AND RETENTION

During 2015–16 there were a total of 169 employee commencements. DPS' commencement rate for all employees decreased by 5 per cent from 24 per cent in the previous year to 19 per cent in 2015–16, as did all employee turnover which decreased by 1.0 per cent over the same period from 19 per cent to 18 per cent (for the total workforce).

Table 25: Overview of the DPS commencement for staff from 2014 to 2016

	2013–14	2014–15	2015–16
Commencements	140	204	169
Commencement rate ⁵²	17%	24%	19%
Commencement (ongoing employees)	70	91	66
Commencement Rate (ongoing employees) ⁵³	10%	12.6%	9%

In the same 12-month period, there were 157 employee separations. Of these 98 were ongoing employee separations, an increase of five employees on the 93 separations in 2014–15. The resultant ongoing employee turnover rate was 13.4 per cent, up from 12.8 per cent in 2014–15.

Table 26: Overview of the DPS turnover rates for ongoing staff from 2014 to 2016

	2013–14	2014–15	2015–16
Staff separations (headcount)	150	164	157
Employee turnover rate (total) ⁵⁴	18.2%	19%	18%
Staff separations (ongoing employees)	85	93	98
Turnover rate (ongoing employees) ⁵⁵	12.1%	12.8%	13.4%

The highest numbers of separations were employee-initiated age retirements (i.e. 55+ years), of which there were 30. This represented 31 per cent of the departing ongoing workforce. There were also 26 employee-initiated resignations from DPS, which represented 27 per cent of the departing ongoing workforce. Continuing capability reviews and subsequent structural realignment across DPS branches also resulted in 16 voluntary redundancies, one more than in 2014–15.

52 Commencement rate calculated by the number of employees recruited (commenced) as a percentage of the total headcount = $169 / 874 = 19.34\%$

53 Ongoing commencement rate calculated by—the number of ongoing employees recruited (ongoing commencements) as a percentage of the total headcount = $66 / 730 = 9.04\%$

54 Turnover rate calculated by—the number of total employees who left DPS during the period (voluntary and non-voluntary) as a percentage of the total headcount = $157 / 874 = 17.96338\%$, or 18% rounded.

55 Ongoing turnover rate calculated by—the number of total ongoing employees who left DPS during the period (voluntary and non-voluntary) as a percentage of the total ongoing headcount = $98 / 730 = 13.4246\%$.

MOBILITY BETWEEN THE SERVICES

Section 26 of the *Parliamentary Service Act 1999* facilitates staff movements between the Parliamentary Service and the Australian Public Service (APS). During 2015–16, there were 21 employees who left DPS and transferred at level or were promoted to a higher level to other APS agencies outside the Parliamentary Service.

Similarly there were 21 employees from the APS that were engaged under section 26 of the *Parliamentary Service Act 1999* that transferred (either at or below level) to DPS from the APS (14) or were engaged at a higher level (7) than they were at in the APS.

REMUNERATION AND EMPLOYMENT CONDITIONS

The DPS Enterprise Agreement 2011 sets out DPS' classification structures, performance management framework, remuneration, flexible working conditions, leave, consultative arrangements, and other working conditions and allowances.

The agreement nominally expired on 30 June 2014. The terms and conditions in the agreement will remain in force until a new agreement is formally approved. DPS commenced formal bargaining in December 2014.

The enterprise agreement allows the department to provide individual flexibility agreements to employees to recognise particular skills, capabilities or additional responsibilities or to help meet special workplace circumstances and/or operational requirements. At 30 June 2016, five DPS employees had these agreements in place.

The DPS classification scale is divided into Parliamentary Service Level 1-6 (equates to APS 1–6), Parliamentary Executive Level (PEL) 1 and 2 (equates to APS EL 1 and 2) and SES Bands 1 and 2. Salary scales for each of these classifications are at Appendix A.

Table 27: Number of employees covered by industrial instruments

Classification	DPS Enterprise Agreement	Section 24 Determinations	Individual Flexibility Agreements	Total
PSL1	19			19
PSL12	147			147
PSL123	1			1
PSL2	55			55
PSL23	15			15
PSL3	52			52
PSL4	103			103
PSL45	20			20
PSL5	64			64
PSL56	61			61
PSL6	121		2	123
PEL1	146		1	147
PEL2	46		2	48
SES1		14		14
SES2		3		3

NON-SALARY BENEFITS

Non-salary benefits available to DPS employees may include influenza vaccinations and the payment by DPS of membership fees for those wishing to join the Parliament House Health and Recreation Centre. Employees are also able to access the Employee Assistance Scheme at no cost. Parking is available at no cost to employees for onsite parking in the private carparks.

MANAGING PERFORMANCE

DPS performance management framework aligns individual work objectives to the Corporate Plan strategic themes and objectives. The process also encourages development and builds individual capability.

In February 2016, DPS transitioned to an online performance management tool. At 30 June 2016, 52 per cent of the workforce had an individual work plan (IWP) in place in the online system. HR Services and Strategy team has worked closely with relevant areas to fully implement the online IWPs before the next performance cycle.

LEARNING AND DEVELOPMENT

The DPS Learning and Development Framework was implemented early in 2015–16. This framework sets out the learning and development aims and pathways for the department, and is the basis for the design and delivery of a range of programs during the year. This year also saw the implementation of an online learning management system and the first mandatory e-learning module, Fraud Awareness.

Formal training and development

In 2015–16 there were a total of 970 recorded attendances at DPS compliance training activities. Fraud awareness training completion, accounted for 68 per cent of all compliance training programs undertaken.

DPS organised 45 in-house (face-to-face) training sessions which were attended by 449 employees, an increase of 155 employees from 2014–15. Of these 45 sessions, 12 were facilitated by external providers.

Leadership development

DPS offered a range of Leadership and Executive development programs to PEL 1 and 2 employees. For the PEL2 employees, nine people attended 11 external leadership programs covering various leadership development topics. DPS also developed and commenced delivery of a 10-day internal PEL1 Development Program. The program pilot commenced in May 2016 and is designed to build capabilities in the PEL1 cohort. Nineteen people participated in this program.

Studies assistance

In addition to the internal and external development of employees through training and development programs, DPS had 27 employees undertaking a range of tertiary studies, including:

- ▶ Master of Business Administration
- ▶ Master of Information Studies
- ▶ Master of Laws
- ▶ Master of Arts (Public Sector Leadership)
- ▶ Bachelor of Arts
- ▶ Bachelor of Counter Terrorism, Security and Intelligence
- ▶ Bachelor of Primary Education
- ▶ Bachelor of Information Studies (Librarianship)

This year, a total of 1,400 hours were provided to employees to undertake tertiary education, along with \$25,000 in studies assistance.

ORGANISATIONAL CULTURE AND EMPLOYEE ENGAGEMENT

DPS again participated in the APS Employee Census in 2015, which was conducted in May and June 2015. A total of 443 employees provided feedback, representing a response rate of 53 per cent for the department. Although the DPS response rate was three per cent down on the previous year, the drop in participation was consistent with the rest of the APS.

The 2015 census showed small improvements in employee engagement with their job and team. The level of employee engagement with the department also marginally improved, however scores around the effectiveness of senior leadership and internal communication remained relatively low.

Feedback and results from the 2015 census drove a number of initiatives to improve leadership and internal staff communications. These initiatives include the launch of the DPS Corporate Learning Framework in January 2016, targeted leadership training and development programs for PEL1-2, development of a DPS Communications Framework and revision of the staff intranet.

The department's results are not included in the APSC's annual State of the Service Report, as the department is administered under the *Parliamentary Service Act 1999* and the report covers staff employed under the *Public Service Act 1999*.

In 2016, DPS again participated in the annual APS Employee Census. A total of 526 employees responded and this achieved a 64 per cent response rate—an improvement of 11 per cent on our 2015 response. The 2016 census results were not available as at 30 June 2016.

WORK HEALTH AND SAFETY

WORK HEALTH AND SAFETY (WHS) IMPROVEMENTS TO PARLIAMENT HOUSE

Work to address height safety issues in APH continued during 2015–16, and included the purchase of mobile plant and equipment to provide safer access for maintenance purposes, and the design and installation of fall prevention and protection equipment such as fixed ladders, staircases, platforms and handrails.

DPS conducted a number of risk assessments across APH in 2015–16, including:

- a comprehensive review of confined spaces
- task analysis of ladders used within DPS Maintenance Services
- a noise risk assessment in Hansard, and
- plant and equipment safety risk assessments.

Additional risk controls identified from these assessments have been implemented.

CONSULTATION ON WHS ISSUES

DPS maintains a high level of consultation on WHS issues. Staff are represented on health and safety committees that monitor and advise on WHS programs.

The DPS Peak WHS Committee focuses on reviewing WHS policies and procedures and taking a strategic approach to WHS management across DPS. Individual branches hold their own WHS committee meetings quarterly.

The DPS Contractors' WHS Subcommittee met four times. This forum provides a valuable mechanism to address WHS issues related to the work performed by the large number of contractors at APH.

A key component of DPS' management of health and safety is its network of health and safety representatives (HSRs), deputy HSRs, and harassment contact officers (HCOs). As at 30 June 2016, DPS had 22 HSRs and deputies and 14 trained HCOs.

WHS TRAINING

A range of WHS-related training was provided to staff throughout the year, including generic induction and refresher sessions for staff and managers. Approximately 119 staff underwent generic WHS training programs.

Occupation-specific WHS training was also provided, including:

- first aid
- working in confined spaces
- working at heights
- scaffolding
- manual handling (for example, lifting and handling of objects)
- plant and equipment use
- licences for forklifts and elevated work platforms, and
- defensive tactics.

WHS AUDITING

In 2015–16, DPS continued to undergo six-monthly surveillance audits of its WHS management system. An external audit confirmed that DPS continued to comply with the requirements of the SafetyMAP Initial Level auditing tool. DPS has continued to maintain certification to Joint Accreditation System of Australia and New Zealand standards since its initial certification in November 2009.

In December 2015, DPS underwent its second Rehabilitation Management System Audit. DPS maintained strong performance during the third audit, achieving 88 per cent compliance in both 2015 and 2014. This compared to 72 per cent during the first audit in 2013. DPS has implemented the report's recommendations, which focused mainly on improvements to rehabilitation policies and procedures.

INCIDENT REPORTING AND INVESTIGATION

Seventy-three incident reports were submitted by DPS employees during 2015–16. One incident was notified to Comcare in accordance with section 35 of the WHS Act. Incidents were examined by DPS and remedial action was taken where necessary. Comcare did not formally investigate any of the incidents.

There were no Provisional Improvement Notices issued under section 90 of the WHS Act and no notices or enforceable undertakings were issued under Parts 10 or 11 of the WHS Act.

ASSET MANAGEMENT

DPS manages departmental and administered property, land and equipment and intangible assets with a net book value of \$2,320.2 million (2014–15: \$2,309.1 million). Administered assets of \$2,223.8 million (2014–15: \$2,220.5 million) primarily relate to Parliament House, incorporating the building, land and cultural assets. Departmental assets of \$96.4 million (2014–15: \$88.6 million) primarily relate to information technology, software and furniture and equipment.

DPS manages asset replacements through an annual capital works plan. The department monitors the management of this plan on a regular basis to ensure that the planned expenditure reflects the department's business requirements.

DPS undertakes annual stocktakes, impairment and revaluation reviews which are used to update and verify the accuracy of asset records and to review the condition and ongoing utility of assets. The outcomes of the reviews are considered by the ANAO as part of its assessment of the annual financial statements.

PURCHASING

OVERVIEW

DPS continued to improve the framework and guidance in 2015–16 to ensure the procurement of property and services was conducted and managed in accordance with the Commonwealth Procurement Rules (CPRs) and DPS' Accountable Authority Instructions (AAIs) and supporting procedures. DPS primary procurement objectives are to:

- ensure the principle of value for money is consistently obtained through:
 - encouraging competition
 - promoting efficient, effective, economical and ethical use of resources, and
 - conducting our business in an environment of accountability and transparency
- support the business requirements of each branch within the department through a focus on better practice procurement, and
- involve small and medium enterprises wherever practicable.

DPS has a specialist procurement unit to ensure that:

- established guidelines and procedures are observed by DPS staff undertaking procurement and contract management activities
- statutory reporting responsibilities are met
- contracting and tendering activities are monitored, and
- ongoing training is provided to areas of the department that are involved in procurement.

Advice on legal matters relating to DPS procurement was provided by DPS Legal Unit.

CONSULTANTS

DPS classifies consultants as individuals, partnerships or corporations engaged to provide professional, independent and expert advisory services to the department. DPS engages consultants where there is a need for independent research or assessment, or where specialised or professional skills not available in-house are required.

During 2015–16, 13 new consultancy contracts were entered into involving total actual expenditure of \$670,721 (GST inclusive). In addition, 12 ongoing consultancy contracts were active during the period, involving total actual expenditure of \$351,422 (GST inclusive).

The method of procurement for consultancy arrangements is determined by the complexity, nature and value of each individual requirement to achieve a value for money outcome that supports DPS business requirements.

Consultants were engaged by DPS via approaches to the market and through access to consultancy panels and multi-use lists established by other departments for:

- ICT
- strategic business planning
- economic and financial evaluation, and
- human resources.

Annual reports contain information about actual expenditure on contracts for consultancies. Information on the value of contracts and consultancies is available on the AusTender website www.tenders.gov.au.

AUSTRALIAN NATIONAL AUDIT OFFICE ACCESS CLAUSES

All DPS contracts allow access for audit purposes.

EXEMPT CONTRACTS

During 2015–16, no DPS contracts or standing offers were exempted by the Secretary from being published via AusTender on the basis that they would disclose exempt matters under the FOI Act.

PROCUREMENT INITIATIVES TO SUPPORT SMALL BUSINESS

DPS supports small business participation in the Commonwealth procurement market. Small and Medium Enterprises (SMEs) and Small Enterprise participation statistics are available on the Department of Finance's website:

www.finance.gov.au/procurement/statistics-on-commonwealth-purchasing-contracts/

With a focus on achieving the best value for money outcome in each circumstance, DPS supports engagement with SMEs wherever practicable.

Consistent with paragraph 5.4 of the CPRs to ensure that SMEs can engage in fair competition for Commonwealth business, DPS applies the following procurement practices:

- the Commonwealth Contracting Suite for low-risk procurements valued under \$200,000, and
- payment cards to facilitate on-time payment performance.

To achieve best practice procurement processes the relevant divisions of the CPRs are applied as appropriate.

DPS recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on Treasury's website: www.treasury.gov.au/.

The cover features a photograph of a modern building plaza with a polished floor reflecting the sky. Gold lettering on the floor reads 'AUSTRALIA COMMONWEALTH PARLIAMENT'. The image is overlaid with a dark teal triangle in the top right and a light blue triangle in the bottom left. The text 'PART 7' is in white on the teal background, and 'FINANCIAL STATEMENTS' is in grey on the white background.

PART
7

FINANCIAL
STATEMENTS



INDEPENDENT AUDITOR'S REPORT

To the President of the Senate and the Speaker of the House of Representatives

I have audited the accompanying annual financial statements of the Department of Parliamentary Services for the year ended 30 June 2016, which comprise:

- Statement by the Accountable Authority and Chief Finance Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Statement of Cash Flow;
- Administered Schedule of Comprehensive Income;
- Administered Schedule of Assets and Liabilities;
- Administered Reconciliation Schedule;
- Administered Schedule of Cash Flows; and
- Notes to and forming part of the Financial Statements, including a Summary of Significant Accounting Policies.

Opinion

In my opinion, the financial statements of the Department of Parliamentary Services:

- (a) comply with Australian Accounting Standards and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Department of Parliamentary Services as at 30 June 2016 and its financial performance and cash flows for the year then ended.

Accountable Authority's Responsibility for the Financial Statements

The Secretary of the Department of Parliamentary Services is responsible under the *Public Governance, Performance and Accountability Act 2013* for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards and the rules made under that Act and is also responsible for such internal control as the Department of Parliamentary Services determines is necessary to enable the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I have conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. These auditing standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the Accountable Authority of the entity, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

In conducting my audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate the requirements of the Australian accounting profession.

Australian National Audit Office



Sean Benfield
Audit Principal
Delegate of the Auditor-General
Canberra
6 September 2016

Department of Parliamentary Services
STATEMENT BY THE ACCOUNTABLE AUTHORITY AND CHIEF FINANCE OFFICER

In our opinion, the attached financial statements for the year ended 30 June 2016 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

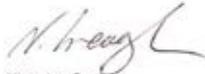
In our opinion, at the date of this statement, there are reasonable grounds to believe that the non-corporate Commonwealth entity will be able to pay its debts as and when they fall due.



