



Parliament of Australia
Department of Parliamentary Services

DEPARTMENT OF PARLIAMENTARY SERVICES
ANNUAL REPORT
2010 - 11

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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 2010–11*

Parliamentary Service Act 1999



Parliament of Australia
Department of Parliamentary Services

4 October 2011

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 2010–11

I have pleasure in submitting the annual report of the Department of Parliamentary Services (**DPS**) for the year ending 30 June 2011, 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



Parliament of Australia
Department of Parliamentary Services

5 October 2011

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

Annual Report 2010–11

1 I have pleasure in submitting the annual report of the Parliamentary Library for the year ending 30 June 2011, as required by paragraph 65(3) of the *Parliamentary Service Act 1999*.

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

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

Yours sincerely

A handwritten signature in cursive script that reads 'Roxanne Missingham'.

Roxanne Missingham
Parliamentary Librarian

Parliament House
Canberra ACT 2600
Telephone: (61) 02 6277 7102

ABN 52 997 141 147

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Part 1

Secretary's review

The Department of Parliamentary Services (DPS) works closely with the two Chamber departments to support the operations of the Australian Parliament. This Annual Report provides detailed information about service delivery by DPS in 2010–11, as well as about numerous innovations and improvement projects that were initiated or completed during the year.

The year in review included a Federal election held on 21 August for the 43rd Parliament. There was a post-election hiatus during which negotiations occurred between the major parties, minor parties and independent members. As a result, the number of hours of Chamber activity and committee work were well below the level typically seen in a non-election year.

Nevertheless, 2010–11 was a busy year for DPS and, in part, this was because of election-related activities. Notably, in the pre-election period, the Parliamentary Library quickly established a Pre-election Policy Unit to assist non-government parties and independents in developing policies. There is greater detail about this unit in Part 3 of this report.

Immediately after the election, we worked with our colleagues in the Department of the

House of Representatives during September and October 2010 to facilitate the post-election changeover of parliamentarians, which included the departure of 29 Members, and the induction of the same number of new Members. Towards the end of the financial year, we commenced a similar process working with the Department of the Senate to facilitate the departure of 12 Senators and the induction of new Senators in July 2011.

Another post-election activity has been the development of a detailed proposal by the Joint Select Committee on the Parliamentary Budget Office (PBO). Significant submissions on the proposed PBO were provided to the Committee by DPS as a whole, and by the Parliamentary Librarian. A number of DPS officers also appeared before the Committee.

In addition to these election-related activities, DPS officers continued to provide effective day-by-day services to the Parliament. Details of these services are provided in later sections of the Annual Report, but I will take this opportunity to discuss the delivery of IT services.

Over recent years, delivery of IT services to the Parliament has been particularly challenging, for three reasons. Firstly, the rapid development

of new hardware and applications creates an understandable interest from more than 4,000 clients who wish to be provided with new equipment and services, although available funding is limited.

Secondly, for many years the Department of Finance and Deregulation has provided IT services to Electorate Offices, while the Parliamentary Service departments provide services within Parliament House. This has created frustrations for parliamentarians and their staff because it has not been clear about the 'point of contact' when a problem arises.

Thirdly, of necessity, the IT staff of DPS have been focussed on information security issues for the last year and a half. These issues have consumed a great deal of our IT resources and time.

Against this background, it is pleasing to report three significant improvements to the provision of IT services:

- (a) The extension of the wireless IT coverage to virtually all parliamentary suites, thus allowing parliamentarians to use laptops without the need to use network connection cords.
- (b) The facility to connect hand-held iPad and iPhone devices to the Parliamentary Computing Network (PCN) via the extended wireless network. The initial connection service is for parliamentarians only; but in August 2011 we will begin providing a service to parliamentary staff as well.
- (c) Negotiations to transfer Electorate Office IT services from the Department of Finance and Deregulation to DPS. We expect the transfer will be completed in late 2011, thus creating a single point of contact for parliamentarians when they require access to IT services.

During 2010–11, we also commenced an upgrade of the ICT physical network in Parliament House. This is a major investment which will help future-proof the capacity of the IT system within the building. By mid-2011, the installation of new cabling in ceiling spaces was evident around the building. This project is scheduled to be completed in early 2012.

The year 2010–11 has also been a time of innovation in building infrastructure.

Notably, we commissioned a treatment plant to enable the re-use of water from the large cooling tower, rather than simply discharging the water into the sewerage system. Since late 2010, this treated water has been used to reactivate a number of the water features around Parliament House that had been decommissioned for some years because of the long-term water restrictions in the ACT. The recommissioning of these water features has greatly enhanced the amenity of the building for visitors and people who work here.

Another innovation has been the installation of a pilot set of solar electric panels on the roof of the Senate wing and on our gardeners building. The primary purpose of the pilot has been to learn about the challenges, costs and benefits of integrating this alternative source of power. The panels were successfully commissioned in late June 2011, and are now contributing electric power to the building, providing a modest offset against our substantial energy bills.

A third innovation has been the digitisation of all Hansard records back to 1901, and the commencement of digitising our broadcast records, which were previously held on outdated, and physically deteriorating, video tapes.

Upgrades to security infrastructure were also a major focus during 2010–11, and it is pleasing to note that we completed a major upgrade to our closed circuit television (CCTV) system, including an increase in the number of cameras and a new CCTV camera management system. We also upgraded security systems for key internal doors, and built a new mail screening room to improve safety and amenity for our staff who deal with mail security. Further work is now underway to improve security for the various underground car parks, and to provide a new security operations room for the building.

In 2010–11, we completed some other major projects, including the new Hansard Production IT System. This new system is bringing many benefits, including improved productivity for our Hansard services. We also substantially completed an upgrade of lighting in our underground car parks. This upgrade replaced old and unsafe fittings with new lights which provide better lighting and reduce energy consumption by some 30 to 40 per cent.

We worked with the Attorney-General's Department to construct and commission the new, high-security Parliament House Briefing Room, adjacent to the Cabinet Suite, and we created some new office space for DPS staff. The new office space, just north of the Staff Dining Room, has allowed us to re-accommodate staff who had been displaced by the new briefing room and staff who had been working in basement offices without any natural light.

During 2010–11, we also made excellent progress in developing a draft Heritage Management Framework for Parliament House. When completed, this framework is intended to provide guidance when proposals for changes in the building are being developed. We also fully commissioned the 'Vernon CMS' database, which records and tracks our magnificent Parliament House Art Collection (PHAC).

In 2010–11, we also commenced negotiations with DPS staff and relevant unions on a new employment agreement. We look forward to completing this process in 2011–12.

We expect that 2011–12 will be a very busy parliamentary year, with similar levels of Chamber activity and committee hours to other post-election years.

For 2011–12, we will have a continuing focus on day-by-day service delivery, but will need to be very frugal if we are to operate within our budget allocation.

Some other important priorities for 2011–12 will include:

- (a) continuing the program of capital improvements, including completion of further security works;
- (b) completion of a new Parliament House website;
- (c) further improving our environmental performance through projects such as the phased installation of modern lighting within the building;
- (d) continuing our focus on information security, especially for our IT systems;
- (e) subject to deliberations of the Parliament, working with the Chamber departments and relevant executive government agencies to facilitate the establishment of the new Parliamentary Budget Office;

- (f) continuing to address concerns about access for the disabled, by installing power-operated doors on the very heavy internal doors;
- (g) developing a comprehensive package of proposals to respond to other disability concerns, including the provision of 'captioning' for our Chamber and committee broadcasts;
- (h) improving support for DPS staff, including their physical and mental well-being;
- (i) continuing our investigations into new energy-efficient technologies for the building. This investigation will take into consideration the new solar panels, but will have a major focus on our 'base load' energy demands, where we believe that high efficiency trigeneration systems will be the best response;
- (j) developing a database to track items and assets around Parliament House that have heritage value (in addition to the Art Collection); and
- (k) progressively implementing measures listed in our 2010–13 strategic plan, to allow us to provide better long-term services against a background of continuing budget restraint.

DPS will also seek to contribute constructively to any relevant parliamentary inquiries.

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.

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 eight individual staff and two groups in this way in early 2011. I thank all of these officers (see the case study on Page 10). Secondly, we recognise the contribution of DPS officers with the award of long service pins for 10, 15, 20 and 25 years service to the Parliament. Well done.

I look forward to working with DPS staff to deliver services to the Parliament through 2011–12.

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

Projects substantially completed
in 2010–11

Wireless IT access

... expanded wireless access in Parliament House to include Senators' and Members' suites.

Re-activation of significant water features

... reactivated a number of water features around Parliament House using water recycled from the Parliament House cooling system.

New Hansard Production System

... replaced an ageing and increasingly unreliable system and provide improved services to Senators, Members, media representatives and the public.

Upgrade to security points 2 & 3

... improved the standard of security at the doorways between the Marble Foyer and the private areas of the building.

Upgrade of closed circuit TV system

... replaced an ageing IT system and expand the number of cameras to ensure coverage of blind spots.

Parliament House Briefing Room (PHBR)

... provided a high-tech room to brief Government about emergency events. The PHBR occupies space previously occupied by DPS staff. DPS had a vital role in facilitating site access and providing services to the PHBR.

Relocated mail screening room

... provides improved safety for DPS staff and improved mail screening capability.

Broadcast cameras and robotics

... replaced ageing existing robotics system and associated broadcast cameras used to capture the proceedings of the Chambers and committees.

Solar panels pilot

... to better understand the impact of integrating alternative energy sources within Parliament House and assess the longer-term benefits and costs.

External lighting upgrade for Parliament Drive, and for underground car parks

... these projects replaced ageing electrical equipment, improved road and pedestrian safety, and reduced electricity consumption.

Additional DPS office accommodation

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

Projects underway in 2010–11

Security enhancements

... works underway include a new operations room, improved security for the various garages, film on external windows and a security wall in the public carpark.

Committee Room Audio System Replacement

... will replace the audio production systems for the parliamentary committee rooms.

Audio Visual Asset Management and Archiving

... will preserve broadcast records and improve accessibility of the archived broadcast material of parliamentary committees and the Chambers through the internet.

Upgrade to existing email systems

... will upgrade and modernise the existing email system to produce faster response times and higher availability.

Broadcast Routing Switch Replacement

... will replace ageing analogue technology with new digital technology for the distribution of all broadcasting production signals.

Upgrade Parliamentary Computing Network

... will replace ageing Parliamentary Computing Network infrastructure to increase capacity and reliability.

Parliament House website upgrade

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

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 services

The services we provide are broad-ranging, encompassing the management, maintenance and provision of information, security, facilities, visitor services, building maintenance, landscaping, catering, 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>.

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 Projects (formerly 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 2010–11 year are described in this part of the report.

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.

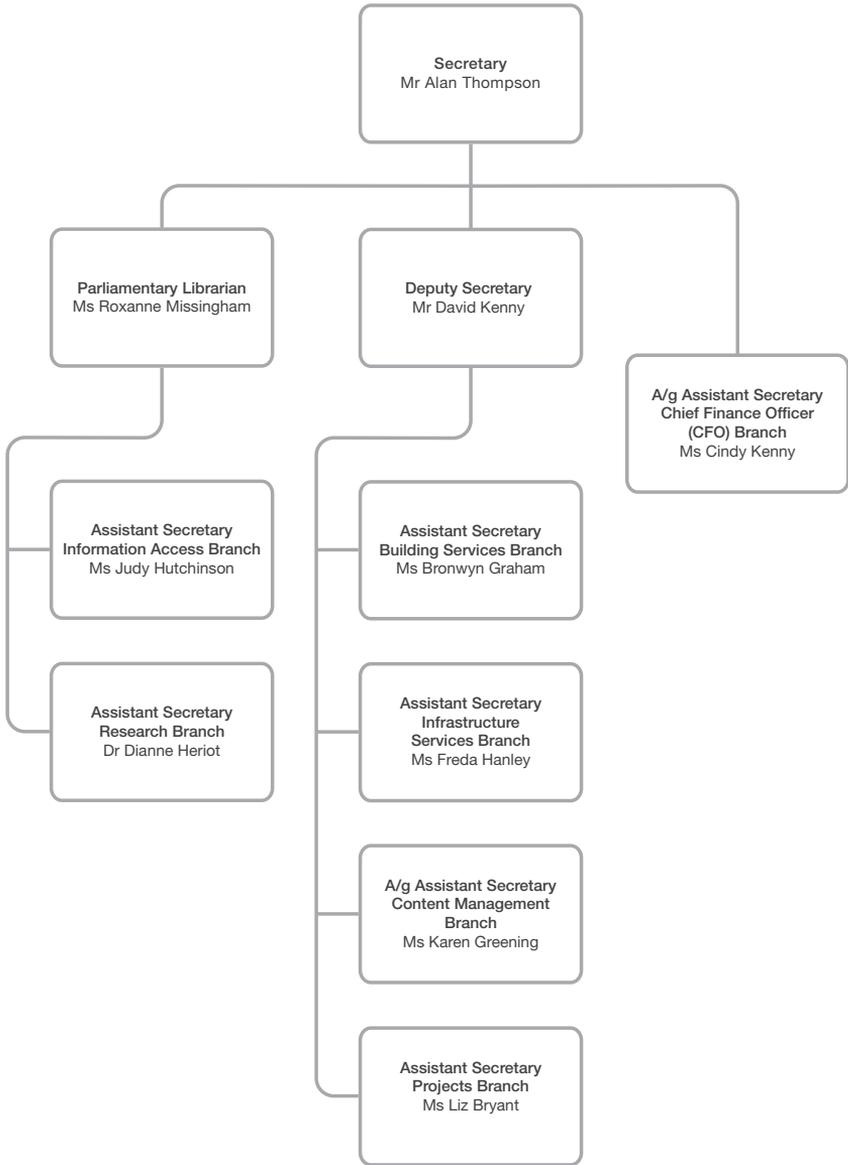
The Security section contributes to the development of security policy and to the implementation of security and emergency policy, procedures and response protocols for Parliament House.

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.

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.

Figure 2.1—DPS Departmental Structure at 30 June 2011



STAFF RECOGNITION AUSTRALIA DAY ACHIEVEMENT MEDALLIONS

On Friday 4 February 2011, DPS staff gathered in the Mural Hall to celebrate the Department's 7th birthday and recognise outstanding staff with Australia Day Awards. Individual and team awards were provided to people who had made significant contributions to their workplace and in their personal lives.

There were eight recipients of individual awards.

Andrew Dale (Information Access Branch)

Andrew was recognised for his very strong commitment to client service over the 11 years he has worked with DPS. Andrew accommodates special requests, juggling timing where needed. He organises rooms so that meetings are comfortable for attendees and suggests practical ways of improving resources to benefit the participants using the rooms.

Sharon de Smet (Content Management Branch)

Sharon was recognised for her contribution to programs such as About the House and Pride of Place, and for her creative work, good nature and professionalism in dealing with clients. A key reason for this award was Sharon's significant contribution to the broader community as a 'crisis and respite' carer for Barnardos. Over the past six years, Sharon has given up much of her free time to take on the care of a number of young children and adolescents in need of special support and 'TLC', assisting the children in her care to feel happy and secure.

Daniel Gair (Infrastructure Services Branch)

Daniel was recognised for drawing on his knowledge of the original design and construction of the Speaker's chair, as well his high level of cabinetmaking skills and experience, to modify the chair and desk as part of the House of Representatives Chamber enhancement project. He carefully dismantled the desk, modified it to suit the addition of required IT infrastructure, and then reconstructed the desk to meticulous quality standards.

Amanda Gildea (Projects Branch)

Amanda was recognised for her work on two complex projects: the PeopleSoft Time and Labour module improvements, and the implementation of the Rostering, Time and Attendance system for the Parliamentary Security Service (PSS). Amanda was able to bring forward novel and practical ideas to enhance project outcomes. The PSS now has a new rostering, time and attendance system that has eliminated the need for at least seven separate spreadsheets and databases. Reliability and confidence in pay accuracy for the PSS has been improved, and the roster process is now much less complex.

Mike Hughes (Projects Branch)

Mike was recognised for his work as Senior Project Manager for two 'high visibility' major building projects: the House of Representatives Chamber enhancements project, and the upgrade of Parliament Drive project. Both projects were very demanding and were completed to a high standard. While both projects involved a large number of people, Mike played

the crucial project management role, liaising with stakeholders, and coordinating staff and contractors. He worked long hours, sometimes under restrictive conditions, to ensure that project work caused minimal disruption to building occupants

Stephanie Salgado (Building Services Branch)

Stephanie was recognised for her work coordinating the renewal of all Press Gallery and retail licences managed by DPS. Through hard work and commitment, she achieved the outstanding result of negotiating all new Press Gallery licences and most retail licences before she commenced maternity leave in August 2010. This outcome had been identified as a priority in the DPS Strategic Plan, and was a practical way of improving departmental productivity by bringing all licences under similar commercial terms.

