

DEPARTMENT OF PARLIAMENTARY SERVICES
ANNUAL REPORT
2009-10





Parliament of Australia
Department of Parliamentary Services

DEPARTMENT OF PARLIAMENTARY SERVICES
ANNUAL REPORT
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To access parliamentary material on the internet, including this report, see the department's internet site accessed through the Australian Parliament's home page: <http://www.aph.gov.au>

Other documents available on the department's internet site which will assist the reader in understanding the operations of the department are:

*Department of Parliamentary Services Portfolio
Budget Statements 2009-10*

Parliamentary Service Act 1999



Parliament of Australia
Department of Parliamentary Services

6 October 2010

Mr Harry Jenkins MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Senator the Hon. John Hogg
President of the Senate
Parliament House
CANBERRA ACT 2600

Dear Mr Speaker and Mr President

DPS Annual Report 2009–10

I have pleasure in submitting the annual report of the Department of Parliamentary Services (**DPS**) for the year ending 30 June 2010, as required by paragraph 65(1)(c) of the *Parliamentary Service Act 1999*. That provision requires the report to be presented to each House of the Parliament.

The report includes the Annual Report of the Parliamentary Librarian, as required under subsection 65(3) of the *Parliamentary Service Act 1999*.

As in previous years, DPS staff have worked tirelessly to maintain quality services to our clients and customers, and for that I thank them.

Yours sincerely

Alan Thompson
Secretary



6 October 2010

Mr Harry Jenkins MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Senator the Hon. John Hogg
President of the Senate
Parliament House
CANBERRA ACT 2600

Dear Mr Speaker and Mr President

Parliamentary Librarian Annual Report 2009–10

I have pleasure in submitting the annual report of the Parliamentary Librarian for the year ending 30 June 2010, as required by subsection 65(3) of the *Parliamentary Service Act 1999*.

That provision requires the report to be presented to the Presiding Officers after the end of each financial year, and be included in the annual report on the activities of the Department of Parliamentary Services made under paragraph 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. I confirm that this report has been provided to the Joint Standing Committee on the Parliamentary Library.

Yours sincerely

Roxanne Missingham
Parliamentary Librarian

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Part 1

Secretary's review

2009-10 was a typical 'mid-term' parliamentary year, with high levels of activity in both chambers, and through the various parliamentary committees.

The Department of Parliamentary Services (DPS) works closely with the two chamber departments to support the operations of the Australian Parliament. The body of this Annual Report provides detailed information about the day-by-day service delivery of DPS through 2009-10, as well as the numerous improvement projects that we initiated or completed over the year.

So, how should stakeholders view the performance of DPS?

In the short run, the focus will understandably be on day-by-day service delivery and timely completion of improvement projects. Nevertheless, stakeholders also expect an organisation like DPS to plan for the medium term and longer term. I will use this review to briefly consider the short-term and the longer-term components of the performance of DPS.

Focusing on short-term service delivery, for 2009-10 the various performance indicators demonstrate that we have much to be proud of. Of particular note has been the improved

perception of customer service, as measured over the last three years. This time last year we were completing a major customer service survey, and the detailed results of that survey have now been included under the various programs that are listed in Part 4 of this report.

However, it is worth reflecting that much of this service delivery also requires DPS officers to respond to rapidly changing circumstances. For example, during 2009-10 we had two major political leadership challenges. As a result, DPS security staff were called upon at very short notice to assist in maintaining a level of order amongst media representatives. Journalists and photographers were clamouring to get the latest information about both challenges, and it fell to our PSS officers to prevent undue invasion of party meeting rooms and the various private offices during the challenges. I believe DPS staff acquitted themselves very well in trying circumstances.

Similarly, as the various policy agendas have unfolded through 2009-10, there have been urgent requests from parliamentarians for advice from the Library about diverse subjects, including climate change, health issues, mining taxes, and refugees. Library officers have, in each case, responded quickly and professionally to these requests.

Other examples of 'changing circumstances' have been the various incidents which have caused damage around Parliament House. DPS Maintenance Services staff have responded quickly to each event, making assessments of the situation and then completing repairs with minimal impact on building users. Similarly, in February our IT and telecommunications staff were put to the test when Parliament House was targeted with attacks to the website, nuisance faxes, phone calls and emails. IT staff responded efficiently to protect the Parliament House network. Again, well done.

DPS and the chamber departments have worked together to determine services that can be shared, thus delivering efficiencies for the Parliamentary Service as a whole. In 2009-10, DPS worked with the Department of the House of Representatives (DHOR) to transfer the DPS payroll function to DHOR.

In previous annual reports, I have noted that the operating budget available to DPS has been very constrained for some 10 years, so the achievements of DPS officers in making savings and continuing to provide high quality service deserve great recognition, especially given the unpredictability of some of the demands.

Turning then to the various improvement projects: some were completed and many were initiated during the year. For example, we commissioned a new security communications system to ensure effective communications between our PSS officers, the AFP external patrols, and our operations room. We also upgraded the entrance to the building from the main public car park. In total, we managed some 132 projects in 2009-10. A sample listing is at Figure 1.1.

If we now turn to longer-term issues, in the 2008-09 Annual Report I had noted that DPS officers had begun to think about the future of the Parliament, and of DPS. We had commissioned five task groups comprised of staff from across the department, each to focus on aspects of our business, including:

- (a) customer service;
- (b) enhancing productivity;
- (c) environmental performance;
- (d) workforce development; and
- (e) renewal and modernisation.

In the latter part of 2009, the findings of these task groups were used to help us to develop a new Strategic Plan for DPS. A further important input to the new Strategic Plan was a review of security for Parliament House, also completed in 2009.

A draft of the Strategic Plan was considered by various groups of DPS staff in late 2009 and early 2010, and we then finalised the Plan in March 2010.

The new plan has the title 'Supporting the Parliament 2010-13'. An important early component of the new plan is to recognise that DPS is an amalgamation of some very disparate businesses serving the Australian Parliament. In particular, we have identified seven distinct lines of business:

- (a) Library and research services;
- (b) Parliamentary records services;
- (c) Information and communication technology services;
- (d) Security services;
- (e) Building services and amenities;
- (f) Visitor services; and
- (g) Parliamentary service support (including corporate services and project management).

Importantly, the new plan attempts to look into the future and paint a general picture about where each of the lines of business need to be heading over the next 20 years. While predictions about the future are always very difficult, the DPS 'future-gazing' does include four important strands of thinking:

- (a) expectations that various information technologies will rapidly develop, and should be harnessed by DPS to support the Parliament;
- (b) a strong view that parliamentarians will wish to utilise new technologies to allow them to do their jobs even more efficiently;
- (c) recognition that a program of capital renewal and modernisation will need to continue for many years, not least because many of our electronic, electrical and mechanical systems are now ageing; and
- (d) an expectation that operating budgets will continue to be very constrained.

The Plan identifies specific actions that each line of business now needs to initiate over the next three years, including programs of staff development such as training in project management and contract management.

The final Plan was formally 'launched' via workshops with DPS officers in early 2010, using an excellent small video which had been produced by DPS broadcasting staff. The level of buy-in from DPS officers has been gratifying.

So what is the outlook for DPS for 2010-11 and beyond?

From a parliamentary perspective, it is clear that 2010-11 will be an election year. Furthermore (and without making any predictions about the outcome of the election), we know that a significant number of current Senators and Members will be retiring, and it is therefore inevitable that there will be a major influx of new parliamentarians. This will require changes in offices and a wide range of induction activities. DPS will work closely with the chamber departments to facilitate these changes.

There will be five other key priorities for DPS in 2010-11:

- (a) Continued, effective day-by-day service delivery, albeit operating on a frugal basis;
- (b) continuation of the major program of capital investments that we had initiated in 2009-10;
- (c) implementation of the two budget initiatives for which we received funding in the 2010-11 budget. One initiative focuses on improved security, and is the Government's response to a funding bid by DPS. The other initiative was the result of Government policy decisions and will allow the Library to provide improved policy advice for non-government parliamentarians in election years;

- (d) planning to improve the energy efficiency of Parliament House by renewing and replacing ageing energy systems with a highly efficient tri-generation system; and
- (e) progressive implementation of the various actions listed in the new DPS strategic plan.

Before I conclude, I wish to thank the Speaker of the House, Mr Harry Jenkins MP, and the President of the Senate, Senator the Hon John Hogg, for their support over the year. I also thank the chamber departments for their cooperation.

I also wish to recognise the contribution to the Parliament by Mr Harry Evans and Mr Ian Harris AO. Both retired in late 2009. I congratulate Dr Rosemary Laing and Mr Bernard Wright on their appointments to the respective Clerk roles.

My final thanks go to the staff of DPS for a job well done. We publicly recognise the contributions of our staff in two ways.

Firstly, we continue to recognise people who have made major contributions to Parliament, DPS and the broader community through Australia Day Awards. In total we recognised 10 staff in this way in early 2010. I thank all of these officers (see the case study on page 8). We were deeply saddened that one of the recipients, Ms Margaret Hickey, passed away in 2009.

Secondly, we recognised the long service of DPS officers with the award of long service pins. Well done.

I look forward to working with DPS staff to deliver services to the Parliament for the year 2010-11 and beyond.

Figure 1.1—Improvement Projects for Parliament House.....a sample list

Projects substantially completed in 2009-10

New security communications system

.....to replace an ageing system, and ensure effective communication between DPS security staff and AFP officers.

Upgraded building entrance from the public car park (Security Point 1)

.....to improve processing of passholders and visitors entering the building, and improve amenity for security staff.

Exterior lighting improvements for pedestrians

.....to improve pedestrian safety, especially at the House of Representatives and Senate entrances.

Digitisation of Hansard

.....to digitise old Hansard records, between 1901 and 1980, thus improving access to Parliamentary records for the whole Australian community.....Hansard records after 1980 are already digitised, and have been accessible through the Parliament House website.

House of Representatives Chamber improvements

.....to provide a distinguished visitors' gallery, and improve information systems and ergonomics for the Speaker.

Upgrade of Parliament Drive

.....this project completed the conversion of Parliament Drive to a one-way road, improved safety and replaced ageing pavement.

Projects underway in 2009-10

Parliament House website upgrade

.....will replace ageing IT systems and ensure easier and timely access to Parliamentary information for the Australian public.

Hansard Production System replacement

.....will replace ageing IT systems and improve services to Senators, Members, media representatives and the public.

Upgrade of closed circuit TV system

.....these projects will replace an ageing IT system, and expand the number of cameras to ensure coverage of blind spots.

Additional DPS office accommodation

.....will provide new office accommodation to replace space now being occupied by the new Parliament House Briefing Room, and will allow DPS office staff in basement accommodation to move to offices with daylight.

External lighting upgrade for Parliament Drive, and car parks

.....these projects will replace ageing electrical equipment, improve road and pedestrian safety, and reduce electricity consumption.

Re-activation of water features

.....this project will recycle water from the Parliament House cooling system, and swimming pool so that we can reactivate a number of water features around Parliament House.....the water features had been largely decommissioned because of water restrictions in Canberra.

Parliament House Briefing Room (PHBR)

.....this project is being sponsored by the Department of the Prime Minister and Cabinet and Attorney-General's Department, and will provide a high tech room to brief Government about emergency events. The PHBR will occupy space previously occupied by DPS staff. DPS has a vital role in facilitating site access and providing services to the PHBR.

Part 2

Departmental overview

Introduction

The Department of Parliamentary Services (DPS) is one of three departments which comprise the Parliamentary Service, the other two being the Department of the Senate and the Department of the House of Representatives.

The Secretary, reporting to the Presiding Officers of the Parliament (the President of the Senate and the Speaker of the House of Representatives), is responsible for managing DPS and providing advice to the Presiding Officers on matters relating to DPS.

Departmental outcome statement

The Presiding Officers have approved the following Outcome statement for DPS:

Occupants of Parliament House are supported by integrated services and facilities, Parliament functions effectively and its work and building are accessible to the public.

Departmental structure

DPS has an Executive and seven branches, as illustrated in our departmental structure provided at Figure 2.1.

Our organisational structure is referred to as a Plan/Build/Run model. Work units are grouped according to whether they contribute predominantly to business planning, capability development/capital investment or operational service delivery.

Supporting the business model are our core business principles of continuous improvement, seamless service delivery and accountability. Specifically, the organisational structure is designed to improve management decision-making, increase transparency and accountability, more effectively allocate resources, better interact with clients and customers to meet their needs and enhance our overall performance.

The Secretary is Chief Executive Officer (CEO) and the principal officer of the department's leadership team. Executive officers reporting directly to the Secretary are the Parliamentary Librarian, the Deputy Secretary and the Chief Finance Officer (CFO).

The office of Parliamentary Librarian is a statutory one created by the *Parliamentary Service Act 1999* (the Act). The Parliamentary Librarian reports to the Presiding Officers in respect of statutory functions detailed in the Act. However, for the exercise of normal management functions, including as detailed in the Act and the *Financial Management and Accountability Act 1997*, the Parliamentary Librarian reports to the Secretary.

The Parliamentary Librarian is responsible for the Research Branch and the Information Access Branch. Under the Act the Parliamentary Librarian is required to prepare an annual report to the Presiding Officers. The Parliamentary Librarian's annual report is included in Part 3 of the DPS annual report.

The Deputy Secretary is responsible for the activities of four branches: Building Services, Infrastructure Services, Content Management, and Product and Service Development.

The CFO is responsible for the activities of the Chief Finance Officer Branch.

Each branch within DPS is headed by an Assistant Secretary and is divided into sections. The roles and responsibilities of each branch and their achievements and highlights for the 2009-10 year are described in this part of the report.

Departmental services

The services we provide are broad-ranging, encompassing the management, maintenance and provision of information, security, facilities, visitor, building, maintenance, landscaping, IT network, telecommunications, broadcasting and Hansard services. Details of the many services provided by DPS are contained in the DPS Services Catalogue, available on our website at <http://www.aph.gov.au/dps/services.pdf>.

The work of each branch and their achievements and highlights for the 2009-10 year are described below.

Parliamentary Library

The Parliamentary Library provides information, analysis and advice to the Parliament and comprises the Office of the Parliamentary Librarian and two branches, the Research Branch and the Information Access Branch.

More detail on the role, functions and services provided by the Parliamentary Library can be found in Part 3 of this report.

Building Services Branch

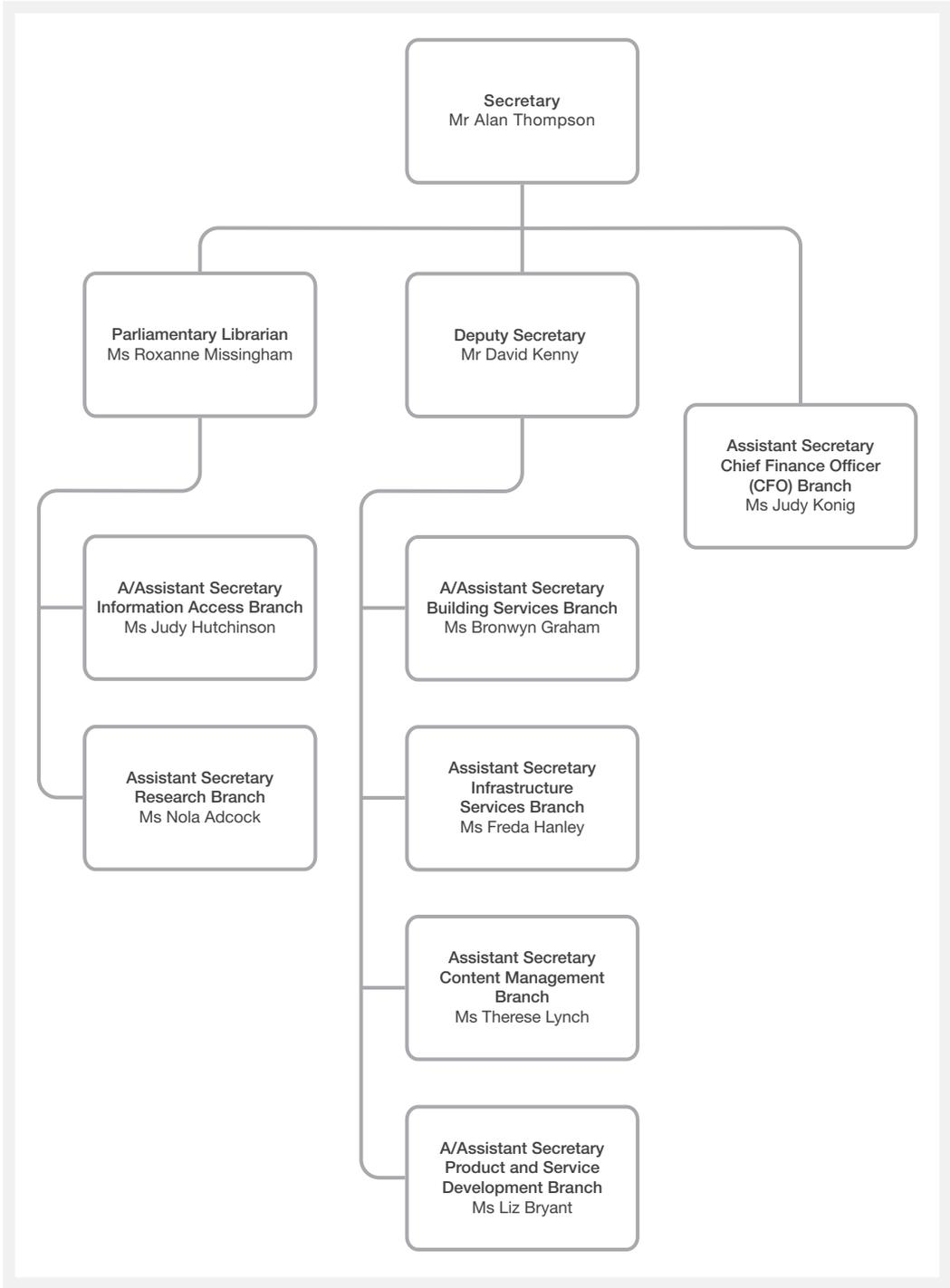
The Building Services Branch (BSB) delivers a range of services to occupants of, and visitors to, Parliament House. These include security and emergency services, catering, retail services, health and wellbeing services and guide services.

The Security section contributes to the development of security policy and to the implementation of security and emergency policy, procedures and response protocols for Parliament House.

Parliamentary Security Service (PSS) officers of DPS provide access control and security screening at all entrance points, a mobile and static security presence throughout Parliament House and security services to functions, official visits and other significant activities within Parliament House. The PSS provides an unarmed first response capability to security incidents and duress alarms within the building and a first aid service.

BSB also has an arrangement with the protection element of the Australian Federal Police (AFP) for the provision of security within the Parliamentary Precincts. The Australian Federal Police-Uniform Protection (AFP-UP) provides external security services within the Parliamentary Precincts and an armed first response capability for Parliament House. The AFP-UP also provides security services for the Prime Minister's Suite and the Cabinet Suite. The AFP officer-in-charge undertakes the role of Parliament House Protective Security Controller (PHPSC) and contributes to security policies.

Figure 2.1—DPS Departmental Structure at 30 June 2010



STAFF RECOGNITION AUSTRALIA DAY ACHIEVEMENT MEDALLIONS

Each year DPS Australia Day medallions are presented to staff members who have made a significant contribution by proposing innovative, creative and practical ways of improving departmental productivity; by conspicuously upholding and modelling the Parliamentary Service Values; by service within DPS above and beyond the call of duty; or by conscientious service within DPS combined with a significant contribution to the broader community. Recipients of this year's achievement awards were:



Anthony Conroy (Database Services)

Anthony works in the Database Processing Unit in the Parliamentary Library. He made a significant contribution to productivity by developing a workaround that shortened a daily task from around five hours a day to just 30 minutes a day.



Trent Davidson (Landscape Services)

Trent regularly works above and beyond his regular duties, notably collecting data from the Parliament House Buffalo turf trials in 2007 and overseeing the recent couch grass line planting.



Sandra Elliot (Contract Management and Logistics)

Sandra has made an outstanding contribution as a genuinely cooperative staff member with great initiative and a great dedication to customer service. She is responsible for dealing with a vast range of activities including looking after mobile phones and many other support services.



Bob Monroe-Allison (Building and Security Projects)

Bob was appointed as Assistant Project Manager to the Master Key Locking Systems project, which replaced some 6,000 locks used throughout Parliament House. His careful planning and attention to detail ensured the smooth and efficient replacement of all of the locks.

Barry Smith (Hansard Operations)

Barry designed the online training tool 'Learn-a-face' to help Hansard editors recognise Senators and Members, and made a significant contribution to effective rostering in Hansard by designing a spreadsheet to address Hansard's unique rostering requirements.



Harriet Spring (Projects Branch)

Harriet is a senior project manager in the Building and Security Projects section who performed the herculean feat of simultaneously delivering the new childcare centre and refurbished Staff Dining Room. These two highly visible and high priority projects were completed within incredibly tight timeframes and under intense media, public and parliamentary scrutiny.



Graham Wadwell (Maintenance Services)

In February 2009 Graham and a small team implemented DPS's new hazardous substance register, ChemAlert, to meet DPS's statutory requirements in managing hazardous substances used within Parliament House.



A group award was presented to the Workplace Relations Team: Brian Boyer, Janet Kelly and Margaret Hickey

The team did an outstanding job over the past year, working hard to organise the review of personnel policies and support all branches with workplace change.



The Facilities section of BSB administers the Presiding Officers' policies on the use of Parliament House facilities by building occupants and members of the public. Responsibilities include managing the contracts and licences for various commercial activities such as catering, child care, post office, bank and the press gallery, providing a range of visitor services (including guided tours for building visitors and school groups) and operating the Parliament Shop. It also manages the Nurses Centre, which provides first aid and a limited range of other health services to building occupants, and the Health and Recreation Centre, with facilities that include a gymnasium, squash courts, tennis courts, a multipurpose netball court, a swimming pool, and external playing fields.

BSB highlights and achievements

A security risk review conducted by the Attorney-General's Department in 2009 recognised the substantial improvements to physical security arrangements at Parliament House since 2005 and noted the planned improvements outlined in the Security Action Plan which was developed in 2008-09. This review also recommended a number of further enhancements to security arrangements. Funding for enhancements was approved in the 2010-11 Budget.

The security exercise program was also updated to better align with the outcomes of the risk review, which has resulted in improved effectiveness of security policies and procedures.

Another key achievement was the finalisation of the first Continuity of Parliament Plan, which would allow sittings of Parliament to occur in another location, should Parliament House not be available for any reason.

Both the Security and Facilities sections transitioned to new organisational structures, supported by a new security roster in the first quarter of 2009-10. Administrative and procedural changes, along with better defined roles and responsibilities, have contributed to improved efficiency and financial stability within the branch.

BSB has now finalised the renewal program for all 22 Federal Parliamentary Press Gallery

occupancy licences (which are similar to leases). BSB is well progressed in finalising licences with the seven retail operators. This program has delivered a more consistent and commercial approach to the management of licences.

The Capital Hill Early Childhood Centre successfully completed its first year of operation and has reported near capacity bookings for the second half of 2009-10.

Infrastructure Services Branch

The Infrastructure Services Branch (ISB) looks after the building, and the utility and IT systems of Parliament House. ISB teams provide day-to-day support to building occupants and visitors.

The Maintenance Services section operates and maintains the power, air conditioning and hydraulic services as well as the exterior and interior of the building and Parliament House's landscape. The section also maintains engineering drawings and the technical manual library.

The Client Support section services the needs of almost 4,800 registered IT users in Parliament House and the electorate offices. These services include IT training and assistance, most commonly through the Client Support 2020 help desk. The section is responsible for second line support of software and hardware, desktop and mobile computing devices, printers, televisions and pagers, as well as information and communications technology (ICT) purchasing and asset management.

The Computing Services section manages the central computer facilities: computer rooms; server and storage hardware; system and data backup and restoration; database, application and website support; software deployment to workstations and notebooks; IT change control; ICT security operations; and computer account management. The Information Technology Security Adviser (ITSA) role assists the chamber departments with their ITSA functions and manages IT security generally.

The Communication Networks section provides data and voice communications services to building occupants. This involves managing data network services such as connection from the desktop to the network servers, internet and

connections to electorate offices. The section also manages voice communications services including fixed line telephones and mobile phone coverage within Parliament House.

The Broadcasting Infrastructure and Support section provides day-to-day and strategic direction for the maintenance of broadcast assets, including technical and maintenance support for the Parliament's broadcasting systems: television and radio production facilities; audio and video recording; public address systems for chambers and committee rooms; the internal multi-channel radio and television system; internet broadcasting; Emergency Warning and Intercommunication System (EWIS); division bells and lights; and portable recording equipment for interstate committees.

Infrastructure Services Branch highlights and achievements

The rollout of BlackBerry mobile PDAs for Senators and Members was completed during 2009-10, with DPS now supporting approximately 250 devices. The BlackBerry is a more reliable device than the previously supported PDAs, resulting in a 60% reduction in the cost of support.

A new Standard Operating Environment (SOE) for desktop computers was developed, which will lead to enhanced security for the Parliamentary Computing Network (PCN) and reduced support costs.

Wireless connectivity to the PCN was rolled out to all committee rooms within Parliament House, improving connectivity for Senators, Members and parliamentary staff.

A major program to rationalise ICT assets, and consequently meet cost savings required by the Gershon ICT Expenditure review, was implemented. A major initiative to replace the PCN has commenced, including a move to IP version 6, in line with whole of government initiatives. Staff also made a significant contribution in the conversion of the Parliament's closed circuit television (CCTV) system from an analogue to an IP network.

A data storage hub was established, with specialised racks to contain parliament's increasing data storage requirements. The

hub will expand to 1.5 Petabytes (1,500,000 Gigabytes) of disk storage in the new financial year.

The trial to determine the feasibility of using couch grass varieties in the Parliament House landscape continued during 2009-10. The trial areas were oversown with a rye grass in March 2010 to maintain a green colour throughout the winter period. The trial will continue into spring.

In 2006, all water features in the grounds of Parliament House had been shut down to comply with the Level 3 ACT water restrictions. During 2009-10, a project was approved to reactivate some water features. This project involves the recovery of waste water from the main cooling tower and treating it to remove contaminants. The treated water will then be used in the Forecourt, Formal Gardens and other selected water features. The project is expected to be commissioned in spring 2010.

Content Management Branch

The Content Management Branch (CMB) is responsible for broadcasting and archiving the audio-visual record of chamber and committee proceedings and for producing the Hansard record. CMB also coordinates the management of DPS records and knowledge.

The Broadcasting Content section produces and distributes live audio and video coverage of all proceedings of the two chambers and the Main Committee of the House of Representatives. It televises selected parliamentary committee proceedings in Parliament House, provides audio coverage of hearings held in other venues around Australia and a public address system for these venues, as well as systems for the hearing-impaired in many locations within Parliament House. The proceedings are broadcast internally and also webcast via the internet.

Our Hansard section transcribes and prepares for publishing reports of proceedings in both Houses of Parliament and the Main Committee of the House of Representatives as well as all parliamentary committee hearings.

The Knowledge Management section is responsible for the document and records management of DPS, ensuring DPS complies with the *Archives Act 1983*, with audit

recommendations for records management and with Commonwealth Intellectual Property Principles. It also has responsibility for developing and disseminating policy and guidelines to ensure compliance with web content legislation and best practice.

CMB highlights and achievements

Following a six-month trial, CMB implemented the single-officer support operation to many parliamentary committee hearings held interstate. This significantly reduced travel costs involved in providing this service, while also allowing Hansard resources to be used in-house to transcribe committee hearings.

We relocated the 17,000 video tape archive of parliamentary proceedings back to Parliament House from offsite storage. This was a major exercise aimed at saving the department approximately \$100,000 per annum in offsite storage costs.

The Hansard Production System (HPS) replacement project was a major focus for Hansard in 2009-10, with delivery of the new system scheduled for 2010-11. The new HPS will provide Hansard with a more streamlined, 'end-to-end' system that will simplify the booking, forecasting and scheduling of work and reflects a continued focus on managing our business. Early indications are that the new HPS is intuitive to use, allows a smoother work process for Hansard staff and reduces the likelihood of errors.

Hansard's new Digital Audio Recording and Transcription system (DART), went into production in January 2010. DART also introduced a more efficient system of forwarding sound files to external transcription service providers thus allowing us to retire another obsolete system used specifically for this purpose.

Improved planning to meet variance in demand over sitting and non sitting weeks, and changes to how interstate committee work is supported, have reduced travel costs and the amount of transcription work that is outsourced.

During the year our Knowledge Management (KM) section continued with the department-wide rollout of the Electronic Document and Records Management System (EDRMS). By the

end of June 2010, the majority of DPS record creators had been trained to use the new system. In June 2010 the number of electronic records being created significantly exceeded the number of paper records being created. This was a tipping point and we expect the vast majority of DPS records will be managed electronically in future. The project is due to be completed on time and under budget in October 2010.

Our relationship with the National Archives of Australia (NAA) continued to flourish during 2010. During the year, the NAA approached the KM section to assist with several important Commonwealth-wide initiatives.

Product and Service Development Branch

The Product and Service Development Branch (PSDB) is responsible for the management and delivery of projects within DPS. PSDB also manages the Parliament House Art Collection. PSDB is to be re-titled Projects Branch from July 2010.

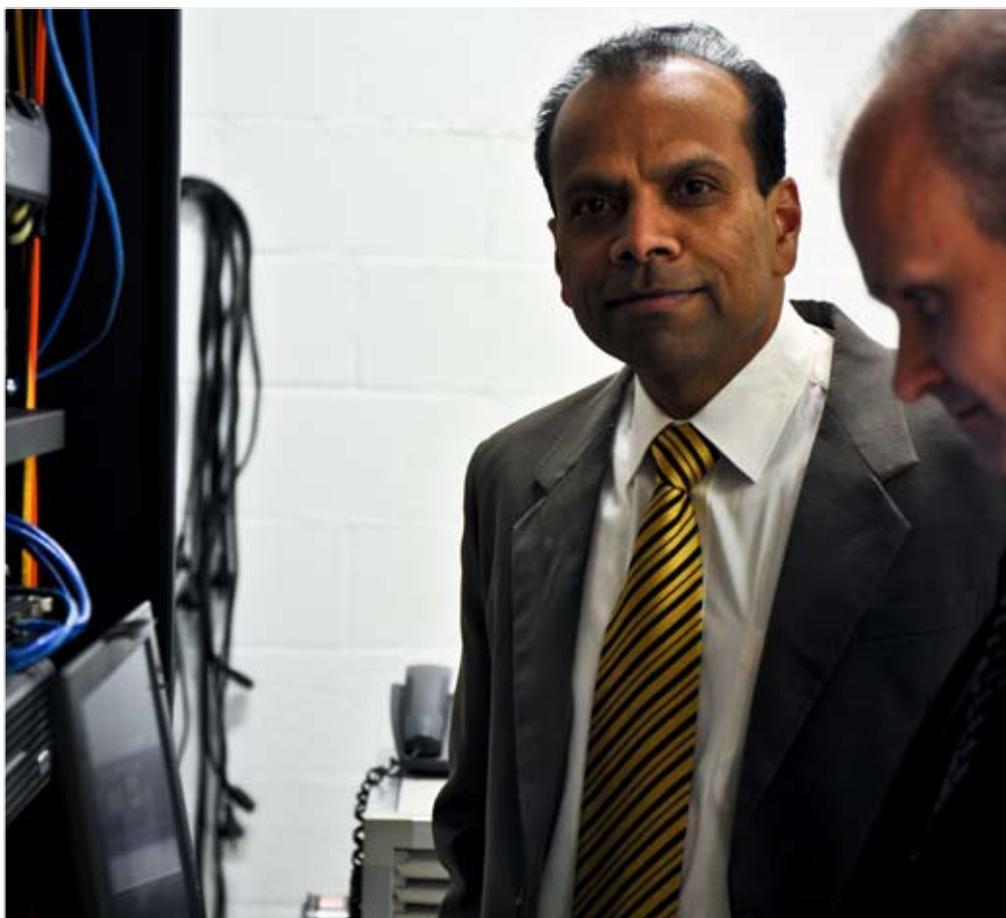
The Building and Security Projects section is responsible for managing the delivery of building, engineering and security projects related to refurbishment, modification, upgrade, replacement or new works in Parliament House and the Parliamentary Precincts.

The Technology Projects section manages the delivery of projects related to the installation and implementation of IT, broadcasting, communication and security technology systems and infrastructure.

The Project Management Office is responsible for ensuring all projects are undertaken using a consistent project management methodology, including providing project management guidance and support to all project stakeholders and providing performance reporting on project progress.

Finally, the Art Services section manages the Parliament House Art Collection, with responsibilities including artwork acquisitions, collection conservation and managing access to artworks for display in Parliament House and the Parliamentary Precincts. The section also administers the Historic Memorials and Gifts Collections.

CASE STUDY—WIRELESS



Jeya Jeyanathan is the Senior Project Manager for DP-08-001, the shorthand name for the DPS project to provide secure wireless access to the Parliamentary Computing Network (PCN) in all the Senate committee rooms.

The project fully met its objectives, with coverage now extending to ceremonial areas and plans to extend wireless to the suites of Senators and Members.

As Jeya points out, 'the project improves the internal flow of information to the point of need for Senators, Members and parliamentary staff'.

Jeya enjoys working on large, complex projects in the technology area, which is fortunate given that at any one time he manages two or three projects that fit this description, valued in the millions of dollars.

Jeya started at Parliament House in a predecessor department. He was originally in a computing services role before crossing to the projects area a few years ago, where he enjoys the sense of continuous improvement that characterises the DPS approach to managing projects, and takes pride in providing an excellent service and completed product to clients.

PSDB highlights and achievements

In 2009-10, the branch successfully delivered the largest capital works program since the building opened in 1988, with over \$56 million invested in technology and building projects to improve service delivery and replace ageing infrastructure in the 22 year old building.

In 2009-10 the Technology Projects section successfully delivered projects with significant benefits, including the following:

- The ageing security communications system was replaced with a new system which integrates two-way mobile radios, security telephones, and door and lifts intercoms. The system is based on innovative technology that frees security operators to allow them to focus on their immediate duties, rather than managing the technology.
- The dated analogue CCTV Camera Management System was largely replaced with an easy-to-use digital system that records and analyses live and recorded video from a variety of camera locations in and around Parliament House. The new system has a number of new functions that enhance security by assisting with the prevention and analysis of incidents.
- Progressive replacement of the computer server environment commenced as a project, and is expected to result in improvements in IT service levels and also in reduced power consumption. The total number of servers will be reduced significantly as older, less energy efficient server infrastructure is retired.
- A local hub for large scale IT data storage was established for the Parliament. Ultimately this will be complemented by an offsite data storage hub allowing the two to be synchronised for business continuity purposes. The infrastructure installed in the local data storage hub includes a modern equipment racking system with new energy efficient air conditioning.

A number of other projects were completed, resulting in improved:

- (a) online access to Hansard records, including digitisation of all records back to 1901;

- (b) wireless connectivity for laptop computers in many areas of Parliament House;
- (c) fault prevention of our IT systems through a monitoring system that provides automatic notice of system failure to technical support staff;
- (d) internet security;
- (e) internal communication through the establishment of a new staff intranet and associated content management system; and
- (f) redundancy and capacity of the computer network infrastructure.

In 2009-10, the Building and Security Projects section delivered over 20 major projects, a significant increase on previous years. DPS terminated three projects that were no longer assessed to meet business needs or deliver value for money.

Enhancements were made to the House of Representatives Chamber to provide modern information systems for the Speaker, enabling real-time access to procedural information and addressing ergonomic requirements during long sitting periods. A new Distinguished Visitors' Gallery was added to accommodate visiting dignitaries in the Chamber. Gallery seating in both the Senate and House of Representatives Chambers underwent a major refurbishment.

At the request of the Department of the House of Representatives, a major upgrade was carried out on archive storage facilities to help preserve irreplaceable historic parliamentary material under modern climate-controlled conditions. Service to the Senate was also improved through the relocation of mail room facilities on the ground floor to achieve a more efficient use of space. Further works are planned in 2010-11 to rationalise office and meeting spaces.

The entrance to the building from the public car park was upgraded. Works to complete the conversion of Parliament Drive to a one-way road and to improve pedestrian safety were also completed in 2010. Complementary works to improve exterior lighting around the building commenced and will continue into 2010-11.