Robert Stefanic

Secretary

5 September 2016



Nicholas Creagh

Chief Finance Officer

5 September 2016

STATEMENT OF COMPREHENSIVE INCOME

for the period ended 30 June 2016

	Notes	2016 \$'000	2015 \$'000	Original Budget 2016 \$'000
NET COST OF SERVICES				
Expenses				
Employee benefits	1.1A	82,609	78,908	80,212
Suppliers	1.1B	44,666	38,421	47,190
Depreciation and amortisation	1.1C	19,114	22,549	25,221
Write-down and impairment of assets	1.1D	3	2	-
Foreign exchange losses	1.1E	-	14	-
Losses from asset sales	1.1F	219	32	-
Total expenses		146,611	139,926	152,623
Own-Source Revenue and Gains				
Own-source revenue				
Sale of goods and rendering of services	1.2A	5,193	5,561	5,875
Rental income	1.2B	1,894	1,557	2,010
Other revenue	1.2C	820	633	514
Total own-source revenue		7,907	7,751	8,399
Gains				
Foreign exchange gains	1.2D	3	-	-
Total gains		3	-	-
Total own-source revenue and gains		7,910	7,751	8,399
Net cost of services		138,701	132,175	144,224
Revenue from Government – appropriation	1.2E	119,003	120,519	119,003
Deficit attributable to the Australian Government		(19,698)	(11,656)	(25,221)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation reserve		-	2,248	-
Total other comprehensive loss attributable to the Australian Government		(19,698)	(9,408)	(25,221)

The above statement should be read in conjunction with the accompanying notes.

STATEMENT OF FINANCIAL POSITION

as at 30 June 2016

	Notes	2016 \$'000	2015 \$'000	Original Budget 2016 \$'000
ASSETS				
Financial Assets				
Cash at bank	3.1A	574	432	547
Trade and other receivables	3.1B	24,899	31,759	12,523
Total financial assets		25,473	32,191	13,070
Non-Financial Assets				
Property, plant and equipment	3.2A	68,264	63,638	65,198
Intangibles	3.2A	28,119	24,993	25,722
Inventories	3.2B	242	275	173
Other non-financial assets	3.2C	6,703	3,423	2,927
Total non-financial assets		103,328	92,329	94,020
Total assets		128,801	124,520	107,090
LIABILITIES				
Payables				
Suppliers	3.3A	5,381	3,262	3,403
Other payables	3.3B	1,021	2,443	85
Total payables		6,402	5,705	3,488
Provisions				
Employee provisions	6.1A	21,732	21,370	24,050
Total provisions		21,732	21,370	24,050
Total liabilities		28,134	27,075	27,538
Net assets		100,667	97,445	79,552
EQUITY				
Non-controlling interest				
Contributed equity		222,022	199,101	222,022
Reserves		20,331	20,331	18,083
Accumulated deficit		(141,686)	(121,987)	(160,553)
Total non-controlling interest		100,667	97,445	79,552
Total equity		100,667	97,445	79,552

The above statement should be read in conjunction with the accompanying notes.

STATEMENT OF CHANGES IN EQUITY
for the period ended 30 June 2016

	Contributed equity		Asset revaluation reserve		Accumulated deficit		Total equity	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
CONTRIBUTED EQUITY								
Opening balance								
Balance carried forward from previous period	199,101	174,862	20,331	18,083	(121,987)	(110,332)	97,445	82,613
Adjustment for errors	-	-	-	-	(1)	1	(1)	1
Adjustment for change of accounting policy	-	-	-	-	-	-	-	-
Adjusted opening balance	199,101	174,862	20,331	18,083	(121,988)	(110,331)	97,444	82,614
Comprehensive income								
Surplus/(Deficit) for the period	-	-	-	2,248	(19,698)	(11,656)	(19,698)	(9,408)
Other comprehensive income	-	-	-	-	-	-	-	-
Total comprehensive income	-	-	-	2,248	(19,698)	(11,656)	(19,698)	(9,408)
Total comprehensive income attributable to Australian Government	-	-	-	2,248	(19,698)	(11,656)	(19,698)	(9,408)
Transactions with owners								
Contributions by owners								
Departmental capital budget	22,921	24,239	-	-	-	-	22,921	24,239
Restructure	-	-	-	-	-	-	-	-
Total transactions with owners	22,921	24,239	-	-	-	-	22,921	24,239
Transfers between equity components	-	-	-	-	-	-	-	-
Closing balance attributable to Australian Government	222,022	199,101	20,331	20,331	(141,686)	(121,987)	100,667	97,445

The above statement should be read in conjunction with the accompanying notes.

Accounting Policy

Equity Injections

Amounts appropriated which are designated as 'equity injections' for a year (less any formal reductions) and Departmental Capital Budgets (DCBs) are recognised directly in contributed equity in that year.

STATEMENT OF CASH FLOW

for the period ended 30 June 2016

	Notes	2016 \$'000	2015 \$'000	Original Budget 2016 \$'000
OPERATING ACTIVITIES				
Cash received				
Appropriations		123,814	109,966	119,003
Sale of goods and rendering of services		6,244	8,064	8,674
Net GST received		5,645	5,103	6,209
Other		823	492	374
Total cash received		136,526	123,625	134,260
Cash used				
Employees		83,706	79,310	80,212
Suppliers		52,800	44,420	54,048
Total cash used		136,506	123,730	134,260
Net cash from/(used by) operating activities	5.3	20	(105)	-
INVESTING ACTIVITIES				
Cash received				
Proceeds from sales of property, plant and equipment		124	31	-
Total cash received		124	31	-
Cash used				
Purchase of property, plant and equipment		16,652	9,540	22,921
Purchase of intangibles		10,580	9,013	-
Total cash used		27,232	18,553	22,921
Net cash used by investing activities		(27,108)	(18,522)	(22,921)
FINANCING ACTIVITIES				
Cash received				
Departmental capital budget		27,230	18,512	22,921
Total cash received		27,230	18,512	22,921
Net cash from financing activities		27,230	18,512	22,921
Net increase/(decrease) in cash held		142	(115)	-
Cash and cash equivalents at the beginning of the reporting period		432	547	547
Cash and cash equivalents at the end of the reporting period	3.1A	574	432	547

The above statement should be read in conjunction with the accompanying notes.

ADMINISTERED SCHEDULE OF COMPREHENSIVE INCOME*for the period ended 30 June 2016*

	Notes	2016 \$'000	2015 \$'000	Original Budget 2016 \$'000
NET COST OF SERVICES				
Expenses				
Suppliers	2.1A	3,863	3,144	6,703
Depreciation and amortisation	2.1B	32,547	28,802	31,498
Write-down and impairment of assets	2.1C	52	26	-
Total expenses		36,462	31,972	38,201
Income				
Revenue				
Non-taxation revenue				
Other revenue	2.2A	70	-	-
Total non-taxation revenue		70	-	-
Total revenue		70	-	-
Gains				
Other gains	2.2B	-	1	-
Total gains		-	1	-
Total income		70	1	-
Net cost of services		36,392	31,971	38,201
Deficit		(36,392)	(31,971)	(38,201)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation surplus		15,745	13,654	-
Total comprehensive (loss)		(20,647)	(18,317)	(38,201)

The above schedule should be read in conjunction with the accompanying notes.

ADMINISTERED SCHEDULE OF ASSETS AND LIABILITIES

as at 30 June 2016

	Notes	2016 \$'000	2015 \$'000	Original Budget 2016 \$'000
ASSETS				
Financial Assets				
Trade and other receivables	4.1A	333	212	404
Total financial assets		333	212	404
Non-Financial Assets				
Land and buildings	4.2A	2,132,400	2,129,397	2,165,027
Property, plant and equipment	4.2A	91,370	91,090	157,328
Computer software	4.2A	29	-	-
Total non-financial assets		2,223,799	2,220,487	2,322,355
Total assets administered on behalf of Government		2,224,132	2,220,699	2,322,759
LIABILITIES				
Payables				
Suppliers	4.3A	254	502	764
Other payables	4.3B	367	202	392
Total payables		621	704	1,156
Total liabilities administered on behalf of government		621	704	1,156
Net assets		2,223,511	2,219,995	2,321,603

The above schedule should be read in conjunction with the accompanying notes.

ADMINISTERED RECONCILIATION SCHEDULE*for the period ended 30 June 2016*

	2016	2015
	\$'000	\$'000
Opening assets less liabilities as at 1 July	<u>2,219,995</u>	<u>2,225,148</u>
Net (cost of)/contribution by services		
Income	70	1
Expenses	(36,462)	(31,972)
Other comprehensive income		
Revaluations transferred to reserves	15,745	13,654
Transfers (to)/from Australian Government		
Appropriation transfers from Official Public Account		
Administered asset and liabilities appropriations	20,167	9,770
Administered annual appropriations	4,078	3,406
Appropriation Transfers to OPA		
Administered receipts	(82)	(12)
Closing assets less liabilities as at 30 June	<u>2,223,511</u>	<u>2,219,995</u>

The above schedule should be read in conjunction with the accompanying notes.

Accounting Policy***Administered cash transfers to and from the Official Public Account***

Revenue collected by the department for use by the Commonwealth rather than the entity is administered revenue. Collections are transferred to the Official Public Account (OPA) maintained by the Department of Finance. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of the Commonwealth. These transfers to and from the OPA are adjustments to the administered cash held by the entity on behalf of the Commonwealth and reported as such in the Schedule of Administered Cash Flows and in the Administered Reconciliation Schedule.

ADMINISTERED SCHEDULE OF CASH FLOWS

for the period ended 30 June 2016

	Notes	2016 \$'000	2015 \$'000	Original Budget 2016 \$'000
OPERATING ACTIVITIES				
Cash received				
Sale of goods and rendering of services		-	12	-
Net GST received		-	179	4,064
Other		70	-	-
Total cash received		70	191	4,064
Cash used				
Suppliers		4,077	3,400	10,767
Net GST paid		121	-	-
Total cash used		4,198	3,400	10,767
Net cash used by operating activities		(4,128)	(3,209)	(6,703)
INVESTING ACTIVITIES				
Cash used				
Purchase of property, plant and equipment		20,137	9,764	33,941
Purchase of computer software		29	-	-
Total cash used		20,166	9,764	33,941
Net cash used by investing activities		(20,166)	(9,764)	(33,941)
Net decrease in cash held		(24,294)	(12,973)	(40,644)
Cash from Official Public Account				
Appropriations		24,245	13,176	44,708
Total cash used from official public account		24,245	13,176	44,708
Cash to official public account				
Appropriations		131	(191)	4,064
Administered receipts		(82)	(12)	-
Total cash to official public account		49	(203)	4,064
Cash and cash equivalents at the end of the reporting period	5.3	-	-	-

The above schedule should be read in conjunction with the accompanying notes.

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NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Overview

Objectives of the Department of Parliamentary Services

The Department of Parliamentary Services (the department) is an Australian Commonwealth controlled entity. It is a not-for-profit entity. The department is structured to meet the following outcome:

- Support the functions of Parliament and parliamentarians through the provision of professional services, advice and facilities and maintain Australian Parliament House.

The continued existence of the department in its present form and with its present programs is dependent on the Parliament and on continuing funding by Parliament for its administration and programs.

The department's activities contributing toward this outcome are classified as either departmental or administered. Departmental activities involve the use of assets, liabilities, income and expenses controlled or incurred by the department in its own right. Administered activities involve the management or oversight by the department, on behalf of the Parliament and the Presiding Officers, of items controlled or incurred by the Parliament.

The department conducts the following administered activities on behalf of the Parliament:

- Parliament House Works Program: Strategically plan to upgrade and maintain Parliament House as a safe and accessible workplace and public building.

The Basis of Preparation

The financial statements are general purpose financial statements and are required by section 42 of the *Public Governance, Performance and Accountability Act 2013*.

The financial statements have been prepared in accordance with:

- a) Financial Reporting Rule (FRR) 2016 for reporting periods ending on or after 1 July 2015; and
- b) Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets at fair value. The financial statements are presented in Australian dollars and values are rounded to the nearest thousand dollars unless otherwise specified.

New Australian Accounting Standards

Adoption of New Australian Accounting Standard Requirements

The department has adopted the AASB 2015-7 *Amendments to the Australian Accounting Standards – Fair Value Disclosures of Not-for-Profit Public Sector Entities*. This amending standard applies to reporting periods beginning on or after 1 July 2016. Early adoption impacts on disclosure in the Note 7 (*Fair Value Measurements*) with no effect on the face statements. No other accounting standard has been adopted earlier than the application date as stated in the standard.

The following new standards, revised standards, interpretations and/or amending standards that were issued prior to the signing of the statement by the Accountable Authority and Chief Finance Officer, and are applicable to the current reporting period, did not have a material effect, and are not expected to have a future material effect, on the department's financial statements:

Standard/Interpretation	Nature of change in accounting policy, transitional provisions, and adjustment to financial statements
AASB 9 Financial Instruments	Reduced disclosure for financial instruments has decreased the disclosure from four notes to two.

All other new standards, revised standards, amending standards and/or interpretations that were issued prior to the sign-off date and are applicable to the current reporting period did not have a material effect, and are not expected to have a future material effect, on the department's financial statements.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Future Australian Accounting Standard Requirements

The following new standards, revised standards, amending standards and/or interpretations were issued by the Australian Accounting Standards Board prior to the signing of the statement by the Accountable Authority and Chief Finance Officer, which are expected to have a material impact on the department's financial statements for future reporting periods:

Standard/Interpretation	Nature of change in accounting policy, transitional provisions, and adjustment to financial statements
AASB 124 Related Parties	The department will apply AASB 124 <i>Related Party Disclosures</i> in 2016-17. This standard requires the disclosure of significant transactions with related parties. Related parties include key managers of the department, relevant Ministers, and other Australian Government entities.

All other new standards, revised standards, amending standards and/or interpretations that were issued prior to the signing of the statement by the Accountable Authority and Chief Finance Officer, and are applicable to future reporting periods, and are not expected to have a future material effect on the department's financial statements:

Standard/Interpretation	Nature of change in accounting policy, transitional provisions, and adjustment to financial statements
AASB 9 Financial Instruments	The department expects to apply AASB 9 <i>Financial Instruments</i> in 2018-19. This standard will require most financial assets to be measured at fair value, except for those that are held only for the collection of the principal and interest. Also, wherever there has been a significant increase in credit risk, the standard will require an expense be recognised for all expected losses over the life of the financial asset. In other cases, an expense will be recognised for losses expected in the year after reporting date.
AASB 15 Revenue from Contracts with Customers	The department expects to apply AASB 15 <i>Revenue from Contracts with Customers</i> in 2018-19. The standard requires revenue from such contracts to be recognised as the department transfers identifiable goods and services to the customer.

Reporting of Administered Activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules and related notes.

Except where otherwise stated, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.

Events After the Reporting Period

Departmental

There was no subsequent event that had the potential to significantly affect the ongoing structure and financial activities of the department.

Administered

There was no subsequent event that had the potential to significantly affect the ongoing structure and financial activities of the department.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1. Financial Performance

1.1. Expenses

	2016	2015
	\$'000	\$'000
Note 1.1A: Employee Benefits		
Wages and salaries	61,672	59,187
Superannuation		
Defined contribution plans	4,551	4,088
Defined benefit plans	7,175	6,690
Leave and other entitlements	6,931	7,166
Separation and redundancies	1,610	1,221
Other	670	556
Total employee benefits	82,609	78,908

Accounting Policy

Accounting policies for employee related expenses is contained in the People section.

Note 1.1B: Suppliers

Goods and services supplied or rendered

Professional services	2,508	2,955
Contractors	5,624	6,888
Utilities	5,285	5,695
Support services	4,838	2,481
ICT licensing	4,663	3,570
Property operating expenses	8,837	8,208
Information resources	2,651	2,004
Communications	2,404	1,520
Office equipment and supplies	1,924	709
Training and other personnel expenses	1,781	1,090
Travel	584	524
Work health and safety	283	242
Other	739	606
Total goods and services supplied or rendered	42,121	36,492
Goods supplied	5,674	4,575
Services rendered	36,447	31,917
Total goods and services supplied or rendered	42,121	36,492

Other suppliers

Operating lease rentals in connection with		
Minimum lease payments	84	-
Workers compensation expenses	2,461	1,929
Total other suppliers	2,545	1,929
Total suppliers	44,666	38,421

Leasing commitments

The department in its capacity as lessee has leasing agreements for accommodation and motor vehicles. No contingent rent is payable, the agreements are effectively non-cancellable and there are no options for extension or purchase.

Commitments for minimum lease payments in relation to non-cancellable operating leases are payable as follows:

Within 1 year	698	2
Between 1 to 5 years	1,348	-
Total operating lease commitments	2,046	2

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2016 \$'000	2015 \$'000
<u>Note 1.1C: Depreciation and Amortisation</u>		
Depreciation		
Property, plant and equipment	11,660	13,343
Total depreciation	11,660	13,343
Amortisation		
Computer software	7,400	9,161
Other intangibles	54	45
Total amortisation	7,454	9,206
Total depreciation and amortisation	19,114	22,549
<u>Note 1.1D: Write-Down and Impairment of Assets</u>		
Impairment on trade and other receivables	3	2
Total write-down and impairment of assets	3	2
<u>Note 1.1E: Foreign exchange losses</u>		
Non-speculative	-	14
Total foreign exchange losses	-	14
<u>Note 1.1F: Losses from Asset Sales</u>		
Property, plant and equipment		
Proceeds from sale	(120)	(58)
Carrying value of assets sold	343	64
Selling expense	(4)	26
Total losses from asset sales	219	32

Accounting Policy

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the department using, in all cases, the straight-line method of depreciation.