Paul Sheils (Chief Finance Officer Branch)

Paul was recognised for exemplifying the DPS customer service principles in everything he does. He is customer-focused, reliable, provides a clear point of contact. He always aims for cost-effectiveness when consulted about possible supplier options, or when resolving problems with goods that have been supplied. He is described as 'a calm and patient teacher' for the newcomer to the complexities of SAP!

Peter Treloar (Content Management Branch)

Peter was recognised for drawing on his many years experience capturing audio in the field for parliamentary committees to play a pivotal role in the design and implementation of the Broadcasting Asset Replacement (Away Kit) project. For six months, Peter worked closely with the successful contractor to develop a solution that satisfied complex requirements. He also developed a road-case packing system which satisfied health and safety weight limitations.



There were two recipients of team awards.

Mechanical Services Plumbing Team

The team was recognised for the vital role it played in completing work that enabled reactivation of a number of significant water features in the Parliament House landscape using treated, recycled water from the cooling tower. Team members accepted responsibility for the pipe work design, and identified the most appropriate route for pipe installation, as well as accommodating parliamentary sitting requirements to complete the work. The installation was successfully completed to a high standard.



Flag Post Team

The team was recognised for the innovative Library blog FlagPost—a modern, flexible way for Senators and Members to engage more meaningfully with emerging issues. FlagPost provides useful information in an accessible form, and enables material to be presented quickly to anyone who follows the blog.



Facilities section 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.

The conduct of numerous functions at Parliament House assists the catering contractor to provide catering services to the Parliament in a 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 provides room set-up and pack-down services for official visits and parliamentary functions. Parliamentary functions include guest of Government events as well as those hosted by the International and Community Relations Office and the Parliamentary Education Office.

BSB highlights and achievements

Following the physical security risk review by the Attorney-General's Department in 2009, the completion of a number of security projects has resulted in security operations transitioning to new and upgraded facilities. These include a purpose built mail screening room, a new operations control room and modifications to internal security points. These upgrades have improved the effectiveness of security operations.

A second security risk review of information security arrangements in Parliament House was completed in 2010–11 and many of the recommendations have been implemented. Further work will be undertaken in 2011–12 to consolidate an overarching security policy framework for Parliament House.

Changes to parking arrangements in the Parliamentary zone led to some overcrowding on Parliament House car parks. Consequently, new car parking arrangements were implemented for the Parliament House visitor car park. These changes have improved the ability for tourist and business visitors to access the Federal Parliament. Other changes were implemented in the passholder car parks in the Senate side and House of Representatives side to improve the availability of car parking for building occupants.

A survey of local and international visitors was conducted to gauge expectations and opinions. As a result, a program of improvements to the visitor services program has been developed and will be implemented in 2011–12.

The Health and Recreation Centre commenced an upgrade of ageing and dated equipment and also introduced a wider variety of fitness classes for members. Health and wellbeing services to building occupants were further supported by a rolling program of health promotions and assessments, often in partnership with national health organisations.

The Capital Hill Early Childhood Centre continued to perform well in its second full year of operation and is reporting at or near capacity bookings. The licence agreement with Anglicare has been extended for a further three years.

Infrastructure Services Branch

The Infrastructure Services Branch (ISB) looks after the building and provides utility services such as electricity, heating and cooling and hydraulic services, as well as IT services for the Parliament, and telephony and broadcasting equipment.

The Maintenance Services section operates and maintains the electricity, heating and cooling 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 over 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.

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 Support section provides 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

DPS and the Department of Finance and Deregulation (Finance) worked collaboratively through 2010–11 to achieve a smooth transfer of responsibility for electorate office IT services from Finance to DPS, including the transfer of five electorate office support staff to DPS. The full transfer process is expected to be completed in the second half of 2011. This will provide a 'single point of contact' for provision of IT services to all users of the parliamentary computing network (PCN).

The wireless network coverage in the building, which was initially limited to the committee rooms and Chamber areas, was expanded in 2010–11 to cover all of the Senate and House of Representatives wings. Wireless access to the PCN, including for iPad and iPhone devices, is now available in most parts of the building.

The internet gateway infrastructure was successfully upgraded in February 2011 as the first stage of a total network refresh. Upgrade of other network components is well advanced. The objectives of the upgrade are high-speed connectivity, high availability and internet protocol version 6 (IPv6) readiness.

Two major core broadcasting systems (the Camera Robotic and Broadcast Cameras systems) were successfully replaced in 2010–11. Significant progress was also made in upgrading the committee rooms audio and sound reinforcement systems, which are expected to be completed by December 2011.

Maintenance Services underwent a restructure with the creation of the Director, Maintenance Strategy and Planning position, responsible for building information and maintenance planning. Mechanical Services, Landscape Services, Electrical Services, Building Fabric Services and Maintenance Contracts sections continue to be under the responsibility of the Director, Maintenance Operations.

With the easing of water restrictions in late 2010, we were able to complete cleaning of the exterior in June 2011. Cleaning of the external facade of the building had not been carried out due to water restrictions since 2006.

Several water features were recommissioned and others had durable timber decking covers installed. The timber cover installation is continuing into 2011–12 and will be completed by August 2011.

A new Mechanical Services Workshop and a new machinery shed for Landscape Services were completed as a part of the new Loading Dock mail screening room project.

IT security issues were a major focus for IT support staff for much of the year, with considerable internal resources devoted to IT security activities. We expect IT security to be a continuing priority.

CASE STUDY—HEALTH, RECREATION AND WELL-BEING SERVICES



The Parliament House Health and Recreation Centre (HRC) is a facility for Senators, Members and other building occupants. The HRC contains a 25-metre pool, spa, sauna, squash courts and a gymnasium. Derek Scott leads a small team providing training and general assistance and advice.

Exercise classes range from yoga and boot camps to Zumba. The HRC also runs a lunchtime social walking group for those who prefer moderate outdoor exercise. The HRC's monthly newsletter provides building occupants with healthy eating recipes, advice on injury prevention and treatment, and other healthy living hints.

Chris Glover, a registered nurse, manages other health and wellbeing services through the Nurses Centre, which provides first aid services to all visitors and building

occupants. Staff may seek advice on a health concern—that arises in the workplace—thanks to the proximity and availability of the Nurses Centre.

The Nurses Centre works with health organisations to run awareness and promotional activities such as asthma awareness, information about prostate cancer and diabetes. The Nurses Centre coordinates the annual influenza vaccination program.

SportsCare and Physiotherapy, led by Gareth Roantree, is a small commercial practice adjacent to the Nurses Centre. It recently introduced a remedial massage service. Gareth also conducts health and fitness assessments and a 'healthy back' program through the HRC.

Several new ICT initiatives were deployed for users of the PCN, including the automation of the user account request and creation process; the integration and deployment of a new system for the creation and publishing of Hansard; and a new system for the management of helpdesk requests.

A pilot was conducted to test the benefits of accessing PCN email, calendar and diary services from personally owned mobile computing devices (iPad and iPhones). As a result of the pilot, a production rollout to Senators and Members commenced in June 2011. The expansion of this service to staff of Senators and Members and other parliamentary staff will continue in 2011–12.

A major computing infrastructure upgrade during the year was the migration from a physical server environment to a virtual server environment. This upgrade has the benefit of reducing space utilisation within the computer room to allow for future growth. It also provides better business continuity options and allows for faster deployment and expansion of ICT services. The project reduced the number of physical servers by 215.

Content Management Branch

The Content Management Branch (CMB) is responsible for broadcasting and archiving the audiovisual 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.

The Hansard section transcribes and prepares for publishing reports of proceedings in both Chambers 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

The highlight for CMB this year was the implementation of a new Hansard Production System (HPS). As well as replacing an old system that was becoming difficult to support, the new system includes several exciting innovations.

The new HPS has a data-streaming capability allowing Senators and Members to view draft transcripts as they are being produced, almost in real time. Senators and Members can also elect to receive Hansard transcripts as whole speeches or individual ‘turns’. The new system is more flexible than the previous one and links directly to parliamentary applications such as the Centralised Parliamentarians’ Address List (CPAL), Bills List and ParlInfo Search. CMB expects transcript production to be quicker, more efficient and cost effective.

A notable anniversary for Hansard occurred on 9 May 2011. This was the 110th anniversary of the establishment of the federal government Hansard in Australia. To mark the occasion, Ms Karen Greening, Acting Assistant Secretary, Content Management Branch, presented the Secretary, Mr Alan Thompson, with the first two volumes of bound Hansards.

In 2010–11, a new ‘away’ kit was developed for Broadcasting staff. The kit facilitates audio recording of committees whenever they meet away from Parliament House. The new kits provide a high-quality, cost-effective broadcast facility that weighs much less than the old ‘away’ kit.

Another significant achievement has been the digitisation of approximately 55,000 hours of broadcast video tapes, which was largely completed in 2010–11. This work is being undertaken as part of the Audio Visual Asset Management and Archiving (AVAMA) Project, which will provide a facility to capture (record),

manage, archive and distribute audiovisual and audio-only broadcast content. This content includes parliamentary material from 1991 and includes Chamber and committee proceedings, as well as significant special events.

There were two major focuses for CMB Knowledge Management in 2010–11: the implementation of a DPS-wide Electronic Document and Records Management System (EDRMS), and a 'file sentencing' program. The EDRMS provides DPS staff with a tool to manage their work-related electronic information. Old paper-based files have become largely a thing of the past and DPS staff can now keep a record of the work they do on electronic files. Before the EDRMS was fully implemented, about 3,500 hardcopy files were created each year. This number had dropped to around 450 by the end of 2010–11, indicating a significant reduction and saving in paper use. Approximately 96,300 electronic documents were registered in the EDRMS during the financial year, again saving a large amount of paper.

The sentencing program involved disposing of old paper-based files in compliance with the requirements of the *Archives Act 1983*. The Act provides guidance for DPS on how long records must be retained. The sentencing program involved assessing the retention periods of a large number of paper records and disposing of those that were no longer required. This essential sentencing program ensures that physical storage costs are kept to a minimum. During the year, approximately 2,660 files were sentenced, which equates to a saving of around 89 linear metres of storage space.

Projects Branch

The Projects Branch is responsible for the management and delivery of most capital works projects within DPS. The branch also manages the Parliament House Art Collection (PHAC).

The Project Management Office (PMO) works with senior managers in Parliament House to develop the annual and multi-year capital works program. It monitors and reports against the program to ensure objectives are achieved. The PMO is also responsible for ensuring all projects are managed using a controlled project management methodology called Prince2 (Projects in Controlled Environments).

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

The Technology Projects section manages projects relating to the installation and implementation of IT, broadcasting, communication and security technology.

The Art Services section manages the PHAC, including artworks acquisitions, collection conservation and managing access to artworks for display in Parliament House. The PHAC comprises a number of stand-alone collections including the Rotational Collection, Architectural Commissions, Historic Memorials Collection (HMC), Gift Collection, Constitutional Documents and the Archive.

Projects highlights and achievements

The branch continued to deliver against the current capital works program of necessary replacement and improvement works, as well as upgrades to physical security. A strong emphasis was placed on planning and stakeholder engagement to ensure work was carried out with no disruption to Parliamentary proceedings.

The building is approaching a period of 'block obsolescence' with the concurrent ageing of a block of building components. This has necessitated a major program of infrastructure renewals and replacement, particularly around the building's mechanical and electrical systems, and the ICT and broadcasting infrastructure.

The \$60 million capital works, or asset investment program, for 2010–11 was developed following a rigorous planning, prioritisation and review process. The process ensured consideration was given to compliance and regulatory requirements in areas such as safety, disability and building standards that have changed since Parliament House was built. The program was discussed with key internal and external stakeholders, including the principal design architect, Mr Giurgola, to ensure consideration of design intent and architectural alignment were considered

throughout the life of the program. The program also provided opportunities to consider new solutions that would improve the building's overall environmental performance and reduce utility costs.

The 2010–11 capital works program was delivered by qualified and experienced project managers to ensure time, cost and customer expectations were met.

Specifically, Building and Security Projects section expended \$20 million in administered capital funds over the year. Projects included replacement of three of the building's original chillers that provide chilled water to cool the building. The new chillers will improve reliability of the airconditioning system and provide substantial efficiency gains, thereby reducing energy consumption and green house gas emissions.

External and underground car park lights were replaced to improve road and pedestrian safety and upgrade existing electrical components that were worn and, in some places, unsafe. More than 2,200 car park lights and associated wiring had deteriorated over time due to heat damage, presenting a serious safety hazard to our maintenance staff. The replacement program provided an opportunity to introduce new long-life energy-efficient fittings with up to 40% reduction in energy consumption and 60% savings in maintenance costs.

A pilot of solar photovoltaic cells was installed on the gardeners compound and Senate wing roof to help us understand the impact of integrating alternative energy solutions within Parliament House. The pilot provides 43kW of power. It is a good sized test bed, but quite small when compared to the building's base electricity demand of 2000kW and peak of 7000kW on a hot day. All energy generated is used by the building, thereby providing modest reductions in electricity costs and greenhouse gas emissions. Savings in the electricity bill will cover the cost of the solar technology in around 10 years, though what we learn from the project will also enable us to make more informed and considered assessments of future options.

New office accommodation was developed behind the Staff Dining Room to accommodate up to 65 staff. The new accommodation has allowed us to re-accommodate DPS staff who had been displaced by the new Parliament

House Briefing Room and staff who had been working in basement offices. A little-used staff recreation area, along with a partially excavated area functioning as an air plenum and crawl space, have been transformed into light and modern above-ground accommodation that meets Commonwealth accommodation guidelines. We have also taken the opportunity to consolidate most of the Projects Branch in the new space and relocate various other business units, mostly along the first floor of the Senate wing.

The security review conducted by the Attorney-General's Department in 2009 has led to a program of works that is being carried out over two financial years. Work completed in 2010–11 included construction of a new mail screening facility, new doors leading from the Marble Foyer to the private areas of the building, and enhancements to security in the car parks, including a refurbishment of the entry point leading from the public car park.

The Technology Projects section invested over \$40 million in 'departmental' capital investments in 2010–11. A major undertaking has been the replacement of the building's IT network. The project spans two financial years and includes the installation of around 400 kilometres of cabling to support future increased network traffic throughout the building. The project has also delivered a new gateway, which will strengthen the security of internet services into the building.

The wireless network project was also completed. In 2010–11 this project expanded wireless IT access to all suites in the Senate and House of Representatives wings. This has provided building occupants with access to information while they are on the move within the building and at 'point-of-need', including from laptops and iPads.

A new Hansard Production System (HPS) has replaced the 10-year-old system, which was becoming increasingly unreliable. The new HPS has been designed for ease of use and faster delivery of Hansard transcripts to Senators, Members and the Australian public through the Parliament's website.

A number of projects focused on the improvement of broadcasting and digital media services across Parliament House, including replacement of the old broadcast cameras and

robotic control systems used in the production of Chamber, committee and special events television coverage.

A project to digitise the entire collection of parliamentary broadcast records is nearing completion. The records were previously held on 18,000 ageing videotapes and covered about 55,000 hours of footage. When completed, the content will not only be preserved, but also searchable and accessible to Senators, Members and the Australian public through the Parliament's website.

The new art collection management system, implemented in 2010–11, has provided improved functionality and searchability for Art Services staff, along with better arrangements for ongoing support and maintenance.

The Art Services section was also busy with the changeover of a substantial number of artworks from Members' suites arising from the 2010 federal election.

Six temporary exhibitions were mounted in the Presiding Officers' Exhibition Area, including: *Devotion, Daring and Sense of Destiny: Surveyors of the Early Commonwealth* and *Lines That Speak: Architectural Drawings of Romaldo Giurgola*.

A number of the permanent displays within public areas of Parliament House were upgraded during the year. The display of HMC portraits in Members' Hall was expanded to accommodate more portraits of former Prime Ministers, and the display of 'parliamentary firsts' was relocated and enlarged to include portrait busts of Edmund Barton, the first Prime Minister, and Lord Hopetoun, the first Governor-General.