Major infrastructure and occupational health and safety (OHS) upgrades included the replacement of high capacity fire hydrants and a compressed air system supporting heating, ventilation and air conditioning systems, installation of a new data storage hub, and sealing off an area of rock in the basement which had experienced a spill of diesel oil some years ago.

Construction work commenced in Parliament House on a new secure briefing room to support the National Security Committee of Cabinet (NSC) and Ministerial Task Forces in the strategic direction of national emergencies. This project is called the Parliament House Briefing Room and is being funded by the Attorney-General's Department, with support provided by DPS and the chamber departments.

The recent review of physical security for Parliament House conducted by the Attorney-General's Department recommended a number of security improvements to Parliament House, including a reorganisation of parking arrangements in the public car park. The changes in this car park were implemented in 2009-10 and include relocation of parking for buses, large vehicles and motor homes to the northern end of the car park. This is consistent with improved security measures at iconic public buildings in Australia and Australian diplomatic missions overseas. In addition, planning has commenced for a major upgrade of security measures at Parliament House, to be completed over the next two financial years.

A number of displays within public areas of Parliament House were upgraded during the year. In particular, Art Services worked closely with the Department of the Senate to finalise a new display of Australia's 1297 Inspeximus Issue of Magna Carta. The new exhibition has resulted in improved visibility and much better interpretation of this historically important document, while maintaining a high degree of security and protection. Two large paintings of the Federal Capital site submitted for a competition in 1913 by William Lister Lister and Theodore Penleigh Boyd were also relocated to a more prominent position, so that visitors can better appreciate this view of the countryside that became Canberra.

Seven temporary exhibitions were mounted in the Presiding Officers' Exhibition Area over the year. Four of these were from external

groups, and included *Unsung Heroes* from Portrait Artists Australia; *Far to Here* from the Darfur Australia Network; *Through Children's Eyes* from ChildFund Australia; and *Known Sites: Contemporary Australian Landscapes* from the Artbank Collection. Two in-house exhibitions were also mounted focussing on recent acquisitions for the Parliament House Art Collection, and another featuring designs for commissioned art and craft in Parliament House.

A number of artworks were made available for loans to other external exhibitions, including three paintings by Mandy Martin, and craft works by George Ingham and Johannes Kuhnen, which were included in retrospective exhibitions of work by these artists. In total, 107 artworks from the Parliament House Art Collection were made available for loan to other organisations across the year.

Chief Finance Officer Branch

The Chief Finance Officer Branch (CFOB) consists of three sections providing advice to the Executive, Assistant Secretaries and other DPS managers on a range of corporate issues including compliance with statutory requirements. The Branch also delivers vital services to the whole Parliament through the Logistics subsection.

The Finance section provides financial information supporting internal management decision-making. Key services include compiling monthly and annual financial statements and monthly management reports, developing internal accounting policies and procedures, performing a treasury function and providing asset and taxation management. Furthermore, the section is responsible for accounts payable and receivable, developing and maintaining the Chief Executive's Instructions (CEIs), Chief Executive's Procedures (CEPs) and procedural guides, and budget preparation for all internal cost centres.

The Procurement, Contract Management and Logistics section provides advice on a range of procurement issues and manages general services contracts. It develops and issues procurement and contract management policies to ensure legislative, regulatory and procedural obligations are observed. It also provides specialised procurement, contract

development and tendering advice and services to ensure that value for money is being achieved in our various contracts.

The Logistics subsection operates the Parliament House loading dock; receipts, tracks and delivers mail and other goods into Parliament House; records all outgoing consignments; and manages a waste service.

The Governance and Business Management (GBM) section is responsible for risk and fraud management, internal audit functions, insurance and legal liaison, performance reporting and external statutory reporting, including portfolio budget statements and annual reports. The section also supports DPS's Audit Committee and the Joint House Committee.

CFOB highlights and achievements

During the reporting period, Finance staff completed unqualified financial statements for 2008-09—for the seventh consecutive year. In addition, no financial issues were raised at the 2009-10 interim audit. These outstanding financial results have helped DPS receive a 'low risk' accreditation by the Australian National Audit Office, and reflect the high level of confidence held by external stakeholders in the effectiveness of our financial controls and operations.

Finance staff also implemented the various aspects of the Government's 'Operation Sunlight' initiative, which included the implementation of the net cash appropriation arrangements and data cleansing in the central budget system. This required changes to internal budgetary, cash management and reporting processes.

Procurement and contract management staff introduced a standard suite of general contract templates and the Australian Standard 4900 construction contracts for use in Parliament House. The staff also focused on the important post-contract management of variations and together, these changes have helped deliver efficient, effective and ethical procurement practices. In turn, this has led to better levels of accountability.

The Logistics subsection replaced the old metal garbage skips with new towable bins. Previously, each metal skip was picked up by forklift from each location in the basement,

carried to and emptied at the loading dock. The new arrangement allows up to six bins to be towed at the one time. This initiative has increased efficiency and improved safety for the work area.

GBM continued to implement improvements in DPS's risk management policy and framework, coupled with significant advances in business continuity planning.

A significant change to the department's business planning framework was approved in April 2010 for implementation in 2010-11. An important objective of the new framework is to integrate business planning with other key management frameworks, including agency and individual performance, departmental strategies and risk management.

Corporate sections reporting to Secretary, Deputy Secretary and Parliamentary Librarian

Strategy

As foreshadowed in the 2008-09 annual report the Strategy and Business Services Branch was disbanded in July 2009, thus reducing the number of SES officers. As a result of this change, from August 2009, the Strategy section (formerly Strategic Policy and Planning) has reported directly to the Secretary.

Strategy began 2009-10 with both operational and strategic responsibilities, including:

- (a) managing Parliament House environmental matters, including energy and water usage and waste management;
- (b) working in collaboration with other areas of the department to ensure that technical design integrity standards are maintained, including compliance with Building Code of Australia standards and regulations; and
- (c) developing strategy for DPS across a range of subject areas.

In February 2010 the Secretary refocused the role of the section to undertake environmental scanning and analysis, develop strategy and high level policies, facilitate effective internal communication for DPS and position DPS to take full advantage of strategic opportunities on 5, 10 and 20 year time horizons.

Transitioning to the new role has required significant work to transfer operational tasks to other areas of the department and to incorporate the new responsibility for communication. In June 2010 environmental management tasks, including tracking of energy and water consumption, were transferred to the Infrastructure Services Branch. Further changes will occur in 2010-11.

The section continued to include the role of the Parliamentary Service Liaison Officer (PSLO), a position funded jointly by the three parliamentary departments. The PSLO provides advice to the parliamentary departments on service-wide issues and matters related to the *Parliamentary Service Act 1999*.

Strategy's achievements for 2009-10 have included:

- (a) working with the Secretary and many staff to develop the new DPS Strategic Plan for 2010-13. This plan was launched in March 2010;
- (b) investigation of the use of new trigeneration technology to dramatically reduce the carbon footprint of Parliament House;
- (c) investigation of the use of solar panels to generate power for Parliament House; and
- (d) the development of options to reactivate some of the Parliament House water features using non-potable water.

Customer Services and Communication

From August 2009, this small group reported directly to the Deputy Secretary.

The Customer Services and Communication section has been the first point of contact for all enquiries relating to new projects and potential new services. Responsibilities included customer account management for the chamber departments and the Department of Finance and Deregulation (Finance), administration of the Request Approval Process (RAP) and maintaining the DPS Services Catalogue.

With the development of the DPS Capital Works Program 2010-2015, responsibility for the Request Approval Process has been transferred to the Projects Branch, which manages the capital works plan.

Responsibility for the Services Catalogue has been transferred to the Strategy section.

HR Services

At the beginning of 2009-10, HR Services was providing the full spectrum of conventional HR Services for DPS, including policy development, recruitment, training, health and safety, HR records management, and payroll services. However, we had been experiencing considerable difficulty with our existing HR records and payroll system. As a consequence, the Strategy and Finance Committee decided to move to another IT platform, and (if possible) enter a shared services arrangement with another department to provide payroll services. It is pleasing to report that the Department of the House of Representatives agreed to provide these services on a fee-for-service basis using its HR system, CHRIS21.

Most DPS staff were able to transfer to the House of Representatives system on 4 February 2010, while our PSS officers were able to transfer in mid 2010 once we had established an appropriate shiftwork/roster system.

From August 2009, the HR Services section has reported to the Parliamentary Librarian.

The achievements for 2009-10:

- (a) management of the changeover from the pre-existing payroll/records management system to the new House of Representatives system;
- (b) establishment of a Leadership Development Framework which was launched in February 2010. The Framework is supported by a range of leadership development initiatives for DPS staff;
- (c) management of a Corporate Training Calendar, offering courses designed to meet common training needs identified across all of DPS; and
- (d) provision of support for the audit process which allowed DPS, as part of its safety management arrangements, to achieve accreditation under SafetyMap Version 4 – Initial level.

Part 3

Parliamentary Library

Parliamentary Librarian's review

Introduction

The Australian Parliamentary Library's services are established under the statutory office of the Parliamentary Librarian with the following functions¹:

- (a) 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; and
- (b) to undertake such other responsibilities within the joint Department, consistent with the function set out in paragraph (a), as are conferred in writing on the Parliamentary Librarian by the Secretary of the joint Department with the approval of the Presiding Officers.

Joint Standing Committee on the Parliamentary Library

The Library Committee membership at 30 June 2010 was:

- The Hon. Dick Adams MP (Joint Chair)
- Senator Russell Trood (Joint Chair)
- Senator Guy Barnett
- Senator Catryna Bilyk
- Senator Doug Cameron
- Senator Steve Fielding
- Senator Steve Hutchins
- Mr Russell Broadbent MP
- The Hon. Mark Butler MP (to September 2009)
- Ms Sharryn Jackson MP
- The Hon. David Hawker MP
- Mrs Sophie Mirabella MP (to May 2010)
- Mr Daryl Melham MP (from March 2010)
- Mr Robert Oakeshott MP (from June 2010)
- Mr Graham Perrett MP

The Library Committee met on 10 September and 19 November 2009, and 11 March and 17 June 2010. The Committee discussed:

1. *Parliamentary Service Act 1999* section 38B (1).

- (a) additional funding of \$500,000 in the 2010–11 Budget, and again in 2013–14, “to enhance the capacity of the Parliamentary Library to assist non-Government parties in developing policies in the lead-up to Federal elections”²;
- (b) models for a Parliamentary Budget Office;
- (c) client confidentiality;
- (d) the 42nd Parliament Parliamentary Library client assessment undertaken by Uncommon Knowledge;
- (e) online mapping services including interactive PDFs and files for use with Google Earth;
- (f) the Australian Parliamentary Fellowship;
- (g) digitisation of Hansard; and
- (h) the revised Parliamentary Library’s Statement of Client Service and Operating Policy and Electronic Media Monitoring Service.

The study found that clients highly value the Library’s services. Despite this high level of regard and satisfaction, the assessment identified some areas for improvement. The key areas to address were identified as:

- (a) achieving greater consistency and quality of service in responses to individual client requests;
- (b) improving, if possible, the timeliness of Library publications;
- (c) responding more effectively to all three stages of the life cycle of members of parliament—new, medium and long-term;
- (d) continuing to improve the resources available to clients at their desktop (or mobile devices);
- (e) improving the availability of transcripts and broadcast material; and
- (f) improving communication mechanisms bearing in mind the pressures on the time of clients.

Achievements 2009-10

The Library’s vision is to have an informed Parliament supported by a Library that delivers services to meet client needs. Achievements are described against the Library’s strategic priorities.

Create the 21st century Parliamentary Library and research services

The Parliamentary Library assesses the needs of clients once in each parliament. This enables existing services to be reviewed, changes in information needs to be identified and planning for any new services to provide information, analysis and advice to the Parliament.

For the 42nd Parliament, an independent consultant was engaged to undertake a study based on interviews with a sample of Senators and Members. The report was provided to the Library Committee and Library staff in early 2010.

Communication with clients is important to ensure that clients are aware of all services in order for the Library to provide relevant quality analysis and advice. This year the Library implemented a number of web2.0 services for improved communication with clients. A Twitter feed was launched in October 2009 to provide short, immediate notification of new Library general briefs and publications. The Library has 634 followers and 277 tweets have been published. A Facebook page was launched in June 2010 also to provide information about new publications. Both were created using the Library’s RSS feed.

Knowledge transfer to Parliament

Analysis and advice services to support the Parliament fluctuate in demand according to the parliamentary cycle. However, longer-term changes in demand have been apparent as more services and content are provided to the desktop on a self-help basis and use of these services continues to rise each year. Individual client requests for information, research and analysis saw approximately a 13% reduction in the number of enquiries in comparison to the previous year. In contrast, there has been a significant increase in client use of the digital collection, of library publications and databases.

2. Australian Government, ‘Part 2: Expense measures’, *Budget measures: budget paper no. 2: 2010-2011*, Commonwealth of Australia, Canberra, 2010, p.282

Connect clients with information

A major service strategy is to increase the amount of the Library's collection available online, including content created by the Library's researchers, to meet the changing needs of Senators and Members. Resources need to be easily accessible to those in electorate offices as well as those in Parliament House.

The use of the digital collections continues to grow with a steady trend upwards continuing in 2009-10. Use of the print collection decreased by more than 15% this year compared to the previous year.

Digitisation of material in the Library's collection, both contemporary and historic collections, remains a priority, although it must be managed within available resources. *Battlelines* by the Hon. Tony Abbott, MP, was digitised to provide access to meet demand and also for preservation purposes (as a back-up for potential loss of heavily used material). This was the first book from the Parliamentary Authors collection to be digitised. The Parliamentary Authors collection commenced in 1971 and comprises works written by current and former Members of Parliament.

Support the Parliament's engagement with the community and democracy

Access to the record of the Parliament is vital for community awareness and engagement with the Parliament. The Library has assisted in a project to digitise Hansard from 1901 to 1980 to make the complete record of the Parliament available on the Parliament's website. Digitising this material enables the community to access parliamentary materials regardless of time or location, and Senators and Members to access additional documents for their parliamentary work.

The Library is committed to supporting parliamentary libraries in the region, particularly in Pacific countries and in emerging democracies. This year the Library provided:

- (a) support for visits; and
- (b) support for neighbouring parliaments through training, website creation and library resources.

Use technology to support better services

The authoring system for the Library's databases in ParInfo Search for press clippings, press releases, Library publications, articles and political party documents was redeveloped. The new system, which will automatically select and categorise material, is in operation. It will result in press clippings being available by 8.30 a.m. to all clients and more efficient delivery of the service.

The Library is piloting acquisition and use of e-books and has acquired a Kindle e-book reader and its first title. The first title was only available electronically and could not be purchased in print. The Kindle is available for use by clients.

Strategic and Workforce Planning

The number of ongoing staff leaving the Library showed a slight increase on the previous year. Eleven ongoing staff left in 2009-10, a separation rate of 7.3%. This compares well with the separation rate of ongoing Library staff for the previous two years—7.2% of ongoing staff left the Library in 2008-09 and 11.6% in 2007-08. Greater use of part time work in some work areas, such as the Law and Bills Digest section, has helped to reduce turnover.

The main reasons for separation from the Library during 2009-10 were transfer/promotion (5 staff, 45% of separations), age retirements (3 staff, 27% of separations) and resignation (2 staff, 18% of separations). One staff member retired on invalidity grounds.

Parliamentary Library overview

Office of the Parliamentary Librarian

The Office of the Parliamentary Librarian comprises the Parliamentary Librarian, an Executive Assistant and the Director, Client Relations.

Relations with clients are managed by the Director, Client Relations, who provides orientation and training services for Senators, Members, their staff and other parliamentary staff.

Research Branch

The Research Branch (RB) provides information, research and analytical services to Senators and Members and their staff, parliamentary committees and the parliamentary departments to support parliamentary or representational duties (services are not provided to constituents or for commercial purposes).

The range of services provided includes individually commissioned information, research and advisory services for clients and research publications.

Information Access Branch

The Information Access Branch (IAB) develops and manages access to print and electronic resources. These resources include books, serials, information databases, electronic publications developed both within the department and acquired externally, off-air recordings, transcripts and related materials.

Access to services is also provided through the Parliamentary Library's Central Enquiry Point and Ground Floor Reading Room.

IAB staff select, acquire, catalogue, index and provide access to collection material. They are also responsible for the publishing requirements of the Department of Parliamentary Services.

Report on performance

Program 1—Library Services

Introduction

Program 1 aims to provide an effective knowledge centre for the Parliament through the provision of information, analysis and advice. These services are provided through two subprograms:

- (a) Subprogram 1.1—Research services. These services include responding to requests from individual parliamentary clients for information and research, and the production of general distribution briefs and publications; and
- (b) Subprogram 1.2—Information access services. 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 data bases in ParlInfo, and by publishing print and electronic works.

Performance is assessed using indicators that cover quality, quantity and price. Indicators, performance results and relevant comments are shown against each of the subprograms.

CASE STUDY—PARLIAMENTARY HANDBOOK



Martin Lumb's time with the Parliamentary Library stretches back to 1983, and his integral role in the production of the Parliamentary Handbook began 3 years later.

Regarded as an institution within the institution, the Handbook is used as a reference source for those seeking biographical details on parliamentarians, and historical information on the Parliament. It is also an evolving publication, with the first electronic version in 1988 followed by a partial version on the World Wide Web in 1995 and the full edition in 1999. There are now two versions; the hard copy edition, incorporating information provided by parliamentarians and distributed around a year after each parliament is formed; and the online version, which is being regularly updated by Library staff.

One aspect of the publication Martin looks back upon with amazement is the constant technological change.

When he began, the use of microfiche was cutting-edge, and he has seen the rise and fall of five-inch floppy disks as preferred media. 'Technology is now moving so quickly that no two handbooks are now produced the same way', he comments.

Martin also notes the expectations of timeliness have changed considerably, often driven by the dynamics of an electronic environment. A link to the online version of the handbook is available at <http://www.aph.gov.au/Library/handbook/index.htm>

Figure 3.1—Subprogram 1.1—Research services—Deliverables

Deliverable	Measure	Performance		
		2007-08	2008-09	2009-10
Individual client requests	Percentage of primary clients (Senators' and Members' offices, including Ministers' offices) using the service (target: 98%)	100%	100%	100%
	Number of individual client requests (target: 16,000)	14,907	17,772	15,476
Self-service requests	Number of online uses of the Parliamentary Library's publications, including the Parliamentary Handbook and General Briefs and Publications, through ParInfo and the Internet (target: 6,000,000)	4,956,922	5,990,657	5,555,192 ³
General briefs and publications	Number of general briefs and publications produced (target: 220)	231	280	285
Client training and seminars	Attendance at training courses and events (e.g. Vital Issues seminars) (target: 500 attendees).	723	594	550

3. A Denial of Service attack in February resulted in problems for the statistical reports on use of web services. (See 'Fraud control' under Part 6)

Subprogram 1.1—Research services

Indicator—General briefs and publications

Indicator—Client requests

During 2009-10, consistent with the previous years, all of the Library's primary clients (Senators' and Members' offices, including Ministers' offices) used the client request service at least once—exceeding the target of 98%.

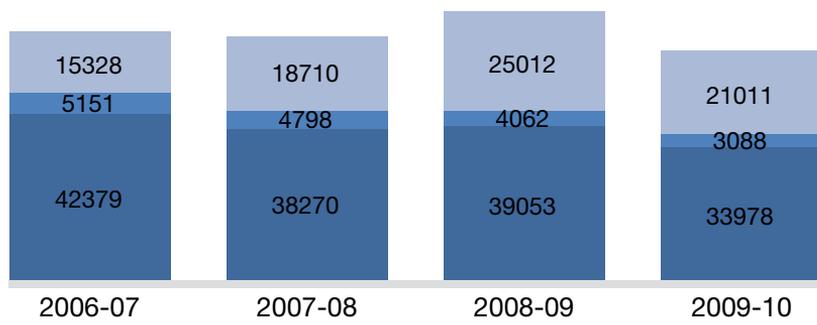
There was a significant decrease in the number of direct client requests—approximately 13%—compared to the previous year. The target for this measure (16,000) was not met. There was a significant increase in use of library publications and online collections.

The number of Library publications this year was within 2% of the previous year with a small increase in total numbers. A 5% increase in the number of Bills Digests published reflected the legislative program. Publications produced, other than Digests, reduced in number from 97 last year to 94 in 2009-10.

Figure 3.2—Subprogram 1.1—Research services—Deliverables

Deliverable	Measure	Performance		
		2007-08	2008-09	2009-10
Cost of research services	Average cost per individual client request	\$446	\$462	\$442
	Average direct cost per self-service client request (staff time only)	\$0.60	\$0.53	\$0.61
	Total cost of subprogram 1.1	\$11.272m	\$11.6m	\$12.16m

Figure 3.3—Distribution of client service hours by service type



- Publications
- Parliamentary committees, parliamentary departments and reciprocal arrangements
- Commissioned services for Senators and Members

Figure 3.4—Subprogram 1.1—Research services—Key Performance Indicators

Key performance Indicator	Measure	Performance		
		2007-08	2008-09	2009-10 ⁴
Client satisfaction with requests and general briefs and publications (GBPs)	High level of customer satisfaction (target: 90%)	89%	93%	-
	Client service delivered to timeliness service standard (target: 95%)	97%	97%	96%
	Number of complaints from clients	1	4	0

Indicator-Client satisfaction⁴ with requests and general briefs and publications (GBPs)

As reported last year, client satisfaction with the Library’s service in the 42nd Parliament rose by 4%, based on the 2009 DPS Customer Satisfaction survey.

Subprogram 1.2—Information access services

The services contributing to this subprogram includes:

- (a) the Library collection;
- (b) online full-text content such as news clippings;
- (c) media services—desktop access to television and radio;
- (d) commercial databases; and
- (e) client services.

4. DPS conducts a customer satisfaction survey once for each Parliament. The survey conducted for the 42nd Parliament was in 2008-09.

Figure 3.5—Subprogram 1.2—Information access services—Deliverables

Deliverable	Measure	Performance		
		2007–08	2008-09	2009-10
Material added to Library databases	Number of items added to the Library's Electronic Media Monitoring Service and to ParlInfo databases (target: 140,000)	167,537	159,129	161,203
Material added to Library collection	Number of new titles (books and serials) added to the Library's catalogue (target: 4,200).	4,630	4,827	4,275
	Percentage of titles (books and serials) in Library's collection available to clients online in full text (target: 30%).	22.2%	23.8%	26%
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: 3,800,000 searches)	2,544,500	3,754,064	4,447,977 ⁵

5. A Denial of Service attack on ParlInfo Search in February and March resulted in problems for the statistical reports on use of web services for February and March 2010.

Indicator—Material added to Library databases

The number of media resources added to the Library's databases went up slightly in 2009-10; this is typical of a pre-election year when there is an increase in the volume of press clippings published and selected that reflect press coverage of pre-election issues.

Indicator—Material added to Library collection

The Library's collection of books and journals is constantly updated in accordance with the Library's Collection Development Policy. The Library aims to keep the collection at around 115,000 monograph titles.

Indicator—Use of the Library's collection and databases

Increased use of Library databases

Clients access the Library's databases through ParlInfo Search. Many external commercial databases to which the Library subscribes are available through the Library's Intranet and the Senators' and Members' Services Portal.

Electronic Media Monitoring Service (EMMS)

The Electronic Media Monitoring Service (EMMS) was made available to clients in 2004. In 2009-10, IAB has worked within the broader DPS environment to let a contract to replace the EMMS system and migrate existing digital content.

Figure 3.6—Subprogram 1.2—Information access services—Deliverables

Deliverable	Measure	Performance		
		2007-08	2008-09	2009-10
Cost of information access services	Average cost per item added to the Library's collection	\$376	\$273	\$340
	Average cost per item added to the Library's databases	\$20.39	\$17.62	\$18.68
	Average cost per use of the Library's databases and collection	\$1.91	\$1.82	\$1.69
	Total cost of subprogram 1.2	\$10.246m	\$10.48m	\$10.7m

Figure 3.7—Monthly usage of Library and Media Databases in ParlInfo from 2007-08 to 30 June 2010

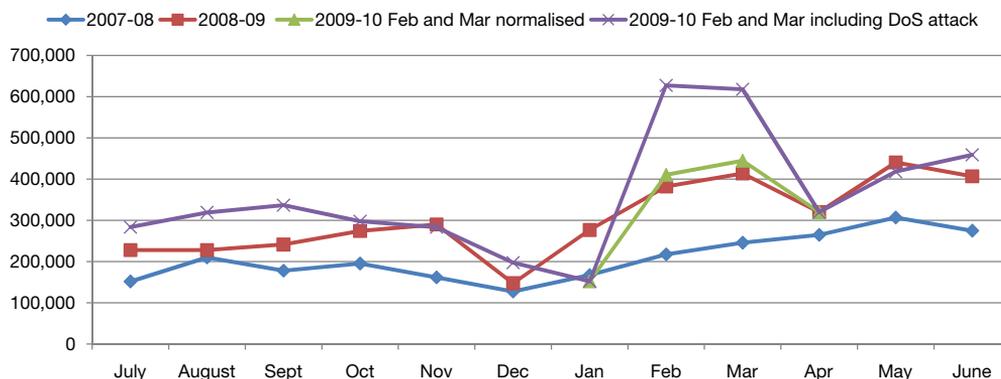


Figure 3.8—Subprogram 1.2—Information access services—Key Performance Indicators

Key Performance Indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Client satisfaction with information access services	High level of client satisfaction (target: 90%)	89%	93%	- ⁶
	New titles (books and serials) added to the Library's catalogue within timeliness service standard (target: 90%).	90%	82%	75%
	New items added to the Library's Electronic Media Monitoring Service and the ParlInfo newspaper clippings database within timeliness service standard (target: 95%)	90%	94%	98.5%
	Number of complaints from clients	0	0	0

Indicator-Client satisfaction with information access services

The timeliness service standard for new resources measures the percentage of titles added to the Library's collections and databases, including media resources, within defined times.

In 2009-10, the target for adding media resources to the Library's databases was exceeded while the target for adding material to the Library's catalogue was not met for routine material due to staff shortages. All urgent titles and titles requested specifically by clients were added to the catalogue within the service level standard for priority items.

6. DPS conducts a customer satisfaction survey once for each Parliament. The survey conducted for the 42nd Parliament was in 2008-09.

Parliamentary Library Financial Report⁷

	2008-09 Actuals	2009-10 Actuals
Income		
Appropriations	15,075,541	16,460,724
Depreciation expense	1,259,446	1,472,225
Direct expenditure		
Total Salaries	12,530,196	12,717,466
Research Branch	8,042,101	8,160,929
Information Access Branch	4,160,823	4,180,424
Office of the Parliamentary Librarian	327,272	376,113
Other employee expenses	141,674	312,608
Staff training, travel and related expenses	261,066	205,733
Collection (information resources)	1,642,827	1,733,075
Collection (purchases using depreciation funds)	675,259	575,308
Other expenses	296,952	237,531
Asset maintenance (software licences/maintenance)	226,657	357,569
Total expenditure (including expenditure from asset replacement funds)	15,774,632	16,139,290
Total cash expenditure (excluding expenditure from asset replacement funds)	15,099,372	15,563,982
Summary		
Office of the Parliamentary Librarian	394,106	440,501
Research Branch	8,331,400	8,554,279
Information Access Branch	7,049,125	7,144,510
Total	15,774,632	16,139,290

7. The figures presented in the expenditure section of this table are all cash figures and represent the direct cash outgoings attributable to the Parliamentary Library.

Staffing (full time equivalents)	2008-09	2009-10
Research Branch	79.5	77.15
Information Access Branch	57.5	55.26
Office of the Parliamentary Librarian	2.3	2.81
Total	139.3	135.22

Part 4

Report on performance

Overview

Performance information and reporting model

The DPS Outcome and Program Framework consists of four programs—with subprograms—and administered work programs. The framework is summarised in Figure 4.1.

Performance indicators for each program are established in the Department of Parliamentary Services Portfolio Budget Statements 2009-10. The indicators cover the quality, quantity and price aspects of the department's programs or services.

In this part of the annual report, performance results and explanatory comments are provided against each of the department's subprograms.

Program cost attribution

DPS operates through a branch structure that is aligned to its program structure.

Each branch comprises a number of cost centres that collect all direct operating costs, including depreciation, on an accrual basis.

The internal overheads attribution process is completed in a number of steps. First, the costs of all corporate cost centres are allocated to subprograms. Then, the cost of providing internal services (IT, communications and accommodation) is attributed to those sub programs that receive the services. This methodology ensures that the department reports the total cost of services provided to clients for each subprogram.

Effectiveness in achieving the planned Outcome

The Outcome statement of DPS is that:

'occupants of Parliament House are supported by integrated services and facilities, Parliament functions effectively and its work and building are accessible to the public.'

Occupants of Parliament House are supported by integrated services and facilities, ...

DPS provides occupants and other users of Parliament House with a wide range of services and facilities. These are described in general terms in Parts 2 and 3. The performance

reports in Parts 3 (Parliamentary Library) and 4 measure and discuss the DPS performance in delivering those services and facilities. Environmental performance is discussed in Part 5.

The results demonstrate success in a variety of areas but less satisfactory performance in others. Because of the ongoing nature of the outcome, and the scope for providing our services more efficiently and effectively, DPS will continue to look for further improvements.

Parliament functions effectively ...

Parliament's operations have continued to run smoothly to the extent that this is the responsibility of DPS. Our contribution includes:

- (a) ensuring the security of the building, including the chambers in particular, and of building occupants;
- (b) providing a suitable venue for parliamentary activity through building maintenance and provision of building services and information and communications technology services; and
- (c) providing Library and Hansard services to enable members of Parliament to contribute effectively to parliamentary activities.

... and its work and building are accessible to the public.

In 2009-10, DPS facilitated access for the general public to the work of the Parliament and its building by:

- (a) providing 1,341 hours of chamber broadcasts;
- (b) providing 2,191 hours of committee broadcasts;
- (c) providing print-ready *Hansard* transcripts on the DPS internet site and the web interface to Parllnfo; and
- (d) hosting approximately 866,000 visitors.

The effectiveness of our services is assessed through a customer satisfaction survey conducted each Parliament that collects customer views on:

- (a) the appropriateness of, and satisfaction with, existing services;
- (b) problems with service delivery;
- (c) identification of service gaps; and
- (d) the extent to which services and facilities are appropriately and conveniently integrated and accessible to assist the user.

Program 1—Library services

Program 1 is the provision of an effective knowledge centre for the Parliament through the provision of information, analysis and advice.

Performance reports for the Parliamentary Library subprograms 1.1 and 1.2 are set out in Part 3 of this annual report.

Program 2—Building and occupant services

Introduction

Program 2 of the DPS Outcome and Programs Framework is the provision of an efficiently functioning, safe and secure environment for Senators, Members, other building occupants and visitors.

Two subprograms, Security services and Facilities services, contribute to Program 2.

Subprogram 2.1—Security services

DPS provides security and emergency services to occupants of, and visitors to, Parliament House.

Indicator—Extent to which security procedures are followed

During 2009-10, there were 224 reported security incidents. Of these incidents, 223 were dealt with in accordance with established procedures. In the other incident, information on the correct procedure has been promulgated within the security organisation and the procedure has been the subject of a subsequent validation exercise.

Figure 4.1 — Relationship between Outcome and Programs



Figure 4.2—Subprogram 2.1—Security services—quality indicators

Quality indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Extent to which security procedures are followed	Percentage of reported security incidents dealt with in accordance with agreed procedures (target: 100%)	100%	100%	99%
Validation of security procedures	The extent to which each validation was successful (target: 100%)	New indicator	92%	100%

Figure 4.3—Subprogram 2.1—Security services—quantity indicators

Quantity indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Validation of security procedures	Percentage of security validation program achieved (target: 100%)	100%	100%	100%
Security incidents	Number of reported security incidents	AFP-UP: 151	AFP-UP: 150	AFP-UP: 115
		PSS: 83	PSS: 95	PSS: 109
Security services	Number of hours of internal guarding (PSS)—Monthly average	25,212	25,164	21,636
	Number of hours of external guarding (AFP-UP)—Monthly average	11,722	11,007	10,459
	Number of parliamentary and non-parliamentary functions (including official visits) requiring additional security resources	See Figure 4.4		
	Number of scheduled emergency evacuation exercises completed	New indicator	2	2

Indicator—Extent to which each validation was successful

Security validation exercises are conducted monthly by the Parliamentary Security Service (PSS) officers and Australian Federal Police-Uniform Protection (AFP-UP) to test how well security procedures work. The results of each exercise are reviewed by the Security Management Board (SMB).

The security validation program was updated in January 2009 to better align with the outcomes of the security risk review.

As a result of lessons learned from exercises conducted in 2008-09, security procedures were updated in 2009-10 to address the issues identified.

Indicator—Validation of security procedures

All scheduled validation exercises were conducted in 2009-10. In total, 20 exercises were conducted, of which four were conducted as joint exercises between the PSS and AFP-UP.

Indicator—Security incidents

Security incident reports are completed in response to events that may require follow-up action, such as protests, threatening telephone calls, non-compliance with security screening and unattended or suspect items. Reports are completed by AFP-UP or PSS staff.

Indicator—Security services

The number of PSS hours used each month varies depending on the number of parliamentary sitting days and, to a lesser extent, the number of functions held in Parliament House.

The reduction in internal guarding hours is attributed to improvements to the structure of the security roster. Staffing requirements for the new roster were developed in consultation

with staff and union representatives, with consideration given to peak periods and various response scenarios and contingency solutions. The reduction in guarding hours has been achieved by eliminating a supervisory layer, reducing redundant shift periods and adopting more efficient rostering practices. Service levels and security outcomes have been maintained since the commencement of the roster in August 2009.

The reduction in external guarding hours is attributed to the transfer of the Ministerial Wing patrol function to the PSS. Daily external guarding hours did not drop below the required minimum staff levels.

Two emergency evacuation exercises were scheduled and conducted in 2009-10. Both activities were partial building evacuations.

Some parliamentary and non-parliamentary functions require additional security resources from the PSS. The definition of a parliamentary function includes functions in support of the whole of Parliament, but excludes specific political party or executive government functions. Official visits include guests of Government and guests of parliamentary delegations.

Indicator—Cost of security services

Increases to salary costs have been offset by efficiencies achieved through a reduction in overtime expenditure; a smaller and more streamlined management and administrative structure; and the new security roster. The transfer of the Ministerial Wing patrol function to the PSS provided an offset against increased AFP-UP costs.

There is no cost-recovery applied to security services provided to parliamentary functions. The cost of security services for non-parliamentary functions is recovered from function organisers.

Figure 4.4—Number of parliamentary, non-parliamentary functions and official visits requiring additional security resources

Measure	2007-08	2008-09	2009-10
Number of parliamentary functions	79	96	50
Number of official visits		41 ⁸	36
Number of parliamentary functions requiring additional security resources	5	12	11
Number of official visits requiring additional security resources	New indicator	16	3
Number of non-parliamentary functions	676	419	495
Number of non-parliamentary functions requiring additional security resources	375	338	364

Figure 4.5—Subprogram 2.1—Security services—price indicator

Price indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Security services	Staff costs for:			
	a) internal guarding (PSS)	\$10,593,453	\$11,697,367	\$11,660,700
	b) external guarding (AFP-UP)	\$10,479,017	\$10,482,876	\$10,213,416
	c) additional PSS guarding for parliamentary functions	\$11,437	\$23,261	\$10,035
	d) additional PSS guarding for non-parliamentary functions	\$345,466	\$327,098	\$407,539
	e) additional cost of PSS or AFP-UP guarding for official visits	New indicator	\$31,404	\$4,349
	Direct costs of Pass Office operations	\$210,223	\$165,910	\$151,476
	Total cost of subprogram 2.1	\$29.875m	\$32.447m	\$29.799m

8. This was incorrectly reported as 185 in 2008-09.

Subprogram 2.2—Facilities services

DPS provides facilities management, health and wellbeing, and visitor services to occupants of and visitors to Parliament House.

Quality indicators

The term *customer* refers to Parliament House building occupants, whilst the term *visitor* is taken to mean members of the public visiting Parliament House. There are no customer satisfaction figures for 2009-10 as DPS conducts a customer satisfaction survey once for each Parliament. The last two surveys conducted were for the 41st and 42nd Parliaments in 2006-07 and 2008-09 respectively. (See Figure 4.7)

Indicator—Customer satisfaction

DPS received a total of 58 complaints, of which 30 related to catering and 28 related to

cleaning, pest control and sanitary services. All complaints were referred to the relevant contractor for corrective action and resolution with the individuals concerned.