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Gains or losses from disposal of assets are recognised when control of the asset has passed to the buyer.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1.2. Own-Source Revenue and Gains

	2016	2015
OWN SOURCE REVENUE	\$'000	\$'000

Note 1.2A: Sale of Goods and Rendering of Services

Sale of goods	1,109	1,031
Rendering of services	4,084	4,530
Total sale of goods and rendering of services	5,193	5,561

Accounting Policy

Revenue from the sale of goods is recognised when:

- a) the risks and rewards of ownership have been transferred to the buyer;
- b) the department retains no managerial involvement or effective control over the goods;
- c) the revenue and transaction costs incurred can be reliably measured; and
- d) it is probable that the economic benefits associated with the transaction will flow to the department.

Revenue from rendering of services is recognised by reference to the stage of completion of contracts at the reporting date. The revenue is recognised when:

- a) the amount of revenue, stage of completion and transaction costs incurred can be reliably measured; and
- b) the probable economic benefits associated with the transaction will flow to the department.

The stage of completion of contracts at the reporting date is determined by reference to:

- a) surveys of work performed;
- b) services performed to date as a percentage of total services to be performed; or
- c) the proportion that costs incurred to date bear to the estimated total costs of the transaction.

Note 1.2B: Rental Income

Operating lease		
Contingent rentals	68	147
Rentals	1,826	1,410
Total rental income	1,894	1,557

Subleasing rental income commitments

The department in its capacity as lessor has leasing agreements for space within Parliament House for the press gallery and retail operations. Contingent rent is calculated and payable based on movements in the Consumer Price Index (CPI) and where options for extension exist.

Commitments for sublease rental income receivables are as follows:

Within 1 year	1,944	293
Between 1 to 5 years	4,859	1,081
Total sublease rental income commitments	6,803	1,374

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

		2016	2015
	Note	\$'000	\$'000
Note 1.2C: Other Revenue			
Resources received free of charge			
Remuneration of auditors		161	141
Other			
Public carpark		326	161
Project recovery		179	292
Other		154	39
Total other revenue		820	633

Accounting Policy

Resources received free of charge

Resources received free of charge are recognised as gains when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense.

Resources received free of charge are recorded as either revenue or gains depending on their nature.

Contributions of assets at no cost of acquisition or for nominal consideration are recognised as gains at their fair value when the asset qualifies for recognition, unless received from another Commonwealth entity as a consequence of a restructuring of administrative arrangements (refer to the Statement of Changes in Equity).

GAINS

Note 1.2D: Foreign Exchange Gains

Non-speculative		3	-
Total foreign exchange gains		3	-

REVENUE FROM GOVERNMENT

Note 1.2E: Revenue from Government

Appropriations			
Departmental appropriations	5.1A	119,003	120,519
Total revenue from Government		119,003	120,519

Accounting Policy

Revenue from Commonwealth

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the department gains control of the appropriation.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

2. Income and Expenses Administered on Behalf of Government

2.1. Administered – Expenses

<u>Note 2.1A: Suppliers</u>	2016	2015
	\$'000	\$'000
Goods and services supplied or rendered		
Professional services	2,864	1,756
Contractors	187	841
Labour costs	671	540
Office equipment and supplies	21	4
Work health and safety	5	1
Travel	2	2
Training and other personnel expenses	34	-
Maintenance	79	-
Total goods and services supplied or rendered	3,863	3,144
Goods supplied	22	3
Services rendered	3,841	3,141
Total goods and services supplied or rendered	3,863	3,144
 Note 2.1B: Depreciation and Amortisation		
Depreciation		
Property, plant and equipment	1,040	1,062
Buildings	31,507	27,740
Total depreciation	32,547	28,802
Total depreciation and amortisation	32,547	28,802
 Note 2.1C: Write-Down and Impairment of Assets		
Property, plant and equipment		
Written down values	52	26
Total losses from asset sales	52	26

2.2. Administered – Income

	2016	2015
	\$'000	\$'000
Revenue		
Non-Taxation Revenue		
Note 2.2A: Other Revenue		
Filming	68	-
Other	2	-
Total other revenue	70	-

Accounting Policy

All administered revenues are revenues relating to ordinary activities performed by the department on behalf of the Australian Commonwealth. As such, administered appropriations are not revenues of the department that oversees distribution or expenditure of the funds as directed.

Note 2.2B: Other Gains

Resources received free of charge	-	1
Total other gains	-	1

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3. Financial Position

3.1. Financial Assets

	2016	2015
	\$'000	\$'000
Note 3.1A: Cash and Cash Equivalents		
Cash on hand or on deposit	574	432
Total cash and cash equivalents	574	432

Accounting Policy

Cash is recognised at its nominal amount. Cash and cash equivalents include cash at bank and on hand.

Note 3.1B: Trade and Other Receivables

Goods and services receivables

Goods and services	1,607	367
Total goods and services receivables	1,607	367

Appropriations receivables

Operating	17,193	22,004
Departmental Capital Budget	4,341	8,650
Total appropriations receivable	21,534	30,654

Other receivables

GST receivable from the Australian Taxation Office	1,723	730
Other	35	8
Total other receivables	1,758	738
Total trade and other receivables (gross)	24,899	31,759

Trade and other receivables (net) expected to be recovered

No more than 12 months	24,899	31,759
Total trade and other receivables (net)	24,899	31,759

Credit terms for goods and services were within 30 days (2015: 30 days).

Accounting Policy

Trade and other receivables for goods and services, which have 30 day terms, are recognised at the nominal amounts due less any impairment allowance account. Collectability of debts is reviewed at the end of each reporting period. Allowances are made when collectability of the debt is no longer probable.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3.2. Non-Financial Assets

Note 3.2A: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment and Intangibles for 2016

	Information and communication technology \$'000	Furniture and equipment \$'000	Library collection \$'000	Computer software \$'000	Other intangibles \$'000	Total \$'000
As at 1 July 2015						
Gross book value	150,118	14,542	5,168	73,523	6,540	249,891
Accumulated depreciation, amortisation and impairment	(105,392)	(255)	(543)	(53,694)	(1,376)	(161,260)
Total as at 1 July 2015	44,726	14,287	4,625	19,829	5,164	88,631
Additions						
By purchase	15,349	572	731	9,619	961	27,232
Depreciation	(9,461)	(2,414)	215	(7,400)	(54)	(19,114)
Other movements - transfer	(39)	16	-	-	-	(23)
Disposals	(321)	(22)	-	-	-	(343)
Total as at 30 June 2016	50,254	12,439	5,571	22,048	6,071	96,383
Total as at 30 June 2016 represented by						
Gross book value	94,050	15,103	5,899	83,142	7,501	205,695
Accumulated depreciation, impairment, and amortisation	(43,796)	(2,664)	(328)	(61,094)	(1,430)	(109,312)
Total as at 30 June 2016	50,254	12,439	5,571	22,048	6,071	96,383

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 3.2A: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment and Intangibles for 2015

	Information and communication technology \$'000	Furniture and equipment \$'000	Library collection \$'000	Computer software \$'000	Other intangibles \$'000	Total \$'000
As at 1 July 2014						
Gross book value ¹	155,433	100,576	11,883	65,009	6,009	338,910
Accumulated depreciation, impairment and amortisation ¹	(109,127)	(85,869)	(7,568)	(44,374)	(1,491)	(248,429)
Net book value 1 July 2014	46,306	14,707	4,315	20,635	4,518	90,481
Reclassifications ²	-	(79)	-	235	(155)	1
Additions						
By purchase	7,950	835	712	8,167	846	18,510
Revaluations and impairments recognised in other comprehensive income	-	1,291	957	-	-	2,248
Depreciation and amortisation	(9,533)	(2,471)	(1,339)	(9,161)	(45)	(22,549)
Other movements - transfer	47	4	-	(47)	-	4
Disposals	(44)	-	(20)	-	-	(64)
Net book value 30 June 2015	44,726	14,287	4,625	19,829	5,164	88,631
Total as at 30 June 2015 represented by						
Gross book value ¹	150,118	14,542	5,168	73,523	6,540	249,891
Accumulated depreciation, impairment, and amortisation ¹	(105,392)	(255)	(543)	(53,694)	(1,376)	(161,260)
Total as at 30 June 2015	44,726	14,287	4,625	19,829	5,164	88,631

¹ Revaluation of assets for the year ending 30 June 2015 was accounted for using the net method (2014: gross method) which represents the difference in accumulated depreciation. Refer to accounting policy below.

² Information and communication technology items were reclassified as computer software and other intangibles for the financial year ending 30 June 2015.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Contractual commitments for the acquisition of property, plant, equipment and intangible assets

The nature of capital commitments is primarily for the acquisition of plant and equipment assets.

	2016	2015
	\$'000	\$'000
Commitments are payable as follows:		
Within 1 year	16,730	6,896
Between 1 to 5 years	14,257	3,232
More than 5 years	-	147
Total commitments	30,987	10,275

A number of items of property, plant and equipment, and intangibles are expected to be sold or disposed of within the next 12 months.

No revaluation was conducted for departmental assets as at 30 June 2016. A revaluation increment of \$2,248,111 for property, plant and equipment was credited to the asset revaluation reserve as at 30 June 2015. Asset materiality reviews were conducted for information and communication technology, furniture and equipment and library collection asset classes as at 30 June 2016. All revaluations were conducted in accordance with the revaluation policy stated below. Independent valuations and asset materiality reviews were performed by Australian Valuation Solutions as at 30 June 2016 and 30 June 2015.

Accounting Policy

Acquisition of assets

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor's accounts immediately prior to the restructuring.

Asset recognition threshold

Purchases of property, plant and equipment are recognised initially at cost in the statement of financial position, except for purchases costing less than \$2,000 (excluding GST), which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total).

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located.

The department's intangibles comprise software and other intangibles (digitised Hansard records and digitised audio visual records). These assets are carried at cost less accumulated amortisation and accumulated impairment losses.

Revaluations

Following initial recognition at cost, property, plant and equipment were carried at latest valuation less accumulated depreciation and accumulated impairment losses. Valuations were conducted with sufficient frequency to ensure that the carrying amounts of assets did not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depended upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments were made on a class basis. Any revaluation increment was credited to equity under the heading of asset revaluation reserve except to the extent that it reversed a previous revaluation decrement of the same asset class that was previously recognised in the surplus/deficit. Revaluation decrements for a class of assets were recognised directly in the surplus/deficit except to the extent that they reversed a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset is restated to the revalued amount.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Depreciation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the department using the straight-line method of depreciation.

Software and other intangibles are amortised on a straight-line basis over its anticipated useful life.

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date.

Depreciation rates applying to each class of depreciable asset are based on the following useful lives:

	2016	2015
Buildings	5 – 200 years	5 – 200 years
Furniture and equipment	5 – 30 years	5 – 30 years
Information and communication technology	1 – 40 years	1 – 40 years
Library collection	3 – 30 years	3 – 30 years
Other Intangibles	100 years	100 years
Other property, plant and equipment	2 – 47 years	2 – 47 years
Software	2 – 14 years	2 – 14 years

Work in progress

All assets not fully constructed at 30 June 2016 are recorded as work in progress and are valued at cost.

Depreciation will not commence until the project has been completed to a stage where it can provide service to the department.

Impairment

All assets were assessed for impairment at 30 June 2016. Where indicators of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

No material indicators of impairment were found.

Derecognition

An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2016	2015
	\$'000	\$'000
Note 3.2B: Inventories		
Inventories held for sale		
Finished goods	<u>242</u>	<u>275</u>
Total inventories held for sale	<u>242</u>	<u>275</u>
Total inventories	<u>242</u>	<u>275</u>

During 2016, \$562,622 of inventory held for sale was recognised as an expense (2015: \$522,580).

No items of inventory were written down during the year.

All inventories are expected to be sold or distributed in the next 12 months.

Note 3.2C: Other Non-Financial Assets

Prepayments	<u>6,703</u>	<u>3,423</u>
Total other non-financial assets	<u>6,703</u>	<u>3,423</u>
Other non-financial assets expected to be recovered		
No more than 12 months	<u>5,523</u>	<u>2,832</u>
More than 12 months	<u>1,180</u>	<u>591</u>
Total other non-financial assets	<u>6,703</u>	<u>3,423</u>

No indicators of impairment were found for other non-financial assets.

Accounting Policy

Inventories held for sale are valued at the lower of cost and net realisable value. Inventories held for distribution are valued at cost, adjusted for any loss of service potential.

Costs incurred in bringing each item of inventory to its present location and conditions are assigned as follows:

- a) raw materials and stores – purchase cost on a first-in-first-out basis; and
- b) finished goods and work-in-progress – cost of direct materials and labour plus attributable costs that can be allocated on a reasonable basis.

Inventories acquired at no cost or nominal consideration are initially measured at current replacement cost at the date of acquisition.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3.3. Payables

	2016	2015
	\$'000	\$'000
Note 3.3A: Suppliers		
Trade creditors and accruals	5,381	3,262
Total suppliers	5,381	3,262
Suppliers expected to be settled		
No more than 12 months	5,381	3,262
Total suppliers	5,381	3,262

Settlement was usually made within 30 days.

Note 3.3B: Other Payables

Wages and salaries	235	1,902
Superannuation	48	377
Separations and redundancies	509	-
Unearned Income	73	63
Other	156	101
Total other payables	1,021	2,443
Other payables expected to be settled		
No more than 12 months	1,021	2,443
Total other payables	1,021	2,443

4. Assets and Liabilities Administered on Behalf of Government

4.1. Administered – Financial Assets

	2016	2015
	\$'000	\$'000
Note 4.1A: Trade and Other Receivables		
Other receivables		
GST receivable from the Australian Taxation Office	333	212
Total other receivables	333	212
Total trade and other receivables (gross)	333	212
Trade and other receivables expected to be recovered		
No more than 12 months	333	212
Total trade and other receivables	333	212

Credit terms for goods and services were within 30 days.

Accounting Policy

Where loans and receivables are not subject to concessional treatment, they are carried at amortised cost using the effective interest method. Gains and losses due to impairment, derecognition and amortisation are recognised through profit or loss.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

4.2. Administered – Non-Financial Assets

Note 4.2A: Reconciliation of the Opening and Closing Balances of Land and Buildings, Property, Plant and Equipment and Intangibles for 2016

	Land \$'000	Buildings \$'000	Heritage and cultural \$'000	Other property, plant & equipment \$'000	Computer software \$'000	Total \$'000
As at 1 July 2015						
Gross book value	50,000	2,079,480	84,778	6,334	-	2,220,592
Accumulated depreciation and impairment	-	(83)	-	(22)	-	(105)
Net book value 1 July 2015	50,000	2,079,397	84,778	6,312	-	2,220,487
Additions						
By purchase	-	18,765	655	717	29	20,166
Revaluations and impairments recognised in other comprehensive income	30,000	(14,255)	-	-	-	15,745
Depreciation expense	-	(31,507)	-	(1,040)	-	(32,547)
Disposals	-	-	-	-	-	-
Other	-	-	-	(52)	-	(52)
Total as at 30 June 2016	80,000	2,052,400	85,433	5,937	29	2,223,799
Total as at 30 June 2016 represented by						
Gross book value	80,000	2,052,400	85,433	6,999	29	2,224,861
Accumulated depreciation and impairment	-	-	-	(1,062)	-	(1,062)
Total as at 30 June 2016	80,000	2,052,400	85,433	5,937	29	2,223,799

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 4.2A: Reconciliation of the Opening and Closing Balances of Land and Buildings, Property, Plant and Equipment and Intangibles for 2015

	Land	Buildings	Heritage and cultural	Other property, plant & equipment	Computer software	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
As at 1 July 2014						
Gross book value ¹	50,000	2,792,225	84,508	24,827	-	2,951,560
Accumulated depreciation and impairment ¹	-	(707,197)	-	(18,463)	-	(725,660)
Total as at 1 July 2014	50,000	2,085,028	84,508	6,364	-	2,225,900
Additions						
By purchase	-	9,276	270	218	-	9,764
Revaluations and impairments recognised in other comprehensive income	-	13,564	-	91	-	13,655
Depreciation	-	(27,740)	-	(1,062)	-	(28,802)
Disposals	-	-	-	(26)	-	(26)
Other	-	(731)	-	727	-	(4)
Total as at 30 June 2015	50,000	2,079,397	84,778	6,312	-	2,220,487
Total as at 30 June 2015 represented by:						
Gross book value ¹	50,000	2,079,480	84,778	6,334	-	2,220,592
Accumulated depreciation and impairment ¹	-	(83)	-	(22)	-	(105)
Total as at 30 June 2015	50,000	2,079,397	84,778	6,312	-	2,220,487

¹ Revaluation of assets for the year ending 30 June 2015 was accounted for using the net method (2014: gross method) which represents the difference in accumulated depreciation.

Department of Parliamentary Services

Notes to and forming part of the financial statements

Contractual commitments for the acquisition of property, plant, equipment

The nature of capital commitments is for the acquisition of plant and equipment assets.

	2016	2015
	\$'000	\$'000
Commitments are payable as follows:		
Within 1 year	4,245	760
Between 1 to 5 years	545	5
Total commitments	4,790	765

No material indicators of impairment were found for property, plant and equipment.