Additionally, there were 125 artworks from the PHAC on external loan at 30 June 2011.

Chief Finance Officer Branch

The Chief Finance Officer Branch (CFOB) provides advice to the Executive, Assistant Secretaries and other DPS managers on a range of corporate issues including compliance with statutory requirements and is the 'engine room' for all financial transactions. CFOB comprises three sections.

The Finance section provides financial information supporting internal management decision-making. Key services include compiling monthly and annual financial statements, monthly management reports; internal and external budgeting; performing a treasury function; and providing asset and taxation management. The section is also responsible for accounts payable and receivable; developing and maintaining the Chief Executive's Instructions (CEIs); Chief Executive's Procedures (CEPs); and procedural guides, and maintaining the financial delegations. The Finance section includes the Logistics subsection, which receipts, tracks and delivers mail and other goods into Parliament House; records all outgoing consignments; and manages a waste service.

The Procurement and Contract Management (PCM) section provides advice on a range of procurement issues and manages the 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 Governance and Business Management (GBM) section is responsible for risk and fraud management, internal audit functions, insurance, legal liaison, performance reporting and external statutory reporting, including portfolio budget statements and annual reports. The section provides secretariat support for the DPS Audit Committee and Joint House Committee. It also includes 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*.

Commencing in July 2011, a new Corporate Services Branch has been established which comprises the three sections of the previous CFO Branch, as well as HR Services.

CFOB highlights and achievements

During the reporting period, Finance staff completed unqualified financial statements for 2009–10. This excellent financial reporting result has helped DPS receive a 'low risk' accreditation by the Australian National Audit Office.

The Finance section has been working closely with the Department of Finance and Deregulation (Finance) to finalise the transfer of the Electorate Office information technology (EOIT) function from Finance to DPS.

During the year, the Logistics subsection moved from the Procurement and Contract Management (PCM) section to the Finance section. This move assisted in streamlining DPS's internal procurement and goods receipting processes.

PCM staff delivered procurement services to support the Projects Branch achievement of a significant project program on the Capital Works Plan.

PCM continued to enhance effective, efficient, economical and ethical procurement activity within DPS, through a strong procurement governance framework and by reviewing procurement policy and procedure.

GBM further streamlined the business planning framework to improve operational reporting against objectives.

DPS increased its score in the Comcover risk management benchmarking survey to 7.0, an increase from the previous year's score of 5.9. This above-average score reflects the strength of the existing policy and framework, and the improvements in DPS's risk management processes, particularly in the areas of training and business continuity planning.

DPS's business continuity plans were exercised for the first time in 2010–11.

Corporate sections reporting to Secretary and Parliamentary Librarian

Strategy and Communication

The Strategy and Communication section develops and oversees high-level strategy and policy development for DPS. The section began in 2009–10 with a range of both operational and strategic responsibilities and has progressively refocused to undertake environmental scanning and analysis; develop strategy and high-level policies; and facilitate effective internal communication for DPS.

This strategic focus led to the transfer of further operational tasks to other sections and positions in 2010–11. This included the transfer of the Parliamentary Service Liaison Officer, to the Governance and Business Management section in the CFO Branch.

Heritage management has been a priority for the section, including an assessment of existing design integrity and heritage management activities. This has led to the role of Heritage Manager being re-titled as Assistant Director Strategy and focussing on overall strategy. The first major initiative for this role was the development of the draft *Heritage Management Framework*, which describes and assesses the heritage values of Parliament House, and will guide the development of strategies and plans that protect and raise awareness of those heritage values.

The section has also incorporated a new role to facilitate communication internally and externally. This role is responsible for conducting client and staff surveys, both of which will occur in 2011–12. Based on these surveys, an overall communication plan will be finalised.

Achievements of the Strategy and
Communication section for 2010–11 included:

- (a) working with the Executive Committee to ensure the implementation of the DPS Strategic Plan 2010–2013 first year initiatives;
- (b) working with stakeholders to develop the draft *Heritage Management Framework*;
- (c) managing the project to consolidate DPS staff accommodation—this initiative included the relocation of staff from an off-site location back into Parliament House and the relocation of 31 staff from the basement to above-ground accommodation;
- (d) providing input into the installation of trial solar panels on Parliament House;
- (e) reviewing the DPS Services Catalogue in consultation with the other parliamentary departments; and
- (f) working with the Executive Office to consult with DPS staff on matters relating to communication, environmental improvements and strategic planning ideas for the next 10 years. Many initiatives suggested by staff have already been implemented.

Human Resource Services

HR Services provides a range of human resource services for DPS including policy development, recruitment, training, health and safety, management of ill and injured employees and HR records management.

HR Services also manages a Memorandum of Understanding (MOU) with the Department of the House of Representatives for the provision of a payroll service to DPS. 2010–11 has been the first full year of this service and has provided an opportunity for DPS to realise some savings.

The highlights and achievements for 2010–11 included:

- (a) effective management of compensation cases, resulting in a significant decrease in the Comcare premium;
- (b) support for BSB and ISB on people matters as a consequence of restructuring within those branches;
- (c) a move to digital record keeping for all HR records using TRIM; and
- (d) the commencement and significant progress towards a new employment agreement for DPS.

Commencing in July 2011 HR Services became part of the new Corporate Services Branch.

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 for 2010–11 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
Mr Nick Champion MP (from 25.10.10)
Mr George Christensen MP (from 25.10.10)
The Hon. David Hawker MP (to 19.7.10)
Ms Sharryn Jackson MP (to 19.7.10)
Mr Daryl Melham MP
Mr Robert Oakeshott MP (to 19.7.10)
Mr Graham Perrett MP (to 19.7.10)
Mr Craig Thomson MP (from 25.10.10)

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



*The Hon. Dick Adams MP (Joint Chair), Roxanne Missingham (Parliamentary Librarian)
and Senator Russell Trood (Joint Chair)*

The Library Committee met on 18 November 2010, 24 March 2011 and 23 June 2011.

The Committee discussed:

- (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';
- (b) the Joint Select Committee into the Parliamentary Budget Office;
- (c) international trends in parliamentary library and research services;
- (d) the Australian Parliamentary Fellowship;
- (e) Parliamentary Library Strategic Review;
- (f) Parliamentary Library Staffing Review;
- (g) digitisation of Library collections;
- (h) the resource agreement between the Parliamentary Librarian and Secretary of DPS; and
- (i) revised Operating Policy and Procedure *Communicating with government agencies*.

Achievements 2010–11

The Library's vision is 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

A major focus for the Library is creating services and products that meet the needs of Senators and Members and their staff, and the Chamber departments in supporting Senators and Members, in the 21st century.

A strategic review of the Library was undertaken with the following terms of reference:

To review:

- (a) the changing needs of senators and members for the Library's services, using the 2010 and 2007 client assessments and other information collected as

- the review progresses, in particular to consider the need for information, analysis and advice on budgets and government expenditure;
- (b) international trends in the need for and provision of research and library services to parliaments;
 - (c) how the Library can most effectively deliver its services, including relevant and accessible e-services, within the available budget; and
 - (d) what innovations and structural changes should be made to provide optimal research and library services for the Parliament of Australia.

The review team comprised:

- (a) Library members: Ms Judy Hutchinson, Ms Nola Adcock, Dr Luke Buckmaster, Ms Slobodanka Graham, Mr David Watt and Ms Catriona Bryce.
- (b) External members: Mr Chris Reid (Assistant Clerk Committees, Senate), Ms Robyn McClelland (Clerk Assistant Table, House of Representatives), Professor Robin Stanton (Pro Vice-Chancellor E-strategies ANU) and Ms Moira Fraser (NZ Parliamentary Librarian and President IFLA section on Library and Research Services to Parliaments).

Consultation sessions were run with staff of the Chamber departments and the Library, and the review was discussed with the Library Committee. The report focused on the following topics.

Premise 1: The Parliamentary Library is expected to provide information and research services to senators and members in support of their parliamentary and representational roles, with priority given to their Chamber related work.

Quality and timeliness

Premise 2: Parliamentary Library research services should be of a consistently high quality and delivered in a timely way.

Accessibility

Premise 3: The Parliamentary Library should ensure that its information services and resources can be easily found by its clients and in a form that is useful to them

Awareness

Premise 4: The Parliamentary Library should ensure that its clients are aware of the services available to them and how to use them.

Relevance

Premise 5: Parliamentary Library information services and resources should be of continuing relevance to Library clients.

Responsiveness

Premise 6: Parliamentary Library services should be responsive to the emerging information and research needs of Library clients.

An action plan has been developed for 2011–13 to implement the recommendations of the review. The recommendations are also reflected in the Library's 2011–12 Business Plan.

Following the Federal election, the Agreement for a Better Parliament: Parliamentary Reform between the Australian Labor Party, Coalition and Independent members included the following commitment.

The Speaker will arrange for an external review of staffing levels within the Department of the House of Representatives Committee Office and the Parliamentary Library.

A staffing review of the Parliamentary Library was conducted by HBA Consulting with the following terms of reference:

- (a) determine the level of need for library services including through measures of demand for research work, using the key performance indicators and feedback from clients via Library surveys;
- (b) determine the required staffing resources and levels for delivery of these services; and
- (c) any workforce issues in terms of development and succession planning for skills that are in short supply.

The review included considerable consultation with Library staff, the Chamber departments, the Committee and client feedback through the last two client assessments.

The report was considered by the Library Committee, the Presiding Officers and the Parliamentary Library Executive. The recommendations were accepted and will be relevant to:

- (a) the scope of the Client assessment (due to occur in 2011–12);
- (b) the development of the workforce plan for 2011–15;
- (c) further consideration of the adequacy of the resources to provide research services that meet the needs of Parliament;
- (d) skills for delivery of online services; and
- (e) digitisation of collection material, in particular radio and television programs.

Knowledge transfer to Parliament

Significant achievements in the year included the creation of a pre-election policy service with the funding allocated in the 2010–11 Budget (\$500,000) to the Library ‘to assist non-Government parties in developing policies in the lead-up to Federal elections’. The service operated against operating principles discussed and approved by the Library Committee at its meeting of 17 June 2010.

The pre-election policy unit (PEPU) handled 11 requests. Of these, 10 were for modelling. One consultant’s report was purchased. Other requests were considered to be ‘business as usual’ and referred to relevant staff in the Research Branch for responses. An independent evaluation of the service was carried out by Mr Stephen Bartos of LECG Consultants. Key findings of the report included the following.

- (a) The services have the potential to add value to the development of sound and workable policies by non-government parliamentarians. However, the timing of the introduction of the service shortly before an election meant that the potential was not fully realised in 2010.
- (b) There is an unmet need for a comparable service to be available to parliamentarians on an ongoing basis. This is likely to be overtaken by discussions on the proposed Parliamentary Budget Office, outside the scope of this evaluation. Nevertheless many of the lessons for the future would be equally applicable to that new organisation.

- (c) In the event that resource constraints prevent establishment of an ongoing source of costing and modelling support, an earlier timetable for the provision of such a service—12 to 18 months prior to the last available date for calling of a Federal election—would be an improvement. This would require shifting the allocation of funding already shown in the forward estimates from the 2013–14 financial year to 2012–13.;

Recommendations from the report included the following:

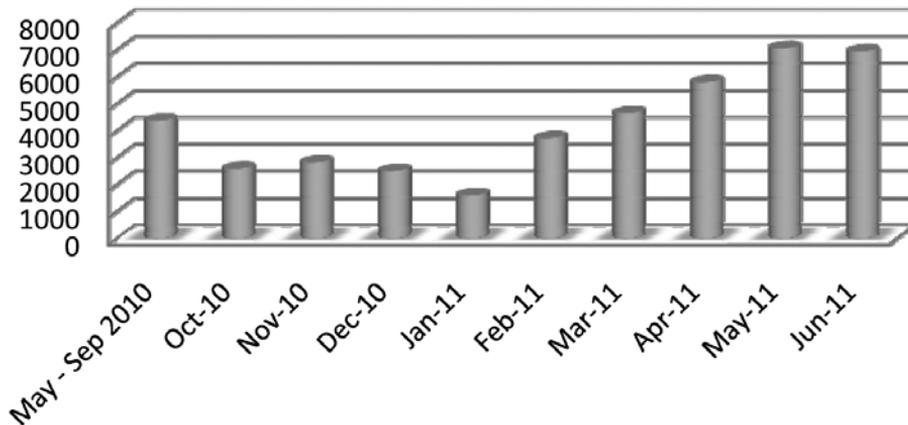
- (a) In the event a parliamentary budget office (PBO) is established, its brief should include provision of the kinds of assistance in 2010 such as costing and economic modelling.
- (b) Reflecting the iterative, interactive nature of policy development, this assistance should be available to parliamentarians on an ongoing basis.

The review of the use of external experts to build collaborative relationships with organisations and research experts working on public policy and parliamentary issues was finalised. An action plan will be developed.

Publications of the Library were recognised by our clients and the community as of high value. Australian Policy Online ranked six Library publications in the most read research reports and commentary pieces during 2010.

- Overall top 10: *Boat arrivals in Australia since 1976: January 2010 update* by Janet Phillips, Harriet Spinks
- International reports 2010: *Australia’s foreign debt—data and trends* by Tony Kryger
- *Overseas students: immigration policy changes 1997: May 2010* by Elsa Koleth
- *Multiculturalism: a review of Australian policy statements and recent debates in Australia and overseas October 2010* by Elsa Koleth
- Politics reports 2010: *Australian Government assistance to refugees: fact v fiction* by Luke Buckmaster
- Social Policy reports 2010: *Asylum seekers and refugees: what are the facts?* by Janet Phillips

Figure 3.1—Monthly views of the FlagPost blog



A working group investigated the use of web2.0 technology to better inform our clients in a timelier manner. The Parliamentary Library blog FlagPost was fully piloted with linkages to the Library's Twitter and Facebook accounts. Blog entries are up to 900 words on a topical issue. Clients have commented on the advantage of short, informative, impartial and timely pieces. Use is growing, see Figure 3.1 above.

Connect clients with information

The Library's collection of print and electronic resources continued to grow to meet the needs of clients, particularly in emerging policy areas such as climate change and security. The percentage of the Library's collection available in digital form—so clients can have easy access to material wherever they are located—increased from 26% at the end of June 2010 to 38% at the end of June 2011.

The 43rd Parliament saw a major focus on developing knowledge and awareness of the Library's services in new Members of Parliament. Information sessions were provided as a part of the new members training program. New Members of Parliament were each allocated a Library contact officer to assist them and their staff find and use the Library's services and products.

To provide easier access to the Library's print and digital collections, work commenced on setting up a federated or 'one stop'

access system using new software widely used in the academic and national library community, Summon. A small team worked on implementation and the product aiming to launch it to clients early in 2011–12. It gives clients the ability to more easily find material acquired by the Library in a single click.

The Parliamentary Library has large digital collections and has a strategic goal to digitise more material of interest to the Parliament as resources permit.

The primary repositories for the Library's digital collections are ParlInfo Search and the Electronic Media Monitoring Service (EMMS) system, with a smaller subset of books or web pages being stored in a separate electronic repository as an adjunct to the Library's catalogue. Preservation of the content of these repositories is assured through regular processes of back-ups and off-site storage.

The Library has archives of paper or pre-digital media audiovisual material that it has identified as likely to be of ongoing interest to Senators and Members. Progressively, this material will be digitised and added to the permanent digital collection. This work has commenced on a small scale. In 2011 the Library established a set of criteria for digitisation which were presented to the Library Committee for discussion. The factors that the Library considers when undertaking digitisation projects include:

- (a) current demand—how often are clients requesting the material in its pre-digital format?
- (b) potential use—if the content was more easily accessible would use increase?
- (c) preservation/useability—is the content fragile or likely to be unusable in the foreseeable future?
- (d) costs of digitisation—what can be done at a local level using available staff/equipment and what is a large scale project that would involve an external provider?
- (e) storage; and
- (f) staff skills.

Digitisation in 2010–11 included:

- (a) press releases: a sample of approximately 3,000 press releases from the 1960s and 70s were digitised; this work will continue as resources permit;
- (b) radio and television broadcasts: on-demand from clients individual pre-2004 programs were digitised from analogue recordings; a systematic program covering a broader selection of material from this collection will commence in 2011–12;
- (c) party political documents (party policies, major speeches): this collection has content in print back to the 1940s and online from the 1996 Federal Election. A sample set was digitised this year, a systematic program will commence in 2011–12; and
- (d) on demand, from the Parliamentary Authors' Collection Mr Tanner's *Sideshow: dumbing down democracy* was digitised; a systematic program of digitising this unique collection will commence in 2011–12.