Indicator—Visitor satisfaction

Visitor satisfaction measures provide feedback on how well visitor services are delivered, and how well visitor expectations are met. The Facilities Management Section continued to use the approach that was introduced in 2008-09 to record visitor complaints.

Visitor Services received 17 complaints relating to the provision of guided tours from a total of 933,878 visitors recorded over the 2009-10 period. The majority of the complaints related to changes to the guided tour schedule. Complaints received were assessed by the Visitor Services team and selected actions were taken to improve service delivery, including the review and distribution of advertising material outlining tours times and products.

Figure 4.6—Subprogram 2.2—Facilities services—quality indicators

Quality indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Customer satisfaction	High level of building occupant and/or user satisfaction with facilities contracts for catering, cleaning, pest control and sanitary services	See Figure 4.7		
	Number of complaints about facilities contracts for catering, cleaning, pest control and sanitary services	69	82	58
Visitor satisfaction	Number of complaints about guide services	3	14	17
	Number of complaints about the Parliament Shop		0	2
	Number of complaints about facilities contracted for catering, cleaning, pest control and sanitary services	New indicator	44	5

Figure 4.7—Subprogram 2.2—Customer Satisfaction Survey

Function	Performance (% Satisfied or Very Satisfied)		
	2006-07	2008-09	2009-10
Catering	42	57	-
Cleaning	68	67	-
Health and Recreation Centre	84	80	-
Non-catered functions	60	68	-
Nurses Centre	85	92	-
Parliament Shop	88	90	-
Visitor Services (Guides)	88	88	-
Childcare	Not applicable	70	-

Visitor Services staff also received 14 complaints relating to the temporary disruption created by the reconfiguration works in the public underground car park. This feedback was considered by the relevant project team and, where appropriate, changes were made to the car park design.

Two complaints were received about the Parliament Shop regarding disability access and DVD products with no subtitles for hearing-impaired customers. Staff responded to these concerns by ensuring floor space and walkways in the Parliament Shop were clear at all times and that future purchasing of DVD products includes subtitles wherever possible.

Over the period 2009-10, DPS received five complaints from visitors in relation to Facilities services, which is a reduction on the 44 complaints received in the previous year and is attributed to the catering contractor responding to visitor feedback. Four of the 2009-10 complaints related to catering services and, as a result, the catering contractor made menu changes and provided improved staff awareness and training. One complaint related to cleaning services.

Indicator—Facilities management

The conduct of functions at Parliament House allows the catering contractor to provide catering services to the Parliament in a sustainable and cost-effective manner. The conduct of these events is closely managed by DPS and the catering contractor in consultation with the Department of the Senate and the Department of the House of Representatives to ensure parliamentary business is able to proceed unimpeded.

When required, Facilities Management provides room set-up and pack-down services in support of official visits or non-catered parliamentary functions. The number of contracted labour hours used for official visits and parliamentary functions was not available due to changes in the way these tasks were administered. This will be rectified to ensure data is available for 2010-11. However, the overall costs for contracted labour are consistent with the previous year and there was only a slight reduction in the combined total of official visits and parliamentary functions.

Figure 4.8—Subprogram 2.2—Facilities services—quantity indicators

Quantity indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Facilities Management	Number of parliamentary functions supported by Facilities Management	New indicator	258	209
	Number of official visits supported by Facilities Management	New indicator	4	16
	Number of non-parliamentary functions supported by Facilities Management	New indicator	766	1,013
	Number of parliamentary and non-parliamentary catered functions held at Parliament House	New indicator	1,261	970
	Total number of catered and non-catered, parliamentary and non-parliamentary functions held at Parliament House	New indicator	2,285	2,192
	Number of contracted labour hours used for official visits and parliamentary functions	New indicator	465	N/A
Nurses Centre	Number of incidents and accidents (including requests for first aid) managed by the Nurses Centre	925	830 ⁹	735
	Number of vaccinations delivered under Influenza Vaccination Program	558	620	617
Health and Recreation Centre	Number of members, by category:			
	a) Senators and Members	67	72	55
	b) staff of Senators and Members	23	16	13
	c) others (building occupants)	667	584	489
	Number of casual visits by category of user:			
	a) Senators and Members	33	14	26
	b) staff of Senators and Members	667	828	1,188
	c) others (building occupants)	680	643	929
	Classes conducted:			
	Total number of classes	New indicator	590	608
Total number of places in classes	6,156	6,322	6,399	
Total number of attendees at classes	3,750	3,954	2,904	
Community engagement with Parliament House	Total number of visitors	867,220	863,552	933,878 ¹⁰

9. The 2008-09 figure of 787 has been revised following the receipt of additional information.

10. An estimated 67,000 passholders were redirected through the Main Front public entrance whilst the staff basement entry was being refurbished. Estimated visitors for 2009-10 on a like-for-like basis was some 866,000.

Figure 4.8—Subprogram 2.2—Facilities services—quantity indicators (continued)

Quantity indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Community engagement with Parliament House	Total number of general (public) tours conducted	4,981	4,527	2,331
	Total number of school tours conducted	3,256	3,310	3,437
	Total number of special tours conducted	610	454	550
	Total number of paid tours conducted	New indicator	70	141
	Total number of participants in general (public) tours	New indicator	101,236	78,114
	Total number of participants in school tours	114,086	119,765	125,760
	Total number of participants in special tours	9,825	7,095	6,677
	Total number of participants in paid tours	New indicator	2,296	3,907
	Total number of participants in garden tours	330	348	87
	Total number of filming and photographic requests processed	New indicator	325	333
The Parliament Shop customers	Total number of visitors to the Parliament Shop	New indicator	280,002	284,599
	Total number of purchases from the Parliament Shop	62,257	65,019	64,079

Over the financial year 2009-10, DPS negotiated and finalised new licence arrangements with 22 Press Gallery organisations and six of the nine retail outlets.

Indicator—Nurses Centre

The Nurses Centre focuses on the delivery of a range of health services to both visitors and occupants of Parliament House.

There was a small decrease in the number of incidents, accidents and requests for first aid services responded to by the Nurses Centre. The delivery of an awareness program by the Nurses Centre resulted in building occupants being able to access first aid boxes within their own areas and manage first aid needs instead of necessarily presenting to the Nurses Centre.

The number of participants in the 2010 Influenza Vaccination Program remained stable at around 620. The program was scheduled later in the year compared to 2009 due to the delayed availability of the vaccine; however, the vaccinations were provided within the period advised by the Therapeutic Goods Administration. The later scheduling also meant that there was no conflict with the April school and public holidays, which maximised availability of the program.

The Nurses Centre responded to suggestions provided in the 2008-09 staff and customer surveys for a Health Promotion Program within Parliament House. An Annual Health Promotion Calendar was implemented and included sessions on weight, diabetes, healthy bones, kidneys, heart, non-smoking and asthma awareness. The program was well attended and received positive feedback.

Indicator—Health and Recreation Centre

The Health and Recreation Centre provides recreation and sporting facilities for Parliament House, as well as direct services for building occupants such as fitness classes and assessments.

Total membership of the Health and Recreation Centre decreased by 17% in 2009-10. However casual attendance increased by 44% over the same period. The majority of casual visits to the Health and Recreation Centre were by parliamentary staff, who experience irregular and intermittent work schedules during sitting periods. The reason for a reduction in class attendance is being considered as part of a review of the Health and Recreation Centre.

A number of new exercise initiatives were trialled in 2009-10, including boot camp, walking classes and cycling classes.

Indicator—Community engagement with Parliament House

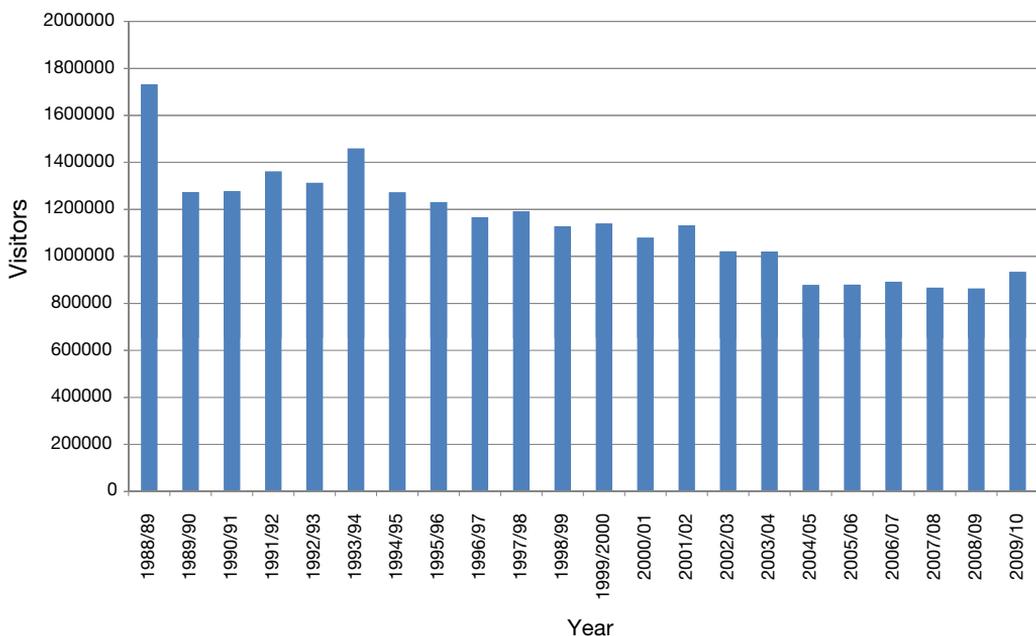
The total number of reported visitors to Parliament House is measured by the number of people entering the Main Front public entrance. For nearly four months of the year, an estimated 67,000 passholders were redirected through the Main Front public entrance whilst the staff basement entry was being refurbished. When this is taken into consideration, the 2009-10 visitor numbers are consistent with 2008-09.

During 2009-10, there was a decrease in the number of general (public) tours due to the trial and subsequent implementation of fixed tour times. The introduction of fixed tour times was an initiative implemented to allow additional support to be provided to school tours, which increased by 4% in 2009-10.

The decrease in garden tour participants is related to a change in the way the tours were promoted and availability of qualified staff to provide the tours. The gardens tours are scheduled to coincide with Floriade and will continue to feature as a tour option for visitors.

DPS continued to recognise the importance of community engagement and, during 2009-10, developed renewed partnerships with tourism bodies including the Canberra Convention

Figure 4.9—Parliament House Visitors 1988-2010



Bureau, National Capital Attractions and ACT Tourism. During this time, these relationships provided valuable information to the review of visitor products and services including the development of conference gift packages and a self-guided tour option.

Indicator—The Parliament Shop

The Parliament Shop is a gift and souvenir retail outlet, run by DPS for the benefit of visitors and building occupants. The Parliament Shop had 284,599 visitors in 2009-10. In a similar trend to last financial year, 23% of Parliament Shop visitors went on to make a purchase.

As in previous years the Parliament Shop hosted a number of successful book launches, which helped promote book sales and uphold the customer's expectation of the Parliament Shop as a provider of quality parliamentary reference and Australian literature.

Indicator—Facilities services

Contracts and licence revenue has increased slightly, in line with CPI adjustments and the commencement of the licence renewal program. The net decrease in the cost of operating the Health and Recreation Centre is due to increased revenue from memberships and casual visits, and improved staffing arrangements.

The Parliament Shop experienced a net profit decrease of 4% attributable to salary costs and increased cost of goods. Net profit, although slightly decreased, remains well above the 10% revenue target.

The outlook for Facilities is one of continued focus on sound contract and licence management, improved administration, investigation of future revenue potential and efficiency improvements.

CASE STUDY—VISITOR SERVICES



DPS Visitor Services team provides a unique experience to visitors and occupants of Parliament House.

Ian Dobson and Harriet Bateman are two of our Visitor Services team who are passionate about the Australian Parliament and the building, and it's hard not to be inspired when there is so much going on around you that impacts on the nation. 'I enjoy being involved with the variety of customer services. The positive way in which school students responded to parliamentary tours, the service we give to Senators and Members, and empowering the public with parliamentary knowledge are all very rewarding'.

In Ian's two and a half years with Visitor Services he has had some great development opportunities. 'A very positive aspect of Visitor services is the range of professional development opportunities available. I have found the in-servicing provided by both houses as invaluable in updating and expanding my knowledge of how it all works.'

Harriet came to Visitor Services to assist with school tours and enjoys her role in working with school children. 'The choice to work at Visitor Services in Parliament House was a very easy one, allowing me as a student to work flexible hours'.

Visitor Services is also responsible for the Parliament Shop, which specialises in political literature to suit a diverse audience.

Figure 4.10—Subprogram 2.2—Facilities services—price indicator

Price indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Facilities services	Cleaning costs under contracts ¹¹ :			
	a) internal cleaning costs	\$3,561,259	\$3,648,785	-
	b) industrial cleaning costs	\$999,659	\$1,006,774	-
	c) cost of additional labour (including function set up)	New indicator	\$114,742	-
	Waste management costs under contracts	\$139,004	\$159,666	\$139,885
	Gross revenue from:			
	a) Press Gallery licensees	\$1,020,313	\$1,067,397	\$1,107,321
	b) catering contractors	\$350,954	\$451,035	\$520,318
	c) non-catered functions	\$37,599	\$28,534	\$30,682
	c) other licensees	\$189,571	\$184,632	\$195,095
	Management fee paid to catering contractor(s)	\$243,009	\$350,000 ¹²	\$350,000 ¹³
	Nurses Centre: direct costs	\$209,229	\$199,079	\$194,424
	Health and Recreation Centre: net costs (direct costs less revenue)	\$92,940	\$117,360	\$34,347
	Parliament House Guides services: net costs (direct costs less revenue received from paid tours)	\$1,465,102	\$1,494,021	\$989,228
	The Parliament Shop: revenue (target: \$1.3m 2008-09, target: \$1,253,011 2009-10)	\$1,119,293	\$1,207,257	\$1,192,793
	The Parliament Shop: net profit (target: 10% of revenue)	\$227,768 20.3%	\$234,777 19.5%	\$181,174 15.2%
	Total cost of subprogram 2.2	\$9.918m	\$10.905m	\$7.661m ¹⁴

11. Responsibility for internal/external cleaning was transferred to Program 3 in July 2009.

12. The figure reported in 2008-09 represented fees paid to one of the two catering contractors. This figure has been updated to include management fees for both catering contractors.

13. This is a fixed fee paid under the two catering contracts. Does not include variable costs.

14. This figure is lower primarily due to cleaning services costs being transferred to Program 3—Infrastructure services

Program 3—Infrastructure services

Introduction

Program 3 of the DPS Outcome and Programs Framework is the supply of integrated services and facilities through the provision of maintenance, infrastructure and support services.

This program comprises two subprograms— Building infrastructure services and IT infrastructure services.

Figure 4.11—Subprogram 3.1—Building infrastructure services—quality indicators

Quality indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Extent to which the building condition is maintained	Building Condition Index (target: 89-92%)	89.3	89.2%	88.9%
Extent to which the landscape condition is maintained	Landscape Condition Index (target: 90%)	83.0	75%	78%
Condition and ageing of engineering systems	Engineering Systems Condition Index (target: 90%)	90.0	89.1%	88.2%
Performance of security systems	Scheduled availability of operational systems:			
	(a) card management system (target: 100%)	100%	100%	100%
	(b) radio communications equipment (target: 100%)	100%	100%	100%
	(c) x-ray equipment / walk-through metal detection (target: 95%)	100%	100%	100%
	(d) CCTV system (target: 98%)	100%	100%	100%
	(e) electronic door locks (target: 99.8%)	100%	100%	100%
	(f) alarms (target: 99.9%)	100%	100%	100%

Subprogram 3.1—Building infrastructure services

This subprogram involves the provision of building and security infrastructure, maintenance services and landscape services, as well as utility services (electricity, gas, water and sewerage).

Explanation of indicators

The Building Condition Index (BCI) measures the current condition of the building fabric of Parliament House, expressed as a percentage of the original condition.

The Landscape Condition Index (LCI) measures the current condition of the landscape surrounding Parliament House, expressed as a percentage of the total possible condition.

The Engineering Systems Condition Index (ESC) measures the current operation and condition of the engineering systems in Parliament House against the expected decline of those systems through their life cycles. The system of scoring has been designed so that the optimum target of 90% is achieved if all systems are ageing through their life cycle as expected.

Indicator—Extent to which building condition is maintained

Parliament House is divided into seven zones, as shown in Figure 4.12, to measure the BCI. The seven zones have different condition targets that combine to give an overall score for the BCI. The target range of 89-92% has been determined, based on external benchmarks, as the optimum balance of condition and cost.

There has been a decrease of 0.3% in the overall building condition when compared to 2008-09, which reflects the effects of ageing and use since the building opened in 1988.

The contributing factors to the drop in the Ministerial Wing score are:

- (a) reduced painting and carpet replacement being carried out within the general circulation areas; and
- (b) the six-monthly condition monitoring for June was delayed until July and therefore recent maintenance is not reflected in the overall reading for the year.

The increase in the Back of House score is due to a considerable amount of painting and some carpet replacement during the year.

Figure 4.12—Building Condition Index score by zone

Zone	Score % 2007-08	Score % 2008-09	Score % 2009-10
Public areas	89.7	89.4	89.3
Parliamentary chambers	92.6	91.8	91.6
Ministerial Wing	89.7	89.6	89.0
Senate Wing	89.9	89.5	89.1
House of Representatives Wing	89.4	89.3	88.9
Back of House	84.4	84.7	85.6
Plant rooms	89.3	89.9	89.1
Total score	89.3	89.2	88.9

Indicator—Extent to which landscape condition is maintained

The parliamentary landscape has been divided into eight zones for the purpose of measuring the LCI. The zones have different targets that combine to give an overall score.

There was a 3% increase in overall landscape condition in 2009-10. The increase is due to the reinstatement of the Forecourt water feature and replacement of some plantings in courtyards.

Parliament House is in the fourth consecutive year of ACT stage 3 water restrictions, with significant parts of the landscape not able to be watered. This has had a cumulative impact on the landscape condition.

Trials of couch grass and associated maintenance issues continue at Parliament House, and may lead to improvements in the overall landscape without impacting on the water requirement.

Indicator—Condition and ageing of engineering systems

To calculate the ESCI, 83 engineering and structural systems—including air conditioning, hydraulic, power, fire and security systems—are scored for reliability, life cycle progress and actual versus expected condition.

The overall ESCI score of 88.2% reflects the ageing of the building, including a number of ageing electrical and mechanical systems that have been identified for replacement. These systems include the central energy plant, kitchen equipment replacement which is underway and replacement of exterior street lighting which is due for completion early in 2010-11.

Indicator—Extent to which design integrity is preserved

The Design Integrity Index (DII) is the mechanism used to measure, review and report on DPS's performance with regard to design integrity and heritage management within the Parliamentary Precincts. In addition, the DII is the methodology adopted to assess all projects completed within a reporting year for their consistency with the original design intent of Parliament House.

Figure 4.13—Design Integrity Index score by area

Zone	Score (%) 2007-08	Score (%) 2008-09	Score (%) 2009-10
Public and Ceremonial areas	93.4	95.9	95.4
House of Representatives Wing	93.2	92.1	90.3
Senate Wing	94.5	95.4	93.2
Ministerial Wing	90.1	93.0	93.1
Committee Rooms and Library	92.4	90.8	89.1
Facilities Areas and Tenancies	82.8	83.0	88.2
Circulation and Basement Areas	85.6	87.2	85.4
Exterior: Landscape and Roadways	91.8	92.8	90.8
Total Score	90.5	91.8	91.2

For the purpose of measuring the DII, Parliament House is divided into eight zones, as shown in Figure 4.13.

In each zone, the components of language, symbolism, design order, change and the overall impression are examined and given a score from one to five. The outcomes for each component are added together to obtain a zone score. The zone scores are added to obtain a building score. This score is then expressed as a percentage of the total possible score.

The DII for 2009-10 is assessed at 91.2%. The 2009-10 DII results remain above the 90% threshold.

The Facilities areas and tenancies had improved scores due to good maintenance and restoration of the private dining rooms.

Building-wide issues that adversely affected the overall DII rating included inactive water features, inadequate cleanliness and presentation of building interiors and facades, minor maintenance issues, poor cable management (electric and data cables in committee rooms and office areas), the proliferation of business machines throughout

the circulation spaces and the introduction of non-standard furniture.

Indicator—Performance of security systems

The card management system, closed circuit television system (CCTV), radio network, electronic doors and alarms are connected to a single security network. Overall, the security network remains stable, and there are a range of built-in redundancies to ensure the system continues to function in the event of equipment failure.

Standard security foot patrols are backed up by daily camera coverage checks and weekly camera maintenance. Performance checks are conducted on all CCTV cameras to ensure they are operational. From time to time these routine checks identify individual camera units that require some form of maintenance, but this does not detract from the overall performance of the CCTV system. Faults with individual camera units are generally rectified within acceptable timeframes.

Figure 4.14—Subprogram 3.1—Building infrastructure services—quantity indicators

Quantity indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Managing the potential impact on the environment	Electricity consumption (target: 84,586 GJ)	88,642Gj	92,386 Gj	96,091Gj
	Gas consumption (target: 40,894 GJ)	41,015Gj	43,522Gj	44,311Gj
	Greenhouse gas emissions (target: 21,733 tonnes CO ₂ e)	22,286 tonnes CO ₂ e	22,743 tonnes CO ₂ e	24,332 tonnes CO ₂ e
	Water consumption Total (target: 186,650)	163,481kL	167,662 kL	161,187kL
	a) landscape water consumption; and	New indicator	97,244 kL	83,817kL
	b) building water consumption	New indicator	70,418 kL	77,370kL
	Waste recycled as a percentage of total waste generated (target: 46%)	43.0	44.0%	41%
Maintenance of plant and building fabric	Percentage of planned maintenance achieved (target: 85%)	94.0	90.5%	88%
Maintenance Help Desk requests	Total number of calls	3,790	2,943	18,442

Indicator—Managing the potential impact on the environment

Environmental performance reporting information is in Part 5 of the annual report. Part 5 includes information on managing the potential impact on the environment.

Indicator—Maintenance of plant and building fabric

The Maintenance Services section achieved 88% of the planned maintenance for 2009-10 against a target of 85%.

Indicator—Maintenance Help Desk requests

The number of reported calls to the Maintenance Services Help Desk this year substantially increased due to a new and more accurate process of recording calls. All maintenance requests are now logged through the Help Desk. Maintenance request numbers for previous years were taken from the number of work orders raised to respond to requests.

Indicator—Maintenance cost

The 22% increase in the cost of maintenance is largely attributable to the transfer of internal and external cleaning from Program 2 to Program 3.

Indicator—Energy cost

The 2009-10 year energy consumption increased by 3% and energy cost increased by 23% from the previous year.

The 2009-10 year had slightly fewer sitting days. However, energy use is consistent with previous non election years. The main contributor to higher energy use in 2009-10 was the occurrence of higher average daily temperatures, which in turn increased demand on our heating, ventilation and air conditioning (HVAC) requirements.

Furthermore, as well as higher than average summer temperatures in 2009-10, winter saw very low consecutive overnight temperatures contributing to increased gas use for heating.

Indicator—Water cost

Parliament House has over 4,500 rooms on a site of 32ha, of which 23ha is landscaped. The total cost of water and sewage use for Parliament House in the 2009-10 year was \$625,320, which is an increase of 1.6% from 2008-09. Total water consumption decreased overall by 4% from the previous year. However total water cost increased due to a tariff per/kL rise for potable water.

Indicator—Total cost of subprogram

The total cost of providing building infrastructure services has increased by 18.2% compared to 2008-09.

This increase is attributed to the previously mentioned increases in the cost of water and electricity, along with CPI increases in other maintenance contracts and salary increases provided for in the DPS certified agreement. The transfer of the internal and external cleaning contracts to Infrastructure Services also increased costs.

Figure 4.15—Subprogram 3.1—Building infrastructure services—price indicators

Price indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Maintenance	Target: Maintenance costs reduced by 1.25% from previous year	\$19,208,066	\$18,696,900 (-2.7%)	\$22,811,273 (+22%)
	Cleaning costs under contracts ¹⁵ :			
	a) internal cleaning costs	-	-	\$3,709,485
	b) industrial cleaning costs	-	-	\$885,030
	c) cost of additional labour (including function set up)	-	-	\$81,415
Energy	Target: Energy cost reduced by 1.25% from previous year	\$2,698,528	\$2,930,575 (+8.6%)	\$3,596,633 (+22.7%)
Water	Target: Water cost reduced by 1.25% from previous year	514,720	\$615,652 (+19.6)	\$625,320 (+1.6%)
	Cost of water: \$/ha landscape (23 ha)	New indicator	\$15,525 ¹⁶	\$14,138 (-8.9%)
	Cost of water: building	New indicator	\$258,574 ¹⁷	\$300,155 (16.1%)
Building infrastructure services	Total cost of subprogram 3.1	\$21.210m	\$19.874m (-6.3%)	\$23,500m ¹⁸ (+18.2)

15. Responsibility for internal/external cleaning was transferred to Program 3 in July 2009.

16. The cost per ha was erroneously reported in 2008-09 at \$261,049.

17. The cost was erroneously reported in 2008-09 at \$798,743.

18. This figure is higher primarily due to cleaning services costs being transferred from Program 2— Building and occupant services.

Subprogram 3.2—IT infrastructure services

broadcasting and telecommunications infrastructure, and customer support for these services.

IT infrastructure services provided include the maintenance of information technology,

Figure 4.16—Subprogram 3.2—IT infrastructure services—quality indicators

Quality indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Customer satisfaction	High level of user satisfaction—Number of instances of positive feedback recorded in SARMS	Not applicable	53	37
	Number of user complaints	58	50	26
High level of critical systems availability	The total time that critical systems are unavailable during scheduled service hours, and critical system availability expressed as a percentage of scheduled service hours (target: 100% availability):			
	a) information technology infrastructure (computing services)	99.96% (unavailable for 4:44hrs)	99.99% (unavailable for 1:46hrs)	99.98% (unavailable for 2:56 hrs)
	b) information technology infrastructure (network)	99.99% (unavailable for 1hr)	99.98% (unavailable for 2hrs)	99.98% (unavailable for 2hrs)
	c) broadcast infrastructure support	100% (unavailable for 0:08hrs)	100% (unavailable for 0:09hrs)	100%
	d) telecommunications infrastructure	100% (unavailable for 0:00hrs)	100% (unavailable for 0:00hrs)	100% (unavailable for 0:00 hrs)
Timeliness of incident resolution	Percentage of support requests resolved within service standards as follows (target: 95%):			
	a) immediate priority—response 15 minutes, resolution 2 hours	90.26%	89.04%	93.27%
	b) high priority—response 30 minutes, resolution 4 hours	96.18%	96.83%	97.16%
	c) medium priority—response 30 minutes, resolution 8 hours	97.38%	95.25%	97.94%
	d) as agreed—response 60 minutes, resolution as agreed	98.20%	97.67%	97.88%

Indicator—High level of critical systems availability

Systems identified as critical in the Department of Parliamentary Services Portfolio Budget Statements 2009-10 are:

- (a) House of Representatives applications:
 - (i) Chamber applications; and
 - (ii) Table Office applications;
- (b) Senate applications:
 - (i) Chamber applications; and
 - (ii) Table Office applications;
- (c) Hansard applications;
- (d) OneOffice;
- (e) Building Management System (BMS);
- (f) Parliamentary Computing Network (PCN);
- (g) home servers;
- (h) print servers;
- (i) email;
- (j) sound reinforcement; and
- (k) DPS applications:
 - (i) SAP; and
 - (ii) PeopleSoft.

Critical systems availability is defined as critical systems being operational and useable during scheduled service hours.

Although the 100% target for all critical systems availability was not met, overall performance achieved high levels of availability. Responses to interruptions were timely and technical staff had the skills and resources to quickly diagnose and correct the faults.

IT critical systems were unavailable on various occasions throughout the year, with total aggregate outages being 176 minutes. The system failures were due to several factors:

- (a) The chamber systems server that supports Hansard and Table Office systems had five outages totalling 71 minutes.
- (b) One of the six servers holding network drives had an outage of 25 minutes.
- (c) One email server had an outage of nine minutes, and another email server had an outage of 71 minutes.

Broadcasting Infrastructure Support again had no downtime recorded in 2009-10.

IT infrastructure (network) down time was largely due to the failure of small-scale communications devices that connect personal computers (PCs) and printers from office areas to the network. During business and sitting periods these failed devices are quickly replaced, but outside these times a failed device might only be restored the next morning, before commencement of the next business day.

Major network components have a high degree of fault tolerance, with most of the critical systems being connected to the network via two communication paths. Faults that are detected in the major network switches can therefore be bypassed without affecting the overall performance of the network.

Telecommunications infrastructure achieved 100% availability. The PABX system has a backup processor which takes over when any system faults occur. However, some individual handsets had failures totalling 24 hours. Given the number of handsets that are deployed, individual handset failures have an isolated, but personal, impact on performance.

Indicator—Timeliness of incident resolution

Service standards for resolution of Client Support 2020 help desk requests with high, medium or as agreed priority were met comfortably. Responses to immediate priority requests did not meet the 95% target for the 2009-10 year. Only 93.27% of immediate priority requests were handled within the service standard. This was an improvement on 2008-09.

Indicator—Support services

The reduction in the number of phone calls made and facsimiles sent via the broadcast facsimile gateway can be attributed to mobile phones and the internet offering alternative ways of sharing information.

CASE STUDY—2020 CLIENT SUPPORT

Denis Georgijev started work in the department in July 2000 and was present at the 10th anniversary celebrations of 2020 earlier this year.

Since then he has worked in a number of roles, including his current position in the Client Support team that looks after IT, transcription and broadcasting support for Senators, Members and staff in Parliament House and the electorate offices.

Over those 10 years the 2020 Support Desk has managed hundreds of thousands of calls, and Denis has handled his share of them, dealing with issues such as changes to the Standard Operating Environment (SOE) and supporting Microsoft Windows XP and Vista with an eye on the future of a probable move to Windows 7. 'My main role is administering our Service and Request Management System (SARMS), the system we use to log all requests from our parliamentary clients'.

At the moment much of his focus is on the upgrade to a new system that should improve SARMS. However he also takes on some asset management responsibilities.

Denis identifies the need to adapt to change as being critical to his position, particularly in dealing with IT systems.

'When I started, our foundation platform was Windows 98 and we were moving to Windows 2000. The move to Windows 2000 was popular with our parliamentary clients, who saw a huge reduction in those famous Microsoft "error messages" and the "Blue Screen of Death" that meant nothing to users'.

Denis enjoys playing a vital role in support of Senators, Members and staff. 'I really like the people here and I am always learning even after the length of time I have been here'.



Figure 4.17—Registered PCN users

Registered PCN users						
Users	2005-06	2006-07	2007-08	2008-09	2009-10	Change since 2008-09
Department of Parliamentary Services	1,315	1,054	1,111	1,125	1,086	-3.6%
Department of the Senate	224	244	246	235	205	-12.8%
Department of the House of Representatives	255	281	262	240	226	-5.8%
Senators and staff	742	892	796	940	1,008	+7.2%
Members and staff	1,425	1,636	1,658	1,938	2,147	+10.8%
Other clients (DoFD)	413	309	302	317	278	-12.3%
Total	4,374	4,416	4,375	4,795	4,950	+3.2%

Indicator—Volume of IT services required

This year saw a 3.2% increase in the total number of PCN user accounts over 2008-09. User account use is reviewed twice per year to identify unused accounts that can be deleted.

Indicator—Total cost of subprogram

The increase in the total cost of subprogram 3.2 is attributed to an increase in staffing and supplier costs.

Electorate office support

The Presiding Officers and the Special Minister of State signed an agreement on 14 May 2003 with respect to DPS providing IT support to electorate offices on behalf of the Department of Finance and Deregulation (Finance), which meets agreed costs of this support. The original agreement covered the period from 1 July 2003 until 30 June 2006. The 2003-06 agreement, although expired, has continued as the basis for the service arrangement.

Under this agreement:

- (a) DPS (in consultation with Finance) develops and maintains the Standard Operating Environment (SOE) which is used in Parliament House and electorate offices, and for mobile use; and
- (b) DPS provides service desk and remote desktop support services for fixed and mobile access.

Finance engages external contractors to supply, maintain and support onsite hardware in electorate offices, to maintain communication links to Parliament House from electorate offices and to provide training services for electorate office staff.

During 2009-10, DPS performed a range of electorate office support activities including:

- (a) support and maintenance of the OneOffice SOE and Electorate Office File Servers including security patch updates;
- (b) SOE application updates including Adobe Reader 9.3 and Internet Explorer 8;
- (c) release of the EOnet (a website for the purpose of providing up to date information and tools for technicians in the field) into production; and

- (d) completing the rollout of BlackBerry phones for Senators, Members and their staff.

The cost recovered by DPS from Finance for providing core electorate office support services for the 2009-10 financial year was \$2.06 million (GST exclusive).

The workload for 2009-10 financial year of 23,557 calls to the Client Support help desk was on par with the 23,582 calls received in the 2008-09 financial year.

A joint working group, comprising the parliamentary departments and Finance, was established in 2008-09 to determine the feasibility of transferring electorate office IT responsibilities from Finance to DPS. The recommendations of the group have not yet been finalised.

Figure 4.18—Subprogram 3.2—IT infrastructure services—quantity indicators

Quantity indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Support services	Number of support services, by category:			
	a) support desk calls	51,948	52,131	46,607 (-10.6%)
	b) training services	472 student days	421 student days	125 student days (-70.3%)
	c) consultations	7,570 hours	6,749.32 hrs	6,733 hours (-0.2%)
	d) total number of registered users on the PCN	4,375	4,795	4,950
	e) amount of storage under management	10,587GB	14,248GB	19,877GB (+39.5%)
	f) emails transmitted across internet	26,963,482	31,019,589	51,129,211 (+64.8%)
	g) external web accesses from PCN	21,336GB downloaded	26,498GB downloaded	38,927GB (+46.9%)
	h) number of telephone calls made that leave Parliament House	2,931,214	2,558,032	2,271,907 (-11.2%)
	i) number of facsimiles sent	674,584	355,280	211,706 (-40.4%)
Volume of IT services required	Number and percentage change in registered users supported on the PCN	4,375	4,795	4,950 (+3.2%)

Figure 4.19—Subprogram 3.2—IT infrastructure services—price indicators

Price indicator	Measure	Performance		
		2007-08	2008-09	2009-10
IT support infrastructure	Cost per registered user	\$2,432	\$2,322 (-4.5%)	\$2,246 (-3.4%)
Broadcasting support infrastructure	Cost per broadcast hour	\$1,744	\$1,133 (-35.0%)	\$1,304 (+15.1%)
Telecommunications infrastructure	Total costs	\$3.854m	\$3.086m (-19.9%)	\$2,955m (-4.2%)
IT infrastructure services	Total cost of subprogram 3.2	\$18.883m	\$20.052m (+1.6%)	\$20.881m (+4.1%)

Program 4—Parliamentary records services

Introduction

Program 4 of the DPS Outcome and Programs Framework is access to the work of the Parliament through the provision of audio-visual and *Hansard* records of parliamentary proceedings.

Two subprograms, Broadcasting services and Hansard services, contribute to Program 4.

Subprogram 4.1—Broadcasting services

Broadcasting services involve the production of an audio-visual record of parliamentary proceedings (including committees), which are available for broadcasting and archiving.

Indicator—Customer satisfaction

Customer satisfaction surveys are conducted once per Parliament. The survey for the 42nd Parliament was conducted in 2008-09. Two main themes emerged from the individual comments on Broadcasting services:

- (a) the need to improve our webcast service or introduce video on demand services; and

- (b) perceived problems with using external service providers to record parliamentary committee hearings held interstate.

A project is underway to replace part of our ageing broadcast archiving technology. The new system will enable DPS to record and archive parliamentary broadcast material in digital format and will also provide for video-on-demand services.

The use of external service providers to record parliamentary committees held interstate is an important part of Broadcasting's ability to ensure we are able to cover multiple hearings held concurrently in different locations across Australia.

During 2009-10, Broadcasting services received one formal complaint. The single complaint was prompted by a human error which disrupted broadcasting services to an estimates committee for 8 minutes. Standard procedures were revised to minimise the risk of recurrence.