A number of items of property, plant and equipment are expected to be sold or disposed of within the next 12 months.

All revaluations were conducted in accordance with the revaluation policy. As at 30 June 2016 Australian Valuation Solutions conducted the revaluations (2015: Australian Valuation Solutions).

Revaluation increments of \$15,743,618 for land and buildings (2015: \$13,563,682), nil for other property, plant and equipment (2015: \$90,649) and nil for heritage and cultural assets (2015: nil) were credited to the asset revaluation reserve by asset class.

Accounting Policy

Heritage and cultural assets

The department has a number of stand-alone collections, collectively managed as the Parliament House Art Collection (PHAC) including:

- the rotational collection, consisting largely of contemporary Australian artworks;
- the architectural commissions, consisting of artworks that were commissioned as an integrated part of the architectural design of the building (including commissioned artist-made furniture);
- the historic memorials collection, consisting of historical portraits and paintings of significant events;
- the gift collection, consisting of gifts that have been made to the Parliament;
- the constitutional documents, a group of significant archival documents managed as part of the PHAC; and
- the archive, a range of historic and archival materials about Parliament, the PHAC and the construction of Parliament House.

The department has adopted appropriate curatorial and preservation policies in respect of the PHAC, which are available via the following link:

http://www.aph.gov.au/About_Parliament/Parliamentary_departments/department_of_Parliamentary_Services/policies.

4.3. Administered – Payables

Note 4.3A: Suppliers

Trade creditors and accruals	254	502
Total supplier payables	254	502
Suppliers expected to be settled		
No more than 12 months	254	502
Total suppliers	254	502

Settlement was usually made within 30 days.

Note 4.3B: Other Payables

Other	367	202
Total other payables	367	202
Total other payables expected to be settled		
No more than 12 months	367	202
Total other payables	367	202

Department of Parliamentary Services Notes to and forming part of the financial statements

5. Funding

5.1. Appropriations

Note 5.1A: Annual Appropriations ('Recoverable GST exclusive')

	Annual appropriations for 2016						Variance ¹ \$'000
	Appropriation Act		PGPA Act		Total appropriation \$'000	Appropriation applied in 2016 (current and prior years) ² \$'000	
	Annual Appropriation \$'000	Advance to the Finance Minister \$'000	Section 74 Receipts \$'000	Section 75 Transfers \$'000			
Departmental							
Ordinary annual services	119,003	-	6,325	-	125,328	(129,481)	(4,153)
Capital Budget ³	22,921	-	-	-	22,921	(27,232)	(4,311)
Total departmental	141,924	-	6,325	-	148,249	(156,713)	(8,464)
Administered							
Ordinary annual services	6,703	-	-	-	6,703	(4,077)	2,626
Capital Budget ³	33,741	-	-	-	33,741	(20,166)	13,575
Total administered	40,444	-	-	-	40,444	(24,243)	16,201

¹ The ordinary annual services appropriation applied in 2015-16 is \$4.2 million more than the 2015-16 appropriation. This is caused by an increase in prepayments relating to ICT support, maintenance and software licence costs, as well as an increase in trade receivables. DPS has \$1.6 million in revenue where the receipts will be received in 2016-17. The expenditure was covered from previous year appropriations where the department had underspent. The capital appropriation applied in 2015-16 is \$4.3 million more than the 2015-16 appropriation. This variation is due to projects planned to be delivered in 2014-15 transitioning in to 2015-16. The expenditure associated with these works along with the planned 2015-16 projects occurred this financial year. Accordingly, appropriation was available to cover this additional expenditure from the previous financial year underspend.

² Payments for non-financial assets include purchases of assets, expenditure on assets which has been capitalised.

³ Departmental and administered capital budgets are appropriated through Appropriation (Parliamentary Departments) Bill (No. 1). They form part of ordinary annual services, and are not separately identified in the Parliamentary Appropriation Acts.

Department of Parliamentary Services Notes to and forming part of the financial statements

	Annual appropriations for 2015						Variance ¹ \$'000
	Appropriation Act		PGPA Act		Total appropriation \$'000	Appropriation applied in 2015 (current and prior years) ² \$'000	
	Annual Appropriation \$'000	Advance to the Finance Minister \$'000	Section 74 Receipts \$'000	Section 75 Transfers \$'000			
Departmental							
Ordinary annual services	120,519	-	7,798	-	128,317	(118,327)	9,990
Capital Budget ³	24,239	-	-	-	24,239	(18,553)	5,686
Total departmental	144,758	-	7,798	-	152,556	(136,880)	15,676
Administered							
Ordinary annual services	4,400	-	-	-	4,400	(3,400)	1,000
Capital Budget ³	122,212	-	-	-	122,212	(9,764)	112,448
Total administered	126,612	-	-	-	126,612	(13,164)	113,448

¹The \$15.7million and \$113.4million variance between departmental and administered appropriation provided and applied relates to the underspend for 2014-15.

²Payments for non-financial assets include purchases of assets, expenditure on assets which has been capitalised.

³ Departmental and administered capital budgets are appropriated through Appropriation (Parliamentary Departments) Bill (No. 1). They form part of ordinary annual services, and are not separately identified in the Parliamentary Appropriation Acts.

Department of Parliamentary Services Notes to and forming part of the financial statements

Note 5.1B: Unspent Annual Appropriations ('Recoverable GST exclusive')

	2016 \$'000	2015 \$'000
Departmental		
Appropriation (Parliamentary Departments) Act (No. 1) 2015-16	22,108	-
Appropriation (Parliamentary Departments) Act (No. 1) 2014-15	-	28,379
Appropriation (Parliamentary Departments) Act (No. 2) 2014-15	-	2,707
Total departmental	22,108	31,086
Administered		
Appropriation (Parliamentary Departments) Act (No. 1) 2015-16	38,032	-
Appropriation (Parliamentary Departments) Act (No. 1) 2014-15	7,756	11,154
Appropriation (Parliamentary Departments) Act (No. 2) 2014-15	96,289	111,046
Appropriation (Parliamentary Departments) Act (No. 1) 2013-14	-	3,056
Total administered	142,077	125,256

Note 5.1C: Disclosure by agent in relation to Annual and Special Appropriations ('Recoverable GST exclusive')

2016	Department of Finance provides access to a special appropriation for the provision of electorate office IT services \$'000	Department of Finance provides access to a special appropriation for the provision of Auspic services \$'000
Total receipts	24,055	212
Total payments	(24,055)	(212)

2015	Department of Finance provides access to a special appropriation for the provision of electorate office IT services \$'000	Department of Finance provides access to a special appropriation for the provision of Auspic services \$'000
Total receipts	15,252	210
Total payments	(15,252)	(210)

5.2. Net Cash Appropriation Arrangements

	2016 \$'000	2015 \$'000
Total comprehensive income/(loss) less depreciation/amortisation expenses previously funded through revenue appropriations¹	(584)	13,140
Plus: depreciation/amortisation expenses previously funded through revenue appropriation	(19,114)	(22,549)
Total comprehensive income (loss) - as per the Statement of Comprehensive Income	(19,698)	(9,409)

¹ Commonwealth entities receive a separate capital budget provided through equity appropriations. Capital budgets are to be appropriated in the period when cash payment for capital expenditure is required.

Department of Parliamentary Services

Notes to and forming part of the financial statements

5.3. Cash Flow Reconciliation

	2016	2015
	\$'000	\$'000
Reconciliation of cash and cash equivalents as per statement of financial position to cash flow statement		
Cash and cash equivalents as per		
Cash flow statement	574	432
Statement of financial position	574	432
Discrepancy	<u>-</u>	<u>-</u>
Reconciliation of net cost of services to net cash from/(used by) operating activities		
Net cost of services	(138,701)	(132,176)
Revenue from Government	119,003	120,519
Adjustments for non-cash items		
Depreciation/amortisation	19,114	22,549
Net write down of non-financial assets	3	2
Loss on disposal of non-financial assets	219	64
Movements in assets and liabilities		
Assets		
(Increase)/Decrease in net receivables	2,551	(10,002)
(Increase)/Decrease in inventories	33	(102)
(Increase)/Decrease in prepayments	(3,280)	(496)
Liabilities		
Increase/(Decrease) in employee provisions	362	53
Increase/(Decrease) in supplier payables	2,138	(141)
Increase/(Decrease) in other payable	(1,422)	(375)
Net cash from/(used by) operating activities	<u>20</u>	<u>(105)</u>
Reconciliation of cash and cash equivalents as per administered schedule of assets and liabilities to administered cash flow statement		
Reconciliation of net cost of services to net cash from/(used by) operating activities		
Net cost of services	(36,392)	(31,971)
Adjustments for non-cash items		
Depreciation/amortisation	32,547	28,802
Gain/Loss on disposal of assets	52	26
Resources received free of charge	-	(1)
Movements in assets and liabilities		
Liabilities		
(Increase) / decrease in net receivables	(121)	-
Increase/(decrease) in supplier payables	(248)	(256)
Movement in GST Annotations Loan	34	191
Net cash used by operating activities	<u>(4,128)</u>	<u>(3,209)</u>

Department of Parliamentary Services

Notes to and forming part of the financial statements

6. People

6.1. Employee Provisions

	2016	2015
	\$'000	\$'000
Note 6.1A: Employee Provisions		
Leave	21,732	21,370
Total employee provisions	21,732	21,370
Employee provisions are expected to be settled in:		
No more than 12 months	4,355	7,232
More than 12 months	17,377	14,138
Total employee provisions	21,732	21,370

Accounting Policy

Liabilities for 'short-term employee benefits' (as defined in AASB 119 Employee Benefits) and termination benefits due within twelve months of the end of reporting period are measured at their nominal amounts.

The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

Other long-term employee benefits are measured as net total of the present value of the defined benefit obligation at the end of the reporting period minus the fair value at the end of the reporting period of plan assets (if any) out of which the obligations are to be settled directly.

Leave

The liability for employee benefits includes provision for annual leave and long service leave. No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees of the department is estimated to be less than the annual entitlement for sick leave.

The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the department's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave has been determined by reference to the work of an actuary (using the short-hand method) as at 30 June 2016. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Separation and redundancy

Provision is made for separation and redundancy benefit payments. The department recognises a provision for termination when it has developed a detailed formal plan for the terminations and has informed those employees affected that it will carry out the terminations.

Superannuation

The department's staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), the PSS accumulation plan (PSSap) or other superannuation funds held outside the Commonwealth.

The CSS and PSS are defined benefit schemes for the Australian Commonwealth. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Commonwealth and is settled by the Australian Commonwealth in due course. This liability is reported in the Department of Finance's administered schedules and notes.

The department makes employer contributions to the employees' superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the Commonwealth. The department accounts for the contributions as if they were contributions to defined contribution plans.

The liability for superannuation recognised as at 30 June represents outstanding contributions for the final fortnight of the year.

Department of Parliamentary Services Notes to and forming part of the financial statements

6.2. Senior Management Personnel Remuneration

	2016	2015
	\$'000	\$'000
Short-term employee benefits		
Salary	3,461	3,282
Other	-	76
Total short-term employee benefits	<u>3,461</u>	<u>3,358</u>
Post-employment benefits		
Superannuation	615	522
Total post-employment benefits	<u>615</u>	<u>522</u>
Other long-term employee benefits		
Annual leave	276	233
Long-service leave	124	105
Total other long-term employee benefits	<u>400</u>	<u>338</u>
Termination benefits		
Redundancy payments	185	379
Total termination benefits	<u>185</u>	<u>379</u>
Total senior executive remuneration expenses	<u>4,661</u>	<u>4,597</u>

The total number of senior management personnel that are included in the above table are 22 individuals (2015: 23 individuals).

Accounting Policy

The Department has included all Senior Management Personnel that were in acting arrangements throughout the financial year for a minimum period of three months.

The senior management personnel remuneration note is prepared on an accrual basis.

'Other' includes vehicle and other allowances and associated fringe benefits tax.

Department of Parliamentary Services Notes to and forming part of the financial statements

7. Managing Uncertainties

7.1. Contingent Assets and Liabilities

Departmental

The department had no quantifiable or unquantifiable contingencies as at 30 June 2016 (2015: nil).

Administered

The department had no quantifiable or unquantifiable contingencies as at 30 June 2016 (2015: nil).

Accounting Policy

Contingent liabilities and contingent assets are not recognised in the Statement of Financial Position but are reported in the relevant schedules and notes. They may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

7.2. Financial Instruments

	2016	2015
	\$'000	\$'000
Note 7.2A: Categories of Financial Instruments		
Financial Assets		
Loans and receivables		
Cash and cash equivalents	574	432
Trade and other receivables	<u>1,607</u>	<u>367</u>
Total loans and receivables	<u>2,181</u>	<u>799</u>
Total financial assets	<u>2,181</u>	<u>799</u>
Financial Liabilities		
Financial liabilities measured at amortised cost		
Suppliers	<u>5,381</u>	<u>3,262</u>
Total financial liabilities measured at amortised cost	<u>5,381</u>	<u>3,262</u>
Total financial liabilities	<u>5,381</u>	<u>3,262</u>

The fair value of the department's financial assets and liabilities equal the carrying amount in the current and preceding financial year.

Accounting Policy

Financial Assets

The department classifies its financial assets in to the following categories:

- a) financial assets at fair value through profit or loss; and
- b) loans and receivables.

The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition. Financial assets are recognised and derecognised upon trade date.

Effective interest method

The effective interest method is a method of calculating the amortised cost of a financial asset and of allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset, or, where appropriate, a shorter period.

Loans and receivables

Trade receivables, loans and other receivables that have fixed or determinable payments that are not quoted in an active market are classified as 'loans and receivables'. Loans and receivables are measured at amortised cost using the effective interest method less impairment. Interest is recognised by applying the effective interest rate.

Department of Parliamentary Services

Notes to and forming part of the financial statements

Impairment of financial assets

Financial assets are assessed for impairment at the end of each reporting period.

Financial assets held at amortised cost - if there is objective evidence that an impairment loss has been incurred for loans and receivables the amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate. The carrying amount is reduced by way of an allowance account. The loss is recognised in the Statement of Comprehensive Income.

Financial assets held at cost - if there is objective evidence that an impairment loss has been incurred, the amount of the impairment loss is the difference between the carrying amount of the asset and the present value of the estimated future cash flows discounted at the current market rate for similar assets.

Financial Liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities. Financial liabilities are recognised and derecognised upon 'trade date'.

Financial liabilities at fair value through profit or loss

Financial liabilities at fair value through profit or loss are initially measured at fair value. Subsequent fair value adjustments are recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest paid on the financial liability.

Other financial liabilities

Other financial liabilities are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective yield basis.

The effective interest method is a method of calculating the amortised cost of a financial liability and of allocating interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments through the expected life of the financial liability, or, where appropriate, a shorter period.

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

Note 7.2B: Credit Risk

The department was exposed to minimal credit risk as its financial assets consist only of cash and trade receivables. The maximum exposure to credit risk was the risk that arose from potential default of a debtor. This amount is equal to the total amount of trade and other receivables.

Maximum exposure to credit risk (excluding any collateral or credit enhancements)

	2016	2015
	\$'000	\$'000
Financial assets carried at amount not best representing maximum exposure to credit risk		
Cash and cash equivalents	574	432
Trade and other receivables	1,607	367
Total financial assets carried at amount not best representing maximum exposure to credit risk	2,181	799
Financial liabilities carried at amount not best representing maximum exposure to credit risk		
Suppliers	5,381	3,262
Total financial liabilities carried at amount not best representing maximum exposure to credit risk	5,381	3,262

In relation to the department's gross credit risk and the financial effect in respect of the amount that best represents the maximum exposure to credit risk, no collateral is held.

Department of Parliamentary Services Notes to and forming part of the financial statements

Credit quality of financial assets not past due or individually determined as impaired

	Not past due nor impaired 2016 \$'000	Not past due nor impaired 2015 \$'000	Past due or impaired 2016 \$'000	Past due or impaired 2015 \$'000
Cash and cash equivalents	574	432	-	-
Trade and other receivables	1,604	315	3	52
Total	2,178	747	3	52

Ageing of financial assets that were past due but not impaired in 2016

	0 to 30 days \$'000	31 to 60 days \$'000	61 to 90 days \$'000	90+ days \$'000	Total \$'000
Trade and other receivables	1	2	-	-	3
Total	1	2	-	-	3

Ageing of financial assets that were past due but not impaired in 2015

	0 to 30 days \$'000	31 to 60 days \$'000	61 to 90 days \$'000	90+ days \$'000	Total \$'000
Trade and other receivables	43	1	-	8	52
Total	43	1	-	8	52

Note 7.2C: Liquidity Risk

The department's financial liabilities are payables. The exposure to liquidity risk is based on the notion that the department will encounter difficulty in meeting its obligations associated with financial liabilities. This was highly unlikely due to receiving appropriation funding aimed at ensuring there are appropriate resources to meet financial obligations as and when they fall due. In addition, the department has policies in place to ensure timely payments are made when due and has no past experience of default.