The digitisation of Hansard was completed through a DPS project. Until mid-2010, Hansard was available online only from 1981. Commencing in 2009–10, over 600,000 pages of Hansard (from 1901 to 1980) were digitised and are now available online through ParllInfo Search for full searching. This year the final component, xml storage and presentation, was completed.

Refurbishment of the Ground Floor Reading Room and adjacent Newspaper Reading Room was planned and commenced in 2010–11. This work was the first outcome of a review of Library accommodation.

Older compactus units used in the Main Library and basement storage areas were upgraded to meet occupational health and safety standards, and new units were built and installed as part of a longer-term strategic management of the Library's print collections.

Support the Parliament's engagement with the community and democracy

Over 100 participants from around the world, including all but one Pacific nation, attended the *International Symposium 'Fundamental to Democracy: Parliamentary Library and research services'* held in March. Associated events included a United Nations Depository Libraries workshop; an International Federation of Library Associations (IFLA) Workshop on Transparency, Good Governance and Freedom from Corruption; and capacity-building workshops on communicating with clients and building web/intranet-based services in parliamentary libraries.

Together, these events were successful in:

- (a) creating well informed and capable library and research staff;
- (b) building a strong international network for further communication and support;
- (c) meeting specific needs of participants, for example many Pacific clerks had asked their staff to develop knowledge of digitisation;
- (d) revitalising the Association of Parliamentary Librarians of Asia and the Pacific (APLAP) with a new committee comprising representatives from the Pacific and Asia; and
- (e) establishing strong links with the UN and United Nations Development Programme (UNDP) that can support further activities and programs.

The Library has contributed to the Pacific Parliamentary Network established from the Inter-Parliamentary Union (IPU) Meeting of Pacific Parliaments held in Auckland on 9 and 10 August 2010. Responses have been provided to several research questions from the network.

Significant work occurred in the Parliament of Australia website replacement project.



International Symposium 'Fundamental to Democracy: Parliamentary Library and research services' attendees

Use technology to support better services

Media services: news clips

In August 2010, LAST (Library Authoring System and Thesaurus) went into production. This is the authoring system for library database content in ParInfo Search (newspaper clippings, press releases, articles, political party documents, Bills digests and other Library publications). The Parliamentary Library Thesaurus is managed through LAST.

The system provides:

- (a) automated selection (currently applied to news clips supplied by Media Monitors Australia); and
- (b) automated indexing using Thesaurus subject heading (currently applied to all news clips added from 28 August; to be applied retrospectively to the indexing backlogs following further programming changes and testing).

The automated processes are reviewed by indexers.

Client service outcomes include that daily newsclips are being published with automatically assigned major subject terms 7 days a week directly to ParInfo Search by 7:30am each morning. The previous semi-automated process added clips progressively one at a time from 8am to 2pm or later, with subject indexing following the selection process rather than being simultaneous.

The Parliamentary Library selects news clips of interest to the Parliament, available every day through ParInfo Search. A service was developed to provide news clips of interest to Senators online, the *Senators' daily news clips*. At the end of the year, a similar service was in trial for Members of the House of Representatives.

Media services: radio and television programs

Radio and television programs are currently captured and made accessible using a system that is at the end of its life. A new system will be available in 2011–12. The replacement system is one that will also be used to record broadcasts of the Parliament. This year, considerable work occurred on the specifications and design of the new system.

Client enquiries management

A new system was purchased to replace the current system used to record client enquiries, the Parliamentary Library's Time and Information Recording System (TARDIS). The new system is a commercial, off-the-shelf (COTS) product used by many university, state and government libraries and the National Library of Australia. One of the important aspects of the old and new systems is access management that ensures access to information about client enquiries is restricted and an audit trail of all access is maintained. The system will operate in much the same manner as the previous system and will provide information for the Committee and for other reporting needs.

eBooks

The Library is now publishing selected publications as eBooks. The format enables publications to be easily read on devices such as iPads. The first eBook was the Anzac Day Kit 2011 publication, which was also published in a mobile version. The Budget briefs have also been published as eBooks, individually and as a kit. Senators and Members will have access to a greater number of Library publications in eBook format in the coming year. Feedback suggests that Senators and Members are increasingly using iPads and similar devices. Some work will need to be done in the coming year to ensure that Library services can be found and used effectively on these devices.

Strategic and Workforce Planning

Seventeen ongoing staff left in 2010–11, a separation rate of 12.5%. This is higher than separation rate of ongoing Library staff for the previous year of 7.3%.

The main reasons for separation from the Library during 2010–11 were age retirement (6 staff, 35% of separations), transfer/promotion (5 staff, 29% of separations) and resignation (5 staff, 29% of separations). One staff member took a voluntary redundancy.

Resignations included staff retiring shortly before their 55th birthday (so called '54/11' resignations) taking up a superannuation advantage from the Commonwealth Superannuation Scheme (CSS).

A major factor in staff separation was career development with the promotion (transfer) of staff to other agencies including other parliamentary departments. For the newer research assistant category promotion is expected because of their skills and knowledge development in the parliamentary environment. In considering workforce planning, the Library is reviewing ways to make it more visible as a preferred employer.

The Library's workforce planning includes, wherever possible, succession planning through mentoring and development of in-house expertise to replace retiring staff.

The Library's executive leadership group undertook a team skills development program. The Team Management Profile system was used as a tool for the development program. It provided useful insights into individual preferences and will be used in a number of sections. Planning for 2011–12 development activities include a leadership program for Library managers.

CASE STUDY—EXECUTIVE SERVICE



Rowena Billing started working at the Parliamentary Library in 2001 and has worked in many different roles prior to commencing her current position as the Executive Assistant to the Parliamentary Librarian in 2008.

During the last three years as an Executive Assistant, Rowena has been involved in many exciting projects and activities. In March 2011, the Parliamentary Library hosted an *International Symposium 'Fundamental to Democracy: Parliamentary library and research services'*. Rowena played a significant role in the organisation and coordination of this event, including designing and maintaining an event website; creating and coordinating an online registration form; organising catering and other arrangements; as well as overseeing the administration and ensuring the smooth

running of the event. Approximately 100 delegates from within Australia, Asia and the Pacific attended the Symposium and it was regarded as a great success.

Rowena has also been involved in other interesting projects within the Parliamentary Library, including the recent digitisation of Hansard; the development of a new time recording system for the Library's client work; and coordinating the statistical information provided in the Library's Annual Reports.

The role of an Executive Assistant has become more diverse over the years and is no longer solely an administrative position. Rowena enjoys the diversity of her role and looks forward to future challenges and upcoming projects.

Figure 3.2—Subprogram 1.1—Research services—deliverables

Deliverable	Measure	Performance		
		2008–09	2009–10	2010–11
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)	17,772	15,476	13,818
Self-service requests	Number of online uses of the Parliamentary Library's publications, including the Parliamentary Handbook and General Briefs and Publications, through ParInfo Search and the Internet (target: 6,000,000)	5.99m	5.56m ²	6.95m ³
General briefs and publications	Number of general briefs and publications produced (target: 220)	280	285	361
Client training and seminars	Attendance at training courses and events (eg Vital Issues seminars) (target: 500 attendees).	594	550	508

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.

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

3. This statistic has been reviewed and corrected to include all self-help including more recently developed services.

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 (GFRR).

IAB staff select, acquire, catalogue, index and provide access to collection material. They are also responsible for publishing for DPS.

Figure 3.3—Subprogram 1.1—Research services—price indicators

Deliverable	Measure	Performance		
		2008–09	2009–10	2010–11
Cost of research services	Average cost per individual client request	\$462	\$442	\$495
	Average direct cost per self-service client request (staff time only)	\$0.53	\$0.61	\$0.49
	Total cost of subprogram 1.1	\$11.6m	\$12.16m	\$12.15m

Figure 3.4—Distribution of client service hours by service type

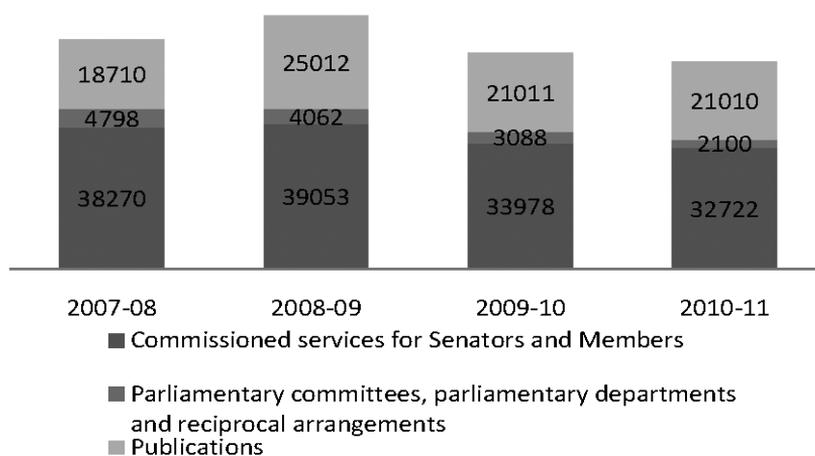


Figure 3.5—Subprogram 1.1—Research services—key performance indicators

Key performance Indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Client satisfaction with requests and general briefs and publications (GBPs)	High level of customer satisfaction (target: 90%)	93%	93%	93%
	Client service delivered to timeliness service standard (target: 95%)	97%	96%	97%
	Number of complaints from clients	4	0	2

Report on performance

Subprogram 1.1—Research services

Program 1—Library Services

Indicator—Client requests

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 databases in ParInfo, 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.

During 2010–11, 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 10.7 per cent, compared to the previous year. Self-help use of library publications is being utilised and the reduction in client requests shows that these services are heavily valued.

Indicator—General briefs and publications

The number of publications increased significantly primarily due to the implementation of a new publishing platform, the Parliamentary Library blog, Flagpost. There were 128 blogs written and posted in the financial year. The blogs are short, timely, analytic works of up to 900 words, which provide clients with up-to-date information on a current topic. Blog posts undergo a review process and are approved for release by senior Library staff.

Figure 3.6—Subprogram 1.2—Information access services—deliverables

Deliverable	Measure	Performance		
		2008–09	2009–10	2010–11
Material added to Library databases	Number of items added to the Library's Electronic Media Monitoring Service and to ParlInfo Search databases (target: 140,000)	159,129	161,203	191,430
Material added to Library collection	Number of new titles (books and serials) added to the Library's catalogue (target: 4,200).	4,827	4,275	4,270
	Percentage of titles (books and serials) in Library's collection available to clients online in full text (target: 30%).	23.8%	26%	31%
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)	3.75m	4.45m ⁴	3.17m ⁵

Hours spent on publications and client enquiries were very similar to the previous year. Hours on client services to parliamentary committees, parliamentary departments and reciprocal arrangements decreased by approximately 29 per cent.

The Library responded to both complaints—clarifying the services available in one case, and apologising and reviewing service-quality control mechanisms in the second case.

Indicator—Client satisfaction 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 Client survey. The next client assessment will occur in 2011–12.

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

5. Issues with external user stats data in resulted in problems for the statistical reports in use of web services for November 2010, further problems occurred in March and April 2011.

Subprogram 1.2—Information access services

The services contributing to this subprogram include:

- (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.

Indicator—Material added to Library databases

The target for the number of items added to the Library's Electronic Media Monitoring Service and to Library databases in ParInfo Search was 140,000 and this was exceeded as 190,430 items were added. Two factors influenced this growth. Firstly, the Federal election held 21 August 2010 led to a hung Parliament and this has led to an increase in the volume of news clips that refer to the Parliament. Secondly, new automated processes used for the selection and indexing news clips implemented in August 2010 (the weekend after the election) have made it easier to add a greater number of relevant news clips than had been possible in the previous, more labour intensive, environment.

Indicator—Material added to Library collection

The target number of new titles (books and serials) added to the Library's catalogue was 4,200 and this was slightly exceeded with 4,270 items being added.

The percentage of titles available online (full text) increased from 26% to 31%. This increase was achieved through the purchase and installation of a service that provides links to serial title catalogue records to their electronic equivalent in aggregator services that the Library subscribes to. In 2011–12, the Library will be assessing the usefulness of eBook aggregator services with the aim of increasing the online availability of eBooks relevant to the information needs of the Parliament.

Figure 3.7—Subprogram 1.2—Information access services—price indicators

Deliverable	Measure	Performance		
		2008–09	2009–10	2010–11
Cost of information access services	Average cost per item added to the Library's collection	\$273	\$340	\$209
	Average cost per item added to the Library's databases	\$17.62	\$18.68	\$14.61
	Average cost per use of the Library's databases and collection	\$1.82	\$1.69	\$2.37
	Total cost of subprogram 1.2	\$10.48m	\$10.7m	\$11.19m

Figure 3.8—Subprogram 1.2—Information access services—key performance indicators

Key Performance Indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Client satisfaction with information access services	High level of client satisfaction (target: 90%)	93%	93%	93%
	New titles (books and serials) added to the Library’s catalogue within timeliness service standard (target: 90%).	82%	75%	70%
	New items added to the Library’s Electronic Media Monitoring Service and the ParlInfo newspaper clippings database within timeliness service standard (target: 95%)	94%	98.5%	88%
	Number of complaints from clients	0	0	0

Indicator—Use of the Library’s collection and databases

The target figure of 3,800,000 uses of the Library’s collection and databases may not have been met with 3,171,461 uses recorded. However, this figure is not a comprehensive reflection of use as for a variety of reasons data was not collected for the full months of November 2010, March 2011 and April 2011. Corrective action has since been put in place to ensure the all data is collected each month.

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. A resource discovery service, Summon, was in trial throughout the year.

Electronic Media Monitoring Service (EMMS)

The Electronic Media Monitoring Service (EMMS) has been in use in its current iteration since 2004. Throughout 2010–11, work continued on moving the existing EMMS to a new platform that will be easier for clients to use.

Indicator—Client satisfaction with information access services

As reported last year, client satisfaction with the Library’s service in the 42nd parliament rose by 4%, based on the 2009 DPS Client survey. The next client assessment will occur in 2011–12.

The targets for timeliness in adding new items to the Library’s collections were not met. For the catalogue material, this is a direct result of the impact on a small team of unplanned and unavoidable staff absences combined with vacant positions that could not be filled rapidly. For the EMMS and the ParlInfo Search newspaper clippings database, the problems arose from intermittent technical failures.