Nine plaudits were received including feedback from ministerial and parliamentary clients, as well as commercial television stations, for our broadcast of the *National Apology to the Forgotten Australians and former Child Migrants* and coverage of the Indonesian presidential visit.

Figure 4.20—Subprogram 4.1—Broadcasting services—quality indicator

Quality indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Customer satisfaction	High level of customer satisfaction	Not applicable	87%	Not applicable due to customer survey being conducted only once per Parliament.
	Number of customer complaints	4	3	1

Figure 4.21—Subprogram 4.1—Broadcasting services—quantity indicator

Quantity indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Broadcasting services	Hours of material captured on audio-visual record, by category:			
	a) chambers	929	1,473	1,341
	b) committees (ACT hearings)	785	1,721	1,235
	c) committees (interstate hearings)	423	1,083	956
	Number of other productions	New indicator	789	909
	Number of audio-visual services	1,081	1,373	1,352
	Number of master control services	921	1,532	1,582
	Number of requests for extracts of parliamentary broadcast material	New indicator	1,245	1,162

Indicator—Broadcasting services (quantity)

Chambers

There were 1,341 hours of chamber proceedings broadcast (television and audio) in 2009-10. This is 132 fewer hours than 2008-09.

Committees

In 2009-10, 2,191 hours of parliamentary committee hearings were recorded. While this is a significant decrease compared with 2008-09 (2,804 hours), it is 9.8% higher than the preceding pre-election year, 2006-07 (1,995 hours). The 22% committee workload reduction in 2009-10 provided an opportunity for staff to participate in broadcast system asset replacement projects.

In 2009-10, following a successful six-month trial, Broadcasting implemented single-officer support to most parliamentary committee hearings held interstate (where previously one staff member from each of Broadcasting and Hansard were involved). This significantly reduced travel costs involved in providing this service.

As in previous years, Senate Estimates hearings (Estimates) placed considerable pressure on broadcasting resources. During each week of Estimates, four Senate committees generally sit concurrently from 9am until 11pm. This is in addition to sittings of the House of Representatives, the Main Committee of the House of Representatives and, on occasion, House of Representatives standing committees.

Figure 4.22—Broadcasting and Hansard—Chambers Hours 1993-94 to 2009-10

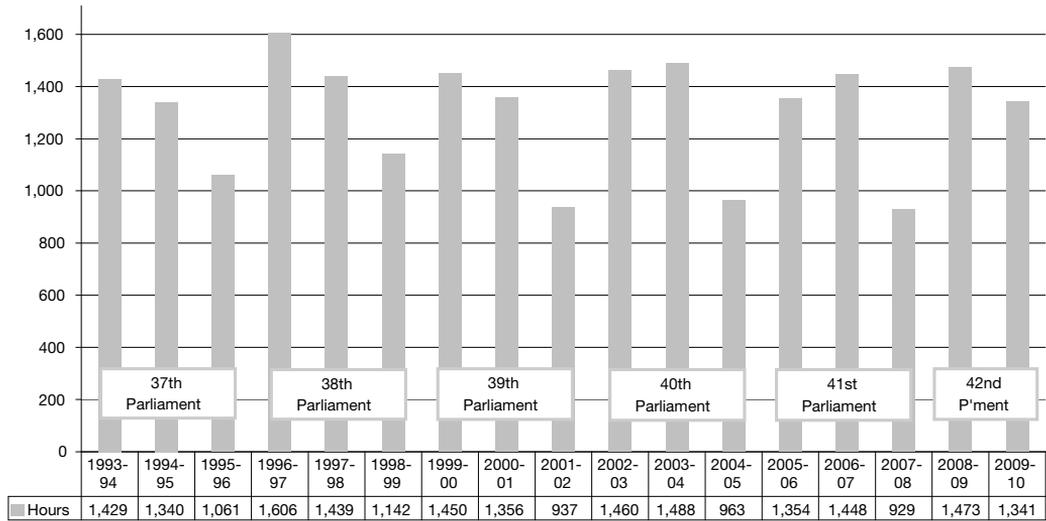
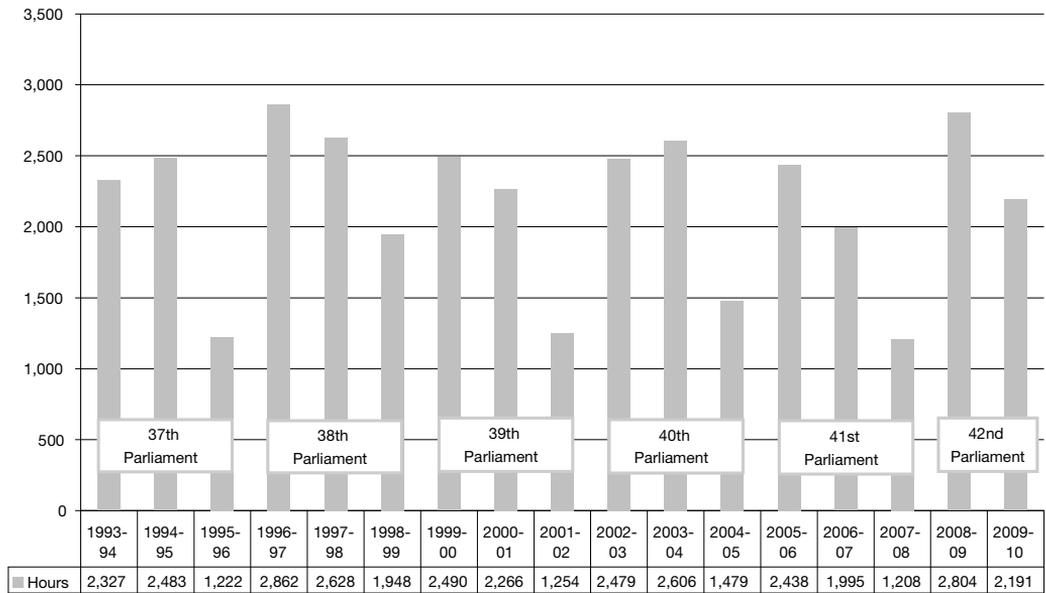


Figure 4.23—Broadcasting and Hansard—Committee Hours 1993-94 to 2009-10



In May/June 2010, 16 House of Representatives Committees met at the same time as Estimates hearings. This was a particular challenge for Broadcasting and, in order to meet this demand, additional personnel were drawn from Broadcasting's temporary employment register and extra overtime was required of permanent staff.

Other productions

In addition to core broadcasting business, DPS also provides audio-visual and production services on a cost-recovery basis. These services are subject to availability of staff not otherwise engaged on primary parliamentary broadcasting duties. There were 909 other productions in 2009-10. This is a 15% increase compared with 2008-09 productions.

Audio-visual services

In 2009-10, Broadcasting provided 1,352 stand-alone audio-visual services—a small reduction from the previous year (1,373). This service mostly involves lending audio-visual equipment to clients in Parliament House. It also includes

sound reinforcement and recording services for functions, meetings, seminars and special events.

Master control services

Master control services involve Broadcasting staff connecting external media organisations to the broadcast of selected parliamentary proceedings and other special event productions inside, and in the grounds outside, Parliament House. In 2009-10, the number of master control services increased marginally from 1,532 in 2008-09 to 1,582.

Requests for extracts of parliamentary broadcast material

DPS received 1,162 requests for extracts of parliamentary broadcast material, most of which were for chamber proceedings. This is a small decrease when compared with the 2008-09 financial year (1,245). Requests for this service came primarily from Senators and Members.

Figure 4.24—Subprogram 4.1—Broadcasting services—price indicators

Price Indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Broadcasting services	Cost per hour of material captured on audio-visual record, by category:			
	a) chambers	\$961	\$570	\$718
	b) committees (ACT hearings)	\$998	\$527	\$841
	c) committees (interstate hearings)	\$1,198	\$875	\$838
	Cost of other productions	New indicator	\$324,110	\$369,003
	Cost recovery from other productions	New indicator	\$337,061	\$350,812
	Total cost of subprogram 4.1	\$6.051m	\$6.267m	\$6.440m (+3%)

Indicator—Broadcasting services (price)

The increased cost per hour of material captured on the audio-visual record for chambers and ACT committees is mainly due to the fact that Broadcasting has a fixed cost structure and the significant decrease in broadcast hours results in an increased cost per hour.

Overall, the total cost for broadcasting services in 2009-10 increased by 3%. This was largely due to salary increases and increases in the cost of the replacement of a variety of low-value assets and was offset by decreases in travel expenditure and offsite tape storage costs.

Cost of other productions

The cost to DPS of other productions in 2009-10 increased by 14% to \$369,003. This is attributable to increased demand for this service.

Cost recovery from other productions

DPS recovered \$350,812 through charging for services provided to clients for non-parliamentary business. Revenue increased by approximately 4% due to the demand for production services from external clients.

DPS does not recover the cost of services provided to clients for parliamentary business.

Subprogram 4.2—Hansard services

Hansard services comprise transcribing and publishing reports of proceedings of the Senate, the House of Representatives and all parliamentary committees. Hansard also provides transcription services for some ministerial or Parliament-related conferences.

Figure 4.25—Subprogram 4.2—Hansard services—quality indicators

Quality indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Customer satisfaction	High level of customer satisfaction	Not applicable	83%	Not applicable
	Number of customer complaints	2	5	2
Accuracy of transcription	Error rate as notified by customers (target: maximum of 5 errors per 100 pages transcribed):			
	a) chambers	3.0 errors	2.7 errors	2.6 errors
	b) committees	1.4 errors	0.7 errors	1.3 errors
Timeliness of transcription	Percentage of transcripts delivered for chambers within service standards (target: 95%):			
	a) individual draft speeches (2 hours after speech finishes)	94%	95%	96.2%
	b) electronic proof <i>Hansard</i> reports (within 3 hours after House rises)	74%	70%	94.2%
	c) hard-copy proof <i>Hansard</i> reports (available in Parliament House by 8:30 am the following sitting day)	97%	100%	100.0%
	d) electronic official <i>Hansard</i> (15 non-sitting working days following the last sitting day in the week)	100%	88%	100.0%

Figure 4.25—Subprogram 4.2—Hansard services—quality indicators (continued)

Quality indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Timeliness of transcription	e) hard-copy of official <i>Hansard</i> (delivered to publisher within 15 non-sitting working days following the last sitting day in the week)	82%	75%	100.0%
	Percentage of transcripts delivered for committees within the following standards (target: 95%). Transcripts for priority committees (a) and (b) below) are negotiated with the Clerk Assistant, Committees:			
	a) within 24 hours	100%	92%	100.0%
	b) 1-3 days	94%	86%	99.0%
	c) 3-5 days	97%	91%	100.0%
	d) over 5 days	94%	100%	100.0%

Indicator—Customer satisfaction

Surveys are conducted once per Parliament. The survey for the 42nd Parliament was conducted in 2008-09. Two main themes emerged from the individual comments on Hansard:

- (a) delays in timeliness of transcription delivery, particularly during Senate Estimates hearings; and
- (b) number of errors in the electronic publishing codes which cause difficulties for customers searching ParlInfo.

Senate Estimate periods are the busiest times of the year for Hansard and, despite the use of technology, Hansard continues to be a very labour-intensive process. To assist customers, we now provide committee secretariats with DVDs to enable Senators to review proceedings while waiting for their Estimates transcripts.

The new Hansard Production System (HPS) is currently in development and will enable Senators and Members to see a rough unedited version of *Hansard* every 15 minutes as it is being produced. The new HPS will also use new technology which will reduce the likelihood of human error in selecting publishing codes. This in turn will improve ParlInfo searching.

Hansard received two customer complaints during 2009-10 (in respect of 3,532 hours of transcribed proceedings). One complaint related to the limitations of the current HPS in sending draft speeches to Senators and Members, and the timeliness of committee transcripts. The second related to an urgent transcript which was not loaded onto the internet the same day. As issues arise and on an ongoing basis, Hansard continues to review and streamline its processes to improve services to the Parliament.

Indicator—Accuracy of transcription

Hansard error rates are based on the number of corrections to draft chamber speeches returned by Senators and Members, or corrections to committee transcripts made by witnesses, and accepted as *Hansard* errors. In 2009-10, the error rate for chambers decreased by 0.1 to 2.6, while that for committees increased by 0.6 to 1.3. Both figures are well within the target of five errors per 100 pages.

Indicator—Timeliness of transcription

Chambers

The service delivery standards for chamber transcripts are listed at Figure 4.25. As the delivery of draft speeches gives Senators and Members their first opportunity to review the *Hansard* transcript, delivery time is critical. *Hansard* achieved 96.2%, exceeding the 95% target and improving on the 95.2% achieved in 2008-09.

The service standard for publishing electronic proof *Hansard* reports within three hours of the chamber adjourning was met on 94.2% of occasions. This was an improved result from 2008-09 (70.3%) and 2007-08 (74.1%), but still

slightly below the 95% target. Delays were experienced due to initial installation difficulties with DPS's new digital audio system. The delivery standard for hard-copy proof *Hansard* reports delivered to Parliament House was met on 100% of sitting days.

Committees

The service delivery standards for committee transcripts are in four categories: within 24 hours (priority), within 1–3 days (priority), within 3–5 days and over 5 days. Delivery times for priority hearings are negotiated with the relevant Clerk Assistant, Committees.

There are several reasons for the improved performance, including the reduced workload normal in the third year of the parliamentary cycle; improved resource planning and management and implementing single-officer support to committees held interstate (where previously two officers travelled). Sending one officer instead of two to support these committees in most circumstances enabled us to redeploy *Hansard* staff to transcription tasks in Parliament House. This also contributed to improved timeliness of committee transcriptions.

Figure 4.26—Subprogram 4.2—*Hansard* services—quantity indicators

Quantity Indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Transcription services	Number of hours transcribed, by category:			
	a) chambers	929	1,473	1,341
	b) committees (ACT hearings)	785	1,721	1,235
	c) committees (interstate hearings)	423	1,083	956
Questions on Notice	Number of pages of answers to Questions on Notice or Questions in Writing in proof <i>Hansard</i>	New indicator	1,116	1,675

CASE STUDY—HANSARD



Michael Sloane began his time with Hansard around three years ago, but took some time away from DPS to pursue other interests before returning. He describes the start of his time in Hansard as ‘amazing’.

One of the attractions to him is the flexible time he accrues, which makes up for some very late and intense nights when Parliament is sitting.

Michael works as part of a team of eight editors, whose turn on the roster can encompass either of the Chambers. Much of his time is also spent working at committee hearings, which provide a very different experience again.

Michael is keen to point out there is more to the job than may appear, but enjoys the challenges. He particularly finds working in Parliament House a great experience. ‘I just love the access to facilities, and I am often asked by family and friends to explain what is happening’.

One aspect to his job that is highly enjoyable is the changing atmosphere within the Chambers.

‘Sometimes it can be quiet and very procedural, while at other times the sense of tension and occasion can be immense. It is such a great experience to be part of’.

Indicator—Transcription services

Chambers

The figures for transcription services are the same as those reported for broadcasting activity and show the number of hours transcribed in 2009-10 is lower than in 2008-09. The figure of 1,341 chamber hours for 2009-10 is slightly lower (7%) than the previous second year of a parliamentary cycle.

Transcripts were provided to occupants of Parliament House in hard copy and were also available electronically through ParlInfo, the parliamentary database. Transcripts were provided to the general public through:

- (a) the Australian Parliament House website (including a search option using ParlInfo Web);
- (b) libraries and educational institutions, through the Legal Deposit and Commonwealth Library Deposit and Free Issue Schemes; and
- (c) direct subscriptions.

Committees

There were 2,191 hours of committee hearings transcribed in 2009-10. This is a 22% decrease when compared with 2,804 hours in the 2008-09 year, but a 10% increase on 1,995 hours in 2006-07 (the previous second year of a parliamentary cycle). Senate Estimates hearings again took place concurrently with House of Representatives and Main Committee sittings. This presented significant workload challenges for Hansard.

Senate committee hearings, including Estimates hearings, made up 74% of the total committee workload, up from 66% in 2008-09. House of Representatives committees made up 14% (down from 20% in 2008-09) and joint committees 12% (down from 14% in 2008-09).

In 2009-10, DPS continued to use external transcript providers to manage its peak workload. External providers are engaged on occasions to record and transcribe parliamentary committee hearings held interstate and to assist with the transcription of committee hearings in the ACT, particularly during the busy Senate Estimates hearings. Hansard could not meet its delivery standards during peak periods without assistance

from external providers. This has become increasingly important in managing workloads with the general increase in committee activity, particularly during sitting weeks. Without relying on external providers in peak times, Hansard would need additional permanent staff to cover peak workloads, resulting in excess transcription capacity at other times.

Indicator—Questions on Notice

In 2009-10 1,675 pages of answers to Questions on Notice or Questions in Writing were included in proof *Hansard*. This is a 50% increase compared with 2008-09 (1,116) and resulted in a significant increase in workload for Hansard pre-publishing staff.

The hourly cost for chamber and committee transcription in 2009-10 rose slightly (10.6% and 4.8% respectively) compared with 2008-09. The increased cost per hour of transcription is mainly due to the fact that Hansard has a fixed cost structure and significant decrease in hours of transcription results in an increased cost per hour. The 2009-10 transcription costs per hour of chamber sittings (\$2,360) and ACT committee hearings (\$1,830) are directly comparable with those of the second year of the previous Parliament.

The transcription cost of interstate committee hearings remained constant despite the reduction in hours transcribed. This represents a relative decrease in cost and reflects the success of single officer travel in reducing travel costs and increasing in-house transcription capacity. In turn, this reduces the use of, and expenditure on, external providers to complete transcription work.

Overall, the total cost for Hansard services in 2009-10 decreased by 6%. This was mostly due to significant savings in payments to external service providers and reduced travel costs in support of interstate committees.

Figure 4.27—Subprogram 4.2—Hansard services—price indicators

Price Indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Hansard services	Cost per hour transcribed, by category:			
	a) chambers	\$3,374	\$2,134	\$2,360
	b) committees (ACT hearings)	\$2,942	\$1,652	\$1,830
	c) committees (interstate hearings)	\$3,229	\$1,961	\$1,958
	Total cost of subprogram 4.2	\$10.198m	\$11.517m	\$10.862m (-6%)

Product and Service Development Branch

same time preserving the design integrity of the architecture, engineering systems, art collections and landscape that make up Parliament House.

Administered items

Introduction

DPS uses administered funds to plan, develop and deliver into service:

- (a) a building works program; and
- (b) an artworks conservation and development program.

These programs support the operation of Parliament into the future, while at the

Indicator—Extent to which building works projects meet objectives

During 2009-10, 21 projects were completed with all projects meeting the agreed objectives and in three of the projects, agreed objectives were delivered above user expectations.

Figure 4.28—Administered items—Building works—quality, quantity and price indicators

Quality indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Extent to which building projects meet objectives	Client acknowledgement that a project has delivered 90% of agreed business objectives (target: 100% of projects)	90.5%	100%	100%
Quantity indicator				
Extent to which building projects are completed on time	Projects are delivered to agreed timetables (target: 100% of projects)	86%	75%	95%
Price indicator				
Extent to which building projects are completed on budget	Projects are completed within approved total budget (target: 100%)	100%	100%	100%
Extent to which administered funds are expended on building projects	Cost of building projects	\$5,562,238	\$8,421,938	\$15,547,000

A further three projects were stopped at an early stage in favour of more cost-effective solutions.

Indicator—Extent to which building works projects are completed on time

Of the 21 projects completed, 19 were delivered within the agreed timeframe. Of the two late projects, the first was delayed by access constraints, and the second by actions to ensure that safety requirements were met. The late delivery did not affect service delivery.

Indicator—Extent to which building projects are completed on budget

All projects were completed within their allocated budget.

Indicator—Extent to which administered funds are expended on building projects

Increased capacity and capability in the Building and Security Projects team resulted in some \$15.55m of administered funding being spent on building projects. This was 84% of the budgeted spend, a significant improvement compared with \$8.42m, or 54% of the budgeted spend achieved in 2008-09, and \$5.56m, or 39%, achieved in 2007-08.

Figure 4.29—Administered items—Artworks—quality, quantity and price indicators

Quality indicator	Measure	Performance		
		2007-08	2008-09	2009-10
Extent to which the art collection is developed	Acquisition proposals approved by Art Advisory Committee (target: 100%)	100%	100%	98.3%
Quantity indicator				
Extent to which the art collection is developed	Number of new artworks acquired	124	93	91
Extent to which the art collection is conserved	Number of artworks receiving preservation	17	18	9
Extent to which art projects are completed on time	Projects are delivered to agreed timetables (target: 100% of projects)	100%	100%	100%
Price indicator				
Extent to which administered funds are expended on the art collection	Cost of artworks preservation	\$60,629	\$26,063	\$ 75,986
	Cost of art collection development	\$271,382	\$411,130	\$346,149

Indicator—Extent to which the art collection is developed

In 2009-10, the focus for art acquisitions continued to be on areas of the collection that are under-represented, and on increasing the number of artworks available for display in Senators' and Members' suites. Two acquisition proposals submitted to the Art Advisory Committee were not approved. In both cases, the Committee requested that proposals for alternative works by the same artists be re-submitted when other suitable work became available. The Art Advisory Committee also approved a forward plan for acquisition activity for the next three years.

Ninety-one new artworks approved for purchase for the rotational collection addressed priority areas for acquisition, including works by artists based in Western Australia and Queensland, indigenous artists and female artists, as well as landscape works.

Three new portrait commissions for the Historic Memorials Collection (HMC) were finalised; former Prime Minister the Hon. John Howard; former President of the Senate, Senator the Hon. Alan Ferguson; and Chief Justice of the High Court, Robert French. A new commission for a portrait of the Speaker of the House of Representatives, Mr Harry Jenkins MP, commenced and is expected to be complete in late 2010.

All art collection development projects were completed on time.

Indicator—Extent to which the art collection is conserved

Nine artworks were subject to conservation treatment in 2009-10. Many of the works requiring conservation come from the HMC, which includes a large number of paintings dating from the early 20th century. The style of framing and age of these paintings mean that they generally require more active conservation work than the more contemporary artworks in the rotational collection. In addition to these conservation treatments, a detailed assessment of early HMC portraits was completed. This assessment enabled a prioritisation of future conservation work on this collection. A small number of important contemporary artworks in the collection were also conserved, primarily to improve the quality of their mounts and frames, with the objective of providing better long-term protection.

A major project completed in 2009-10 was the relocation of the 1297 *Inspeximus Issue of Magna Carta*. This work was undertaken in collaboration with the Department of the Senate and, as part of the relocation exercise, significant improvements were made to the display case, lighting and security systems supporting Magna Carta, with the objective of ensuring the long-term preservation of this internationally significant document. The new display has improved the overall visibility of Magna Carta, and includes enhanced interpretation material, for a better visitor experience, without compromising the security and protection of the document.

All artworks conservation projects were completed on time.

Indicator—Extent to which administered funds are expended on the art collection

Costs attributed to art collection development and conservation include the purchase price of individual artworks, as well as payments for delivery, framing, art consultancy services and contracted conservation services.

Part 5

Environment

Introduction

DPS places a high priority on our responsibilities for management of the environmental aspects of Parliament House in a way that supports sustainable development objectives and promotes the public interest.

DPS manages and reports on the environmental aspects for the whole of Parliament House. In some cases this includes information from the Department of the Senate and the Department of the House of Representatives.

Overview

Parliament House provides the home for the Australian Parliament and is also a major attraction for visitors and educators. These functions mean that it is a large operation which consumes resources and produces waste. DPS aims to ensure the vital functions of Parliament House operate effectively, while minimising resource consumption, and waste production, and maintaining the heritage value of the building.

There are three key activities for DPS in delivering its environmental responsibilities.

- We collect data about environmental performance.
- We develop forward plans to improve our environmental performance.
- We implement programs and projects to improve our environmental performance.

This part of the Annual Report:

- (a) sets out the legal requirement for reporting on environmental performance;
- (b) summarises our overall plans;
- (c) summarises our 'whole of Department/whole of Parliament' environmental activities; and
- (d) details our environmental performance and activities related to water usage, energy efficiency, waste production, and gaseous emissions.

Environmental reporting information in this part is structured using the core Global Reporting Initiative (GRI) environmental performance indicators (www.globalreporting.org).

In reviewing environmental performance for Parliament House, there are two important realities.

Firstly, the Canberra region has had a long period of sustained low rainfall. This has provided considerable impetus to reduce water consumption, within the building and for landscape purposes around the building. These conservation measures have been largely successful, but further savings can be achieved by altering the internal plumbing of the building and by changing much of the lawn around Parliament House to lower water consumption varieties, such as couch grass.

Secondly, we had considerable success in reducing energy consumption over the first two decades of the life of the building, but our high-energy systems are now over 22 years old. They are beginning to wear out, and are becoming less efficient. Further improvements in energy performance are feasible, but these will require major investment in new technologies, especially for our central energy systems and related heating, ventilating and air conditioning systems. Trigeneration technology appears to be very promising, and will be a key focus in the coming years.

Legal requirements

'The annual reports of Commonwealth departments, Parliamentary departments, Commonwealth authorities, Commonwealth companies and other Commonwealth agencies must under Section 516A of the *Environment Protection and Biodiversity Conservation Act 1999*, all now include a report on environmental matters in their annual reports'.
<http://www.environment.gov.au/epbc/about/reports.html#annualcwth>

DPS reports annually on elements of environmental performance to meet the requirements of the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act). DPS also provides EPBC Act reporting for the Department of the Senate and the Department of the House of Representatives.

DPS also reports under:

- (a) the Energy Efficiency in Government Operations (EEGO) policy;
- (b) the National Environmental Protection Measures (NEPM) Act;
- (c) the National Pollution Inventory (NPI); and
- (d) the National Packaging Covenant (NPC).

Ecologically sustainable development

Paragraph 516A(6)(a) of the EPBC Act requires DPS to report on how the activities of the parliamentary departments, including their administration of legislation, accorded with the principles of ecologically sustainable development (ESD). The goal of 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'¹⁹.

The parliamentary departments do not manage, coordinate or administer legislation that impacts directly on ESD.

To support Senators, Members and their staff in their parliamentary duties, DPS provides information and research services. One area of expertise is the Science, Technology, Environment and Resources Section of the Research Branch in the Parliamentary Library. The Parliamentary Library's collections provide comprehensive environmental resources. Together, these services and resources can assist Senators and Members to assess how their decisions impact on ESD.

Contributions of outcomes

Paragraph 516A(6)(b) of the EPBC Act requires DPS to report on how the outcomes specified in an Appropriations Act for the reporting period contribute to ESD.

The 2009-10 outcomes of the parliamentary departments, specified in the Appropriations Acts (Parliamentary Departments), do not directly contribute to ESD. However, subprogram 3.1 in the DPS Portfolio Budget Statement 2009-2010 sets energy and water consumption, greenhouse gas emissions and recycling targets. These outcomes require DPS to manage the potential impact of parliamentary operations on the environment.

19. The National Strategy for Ecologically Sustainable Development (<http://www.ea.gov.au/esd/national/nsesd/index.html>), endorsed by all Australian jurisdictions in 1992.

Identification, management and monitoring of environmental impacts

Paragraphs 516A(6)(c-e) of the EPBC Act require reporting on the effects of the parliamentary departments' activities on the environment, the measures in place to manage environmental impacts and how DPS ensures these measures are reviewed and improved.

Activities and operations at Parliament House, particularly maintenance, engineering, landscape, computing and catering services have the potential to affect the environment, as do office based activities. These result in:

- (a) consumption of electricity, natural gas, diesel fuel, water, paper and other resources;
- (b) greenhouse gas emissions; and
- (c) generation of waste.

Whole of Department / Whole of Parliament initiatives

Strategic plans

Energy and Water Strategic Plans 2007-2010 have reached their renewal date of 30 June 2010. New plans are being developed for the next three year period 2010 to 2013, consistent with the new overall DPS Strategic Plan.

A number of objectives in the Water Strategic Plan were met and work continued on a number of other objectives, notably to reduce internal and external water consumption. Similarly, some of the objectives of the Energy Strategic Plan 2007-2010 objectives were achieved. However, it is now apparent that major further reductions in energy consumption will require renewal of ageing plant and equipment, with a particular focus on heating, ventilating and air conditioning systems, and the central energy plant.

To improve outcomes of future plans, a new planning framework for energy management will be implemented that provides a truly strategic approach. The proposed framework will provide a long-term 20-year strategic direction and detail the shorter term actions that move us toward achieving our targets.

If the new framework is successful, it will be used for both the water and waste plans as they are renewed.

The Waste Strategic Plan is due for review in January 2011. The next plan will strengthen roles and responsibilities minimising waste and improving the amount of waste recycled.

Sustainable purchasing practices

The DPS Chief Executive's Procedures (CEPs) require procurement decisions to take into account the total resources required to develop, acquire, own, operate and dispose of departmental purchases. Green procurement information has been incorporated into the CEP, 'DPS Procurement of Property (Goods) and Services'.

All DPS purchases require consideration of the Department of Environment, Water, Heritage and the Arts (DEWHA) guidelines on purchasing.

The DPS Energy Strategic Plan 2007-2010 and DPS Water Strategic Plan 2007-2010 require all tender documents to seek innovative energy- and water-saving solutions. They also require us to consider products that have the highest energy and water efficiency ratings, while ensuring value for money principles are met.

These considerations will be adopted in strategic plans developed for 2010-2013.

Examples of contracts in 2009-10 where environmental considerations have been incorporated are:

- (a) committee room and library lighting upgrades;
- (b) construction of data storage hub room;
- (c) engineers panel arrangements;
- (d) architects panel arrangements; and
- (e) the mobile phone contract.

Communication and promotion

The environmental report located on the Parliament House website, <http://www.aph.gov.au/environment> shows progress against water, energy, emissions and waste targets. A new Parliament House website is being developed and access to information on

environmental activities and performance is being improved.

DPS supported National Ride to Work Day on 14 October 2009 by providing a promotional stand, maps, brochures, newsletter articles, lunchtime talks and a free breakfast.

Advice on environmental management is provided to building occupants in information circulars. Newsletter articles on topical environmental issues are published in the *DPS Dispatch*, our staff fortnightly newsletter. Topics covered in 2009-10 included articles on water leaks, running toilets and taps, cycling to work and the Department of Climate Change and Energy Efficiency green loans program.

Site tours and environmental training sessions are other ways DPS communicates with diverse audiences about environmental management practices.

In the coming year a formal environmental education and awareness strategy will be implemented with the aims of increasing awareness of environmental activities and procedures and increasing participation in recycling schemes.

Environmental performance

Water

Water use is a significant environmental aspect of Parliament House operations, particularly because of our commitment to comply with ACT Government water restrictions. Water conservation has had a wide-reaching impact on the look of the Parliamentary Precincts, and how or if we carry out cleaning and maintenance activities.

A water audit was completed in December 2009. The audit focused on collecting information about water use, patterns and demands.

The audit recognised our existing water efficiency measures (including the trial plantings of couch grass lawn), and identified significant further opportunities for improving water efficiency. These included:

- (a) replacement of all existing 11L urinals with water efficient urinals, which the auditors expect will achieve an annual water saving of 6.94ML;
- (b) replacement of all existing single 11L toilets with dual flush water efficient toilets (i.e. 3/6L dual flush system), which the auditors expect will achieve an annual water saving of 8.85ML; and
- (c) replacement of all existing 12L per minute (estimated) taps in male public toilets with water efficient 6L per minute taps (via the installation of flow restrictors), which the auditors expect will achieve an annual water saving of 6.12ML.

In addition to the water efficiency improvement opportunities, a number of opportunities for alternative water sources were identified which could provide water for non-potable uses.

The implementation of both the water efficiency improvements and alternative water supplies will reduce the potable water required to sustain operations at Parliament House and is expected to result in long-term operational cost reductions.

Recommendations from the audit will be investigated further and viable options will be incorporated into the Water Strategic Plan 2010-2013.

Water consumption

Total water consumption for 2009-10 was 161,187kL. This was a reduction of 4% compared with the previous year's consumption, in which Stage 3 water restrictions also applied. Water consumption this year was the lowest on record, as seen in Figure 5.1.

The decrease was mainly due to a reduction in water use for irrigation from 97,244 kL in 2008-09 to 83,817 kL in 2009-10. This represents a 14% reduction in landscape water use and is mainly attributed to a higher than average autumn and winter rainfall.

Figure 5.2 shows a breakdown of water use during 2009-10. 'Building - other cold water' includes the cold water used in bathrooms, kitchens and the swimming pool. The 'flushometer' consumption is the water used for flushing toilets and urinals.

Figure 5.1—Annual water consumption from 1988-89 to 2009-10

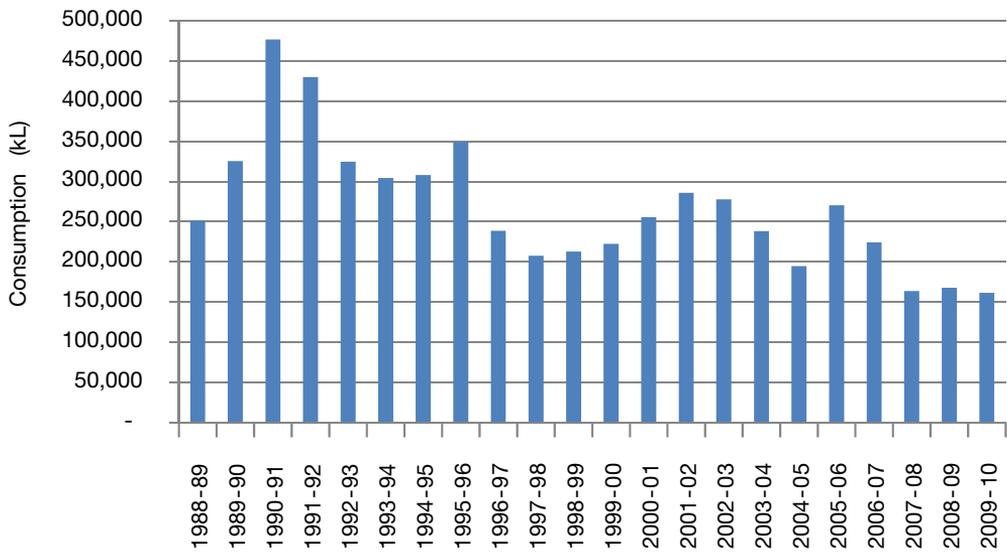
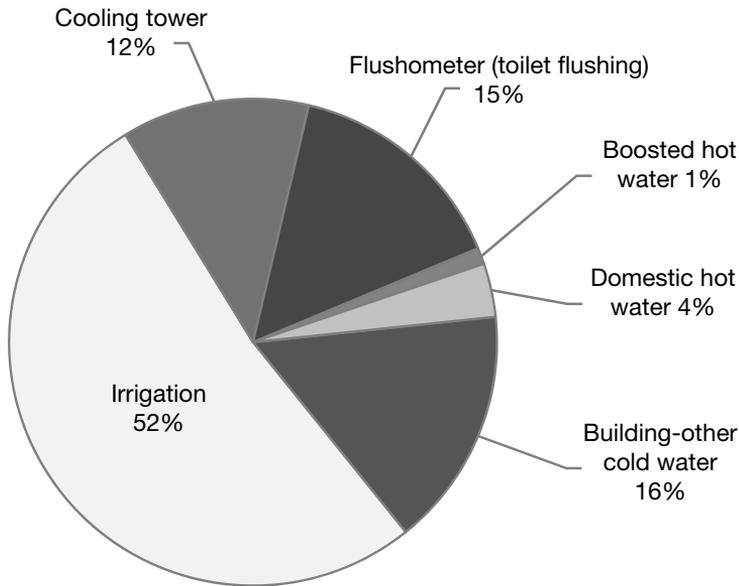


Figure 5.2—Breakdown of water use during 2009-10



Water restrictions

ACT stage 3 water restrictions were in place for the whole 2009-10 year. DPS's target of a 35% reduction of the equivalent month's water use in 2005-06 was met in all but two months in 2009-10. Figure 5.3 shows progress in meeting this target.

Water saving initiatives

Savings in the landscape

The most significant water savings have been made in the Parliament House landscape. For the fourth year, overall irrigation was reduced as planned with actual watering levels based on condition monitoring of soil moisture levels.

Landscape Services has continued to maintain the parliamentary landscape under stage 3 water restrictions.