Maturities for non-derivative financial liabilities in 2016

	On demand \$'000	Within 1 year \$'000	Between 1 to 2 years \$'000	Between 2 to 5 years \$'000	More than 5 years \$'000	Total \$'000
Suppliers payables	-	5,381	-	-	-	5,381
Total	-	5,381	-	-	-	5,381

Maturities for non-derivative financial liabilities in 2015

	On demand \$'000	Within 1 year \$'000	Between 1 to 2 years \$'000	Between 2 to 5 years \$'000	More than 5 years \$'000	Total \$'000
Suppliers payables	-	3,262	-	-	-	3,262
Total	-	3,262	-	-	-	3,262

Note 7.2D: Market Risk

The department holds basic financial instruments that do not expose the department to significant market risks. The department was not exposed to "interest rate risk" or "other price risk" and was exposed to foreign exchange "currency risk" through undertaking certain transactions in denominated foreign currency.

Department of Parliamentary Services

Notes to and forming part of the financial statements

7.3. Administered – Financial Instruments

	2016	2015
	\$'000	\$'000
Note 7.3A: Categories of Financial Instruments		
Financial Liabilities		
Financial liabilities measured at amortised cost		
Supplier payables	254	502
Total financial liabilities measured at amortised cost	254	502
Total financial liabilities	254	502

Note 7.3B: Credit Risk

The department has no other administered receivables other than statutory Goods and Services Tax (GST) refund.

Maximum exposure to credit risk (excluding any collateral or credit enhancement)

Financial liabilities carried at amount not best representing maximum exposure to credit risk

At amortised cost

Supplier payables	254	502
Total financial liabilities carried at amount not best representing maximum exposure to credit risk	254	502

In relation to the department's gross credit risk and the financial effect in respect of the amount that best represents the maximum exposure to credit risk, no collateral is held.

Department of Parliamentary Services

Notes to and forming part of the financial statements

Note 7.3C: Liquidity Risk

The department's financial liabilities are payables. The exposure to liquidity risk was based on the notion that the department will encounter difficulty in meeting its obligations associated with financial liabilities. This was highly unlikely due to receiving appropriation funding aimed at ensuring there are appropriate resources to meet financial obligations as and when they fall due. In addition, the department has policies in place to ensure timely payments were made when due and has no past experience of default.

Maturities for non-derivative financial liabilities in 2016

	On demand \$'000	Within 1 year \$'000	between 1 to 2 years \$'000	between 2 to 5 years \$'000	More than 5 years \$'000	Total \$'000
At amortised cost						
Supplier payables	-	254	-	-	-	254
Total	-	254	-	-	-	254

Maturities for non-derivative financial liabilities in 2015

	On demand \$'000	Within 1 year \$'000	between 1 to 2 years \$'000	between 2 to 5 years \$'000	More than 5 years \$'000	Total \$'000
At amortised cost						
Supplier payables	-	502	-	-	-	502
Total	-	502	-	-	-	502

The department had no derivative financial liabilities in either 2016 or 2015.

Note 7.3D: Market Risk

The department holds basic financial instruments that do not expose the department to significant market risks. The department was not exposed to "interest rate risk" or "other price risk" and was exposed to foreign exchange "currency risk" through undertaking certain transactions in denominated foreign currency.

Department of Parliamentary Services Notes to and forming part of the financial statements

7.4. Fair Value Measurement

The following tables provide an analysis of assets and liabilities that are measured at fair value. The remaining assets and liabilities disclosed in the statement of financial position do not apply the fair value hierarchy.

The different levels of the fair value hierarchy are defined below.

Level 1: Quoted prices (unadjusted) in active markets for identical assets or liabilities that the entity can access at measurement date.

Level 2: Inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly or indirectly.

Level 3: Unobservable inputs for the asset or liability.

Note 7.4A: Fair Value Measurements

	Fair value measurements at the end of the reporting period			Valuation technique(s) and inputs used
	2016 \$'000	2015 \$'000	Category (Level 1, 2 or 3) ³	
Non-financial assets²	24,228	7,430	2	Market Approach: This approach seeks to estimate the current value of an asset with reference to recent market transactions involving identical or comparable assets.
Property, plant and equipment ¹				Inputs: Prices and other relevant information generated by market transactions involving plant and equipment assets were considered.
Property, plant and equipment ¹	38,618	46,490	3	Depreciated Replacement Cost: The amount a market participant would be prepared to pay to acquire or construct a substitute asset of comparable utility, adjusted for physical depreciation and obsolescence.
				Inputs: Current prices for substitute assets. Physical depreciation and obsolescence has been determined based on professional judgement regarding physical, economic and external obsolescence factors relevant to the assets under consideration.
Property, plant and equipment - Library ¹	5,418	4,478	3	Market Approach Inputs: Prices and other relevant information generated by market transactions involving library collection items. Professional judgement.
Total non-financial assets	68,264	58,398		

¹ No departmental non-financial assets were measured at fair value on a non-recurring basis as at 30 June 2016 (2015: nil).

² DPS's assets are held for operational purposes and are not held for the purpose of deriving a profit. The current use of all non-financial asset's is considered their highest and best use.

³ There were no transfers between levels 1 and 2 for recurring fair value measurements during the year.

Department of Parliamentary Services Notes to and forming part of the financial statements

Note 7.4B: Reconciliation for recurring Level 3 fair value measurements¹

Recurring Level 3 fair value measurements - Reconciliation for assets

	Property, plant and equipment		Non-financial assets		Total	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000
As at 1 July	50,968	54,088	50,968	54,088	54,088	54,088
Total gains/(losses) recognised in net cost of services ¹	(10,221)	(11,502)	(10,221)	(11,502)	(11,502)	(11,502)
Total gains/(losses) recognised in other comprehensive income ²	-	2,258	-	2,258	-	2,258
Purchases	3,294	5,974	3,294	5,974	3,294	5,974
Disposals	(200)	(43)	(200)	(43)	(200)	(43)
Other adjustment ³	193	-	193	-	193	-
Transfers into Level 3 ⁴	-	193	-	193	-	193
Transfers out of Level 3 ⁴	-	-	-	-	-	-
Total as at 30 June	44,034	50,968	44,034	50,968	44,034	50,968

¹ These gains/(losses) are presented in the Statement of Comprehensive Income under Note 1.1C.

² These gains/(losses) are presented in the Statement of Comprehensive Income under Other Comprehensive Income.

³ A net adjustment of \$193,296 has been made during the year to recalibrate the 2016 opening balance in the financial management information system. This was due to a misalignment of asset useful lives and associated depreciation expenses for certain assets in the furniture and equipment, ICT and library asset classes.

⁴ There have been no transfers into or out of level 3 during the year.

Accounting Policy

DPS engaged the service of Australian Valuation Solutions (AVS) to conduct desktop valuations of all non-financial asset classes at 30 June 2016 and has relied upon those outcomes to validate carrying amounts. An annual assessment is undertaken to determine whether the carrying amount of the assets is materially different from the fair value. Comprehensive valuations are carried out at least once every three years. AVS use valuation models that are compliant with AASB 13.

The methods utilised to determine and substantiate the unobservable inputs are derived and evaluated as follows:

Buildings & Property, Plant and Equipment - Physical Depreciation and Obsolescence. Assets that do not transact with enough frequency or transparency to develop objective opinions of value from observable market evidence have been measured utilising the Depreciated Replacement Cost approach. Depreciation and obsolescence has been determined based on professional judgement regarding physical, economic and external obsolescence factors relevant to the assets under consideration.

Property, Plant and Equipment (Library) - Average Market Price per Item. The fair value of the library collection has been determined using the market approach. Estimated average market prices have been applied having regard to the nature and size of the collection. AVS has utilised professional judgement to account for these differing characteristics.

Department of Parliamentary Services Notes to and forming part of the financial statements

7.5. Administered – Fair Value Measurement

The following tables provide an analysis of assets and liabilities that are measured at fair value. The remaining assets and liabilities disclosed in the statement of financial position do not apply the fair value hierarchy.

The different levels of the fair value hierarchy are defined below.

Level 1: Quoted prices (unadjusted) in active markets for identical assets or liabilities that the entity can access at measurement date.

Level 2: Inputs other than quoted prices included within level 1 that are observable for the asset or liability, either directly or indirectly.

Level 3: Unobservable inputs for the asset or liability.

Note 7.5A: Fair Value Measurements, Valuation Techniques and Inputs Used

Non-financial Assets ²	Fair value measurements at the end of the reporting period		Valuation technique(s) and inputs used
	2016 \$'000	2015 \$'000	
Land ¹	80,000	50,000	Market Approach: The restricted nature and unique characteristics of land associated with APH. Inputs: Prices and other relevant information generated by market transactions involving land assets were considered. Significant professional judgement has been utilised. Depreciated Replacement Cost: The amount a market participant would be prepared to pay to acquire or construct a substitute asset of comparable utility, adjusted for physical depreciation and obsolescence. Inputs: Current prices for substitute assets. Physical depreciation and obsolescence has been determined based on professional judgement regarding physical, economic and external obsolescence factors relevant to the assets under consideration.
Buildings ¹	2,052,400	2,065,132	Market Approach Inputs: Prices and other relevant information generated by market transactions involving plant and equipment assets were considered.
Property, plant and equipment ¹	4,254	4,119	Market Approach Inputs: Prices and other relevant information generated by market transactions involving furniture assets were considered. Significant professional judgement has been utilised.
Property, plant and equipment - furniture ¹	523	775	Market Approach Inputs: Current prices for substitute assets. Physical depreciation and obsolescence has been determined based on professional judgement regarding physical, economic and external obsolescence factors relevant to the assets under consideration.
Property, plant and equipment ¹	1,160	1,330	Market Approach Inputs: Current prices for substitute assets. Physical depreciation and obsolescence has been determined based on professional judgement regarding physical, economic and external obsolescence factors relevant to the assets under consideration.

**Department of Parliamentary Services
Notes to and forming part of the financial statements**

Non-financial Assets²	2016 \$'000	2015 \$'000	Category (Level 1, 2 or 3)³	Valuation technique(s) and inputs used
Heritage and cultural ¹	60,433	59,523	2	Market Approach Inputs: Prices and other relevant information generated by market transactions involving heritage and cultural assets were considered.
Heritage and cultural ¹	25,000	25,000	3	Market Approach Inputs: Prices and other relevant information generated by market transactions involving heritage and cultural assets were considered. Significant professional judgement has been utilised.
Total non-financial assets	2,223,770	2,205,879		

¹ No administered non-financial assets were measured at fair value on a non-recurring basis as at 30 June 2016 (2015: nil)

² DPS's assets are held for operational purposes and are not held for the purpose of deriving a profit. The current use of all non-financial asset's is considered their highest and best use.

³ There were no transfers between levels 1 and 2 for recurring fair value measurements during the year.

Department of Parliamentary Services Notes to and forming part of the financial statements

Note 7.5B: Reconciliation for Recurring Level 3 Fair Value Measurements

Recurring Level 3 Fair value measurements - Reconciliation for assets

	Non-financial assets						Total		
	Land		Buildings		Property, plant and equipment			Heritage and cultural	
	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000	2016 \$'000	2015 \$'000		2016 \$'000	2015 \$'000
As at 1 July	50,000	50,000	2,065,132	2,073,824	2,105	1,436	25,000	2,142,237	2,150,260
Total gains/(losses) recognised in net cost of services ¹	-	-	(31,507)	(27,740)	(415)	(160)	-	(31,922)	(27,900)
Total gains/(losses) recognised in other comprehensive income ²	30,000	-	(14,256)	13,564	-	(2)	-	15,744	13,562
Assets under construction	-	-	31,245	-	-	-	-	31,245	-
Purchases	-	-	1,787	5,484	-	-	-	1,787	5,484
Disposals	-	-	-	-	(7)	-	-	(7)	-
Transfers into Level 3 ³	-	-	-	-	-	831	-	-	831
Transfers out of Level 3 ³	-	-	-	-	-	-	-	-	-
Total as at 30 June	80,000	50,000	2,052,401	2,065,132	1,683	2,105	25,000	2,159,084	2,142,237

¹ These gains/(losses) are presented in the Statement of Comprehensive Income under Note 2.1C.

² These gains/(losses) are presented in the Statement of Comprehensive Income under Other Comprehensive Income.

³ There have been no transfers into or out of level 3 during the year.

Department of Parliamentary Services Notes to and forming part of the financial statements

Accounting Policy

DPS engaged the service of the Australian Valuation Solutions (AVS) to conduct a comprehensive valuation of the land and buildings asset classes and desktop valuations of all other non-financial asset classes at 30 June 2016, and has relied upon those outcomes to establish and validate carrying amounts. An annual assessment is undertaken to determine whether the carrying amount of the assets is materially different from the fair value. Comprehensive valuations are carried out at least once every three years with the exception of Heritage and Cultural which is once every four years. AVS use valuation models that are compliant with AASB 13.

The methods utilised to determine and substantiate the unobservable inputs are derived and evaluated as follows:

Land - Price per Square Metre. The fair value of the land asset class has been determined using the market approach. Due to the restricted nature and unique characteristics of land associated with APH there was insufficient observable market evidence to determine fair value. Reference has been made to sales of land with a limited level of comparability at distant locations and adjusted by AVS using professional judgement to take account of the differing characteristics.

Building - Replacement Cost New. Assets that do not transact with enough frequency or transparency to develop objective opinions of value from observable market evidence have been measured utilising the Depreciated Replacement Cost approach. Under the Depreciated Replacement Cost approach the estimated cost to replace the asset is calculated and then adjusted to take into account its consumed economic benefit / asset obsolescence (accumulated depreciation). The replacement cost to replace APH buildings has been determined by a Quantity Surveyor.

Buildings & Property, Plant and Equipment - Physical Depreciation and Obsolescence. Assets that do not transact with enough frequency or transparency to develop objective opinions of value from observable market evidence have been measured utilising the Depreciated Replacement Cost approach. Depreciation and obsolescence has been determined based on professional judgement regarding physical, economic and external obsolescence factors relevant to the assets under consideration.

Property, Plant & Equipment (Furniture) - Adjusted Market Transactions. The fair value of the furniture asset class has been determined using the market approach. Due to the unique characteristics of ministerial furniture assets there was insufficient evidence of directly comparable market transactions to determine fair value. Reference has been made to transactions of furniture assets with limited levels of comparability and adjusted by AVS using professional judgement to take account of the differing characteristics.

Cultural and Heritage - Adjusted Market Transactions. A specialist Valuer has been consulted to determine the fair value of the 1297 Inspecimus copy of Magna Carta. Due to the historic nature of the asset, observable market transactions are scarce and AVS has used significant professional judgement in determining the fair value.

DPS's policy is to recognise transfers into and transfers out of fair value hierarchy levels as at the end of the reporting period.

Department of Parliamentary Services Notes to and forming part of the financial statements

8. Other Information

8.1. Assets Held in Trust

	2016 \$'000	2015 \$'000
Heritage and cultural asset		
Total value at the beginning and end of the reporting period	<u>4,600</u>	<u>4,600</u>
Total	<u>4,600</u>	<u>4,600</u>

An independent valuation for the above asset was conducted as at 30 June 2013.

Heritage and cultural asset is comprised of a single artwork, Tom Roberts, *Opening of the First Parliament of the Commonwealth of Australia by H.R.H. The Duke of Cornwall and York (Later King George V), May 9, 1901*, 1903, oil on canvas. This item is on permanent loan from the British Royal Collection.

8.2. Reporting of Outcomes

The department only has one outcome, to which all expenses, income, assets and liabilities are attributed.