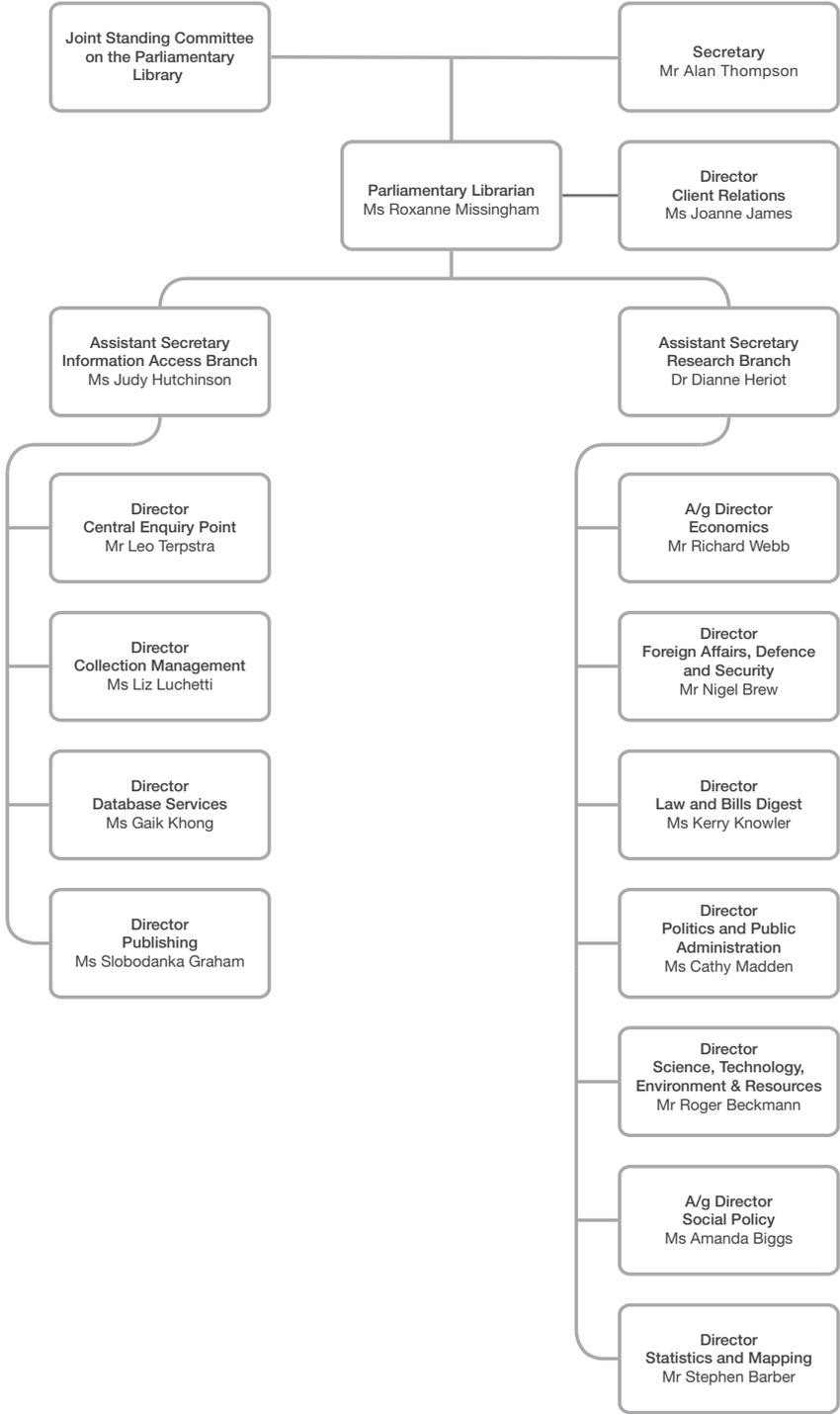
Parliamentary Library Financial Report⁶

	2009–10 Actuals (\$)	2010–11 Actuals (\$)
Income		
Appropriations	16,460,724	16,667,000
Depreciation expense	1,472,225	1,708,198
Direct expenditure		
Total Salaries	12,717,466	13,355,759
Research Branch	8,160,929	8,555,913
Information Access Branch	4,180,424	4,282,258
Office of the Parliamentary Librarian (2010–11 includes pre-election policy service)	376,113	517,588
Other employee expenses	312,608	239,470
Staff training, travel and related expenses	205,733	245,334
Collection (information resources)	1,733,075	1,609,672
Other expenses	237,531	372,444
Asset maintenance (software licences/maintenance)	357,569	250,784
Total cash expenditure (excluding expenditure from capital funding)	15,563,982	16,073,463
Collection (expenditure from capital funding)	575,308	555,512
Total expenditure (including expenditure from capital funding)	16,139,290	16,628,975
Summary		
Office of the Parliamentary Librarian	440,501	435,323
Research Branch	8,554,279	8,879,886
Information Access Branch	7,144,510	6,916,952
Pre-election Policy Service		396,814
Total (including expenditure from capital funding)	16,139,290	16,628,975

6. 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)	2009–10	2010–11
Research Branch	77.15	76.39
Information Access Branch	55.26	56.51
Office of the Parliamentary Librarian	2.81	3.00
Total	135.22	135.9

Figure 3.9—Library Organisational Chart at 30 June 2011



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 2010–11. 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. 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 subprograms 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 of this Annual Report. The performance reports in Part 3

(Parliamentary Library) and this part 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 a need for more work 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 2010–11, DPS facilitated access for the general public to the work of the Parliament and its building by:

- (a) providing 1,138 hours of Chamber broadcasts;
- (b) providing 1,961 hours of committee broadcasts;
- (c) providing print-ready *Hansard* transcripts on the DPS internet site and the web interface to ParlInfo; and
- (d) hosting approximately 820,000 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 2010–11, there were 194 reported security incidents. Of these incidents, 188 were dealt with in accordance with established procedures. In the remaining six incidents, information on the correct procedure was reiterated and promulgated across the security section and there have been no further similar incidents.

Figure 4.1 – Relationship between Outcome and Programs

OUTCOME

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

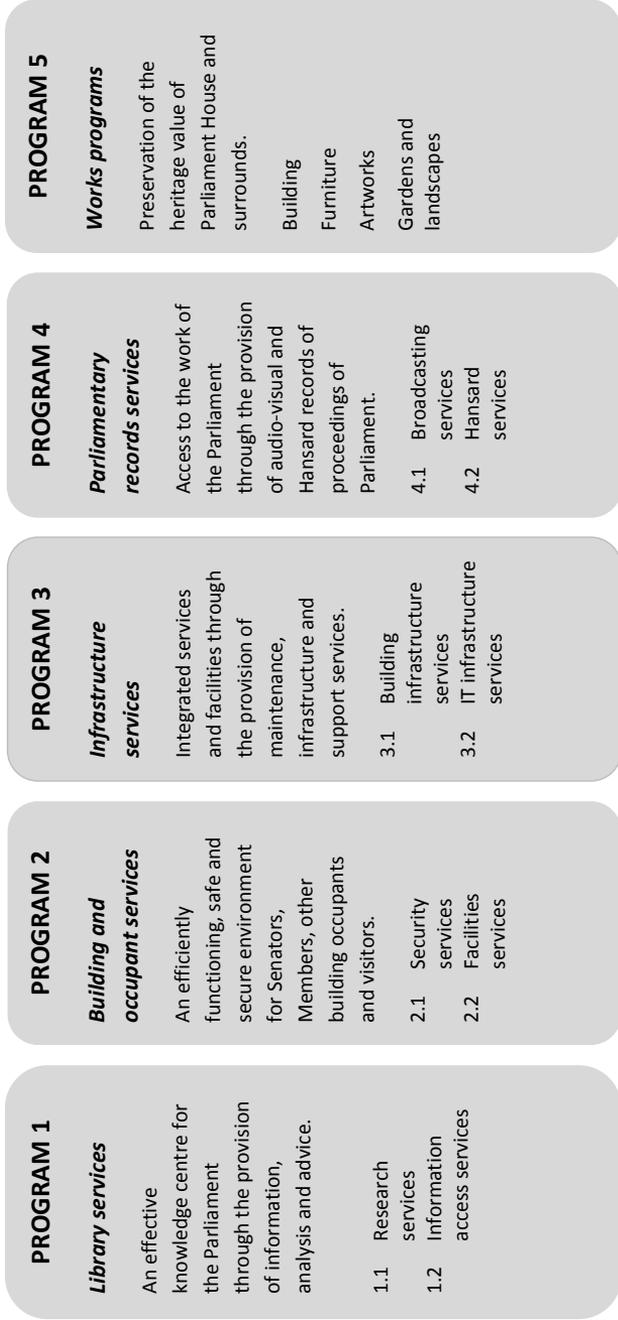


Figure 4.2—Subprogram 2.1—Security services—quality indicators

Quality indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Extent to which security procedures are followed	Percentage of reported security incidents dealt with in accordance with agreed procedures (target: 100%)	100%	99%	97%
Validation of security procedures	The extent to which each validation was successful (target: 100%)	92%	100%	100%

Figure 4.3—Subprogram 2.1—Security services—quantity indicators

Quantity indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Validation of security procedures	Percentage of security validation program achieved (target: 100%)	100%	100%	100%
Security incidents	Number of reported security incidents	AFP-UP: 150	AFP-UP: 115	AFP-UP: 112
		PSS: 95	PSS: 109	PSS: 83
Security services	Number of hours of internal guarding (PSS)—Monthly average	25,164	21,636	21,917
	Number of hours of external guarding (AFP-UP)—Monthly average	11,007	10,459	10,567
	Number of scheduled emergency evacuation exercises completed	2	2	2
	Number of parliamentary and non-parliamentary functions (including official visits) requiring additional security resources	See Figure 4.4		

Indicator—Extent to which each validation was successful

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

As a result of lessons learned from exercises conducted in 2010–11, security procedures and annual training programs were updated to address the issues identified.

Indicator—Validation of security procedures

All scheduled validation exercises were conducted in 2010–11. In total, 19 exercises were conducted, including five 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 PSS or AFP-UP 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 number of PSS internal guarding hours for 2010–11 remained in line with the previous year following the implementation of the new security roster in 2009. Daily external guarding hours (AFP-UP) did not drop below the required minimum staff levels.

Two emergency evacuation exercises were scheduled and conducted in 2010–11. One full evacuation was held on a sitting day in November 2010, with a partial building evacuation occurring (after hours) in April 2011.

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 Parliament' delegations.

Indicator—Cost of security services

The overall costs for security services in 2010–21 remained stable in comparison to the previous year.

Figure 4.4—Subprogram 2.1—Security services—Number of parliamentary, non-parliamentary functions and official visits requiring additional security resources

Measure	2008–09	2009–10	2010–11
Number of parliamentary functions supported by security	96	50	91
Number of official visits	41	36	19
Number of parliamentary functions requiring additional security resources	12	11	20
Number of official visits requiring additional security resources	16	3	0
Number of non-parliamentary functions	766	1,013	834
Number of non-parliamentary functions requiring additional security resources	338	364	311

Figure 4.5—Subprogram 2.1—Security services—price indicator

Price indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Security services	Staff costs for:			
	a) internal guarding (PSS)	\$11,697,367	\$11,660,700	\$12,060,011
	b) external guarding (AFP-UP)	\$10,482,876	\$10,213,416	\$10,302,533
	c) additional PSS guarding for parliamentary functions	\$23,261	\$10,035	\$25,161
	d) additional PSS guarding for non-parliamentary functions	\$327,098	\$407,539	\$357,431
	e) additional cost of PSS or AFP-UP guarding for official visits	\$31,404	\$4,349	\$0
	Direct costs of Pass Office operations	\$165,910	\$151,476	\$149,330
	Total cost of subprogram 2.1	\$32.447m	\$29.799m	\$30.562m

Subprogram 2.2—Facilities services Quality indicators

DPS provides facilities, health and well-being, and visitor services to occupants of, and visitors to, Parliament House. The Facilities section continues to focus on facilities contract management, efficiency improvements, and both cost and revenue management. We also continue to assess and improve the services and experience for building occupants and visitors to Parliament House.

The term ‘customer’ refers to Parliament House building occupants, whilst the term ‘visitor’ is taken to mean members of the public visiting Parliament House.

Indicator—Customer satisfaction

The catering complaints generally related to the range of menu selections, pricing and portion sizes. All matters were referred to the catering contractor for corrective action and where necessary resolution with the individual concerned.

Figure 4.6—Subprogram 2.2—Facilities services—quality indicators

Quality indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Customer satisfaction	High level of building occupant and/or user satisfaction with facilities contracts for catering, cleaning, pest control and sanitary services	See footnote ⁷		
	Number of complaints about facilities contracts for catering ⁸	82	58	34
Visitor satisfaction	Number of complaints about guide services	14	17	6
	Number of complaints about The Parliament Shop	0	2	1
	Number of complaints about facilities contracts for catering	44	5	9

7. There are no new customer satisfaction figures for 2010–11 as DPS conducts a customer satisfaction survey once for each Parliament. The next customer survey will be conducted in 2011–12.

8. Customer feedback regarding cleaning, pest control and sanitary services is now reported under Program 3 Infrastructure Services (but included in figure 4.6 above for 2008–09 and 2009–10).

Indicator—Visitor satisfaction

The complaints regarding the Guide Service generally related to tour times and, as a result, advertising material was updated. The complaint regarding The Parliament Shop was about a stock item. The catering complaints generally related to menu selections, pricing and portion sizes, and were referred to the catering contractor for corrective action.

Indicator—Facilities

DPS finalised the three remaining licence arrangements, which were outstanding from the previous year's licence renewal program. The licence for the physiotherapist was modified to include remedial massage services and the licence for the childcare centre was extended for a further three years. The panel for new audiovisual service providers was tendered with four companies appointed. DPS also coordinated the refurbishment of the Aussies General Store kitchen and two Press Gallery suites.

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 increase in the number of incidents, accidents and requests for first aid services responded to by the Nurses Centre for 2010–11.

The annual influenza vaccination program delivered nearly 100 more vaccinations than the previous year.

The 'Health Promotion Program' continued throughout the year. The program hosted presentations from various speakers on health awareness topics such as diabetes, asthma and kidney disease to building occupants. The programs were well received.

Indicator—Health and Recreation Centre

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

Total membership of the HRC increased by 8% in 2010–11, offset by a slight decrease in casual visits. Class attendance has seen a 21% increase compared to last financial year, which can be attributed to the introduction of new exercise classes such as yoga, Zumba, and stretching classes. These classes were introduced following feedback from the 2008–09 customer survey.

Figure 4.7—Subprogram 2.2—Facilities services—quantity indicators

Quantity indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Facilities Management	Number of parliamentary functions supported by Facilities Management	258	209	248
	Number of official visits supported by Facilities Management	4	16	10
	Number of non-parliamentary functions supported by Facilities Management	766	1,013	834
	Number of parliamentary and non-parliamentary catered functions held at Parliament House	1,261	970	869
	Total number of catered and non-catered, parliamentary and non-parliamentary functions held at Parliament House	2,285	2,192	1,951
	Number of contracted labour hours used for official visits and parliamentary functions	465	N/A	791
Nurses Centre	Number of incidents and accidents (including requests for first aid) managed by the Nurses Centre	830	735	768
	Number of vaccinations delivered under Influenza Vaccination Program	620	617	712
Health and Recreation Centre	Number of members, by category:			
	a) Senators and Members	72	55	64
	b) staff of Senators and Members	16	13	14
	c) others (building occupants)	584	489	523
	Number of casual visits by category of user:			
	a) Senators and Members	14	26	61
	b) staff of Senators and Members	828	1,188	1,558
	c) others (building occupants)	643	929	464
	Classes conducted:			
	Total number of classes	590	608	651
Total number of places in classes	6,322	6,399	7,153	
Total number of attendees at classes	3,954	2,904	3,511	
Community engagement with Parliament House	Total number of visitors	863,552	933,878 ⁹	820,783

9. In 2009–10 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 4.7—Subprogram 2.2—Facilities services—quantity indicators (continued)

Quantity indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Community engagement with Parliament House	Total number of general (public) tours conducted	4,527	2,331	1,911 ¹⁰
	Total number of school tours conducted	3,310	3,437	3,573
	Total number of special tours conducted	454	550	284
	Total number of paid tours conducted	70	141	150
	Total number of participants in general (public) tours	101,236	78,114	73,196
	Total number of participants in school tours	119,765	125,760	125,450
	Total number of participants in special tours	7,095	6,677	4,407
	Total number of participants in paid tours	2,296	3,907	3,768
	Total number of participants in garden tours	348	87	677
	Total number of filming and photographic requests processed	325	333	261
The Parliament Shop customers	Total number of visitors to The Parliament Shop	280,002	284,599	279,759
	Total number of purchases from The Parliament Shop	65,019	64,079	61,040

Indicator—Community engagement with Parliament House

DPS finalised a review of visitor services and has developed a program of improvements to the visitor services program. These improvements will be implemented throughout 2011–12 and will provide additional options for visitors to experience Parliament House, improved information for visitors and a capacity to support increasing numbers in visiting school groups.

During 2010–11, there was a decrease in the number of visitors to Parliament House, which is attributed to the Federal election and the extended period between Parliaments.

This had a corresponding effect on the number of people participating in public tours. The number of special tours was also lower than the previous years due to a reduction in requests for these types of tours.

The increase 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 2010–11, developed renewed partnerships with tourism bodies including the Canberra Convention Bureau and ACT Tourism.

10. At a minimum public tours are offered three times each day. Each tour can accommodate up to 80 visitors and the majority of tours operate at less than 50% capacity. Additional tours are provided when tours operate at capacity and during school holiday and other peak periods such as during the Floriade festival.

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 279,759 visitors in 2010–11. Around 22% of Parliament Shop visitors went on to make a purchase.

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

Indicator—Facilities services

Gross revenue increased with the partial introduction of the new agreements for press gallery and retail licensees. These increases will be fully realised in 2011–12. Catering contract revenue is lower than the previous two years due to the quieter Federal election period. The slight increase in management fees for catering contracts is associated with new contractual arrangements for the Staff Dining Room and Queen’s Terrace Café. Financial performance of the Health and Recreation Centre was consistent with the performance reported in the years prior to 2009–10. The result for The Parliament Shop was marginally under target due to lower-than-expected revenue figures combined with an increase in inventory costs.