The use of couch grass has the potential to reduce irrigation of lawns by around 50%. The current couch grass trial began in January 2008, and includes some small plots and the Senate playing field. The couch grass was oversown with a rye grass in April 2010

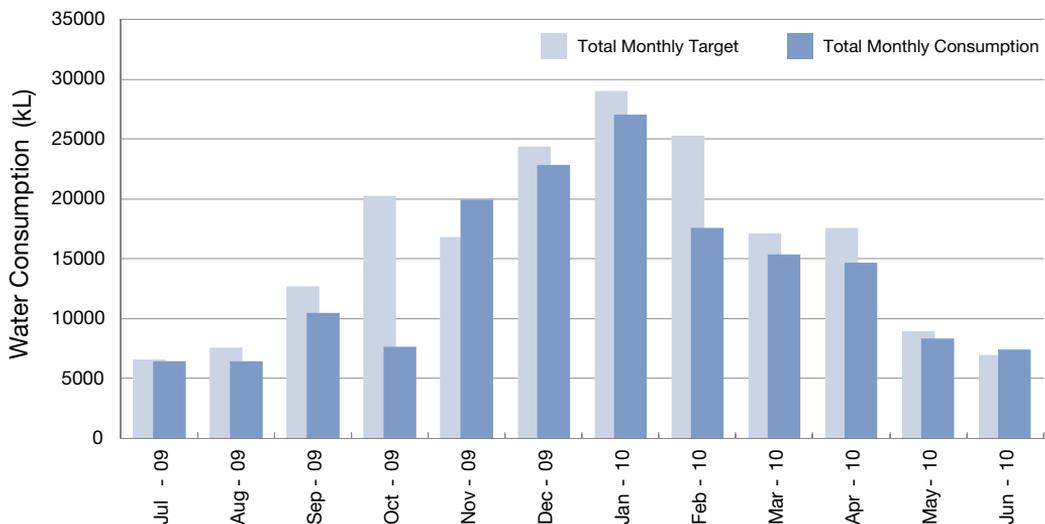
to maintain a green cover of turf during the winter when the dormant couch loses its green appearance. The rye will be removed in October when the couch starts to come out of its winter dormancy period. The oversowing process has been very successful so far.

Water features and the forecourt pond

In 2009-10, DPS initiated a water recycling project to re-use discarded water from the cooling towers and convert it into high grade water through a reverse osmosis treatment process. The water will be used for the forecourt water display and reactivation of two prominent water features in the internal courtyards, and one other external water feature.

In May 2010, an exemption to water restrictions was granted for the use of 30kL of potable water. This water is being used to clean and test water features which are scheduled for re-activation with recycled water.

Figure 5.3—Actual water use compared to Stage 3 restrictions target



CASE STUDY—WATER FEATURES RE-ACTIVATION



Vincent McDonagh is a member of the team working on the water features re-activation project.

The project seeks to provide a sustainable and cost-effective solution to operating some of the water features at Parliament House, all of which were shut down in 2006 to comply with local water restrictions.

Given his experience with project work and his mechanical engineering background, Vincent is a good fit for the role and enjoys the challenges the project entails.

The use of recycled water has been key to the success of this project. It involves the recovery of waste water from the main

cooling tower and treating it using a Reverse Osmosis process to remove all dissolved contaminants, mainly salts.

The treated water is then pumped to a 45,000 litre storage tank for use in the Forecourt and Formal Gardens water features, summer being the season of peak demand for both systems.

Vincent came to DPS from the dairy industry in the private sector and enjoys the diversity of roles he experiences each day. While the Forecourt pond has the highest profile, it is only one aspect of his work as part of a team to ensure DPS water consumption and operational costs are managed sustainably into the future.

Male Public Toilet refurbishment

A refurbishment of the male public toilets is currently being carried out as an objective of the Water Strategic Plan 2007-10 to install water efficient appliances

Stage 1 of the program is close to completion. Low-flow urinals, dual-flush toilets and sensor-activated taps in basins are being installed in a number of toilets, replacing the original fittings and fixtures. The remaining toilets are to be completed during stage 2 in the coming year.

Water leak detection system

In March 2010, a water leak detection system was installed by ActewAGL as part of a wider water consumption efficiency program in the ACT.

The aim of the program is to detect abnormally high water consumption that could indicate undetected leaks or faulty equipment. Water trends are monitored 24 hours a day, 7 days a week for abnormally high flows.

The initiative will provide DPS with an extra level of security by detecting unobserved leaks in our water supply reticulation system.

Energy

Parliament House is a major energy consumer. An Energy Audit²⁰ was completed in October 2009 and has helped identify priorities for energy improvements to assist us to deliver a major reduction in energy consumption.

Key recommendations of the energy audit will require further investigation to confirm technical issues and sources of funding. We have begun implementing several recommendations, and are planning others, including:

- (a) establishment of new independent base load chillers;
- (b) installation of energy efficient lights (library, external pedestrian areas and car park);

- (c) reducing the number of computing servers;
- (d) an upgrade of central computer server room air conditioning;
- (e) installation of solar electric and hot water panels; and
- (f) installation of trigeneration plant (this would achieve major energy savings).

Some of these audit recommendations are further discussed in the Energy Initiatives section of this report.

Energy consumption

DPS's energy profile consists of energy consumed at Parliament House and transport energy, including both passenger vehicles and maintenance vehicles ('other transport'). Figure 5.4 summarises this energy use in 2009-10.

Energy consumed in 2009-10 was 143,188GJ, an increase of 3% on the 138,898GJ consumed the previous year. Passenger and other transport energy use decreased slightly.

Electricity and natural gas consumption at Parliament House comprised 98%—140,402 GJ—of total energy use. Gas is used for heating, domestic hot water and in kitchens. Electricity powers a variety of services including office lighting, mechanical services, lifts, chillers, computer equipment, central waste plant and boosted hot water heating. Figure 5.5 shows the long-term downward trend in electricity and gas consumption since the building opened.

In the last two years there has been a slight but gradually upward trend in building energy consumption. This is attributed to various factors such as climatic conditions, aging equipment and related failures, sitting patterns, election years, increased building activity and operational demands. Historically, analysis shows that small upward trends have occurred frequently as seen in Figure 5.5.

To improve analysis of energy trends, DPS is investigating upgrading the energy metering system at Parliament House. This will provide a better understanding of how and where energy is used throughout the building.

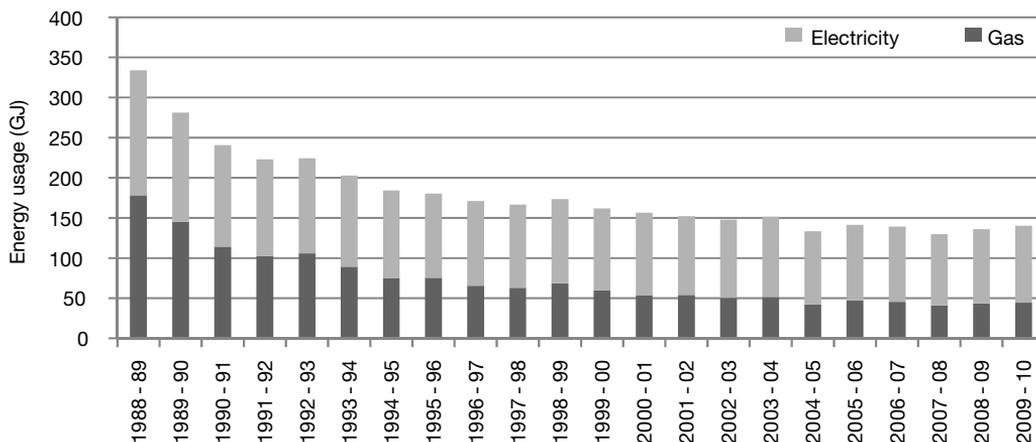
20. The energy audit was undertaken in accordance with the requirements of a level 2 energy audit as defined in Australian Standard AS/NZS 3598:2000 Energy Audits.

Figure 5.4—Energy consumed at Parliament House and by transport

Category	Energy Consumption (GJ)		
	2007-08	2008-09	2009-10
Parliament House building:			
Electricity: non-renewable source	66,482	69,290	72,068
Electricity: clean energy source ²¹	22,160	23,096	24,023
Natural gas	41,015	43,522	44,311
Diesel	200	443	361
Total	129,856	136,351	140,763
Passenger vehicles:			
Automotive diesel	41	141	372
Automotive gasoline (petrol)	1556	1,206	903
E-10 (biofuel)	513	655	616
LPG	111	93	87
Total	2,221	2095	1978
Other transport:			
Automotive diesel	282	292	251
Automotive gasoline (petrol)	124	114	92
LPG	41	46	104
Total	447	452	447
Total energy consumption	132,522	138,898	143,188

21. In 2009-10 DPS sourced electricity through the Whole of Government (WoG) Electricity contract and sourced an additional component separately from ActewAGL directly. DPS purchased 10% renewable energy – as accredited Green Power (WoG); and 15% green energy – as a Greenhouse Friendly accredited offset.

Figure 5.5—Annual electricity and gas consumption (in 000's of GJ)



Vehicles

Parliament House's passenger vehicle fleet²² consisted of 39 leased vehicles in 2009-10, including 31 SES vehicles. Eighteen vehicles (14 SES) scored higher than 10 in the Green Vehicle Guide.

Energy-saving initiatives

Initiatives to conserve energy—including implementing more energy efficient lighting schemes, upgrading the compressed-air system used for the air conditioning, removal of boiling water units in offices—have been or being implemented as set out below. In addition, studies have been initiated including a trial of solar electric and solar hot water systems, and assessing the feasibility of an independent base load chiller system and a new trigeneration system.

Lighting

During 2009-10, completed lighting projects that reduced energy consumption included:

- (a) external lighting improvements for pedestrians;

- (b) upgrade of the 2nd floor Parliamentary Library lighting; and
- (c) committee room lighting upgrade - trial.

A further project to replace lighting in the car parks was commenced during 2009-10 and will be completed in 2010-11. The revised lighting scheme and lamp types will use substantially less energy than the existing scheme.

Ongoing energy-efficient lighting options continue to be investigated at Parliament House. Low energy 'light emitting diode' (LED) lamps have been trialled with promising results as a possible replacement for the 12-volt down lights which are common throughout the building. This lamp technology is continually improving in terms efficiency, colour rendering and cost.

Compressed-air system

As air-controlled equipment for the HVAC system has been upgraded with new electronic devices over the years, the amount of air required by the compressors to operate the system has reduced. This has allowed air compressors that supply air to equipment associated with the building's air conditioning system to be replaced with smaller more efficient models.

22. This includes vehicles across the three parliamentary departments.

Together with the smaller compressors, and an ongoing air-leak detection program, energy savings have been significant in this area.

Boiling water units

During 2009-10, inefficient boiling water units have been removed from Senators' and Members' kitchenettes. The majority of boiling water units will be replaced with kettles. In other areas where there is a higher demand, units will be replaced with more energy-efficient boiling water units.

Base load chillers

As part of the replacement plan to upgrade critical pieces of infrastructure with more efficient types, a project to replace a number of heavily utilised chillers was commenced in 2009-10.

Chillers that supply base load cooling to the building will be replaced with new chillers that are capable of operating at much greater levels of efficiency.

Solar power trial

A solar energy trial was commenced at Parliament House following the recent completion of the design stage. A 35kW solar electric system is due to be completed in 2010-11. Results will be assessed with a view to expanding the system further.

The solar trial will include the installation of solar hot water panels with sufficient capacity to supply hot water to the gardeners' compound.

Trigeneration investigation

A feasibility study and preliminary design of trigeneration energy for Parliament House was completed in 2010.

A trigeneration plant would utilise natural gas to generate electricity onsite; importantly, the waste heat would also be utilised to provide hot water and to power cooling systems. Major reductions in greenhouse gas production are possible. Sources of funding have yet to be identified.

Earth Hour

Parliament House again participated in Earth Hour on 27 March 2010. All external lights were switched off except for those lights required for safety and security purposes—for example, lights on the flagpole.

Sustainable Transport

As part of the energy audit completed in October 2009, energy and emissions resulting from all land-based business travel to and from Parliament House was assessed. The energy consumption and greenhouse gas assessment of land based travel at Parliament House comprised of business and commuter travel for:

- (a) parliamentary departmental staff; and
- (b) Senators and Members and their staff and contractors, licensees and business visitors.

Land-based travel to and from Parliament House was assessed under the following categories:

- (a) commuter travel (Canberra residents travelling to and from Parliament House for work); and
- (b) business travel (including pool vehicles, Comcar and taxi travel).

The assessment has shown that most of the estimated energy consumption and greenhouse emissions are associated with private vehicle commuter travel by parliamentary department staff. Taxi travel is the largest contributor to business travel impacts.

DPS will incorporate recommendations from the audit into a sustainable transport strategic plan outlining objectives to reduce greenhouse emissions associated with land-based transport.

Recycling and waste management

Waste generation and recycling

The amount of general waste (excluding construction waste) sent to landfill in 2009-10 was 389 tonnes. This is an increase of 1% compared to the 385 tonnes sent in 2008-09. The quantity of paper recycled decreased by 10% from 306 tonnes in 2008-09 to 275 tonnes in 2009-10. Figure 5.6 shows trends since 1998.

Landscape waste

The preferred method for disposing of green waste at Parliament House is to chip the material onsite and re-use it in the landscape. The amount of chipped material is not recorded. When waste generated in the landscape cannot be chipped onsite—due to volume, composition or resources—then the material is taken offsite to be recycled or to landfill.

During 2009-10, 196 tonnes of landscape waste was generated from Parliament House landscape. All of this waste that was not chipped was sent for recycling by various private companies.

Figure 5.7 shows annual trends in landscape waste and recycling rates. The peak in landscape waste in 2005-06 was because of waste generated by turf replacement project on the grass ramps.

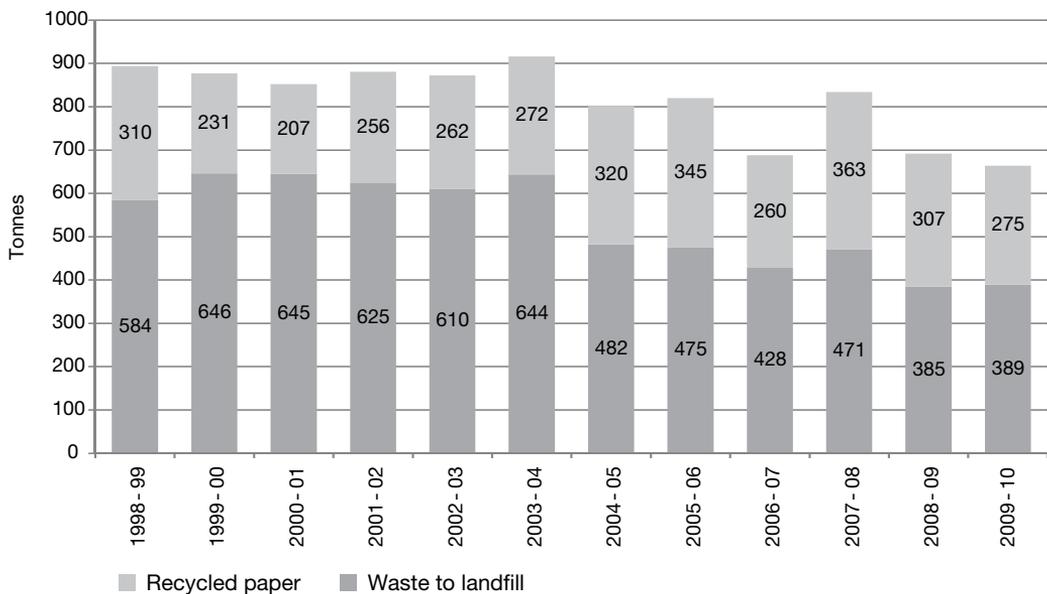
Waste management initiatives

Recycling facilities and co-mingled recycling

DPS provides facilities to recycle paper, cardboard, printer cartridges, lamps, used oil, grease, batteries, landscape, metal, and co-mingled waste (co-mingled wastes are those collected from kitchen wastes including metal cans, glass bottles, milk cartons and plastic which are separated from food wastes).

Over 2009-10, 105 tonnes²³ of co-mingled waste had been collected and recycled, compared to 96 tonnes the previous year.

Figure 5.6—Annual waste disposed to landfill and recycled



23. The weight of co-mingled waste is based on a conversion factor of 250 kg per cubic metre collected. This factor is provided by DPS's waste management contractor and based on weighing random bin samples.

Emissions and effluents

Greenhouse gas emissions

During 2009-10, 23,913 tonnes of carbon dioxide equivalent²⁴ (CO₂e) were generated from energy consumption at Parliament House²⁴. Greenhouse emissions are described in Figure 5.8.

Figure 5.9 shows annual greenhouse gas emissions since Parliament House opened in 1988.

Ozone depleting substances

Parliament House uses refrigerants that contain ozone depleting substances. These are used for:

- (a) chillers, which provide cooling for the building's air conditioning;
- (b) cool rooms;
- (c) freezers; and
- (d) refrigerators.

Figure 5.10 shows the type and 'ozone depletion potential' of refrigerants purchased in 2009-10.

Air pollutants – NO_x, SO_x and particulates

The combustion of natural gas for heating, hot water and cooking purposes generates oxides of nitrogen (NO_x), oxides of sulfur (SO_x) and other air pollutants. Each year, DPS reports on these emissions to the National Pollution Inventory. (www.npi.gov.au). Figure 5.11—Emissions of air pollutants from natural gas consumption—lists these emissions for 2009-10. Parliament House gas combustion

increased by 2% in 2009-10, and as a result the majority of air pollution emissions increased in proportion.

Discharges to water

Sewage from Parliament House is required under a trade waste agreement to be equivalent to domestic strength. To ensure these requirements are met, there is a:

- (a) grease trap on each kitchen drain;
- (b) coalescing plate filter on the vehicle wash-down bay (to prevent oil from entering the sewer); and
- (c) system to remove paint solids from paint brush washing facilities before they enter the sewer.

Significant spills of chemicals, oils, and fuels

In 2009-10 there were no significant spills of chemicals, oils or fuels from Parliament House.

Summary

Achieving sustainable environmental outcomes for Parliament House continues to be a priority for DPS.

Along with ongoing efforts to achieve reductions in our water use, which have been successful in areas such as the Parliament House landscape, 2009-10 saw the implementation of a number of initiatives to reduce our energy consumption that accord with our long-term commitment to environmental considerations. However, further significant reductions in energy consumption will require replacement of ageing and high-energy systems within the building.

24. Carbon dioxide equivalent, CO₂e, is an internationally accepted measure that expresses the amount of global warming of greenhouse gases in terms of the amount of carbon dioxide (CO₂) that would have the same global warming potential.

25. The Parliament House emissions total is calculated according to DEWHA's methodology for recording greenhouse data for Government programme reporting. The EEGO policy requires DPS to use this methodology.

Figure 5.7—Annual quantity of landscape waste

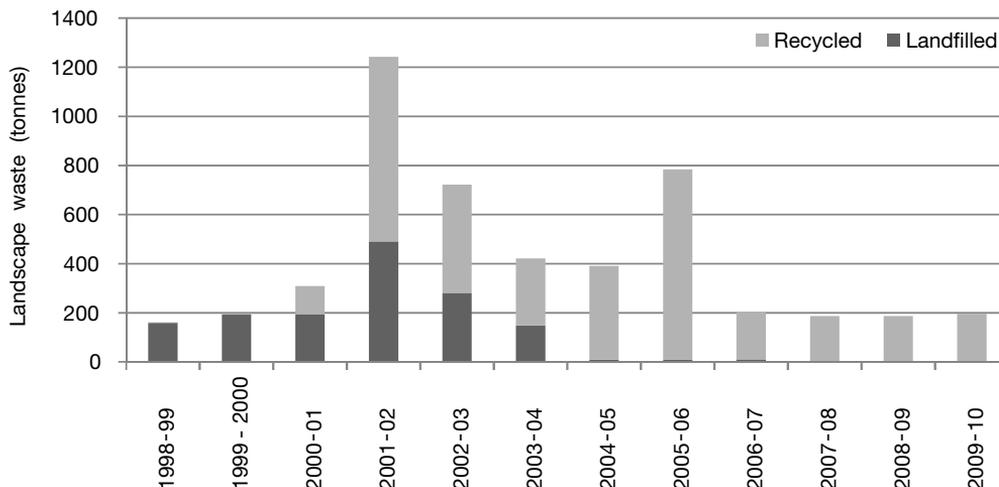


Figure 5.8—Parliament House emissions (direct and indirect, including SES and operational vehicle fleets)²⁶

Emission category	Comment	2007-08 (tonnes CO ₂ e)	2008-09 (tonnes CO ₂ e)	2009-10 (tonnes CO ₂ e)
Scope 1	Emissions at the source of the activity (e.g. emitted from gas and fuels used at Parliament House and by vehicles)	2,318	2,436	2,461
Scope 2	Emissions generated elsewhere (e.g. by the power plants that produce the electricity used at Parliament House)	16,520	17,253	18,425
Scope 3	Indirect emissions, meaning emissions generated during the delivery of electricity, gas and fuel to Parliament House, which DPS has little control over.	3,916	3,276	3,027
Scopes 1 & 2	DPS has direct responsibility for these emissions.	18,838	19,689	20,886
Scopes 1,2 & 3	Direct and indirect emissions.	22,754	22,965 ²⁷	23,913

26. Emissions values in figure 5.9 require an external reporting tool - Online System for Comprehensive Activity Reporting (OSCAR), administered by the Department of Climate Change and Energy Efficiency. These values may vary slightly (less than 2%) from values stated in part 4. This is due to an emission factor methodology difference between the DPS Engineering database, used for internal reporting (part 4), and OSCAR (part 5). Both OSCAR and the DPS database derive the emissions factors from the latest National Greenhouse Accounts (NGA) factors.

27. Scope 1, 2 & 3 emissions for 2008-09 were 23,609 CO₂e, not 22,965 CO₂e. The difference is due to a change in the emissions factor that calculates scope 3 emissions.

Figure 5.9—Annual greenhouse gas emissions from electricity and gas

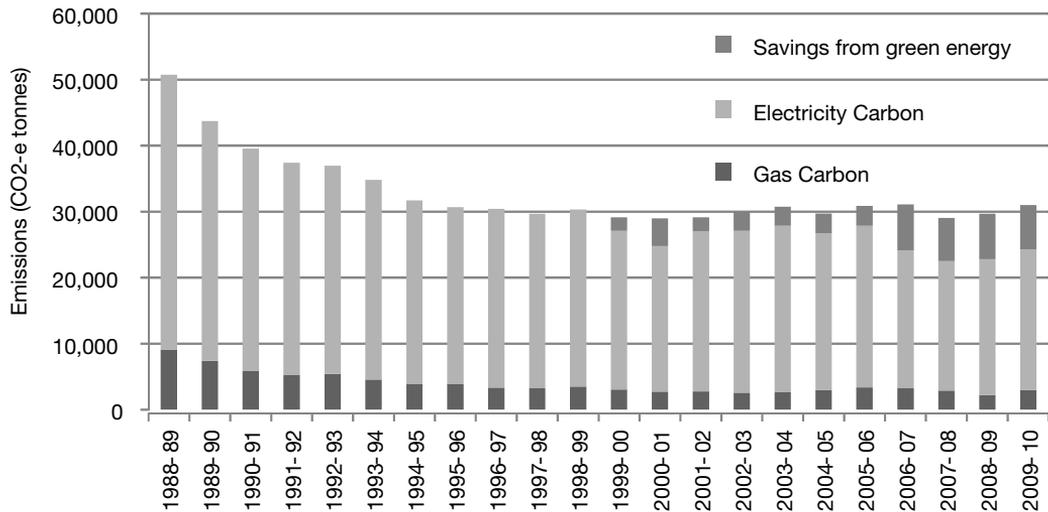


Figure 5.10—Type of refrigerant use

Refrigerant	Ozone Depletion Factor	Global Warming Potential Factor
R404A	0	3,260
R134A	0	1,300
R22	0.034	1,780

Figure 5.11—Emissions of air pollutants from natural gas consumption

Air pollutants	2007-08 (kg)	2008-09 (kg)	2009-10 (kg)
Carbon monoxide	1680	1,782	1814
Oxides of nitrogen	1993	2115	2153
Particulate matter (PM10)	148	157	159
Particulate matter (PM2.5)	148	157	159
Total Volatile organic compounds	110	116	119
Sulphur dioxide	32	34	11
Polycyclic aromatic hydrocarbons	<1 (0.013)	<1 (0.014)	<1 (0.14)

Part 6

Management and accountability

This Part provides information on the Department of Parliamentary Services (DPS) management and corporate governance practices, and how we meet our accountability obligations. It includes several specific reports required under Commonwealth legislation.

Corporate governance

Introduction

The President of the Senate and the Speaker of the House of Representatives (the Presiding Officers) have joint powers in relation to DPS that are similar, but not identical, to those of a Minister administering an executive department. Parliamentary departments are distinct from government departments, in that they serve the Parliament, not the Government, and operate under the *Parliamentary Service Act 1999*, not the *Public Service Act 1999*.

The Presiding Officers are assisted by the Joint House Committee, the Joint Standing Committee on the Parliamentary Library, the Security Management Board, the Presiding Officers' Information Technology Advisory

Group and the Art Advisory Committee. The role of each of these committees is outlined below.

Committees advising the Presiding Officers

Joint House Committee

The Joint House Committee (JHC) consists of the members of the House Committees of the Senate and the House of Representatives. Members of those committees are appointed under Senate Standing Order 21 and House of Representatives Standing Order 327 respectively. The two committees meet together as the Joint House Committee.

The JHC advises the Presiding Officers on the provision of services and amenities to Senators, Members and staff located in Parliament House.

Joint Standing Committee on the Parliamentary Library

Information about the role and functions of the Joint Standing Committee on the Parliamentary Library, including its terms of reference, can be found under the heading 'Joint Standing Committee on the Parliamentary Library', in Part 3 of this report.

Security Management Board

The Security Management Board (SMB) is established pursuant to section 65A of the *Parliamentary Service Act 1999*. The function of the SMB is to provide advice to the Presiding Officers on security policy and the management of security measures for Parliament House.

Membership of the SMB is as follows:

- the Secretary of DPS;
- the Usher of the Black Rod; and
- the Serjeant-at-Arms.

In addition, the SMB may invite representatives of organisations involved in the development of security policy and provision of security services to Parliament House to attend meetings. Representatives include officials from the Australian Federal Police, the Attorney-General's Department and the Department of Finance and Deregulation, as well as DPS.

Presiding Officers' Information Technology Advisory Group

The Presiding Officers' Information Technology Advisory Group (POITAG) normally comprises seven Senators and seven Members of the House of Representatives, appointed at the commencement of each Parliament. An additional Member was appointed for the 42nd Parliament.

POITAG's terms of reference are to:

- (a) identify and advise the Presiding Officers on the information and communication technology (ICT) requirements of Senators and Members;
- (b) monitor and assess the performance of those areas of the parliamentary administration providing ICT-related services; and
- (c) advise and assist the Presiding Officers on issues relating to the efficient and cost-effective use of ICT in the Parliament.

Art Advisory Committee

The purpose of the Art Advisory Committee (AAC) is to assist the Presiding Officers in determining the suitability of artworks for addition to the Parliament House Art Collection.

Membership of the AAC includes:

- the Presiding Officers;
- the Deputy President;
- the Deputy Speaker; and
- the Secretary of DPS.

AAC meetings are attended by an independent art adviser from the staff of the National Gallery of Australia.

The AAC's terms of reference are to:

- (a) provide guidance on the Rotational Collection Acquisition Policy, and set short-term priorities for acquisitions;
- (b) assess acquisition proposals in accordance with the acquisition policy and priorities; and
- (c) provide advice on other matters relating to the display and management of artworks in the Parliament House Art Collection as considered necessary by the Presiding Officers.

DPS committees

Strategy and Finance Committee

The Strategy and Finance Committee (SFC) is an essential part of DPS's corporate governance arrangements, and consists of the Secretary, the Deputy Secretary, the Parliamentary Librarian, the Chief Finance Officer, and the Director, Strategy.

The role of the SFC includes:

- (a) deciding the strategies and strategic policies of DPS, and monitoring their implementation;
- (b) coordinating DPS input into whole-of-Parliament operational and strategic issues;
- (c) formulating DPS policy on all financial matters;
- (d) allocating annual budgets, and reallocating funding during the year as required;
- (e) monitoring financial performance; and
- (f) allocating asset replacement and administered funds to approved projects to be delivered by DPS and monitoring the progress of approved projects for expenditure of asset replacement and administered funds.

Executive Committee

The Secretary is assisted in the management of the department by the Executive Committee, which includes the Deputy Secretary, Parliamentary Librarian and all DPS branch managers (Assistant Secretaries). The Executive Committee advises the Secretary and the Parliamentary Librarian on policy and operational matters affecting DPS as a whole or affecting significant parts of DPS.

This committee considers the development and implementation of the DPS governance framework and associated processes, including risk management and business planning. The Executive Committee also deals with a range of policy matters in areas such as occupational health and safety, environmental issues, and departmental organisation issues.

Discussion at the Executive Committee informs decisions of the Strategy and Finance Committee.

The committee also acts as a communication tool and venue for discussing major departmental events.

The Assistant Secretaries relay information about the activities of the Executive Committee to their staff. Minutes of meetings are also published on the intranet (DPS Staff Portal).

Audit Committee

The Audit Committee is an essential part of DPS's corporate governance arrangements. Its primary responsibilities are to:

- (a) ensure DPS compliance with obligations under the *Financial Management and Accountability Act 1997* (FMA Act) and the FMA Regulations;
- (b) oversee, on behalf of the Executive, the integrity of DPS financial reporting controls and other procedures or systems for the management of risk and good governance;
- (c) advising the Secretary on whether the annual financial statements represent a true and fair view of the department's financial management; and
- (d) provide a forum of communication between the DPS Secretary, senior DPS managers and DPS internal and external auditors.

The Audit Committee comprises an independent chair, Mr Will Laurie, and at least three senior DPS managers appointed for two-year terms.

During 2009-10, five DPS members served on the Audit Committee—the Deputy Secretary (Mr David Kenny), the Parliamentary Librarian (Ms Roxanne Missingham being reappointed to the Committee in January 2010), Assistant Secretaries from the Content Management Branch (Ms Therese Lynch) and the Infrastructure Services Branch (Mr Terry Crane retiring from the Committee in January 2010), and the Executive Adviser (Ms Judy Tahapehi being appointed to the Committee in January 2010).

The DPS Chief Finance Officer, representatives of the Australian National Audit Office and the department's internal auditors also attend Audit Committee meetings.

During 2009-10, internal audit services were provided, under contract, by WalterTurnbull Pty Ltd.

During 2009-10, the Audit Committee oversaw reviews of DPS financial and personnel processes (including the move to a shared services payroll environment), project delivery and management, and IT governance and strategic planning processes. Significant audits were conducted on the management and performance of cleaning contracts, and rostering processes in the Content Management Branch.

Audits conducted during the reporting year made a number of recommendations directed at enhancing efficiency and effectiveness. No serious problems were identified. The Committee monitors implementation of the recommendations.

Risk management and fraud control are standing items on the Committee's agenda, and were considered progressively throughout the year. A particular focus of the Committee during 2009-10 was monitoring the department's implementation, testing and management of business continuity and disaster recovery plans.

The Audit Committee met five times during 2009-10. Members' attendance at the meetings is set out in figure 6.1.

Other governance matters

Risk management

In 2009-10, DPS revised its Risk Management Policy and Framework to align with the new Australian risk management standard, AS/NZS/ISO 31000:2009. The revised policy and framework was approved in March 2010 and is available on the DPS intranet.

Regular reporting on the implementation of risk treatments for extreme, high and significant risks was introduced in 2009-10. The report is produced quarterly and is distributed to the Executive Committee and the Audit Committee. It provides information on the status of implementation of risk treatments across DPS.

DPS improved the alignment of risk management, business, resource and strategic planning processes. DPS will continue to refine this process in 2010-11.

Figure 6.1—Audit Committee attendance

Member	Position	Meeting attendance	
		attended	out of
Mr Will Laurie	Independent Chair	5	5
Mr David Kenny	Deputy Secretary	5	5
Ms Roxanne Missingham	Parliamentary Librarian	5	5
Ms Therese Lynch	Assistant Secretary, Content Management Branch	4	5
Mr Terry Crane	Assistant Secretary, Infrastructure Services Branch	3	3
Ms Judy Tahapehi	Executive Adviser	1	2

The department participated in the Comcover 2010 Risk Management Benchmarking Survey. The survey methodology had been substantially changed in 2010 from the previous year, including a more detailed examination across 10 elements rather than the five used in previous surveys. Under the new arrangements, DPS received a benchmarking score of 5.9 in 2010. DPS achieved strong results in the areas of risk management policy and objectives, integration, and review and evaluation. Improvements to a variety of risk management elements will be undertaken throughout 2010-11.

DPS worked with Comcover to identify suitable content in providing a risk management fundamentals course in 2009. As a result of feedback from the participants on that course, DPS is proposing to expand risk management training and has been working with Comcover to identify suitable topics.

The DPS Business Continuity Policy and Framework was completed and approved in April 2010. It provides a clear statement on the importance of business continuity to DPS operations, and provides detail on the roles and responsibilities of DPS staff.

Continuity plans for services identified as critical were completed and approved in 2009-10. All the plans were then tested and, where appropriate, amended as a result of the testing. The types of exercises varied depending on the plan and ranged from reviews of existing documents to desk-based scenarios and simulated emergencies.

In conjunction with the chamber departments, DPS completed a Parliament-wide business continuity plan in 2009-10. The plan is designed to facilitate an emergency sitting of Parliament at an alternative location. The Continuity of Parliament plan is overseen by the Security Management Board.

Fraud control

A distributed denial of service attack occurred on the Parliament House website during 2009-10, falling within the definition of 'interference with a Commonwealth computer system' under the Commonwealth Fraud Control guidelines. Advice and assistance was sought from the Cyber Security Operations Centre in the Department of Defence, and

the Australian Federal Police have also been investigating the incident. DPS implemented a number of measures to reduce the impact of the incident, and has been investigating other possible countermeasures.

A number of fraud-related articles were published in the *DPS Dispatch* newsletter to maintain fraud awareness amongst staff during 2009-10. The topics for the articles included ethics and how to report suspected fraud.

DPS revised its Fraud Control Policy and Framework in 2009-10. The new document sets out the responsibilities of all staff and the commitment of DPS to fraud control.

Ethics

DPS is strongly committed to embedding a departmental culture of ethical and lawful behaviour. Ethical standards are embedded in the Parliamentary Service Values and Parliamentary Service Code of Conduct (ss.10 and 13 of the *Parliamentary Service Act 1999*), and flow through to an extensive policy approach contained in the department's governance, finance, personnel, human resources and occupational health and safety policies, as well as to operating policy and procedure documents. This commitment was enhanced in 2009-10 when the Secretary issued a document titled 'Ethical behaviour for DPS officers', which has been attached to all DPS policies where staff need to be aware of the department's expectations of ethical behaviour.

The DPS Audit Committee commenced work on developing a framework for an annual ethics 'health check' in 2009-10. The purpose is to bring together a variety of significant ethical 'health' indicators in one place to assess the overall effectiveness of DPS ethical policies. Initial work has been completed, and the final ethics health check report will be provided to the Audit Committee in 2010-11.

Strategic plan

After broad discussion at all levels across the department, the DPS Strategic Plan 2010-13 was published in March 2010 and provides both our 20-year vision and a three-year action plan. It brings together the collective vision

of the department and the values we hold. It explains how we will move toward our vision and presents our people with a clear picture of where we are going. The plan is publicly available on the Parliament House website at <http://www.aph.gov.au>.

Business planning

The DPS Business Planning Policy and Framework provides the link between strategic planning, resource planning and risk management processes and relates those processes to the operational performance of individual DPS employees working in their day-to-day jobs. Each branch develops an annual business plan that includes initiatives designed to deliver strategic, fraud, risk and ongoing service objectives. Plans are made available to all staff on the DPS intranet.

DPS Services Catalogue

The *DPS Services Catalogue* provides a comprehensive overview of all services available to our customers and includes guidance on how to access the services and associated service level expectations. The catalogue is available electronically to all building occupants and can be found on the Parliament House website at <http://www.aph.gov.au>.