8.3. Budget Variance Commentary

DEPARTMENTAL	
Explanation of major variances	Affected statements and line items
<p>ICT and building activities originally proposed to be supplied through contracted labour and contracted services were delivered through additional DPS employees. This caused departmental employee benefits costs of \$2.4 million more than originally budgeted, and a \$2.5 million underspend in suppliers expenses where the funding was originally allocated.</p> <p>This change to the manner in which services were delivered is also reflected in the actual average staffing level for 2015-16 of 778 compared with the planned average staffing level of 743 reported in the 2015-16 Portfolio Budget Statements (PBS).</p>	<p>Statement of Comprehensive Income:</p> <ul style="list-style-type: none"> • Employee benefits • Suppliers expenses <p>Statement of Cash Flow – Operating activities:</p> <ul style="list-style-type: none"> • Cash used - employees • Cash used - suppliers
<p>Planned capital projects remaining as work in progress throughout the 2015-16 financial year, as well as significant upward adjustments to the useful life of library collection assets per the 2014-15 revaluation contributed to a \$6.1 million variation between the original depreciation budget and end of year result.</p>	<p>Statement of Comprehensive Income:</p> <ul style="list-style-type: none"> • Depreciation and amortisation expenses <p>Statement of Financial Position:</p> <ul style="list-style-type: none"> • Property, plant and equipment, and intangibles through accumulated depreciation balances

Department of Parliamentary Services

Notes to and forming part of the financial statements

<p>The operating underspend in 2014-15 of \$10.3 million increased the 2015-16 opening balance impacting the trade and other receivables budget balance, contributing to the variance of \$12.4 million. There was also a \$9.2 million underspend in departmental capital in 2014-15, of which \$4.2 million was spent in 2015-16, explaining the drop in the receivable between the 2015-16 opening and closing balances.</p>	<p>Statement of Financial Position:</p> <ul style="list-style-type: none"> Trade and other receivables <p>Statement of Cash Flow – Investing activities:</p> <ul style="list-style-type: none"> Cash used - purchase of property, plant and equipment
<p>New and increased ICT capabilities led to additional ICT support, maintenance and licence costs in 2015-16 resulting in \$3.8 million of prepayments at the end of the financial year and the variance to budget in non-financial assets.</p>	<p>Statement of Financial Position:</p> <ul style="list-style-type: none"> Other non-financial assets
ADMINISTERED	
Explanation of major variances	Affected statements and line items
<p>The protracted timing of preparation for the implementation of the Building Condition Assessment Report (BCAR) recommendations had the following impact on DPS' administered financial performance for 2015-16:</p> <ul style="list-style-type: none"> suppliers expenses were \$2.8 million less than originally budgeted; some of the works aimed to meet the BCAR recommendations in 2015-16 were moved into 2016-17 and beyond, which delayed the purchase of property, plant and equipment. As a result, the balance of the property, plant and equipment was lower than originally budgeted; and DPS received additional funding from 2015-16 to implement the BCAR, however, the majority of the funding was not expended within the planned timeframe. The time taken to recruit suitably qualified staff and to conduct the necessary stakeholder engagement saw the majority of the planned works transition to 2016-17. 	<p>Statement of Comprehensive Income:</p> <ul style="list-style-type: none"> Suppliers expenses <p>Statement of Financial Position:</p> <ul style="list-style-type: none"> Property, plant and equipment <p>Statement of Cash Flow – Investing activities:</p> <ul style="list-style-type: none"> Cash used - purchase of property, plant and equipment
<p>The administered land and buildings balance is \$32.6 million lower than originally budgeted. This is primarily due to the final balance in 2014-15 being \$56.2 million below the amount forecast at the time the 2015-16 PBS was published. This has been offset by a revaluation increase of \$15.7 million and additions being \$10.7million greater than budgeted.</p>	<p>Statement of Financial Position:</p> <ul style="list-style-type: none"> Land and buildings Asset revaluation <p>Statement of Cash Flow – Investing activities:</p> <ul style="list-style-type: none"> Purchase of property, plant and equipment
<p>The variation for net GST received of \$4.1 million and the zero result is due to GST received and paid being netted off in the administered cash flow where it was originally budgeted as separate items in operating cash received and cash used. This variation is offset by lower supplier expenditure than originally budgeted.</p>	<p>Statement of Cash Flow – Operating activities:</p> <ul style="list-style-type: none"> Cash received - net GST received

PART
8



APPENDICES

APPENDIX A

WORKFORCE STATISTICS

STAFF PROFILE BY HEADCOUNT

Table 28: Ongoing and non-ongoing employees as at 30 June 2016

Classification	Ongoing						Non-ongoing								Total
	Full-time		Part-time		Sessional		Full-time		Part-time		Sessional		Casual		
	F	M	F	M	F	M	F	M	F	M	F	M	F	M	
PSL1		7		1			1	1	1				7	1	19
PSL12*	15	82		1	1	10	2					2	6	28	147
PSL123*		1													1
PSL2	7	13	6	4	3	1	3	2			1		6	11	57
PSL23*		14		1											15
PSL3	16	21	1				4	1					5	4	52
PSL4	23	57	6		1	1	4	2					3	5	102
PSL45*	6	10	1				1	1	1						20
PSL5	18	36	6				1	2	1						64
PSL56*	12	9	8		18	8							5	1	61
PSL6	34	70	5	2			8	1	1				2		123
PEL1	49	66	14	4			6	3		2			1	2	147
PEL2	13	29	3				1		1	1					48
SES1	4	10													14
SES2	1		1												2
Parliamentary Librarian							1								1
Secretary								1							1
Total	198	425	51	13	23	20	29	16	5	4	1	2	35	52	874

*Indicates a broadband position. Under the *Parliamentary Service Classification Rules 2010*, the Secretary may allocate more than one classification (a broadband) to a group of duties if the group of duties involves work value applying to more than one classification

Table 29: Ongoing and non-ongoing employees as at 30 June 2015

Classification	Ongoing						Non-ongoing								Total
	Full Time		Part Time		Sessional		Fixed Term FT		Fixed Term PT	Fixed Task FT	Casual		Sessional		
	M	F	M	F	M	F	M	F	F	F	M	F	M	F	
APPPSL1/2 ¹							1								1
PSL1	6								1		1	7			15
PSL1/2 ¹	63	5	1	1	32	7	2	1			22	3	2	1	140
PSL1/2/3 ¹	1														1
PSL2	13	6	5	7	1	5	1	1	2		9	7			57
PSL2/3 ¹	20						1								21
PSL3	21	15		2		1					7	8			54
PSL4	58	23	1	5	1	1	1	1			6	3			100
PSL4/5 ¹	10	6		1			3	1							21
PSL5	32	16		5			5	3		1					62
PSL5/6 ¹	11	15		8	6	15					2	1			58
PSL5/6E ¹				1											1
PSL6	72	29	3	4		1	4	2	3			2			120
PEL1	60	38	5	13			9	8	2	1	1				137
PEL2	32	18		4			1	1							56
SES1	7	6					1								14
SES2		1		1			1								3
Parliamentary Librarian ²															
Secretary							1								1
Total	406	178	15	52	40	30	30	19	8	2	48	31	2	1	862

¹ Indicates a broadband position. Under the *Parliamentary Service Classification Rules 2010*, the Secretary may allocate more than one classification (a broadband) to a group of duties if the group of duties involves work value applying to more than one classification.

² The Parliamentary Librarian was Acting Secretary at 30 June 2015

REMUNERATION

Table 30: Actual salary ranges (excluding casual rates) at 30 June 2016

Classification	Step	July 2013
		3% *
PSL 1 DPS	Min	\$47,480
	Max	\$55,297
PSL 2 DPS	Min	\$56,404
	Max	\$60,552
PSL 3 DPS	Min	\$61,900
	Max	\$64,685
PSL 4 DPS	Min	\$65,978
	Max	\$71,693
PSL 5 DPS	Min	\$73,126
	Max	\$78,452
PSL 6 DPS	Min	\$80,020
	Max	\$89,937
PEL 1 DPS	Min	\$97,379
	Max	\$111,183
PEL 2 DPS	Min	\$113,405
	Max	\$131,833
	Barrier	\$134,470

*Note: these figures reflect minimum and maximum salary points only and excludes superannuation and other benefits.

APPENDIX B

ENVIRONMENTAL MANAGEMENT

DPS reports annually on elements of environmental performance, in line with the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act), for the management of resources for which it is responsible.

DPS also reports under:

- ▶ the Energy Efficiency in Government Operations (EEGO) Policy
- ▶ the *National Environment Protection Measures (Implementation) Act 1998*, and
- ▶ the National Pollutant Inventory (NPI).

ECOLOGICALLY SUSTAINABLE DEVELOPMENT

The objective of Ecologically Sustainable Development (ESD) is defined as ‘development that improves the total quality of life, both now and in the future, in a way that maintains the ecological processes on which life depends’⁵⁶.

DPS reports annually on ESD through this report.

IDENTIFICATION, MANAGEMENT AND MONITORING OF ENVIRONMENTAL IMPACTS

DPS aims to ensure that the vital functions of Australian Parliament House (APH) operate effectively, while minimising resource consumption and waste production by:

- ▶ monitoring environmental performance
- ▶ implementing programs and projects to improve environmental outcomes, and
- ▶ developing plans to improve environmental sustainability.

Many activities at APH—including maintenance, engineering, landscaping, ICT, catering and office-based services—have the potential to affect the environment through energy and water consumption, greenhouse gas emissions and waste generation.

DPS incorporates environmental guidelines and checklists in the procurement of products and services and in the planning and delivery of projects, including consideration of:

- ▶ whole-of-life principles
- ▶ sustainable procurement principles
- ▶ reuse and recycling of materials, and
- ▶ energy, water and waste minimisation.

56 National Strategy for Ecologically Sustainable Development 1992

COMMUNICATION AND PROMOTION

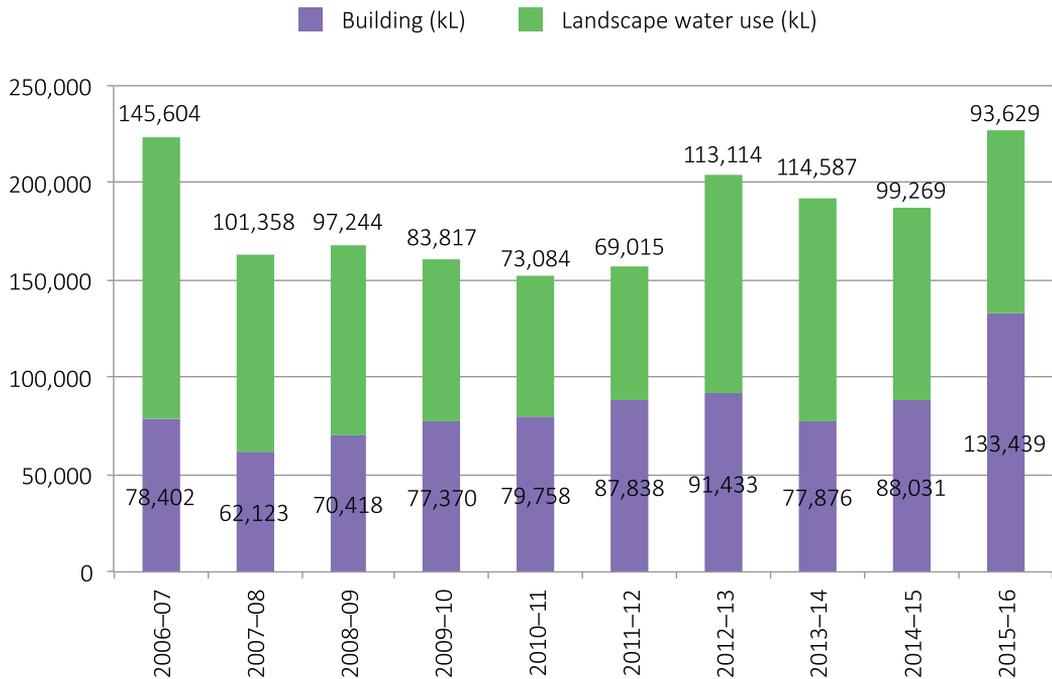
DPS provides information on its environmental performance and promotes sustainability initiatives through the APH website, internal circulars and departmental newsletters. DPS encourages participation in annual environmental events such as National Recycling Week.

ENVIRONMENTAL PERFORMANCE

WATER CONSUMPTION

Total water consumption for 2015–16 was 227,068KL, representing an increase of 21 per cent on the 187,300KL consumed the previous year. Landscape water consumption decreased from 99,269KL in 2014–15 to 93,629 KL in 2015–16, representing a decrease of 6 per cent. Annual water consumption for APH is shown in Figure 16.

Figure 16: Annual water consumption 2006–16



Overall water consumption for 2015–16 has increased compared to previous years due to higher building water consumption.

Building water consumption in 2015–16 was 133,439KL, an increase of 52 per cent on the 88,031KL consumed the previous year. The increase in building water use was due to a combination of factors including:

- additional flushing of the hot water supply system
- leaks identified in two external water ponds
- leak identified in building heating system (boiler)
- cleaning of the external building façade, and
- repairs to a faulty water utility meter (previously unmetered).

WATER SAVING INITIATIVES

LAKE WATER SUPPLY INITIATIVE

The ongoing reliance on potable (high-quality drinking) water for maintaining the APH landscape is expected to be problematic for DPS in the coming years, as water utility costs increase and drier weather conditions are expected to become more frequent, resulting in higher water consumption.

A feasibility study completed in late 2014 concluded that water sourced from Lake Burley Griffin could provide a safe, reliable and cost effective water supply for landscape irrigation. Landscape irrigation at APH accounts for between 40 and 60 per cent of total water use.

A comprehensive risk assessment, which considered water availability, DPS demand, water quality, route options, financial models, as well as the possibility of delivering lake water under a shared infrastructure arrangement, was completed.

An application for a Water Access Entitlement was successfully lodged with the ACT Government, which will allow DPS to extract 115,000KL of raw water annually from Lake Burley Griffin to be treated and used to replace the current irrigation water.

Work on the detailed design and construction tender documentation of an infrastructure solution has commenced. The overarching design consideration is for a safe and reliable separation of lake water from the existing potable water system, while allowing ready access to either water source, through an appropriate switching arrangement for the purpose of irrigation activities.

ENERGY CONSUMPTION

In 2015–16, energy consumed at APH and by DPS vehicles was 137,315 GJ, representing a decrease of 1.3 per cent from the previous year. Electricity consumption increased by 1.5 per cent, natural gas consumption decreased by 7 per cent, diesel fuel energy (non-transport) increased by 64 per cent, and energy for DPS vehicles decreased by 20 per cent compared with 2014–15.

Table 31 shows energy consumption by the APH building and DPS vehicles.

Building energy use comprises:

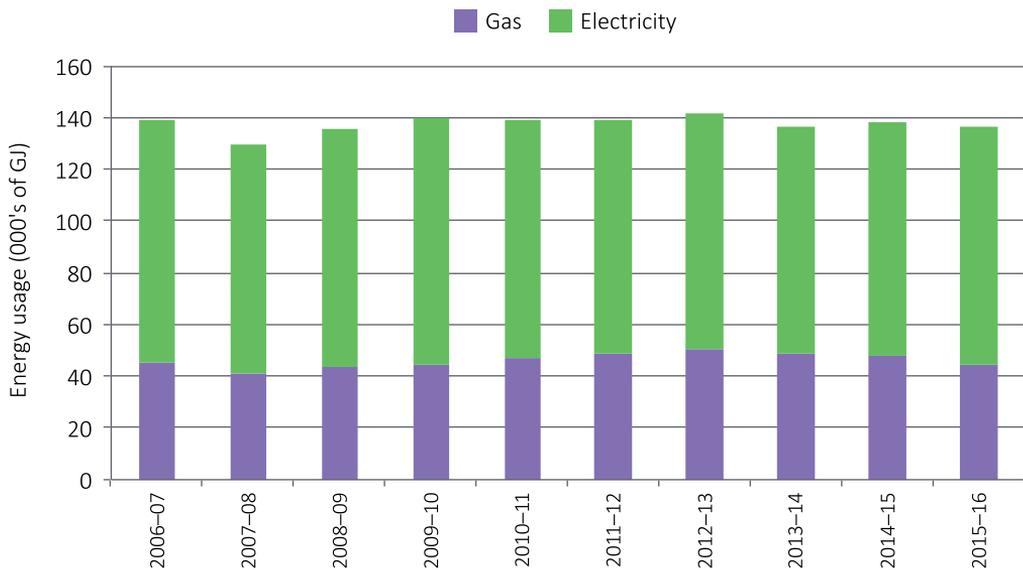
- natural gas for heating, general hot water and in kitchens
- electricity to power office lighting, mechanical services, lifts, cooling and ICT equipment, and
- a small amount of diesel mainly used for testing the emergency backup generators.

Table 31: Energy consumed at Parliament House and by DPS vehicles

Indicator	Energy consumption (GJ)		
	2013–14	2014–15	2015–16
Parliament House building ¹	136,450	138,669	136,916
Transport—passenger vehicles	261	199	73
Other transport ²	383	301	325
Total energy consumption	137,094	139,169	137,315

¹Includes electricity, natural gas and diesel (non-transport).

²Includes LPG, diesel and petrol used for maintenance and loading dock vehicles.

Figure 17: Annual electricity and gas consumption from 2006–07 to 2015–16

ELECTRICITY, GAS AND DIESEL CONSUMPTION

Figure 17 shows APH electricity and gas usage in 2015–16 was consistent with previous years. Energy use in 2015-16 was comparatively lower than 2014–15 due to the early federal election in 2016, when building occupancy and associated energy use was lower.

TRANSPORT ENERGY USE

In 2015–16, there was a 63 per cent reduction in energy use associated with DPS passenger vehicles compared with 2014–15. The reduction was due to the SES vehicle fleet being abolished during 2014–15. Other transport energy increased slightly, consisting of fuel used in DPS maintenance and loading dock vehicles, many of which operate on electric power to reduce emissions.

ENERGY SAVING INITIATIVES

In 2015–16, completed building projects that incorporated energy efficiency include:

- upgrade of ‘uninterruptible power supply’ equipment
- upgrade of the Federation Chamber lighting, and
- upgrade of the ‘Main Production Kitchen’ equipment.

Projects incorporating energy efficiency that commenced in 2015–16 and to be completed over the coming years include:

- upgrade of office, corridor and Senate chamber lights
- upgrade of building lighting controls incorporating occupancy sensors, and
- upgrade of building heating and cooling equipment – two large chillers and three boilers.

RECYCLING AND WASTE MANAGEMENT

Parliament House waste is generated from a diverse range of activities within the building. Quantities and types of waste fluctuate throughout the year depending on building occupancy, sitting patterns, construction projects, office refurbishments, and election reshuffles.