The overall cost of facilities services in 2010–11 remained stable in comparison to the previous year.

Figure 4.8—Subprogram 2.2—Facilities services—Parliament House Visitors 1988–2011

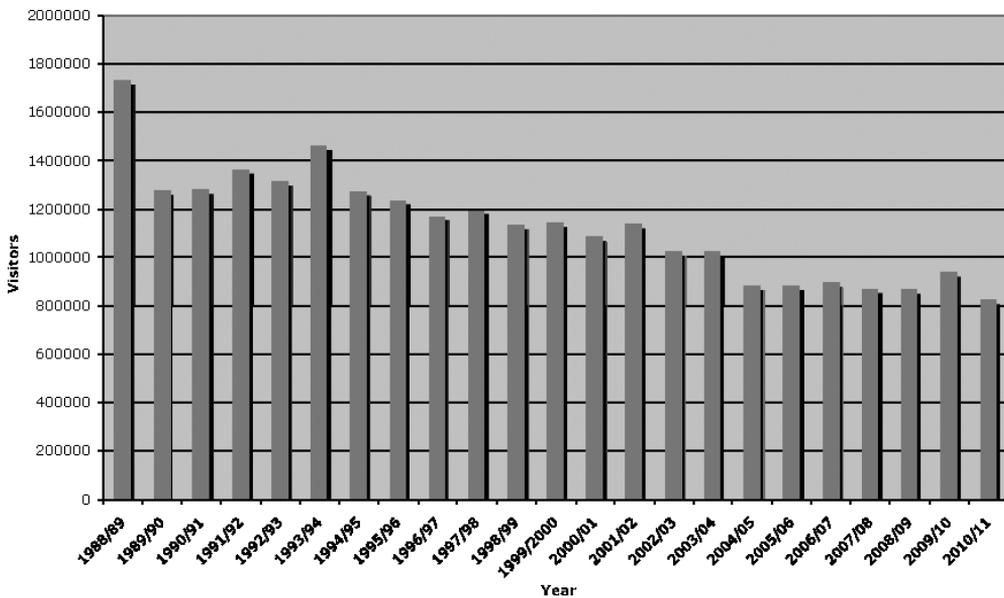


Figure 4.9—Subprogram 2.2—Facilities services—price indicator

Price indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Facilities services	Cleaning costs under contracts ¹¹ :			
	a) internal cleaning costs	\$3,648,785	-	-
	b) industrial cleaning costs	\$1,006,774	-	-
	c) cost of additional labour (including function set up)	\$114,742	-	-
	Waste management costs under contracts	\$159,666	\$139,885	\$142,614
	Gross revenue from:			
	a) Press Gallery licensees	\$1,067,397	\$1,107,321	\$1,194,107
	b) catering contractors	\$451,035	\$520,318	\$451,245
	c) non-catered functions ¹²	\$28,534	\$30,682	
	c) other licensees	\$184,632	\$195,095	\$191,104
	Management fee paid to catering contractor(s)	\$350,000	\$350,000	\$376,769
	Nurses Centre: direct costs	\$199,079	\$194,424	\$173,222
	Health and Recreation Centre: net costs (direct costs less revenue)	\$117,360	\$34,347	\$105,305
	Parliament House Guides services: net costs (direct costs less revenue received from paid tours)	\$1,494,021	\$989,228	\$1,162,212
	The Parliament Shop: revenue (target: \$1.3m)	\$1,207,257	\$1,192,793	\$1,086,895
	The Parliament Shop: net profit (target: 10% of revenue)	\$234,777 (19.5%)	\$181,174 (15.2%)	\$104,568 (9.6%)
	Total cost of subprogram 2.2	\$10.905m	\$7.661m	\$7.639m

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

12. Changes to the management of non-catered functions were implemented in 2009–10 and this revenue is now included in the catering contractor revenue.

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.

Subprogram 3.1—Building infrastructure services

This subprogram involves the provision of building 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 Design Integrity Index (DII) measures the current condition of Parliament House and the precincts expressed as a percentage of the original built form. In particular it measures the extent to which change within Parliament House and the precincts impacts upon the original design intent.

The Engineering Systems Condition Index (ESCI) 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 4.11, 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 0.1% in the overall building condition when compared to 2009–10, which reflects the effects of ageing and use since the building opened in 1988.

The contributing factors to the drop in the BCI score are as follows.

Public areas

- (a) Parquetry floor maintenance on the first floor of the Marble Foyer has been delayed until the trial of the alternative finish to the timber handrails is assessed.
- (b) Repairs to the plaster ceiling and walls in the Great Hall skylight have not been done due to a project which is investigating a solution for the light truss system that will prevent further damage.
- (c) Damage to plaster ceiling tiles in the Marble Foyer and public areas as a result of cracking of paint and plaster during the removal and handling of tiles for access to ceiling services.

Senate wing

- (d) Limited opportunity for painting during the year.
- (e) Wear and tear of the Senate entry security area due to the large number of people using the entrance and its single entry/exit point layout.

Plant rooms

- (f) Limited maintenance carried out during the year.

Figure 4.10—Subprogram 3.1—Building infrastructure services—quality indicators

Quality indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Extent to which the building condition is maintained	Building Condition Index (target: 89–92%)	89.2%	88.9%	88.8%
Extent to which the landscape condition is maintained	Landscape Condition Index (target: 90%)	75%	78%	79%
Extent to which the design integrity is maintained	Design Integrity Index (target:90%)	91.8%	91.2%	90.2%
Condition and ageing of engineering systems	Engineering Systems Condition Index (target: 90%)	89.1%	88.2%	87.5%
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%

Indicator—Extent to which landscape condition is maintained

The parliamentary landscape has been divided into eight zones for the purpose of measuring the Landscape Condition Index (LCI). The zones have different targets that combine to give an overall score. The LCI is measured during October each year.

There was a 1% increase in LCI in 2010–11. The increase is due to returfing of courtyards, planting of annuals in the Formal Gardens and the reinstatement of some water features.

The LCI score of 79% is 11% below the target of 90% due to the following at the time the LCI was measured:

- (a) Parliament Drive did not have turf cover and Ministerial viewing strips were only turfed on 28 January 2011.
- (b) Not all identified water features recommissioning had been completed and installation of permanent covers had not commenced.
- (c) Granite paths in peripheral gardens were rated low as re-topping had not commenced.

The LCI is expected to increase further next year due to further landscape recovery, especially lawn planting, undertaken since October 2010.

Indicator—Extent to which design integrity is maintained

For the purpose of measuring the DII, Parliament House is divided into eight zones, as shown in Figure 4.12. 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 2010–11 is assessed at 90.2%. The 2010–11 DII results remain above the 90% threshold.

The areas with improved scores are the landscape, the Chamber departments and the building facades. This is as a result of the reactivation of water features, improved care of the furniture and spaces by the Chamber departments and the extensive facade cleaning project. Building-wide issues that adversely affected the overall DII rating included the increased number of business machines throughout the circulation spaces and the increasing quantity of non-standard furniture.

New security measures in the carparks along with accommodation solutions have negatively impacted on the DII. However it is noted that security and accommodation are complex challenges that the Parliament faces into the future and some of the initiatives such as the barriers in the Public Carpark are temporary. It is expected that scores will improve as a more permanent solution is implemented.

Figure 4.11—Subprogram 3.1—Building infrastructure services—Building Condition Index score by zone

Zone	Score %	Score %	Score %
	2008–09	2009–10	2010–11
Public areas	89.4	89.3	88.2
Parliamentary Chambers	91.8	91.6	92.1
Ministerial Wing	89.6	89.0	89.3
Senate Wing	89.5	89.1	88.6
House of Representatives Wing	89.3	88.9	88.7
Back of House	84.7	85.6	86.8
Plant rooms	89.9	89.1	88.3
Total score	89.2	88.9	88.8

Figure 4.12—Subprogram 3.1—Building infrastructure services—Design Integrity Index score by zone

Zone	Score (%) 2008–09	Score (%) 2009–10	Score (%) 2010–11
Public and Ceremonial areas	95.9	95.4	94.2
House of Representatives Wing	92.1	90.3	89.6
Senate Wing	95.4	93.2	93.5
Ministerial Wing	93.0	93.1	93.8
Committee Rooms and Library	90.8	89.1	90.0
Facilities areas and tenancies	83.0	88.2	84.7
Circulation and basement areas	87.2	85.4	83.9
Exterior: Landscape and roadways	92.8	90.8	89.2
Total Score	91.8	91.2	90.2

Indicator—Condition and ageing of engineering systems

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

The overall ESCI score of 87.5% 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 kitchen equipment, fire system upgrades and conditioned air distribution upgrades. In 2010–11, the following works were completed:

- (a) cooling tower upgrade;
- (b) exterior and carpark lighting;
- (c) chilled water plant refurbishments; and
- (d) toilet refurbishments.

Indicator—Performance of security systems

The card management system, electronic doors and alarms are connected to a security network. The closed circuit television system (CCTV) and radio network are connected to a separate network. Overall, the security networks remain stable, and there is a range of built-in redundancies to ensure the systems continue 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. Intermittent problems occurred with the introduction of a new camera management system and there have been occasions where CCTV cameras have been unavailable for short periods; but this does not detract from the overall performance of the new equipment and CCTV system.

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 89% of the planned maintenance for 2010–11 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. This is due to a new practice of all requests for cleaning matters and changes to the time program for lighting and airconditioning for functions and cleaning being logged as maintenance requests.

In 2010, DPS made changes to contract management practices, including a renewed focus on inspections and education of building occupants on the standards of cleaning to be expected. This resulted in additional rectification and ad-hoc requests being issued to the relevant cleaning contractor.

Figure 4.13—Subprogram 3.1—Building infrastructure services—quantity indicators

Quantity indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Managing the potential impact on the environment	Electricity consumption (target: 80,987GJ)	92,386GJ	96,091GJ	92,574GJ
	Gas consumption (target: 39,106GJ)	43,522GJ	44,311GJ	46,699GJ
	Greenhouse gas emissions (target: 20,160 tonnes CO ₂ e)	22,743 tonnes CO ₂ e	24,332 tonnes CO ₂ e	27,720 tonnes CO ₂ e
	Water consumption Total (target: 182,535kL)	167,662kL	161,187kL	152,842kL
	a) landscape water consumption; and	97,244kL	83,817kL	73,084kL
	b) building water consumption	70,418kL	77,370kL	79,758kL
	Waste recycled as a percentage of total waste generated (target: 47%)	44%	41%	48%
Maintenance of plant and building fabric	Percentage of planned maintenance achieved (target: 85%)	91%	88%	89%
Maintenance Help Desk requests	Total number of calls	2,943	18,442	27,610
	Number of ad-hoc requests for cleaning, pest control and sanitary services or rectification actions	-	-	126

Indicator—Maintenance cost

The target of 1.25% reduction in costs was not met due to a salary increase, a CPI increase in maintenance contracts and increases in utilities charges.

The increase in external cleaning costs is attributable to cleaning the external facade of the building, which hadn't been carried out for a number of years, partly due to ACT water restrictions.

The reduction in costs of additional labour under the cleaning contract is due to responsibility for many tasks being transferred to the catering contractor.

Indicator—Energy cost

In 2010–11, energy consumption decreased by 1% and energy cost increased by 9.7% from the previous year.

The Federal election in August 2010 meant fewer sitting days in 2010–11, resulting in overall reduced energy consumption compared to the previous year. Despite this reduction, natural gas consumption increased, due to significantly lower autumn temperatures in 2011.

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 sewerage use for Parliament House in the 2010–11 year was \$1,023,020, which is an increase of 1.15% from 2009–10. This increase is due to a rise in service charges. In contrast to the increase in cost, total water consumption decreased overall by 5.2% from the previous year.

Indicator—Total cost of subprogram

'Total cost of subprogram' is a costing measure based on a combination of indirect expenses proportional to staffing and direct expenses. For 2010–11, subprogram 3.1 was allocated reduced indirect expenses resulting in a decrease in 'total cost' despite an increase in direct costs. This was primarily due to a proportionally greater decrease in staffing relative to the whole of DPS.

The total cost of providing building infrastructure services has decreased by 3.9% compared to 2009–10.

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

Price indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Maintenance	Target: Maintenance costs reduced by 1.25% from previous year	\$18,696,900 (-2.7%)	\$22,811,273 (+22%)	\$23,435,118 (+2.7%)
	Cleaning costs under contracts ¹³			
	a) internal cleaning costs	-	\$3,709,485	\$3,884,854 (+4.7%)
	b) industrial cleaning costs	-	\$885,030	\$1,407,613 (+59%)
	c) cost of additional labour (including function set up)	-	\$81,415	\$27,497 (-66.2%)
Energy	Target: Energy cost reduced by 1.25% from previous year	\$2,930,575 (+8.6%)	\$3,596,633 (+22.7%)	\$3,947,066 (+9.7%)
Water	Target: Water cost reduced by 1.25% from previous year	\$615,652 (+19.6)	\$625,320 (+1.6%)	\$611,553 (-2.2%)
	Cost of water: \$/ha landscape (23 ha)	\$15,525	\$14,138 (-8.9%)	\$12,714 (-10.1%)
	Cost of water: building	\$258,574	\$300,155 (16.1%)	\$319,129 (+6.3%)
Building infrastructure services	Total cost of subprogram 3.1	\$19.874m (-6.3%)	\$23.500m (+18.2)	\$22.582m (-3.9%)

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

Subprogram 3.2—IT infrastructure services

IT infrastructure services provided include the maintenance of information technology, broadcasting and telecommunications infrastructure, and customer support for these services.

Figure 4.15—Subprogram 3.2—IT infrastructure services—quality indicators

Quality indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Customer satisfaction	High level of user satisfaction—Number of instances of positive feedback recorded in the service and request management system (SARMS)	53	37	23
	Number of user complaints	50	26	38
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)	99.99% (unavailable for 1:46 hrs)	99.98% (unavailable for 2:56 hrs)	98.44% (unavailable for 54:21 hrs)
	b) information technology infrastructure (network)	99.98% (unavailable for 2 hrs)	99.98% (unavailable for 2 hrs)	99.98% (unavailable for 2 hrs)
	c) broadcast infrastructure support	100% (unavailable for 0:09 hrs)	100% (unavailable for 0:00 hrs)	99.9% (unavailable for 6 hrs)
	d) telecommunications infrastructure	100% (unavailable for 0:00 hrs)	100% (unavailable for 0:00 hrs)	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	89.04%	93.27%	95.12%
	b) high priority—response 30 minutes, resolution 4 hours	96.83%	97.16%	96.3%
	c) medium priority—response 30 minutes, resolution 8 hours	95.25%	97.94%	96.59%
	d) as agreed—response 60 minutes, resolution as agreed	97.67%	97.88%	96.13%

Indicator—High level of critical systems availability

Critical systems availability is defined as critical systems being operational and useable during scheduled service hours. Availability of the email services on a 24/7 basis is now an expected service standard.

The following have been the major contributors to the IT infrastructure unavailability.

- (a) In September 2010, there was an outage due to power problems in the computer room. This led to a project to enhance power supply to the Basement Computer Room.
- (b) In December 2010, there was an outage due to a major hardware failure and disk corruption.
- (c) In April 2011, there was an outage due to security issues. This has been remedied through changes to the network.

A number of projects, including server virtualisation, upgrades to Hansard, email systems, and the Basement Computer Room (to provide more reliable services such as power and cooling) were completed. Other projects are well underway, to improve robustness, in line with the 24/7 service now expected.

Indicator—Timeliness of incident resolution

Service standards for resolution of Client Support 2020 Support Desk requests for all categories were met.