HR services

Staffing, salary and classification structures

Remuneration for Senior Executive Service (SES) employees

In early 2009-10, all SES employees agreed to terminate their Australian Workplace Agreements made under the *Workplace Relations Act 1996* and transfer to a Determination made under section 24 of the *Parliamentary Service Act 1999*. The underpinning remuneration and other conditions of employment were not changed in any material sense.

The level of remuneration, and in some cases the conditions attaching to remuneration,

varies from employee to employee, but in general terms salary increases provided to SES employees depend upon a rating of 'effective' or higher through the performance management arrangements.

Performance-based salary advancement for non-SES staff

For non-SES staff, salary advancement is based on performance assessment of individuals as required by the Department of Parliamentary Services Union Collective Agreement 2008-11 (UCA) and performance management arrangements.

The UCA provides for salary advancement within a salary range subject to the achievement of an overall rating of 'effective' or higher through the performance management arrangements.

Salary increases under the collective agreement

An increase in salary and allowances was paid as provided for under the Union Collective Agreement.

Overview of classification structures

Figure 6.2 sets out the non-SES classifications and salary ranges for DPS staff as at 30 June 2010.

Staff progress annually through the salary range in 3.5% increments, subject to effective performance.

Figure 6.3 sets out actual staff (a headcount), showing broad-banded and apprenticeship levels separately, as at 30 June 2010. It includes inoperative staff and staff acting at a higher level as at 30 June 2010 (i.e. these staff are listed against their higher classification).



Parliament of Australia
Department of Parliamentary Services

DPS ref: 10/948/37

25 August 2010

Mr Harry Jenkins MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Senator the Hon John Hogg
President of the Senate
Parliament House
CANBERRA ACT 2600

Dear Mr Speaker and Mr President

DPS—Fraud control certification

1 I am writing to you to inform you about the status of fraud control in the Department of Parliamentary Services (**DPS**), as required by paragraph 1.9 of the *Commonwealth Fraud Control Guidelines 2002*.

2 I am satisfied that fraud risk assessments and fraud control plans have been prepared that comply with the Guidelines and that appropriate fraud prevention, detection, investigation, data collection and reporting procedures are in place in DPS.

3 For more details about fraud control in DPS, please refer to Part 6—Management and Accountability of the Department of Parliamentary Services Annual Report and Financial Statements 2009–10.

Yours sincerely

Alan Thompson
Secretary

Parliament House
PO Box 6000
Canberra ACT 2600
Telephone: (61) 02 6277 7111

ABN 52 997 141 147

Figure 6.2—Classification and salary ranges as at 30 June 2010

Classification	Salary range
Parliamentary Service Level 1	\$41,699 - \$48,566
Parliamentary Service Level 2	\$49,538 - \$53,181
Parliamentary Service Level 3	\$54,364 - \$56,810
Parliamentary Service Level 4	\$57,945 - \$62,964
Parliamentary Service Level 5	\$64,223 - \$68,901
Parliamentary Service Level 6	\$70,279 - \$78,988
Parliamentary Executive Level 1	\$85,524 - \$97,647
Parliamentary Executive Level 2	\$99,599 - \$118,099

Management of human resources

Introduction

Throughout 2009-10, the HR Services Section (HRS) continued to implement the DPS People Strategy 2007-2010. The strategy aims to build and improve DPS's organisational capability through integrated people management practices. Priorities were allocated to implementing the DPS Leadership Development Framework, an internal audit of the DPS performance management scheme and conducting a SafetyMap Audit.

HRS worked with the Department of the House of Representatives to transition to a shared payroll services arrangement. This included the transfer of all DPS payroll data from the PeopleSoft human resource information system to a version of the CHRIS21 system and the implementation of a new employee self service tool.

HRS continued to work on developing and reviewing a range of policies and guidelines on personnel and workplace relations issues. Much of the policy review work centred around the introduction of the *Fair Work Act 2009*.

Workforce planning, staff retention and turnover

Information on staff retention and turnover for DPS during 2009-10 compared to previous years is provided in Figure 6.4.

During the year, staff turnover increased from 12.7% in 2008-09 to 17.3% in 2009-10. Factors affecting this result include an increase in the number of transfers/promotions out of the department (from 17 in 2008-09 to 33 in 2009-10), and an increase in voluntary redundancy retirements (from 14 in 2008-09 to 39 in 2009-10)—a figure significantly influenced by a restructure in the Building Services Branch and the move to a shared payroll processing arrangement affecting the HR Services Section.

Staff development and training

Corporate training focused on developing a range of general management, office and supervisory skills, as well as personal development.

During 2009-10, a total of 66 training events were delivered through the DPS training calendar, to a total of 718 people. The training program was determined, in part, as a result of an annual assessment of training needs from DPS employees' Individual Development Plans.

Figure 6.3—Staff numbers as at 30 June 2010

Classification	Ongoing F/T		Ongoing P/T		Non-Ongoing F/T		Non-Ongoing P/T		Casual		Total			
	F	M	F	M	F	M	F	M	F	M	F	M	Total	
	Apprentice 1/2	0	0	0	0	0	1	0	0	0	0	0	0	1
Apprentice 2/3	0	0	0	0	0	3	0	0	0	0	0	0	3	3
PSL1/2	6	86	5	22	0	1	0	0	1	17	12	126	138	138
PSL2/3	0	31	0	0	0	3	0	0	0	0	0	34	34	34
PSL4/5	3	4	0	0	0	0	1	0	0	0	4	4	8	8
PSL5/6	19	13	19	7	0	0	0	0	1	0	39	20	59	59
PSL1	0	8	0	0	0	0	0	0	11	5	11	13	24	24
PSL2	16	16	25	8	0	0	0	0	0	2	41	26	67	67
PSL3	16	31	4	0	1	1	0	0	0	0	21	32	53	53
PSL4	33	60	7	2	3	1	0	0	4	7	47	70	117	117
PSL5	13	29	6	0	0	1	0	0	9	1	28	31	59	59
PSL6	23	61	8	3	3	4	0	1	3	0	37	69	106	106
PEL1	40	68	12	4	0	3	0	0	0	0	52	75	127	127
PEL2	16	24	0	0	0	0	0	0	0	2	16	26	42	42
Senior Executive Service 1	7	0	0	0	0	0	0	0	0	0	7	0	7	7
Parliamentary Librarian	1	0	0	0	0	0	0	0	0	0	1	0	1	1
Senior Executive Service 3	0	1	0	0	0	0	0	0	0	0	0	1	1	1
Secretary	0	1	0	0	0	0	0	0	0	0	0	1	1	1
Total	193	433	86	46	7	18	1	1	29	34	316	532	848	848

Figure 6.4—Staff retention and turnover statistics

Staff retention and turnover statistics	2007-08	2008-09	2009-10	Change
Staff Number	929	904	848	-56
Staff Separations (total)	141	114	147	33
Turnover	15.2%	12.7%	17.3%	4.7%
Separations by type				
transfers/promotions	24	17	33	16
resignations	42	33	42	9
age retirements	10	7	11	4
invalidity retirements	1	0	1	1
voluntary redundancy retirements	30	14	39	25
terminations	2	4	2	-2
death	1	1	2	1
end of temporary contract	31	33	18	-15
end of temporary transfer	0	5	0	5
Exit Interviews				
Interviews held	41	34	43	7
Participation rate	29%	30%	29%	-1%

HRS presented quarterly induction/orientation and monthly occupational health and safety awareness workshops to new employees, and is working with the Departments of the Senate and the House of Representatives to develop a Parliamentary Service e-learning induction module.

DPS implemented a leadership development framework to support the development of middle- and senior-level employees. It included a DPS leadership capability element,

consistent with the Australian Public Service Commission's (APSC) Integrated Leadership System. Leadership development included core business and team leadership skills training events, and quarterly leadership meetings. One PEL2 attended the APSC Career Development Assessment Centre.

An internal audit of the department's performance management scheme was conducted in May 2010. Recommendations from the audit will be used to inform

improvements to the scheme over the next year.

The department provided support for external study to 30 staff members in 2009-10. Support includes time to attend study activities and, in some cases, financial assistance towards compulsory costs.

Workplace relations

Throughout the year the Workplace Relations Unit supported the department in accordance with the DPS Staff Management Strategy, and in relation to people matters resulting from structural changes.

Continuing activity included the administration of the current Union Collective Agreement. This was done through:

- the provision of secretariat support to the DPS Consultative Forum;
- the review and development of supporting policy documents; and
- the provision of advice to management and employees.

Occupational health and safety

The DPS Occupational Health and Safety (OHS) Committee met four times during the year. The work of the committee is primarily directed at reviewing OHS policies and procedures and taking a strategic approach to OHS management across the department. This was further reinforced when members participated in a Comcare workshop on effective OHS committees.

The DPS Contractors OHS Subcommittee met four times. This forum provides a valuable mechanism to address OHS issues involving the work performed by the large number of contractors at Parliament House.

Individual branches also hold Branch OHS Committee meetings on a quarterly basis, addressing OHS issues at the local level.

A range of OHS-related training was provided to staff throughout the year, including generic induction and OHS awareness sessions. Approximately 70 supervisors attended a new course entitled OHS for DPS Supervisors, while 31 staff attended a course on OHS and contractors. Occupation-specific OHS training

was also provided including: first aid; working in confined spaces; working at heights; chainsaw safety; pesticide application and use; plant and equipment use; high risk licences for forklifts and elevated work platforms; and defensive tactics.

In 2009-10, DPS recently underwent a rigorous audit of its OHS management systems. An external auditor found that DPS complied with the requirements of the SafetyMAP Initial Level auditing tool. DPS subsequently achieved certification to Joint Accreditation System–Australia and New Zealand standards for a three-year period, subject to six-monthly surveillance audits.

All DPS staff are entitled to access the Parliament House gymnasium as a condition of their employment. In addition, a number of health-related activities were promoted during the year including the National Ride to Work Day and National Safe Work Australia Week.

During the 2009-10 year, two incidents were notified to Comcare in accordance with section 68 of the *Occupational Health and Safety Act 1991* (the OHS Act). Each incident was also examined by DPS and remedial work was undertaken where required.

Comcare did not conduct any formal investigations in relation to either of the reported incidents.

There were no Provisional Improvement Notices issued under section 29 of the OHS Act and no directions or notices given under sections 45, 46 or 47 of the OHS Act.

DPS participated in an investigation into health and safety management arrangements within the Commonwealth. A detailed submission was provided to Comcare and, based on the evidence provided, DPS was found to be compliant with paragraph 16(2)(d) of the OHS Act.

Workplace diversity

Initiatives in support of the DPS Workplace Diversity program for the period 2008-11 continued to be rolled out in 2009-10. In 2009-10, all of the annual diversity action plan activities were completed. Some of the key achievements included:

- (a) delivering respect and courtesy workshops for supervisors and employees to support the education and awareness of Parliamentary Service Values and Code of Conduct;
 - (b) promoting the APH disability services directory for DPS employees;
 - (c) promoting local/regional cultural events and activities supporting diversity awareness (e.g. NAIDOC Week, National Families Week);
 - (d) participating in the 'Making Diversity Work' employer survey; and
 - (e) delivering cultural awareness training for DPS Visitor Services staff.
- Commonwealth Disability Strategy
- DPS has three roles under the Commonwealth Disability Strategy (CDS)—provider, employer and purchaser.

Provider role

DPS is the principal support agency for the operations of the Parliament. In providing services for the occupants of and visitors to Parliament House, DPS maintained its compliance with the CDS.

DPS continued to address recommendations of the CRS Australia 'functional access assessment' of Parliament House, conducted the previous year for the purposes of identifying work to improve access for disabled persons. Some recommendations are being addressed through planned maintenance, while others have required or will require physical changes to the building.

In relation to physical changes to the building, all work is carried out in accordance with the Building Code of Australia (BCA). The BCA requires that Australian Standard 1428 (disabled access requirements) is met in any new works. Work undertaken to improve disabled access during 2009-10 included:

- (a) incorporation of a disabled compliant ramp in the design documents for the Additional DPS Office Accommodation project—works are to be undertaken in 2010-11;

- (b) adding door widening to the project scope for entry to the disabled toilets in the first floor Senate and House of Representatives Chamber foyers—works are to be undertaken in 2010-2011;
- (c) installation of a platform lift for disabled access to the building from the public car park;
- (d) addition of a taxi rank with disabled access to the new public car parking arrangements;
- (e) ensuring compliance of the Australian Parliament House website redevelopment project with Web Content Accessibility guidelines, to be implemented in 2010; and
- (f) as part of the Committee Room Audio project, providing signs that will illuminate to show when hearing impaired loops are operating—this project is rolling out over the next two years.

Employer role

As required under section 18 of the *Parliamentary Service Act 1999*, DPS has a workplace diversity program in place. The DPS Workplace Diversity Program 2008-2011 is supported by an annual action plan. Both the program and the action plan include provisions to ensure that the department's employment policies and procedures support equitable working conditions for employees, including those with disabilities.

All press and gazette advertising includes a reference to a Telephone Typewriter (TTY) number for potential applicants with hearing or speech disabilities. The 'reasonable adjustments' principles are followed during the recruitment of new employees and for the management of departmental staff.

Purchaser role

The department's tender documentation includes a provision that requires contractors to comply with their legislative obligations regarding the *Disability Discrimination Act 1992*.

Purchasing

Overview

The purchasing of assets and services by DPS during 2009-10 was conducted with the aim of realising core business objectives, while achieving operational effectiveness and value for money outcomes. Purchasing was managed in accordance with the Commonwealth Procurement Guidelines (CPGs), and DPS Chief Executive's Instructions and supporting procedures.

DPS's primary purchasing objectives were:

- (a) to ensure the principle of value for money was consistently observed through:
 - encouraging competition;
 - promoting efficiency, effectiveness and ethical use of resources; and
 - conducting our business in an environment of accountability and transparency;
- (b) to support the business requirements of each branch within the department through a focus on better-practice procurement; and
- (c) to involve small to medium enterprises wherever practicable.

DPS has a specialist procurement unit to facilitate and monitor contracting and tendering activity across the department. The procurement unit ensures that established guidelines and procedures are observed and statutory reporting responsibilities are met.

Consultants

During 2009-10, 147 consultancies were entered into involving total actual expenditure of \$1,678,627 (GST inclusive), of which 44 were consultancies each with a value of more than \$10,000, as detailed in Appendix A. In addition, 22 ongoing consultancy arrangements continued from previous years, involving total actual expenditure of \$310,048 (GST inclusive) during the reporting year.

DPS used a combination of in house resources and external consultants to deliver services according to the nature of each requirement. Private sector specialists were engaged under panel or discrete contract arrangements to provide the skills and expertise necessary to

assist with the achievement of DPS objectives.

It is the policy of DPS to engage external consultants where they will add value to the operational effectiveness of the department. Each proposal to engage a consultant is carefully scrutinised and considered on its individual merits, and justifying reasons include:

- (a) need for independent research or assessment;
- (b) a need for specialised or professional skills; and
- (c) skills currently unavailable within the agency.

The method of procurement for consultants is determined by the complexity, nature and value of each specific requirement. The methods used include open tendering, select tendering, or a direct sourcing arrangement. The method chosen is that which will achieve the best value for money outcome in each circumstance, and the Mandatory Procurement Procedures within the CPGs are applied where appropriate.

DPS currently has in place standing offer panel arrangements for the following consultancy services:

- legal;
- architectural;
- engineering;
- information technology;
- audit; and
- building management.

Particulars of consultancy contracts awarded with a value of \$10,000 or more during 2009-10 are shown at Appendix A.

Information about expenditure on contracts and consultancies is also available on the AusTender website (<http://www.tenders.gov.au>).

Competitive tendering and contracting

During 2009-10, DPS did not allow any provisions in contracts prohibiting the Auditor-General's access. DPS did not conduct any competitive tendering and contracting processes that involved contracting out the delivery of government activities, previously performed by this agency, to another organisation.

Exempt contracts

During 2009-10, no DPS contracts or standing offers were exempted by the Chief Executive from being published via AusTender on the basis that they would disclose exempt matters under the *Freedom of Information Act 1982*.

Asset management

DPS provides asset management services to Parliament House, for the building and for infrastructure supporting the delivery of other services to the Parliament. A detailed assessment of the effectiveness of DPS management of these assets can be found in Part 4 of this report.

Accountability

External scrutiny

ANAO audits

During 2009-10, DPS was the subject of an external compliance audit by the ANAO in relation to its financial statements for the period ending 30 June 2009 and, an interim audit in preparation for the 2009-10 financial statement audit. The audit on the 2008-09 financial statements was unqualified.

There were no other ANAO reports during 2009-10 that directly involved DPS.

Senate committees

DPS appeared before the Senate Finance and Public Administration Committee on three occasions during 2009-10—19 October 2009 (Supplementary Budget Estimates hearings), 8 February 2010 (Additional Estimates hearings) and 24 May 2010 (Budget Estimates hearings).

Other scrutiny

DPS was not subject to any significant judicial decisions or decisions of administrative tribunals, nor did the Ombudsman report on the activities of DPS in 2009-10.

Freedom of information

DPS is not subject to the provisions of the *Freedom of Information Act 1982*.

If inquiries for information are made, such requests are referred to the Director, Governance and Business Management.

In 2009-10, two requests for information were received.

Discretionary grants

DPS does not administer any discretionary grant programs.

Advertising costs

All Commonwealth departments and agencies are required, under section 311A of the *Commonwealth Electoral Act 1918*, to provide a statement setting out particulars of amounts paid to:

- (a) advertising agencies;
- (b) market research organisations;
- (c) polling organisations;
- (d) direct mail organisations; and
- (e) media advertising organisations.

Figure 6.5 sets out amounts over \$11,200 (GST inclusive) paid by DPS during the reporting year. No money was paid to any organisation covered in paragraph (b), (c) or (d).

No advertising campaigns were undertaken by the department in 2009-10.

Legal services expenditure

The Legal Services Directions 2005 (paragraph 11.1(ba)) require FMA Act agencies to make publicly available their expenditure on legal services. Figure 6.6 shows the amount DPS spent on legal services during 2009-10.

Figure 6.5—Advertising costs

Supplier	Item	Amount (GST inclusive)
Canprint Communications	Parliament House promotional materials	\$47,269
Adcorp Australia	Recruitment advertisements	\$44,091
Total		\$91,360

Figure 6.6—Legal services expenditure

Services		Amount (GST inclusive)
External expenditure on professional fees		\$205,026.19
External expenditure on counsel *		\$9,461.68
Administrative disbursements on external legal services		\$2,587.97
Total (legal services expenditure—all external)		\$217,075.84
* Male counsel briefed	2	\$9,461.68
* Female counsel briefed	0	\$0.00

Financial statements



INDEPENDENT AUDITOR'S REPORT

To the President of the Senate and the Speaker of the House of Representatives

Scope

I have audited the accompanying financial statements of Department of Parliamentary Services for the year ended 30 June 2010, which comprise: a Statement by the Chief Executive and Chief Finance Officer; Statement of Comprehensive Income; Balance Sheet; Statement of Changes in Equity; Cash Flow Statement; Schedule of Commitments; Schedule of Asset Additions; Schedule of Administered Items and Notes to and forming part of the Financial Statements, including a Summary of Significant Accounting Policies.

The Responsibility of the Secretary for the Financial Statements

The Department of Parliamentary Services' Secretary is responsible for the preparation and fair presentation of the financial statements in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, including the Australian Accounting Standards (which include the Australian Accounting Interpretations). This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

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 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 Department of Parliamentary Services'

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 Department of Parliamentary Services' internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Department of Parliamentary Services' Secretary, 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 the audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate the requirements of the Australian accounting profession.

Auditor's Opinion

In my opinion, the financial statements of the Department of Parliamentary Services:

- (a) have been prepared in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, including the Australian Accounting Standards; and
- (b) give a true and fair view of the matters required by the Finance Minister's Orders including the Department of Parliamentary Services' financial position as at 30 June 2010 and its financial performance and cash flows for the year then ended.

Australian National Audit Office



Rebecca Reilly

Executive Director

Delegate of the Auditor-General

Canberra

13 August 2010

DEPARTMENT OF PARLIAMENTARY SERVICES
STATEMENT BY THE CHIEF EXECUTIVE AND CHIEF FINANCE OFFICER

In our opinion, the attached financial statements for the year ended 30 June 2010 are based on properly maintained financial records and give a true and fair view of the matters required by the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, as amended.



Alan Thompson
Secretary

13 August 2010



Judith Konig FCPA
Chief Finance Officer

13 August 2010

DEPARTMENT OF PARLIAMENTARY SERVICES
STATEMENT OF COMPREHENSIVE INCOME
for the period ended 30 June 2010

	Notes	2010 \$'000	2009 \$'000
EXPENSES			
Employee benefits	3A	65,214	67,085
Supplier expenses	3B	40,372	40,769
Depreciation and amortisation	3C	16,184	14,899
Write-down and impairment of assets	3D	177	100
Losses from asset sales	3E	56	289
Total expenses		122,003	123,142
LESS:			
OWN-SOURCE INCOME			
Revenue			
Sale of goods and rendering of services	4A	4,913	4,649
Rental income	4B	1,302	1,252
Other	4C	10	13
Total revenue		6,225	5,914
Gains			
Asset related	4D	144	1,068
Other	4E	172	171
Total gains		316	1,239
Total own-source income		6,541	7,153
Net cost of services		115,462	115,989
Revenue from Government	4F	90,933	116,913
Surplus (Deficit) attributable to the Australian Government		(24,529)	924
OTHER COMPREHENSIVE INCOME			
Changes in asset revaluation reserves		-	2,051
Total other comprehensive income		-	2,051
Total comprehensive income (loss) attributable to the Australian Government		(24,529)	2,975

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
BALANCE SHEET for Not-For-Profit Reporting Entities
as at 30 June 2010

	Notes	2010 \$'000	2009 \$'000
ASSETS			
Financial Assets			
Cash and cash equivalents	5A	188	208
Trade and other receivables	5B	17,234	68,501
Total financial assets		<u>17,422</u>	<u>68,709</u>
Non-Financial assets			
Property, plant and equipment	6A,B	67,735	49,353
Intangibles	6C	23,557	12,033
Inventories	6D	214	245
Other	6E	1,385	1,136
Total non-financial assets		<u>92,891</u>	<u>62,767</u>
Total Assets		<u>110,313</u>	<u>131,476</u>
LIABILITIES			
Payables			
Suppliers	7A	6,507	4,174
Other	7B	1,539	1,413
Total payables		<u>8,046</u>	<u>5,587</u>
Provisions			
Employee provisions	8	20,673	19,766
Total provisions		<u>20,673</u>	<u>19,766</u>
Total Liabilities		<u>28,719</u>	<u>25,353</u>
Net Assets		<u>81,594</u>	<u>106,123</u>
EQUITY			
Parent Entity Interest			
Contributed equity		85,380	85,380
Reserves		11,553	11,553
Retained surplus (accumulated deficit)		(15,339)	9,190
Total Equity		<u>81,594</u>	<u>106,123</u>

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
STATEMENT OF CHANGES IN EQUITY for Not-For-Profit Reporting Entities
for the period ended 30 June 2010

	Retained earnings		Asset revaluation reserves		Contributed equity/capital		Total equity	
	2010	2009	2010	2009	2010	2009	2010	2009
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Opening balance	9,190	8,266	11,553	9,503	85,380	85,380	106,123	103,149
Balance carried forward from previous period	-	-	-	(1)	-	-	-	(1)
Adjustment for rounding	9,190	8,266	11,553	9,502	85,380	85,380	106,123	103,148
Adjusted opening balance								
Comprehensive income								
Other comprehensive income	-	-	-	2,051	-	-	-	2,051
Surplus (Deficit) for the period	(24,529)	924	-	-	-	-	(24,529)	924
Total comprehensive income attributable to the Australian Government	(24,529)	924	-	2,051	-	-	(24,529)	2,975
Transactions with owners								
Sub-total transactions with owners	-	-	-	-	-	-	-	-
Closing balance at 30 June	(15,339)	9,190	11,553	11,553	85,380	85,380	81,594	106,123
Closing balance attributable to the Australian Government	(15,339)	9,190	11,553	11,553	85,380	85,380	81,594	106,123

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
CASH FLOWS STATEMENT for Not-For-Profit Reporting Entities
for the period ended 30 June 2010

	Notes	2010 \$'000	2009 \$'000
OPERATING ACTIVITIES			
Cash received			
Goods and services		6,245	5,867
Appropriations		143,234	114,935
Net GST received		6,849	5,055
Other		173	334
Total cash received		<u>156,501</u>	<u>126,191</u>
Cash used			
Employees		64,598	64,677
Suppliers		47,889	45,014
Total cash used		<u>112,487</u>	<u>109,691</u>
Net cash from (used by) operating activities	9	<u>44,014</u>	<u>16,500</u>
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment		85	59
Total cash received		<u>85</u>	<u>59</u>
Cash used			
Purchase of property, plant and equipment		29,166	12,461
Purchase of intangibles		14,953	4,930
Total cash used		<u>44,119</u>	<u>17,391</u>
Net cash from (used by) investing activities		<u>(44,034)</u>	<u>(17,332)</u>
Net increase or (decrease) in cash held		(20)	(832)
Cash and cash equivalents at the beginning of the reporting period		<u>208</u>	<u>1,040</u>
Cash and cash equivalents at the end of the reporting period	5A	<u>188</u>	<u>208</u>

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF COMMITMENTS for Not-For-Profit Reporting Entities
as at 30 June 2010

	2010	2009
BY TYPE	\$'000	\$'000
Commitments receivable		
Sublease rental income	(6,346)	(36)
GST recoverable on commitments	(3,529)	(4,233)
Total Commitments Receivable	(9,875)	(4,269)
Commitments payable		
Capital commitments	15,793	1,508
Intangibles	3,591	3,980
Total capital commitments	19,384	5,488
Other commitments		
Operating leases ²	223	297
Other ³	25,558	40,773
Total other commitments	25,781	41,070
Net commitments by type	35,290	42,289
BY MATURITY		
Commitments receivable		
Operating lease income		
One year or less	(1,421)	(36)
From one to five years	(4,925)	-
Total operating lease income	(6,346)	(36)
Other commitments receivable		
One year or less	(3,779)	(2,292)
From one to five years	-	(1,941)
Total other commitments receivable	(3,779)	(4,233)
Commitments payable		
Capital commitments		
One year or less	19,384	5,488
Total capital commitments	19,384	5,488
Operating lease commitments		
One year or less	139	178
From one to five years	84	119
Total operating lease commitments	223	297
Other Commitments		
One year or less	23,472	19,546
From one to five years	2,337	21,228
Total other commitments	25,809	40,774
Net commitments by maturity	35,290	42,289

NB: Commitments are GST inclusive where relevant.

1 Property, plant and equipment commitments are primarily for purchase of equipment and services for IT, broadcast and security system assets and furniture and fittings.

2 Operating leases included are effectively non-cancellable and comprise agreements for the provision of motor vehicles.

<i>Nature of lease</i>	<i>General description of leasing arrangement</i>
Motor vehicles	No contingent rentals exist. There are no renewal or purchase options available to DPS.

3 Other commitments are comprised of long term contracts in force as at 30 June 2010, where total consideration is greater than \$100,000, and outstanding purchase orders at 30 June 2010, where the goods and services were ordered but not received by 30 June 2010.

The above schedule should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF ASSET ADDITIONS for Not-For-Profit Reporting Entities
for the period ended 30 June 2010

The following non-financial non-current assets were added in 2009-10

	Notes	Other property, plant & equipment \$'000	Intangibles \$'000	Total \$'000
By purchase - ordinary annual services	6	30,879	15,365	46,244
Total additions		30,879	15,365	46,244

The following non-financial non-current assets were added in 2008-09

	Other property, plant & equipment \$'000	Intangibles \$'000	Total \$'000
By purchase - ordinary annual services	12,919	4,766	17,685
Total additions	12,919	4,766	17,685

**DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF ADMINISTERED ITEMS**

	Notes	2010 \$'000	2009 \$'000
Income administered on behalf of Government			
<i>for the period ended 30 June 2010</i>			
Revenue			
Other	15	<u>87</u>	<u>9</u>
Total revenue administered on behalf of Government		<u>87</u>	<u>9</u>
Expenses administered on behalf of Government			
<i>for the period ended 30 June 2010</i>			
Depreciation and amortisation	16	<u>20,402</u>	<u>18,466</u>
Write-down and impairment of assets		<u>5</u>	<u>20</u>
Value of assets sold		<u>236</u>	<u>1</u>
Total expenses administered on behalf of Government		<u>20,643</u>	<u>18,487</u>
Assets administered on behalf of Government			
<i>as at 30 June 2010</i>			
Financial assets			
Receivables	17A	<u>323</u>	<u>100</u>
Total financial assets		<u>323</u>	<u>100</u>
Non-financial assets			
Land and buildings	17B	<u>2,069,164</u>	<u>1,812,393</u>
Property, plant and equipment			
Other property, plant and equipment	17B	<u>6,325</u>	<u>5,873</u>
Heritage and cultural assets	17B	<u>77,653</u>	<u>77,235</u>
Total non-financial assets		<u>2,153,142</u>	<u>1,895,501</u>
Total assets administered on behalf of Government		<u>2,153,465</u>	<u>1,895,601</u>
Liabilities administered on behalf of Government			
<i>as at 30 June 2010</i>			
Payables			
Suppliers	18	<u>469</u>	<u>439</u>
Total liabilities administered on behalf of government		<u>469</u>	<u>439</u>

This schedule should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF ADMINISTERED ITEMS (continued)

	2010 \$'000	2009 \$'000
Administered Cash Flows		
<i>for the period ended 30 June 2010</i>		
OPERATING ACTIVITIES		
Cash received		
Net GST received	1,099	711
Other receipts	287	7
Total cash received	<u>1,386</u>	<u>718</u>
Cash used		
GST paid to suppliers	(1,349)	(744)
Security deposit paid	(250)	-
Total cash used	<u>(1,599)</u>	<u>(744)</u>
Net cash from (used by) operating activities	<u>(213)</u>	<u>(26)</u>
INVESTING ACTIVITIES		
Cash received		
Proceeds from sales of property, plant and equipment	4	1
Total cash received	<u>4</u>	<u>1</u>
Cash used		
Purchase of property, plant and equipment	(15,547)	(8,859)
Total cash used	<u>(15,547)</u>	<u>(8,859)</u>
Net cash from (used by) investing activities	<u>(15,543)</u>	<u>(8,858)</u>
Net Increase (Decrease) in Cash Held	(15,756)	(8,884)
Cash and cash equivalents at the beginning of the reporting period	-	-
Cash from Official Public Account for:		
- Appropriations	15,547	9,603
- GST annotated Appropriations	1,349	-
	<u>16,896</u>	<u>9,603</u>
Cash to Official Public Account for:		
- GST returned	(1,099)	(710)
- Other	(41)	(9)
	<u>(1,140)</u>	<u>(719)</u>
Cash and cash equivalents at the end of the reporting period	<u>-</u>	<u>-</u>

This schedule should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF ADMINISTERED ITEMS (continued)

	2010	2009
	\$'000	\$'000
Administered commitments		
<i>as at 30 June 2010</i>		
BY TYPE		
Commitments receivable		
Other commitments receivable		
GST recoverable on commitments	<u>(282)</u>	<u>(260)</u>
Total commitments receivable	<u>(282)</u>	<u>(260)</u>
Commitments payable		
Capital commitments		
Property, plant and equipment	<u>3,107</u>	<u>2,863</u>
Total capital commitments	<u>3,107</u>	<u>2,863</u>
Net commitments by type	<u>2,825</u>	<u>2,603</u>
BY MATURITY		
Commitments receivable		
Other commitments receivable		
One year or less	<u>(282)</u>	<u>(260)</u>
Total other commitments receivable	<u>(282)</u>	<u>(260)</u>
Commitments payable		
Capital commitments		
One year or less	<u>3,107</u>	<u>2,863</u>
Total capital commitments	<u>3,107</u>	<u>2,863</u>
Net commitments by maturity	<u>2,825</u>	<u>2,603</u>

NB: Commitments are GST inclusive where relevant.

Administered activities

The major administered activities of the Department of Parliamentary Services are directed towards achieving the outcome described in Note 1 to the Financial Statements. Details of planned activities can be found in the DPS Portfolio Budget Statements for 2009-10.

This schedule should be read in conjunction with the accompanying notes.

**DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF ADMINISTERED ITEMS (continued)**

**Administered asset additions
for the period ending June 2010**

The following non-financial non-current assets were added in 2009-10

	Notes	Land and Buildings		Property, Plant and Equipment Other PP&E		Heritage and Cultural Assets	Total
		\$'000		\$'000			
By purchase - appropriation equity	17	14,071		799		423	15,293
By purchase - other		-		46		-	46
		14,071		845		423	15,339

The following non-financial non-current assets were added in 2008-09

	Notes	Land and Buildings		Property, Plant and Equipment Other PP&E		Heritage and Cultural Assets	Total
		\$'000		\$'000			
By purchase - appropriation equity	17	8,034		629		437	9,100
By purchase - other		-		-		1	1
Total additions		8,034		629		438	9,101

DEPARTMENT OF PARLIAMENTARY SERVICES
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the financial year ended 30 June 2010

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Note 1 Summary of Significant Accounting Policies

1.1 Objectives of the Department of Parliamentary Services (DPS)

DPS is an Australian Parliamentary Service organisation. The objective of DPS is to serve the Australian people by supporting the Parliament and caring for Parliament House.

DPS is structured to meet one outcome. This outcome is:

Occupants of Parliament House are supported by integrated services and facilities, Parliament functions effectively and its work and building are accessible to the public.

The continued existence of DPS in its present form and with its present programs is dependent on Government policy and on continued appropriations by Parliament for DPS's administration and programs.

DPS's activities contributing towards this outcome are classified as either departmental or administered. Departmental activities involve the use of assets, liabilities, revenues and expenses controlled or incurred by DPS in its own right. Administered activities involve the management or oversight by DPS, on behalf of the Government, of items controlled or incurred by the Government.

DPS conducts the following administered activities:

WORKS PROGRAM—Support for the operation of Parliament into the future, while at the same time preserving the design integrity of the architecture, engineering systems, art and landscape that make up Parliament House.

1.2 Basis of Preparation of the Financial Statements

The Financial Statements and notes are required by section 49 of the *Financial Management and Accountability Act 1997* and are general purpose financial statements.

The Financial Statements have been prepared in accordance with:

- Finance Minister's Orders (or **FMOs**), for reporting periods ending on or after 1 July 2009;
- 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 is in accordance with historical cost convention, except for certain assets at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position.

The Financial Statements are presented in Australian dollars, and values are rounded to the nearest thousand dollars unless otherwise specified.

Unless an alternative treatment is specifically required by an accounting standard or the FMOs, assets and liabilities are recognised in the Balance Sheet when and only when it is probable that future economic benefits will flow to DPS or a future sacrifice of economic benefit will be required and the amounts of the assets or liabilities can be reliably measured. However, assets and liabilities arising under agreements that are equally proportionately unperformed are not recognised unless required by an accounting standard. Liabilities and assets that are unrealised are reported in the Schedule of Commitments and the Schedule of Contingencies.

Notes to and forming part of the Financial Statements

Unless alternative treatment is specifically required by an accounting standard, revenues and expenses are recognised in the Statement of Comprehensive Income when and only when the flow or consumption or loss of economic benefits has occurred and can be reliably measured.

Administered revenues, expenses, assets and liabilities and cash flows reported in the Schedule of Administered Items and related notes are accounted for on the same basis and using the same policies as for departmental items, except where otherwise stated at Note 1.21

1.3 Significant Accounting Judgements and Estimates

In the process of applying the accounting policies listed in this note, DPS has made the following judgements that have the most significant impact on the amounts recorded in the financial statements:

- The fair value of land and buildings has been taken to be the market value subject to restricted use clause as determined by an independent valuer. Parliament House is purpose-built and may in fact realise more or less in the market.

No accounting assumptions or estimates have been identified that have a significant risk of causing a material adjustment to carrying amounts of assets and liabilities within the next accounting period.