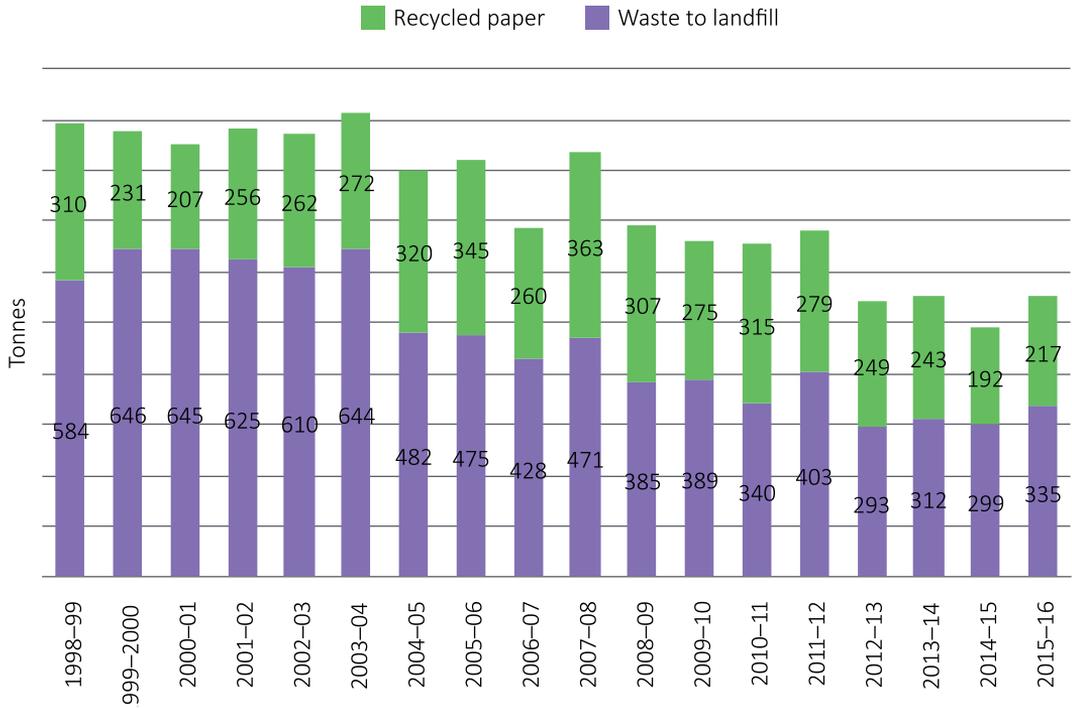
DPS provides facilities to recycle paper, cardboard, printer cartridges, lamps, used oil, grease, batteries, landscape material, metal, organic food waste and co-mingled waste.

In 2015–16, the amount of general waste (excluding construction waste) sent to landfill was 335 tonnes. This is an increase of 12 per cent compared with the 299 tonnes sent in 2014–15. The increase in landfill waste is due to an early election in 2016 and associated office cleanouts, increased maintenance activity in the building, and a cleaner’s strike, resulting in recyclable waste sent to landfill.

In 2015–16, a total of 217 tonnes of paper was recycled—an increase of 13 per cent compared with the 192 tonnes in 2014–15. The amount of paper and cardboard recycled varies annually depending on parliamentary business and other building activity.

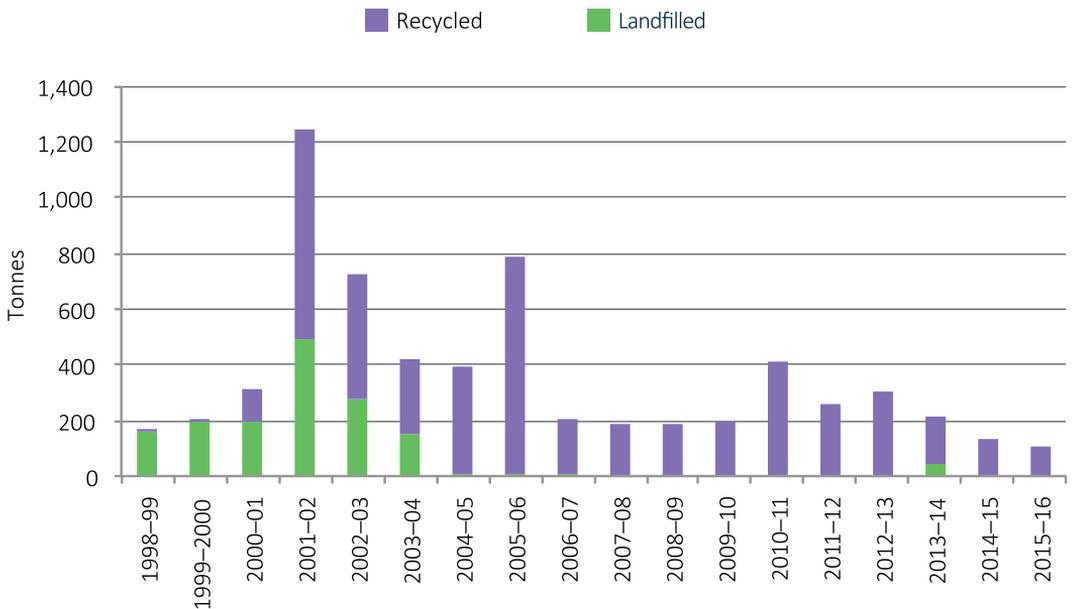
Construction waste is managed under project contracts and where possible and appropriate, construction materials are reused, recycled or disposed of in an environmentally friendly manner.

Figure 18: Annual waste disposed to landfill and paper recycled



The preferred method for disposing of green landscape waste at APH is to chip the material on site and re-use it in the gardens. When waste generated in the landscape cannot be chipped on site the material is taken off site to be recycled or sent to landfill. During 2015-16, 108 tonnes of landscape waste was sent for recycling. No landscape waste was sent to landfill. Figure 19 shows annual trends in landscape waste recycling rates.

Figure 19: Annual quantity of landscape waste (tonnes)



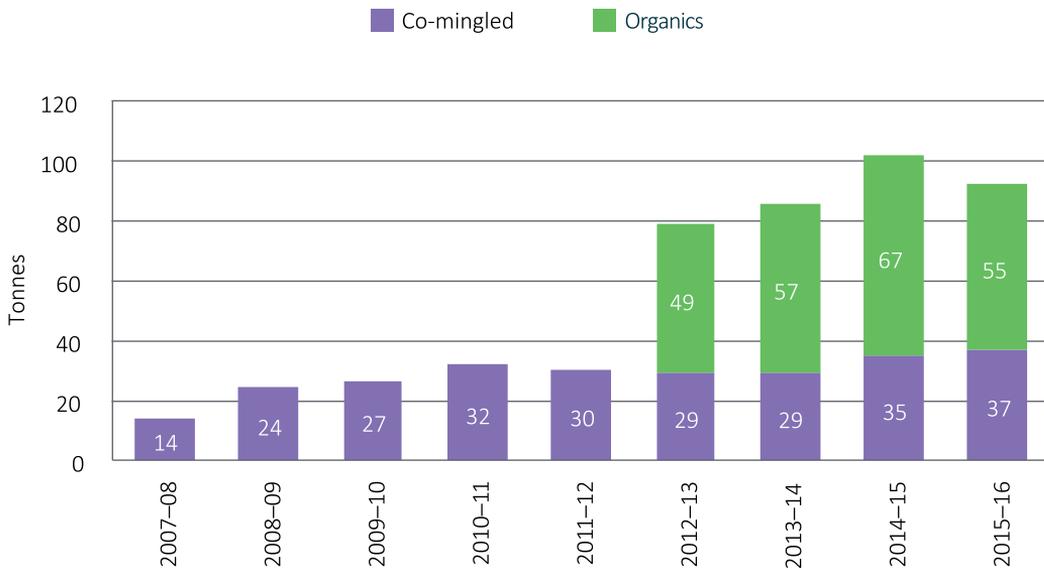
CO-MINGLED AND ORGANIC WASTE RECYCLING

Co-mingled waste includes metal cans, glass bottles, milk cartons and plastic, collected in a common bin. During 2015–16, a total of 37 tonnes of co-mingled waste was collected and recycled, a 7 per cent increase compared to the amount collected and recycled in 2014–15.

DPS collects organic food waste from catering operations in the building for recycling at a local worm farm. Since being introduced in 2012, the initiative has helped reduce the burden on ACT landfill sites and reduce emissions (methane) caused by the breakdown of food waste.

During 2015–16, a total of 55 tonnes of organic waste was diverted from landfill and converted into garden compost material using the worm farm. Figure 20 illustrates annual co-mingled and organic recycling rates.

Figure 20: Annual co-mingled and organic waste recycled (tonnes)



EMISSIONS AND EFFLUENTS

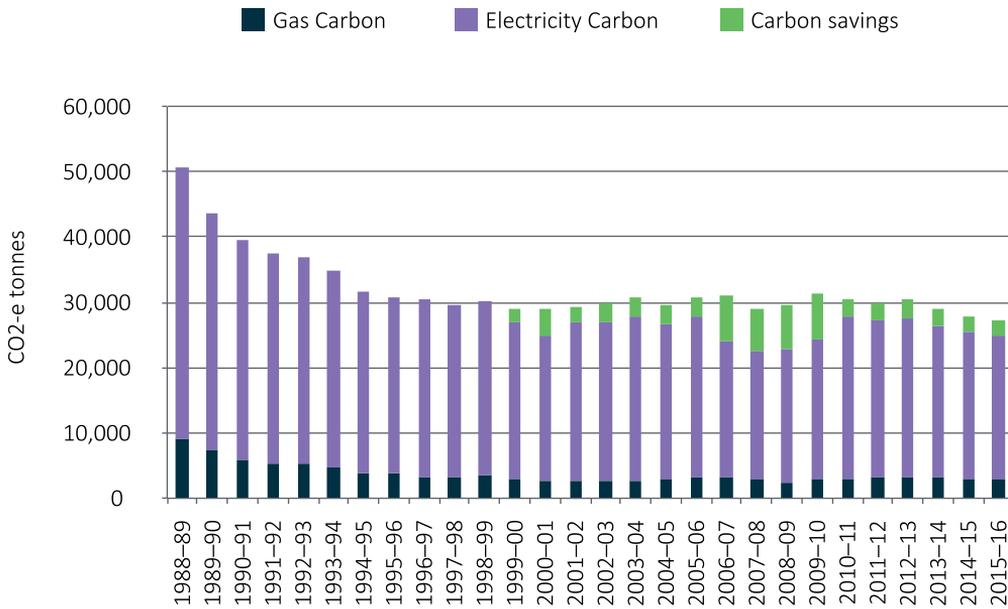
Greenhouse gas emissions

During 2015–16, a total of 24,959 tonnes of carbon dioxide equivalent (CO₂e) was generated from Parliament House operations, representing a 2 per cent decrease from 2014–15. In 2015–16, DPS purchased 10 per cent accredited green power through the whole-of-government electricity contract, and reduced CO₂ emissions by a further 53 tonnes from clean electricity generated by roof-top solar panels at APH. Table 32 shows the breakdown of emissions within various categories.

Table 32: Parliament House emissions (direct and indirect, including passenger and operational vehicle fleets)

Emission category	Comment	2013–14 (tonnes CO ₂ e)	2014–15 (tonnes CO ₂ e)	2015–16 (tonnes CO ₂ e)
Scope 1	Emissions at the source of the activity (for example, emitted from gas and fuels used at APH and by vehicles)	2,548	2,504	2,350
Scope 2	Emissions generated elsewhere (for example, by the power plants that produce the electricity used at APH)	19,533	19,374	19,283
Scope 3	Indirect emissions, meaning emissions generated during the delivery of electricity, gas and fuel to APH, over which DPS has little control	4,473	3,627	3,326
Scopes 1 and 2 total	DPS has direct responsibility for these emissions	22,081	21,878	21,633
Total net emissions (Scopes 1, 2 and 3)	Direct and indirect emissions including offsets	26,554	25,505	24,959

Figure 21: Annual greenhouse gas emissions from electricity and gas, and carbon savings from purchase of accredited green power and roof-top solar panels



Emission reductions from recycling

In 2015–16, DPS diverted 55 tonnes of organic food waste from landfill to a local recycling facility—equivalent to reducing lifetime landfill CO₂ emissions by 88 tonnes.⁵⁷

Ozone-depleting substances

APH relies on refrigerants that contain ozone-depleting substances. These are used for chillers, cool rooms and refrigerators. DPS is reducing the requirement for ozone-depleting gases through timely replacement of older equipment with equipment that uses environmentally safer refrigerants.

In 2015–16, all refrigerants purchased for equipment maintenance were free of ozone-depleting substances.

Air pollutants

The combustion of natural gas at APH for heating, hot water and cooking purposes generates oxides of nitrogen (NO_x), oxides of sulphur (SO_x) and other air pollutants. DPS reports annually on these emissions to the National Pollution Inventory (www.npi.gov.au).

⁵⁷ Conversion factor equals 1.9 tonnes CO₂ per tonne of solid food waste—National Greenhouse Accounts (NGA) Factors (2015).

Discharges to water

Sewage from APH is required, under a trade waste agreement, to be equivalent to domestic strength (a domestic equivalent is a concentration or level the same as would be found in household waste water). To ensure these requirements are met, the following facilities are in place:

- a grease trap on each kitchen drain
- a coalescing plate filter on the vehicle wash-down bay (to prevent oil from entering the sewer), and
- a system to remove paint solids from paint brush washing facilities before they enter the sewer.

Significant spills of chemicals, oils and fuels

In 2015–16, there were no significant spills of chemicals, oils or fuels from APH.

APPENDIX C

ADVERTISING AND MARKET RESEARCH

In accordance with section 311A of the *Commonwealth Electoral Act 1918*, DPS annually reports expenditure on advertising and market research. Expenditure by DPS in 2015–16 was as follows:

Table 33: Advertising costs

Description	Cost (ex GST) 2015–16
Dentsu Mitchell	\$29,188.97
Canberra Convention Bureau	\$2,000
National Capital Educational Tourism Project	\$1,250

During 2015–16, DPS did not conduct any government advertising campaigns.

APPENDIX D

LEGAL SERVICES EXPENDITURE

Table 34: Legal services expenditure

Description	2014-15	2015-16
External Legal Expenditure	263,407	257,401
Internal Legal Expenditure	616,523	934,019
Total Legal Expenditure	879,930	1,191,421

APPENDIX E

DISABILITY REPORTING

Since 1994, non-corporate Commonwealth entities have reported on their performance as policy adviser, purchaser, employer, regulator and provider under the Commonwealth Disability Strategy. In 2007–08, reporting on the employer role was transferred to the Australian Public Service Commission’s State of the Service reports and the APS Statistical Bulletin. These reports are available at www.apsc.gov.au. From 2010–11, entities have no longer been required to report on these functions.

The Commonwealth Disability Strategy has been overtaken by the National Disability Strategy 2010–2020, which sets out a 10-year national policy framework to improve the lives of people with disability, promote participation and create a more inclusive society. A high-level, two-yearly report will track progress against each of the six outcome areas of the strategy and present a picture of how people with disability are faring. The first of these progress reports was published in 2014, and can be found at www.dss.gov.au.

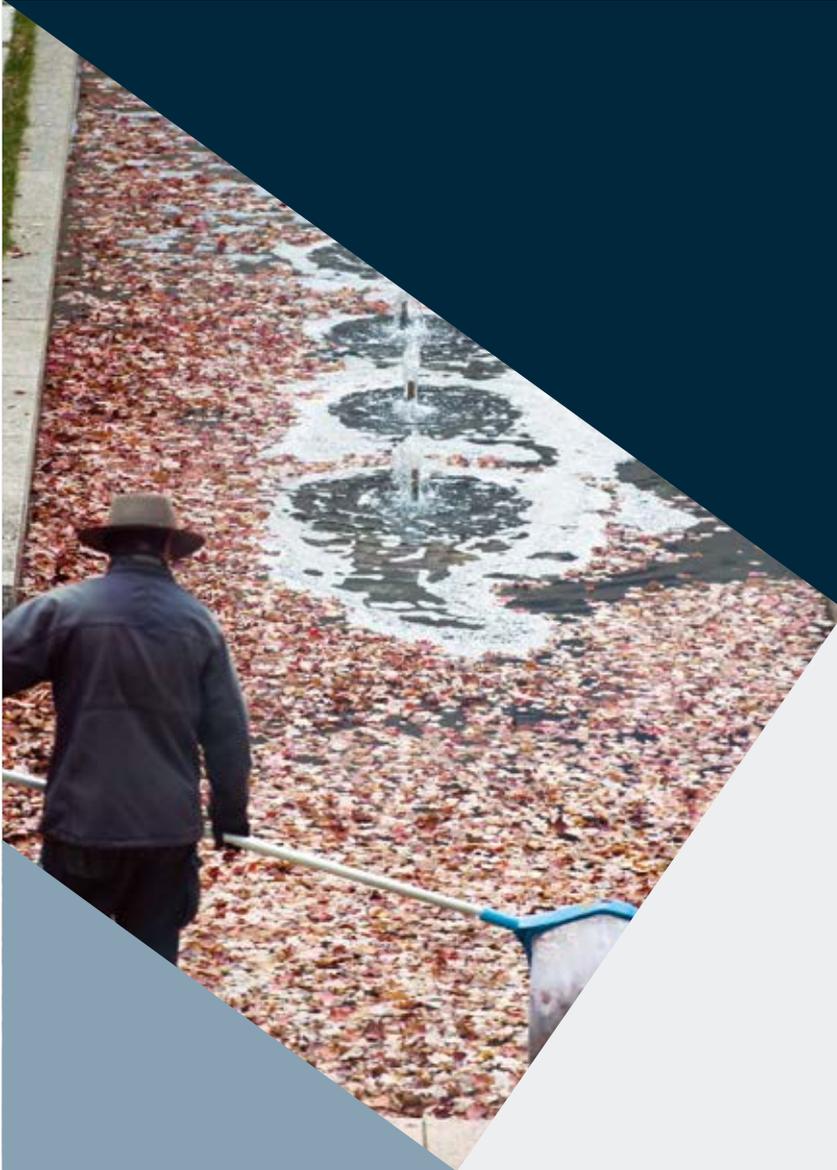
APPENDIX F

CORRECTION OF MATERIAL ERRORS IN PREVIOUS ANNUAL REPORT

Page 57

Revenue from the Parliament Shop for 2014–15 was \$1,030,879.78 (excluding GST), not \$1,029,859 (including GST) as reported.