Figure 4.16—Subprogram 3.2—IT infrastructure services—Registered PCN users

Registered PCN users						
Users	2006–07	2007–08	2008–09	2009–10	2010–11	Change since 2009–10
Department of Parliamentary Services	1,054	1,111	1,125	1,086	1,092	+6
Department of the Senate	244	246	235	205	201	-4
Department of the House of Representatives	281	262	240	226	235	+9
Senators and staff	892	796	940	1,008	995	-13
Members and staff	1,636	1,658	1,938	2,147	2,021	-126
Other clients (DoFD)	309	302	317	278	274	-4
Total	4,416	4,375	4,795	4,950	4,818	-132

Figure 4.17—Subprogram 3.2—IT infrastructure services—quantity indicators

Quantity indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Support services	Number of support services, by category:			
	a) support desk calls	52,131	46,607 (-10.6%)	44,663 (-4.6%)
	b) training services	421 student days	125 student days (-70.3%)	128 student days (-2.4%)
	c) consultations	6,749 hrs	6,733 hours (-0.2%)	5,312 hours (-21.1%)
	d) total number of registered users on the PCN	4,795	4,950	4,818
	e) amount of storage under management	14,248GB	19,877GB	703,488GB
	f) emails transmitted across internet	31,019,589	51,129,211 (+64.8%)	37,036,081 (-27.6%)
	g) external web accesses from PCN	26,498GB downloaded	38,927GB downloaded (+46.9%)	61,929GB downloaded (+59%)
	h) number of telephone calls made that leave Parliament House	2,558,032	2,271,907 (-11.2%)	1,959,829 (-13.7%)
	i) number of facsimiles sent	355,280	211,706 (-40.4%)	131,389 (-37.9%)
Volume of IT services required	Number and percentage change in registered users supported on the PCN	4,795	4,950 (+3.2%)	4,818 (-2.6%)

CASE STUDY—INTERNET AND EMAIL ACCESS FOR HANDHELD DEVICES



In late 2010, new hand-held communication devices became available, notably the iPad. Many DPS clients, including Senators and Members, wish to connect these devices to the parliamentary computing network (PCN).

Craig Marshall and his team in the Projects Branch were tasked with trialling iPads and iPhones with a view to evaluating how these tools could be connected to the secure PCN.

The primary objective of the project was to establish a system that would allow defined

PCN services to be securely accessed from any internet connected device, in any location.

Based on the success of the trial, DPS has been able to progressively connect iPads and iPhones to the PCN to receive email and calendar information in real time. Stage 2 of the project will allow users to access selected PCN services and the intranet via a secure connection to a virtual desktop.

Indicator—Support services

Most support service outcomes were in line with the previous year's services. Areas that materially decreased were the number of consultations, emails transmitted and number of facsimiles sent. The reduction in consultations and facsimiles can be attributed to the election. The reduction in emails transmitted is due to increased spam filtering and decreased demand for services during the election. Increases occurred in the volume of online storage and external web accesses from the PCN. The storage increases were due to new projects, including the Camera System as well as the virtual infrastructure storage requirements and new Exchange infrastructure.

Indicator—Volume of IT services required

The number of PCN users has decreased by 2.7% (132 users) from 2009–10. Senators, Members and their staff accounted for the majority of the reduction in registered PCN users.

Indicator— Total cost of subprogram 3.2

The reduction in the costs associated with telecommunications infrastructure is in part due to reduced call volumes combined with a reduction in the costs of some of the services. DPS has also engaged with the on-site Telecommunications facility manager to deliver the technical support with reduced attended support.

The increase in costs for IT support infrastructure can be attributed to the commissioning of a large number of new IT systems and the upgrading of core systems infrastructure throughout the year. This included the new virtual server infrastructure, a new system for the production of Hansard, a new Digital audio system, upgrades to the data storage infrastructure, new fax gateway services, new systems monitoring software and enhancements to the testing environment.

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

Price indicator	Measure	Performance		
		2008–09	2009–10	2010–11
IT support infrastructure	Cost per registered user	\$2,322 (-4.5%)	\$2,246 (-3.3%)	\$2,921 (+29.3%)
Broadcasting support infrastructure	Cost per broadcast hour	\$1,133 (-35.0%)	\$1,304 (+15.1%)	\$1,344 (+3.1%)
Telecommunications infrastructure	Total costs	\$3.086m (-19.9%)	\$2.955m (-4.2%)	\$2.369m (-20%)
IT infrastructure services	Total cost of subprogram 3.2	\$20.052m (+1.6%)	\$20.881m (+4.1%)	\$21.604m (+3.5%)

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 audiovisual 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 audiovisual records of parliamentary proceedings (including committees) which are available for broadcasting and archiving.

Indicator—Customer satisfaction

Customer satisfaction surveys are conducted once per Parliament. The next survey is due to be completed in 2011–12.

All video footage of parliamentary proceedings, including committees, recorded since 1991 until the present, has been digitised and will be available via the APH website once the Audio Visual Asset Management and Archiving (AVAMA) project is completed at the end of 2011.

During 2010–11, Broadcasting services received one formal complaint. The single complaint was due to a human error and standard procedures were revised to minimise the risk of recurrence.

Indicator—Broadcasting services (quantity)

Chambers

There were 1,138 hours of Chamber proceedings broadcast (television and audio) in 2010–11. This is 203 hours fewer than 2009–10 (1,341 hours) but a 44% increase in the activity levels of the previous election year (2007–08: 929 hours).

Committees

In 2010–11, 1,961 hours of parliamentary committee hearings were recorded. While this is a decrease compared with 2009–10 (2,191 hours) it is 81% higher than the preceding election year, 2007–08 (1,208 hours).

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. In 2010–11, some Estimates committees again made use of the spillover provisions, resulting in additional days of hearings.

In May–June 2011, 18 House of Representatives Committees sat concurrently with the Estimates hearings, a small increase from the 16 of the previous year. This was a particular challenge for Broadcasting and, in order to meet the demand for broadcasting services, additional personnel were drawn from Broadcasting's temporary employment register.

The majority of parliamentary committee interstate hearings were supported by a single officer. Broadcast officers use 3G technology to send live audio of committee hearings back to Parliament House in Canberra. The use of a single broadcast officer means a Hansard editor does not need to attend all committee hearings, leaving more time free for transcription.

Other productions

In addition to the core business of broadcasting parliamentary activities, DPS also provides audiovisual 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 742 other productions in 2010–11. This is an 18% decrease compared with 2009–10 productions (909).

Figure 4.19—Subprogram 4.1—Broadcasting services—quality indicator

Quality indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Customer satisfaction	High level of customer satisfaction	87%	Not applicable due to customer survey being conducted only once per Parliament.	Not applicable due to customer survey being conducted only once per Parliament.
	Number of customer complaints	3	1	1

Figure 4.20—Subprogram 4.1—Broadcasting services—quantity indicator

Quantity indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Broadcasting services	Hours of material captured on audiovisual record, by category:			
	a) Chambers	1,473	1,341	1,138
	b) committees (ACT hearings)	1,721	1,235	1,396
	c) committees (interstate hearings)	1,083	956	565
	Number of other productions	789	909	742
	Number of audiovisual services	1,373	1,352	1,190
	Number of master control services	1,532	1,582	1,878
	Number of requests for extracts of parliamentary broadcast material	1,245	1,162	1,462

Figure 4.21—Subprograms 4.1 and 4.2—Broadcasting and Hansard—Chambers Hours 1993–94 to 2010–11

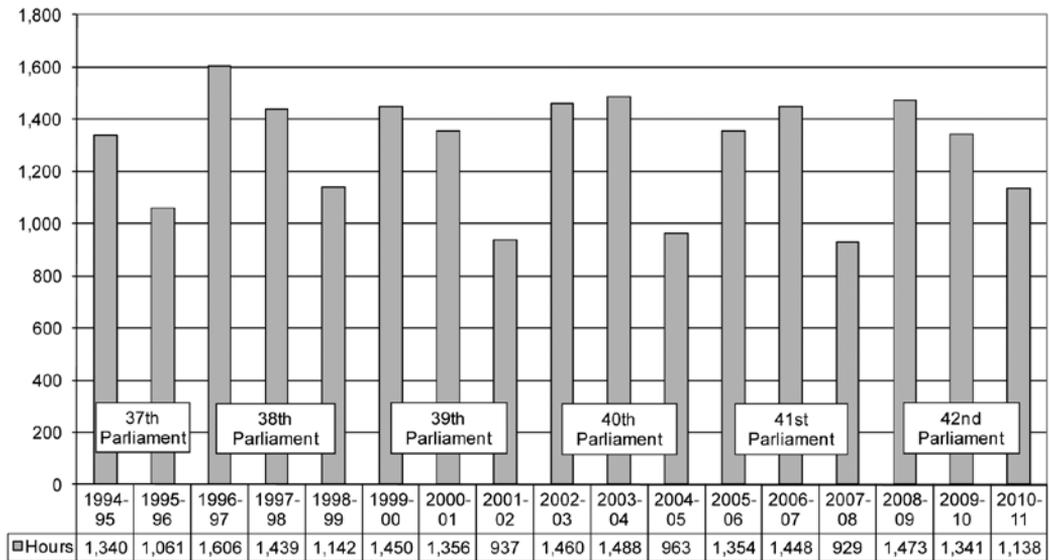
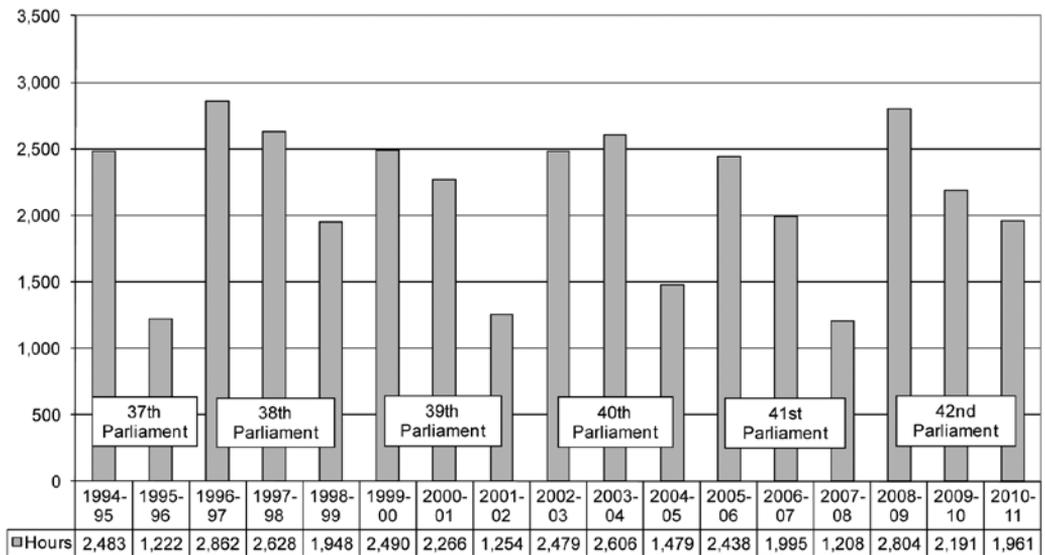


Figure 4.22—Subprograms 4.1 and 4.2—Broadcasting and Hansard—Committee Hours 1993–94 to 2010–11



Audiovisual services

In 2010–11, Broadcasting provided 1,190 stand-alone audiovisual services—a reduction from the previous year (1,352). This service mostly involves providing audiovisual 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 events inside, and in the grounds outside, Parliament House. In 2010–11, the number of master control services increased significantly from 1,582 in 2009–10 to 1,878.

Requests for extracts of parliamentary broadcast material

DPS received 1,462 requests for extracts of parliamentary broadcast material, most of which were for Chamber proceedings and committee hearings. This is a large increase when compared with the 2009–10 financial year (1,162). Requests for this service came primarily from Senators and Members.

Indicator—Broadcasting services (price)

The increased cost per hour of material captured on the audiovisual record for Chambers is due to the decrease in broadcast hours compared with 2009–10, salary increases and replacement of a number of relatively low value assets. A largely fixed cost structure for broadcasting services plus a decrease in hours captured, results in an increase in cost per hour. The cost per hour of material captured on the audiovisual record for interstate committee hearings increased by 53% in 2010–11 due to a 41% decrease in the number of hours captured. For the same reason, cost per hour of ACT committee hearings decreased due to the increase in total hours of ACT hearings.

Overall the total cost for broadcasting services in 2010–11 increased by 5%, largely due to increases in salary costs.

Cost of other productions

In 2010–11, the cost to DPS of other productions increased by 32% to \$488,156. This was as a result of Broadcasting's fixed cost structure.

Cost recovery from other productions

DPS recovered \$355,981 through charging for services provided to clients for non-parliamentary business. Revenue increased by approximately 1% due to a slight increase in demand for production services from external clients.

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

CASE STUDY—KNOWLEDGE MANAGEMENT



Mike Cable has worked in Parliament House for 16 years. For the past five years, he has been in the Knowledge Management section. Some people may find information management a dry subject; Mike finds satisfaction helping DPS staff find that important piece of information, which they believe has gone missing. 'You can't help but smile seeing the look of relief on someone's face when you find what they've been looking for' says Mike.

Mike's major focus has been to implement an Electronic Document and Records Management System (EDRMS). The system is designed to make it easier for staff to manage departmental information. According to Mike, 'It was a bit daunting at first, knowing we were going to change the

way people have been working for years, and some people can be apprehensive about change'.

The EDRMS is fully operational and, for many staff, it is the normal way to do things. For Mike and his team, the next challenge will be finding ways to improve the system; making it easier to use while still meeting legislative requirements.

Mike has conducted training sessions for the new system and reckons he has met nearly everyone in the department. Mike says, 'It has been a pleasure working with so many people from all sorts of backgrounds and experiences. I've met some very interesting people and made many new friends!'

Figure 4.23—Subprogram 4.1—Broadcasting services—price indicators

Price Indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Broadcasting services	Cost per hour of material captured on audiovisual record, by category:			
	a) Chambers	\$570	\$718	\$834
	b) committees (ACT hearings)	\$527	\$841	\$759
	c) committees (interstate hearings)	\$875	\$838	\$1,282
	Cost of other productions	\$324,110	\$369,003	\$488,156
	Cost recovery from other productions	\$337,061	\$350,812	\$355,981
	Total cost of subprogram 4.1	\$6.267m	\$6.440m	\$6.787m (+5%)

Subprogram 4.2—Hansard services

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

A decline in performance of transcript delivery times in 2010–11 was due to an ageing Hansard Production System and teething problems resulting from the commissioning of the new Hansard Production System (2 May 2011), and the subsequent upgrade of operating systems and software packages.

Indicator—Customer satisfaction

Customer satisfaction surveys are conducted once per Parliament. The next survey is due to be completed in 2011–12.

As a result of the implementation of the new Hansard Production System, a number of innovations will become available during 2011–12. One example is the new Hansard data streaming function. Data streaming displays snapshots of Hansard as it is being processed. This service will be accessed through the Senators' and Members' Services Portal.

Hansard received four customer complaints during 2010–11, in respect of 3,099 hours of transcribed proceedings. One complaint related to a Senate speech being incorrectly attributed and this was corrected as soon as advised. Another error was made in a House of Representatives transcript, which was corrected after receiving a query from the Member. The third was regarding a Senate Estimates transcript which was not produced and loaded onto the internet in the required reporting time. The transcript was one day late. This complaint can be attributed to the implementation of the new Hansard Production System and supporting operating system. The fourth was in reference to a Member of Parliament being incorrectly attributed as tabling a Petition.

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 2010–11, the error rate for Chambers (3.9 errors per 100 pages) increased, as did committee error rates (6.2 errors per 100 pages). Both figures increased as we approached the end of life of the old Hansard Production System and implemented the new Hansard Production System, creating delays and system errors which needed to be worked around.

Indicator—Timeliness of transcription

Chambers

The service delivery standards for Chamber transcripts are in five categories, as listed at Figure 4.24. As the delivery of draft speeches gives Senators and Members their first opportunity to review the draft Hansard transcript, delivery time is critical. Hansard achieved an 83.2% result against the standard. This was below the 95% target and down on the 96.2% achieved in 2009–10.

The service standard for publishing electronic proof Hansard reports within three hours of the Chamber adjourning was met on 73% of occasions; down on the 2009–10 result of 94.2% and below the target of 95%. Delays were experienced due to initial installation difficulties with the new Hansard Production System. The delivery standard for hard-copy proof Hansard reports delivered to Parliament House was met on 98.8% of sitting days.

Publishing the electronic Official Hansard (Officials)—76.4% within the delivery standard—and delivery of the hard-copy Official Hansard to the publisher—67.4% within the delivery standard—were down compared with the 2009–10 results of 100% and 100% respectively. Primarily, the reason for Hansard not meeting these targets in 2010–11 related to the difficulties that were experienced with both the old and new Hansard Production Systems. These difficulties led to timeliness issues for the delivery of transcripts that then impacted the preparation and delivery of the electronic and hard-copy Official Hansards.

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.