1.4 New Australian Accounting Standards

Adoption of new Australian Accounting Standard requirements

No accounting standard has been adopted earlier than the application date as stated in the standard. Of the new standards, amendments to standards or interpretations issued by the Australian Accounting Standards Board that are applicable to the current reporting year, the following have had the impact, as disclosed, on DPS:

AASB 101 *Presentation of Financial Statements* - DPS has made retrospective restatements as the changes affected the presentation of the financial reports, ie there is a new Statement of Comprehensive Income (in place of the Income Statement) and a revised Statement of Changes in Equity; and

AASB 1052 *Reporting by outcomes (major activities)* – the changes have no financial impact but will affect the presentation of the financial reports.

Future Australian Accounting Standard requirements

Of the new standards, amendments to standards or interpretations issued by the Australian Accounting Standards Board that are applicable to future periods, none will impact DPS.

1.5 Revenue

Revenue from Government

Amounts appropriated for departmental outputs for the year (adjusted for any formal additions or reductions) are recognised as revenue when DPS gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned.

Appropriations receivable are recognised at their nominal amounts.

Notes to and forming part of the Financial Statements

Resources Received Free of Charge

Resources received free of charge are recognised as revenue 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.

Other Types of Revenue

Revenue from the sale of goods is recognised when:

- the risks and rewards of ownership have been transferred to the buyer;
- DPS retains no managerial involvement or effective control over the goods;
- the revenue and transaction costs incurred can be reliably measured; and
- it is probable that the economic benefits associated with the transaction will flow to DPS.

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:

- the amount of revenue, stage of completion and transaction costs incurred can be reliably measured; and
- the probable economic benefits of the transaction will flow to DPS.

The stage of completion of contracts at the reporting date is determined by reference to the proportion that costs incurred to date bear to the estimated total costs of the transaction.

Receivables for goods and services, which have 30 day terms, are recognised at nominal amounts due less any impairment allowance account. Collectability of debts is reviewed at balance date. Allowance is made when the collectability of the debt is no longer probable.

1.6 Gains

Other 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.

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 Government Agency or Authority as a consequence of a restructuring of administrative arrangements (Refer to Note 1.7).

Resources received free of charge are recorded as either revenue or gains depending on their nature.

Sale of Assets

Gains from disposal of non-current assets are recognised when control of the asset has passed to the buyer.

1.7 Transactions with the Government as Owner

Equity injections

Amounts appropriated which are designated as "equity injections" for a year (less any formal reductions) are recognised directly in Contributed Equity in that year.

Restructuring of Administrative Arrangements

Net assets received or relinquished to another Australian Government Agency or Authority under a restructuring of administrative arrangements are adjusted at their book value directly against contributed equity.

Other distributions to owners

The FMOs require that distributions to owners be debited to Contributed Equity unless they are in the nature of a dividend.

1.8 Employee Benefits

Liabilities for "short-term employee benefits" (as defined in AASB 119 *Employee Benefits*) and termination benefits due within 12 months of balance date 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.

All other employee benefit liabilities are measured as the present value of the estimated future cash outflows to be made in respect of services provided by employees up to the reporting date.

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 DPS 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 rate that applies at the time the leave is taken, including the DPS 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 was calculated using the shorthand method provided by the Australian Government Actuary. 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 payments in circumstances where DPS has made an offer of Voluntary Redundancy which has been accepted by a staff member and a reliable estimate of the total amount of the payment can be determined.

Superannuation

DPS staff are members of the Commonwealth Superannuation Scheme (**CSS**), the Public Sector Superannuation Scheme (**PSS**) or the PSS accumulation plan (**PSSap**).

The CSS and PSS are defined benefit schemes for the Commonwealth. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported by the Department of Finance and Deregulation as an administered item.

DPS makes employer contributions to the Employee Superannuation Scheme at rates determined by an actuary to be sufficient to meet the current cost to the Government of the superannuation entitlements of DPS's employees. DPS accounts for the contribution as if they were contributions to defined contribution plans.

Notes to and forming part of the Financial Statements

The liability for superannuation recognised as at 30 June represents outstanding contributions for the final pay accrual of the reporting period, plus the anticipated superannuation contributions when staff take recreation and long service leave.

1.9 Leases

A distinction is made between finance leases and operating leases. Finance leases effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of leased non-current assets. An operating lease is a lease which is not a finance lease. In operating leases, the lessor effectively retains substantially all such risks and benefits.

Where an asset is acquired by means of a finance lease, the asset is capitalised at either the fair value of the lease property or, if lower, the present value of minimum lease payments at the inception of the contract, and a liability recognised at the same time and for the same amount.

The discount rate used is the interest rate implicit in the lease. Leased assets are amortised over the period of the lease. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are expensed on a straight line basis which is representative of the pattern of benefits derived from the leased assets.

1.10 Borrowing Costs

All borrowing costs are expensed as incurred.

1.11 Cash

Cash and cash equivalents include cash on hand and cash held with outsiders. Cash is recognised at its nominal amount.

1.12 Financial Assets

DPS classifies its financial assets in the following categories:

- financial assets at fair value through profit or loss;
- held-to-maturity investments;
- available-for-sale financial assets; and
- 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 over the expected life of the financial asset, or, where appropriate, a shorter period.

Income is recognised on an effective interest rate basis except for financial assets at fair value through profit or loss.

Financial assets at fair value through profit or loss

Financial assets are classified as financial assets at fair value through profit or loss where the financial assets:

- have been acquired principally for the purpose of selling in the near future;

Notes to and forming part of the Financial Statements

- are a part of an identified portfolio of financial instruments that the agency manages together and has a recent actual pattern of short-term profit-taking; or
- are derivatives that are not designated and effective as a hedging instrument.

Assets in this category are classified as current assets.

Financial assets at fair value through profit or loss are stated at fair value, with any resultant gain or loss recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest earned on the financial asset. DPS has no such instruments.

Available-for-Sale Financial Assets

Available-for-sale financial assets are non-derivatives that are either designated in this category or not classified in any of the other categories.

Available-for-sale financial assets are recorded at fair value. Gains and losses arising from changes in fair value are recognised directly in reserves (equity) with the exception of impairment losses. Interest is calculated using the effective interest method and foreign exchange gains and losses on monetary assets are recognised directly in profit or loss. Where the asset is disposed of or is determined to be impaired, part (or all) of the cumulative gain or loss previously recognised in the reserve is included in profit for the period.

Where a reliable fair value cannot be established for unlisted investments in equity instruments, cost is used. DPS has no such instruments.

Held-to-maturity investments

Non-derivative financial assets with fixed or determinable payments and fixed maturity dates that the group has the positive intent and ability to hold to maturity are classified as held-to-maturity investments. Held-to-maturity investments are recorded at amortised cost using the effective interest method less impairment, with revenue recognised on an effective yield basis. DPS has no such investments.

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.

Impairment of financial assets

Financial assets are assessed for impairment at each balance date.

Financial assets held at amortised cost

If there is objective evidence that an impairment loss has been incurred for loans and receivables or held to maturity investments held at amortised cost, 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 income statement.

Available-for-sale financial assets

If there is objective evidence that an impairment loss on an available-for-sale financial asset has been incurred, the amount of the difference between its cost, less principal repayments and amortisation, and its current fair value, less any impairment loss

Notes to and forming part of the Financial Statements

previously recognised in expenses, is transferred from equity to the statement of comprehensive income.

Available-for-sale 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.

1.13 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 and 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, including borrowings, are initially measured at fair value, net of transaction costs. Other financial 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 and services have been received (and irrespective of having been invoiced).

1.14 Contingent Liabilities and Contingent Assets

Contingent Liabilities and Contingent Assets are not recognised in the Balance Sheet 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.

1.15 Financial Guarantee Contracts

Financial guarantee contracts are accounted for in accordance with AASB 139 *Financial Instruments: Recognition and Measurement*. They are not treated as a Contingent Liability, as they are regarded as financial instruments outside the scope of AASB 137 *Provisions, Contingent Liabilities and Contingent Assets*.

1.16 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.

Notes to and forming part of the Financial Statements

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenues at their fair value at the date of acquisition, unless acquired as a consequence of restructuring 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 agency's accounts immediately prior to the restructuring.

1.17 Property, Plant and Equipment (PP&E)

Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the Balance Sheet, except for purchases costing less than \$2,000, 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, or add to system assets).

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.

Definition of Assets

In these statements, except for office equipment, technical equipment and furniture which are recorded as individual items, a reportable asset is a functional system in which component parts do not retain a separate identity and are not expected to be used by DPS after the asset is disposed of.

All reportable depreciable assets are recognised in the financial statements if they belong to a class of assets which is represented by:

- complete functional systems valued at cost or independent valuation;
- work in progress valued at cost;
- individual items at cost of acquisition or valuation of at least \$2,000; or
- a group of individual items.

DPS identifies and records all assets individually for fraud control and management purposes.

All monographs added to the Library Collection are capitalised regardless of their individual value as they are regarded as part of a group of similar items significant in total.

Revaluations

Fair values for each class of asset are determined as shown below.

Asset class	Fair value measured at:
Land	Market selling price subject to restricted use clause
Buildings	Depreciated replacement cost
Information Technology Assets	Market selling price or depreciated replacement cost
Communication Assets	Market selling price or depreciated replacement cost
Monitoring Assets	Market selling price or depreciated replacement cost
Furniture and Equipment	Market selling price or depreciated replacement cost
Library Collection	Market selling price or depreciated replacement cost

Notes to and forming part of the Financial Statements

Asset class	Fair value measured at:
Security Infrastructure	Depreciated replacement cost
Heritage and Cultural	Market selling price

Following initial recognition at cost, property, plant and equipment and heritage and cultural assets are carried at fair value less accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets do not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reverses a previous revaluation decrement of the same asset class that was previously recognised through operating result. Revaluation decrements for a class of assets are recognised directly through operating result except to the extent that they reverse a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is restated proportionately with the change in gross carrying amount of the asset so that the carrying amount of the asset after revaluation equals its revalued amount.

Work-in-progress

If, at 30 June, an asset is not fully constructed, the expenditure will be disclosed separately as "work in progress". Depreciation will not be set until the project has been completed to a stage where it can provide a service to DPS.

Depreciation

An asset is depreciated from the time it is first put into or held ready for use. When an asset is a complex structure made up of interdependent substructures which require installation at successive stages, it is considered as being ready for use only after installation has been completed to a stage where it can provide a service to DPS.

Depreciable property, plant and equipment assets are written off to their estimated residual values over their estimated useful life to DPS. Depreciation is calculated using either the straight-line method, which is consistent with the pattern of usage, or the diminishing value method, which is consistent with the market selling price.

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.

Heritage and Cultural assets are not depreciated.

Depreciation rates applying to each class of depreciable assets are based on the following useful lives:

	<u>2010</u>	<u>2009</u>
Building	20 to 200 years	20 to 200 years
IT Assets	2 to 20 years	2 to 20 years
Communication Assets	4 to 25 years	4 to 25 years
Monitoring Assets	3 to 20 years	3 to 20 years
Furniture and Equipment	3 to 50 years	2 to 50 years
Library Collection	3 to 30 years	3 to 30 years
Security Infrastructure	3 to 25 years	3 to 25 years

Impairment

All assets were assessed for impairment at 30 June 2010. Where indications 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.

The recoverable amount of an asset is the higher of its fair value less costs to sell and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if DPS were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

No indicators of impairment were found for PP&E assets at fair value.

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.

1.18 Intangibles

Intangibles comprise purchased and internally-developed software for internal use and work-in-progress. These assets are carried at cost less accumulated amortisation and accumulated impairment losses.

Software is amortised on a straight-line basis over its anticipated useful life. The useful life of DPS's software is between 3 to 10 years (2008-09: 3 to 10 years). Work-in-progress is not depreciated.

All software assets were assessed for indications of impairment as at 30 June 2010, no indications of impairment were found.

1.19 Inventories

The Parliament Shop inventories are held for resale and are valued at the lower of cost or net realisable value. Costs are assigned to stock on a first-in-first-out basis.

1.20 Taxation

DPS is exempt from all forms of taxation except fringe benefits tax and the goods and services tax (**GST**).

Revenues, expenses and assets are recognised net of GST except:

- where the amount of GST incurred is not recoverable from the Australian Taxation Office; and
- for receivables and payables.

1.21 Reporting of Administered Activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the Schedule of Administered Items and related notes.

Except where otherwise stated below, administered items are reported on the same basis and using the same policies as for Departmental items, including the application of Australian Accounting Standards.

Administered cash transfers to and from the Official Public Account (OPA)

Revenue collected by DPS is deposited in the OPA for use by Government rather than DPS and is reported as administered revenue. Conversely, cash is drawn from the OPA to

Notes to and forming part of the Financial Statements

make payments under Parliamentary appropriation on behalf of Government. Administered appropriations received or receivable from the OPA are not reported as administered revenues and assets respectively. Similarly, administered receipts transferred or transferable to the OPA are not reported as administered expenses or payables. These transfers to and from the OPA are reported as such in the statement of cash flows in the schedule of administered items and in the administered reconciliation table in Note 19.

1.22 Adjustment to 2008-09 comparatives

Where changes to the presentation of the financial statements have required additional disclosure for 2009-10, DPS has adjusted the comparatives for 2008-09.

Notes to and forming part of the Financial Statements

Note 2 Events after the Balance Sheet date

No significant events have impacted on DPS's operations after balance date.

2010	2009
\$'000	\$'000

Note 3 Expenses

Note 3A Employee benefits

Wages and salaries	46,352	48,376
Superannuation:		
Defined contribution plans	1,920	1,919
Defined benefit plans	7,742	8,220
Leave and other entitlements	7,374	7,401
Separation and redundancies	1,612	920
Other	214	249
Total employee benefits	65,214	67,085

Note 3B Suppliers

Goods and services

Asset maintenance	6,379	6,561
Accommodation expenses (including utilities)	11,134	10,276
Contractors and consultants	12,210	12,981
General insurance premium	1,002	813
Staff related and training	1,915	1,756
Telecommunications	2,138	2,339
Information Resources	1,740	1,649
Other	2,599	3,002
Total goods and services	39,117	39,377

Goods and services are made up of:

Provision of goods - related entities	12	20
Provision of goods - external parties	5,506	5,177
Rendering of services - related entities	12,532	11,907
Rendering of services - external parties	21,607	22,273
Total goods and services	39,117	39,377

Other supplier expenses

Operating lease rentals-related entities:

Minimum lease payments	38	45
Workers' compensation premiums	1,217	1,347
Total other supplier expenses	1,255	1,392
Total supplier expenses	40,372	40,769

Notes to and forming part of the Financial Statements

	2010	2009
	\$'000	\$'000
<u>Note 3C Depreciation and amortisation</u>		
Depreciation:		
Information technology assets	3,607	2,170
Communication assets	3,955	4,042
Monitoring assets	109	156
Furniture and equipment	615	612
Library collection	971	615
Security infrastructure	2,954	3,650
Total depreciation	12,211	11,245
Amortisation:		
Intangibles-Computer software	3,973	3,654
Total amortisation	3,973	3,654
Total depreciation and amortisation	16,184	14,899

Note 3D Write-down and impairment of assets

Plant and equipment write-down	165	76
Intangibles-Computer software write-down	12	24
Total write-down and impairment of assets	177	100

Note 3E Losses from assets sales

Information technology assets		
Proceeds from sale	(58)	(30)
Carrying value of assets sold	72	65
Selling expenses	14	8
Communication assets		
Proceeds from sale	-	(4)
Selling expenses	-	1
Monitoring assets		
Proceeds from sale	(2)	-
Carrying value of assets sold	9	-
Furniture and equipment		
Proceeds from sale	(10)	(34)
Carrying value of assets sold	-	24
Selling expenses	2	9
Security infrastructure		
Proceeds from sale	(15)	(13)
Carrying value of assets sold	40	260
Selling expenses	4	3
Total losses from assets sales	56	289

Notes to and forming part of the Financial Statements

	2010	2009
	\$'000	\$'000
Note 4 Income		
Revenue		
<u>Note 4A Sale of goods and rendering of services</u>		
Provision of goods - related entities	6	10
Provision of goods - external parties	1,224	1,249
Rendering of services - related entities	2,415	2,206
Rendering of services - external parties	1,268	1,184
Total sale of goods and rendering of services	4,913	4,649
<u>Note 4B Rental income</u>		
Parliament House space - related entities	321	287
Parliament House space - external parties	981	965
Total rental income	1,302	1,252
<u>Note 4C Other revenue</u>		
Other	10	13
Total other revenue	10	13
<u>Note 4D Asset related</u>		
Recognise previously unrecognised assets	144	-
Asset revaluation increment (reversal of previous write down)	-	1,068
Total asset related	144	1,068
<u>Note 4E Other gains</u>		
Resources received free of charge	171	170
Other	1	1
Total other gains	172	171
<u>Note 4F Revenue from Government</u>		
Appropriation:		
Departmental outputs*	90,933	116,913
Total revenue from Government	90,933	116,913

*The Appropriation Parliamentary Departments Act (No.1) as passed, provided \$118.165m in departmental appropriation. DPS was required to return \$27.232m of anticipated unspent depreciation funding at 30 June 2010 as part of the introduction of Operation Sunlight. The Finance Minister made a determination to reduce the 2009-10 appropriation by this amount.

Notes to and forming part of the Financial Statements

	2010	2009
	\$'000	\$'000
Note 5 Financial Assets		
<u>Note 5A Cash and cash equivalents</u>		
Cash on hand or on deposit	150	182
Cash held by outsiders	38	26
Total cash and cash equivalents	188	208
<u>Note 5B Trade and other receivables</u>		
Goods and services		
Goods and services – related entities	650	652
Goods and services – external parties	435	385
Total receivables for goods and services	1,085	1,037
Appropriations receivable:		
For existing outputs	14,390	66,691
Total appropriations receivable	14,390	66,691
Other receivables		
GST receivable from the Australian Taxation Office	1,759	773
Total other receivables	1,759	773
Total trade and other receivables (gross)	17,234	68,501
Less impairment allowance account:		
Goods and services	-	-
Total trade and other receivables (net)	17,234	68,501
All receivables are current assets		
Receivables are aged as follows:		
Not overdue	17,128	68,160
Overdue by:		
less than 30 days	95	331
31 days to 60 days	1	4
61 days to 90 days	5	4
More than 90 days	5	2
Total receivables (gross)	17,234	68,501

Notes to and forming part of the Financial Statements

	2010	2009
	\$'000	\$'000
Note 5B Trade and other receivables (continued)		
The impairment allowance account is aged as follows:		
Overdue by:		
More than 90 days	-	-
Total impairment allowance account	-	-
Reconciliation of the impairment allowance account		
Movement table		
	Goods and services	Goods and services
Opening balance	-	(2)
Amounts written off	-	2
Closing balance	-	-

Notes to and forming part of the Financial Statements

	2010	2009
	\$'000	\$'000
Note 6 Non-Financial Assets		
<u>Note 6A Property, plant and equipment</u>		
Information technology assets		
Work in progress (at cost)	8,687	2,442
Gross carrying value (at fair value)	27,132	24,296
Accumulated depreciation	(20,425)	(17,708)
Total information technology assets	15,394	9,030
Communication assets		
Work in progress (at cost)	9,564	2,203
Gross carrying value (at fair value)	88,208	87,179
Accumulated depreciation	(76,043)	(72,383)
Total communication assets	21,729	16,999
Monitoring assets		
Work in progress (at cost)	2,427	1,743
Gross carrying value (at fair value)	3,848	3,920
Accumulated depreciation	(3,709)	(3,664)
Total monitoring assets	2,566	1,999
Furniture and equipment		
Work in progress (at cost)	116	240
Gross carrying value (at fair value)	11,055	11,072
Accumulated depreciation	(8,647)	(8,902)
Total furniture and equipment	2,524	2,410
Library collection		
Work in progress (at cost)	43	3
Gross carrying value (at fair value)	13,177	12,954
Accumulated depreciation	(7,670)	(6,859)
Total Library collection	5,550	6,098
Security infrastructure		
Work in progress (at cost)	7,975	784
Gross carrying value (at fair value)	71,862	72,814
Accumulated depreciation	(59,865)	(60,781)
Total security infrastructure	19,972	12,817
Total property, plant and equipment (non-current)	67,735	49,353

All revaluations are conducted in accordance with the revaluation policy stated at Note 1. There was no revaluation to departmental assets in 2009-10. (2008-09 revaluation increment of \$1,381,681 for Collection assets and \$668,889 for IT assets was made to the Asset Revaluation Reserve. \$1,068,482 was recognised as a revaluation gain for IT assets representing the reversal of a previous revaluation decrement that was expensed). No indicators of impairment were found for property, plant and equipment.

Notes to and forming part of the Financial Statements

Note 6B Analysis of property, plant and equipment

TABLE A—Reconciliation of the opening and closing balances of property, plant and equipment (including Library Collection) 2009–10

Item	Information Technology assets \$'000	Communication assets \$'000	Monitoring Assets \$'000	Furniture and equipment \$'000	Library collection \$'000	Security assets \$'000	Total \$'000
As at 1 July 2009:							
Work in progress	2,442	2,203	1,743	240	3	784	7,415
Gross book value	24,296	87,179	3,920	11,072	12,954	72,814	212,235
Accumulated depreciation/amortisation	(17,708)	(72,383)	(3,664)	(8,902)	(6,859)	(60,781)	(170,297)
Net book value 30 June 2009	9,030	16,999	1,999	2,410	6,098	12,817	49,353
Additions							
By purchase	10,049	8,685	685	736	575	10,149	30,879
Reclassification	-	-	-	-	-	-	-
Depreciation/amortisation expense	(3,607)	(3,955)	(109)	(615)	(971)	(2,954)	(12,211)
Disposals:							
Other disposals	(72)	-	(9)	-	-	(40)	(121)
Write downs	(6)	-	-	(7)	(152)	-	(165)
Net book value 30 June 2010	15,394	21,729	2,566	2,524	5,550	19,972	67,735
Net book value as of 30 June 2010 represented by:							
Work in progress	8,687	9,564	2,427	116	43	7,975	28,811
Gross book value	27,132	88,208	3,848	11,055	13,177	71,862	215,282
Accumulated depreciation/amortisation	(20,425)	(76,043)	(3,709)	(8,647)	(7,670)	(59,865)	(176,359)
	15,394	21,729	2,566	2,524	5,550	19,972	67,735

Notes to and forming part of the Financial Statements

Note 6B (continued) Analysis of property, plant and equipment
TABLE A—Reconciliation of the opening and closing balances of property, plant and equipment (including Library Collection) 2008-09

Item	Information Technology assets \$'000	Communication assets \$'000	Monitoring Assets \$'000	Furniture and equipment \$'000	Library collection \$'000	Security assets \$'000	Total \$'000
As at 1 July 2008							
Work in progress	856	1,686	707	27	35	1,280	4,591
Gross book value	22,387	84,649	3,894	11,230	7,956	72,310	202,426
Accumulated depreciation/amortisation	(17,604)	(69,016)	(3,508)	(9,023)	(3,270)	(59,636)	(162,057)
Net book value 1 July 2008	5,639	17,319	1,093	2,234	4,721	13,954	44,960
Additions							
By purchase	3,894	3,698	1,062	814	672	2,779	12,919
Revaluations and impairments through equity	669	-	-	-	1,382	-	2,051
Revaluations recognised in the operating result	1,068	-	-	-	-	-	1,068
Reclassification	-	24	-	-	-	-	24
Depreciation/amortisation expense	(2,170)	(4,042)	(156)	(612)	(615)	(3,650)	(11,245)
Disposals:							
Other disposals	(70)	-	-	(26)	(62)	(266)	(424)
Net book value 30 June 2009	9,030	16,999	1,999	2,410	6,098	12,817	49,353
Net book value as of 30 June 2009 represented by:							
Work in progress	2,442	2,203	1,743	240	3	784	7,415
Gross book value	24,296	87,179	3,920	11,072	12,954	72,814	212,235
Accumulated depreciation/amortisation	(17,708)	(72,383)	(3,664)	(8,902)	(6,859)	(60,781)	(170,297)
	9,030	16,999	1,999	2,410	6,098	12,817	49,353

Notes to and forming part of the Financial Statements

	2010	2009
	\$'000	\$'000
Note 6C Intangibles		
Computer software at cost:		
Purchased—in progress	12,676	3,286
Internally developed—in use	4,040	4,038
Purchased—in use	30,566	27,212
Total computer software (gross)	47,282	34,536
Accumulated amortisation	(24,908)	(22,503)
Total computer software (net)	22,374	12,033
Other intangibles at cost		
Internally developed—in use	1,438	-
Accumulated amortisation	(255)	-
Total other intangibles (net)	1,183	-
Total intangibles	23,557	12,033

No indicators of impairment were found for intangible assets.

TABLE C-Reconciliation of the opening and closing balances of intangibles (2009-10)

Item	Computer software internally developed \$'000	Computer software purchased \$'000	Other Intangibles	Total \$'000
As at 1 July 2009				
Work in progress	-	3,286	-	3,286
Gross book value	4,038	27,212	-	31,250
Accumulated amortisation	(4,008)	(18,495)	-	(22,503)
Net book value 1 July 2009	30	12,003	-	12,033
Additions				
By purchase	2	14,324	1,039	15,365
Initial recognition	-	-	144	144
Amortisation expense	(30)	(3,943)	-	(3,973)
Write downs	-	(12)	-	(12)
Net book value 30 June 2010	2	22,372	1,183	23,557
Net book value as at 30 June 2010 represented by:				
Work in progress	-	12,676	1,022	13,698
Gross book value	4,040	30,566	416	35,022
Accumulated amortisation	(4,038)	(20,870)	(255)	(25,163)
	2	22,372	1,183	23,557

TABLE C-Reconciliation of the opening and closing balances of intangibles (2008-09)

Item	Computer software internally developed \$'000	Computer software purchased \$'000	Total \$'000
As at 1 July 2008			
Work in progress	-	2,833	2,833
Gross book value	6,875	25,102	31,977
Accumulated amortisation	(6,349)	(17,492)	(23,841)
Net book value 1 July 2008	526	10,443	10,969
Additions	-	4,766	4,766
Reclassifications		(24)	(24)
Amortisation expense	(496)	(3,158)	(3,654)
Write downs	-	(24)	(24)
Net book value 30 June 2009	30	12,003	12,033
Net book value as at 30 June 2009 represented by:			
Work in progress	-	3,286	3,286
Gross book value	4,038	27,212	31,250
Accumulated amortisation	(4,008)	(18,495)	(22,503)
	30	12,003	12,033

Notes to and forming part of the Financial Statements

	2010	2009
	\$'000	\$'000
Note 6D Inventories		
Inventories held for sale—The Parliament Shop	214	245
Total inventories	214	245

During 2009-10 \$603,691 of inventory held for sale was recognised as an expense (2008-09 \$598,554). All inventory is expected to be sold in the next 12 months.

Note 6E Other non-financial assets

Prepayments	1,385	1,136
Total other non-financial assets	1,385	1,136

Other non-financial assets are expected to be recovered in:

Less than 12 months	1,377	1,135
More than 12 months	8	1
Total other non-financial assets	1,385	1,136

No indicators of impairment were found for other non-financial assets.

Note 7 Payables

Note 7A Suppliers

Trade creditors and accruals	6,507	4,174
Total supplier payables	6,507	4,174

Supplier payables expected to be settled within 12 months:

Related entities	1,149	1,509
External parties	5,358	2,665
Total supplier payables	6,507	4,174

Settlement is usually made net 30 days

Note 7B Other payables

Salaries and wages	1,187	976
Superannuation	177	190
Separations and redundancy	175	242
Unearned income	-	5
Total other payables	1,539	1,413

Total other payables expected to be settled within 12 months:

Total other payables	1,539	1,413
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Notes to and forming part of the Financial Statements

	2010	2009
	\$'000	\$'000
Note 8 Employee provisions		
Leave	<u>20,673</u>	<u>19,766</u>
Total employee provisions	<u>20,673</u>	<u>19,766</u>
Employee provisions are expected to be settled in:		
Less than 12 months	7,618	7,575
More than 12 months	<u>13,055</u>	<u>12,191</u>
Total employee provisions	<u>20,673</u>	<u>19,766</u>
Note 9 Cash Flow Reconciliation		
Reconciliation of cash and cash equivalents as per Balance Sheet to Cash Flow Statement		
Report cash and cash equivalents as per:		
Cash Flow Statement	188	208
Balance Sheet	<u>188</u>	<u>208</u>
Difference	<u>-</u>	<u>-</u>
Reconciliation of net cost of services to net cash from operating activities:		
Net cost of services	(115,462)	(115,989)
Add revenue from Government	90,933	116,913
Less non-cash items		
Depreciation/amortisation	16,184	14,899
Net write down of non-financial assets	177	100
(Gain) / Loss on disposal of assets	56	289
(Gain) / Loss previously unrecognised assets	(144)	-
(Gain) / Loss on revaluation	-	(1,068)
(Gain) / Loss on foreign currency exchange	(1)	(1)
Changes in assets/liabilities		
(Increase) / decrease in net receivables	52,207	(2,029)
(Increase) / decrease in inventories	31	(9)
(Increase) / decrease in prepayments	(249)	(273)
(Increase) / decrease in GST receivable	(972)	(91)
Increase / (decrease) in employee provisions	907	2,249
Increase / (decrease) in supplier payables	221	1,145
Increase / (decrease) in other provisions and payables	<u>126</u>	<u>365</u>
Net cash from / (used by) operating activities	<u>44,014</u>	<u>16,500</u>

Note 10 Contingent Liabilities and Assets

Quantifiable Contingencies

As at 30 June 2010 DPS had no quantifiable contingencies.

Unquantifiable Contingencies

As at 30 June 2010 DPS had two cases where the contingent gain or loss was unquantifiable.

Significant Remote Contingencies

As at 30 June 2010 DPS had no remote contingencies.

Note 11 Senior Executive Remuneration

	<u>2010</u>	<u>2009</u>
<u>Note 11A Actual remuneration paid to senior executives</u>		
Executive remuneration		
The number of senior executives who received:		
Less than \$145,000 ¹	-	-
\$175,000 to \$189,999	-	1
\$190,000 to \$204,999	1	2
\$205,000 to \$219,999	3	3
\$220,000 to \$234,999	1	2
\$250,000 to \$264,999	1	1
\$280,000 to \$294,999	1	-
\$295,000 to \$309,999	-	1
\$340,000 to \$354,999	-	1
\$355,000 to \$369,999	1	-
Total	8	11

¹ Excluding acting arrangements and part year service

	\$	\$
Total expense recognised in relation to senior executive employment:		
Short term employee benefits:		
Salary	1,530,993	1,916,988
Changes in annual leave provisions	(12,988)	44,932
Other ²	179,530	227,636
Total short term employee benefits	1,697,535	2,189,556
Superannuation (post employment benefits)	259,074	369,820
Long service leave benefits	19,951	22,320
Total	1,976,560	2,581,696
The aggregate amount of termination benefit payments to senior executives reported above.	122,283	-

²Includes motor vehicle and other allowances and associated FBT.

Remuneration includes, where paid, wages and salaries, accrued leave, accrued superannuation, the cost of motor vehicles, allowances and fringe benefits tax included in remuneration agreements.

Notes to and forming part of the Financial Statements

Note 11B. Salary packages of senior executives

Average annualised remuneration packages for substantive senior executives employed at 30 June

	As at 30 June 2010			As at 30 June 2009		
	Number of senior executives	Base salary (including annual leave) \$	Total remuneration package ¹ \$	Number of senior executives	Base salary (including annual leave) \$	Total remuneration package ¹ \$
Total remuneration package*						
\$175,000 to \$189,999	-	-	-	1	142,980	185,232
\$190,000 to \$204,999	-	-	-	3	154,090	197,953
\$205,000 to \$219,999	4	158,720	214,180	4	146,785	210,579
\$235,000 to \$249,999	-	-	-	1	191,780	241,014
\$250,000 to \$264,999	1	198,155	254,066	-	-	-
\$295,000 to \$309,999	1	220,240	298,369	1	213,820	299,070
\$325,000 to \$339,999	-	-	-	1	277,204	333,329
\$340,000 to \$354,999	1	285,722	343,393	-	-	-
Total	7			11		

*Excluding acting arrangements and part year service

¹ Non-salary elements available to senior executives include:

- a) Performance bonus of up to 2%
- b) Motor vehicle allowance
- c) Superannuation

Notes to and forming part of the Financial Statements

2010

2009

Note 12 Remuneration of Auditors

Financial statement audit services are provided free of charge to DPS.

The fair value of services provided was:

\$141,000

\$141,000

No other services were provided by the Auditor-General.

Note 13 Average Staffing Level

The average staffing level for DPS during the year was

757

811

The ASL figure includes those staff whose salary has been capitalised to either departmental or administered asset replacement activities. In 2009-10 \$6,945,016 (2008-09 \$6,163,890) was capitalised.

Notes to and forming part of the Financial Statements

	2010	2009
	\$'000	\$'000

Note 14 Financial Instruments

Note 14A Categories of financial instruments

Financial Assets

Cash and cash equivalents	188	208
Trade receivables	1,085	1,037
Carrying amount of financial assets (at fair value)	1,273	1,245

Financial Liabilities

Other Liabilities

Trade creditors	6,382	4,174
Other	-	5
Carrying amount of financial liabilities (at fair value)	6,382	4,179

Note 14B Credit risk

DPS is exposed to minimal credit risk as the majority of financial assets are cash and trade receivables. The maximum exposure to credit risk is the risk that arises from potential default of a debtor. This amount is equal to the total amount of trade receivables (2010: \$1,084,892 and 2009: \$1,037,368). DPS has assessed the risk of the default on payment and has allocated \$Nil in 2010 (2009: \$Nil) to an impairment allowance account. DPS has policies and procedures that guide debt recovery techniques that are to be applied.

DPS holds no collateral to mitigate against credit risk.

Credit quality of financial instruments not past due or individually determined as impaired

	Not past due nor impaired	Not past due nor impaired	Past due or impaired	Past due or impaired
	2010	2009	2010	2009
	\$'000	\$'000	\$'000	\$'000
Loans and receivables				
Cash and cash equivalents	188	208	-	-
Trade receivables	979	696	106	341
Total	1,167	904	106	341

Ageing of financial assets that are past due but not impaired for 2010

	0 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total
	\$'000	\$'000	\$'000	\$'000	\$'000
Loans and receivables					
Trade receivables	95	1	5	5	106
Total	95	1	5	5	106

Ageing of financial assets that are past due but not impaired for 2009

Loans and receivables					
Trade receivables	331	4	4	2	341
Total	331	4	4	2	341

Notes to and forming part of the Financial Statements

Note 14C Liquidity risk

Maturities for financial liabilities 2010

	On demand 2010 \$'000	Within 1 year 2010 \$'000	1 to5 years 2010 \$'000	> 5 years 2010 \$'000	Total \$'000
Other liabilities					
Trade creditors	-	6,507	-	-	6,507
Other	-	-	-	-	-
Total	-	6,507	-	-	6,507

Maturities for financial liabilities 2009

	On demand 2009 \$'000	Within 1 year 2009 \$'000	1 to5 years 2009 \$'000	> 5 years 2009 \$'000	Total \$'000
Other liabilities					
Trade creditors	-	4,174	-	-	4,174
Other	-	5	-	-	5
Total	-	4,179	-	-	4,179

Note 14 D Market risk

DPS holds basic financial instruments that do not expose the department to certain market risks. DPS is not exposed to "currency risk", "interest rate risk" or "other price risk".

DPS is an appropriated entity and, as such, this enables DPS to meet the obligations associated with the financial liabilities.

Notes to and forming part of the Financial Statements

	2010	2009
	\$'000	\$'000
Note 15 Income Administered on Behalf of Government		
Heritage and cultural assets donated to the Parliament of Australia	-	1
Proceeds on sale of property	25	6
Assets not previously recognised	46	-
Other revenue	16	2
Total income administered on behalf of Government	87	9

Note 16 Expenses Administered on Behalf of Government		
Depreciation		
Buildings	19,566	17,748
Other property, plant and equipment	836	718
Total depreciation	20,402	18,466
Assets written-down		
Buildings	-	20
Heritage and cultural	5	-
Total value of assets written-down	5	20
Value of assets sold		
Other Property, Plant and Equipment	236	1
Total value of assets sold	236	1
Total expenses administered on behalf of Government	20,643	18,487

Note 17 Assets Administered on Behalf of Government		
<u>Note 17A Financial Assets</u>		
Receivables		
GST receivable from ATO	323	100
Total financial assets administered on behalf of Government	323	100

Notes to and forming part of the Financial Statements

	2010	2009
	\$'000	\$'000
Note 17 (continued) Assets Administered on Behalf of Government		
Note 17B Non-Financial Assets		
Land and buildings		
Land		
At fair value	50,000	50,000
Total land	50,000	50,000
Buildings		
At fair value	2,005,359	1,753,552
Work in progress – at cost	13,805	8,841
Total buildings	2,019,164	1,762,393
Total land and buildings	2,069,164	1,812,393
Property, plant and equipment		
Furniture, fittings and equipment		
At fair value	2,377	1,877
Total furniture, fittings and equipment	2,377	1,877
Plant and equipment		
At fair value	3,948	3,996
Total plant and equipment	3,948	3,996
Heritage and cultural assets		
At fair value	77,275	76,822
Work in progress—at cost	378	413
Total heritage and cultural assets	77,653	77,235
Total property, plant and equipment	83,978	83,108
Total non-financial assets administered on behalf of Government	2,153,142	1,895,501
Total assets administered on behalf of Government	2,153,465	1,895,601

All formal revaluations are conducted in accordance with the revaluation policy stated at Note 1. An independent valuer Geoff McInerney, Certified Practising Valuer, Australian Valuation Office conducted the revaluation as at 30 June 2010.