PART 9



REFERENCE
MATERIAL

ACRONYMS AND ABBREVIATIONS

ABS – Australian Bureau of Statistics

ACT – Australian Capital Territory

AFP – Australian Federal Police

AGD – Attorney-General's Department

AGLIN – Australian Government Libraries Information Network

AM – Member of the Order of Australia

ANAO – Australian National Audit Office

AO – Officer of the Order of Australia

APH – Australian Parliament House

APLAP – Association of Parliamentary Librarians of Asia and the Pacific

APS – Australian Public Service

APSC – Australian Public Service Commission

BCAR – Building Condition Assessment Report

BCR – Building Condition Rating

CCTV – Closed Circuit Television

CEO – Chief Executive Officer

CIO – Chief Information Officer

COO – Chief Operating Officer

CPRs – Commonwealth Procurement Rules

DPS – Department of Parliamentary Services

EEOGO – Energy Efficiency in Government Operations

EMMS – Electronic Media Monitoring Service

EPBC Act – *Environment Protection and Biodiversity Conservation Act 1999*

ESCR – Engineering Systems Condition Rating

ESD – Ecologically Sustainable Development

ESS – Employee Self Service

FOI Act – *Freedom of Information Act 1982*

FTE – Full Time Equivalent

GST – Goods and Services Tax

HCOs – Harassment Contact Officers

HR – Human Resources

HRC – Health and Recreation Centre

HSRs – Health and Safety Representatives

ICT – Information and Communication Technology

IFLA – International Federation of Library Associations and Institutions

IHG – InterContinental Hotels Group

JSCPL – Joint Standing Committee on the Parliamentary Library

KPIs – Key Performance Indicators

MP – Member of Parliament

NGA – National Gallery of Australia

NLA – National Library of Australia

NPI – National Pollutant Inventory

P2P – Procure to Pay

ParlAV – Parliamentary Audio Visual Services

PBO – Parliamentary Budget Office

PCN – Parliamentary Computing Network

PEL – Parliamentary Executive Levels

PGPA Act – *Public Governance, Performance and Accountability Act 2013*

PICTAB – Parliamentary ICT Advisory Board

PID Act – *Public Interest Disclosure Act 2013*

PM&C – Department of Prime Minister and Cabinet

PSL – Parliamentary Service Levels

PSM – Public Service Medal

PSS – Parliamentary Security Service

RAP – Reconciliation Action Plan

RMS – Rehabilitation Management System

SES – Senior Executive Service

SMB – Security Management Board

SMEs – Small and Medium Enterprises

TV – Television

VSO – Visitor Services Officer

WCAG2.0 – Web Content Accessibility Guidelines 2.0

WHS – Work Health and Safety

WHS Act – *Work Health and Safety Act 2011*

WHSMS – Work Health & Safety Management System

GLOSSARY

Term	Description
Accountable Authority	The accountable authority of DPS (a non-corporate Commonwealth entity under the PGPA Act) is the Secretary of the department who has responsibility for, and control over, the entity's operations.
Activities	The actions/functions performed by agencies to deliver government policies.
Administered items	Expenses, revenues, assets or liabilities managed by agencies on behalf of the Commonwealth. Agencies do not control administered items. Administered expenses include grants, subsidies and benefits. In many cases, administered expenses fund the delivery of third party outputs.
Appropriation	An amount of public money Parliament authorises for spending with funds to be withdrawn from the Consolidated Revenue Fund (CRF). Parliament makes laws for appropriating money under the Annual Appropriation Acts and under Special Appropriations, with spending restricted to the purposes specified in the Appropriation Acts.
Agency	A Department of State, Department of Parliament and prescribed agency under the <i>Public Governance, Performance and Accountability Act 2013</i> (PGPA).
Annual Performance Statements	A document prepared by entities to report to what extent they have fulfilled their purpose(s) as articulated at the beginning of a reporting year in their Corporate Plan and PBS
Art Advisory Committee	This body assists the Presiding Officers in selecting artworks for the Parliament House Art Collection.
AUSPIC	Provides photographic services under the Parliamentarians' entitlement and to other government entities on a fee-for-service basis.
Bills Digest	A guide written to assist members of Parliament when they consider a Bill.
Budget	The Australian Government Budget sets out the fiscal and economic outlook for Australia, and includes expenditure and revenue estimates for the current financial year, the budget year and the three forward financial years.
Building fabric	The basic elements making up a building; the structure without finishings or decoration.
Commonwealth Procurement Rules (CPRs)	Establish the core procurement policy framework and articulate the Government's expectations for all agencies subject to the <i>Public Governance, Performance and Accountability Act 2013</i> (PGPA) and their officials, when performing duties in relation to procurement. These are issued by the Department of Finance.
Corporate Governance	The process by which agencies are directed and controlled. It is generally understood to encompass authority, accountability, stewardship, leadership, direction and control. These are issued by the Department of Finance.
Corporate Plan	A planning document for entities to set out their purpose(s), what they will do to achieve the purpose(s) and how they will know they have achieved the purpose(s).
Departmental Item	Resources (assets, liabilities, revenues and expenses) that agency chief executive officers control directly. This includes outsourced activities funded and controlled by the agency. Examples of departmental items include agency running costs, accrued employee entitlements and net appropriations. A departmental item is a component of a departmental program.
Enterprise Agreement	An agreement between DPS and its employees about terms and conditions of employment.
Federation Chamber	The second Chamber of the House of Representatives.

Term	Description
Financial Results	The results shown in the financial statements of an agency.
Hansard	Hard copy and electronic reports of proceedings in the Senate, the House of Representatives and the Main Committee of the House of Representatives and transcripts of parliamentary committees and some ministerial or parliament-related conferences.
Key Performance Indicators (KPIs)	KPIs are used to assess and monitor the department's performance and to provide a record of our progress towards supporting the Government to meet its policy objectives, how public money was spent and whether planned achievements were on track.
Operations	Functions, services and processes performed in pursuing the objectives or discharging the functions of an agency.
Parliament House Art Collection	Comprises a number of stand-alone collections (the Rotational Collection, the Architectural Commissions, the Architectural Design of the Building, the Historic Memorials Collection, the Gift Collection, the Constitutional Documents and the Archive).
Parliamentary precincts	The parliamentary precincts are defined in the <i>Parliamentary Precincts Act 1988</i> . In general terms they consist of the area within the inner kerb of Capital Circle, and all buildings, structures and works, and parts of buildings, structures and works, on, above or under that land.
Parliamentary ICT Advisory Board (PICTAB)	A body established to oversee progress of the Parliamentary ICT Strategic Plan and to provide guidance to DPS on strategic objectives and outcomes.
ParlInfo	An online tool which enables the searching and downloading of parliamentary information including Hansard transcripts, Bills, Senate journals, votes and proceedings, notice papers, committee reports, the Parliamentary Handbook, newspaper clippings, media and publications.
ParlView	An online broadcast service which enables the viewing, searching and downloading of parliamentary broadcasts, special parliamentary events and press conferences as well as some historical records.
ParlTV	Parliament House internal television and digital radio service.
Performance Information	Evidence about performance that is collected and used systematically, which may relate to appropriateness, effectiveness and efficiency and the extent to which an outcome can be attributed to an intervention. While performance information may be quantitative (numerical) or qualitative (descriptive), it should be verifiable.
PSL Employee	A Parliamentary Service Level employee is a person engaged under section 22, or a person who is engaged as a PSL employee under section 72, of the <i>Parliamentary Service Act 1999</i> .
Portfolio Budget Statements (PBS)	Budget-related paper detailing budget initiatives and explanations of appropriations specified by outcome and program by each agency within a portfolio.
Presiding Officers	Two members of Parliament elected to preside over, or be in charge of, the business, proceedings and administration of a House of Parliament. In the Senate the Presiding Officer is the President, and in the House of Representatives, the Speaker.
<i>Public Governance, Performance and Accountability Act 2013</i> (PGPA)	The <i>Public Governance, Performance and Accountability Act 2013</i> sets out main principles and requirements of the Commonwealth Resource Management Framework. Rules and other legislative instruments establish the requirements and procedures necessary to give effect to the governance, performance and accountability matters covered by the Act.
Purpose	Includes the objectives, functions or role of the entity

Term	Description
Security Management Board	This body is established by the <i>Parliamentary Service Act 1999</i> , and provides advice as required to the Presiding Officers on security policy, and the management of security measures, for Parliament House. The board has three members who may, with the Presiding Officers' permission, invite others to attend their meetings.
Status A furniture	The Commissioned furniture collection consists of approximately 400 'one-off' furniture items produced by professional craftspeople engaged in fabricating site-specific works in close collaboration with the architects. Commissioned furniture items are located in the Senate and House of Representative Chambers, Prime Minister's Suite, President's Suite, Speaker's Suite, Cabinet Suite, Leader of the Opposition's Suite and in general circulation areas throughout the building.
Status B furniture	The Global furniture collection which comprises more than 25,000 pieces was commercially manufactured using high quality joinery techniques, integrating timeless design and function capable of gracefully withstanding decades of use. Design elements of the Global furniture collection include extensive use of natural materials such as stone, Australian timbers, specially designed fabrics, leather and bronze furniture. The Global collection is located in the general circulation areas of the building including lunch rooms, committee rooms, Senator and Members' offices and outdoor courtyards.

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LIST OF REQUIREMENTS

Below is the table set out in Schedule 2 of the PGPA Rule. Section 17AJ(d) requires this table to be included in entities' annual reports as an aid to access.

PGPA Rule Reference	Page of Report	Description	Requirement
17AD(g) Letter of transmittal			
17AI	(iii)	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory
17AD(h) Aids to access			
17AJ(a)	(vi)	Table of contents.	Mandatory
17AJ(b)	250	Alphabetical index.	Mandatory
17AJ(c)	239	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	245	List of requirements.	Mandatory
17AJ(e)	(ii)	Details of contact officer.	Mandatory
17AJ(f)	(ii)	Entity's website address.	Mandatory
17AJ(g)	(ii)	Electronic address of report.	Mandatory
17AD(a) Review by accountable authority			
17AD(a)	2	A review by the accountable authority of the entity.	Mandatory
17AD(b) Overview of the entity			
17AE(1)(a)(i)	8	A description of the role and functions of the entity.	Mandatory
17AE(1)(a)(ii)	14	A description of the organisational structure of the entity.	Mandatory
17AE(1)(a)(iii)	9	A description of the outcomes and programmes administered by the entity.	Mandatory
17AE(1)(a)(iv)	8	A description of the purposes of the entity as included in corporate plan.	Mandatory
17AE(1)(b)	N/A	An outline of the structure of the portfolio of the entity.	Portfolio departments mandatory

PGPA Rule Reference	Page of Report	Description	Requirement
17AE(2)	N/A	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	If applicable, Mandatory
17AD(c)	Report on the Performance of the entity		
	Annual performance Statements		
17AD(c)(i); 16F	17	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.	Mandatory
17AD(c)(ii)	Report on Financial Performance		
17AF(1)(a)	12	A discussion and analysis of the entity's financial performance.	Mandatory
17AF(1)(b)	12	A table summarising the total resources and total payments of the entity.	Mandatory
17AF(2)	N/A	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results.	If applicable, Mandatory.
17AD(d)	Management and Accountability		
	Corporate Governance		
17AG(2)(a)	153	Information on compliance with section 10 (fraud systems)	Mandatory
17AG(2)(b)(i)	(iii)	A certification by accountable authority that fraud risk assessments and fraud control plans have been prepared.	Mandatory
17AG(2)(b)(ii)	(iii)	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the entity are in place.	Mandatory
17AG(2)(b)(iii)	(iii)	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud relating to the entity.	Mandatory
17AG(2)(c)	144	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory
17AG(2)(d) – (e)	154	A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to noncompliance with Finance law and action taken to remedy noncompliance.	If applicable, Mandatory
External Scrutiny			

PGPA Rule Reference	Page of Report	Description	Requirement
17AG(3)	154	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory
17AG(3)(a)	155	Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity.	If applicable, Mandatory
17AG(3)(b)	154	Information on any reports on operations of the entity by the Auditor-General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	If applicable, Mandatory
17AG(3)(c)	N/A	Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory
Management of Human Resources			
17AG(4)(a)	156	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory
17AG(4)(b)		Statistics on the entity's APS employees on an ongoing and nonongoing basis; including the following:	Mandatory
	160	▸ Statistics on staffing classification level;	
	157, 218-9	▸ Statistics on fulltime employees;	
	157, 218-9	▸ Statistics on parttime employees;	
	156	▸ Statistics on gender;	
	156	▸ Statistics on staff location;	
	156	▸ Statistics on employees who identify as Indigenous.	
17AG(4)(c)	160	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the <i>Public Service Act 1999</i> .	Mandatory
17AG(4)(c)(i)	160	Information on the number of SES and nonSES employees covered by agreements etc identified in paragraph 17AG(4)(c).	Mandatory
17AG(4)(c)(ii)	220	The salary ranges available for APS employees by classification level.	Mandatory
17AG(4)(c)(iii)	161	A description of non-salary benefits provided to employees.	Mandatory
17AG(4)(d)(i)	N/A	Information on the number of employees at each classification level who received performance pay.	If applicable, Mandatory
17AG(4)(d)(ii)	N/A	Information on aggregate amounts of performance pay at each classification level.	If applicable, Mandatory
17AG(4)(d)(iii)	N/A	Information on the average amount of performance payment, and range of such payments, at each classification level.	If applicable, Mandatory

PGPA Rule Reference	Page of Report	Description	Requirement
17AG(4)(d)(iv)	N/A	Information on aggregate amount of performance payments.	If applicable, Mandatory
Assets Management			
17AG(5)	164	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities.	If applicable, mandatory
Purchasing			
17AG(6)	164	An assessment of entity performance against the <i>Commonwealth Procurement Rules</i> .	Mandatory
Consultants			
17AG(7)(a)	165	A summary statement detailing the number of new contracts engaging consultants entered into during the period; the total actual expenditure on all new consultancy contracts entered into during the period (inclusive of GST); the number of ongoing consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST).	Mandatory
17AG(7)(b)	165	A statement that <i>"During [reporting period], [specified number] new consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing consultancy contracts were active during the period, involving total actual expenditure of \$[specified million]"</i> .	Mandatory
17AG(7)(c)	165	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged.	Mandatory
17AG(7)(d)	165	A statement that <i>"Annual reports contain information about actual expenditure on contracts for consultancies. Information on the value of contracts and consultancies is available on the AusTender website."</i>	Mandatory
Australian National Audit Office Access Clauses			
17AG(8)	166	If an entity entered into a contract with a value of more than \$100 000 (inclusive of GST) and the contract did not provide the Auditor-General with access to the contractor's premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, Mandatory
Exempt contracts			
17AG(9)	166	If an entity entered into a contract or there is a standing offer with a value greater than \$10 000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, Mandatory
Small business			

PGPA Rule Reference	Page of Report	Description	Requirement
17AG(10)(a)	166	A statement that “[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance’s website.”	Mandatory
17AG(10)(b)	166	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory
17AG(10)(c)	166	If the entity is considered by the Department administered by the Finance Minister as material in nature—a statement that “[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury’s website.”	If applicable, Mandatory
Financial Statements			
17AD(e)	167	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory
17AD(f) Other Mandatory Information			
17AH(1)(a)(i)	N/A	If the entity conducted advertising campaigns, a statement that “During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity’s website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website.”	If applicable, Mandatory
17AH(1)(a)(ii)	231	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, Mandatory
17AH(1)(b)	N/A	A statement that “Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity’s website].”	If applicable, Mandatory
17AH(1)(c)	233	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory
17AH(1)(d)	155	Website reference to where the entity’s Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	Mandatory
17AH(1)(e)	234	Correction of material errors in previous annual report	If applicable, mandatory
17AH(2)	87-142	Information required by other legislation	Mandatory

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