Revaluation increment of \$261,069,981 for Buildings and \$1,874,910 for PP&E (2008-09 \$25,000,000 for Land, \$161,128,135 for Buildings and \$4,621,921 for Heritage and cultural assets) was made to the Asset Revaluation Reserve.

No indicators of impairment were found for land and buildings, and property, plant and equipment.

Notes to and forming part of the Financial Statements

Note 17 (continued)
TABLE A Reconciliation of the opening and closing balances of land and buildings and property, plant and equipment (2009-10).

Item	Land and Buildings \$'000	Property, Plant and Equipment		Total \$'000
		Other PP&E \$'000	Heritage and Cultural Assets \$'000	
As at 1 July 2009				
Work in progress	8,841	-	413	9,254
Gross book value	2,094,827	19,635	76,822	2,191,284
Accumulated depreciation/amortisation	(291,275)	(13,762)	-	(305,037)
Net book value 1 July 2009	1,812,393	5,873	77,235	1,895,501
Additions:				
Not previously recognised	-	46	-	46
By purchase	14,071	799	423	15,293
By reclassification	1,196	(1,196)	-	-
Revaluations through equity	261,070	1,875	-	262,945
Depreciation/amortisation expense	(19,566)	(836)	-	(20,945)
Disposals:				
By sale	-	(236)	-	(236)
By write-down	-	-	(5)	(5)
Net book value 30 June 2010	2,069,164	6,325	77,653	2,153,142
Net book value as of 30 June 2010 represented by:				
Work in progress	13,805	-	378	14,183
Gross book value	2,604,683	17,502	77,275	2,699,460
Accumulated depreciation	(549,324)	(11,177)	-	(560,501)
	2,069,164	6,325	77,653	2,153,142

Notes to and forming part of the Financial Statements

Item	Land and Buildings \$'000	Property, Plant and Equipment		Total \$'000
		Other PP&E \$'000	Heritage and Cultural Assets \$'000	
As at 1 July 2008				
Work in progress	3,300	-	352	3,652
Gross book value	1,877,440	19,329	71,823	1,972,244
Accumulated depreciation/amortisation	(244,762)	(13,345)	-	(258,107)
Net book value 1 July 2008	1,635,978	5,984	72,175	1,714,137
Additions:				
By donation	-	-	1	1
By purchase	8,034	629	437	9,100
Revaluations through equity	186,128	-	4,622	190,750
Depreciation/amortisation expense	(17,748)	(718)	-	(18,466)
Disposals:				
By sale	-	(1)	-	(1)
By write-down	-	(20)	-	(20)
Net book value 30 June 2009	1,812,393	5,873	77,235	1,895,501
Net book value as of 30 June 2009 represented by:				
Work in progress	8,841	-	413	9,254
Gross book value	2,094,827	19,635	76,822	2,191,284
Accumulated depreciation	(291,275)	(13,762)	-	(305,037)
	1,812,393	5,873	77,235	1,895,501

Notes to and forming part of the Financial Statements

Item	TABLE B Assets on long term loan (2009-10) ¹			Total
	Land and Buildings	Property, Plant and Equipment Other PP&E	Heritage and Cultural Assets	
	\$'000	\$'000	\$'000	\$'000
Gross value at 1 July 2009	-	-	4,200	4,200
Gross value at 30 June 2010	-	-	4,200	4,200
TABLE B Assets on long term loan (2008-09) ¹				
Gross value at 1 July 2008	-	-	4,801	4,801
Revaluation	-	-	(601)	(601)
Gross value at 30 June 2009	-	-	4,200	4,200

¹ Heritage and cultural assets on long term loan to enhance the Parliament House art collection.

Notes to and forming part of the Financial Statements

	2010	2009
	\$'000	\$'000
Note 18		
Liabilities Administered on Behalf of Government		
Payables		
Suppliers—trade creditors	469	439
Total Liabilities Administered on behalf of Government	469	439

All payables are current liabilities.

Note 19 Administered Reconciliation Table

Opening administered assets less administered liabilities at 1 July	1,895,162	1,714,006
Plus: Administered revenues	87	9
Asset Revaluations	262,945	190,750
Less: Administered expenses	(20,643)	(18,487)
Appropriation transfers from OPA:		
Administered assets and liability appropriation	15,486	8,893
Transfers to OPA:		
Administered Receipts	(41)	(8)
Other	-	(1)
Closing administered assets less administered liabilities as at 30 June	2,152,996	1,895,162

Note 20 Administered Contingent Asset and Liabilities

Quantifiable Contingencies

As at 30 June 2010 DPS had no quantifiable contingencies

Unquantifiable Contingencies

As at 30 June 2010 DPS had no unquantifiable contingencies

Significant Remote Contingencies

As at 30 June 2010 DPS had no remote contingencies

Note 21 Financial Instruments

Note 21A Categories of financial instruments

Financial assets

Loans and receivables		
Trade receivables	-	-
Carrying amount of financial assets	-	-

Financial Liabilities

Other Liabilities		
Payables - suppliers	469	439
Carrying amount of financial liabilities	469	439

There are no potential differences between the carrying value and fair value.

Note 21B Credit risk

DPS is not exposed to credit risk as financial assets consist solely of GST receivable from the ATO.

Note 21C Liquidity risk

The following table illustrates the maturities for administered financial liabilities.

	On demand 2010 \$'000	Within 1 year 2010 \$'000	1 to5 years 2010 \$'000	> 5 years 2010 \$'000	Total \$'000
2010					
Liabilities					
Payables - suppliers	-	469	-	-	469
Total		469			469
	On demand 2009 \$'000	Within 1 year 2009 \$'000	1 to5 years 2009 \$'000	> 5 years 2009 \$'000	Total \$'000
2009					
Liabilities					
Payables - suppliers	-	439	-	-	439
Total		439			439

Note 21D Market risk

DPS holds basic financial instruments that do not expose the department to certain market risks. DPS is not exposed to "currency risk", "interest rate risk" or "other price risk".

Note 22 Appropriations

Note 22A Acquittal of Authority to Draw Cash from the Consolidated Revenue Fund (CRF) for Ordinary Annual Services Appropriations

Particulars	Departmental Outputs	
	Outcome 1	
	2010 \$'000	2009 \$'000
Balance brought forward from previous period (<i>Appropriation Acts</i>)	67,672	65,753
<i>Appropriation Acts</i>		
Appropriation Parliamentary Departments Act (No.1) 2009-2010 as passed	118,165	116,852
Appropriation Parliamentary Departments Act (No.1) 2009-2010-prior year appropriation as passed	-	61
Appropriations reduced (Approp Act section10,11 and 12)	(27,232)	-
<i>FMA Act:</i>		
Refunds credited (FMA s30)	165	55
Appropriations to take account of recoverable GST (FMA s30A) ¹	7,835	5,828
Annotations to 'net appropriations' (FMA s31)	6,503	8,604
Total appropriations available for payments	173,108	197,153
Cash payments made during the year (GST inclusive)	(156,771)	(129,481)
Balance of Authority to Draw Cash from the CRF for ordinary annual services appropriations and as represented by:	16,337	67,672
Cash at bank and on hand	188	208
Departmental appropriations receivable	14,390	66,691
GST annotations receivable from the ATO	1,759	773
GST payable to the OPA	-	-
Total as at 30 June	16,337	67,672

¹ The amounts in this line are calculated on an accrual basis to the extent that an expense may have been incurred that includes GST but has not been paid by year end.

Notes to and forming part of the Financial Statements

Note 22 Appropriations (continued)

Note 22B: Acquittal of Authority to Draw Cash from the Consolidated Revenue Fund (CRF) for Other than Ordinary Annual Services Appropriations		
Particulars	Administered Equity	
	Outcome 1	
	2010	2009
	\$'000	\$'000
Balance brought forward from previous year (<i>Appropriation Acts</i>)	18,193	15,639
<i>Appropriation Act:</i>		
Appropriation Parliamentary Departments Act (No.1) 2009-2010 as passed	11,780	11,446
Departmental Adjustments by the Finance Minister (<i>Appropriation Acts</i>)	-	-
Appropriation reduced by section 8 determinations (current year)	-	-
<i>FMA Act:</i>		
Refunds credited (FMA s30)	-	1
Appropriations to take account of recoverable GST (FMA s30A) ¹	1,410	710
Other cash receipts (FMA s28)	250	-
Total appropriations available for payments	31,633	27,796
Cash payments made during the year (GST inclusive)	(16,896)	(9,603)
FMA s28 payments	(250)	-
Balance of Authority to Draw Cash from the CRF for other than ordinary annual services appropriations and as represented by:	14,487	18,193
Undrawn, unlapsd administered appropriations	14,487	18,193
GST annotations receivable from the ATO	323	-
GST payable to the OPA	(323)	-
Total as at 30 June	14,487	18,193

¹ The amounts in this line are calculated on an accrual basis to the extent that an expense may have been incurred that includes GST but has not been paid by year end.

Note 23 Special Accounts

Services for Other Governments and Non-Agency Bodies Special Account

This account was established under section 20 of the *Financial Management and Accountability Act 1997* for expenditure in connection with services performed on behalf of other governments and bodies that are not agencies under the *Financial Management and Accountability Act 1997*. For the period ending 30 June 2010 this special account had a \$Nil balance and there were no transactions debited or credited for the purposes of the account.

Comcare Account	2010	2009
	\$'000	\$'000
<i>Legal Authority: Safety, Rehabilitation and Compensation Act 1998</i>		
<i>Purpose: for the purpose of distributing compensation payments in accordance with this Act.</i>		
This account is non-interest bearing.		
Balance brought forward from previous period	44	60
Receipts	419	401
Available for payments	463	461
Payments made	(399)	(417)
Balance carried to next period and represented by:		
Cash – held by DPS	64	44
Total balance carried to the next period	64	44

However, this special account is considered to provide the legal basis for the monies advanced by Comcare and held by DPS and the payments made against accrued sick leave entitlements. Pending determination of an employee's claim, permission is obtained in writing from each individual to allow DPS to recover the payments from the monies in the account.

Note 24 Compensation and Debt Relief

Administered	2010	2009
	\$	\$
No "Act of Grace Payments" were made during the reporting period, pursuant to subsection 33(1) of the <i>Financial Management and Accountability Act 1997</i> (2009: No payments).	Nil	Nil
No waivers of an amount owing to the Commonwealth were made pursuant to subsection 34(1) of the <i>Financial Management and Accountability Act 1997</i> (2009: No waivers).	Nil	Nil
No payments were made under the "Scheme for Compensation for Detriment caused by Defective Administration" during the reporting period (2009: No payments) ¹ .	Nil	Nil
No ex-gratia payments were provided for during the reporting period (2009: No payments).	Nil	Nil
No payments were made during the reporting period under section 66 of the <i>Parliamentary Service Act 1999</i> (2009: No payments).	Nil	Nil

Departmental

No "Act of Grace Payments" were made during the reporting period, pursuant to subsection 33(1) of the <i>Financial Management and Accountability Act 1997</i> (2009: No payments).	Nil	Nil
No waivers of an amount owing to the Commonwealth were made pursuant to subsection 34(1) of the <i>Financial Management and Accountability Act 1997</i> (2009: No waivers).	Nil	Nil
No payments were made under the "Scheme for Compensation for Detriment caused by Defective Administration" during the reporting period (2009: No payments) ¹ .	Nil	Nil
No ex-gratia payments were provided for during the reporting period (2009: No payments).	Nil	Nil
No payments were made during the reporting period under section 66 of the <i>Parliamentary Service Act 1999</i> (2009: no payment).	Nil	Nil

¹ The power for the CDDA Scheme arises from section 61 of the Constitution, and as such, only portfolio Ministers may decide claims under the scheme. The Presiding Officers have no authority to decide claims so the CDDA scheme does not apply to officials of DPS.

Note 25 Reporting of Outcomes

DPS has one outcome and all expenses and revenue are reported under that outcome.

Note 25A Net cost of Outcome Delivery

	Outcome 1	
	2010	2009
	\$'000	\$'000
Expenses		
Administered	20,643	18,487
Departmental	122,003	123,142
Total	142,646	141,629
Income from non-government sector		
Administered	87	9
Departmental	3,473	3,398
Total	3,560	3,407
Other own source income		
Departmental		
Other	10	13
Goods and services revenue from related entities	2,742	2,503
Total	2,752	2,516
Net cost of outcome	136,334	135,706

The outcome is described in Note 1.1. Net costs shown include intra-government costs that are eliminated in calculating the actual Budget outcome. Refer to the Outcome Resourcing Table in the Departmental Overview of this Annual Report.

Notes to and forming part of the Financial Statements

Note 25 Reporting of Outcomes (continued)

Note 25B Major Classes of Departmental Expense, Income, Assets and Liabilities by Outcome

	Outcome 1	
	2010	2009
	\$'000	\$'000
Departmental Expenses		
Employees	65,214	67,085
Suppliers	40,372	40,769
Depreciation and amortisation	16,184	14,899
Other expenses	233	389
Total	122,003	123,142
Departmental Income		
Income from government	90,933	116,913
User charges	6,225	5,914
Gains	316	1,239
Total	97,474	124,066
Departmental Assets		
Cash and cash equivalents	188	208
Trade and other receivables	17,234	68,501
Property, plant and equipment	67,735	49,353
Intangibles	23,557	12,033
Inventory	214	245
Other	1,385	1,136
Total	110,313	131,476
Departmental Liabilities		
Suppliers	6,507	4,174
Other payables	1,539	1,413
Employee provisions	20,673	19,766
Total	28,719	25,353

Notes to and forming part of the Financial Statements

Note 25 Reporting of Outcomes (continued)

Note 25C Major Classes of Administered Revenue and Expenses by Outcome

	Outcome 1	
	2010	2009
	\$'000	\$'000
Administered Expenses		
Depreciation and amortisation	20,402	18,466
Write down of assets	5	20
Value of assets sold	236	1
Total	20,643	18,487
Administered Income		
Heritage and cultural assets donated to the Parliament of Australia	-	1
Revenue from sale of assets	25	6
Assets not previously recognised	46	-
Other receipts	16	2
Total	87	9
Administered Assets		
Receivables	323	100
Land and buildings	2,069,164	1,812,393
Property, plant and equipment	6,325	5,873
Heritage and cultural assets	77,653	77,235
Total	2,153,465	1,895,601
Administered Liabilities		
Payables	469	439
Total	469	439

DPS's Outcome is described in Note 1.1.

Net costs shown include intra-government costs that are eliminated in calculating the Budget outcome.

Appendices

Appendix A

Consultancy Services 2009-10, consultancy expenditure for \$10,000 or more

Consultant	Description	Contract expenditure	Selection process ⁽¹⁾	Justification ⁽²⁾
Advance FM Pty Ltd	Review of the Engineering Services Condition Index (ESCI)	\$19,965	Restricted	B
AECOM Australia Pty LtdDap	Data hub storage design	\$60,940	Restricted	B
	Mechanical, Electrical & Fire Protection	\$15,510	Restricted	B
Arup Pty Limited	Review of Maintenance Services	62,276	Direct	A
	Provision of services for the Technical Review of Maintenance Services.	\$27,225	Direct	A
Australian Government Solicitor	Legal services	\$17,854	Panel	B
Australian Public Service Commission	Career Transition Advice	\$11,000	Direct	B
Australian Valuation Office	Valuation of Departmental & Administered Assets	\$39,050	Direct	B
Blake Dawson	Legal services	\$39,454	Panel	B
	Legal services	\$13,661	Panel	B
Bligh Voller Nield	Concept design for additional DPS office accommodation.	\$101,530	Panel	B
	Detailed design for additional DPS office accommodation.	\$327,419	Panel	B

Consultant	Description	Contract expenditure	Selection process ⁽¹⁾	Justification ⁽²⁾
Davidson Trahaire Corpsych Pty Ltd	Employee Assistance Program - Services 2009/2010	\$37,813	Open	B
Grey Advantage Consulting Pty Ltd	Financial advice for Catering Contracts	\$25,410	Direct	C
	Financial advice for Catering Contracts	\$15,426	Direct	C
Guida Moseley Brown P/L	Design documents and report for the Forecourt paving rectification	\$16,253	Panel	B
Guida Moseley Brown P/L	Design Service - Reflection Pool Barrier	\$40,636	Panel	B
HBO EMTB Interiors (ACT) Pty Ltd	Accommodation and Storage Review	\$10,547	Panel	B
	Detailed design Security Points 2 & 3	\$58,300	Panel	B
	Architectural Services - Design costs for Area 4E Ground (behind Staff Cafe) -.	\$39,609	Panel	B
LB International Pty Ltd	Car Park Barrier Design	\$16,500	Direct	B
LFA (ACT) Pty Ltd	Architectural services	\$59,866	Panel	B
Mallesons Stephen Jaques	Legal services	\$31,101	Panel	B
	Legal services	\$27,363	Panel	B
Minter Ellison	Legal services	\$15,513	Panel	B
National Safety Council of Australia Limited	Roof access safety system investigation	\$17,077	Restricted	B
Northrop Consulting Engineers Pty Ltd	External Lighting Upgrade Design additional scope/	\$29,370	Panel	B
Parsons Brinkerhoff Australia	Level 2 Energy Audit of Parliament House	\$11,000	Open	C

Consultant	Description	Contract expenditure	Selection process ⁽¹⁾	Justification ⁽²⁾
RD Gossip Pty Ltd	Car park re-configuration design	\$16,380	Direct	B
Sangster Design Group Pty Ltd	Kitchen Consultant advice	\$16,245	Restricted	B
Signet Group International P/L	Review of AFP-UP external policing arrangements.	\$32,794	Direct	B
Sinclair Knight Merz (ACT)	Water Audit Services	\$66,755	Panel	B
	Design of Roof Power outlets	\$20,570	Panel	B
Sparke Helmore Lawyers	Legal services	\$11,886	Panel	B
Steensen Varming (Australia) P/L	Trigen Design Option Study	\$80,878	Panel	B
	Design for project Refrigerant Leak Detection	\$11,660	Panel	B
	Detail Design for Independant Base Load chiller System	\$72,611	Panel	B
	Detail Design for Basement Computer Room - Remediation	\$21,871	Panel	B
Steensen Varming (Australia) P/L	Trigeneraiton Cost Benefit Analysis	\$11,000	Panel	B
Walter Turnbull (Internal audits)	Financial processing and assets stocktakes	\$22,935	Panel	C
	Management and performance of cleaning contracts	\$41,278	Panel	C
	Review of DPS Performance Management Scheme	\$25,080	Panel	C
	Rostering – Content Management Branch	\$20,213	Panel	C

Consultant	Description	Contract expenditure	Selection process ⁽¹⁾	Justification ⁽²⁾
Webb Australia Group (ACT) Pty Ltd	Power factor correction specification	\$26,950	Direct	C
TOTAL		\$1,686,774		

(1) Explanation of selection process terms

Direct sourcing: A single potential supplier is invited to bid because of their unique expertise and their special ability to supply the services sought.

Restricted sourcing: A number of potential suppliers are invited to bid because of their unique expertise and their special ability to supply the services sought.

Open sourcing: An opportunity for any potential supplier to bid to supply the services sought.

Panel: An arrangement under which a number of suppliers, usually selected through a single procurement process, may each supply services to the department as specified in the panel arrangements. This category includes standing offers and supplier panels where the consultant offers to supply services for a pre-determined length of time, usually at a pre-arranged price.

(2) Justification for decision to use consultancy

A Need for independent research or assessment
 B Need for specialised or professional skills
 C Skills currently unavailable within agency

Appendix B

Material Errors in 2008-09 annual report

There were no material errors in the Department of Parliamentary Services Annual Report and Financial Statements 2008-09.

Appendix C

Agency resource statement and summary resource tables by outcome

Agency Resource Statement 2009-10

DEPARTMENT OF PARLIAMENTARY SERVICES	Actual available appropriation for 2009-10 \$000 (a)	Payments made 2009-10 ¹ \$000 (b)	Balance Remaining 2009-10 \$000 (a) - (b)
Ordinary Annual Services			
Departmental Appropriation			
Balance carried forward from previous year	67,672	67,672	-
Departmental appropriation as per 09-10 approp bill	118,165	74,596	43,569
Less Finance Minister Determination under Operation Sunlight	(27,232)	-	(27,232)
S.31 revenue	6,503	6,503	-
S.30 refunds	165	165	-
Total ordinary annual services	A	165,273	148,936
Administered non-operating			
Balance carried forward from previous year	18,193	15,486	2,707
Administered Assets and Liabilities	11,780	-	11,780
Total other services	B	29,973	15,486
Total Net Resourcing for the Department of Parliamentary Services	A+B	195,246	164,422

1. These figures are extracted from note 22 of the financial statements after adjusting for GST payments and receipts.

Resources for Outcomes

Expenses and Resources for Outcome 1:

	Budget*	Actual Expenses	Variation
	2009-10 \$'000	2009-10 \$'000	2009-10 \$'000
	(a)	(b)	(a)-(b)
Outcome 1: Occupants of Parliament House are supported by integrated services and facilities, Parliament functions effectively and its work and building are accessible to the public			
Administered appropriation			
Asset replacement	11,780	20,643	(8,863)
Total Administered appropriation	11,780	20,643	(8,863)
Program 1 - Library Services			
Program 1.1: Research Services			
Ordinary Annual Services (Parl. Appropriation Bill No.1)	11,688	12,157	(469)
Revenues from other sources (s.31)	-	-	-
Total for Program 1.1	11,688	12,157	(469)
Program 1.2: Information Access Services			
Ordinary Annual Services (Parl. Appropriation Bill No.1)	10,286	10,704	(418)
Revenues from other sources (s.31)	-	-	-
Total for Program 1.2	10,286	10,704	(418)
Program 2 - Building and Occupant Services			
Program 2.1 - Security Services			
Ordinary Annual Services (Parl. Appropriation Bill No.1)	31,230	29,429	1,801
Revenues from other sources (s.31)	325	370	(45)
Total for Program 2.1	31,555	29,799	1,756
Program 2.2: Facilities Services			
Ordinary Annual Services (Parl. Appropriation Bill No.1)	7,416	4,320	3,096
Revenues from other sources (s.31)	3,410	3,340	70
Total for Program 2.2	10,826	7,660	3,166
Program 3 - Infrastructure Services			
Program 3.1 - Building Infrastructure Services			
Ordinary Annual Services (Parl. Appropriation Bill No.1)	20,890	23,438	(2,548)
Revenues from other sources (s.31)	76	62	14
Total for Program 3.1	20,966	23,500	(2,534)
Program 3.2: IT Infrastructure Services			
Ordinary Annual Services (Parl. Appropriation Bill No.1)	19,336	18,784	552
Revenues from other sources (s.31)	2,222	2,097	125
Total for Program 3.2	21,558	20,881	677
Program 4 - Parliamentary Records Service			
Program 4.1 - Broadcasting Services			
Ordinary Annual Services (Parl. Appropriation Bill No.1)	6416	6,089	327
Revenues from other sources (s.31)	370	351	19
Total for Program 4.1	6,786	6,440	346
Program 4.2: Hansard Services			
Ordinary Annual Services (Parl. Appropriation Bill No.1)	10,903	10,862	41
Revenues from other sources (s.31)	27	0	27
Total for Program 4.2	10,930	10,862	68
Total Expenses for Outcome 1			
Departmental	124,595	122,003	2,592
Less Finance Minister Determination under Operation Sunlight	(27,232)	-	-
Total Departmental	97,363	122,003	(24,640)
Total Administered	11,780	20,643	(8,863)
	2008-09	2009-10	
Average staffing level (number)	811	757	

* full-year budget, including any subsequent adjustment made to the 2009-10 budget.

Glossary

Set out below is a glossary of technical terms, or ordinary words used technically, and a list of acronyms and abbreviations used in this document.

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.

Agencies—The basic unit of organisation covered by the budget, and focus for assessing management performance and implementing government policy. Agencies are departments of state, parliamentary departments and other agencies prescribed under the *Financial Management and Accountability Act 1997*. Authorities are bodies corporate which are, for legal purposes, entities in their own right in that they are separate from the Commonwealth Government and are governed by the *Commonwealth Authorities and Companies Act 1997*.

Authorities—see Agencies.

Building fabric—The basic elements making up a building; the carcass without finishings or decoration.

Chamber departments—The Department of the Senate and the Department of the House of Representatives, so called because each supports a “chamber” of the Commonwealth Parliament.

Chief Executive—The ultimate level of individual responsibility within an agency. In the case of DPS it is the Secretary.

Chief Executive’s Instructions—Procedural instructions given by a Chief Executive to manage the affairs of the department in a way that promotes the efficient, effective and ethical use of Commonwealth resources.

DPS Services Catalogue—A catalogue providing information about the services available from the Department of Parliamentary Services.

Fabric—see Building fabric.

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.

Outcomes and programs—Parliamentary outcomes are the intended results, impacts or consequences of actions by the Parliament on the Australian community. Commonwealth programs are the primary vehicle by which parliamentary agencies achieve the intended results of their outcome statements.

Parliament House Art Collection—Comprises a number of stand-alone collections (the Rotational Collection, the Architectural Commissions, the Historic Memorials Collection, the Gift Collection, the Constitutional Documents and the Archive).

Parliamentary Precincts—The Parliamentary Precincts are defined in the *Parliamentary Precincts Act 1988*; in general terms they consist of the area within the inner kerb of Capital Circle, and all buildings, structures and works, on, above or under that land.

Portfolio Budget Statements (PBS)—Statements prepared by agencies to explain the Budget appropriations in terms of outcomes and outputs.

Programs—see Outcomes and programs.

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 called the President, and in the House of Representatives, the Speaker.

Acronyms and abbreviations

AAC	Art Advisory Committee
ACT	Australian Capital Territory
AFP	Australian Federal Police
AFP-UP	Australian Federal Police–Uniform Protection
ANAO	Australian National Audit Office
APSC	Australian Public Service Commission
AWA	Australian Workplace Agreement
BCA	Building Code of Australia
BCI	Building Condition Index
BSB	Building Services Branch
CCTV	Closed circuit television
CDS	Commonwealth Disability Strategy
CEI	Chief Executive's Instruction
CEO	Chief Executive Officer
CEP	Chief Executive's Procedure
CFO	Chief Finance Officer
CMB	Content Management Branch

CPG	Commonwealth Procurement Guidelines
CRF	Consolidated Revenue Fund
DART	Digital Audio Recording and Transcription System
DEWHA	Department of Environment, Water, Heritage and the Arts
DI	Design integrity
DII	Design Integrity Index
DOFD	Department of Finance and Deregulation
DPS	Department of Parliamentary Services
EDRMS	Electronic Document and Records Management System
EMMS	Electronic Media Monitoring Service
ESCI	Engineering Systems Condition Index
ESD	Ecologically sustainable development
EWI	Emergency Warning and Intercommunication System
Finance	Department of Finance and Deregulation
FMA	Financial Management and Accountability (Act)
GBPs	General briefs and publications
GJ	Gigajoule (a joule is a measure of energy; giga is 10 ⁹)
GBM	Governance and Business Management
GRI	Global Reporting Initiative
GST	Goods and Services Tax
HMC	Historic Memorials Collection
HPS	Hansard Production System
HRS	HR Services section
HVAC	Heating, ventilation and air conditioning
IAB	Information Access Branch
ICT	Information and communications technology
ISB	Infrastructure Services Branch
ITSA	Information Technology Security Adviser
JHC	Joint House Committee
kL	Kilolitre (1,000 litres)
KM	Knowledge Management

L	Litre
LCI	Landscape Condition Index
ML	Megalitre
NAA	National Archives of Australia
NSC	National Security Committee of Cabinet
OHS	Occupational health and safety
OSCAR	Online System for Comprehensive Activity Reporting (greenhouse gas emissions)
ParlInfo	Parliamentary information system
PBS	Portfolio Budget Statement
PCN	Parliamentary Computing Network
PHBR	Parliament House Briefing Room
PHPSC	Parliament House Protective Security Controller
POITAG	Presiding Officers' Information Technology Advisory Group
PSDB	Product and Service Development Branch
PSLO	Parliamentary Service Liaison Officer
PSS	Parliamentary Security Service
RAP	Request Approval Process
RB	Research Branch
SARMS	Service and Request Management System
SES	Senior Executive Service
SFC	Strategy and Finance Committee
SMB	Security Management Board
SOE	Standard Operating Environment
UCA	Union Collective Agreement

Compliance index

The Department of Parliamentary Services is required to present its annual report to each House of the Parliament under paragraph 65(1) (c) of the *Parliamentary Service Act 1999*.

Under subsection 65(2) of the *Parliamentary Service Act 1999*, the department's annual report must be prepared in accordance with guidelines approved on behalf of the Parliament by the Joint Committee of Public Accounts and Audit (JCPAA). The Requirements for annual reports for departments, executive agencies and FMA Act bodies (the Requirements) were revised and reissued in June 2010.

The Requirements stipulate a core set of mandatory information which must be included in annual reports to ensure that accountability requirements are met and to provide consistency for readers. There are other items which are suggested for inclusion on the basis of making the annual report as informative as possible.

The following table shows where the mandatory information specified by the Requirements may be found in this report.

Part of report	Requirement item	Location
Letters of transmittal	Letters of transmittal	Pages iii, v
Aids to access	Table of contents	Page vii
	Index	Page 189
	Glossary	Page 175
	Abbreviations and acronyms	Page 179
	Contact officer	Page ii
	Internet home page address and Internet address of report	Page ii

Part of report	Requirement item	Location
Part 1—Secretary's review	Review by departmental Secretary	Pages 1-4
	Summary of significant issues and developments	Pages 1-4
	Overview of department's performance and financial results	Pages 1-4
	Outlook for 2010-11	Pages 1-4
Part 2—Departmental overview	Overview description of department	Page 5
	Role and functions	pages 5-16
	Organisational structure	Page 7
	Outcome and program structure	Page 35
	Where outcome and program structures differ from PBS format, details of variation and reasons for change	Not applicable
Part 4—Report on performance	Review of performance in relation to programs and contribution to outcome	Parts 3 and 4
	Actual performance in relation to deliverables and KPIs set out in PBS	Parts 4 and 5 (Part 3 Parliamentary Library)
	Performance of purchaser / provider arrangements	Not applicable
	Where performance targets differ from the PBS, details of both former and new targets, and reasons for the change	Not applicable
	Narrative discussion and analysis of performance	Parts 4 and 5 (Part 3 Parliamentary Library)
	Trend Information	Parts 4 and 5 (Part 3 Parliamentary Library)
	Discussion and analysis of financial performance	Financial Statements, page 105
	Agency resource statement and summary resource tables by outcome	Appendix C (page 172)
Part 6—Management and accountability		
Corporate governance	Statement of the main corporate governance practices in place	Pages 89-94
	Names of senior executive and their roles	Page 7

Part of report	Requirement item	Location
	Senior management committees and their roles	Pages 89-92
	Corporate and operational planning and associated performance reporting and review	Pages 93-94
	Approach adopted to identify areas of significant financial or operational risk	Pages 92-93
	Certification of department's compliance with the Commonwealth Fraud Control Guidelines	Page 95
	Policy and practices on the establishment and maintenance of appropriate ethical standards	Page 93
	How nature and amount of remuneration for SES officers is determined	Page 94
External scrutiny	Significant developments in external scrutiny	Page 102
	Judicial decisions and decisions of administrative tribunals	Page 102
	Reports by the Auditor-General, a Parliamentary Committee or the Commonwealth Ombudsman	Page 102
Management of human resources	Assessment of effectiveness in managing and developing human resources to achieve departmental objectives	Page 96
	Workforce planning, staff turnover and retention	Page 96
	Impact and features of collective agreements, determinations, common law contracts and AWAs	Pages 94, 99
	Training and development undertaken and its impact	Page 96
	Occupational health and safety performance	Page 99
	Statistics on staffing	Pages 97-98
	Collective agreements, determinations, common law contracts and AWAs	Page 99
	Performance pay	Page 94
Assets management	Assessment of effectiveness of assets management	Page 102
Purchasing	Assessment of purchasing against core policies and principles	Page 101
Consultants	Summary statement detailing consultancy services contracts	Page 101, Appendix A (page 167)
Australian National Audit Office Access Clauses	Absence of provisions in contracts allowing access by the Auditor-General	Page 101
Exempt Contracts	Contracts exempt from AusTender	Page 102

Part of report	Requirement item	Location
Commonwealth Disability Strategy	Report on performance in implementing the Commonwealth Disability Strategy	Page 100
Financial Statements	Financial Statements	Page 105
Other Information	Occupational health and safety (section 74 of the <i>Occupational Health and Safety Act 1991</i>)	Page 99
	Freedom of Information (subsection 8(1) of the <i>Freedom of Information Act 1982</i>)	Page 102
	Advertising and Market Research (Section 311A of the <i>Commonwealth Electoral Act 1918</i>) and statement on advertising campaigns	Page 102
	Ecologically sustainable development and environmental performance (Section 516A of the <i>Environment Protection and Biodiversity Conservation Act 1999</i>)	Part 5
	Grant Programs	page 102
	Correction of material errors in previous annual report	Appendix B (page 171)
	List of requirements	Page 181

Global reporting initiative index

Environmental information contained in Part 5 of the DPS Annual Report is structured using the core Global Reporting Initiative (GRI) environment performance indicators as a framework—see www.globalreporting.org for more information. The GRI is an independent institution that provides a reporting framework allowing suitable benchmarking currently used by several Commonwealth agencies—including the Department of the Environment, Water, Heritage and the Arts (DEWHA).

DPS has reported against GRI indicators relating to its specific functions since 2003-04, in separate stand-alone environmental performance reports. Previous reports are available on the Parliament House website at the following address: http://www.aph.gov.au/dps/building/EMS/EM_Performance.htm.

Figure 7—GRI Indicators

GRI environmental indicators	Location
Material indicators	
EN 1 Materials used by weight or volume	Page 74 indicates sustainable purchasing practices for materials with environmental impacts. Data not available on total use
EN 2 Percentage of materials used that are recycled input materials.	See page 84
Energy indicators	
EN 3 Direct energy consumption by primary energy source	See Figure 5.4 page 81

GRI environmental indicators	Location
EN 4 Indirect energy consumption by primary source	Indirect energy not measured. Greenhouse gas emissions from indirect energy use are shown in Figure 5.8 page 86
Water indicator	
EN 8 Total water withdrawal by source	See page 76 – 80
EN 11 Location and size of land owned, leased, or managed in or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not applicable in 2009-10
EN 12 Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	Not applicable in 2009-10
Emissions, effluents and wastes indicators	
EN 16 Total direct and indirect greenhouse gas emissions by weight.	See Figure 5.8 page 86
EN 17 other relevant indirect greenhouse gas emissions by weight	Figure 5.8 page 86
EN 19 Emissions of ozone depleting substances by weight	Figure 5.10 page 87
EN 20 NO _x , SO _x , and other significant air emissions by type and weight	Figure 5.11 page 87
EN 21 Total water discharge by quality and destination	See page 85
EN 22 Total weight of waste by type and disposal	See page 84 – 85
EN 23 Total number and volume of significant spills	See page 85
Products and services indicators	
EN 26 Initiatives to mitigate environmental impacts of products and services, and extent of impacts mitigation	See page 82 – 83
EN 27 Percentage of products sold and their packaging materials that are reclaimed by category	Not applicable in 2009-10
Compliance indicator	
EN 28 Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	None recorded in 2009-10

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