The performance result is the percentage of transcripts delivered within the agreed deadlines. For the 24-hour category, 76.2% of

transcripts were delivered on time compared with 100% in 2009–10. For the 1–3 day category, 63.8% of transcripts were delivered on time compared with 99% in 2009–10. In the 3–5 day category, 68.9% of transcripts were delivered on time compared with 100% in 2009–10. All targets were met for the first half of 2010–11. As the previous production system was coming to end of life and as the new system was introduced, agreed deadlines were not always achieved during the second half of the year. Adding to this situation was

Figure 4.24—Subprogram 4.2—Hansard services—quality indicators

Quality indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Customer satisfaction	High level of customer satisfaction	83%	Not applicable	Not applicable
	Number of customer complaints	5	2	4
Accuracy of transcription	Error rate as notified by customers (target: maximum of 5 errors per 100 pages transcribed):			
	a) Chambers	2.7 errors	2.6 errors	3.9 errors
	b) committees	0.7 errors	1.3 errors	6.2 errors
Timeliness of transcription	Percentage of transcripts delivered for Chambers within service standards (target: 95%):			
	a) individual draft speeches (2 hours after speech finishes)	95%	96.2%	83.2%
	b) electronic proof <i>Hansard</i> reports (within 3 hours after House rises)	70%	94.2%	71.9%
	c) hard-copy proof <i>Hansard</i> reports (available in Parliament House by 8:30 am the following sitting day)	100%	100.0%	98.8%
	d) electronic official <i>Hansard</i> (15 non-sitting working days following the last sitting day in the week)	88%	100.0%	72.6%

Figure 4.24—Subprogram 4.2—Hansard services—quality indicators (continued)

Quality indicator	Measure	Performance		
		2008–09	2009–10	2010–11
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)	75%	100.0%	70.3%
	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	92%	100.0%	76.2%
	b) 1–3 days	86%	99.0%	63.8%
	c) 3–5 days	91%	100.0%	68.9%
	d) over 5 days	100%	100.0%	100%

the limited ability to use external providers to assist with the workload as they were also becoming familiar with the new system and not all were operational. Committee transcripts with a delivery standard of over five days were delivered on time on all occasions in 2010–11, which was consistent with the 2009–10 result.

Indicator—Transcription services

Chambers

The figures for transcription services reflect those reported for the broadcasting activity. The figure of 1,138 Chamber hours for 2010–11 (an election year) is higher (18%) than the 929 Chamber hours in 2007–08 (the previous election year).

Transcripts were provided to occupants of Parliament House in hard copy and were available electronically through ParInfo Search, the parliamentary database. Senators and Members are also able to access transcripts through the Senators' and Members' Services Portal.

Transcripts were provided to the general public through:

- (a) the Australian Parliament House website;
- (b) libraries and educational institutions; through the Legal Deposit and Commonwealth Library Deposit; and Free Issue Schemes; and
- (c) direct subscriptions.

Committees

There were 1,961 hours of committee hearings transcribed in 2010–11. This is a 10% decrease when compared with 2,191 hours in the 2009–10 year, but a 38% increase on 1,208 hours in 2007–08 (the previous election year). 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 70% of the total committee workload, slightly down from 74% in 2009–10. House of Representatives committees made up 16% (up from 14% in 2009–10) and joint committees 14% (up from 12% in 2009–10).

In 2010–11, Hansard continued to use external providers to manage its peak workload and, to further assist, increased the use of casual employees. External providers are engaged on occasion to transcribe parliamentary committee hearings held interstate and to assist with the transcription of committee hearings in the ACT. This is particularly helpful during the busy Senate Estimates hearings and with the increased committee activity during parliamentary sitting weeks. Notwithstanding the issues experienced during 2010–11 with the Hansard Production Systems, Hansard could not meet its delivery standards during peak times without the assistance of external providers and casual employees. Without these methods, Hansard would need additional permanent staff to cover peak workloads, resulting in excess transcription capacity at other times and additional ongoing costs.

Indicator—Questions on Notice

In 2010–11, 966 pages of answers to Questions on Notice or Questions in Writing were included in proof Hansards. This is a 42% decrease compared with 1,675 in 2009–10.

Indicator—Hansard services (price)

Notwithstanding the use of external providers and casual employees, many of the costs at Hansard are relatively inflexible. Consequently, even though total costs decreased, the cost per hour of service increased, as set out in figure 4.28. The hourly cost for Chamber and committee transcription in 2010–11 rose (52% and 46% respectively) compared with 2009–10. The 2010–11 transcription costs per hour of Chamber sittings (\$3,587:1,138 hours) increased slightly compared with those of 2007–08 (\$3,374:929 hours)—the previous election year.

ACT committee hearings in 2010–11 (\$2,669) reported a decrease in costs per hour when compared with \$2,942 in the previous election year of 2007–08. This was as a result of an increase in committee hearing hours by 611 compared to 785 in 2007–08.

The transcription cost of interstate committee hearings increased as a result of the reduction in hours that were transcribed. The 2010–11 transcription cost of interstate committee hearings of \$2,769 per hour (565 hours) is a marked decrease of 14% on the 2007–08 cost of \$3,229 (the previous election year: 423 hours); however, it was a 41% increase on the 2009–10 cost of \$1,958 (956 hours).

Figure 4.25—Subprogram 4.2—Hansard services—quantity indicators

Quantity Indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Transcription services	Number of hours transcribed, by category:			
	a) Chambers	1,473	1,341	1,138
	b) committees (ACT hearings)	1,721	1,235	1,396
	c) committees (interstate hearings)	1,083	956	565
Questions on Notice	Number of pages of answers to Questions on Notice or Questions in Writing in proof <i>Hansard</i>	1,116	1,675	966

Figure 4.26—Subprogram 4.2—Hansard services—price indicators

Price Indicator	Measure	Performance		
		2008-09	2009-10	2010-11
Hansard services	Cost per hour transcribed, by category:			
	a) Chambers	\$2,134	\$2,360	\$3,587
	b) committees (ACT hearings)	\$1,652	\$1,830	\$2,669
	c) committees (interstate hearings)	\$1,961	\$1,958	\$2,769
	Total cost of subprogram 4.2	\$11.517m	\$10.862m	\$10.503m (-3%)

Program 5—Parliament House works programs

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.

While the structure of Parliament House was designed and constructed to have a life of some 200 years, after 22 years of operation there are significant reasons why continuing investment in a building works program is required, including:

- (a) many components within the building are reaching the end of their economic service life and have worn out (or are very close to wearing out), including electrical, mechanical and plumbing equipment;
- (b) new technologies that enable improved services are becoming available, such as more efficient lighting and energy systems, often reducing long-term support costs and/or enabling better environmental performance; and
- (c) new investments are required to meet compliance and regulatory requirements such as safety, security and disability access.

The building works program supports the operation of Parliament into the future, while at the same time preserving the design integrity of the architecture, engineering systems, art collections and landscape that make up Parliament House.

Indicator—Extent to which building works projects meet objectives

During 2010–11, 16 projects were substantially completed, with all projects meeting or exceeding agreed business objectives.

Three proposed projects were stopped during the evaluation process as one was no longer necessary and two did not represent value for money.

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

Of the 16 projects substantially completed in 2010–11, 14 were delivered within the agreed timeline. Two projects were delayed to meet planning and consultation requirements.

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 an increased level of administered funding being spent on building projects, with preparations well underway to nearly double that effort in 2011–12. With the increased budget for required projects in the 2011–13 years—significantly due to NPP security funds—the Building and Security Projects team increased capacity to deliver the larger program. The spend was \$20m, and a similar level of production is required in 2012–13.

Indicator—Extent to which the art collection is developed

The focus for art acquisitions continued to be on areas of the collection that are under-represented and on increasing the number of artworks suitable for display in Senators' and Members' suites. The Art Advisory Committee only met once in 2010–11, because of the 2010 election. One acquisition proposal submitted to the committee was not approved.

A total of 84 new artworks by 42 different artists were purchased. Of those 42 artists, 24 are Indigenous, and 21 are women.

Four new artwork gifts were accepted into the collection, including an early European map presented by the European Parliament.

CASE STUDY—ART SERVICES



A rewarding project for DPS Art Services during 2010–11 was its involvement in the exhibition *Lines that speak: Architectural drawings of Romaldo Giurgola*. This exhibition was held in the Presiding Officers' Exhibition Area in Parliament House from 3 September to 31 October 2010 and coincided with the Parliament House Open Day.

The exhibition featured the architectural drawings of the principal design architect of Parliament House, Romaldo ('Aldo') Giurgola AO. The exhibition was initiated by Pamille Berg AO, who worked with Aldo Giurgola as the Art/Craft Program Coordinator on the design and construction of Parliament House. The exhibition was developed as a collaboration between the three parliamentary service departments and the National Archives of Australia. The exhibition brought together drawings from several of his

architectural projects, including Parliament House in Canberra and St Patrick's Cathedral in Parramatta, New South Wales. Also displayed were several of Aldo Giurgola's personal sketchbooks.

DPS Art Services supported the exhibition by undertaking the mounting and framing of the drawings and installation of the exhibition. This involved close liaison with the curator about how 28 drawings would be best presented, looking at factors such as frame size and mount style. The task was especially challenging as the drawings were working documents that were never intended to be displayed in an exhibition space. Many were on lightweight material and large in scale, making them difficult to securely mount and frame. The fact that most drawings had been rolled or folded for many years also posed additional challenges for DPS Art Services staff to resolve.

The finished exhibition highlighted the skill of Aldo Giurgola to render 'by hand' complex architectural ideas, from the earliest conceptual stages of a project. He used drawing throughout his projects to develop and convey his thinking about building design. The exhibition also highlighted the extent to which Aldo Giurgola envisaged his designs, not in isolation, but as part of the larger environment.

The exhibition launch coincided with Aldo Giurgola's 90th birthday on 2 September 2010. An illustrated catalogue, *Lines that speak: Architectural drawings of Romaldo Giurgola*, (pictured above with artworks officer Colin Grant) was also launched at the exhibition opening, a copy of which is held in the Parliamentary Library.

One new portrait for the Historic Memorials Collection (HMC) was finalised, of the Speaker of the House of Representatives, Mr Harry Jenkins MP.

All art collection development tasks were completed on time.

Indicator—Extent to which the art collection is conserved

In 2010–11, 30 artworks were subject to conservation treatment. Continuing work that commenced in the previous year, a number of older portraits from the HMC received treatment to repair damage and deterioration to their ornate gilded frames. Work also commenced on conservation of the Great Hall Tapestry. The

tapestry is generally in very good condition, but has been on continuous display in the Great Hall for over 20 years. Detailed analysis was required to assess whether any light fading or insect damage has occurred and to determine the most appropriate method for cleaning this important artwork. The second stage of this work will be undertaken in 2011–12.

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, custom framing, art consultancy services and contracted conservation services.

Figure 4.27—Administered items—Building works—quality, quantity and price indicators

Quality indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Extent to which building projects meet objectives	Client acknowledgement that a project has delivered 90% of agreed business objectives (target: 100% of projects)	100%	100%	100%
Quantity indicator				
Extent to which building projects are completed on time	Projects are delivered to agreed timetables (target: 100% of projects)	75%	95%	88%
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	\$8,421,938	\$15,547,000	\$19,758,532

Figure 4.28—Administered items—Artworks—quality, quantity and price indicators

Quality indicator	Measure	Performance		
		2008–09	2009–10	2010–11
Extent to which the art collection is developed	Acquisition proposals approved by Art Advisory Committee (target: 100%)	100%	98.3%	96.4%
Quantity indicator				
Extent to which the art collection is developed	Number of new artworks acquired	93	91	84
Extent to which the art collection is conserved	Number of artworks receiving preservation	18	9	30
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	\$26,063	\$75,986	\$45,530
	Cost of art collection development	\$411,130	\$346,149	\$323,830

Part 5

Environment

Introduction

The Department of Parliamentary Services (DPS) places a high priority on our responsibilities for management of the environmental aspects of Parliament House to ensure that we have a building that is safe, and has efficient and sustainable facilities that meet the demands of a modern workplace.

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) summarises our overall plans;
- (b) summarises our 'whole-of-Department/whole-of-Parliament' environmental activities; and
- (c) 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) environment performance indicators (www.globalreporting.org).

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

Firstly, the Canberra region has just come out of a long period of sustained low rainfall. This provided considerable impetus to reduce water consumption, within the building and for landscape purposes around the building. Water conservation measures were largely successful over that period. Recent rainfalls have led to a change in the ACT Government's water restrictions; however, DPS continues to manage the building and landscape with the knowledge that Canberra's climate is vulnerable to low rainfalls in the future. Periods of severe water restrictions will recur.

Secondly, we had considerable success in reducing energy consumption over the first two decades of the life of the building (around 58% reduction), but our high energy systems are now over 23 years old. Some systems were replaced this financial year; but others are nearing end of life. Further improvement in energy performance is feasible; but these will require major investment in new technologies. DPS is planning strategies for upgrading our central energy systems and related heating, ventilating and airconditioning systems. Trigenation technology appears to be very promising and will continue to be a key focus in the coming years.

DPS reports annually on elements of environmental performance in line with the *Environment Protection and Biodiversity Conservation (EPBC) Act 1999* (EPBC Act). DPS also reports on behalf of 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

DPS reports 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'¹⁴.

The parliamentary departments do not manage, coordinate or administer legislation that impacts directly on ESD. However, the Departments of the Senate and the House of Representatives carry out law-making and policy-review roles at Parliament House, which have the potential to support ESD principles.

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

DPS reports on how the outcomes specified in an Appropriations Act for the reporting period contribute to ESD.

The 2010–11 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 2010–2011 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

14. 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

DPS reports 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

A new plan that encompasses all environmental factors affecting Parliament House is being developed. This plan will replace the Energy Strategic Plan and the Water Strategic Plan that were developed in 2007, and the Waste Strategic Plan developed in 2008–09. The new plan will include strategic direction for natural resources, water and waste management, and land management in and around Parliament House. This new environmental strategic plan will provide a long-term, 20-year strategic direction and detail the shorter-term actions.

A number of objectives in the existing Water Strategic Plan have been achieved 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 objectives were achieved. However, it is apparent that major further reductions in energy consumption will require renewal of ageing plant and equipment, with a particular focus on heating, ventilating and airconditioning systems, and the central energy plant.

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 Sustainability, Environment, Water, Population and Communities (DSEWPC) guidelines on purchasing.

All tender documents require tenderers to consider innovative energy, water and waste saving solutions. Tenderers are required to consider products that have the highest energy- and water-efficiency ratings, while ensuring value-for-money principles are met.

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. Details on environmental initiatives are also published on the Parliament House website. Current initiatives include the couch grass trials and the pilot use of solar energy. A new Parliament House website is being developed and access to information on environmental activities and performance is being improved.

Information on consumption and initiatives relating to energy, water and waste is provided to the DPS Executive Committee on a monthly basis. Similar information is also provided to the Senior Management Coordination Group, which includes representation from the Chamber departments.

DPS supported National Ride to Work Day on 13 October 2010 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 included in the DPS Dispatch, our fortnightly staff newsletter.

DPS worked with Channel Ten to produce some Parliament House environmental stories, which were aired on the children's program *Totally Wild*.

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, including how or if we carry out cleaning and maintenance activities. With some relaxation this year to the water restrictions, DPS has been able to reactivate eight water features and undertake some necessary external cleaning of the building.

Water consumption

Total water consumption for 2010–11 was 152,842kL. This was a reduction of 5.2% compared with the previous year's consumption. Water consumption this year was the lowest on record, as shown in Figure 5.1.

The decrease was mainly due to a reduction in water use for irrigation from 83,817L in 2009–10 to 73,084L in 2010–11. This represents a 13% reduction in landscape water use and is mainly attributed to higher-than-average rainfall. 2010–11 being an election year would also have resulted in a modest reduction in internal water consumption.

Figure 5.2 shows a breakdown of water use during 2010–11. 'Building—other cold water' includes the cold water used in bathrooms, kitchens and the swimming pool. Boosted hot water is used for kitchen cleaning purposes. The 'flushometer' consumption is the water used for flushing toilets and urinals.

Permanent Water Conservation Measures and Temporary Water Restrictions

On 1 November 2010, the ACT moved from Stage 2 water restrictions to Permanent Water Conservation Measures (PWCM). DPS was

able to meet targets set during the restrictions period and is committed to sustainable long-term water savings under PWCM.

DPS will continue to work closely with the ACT Electricity and Water authority (ACTEW) in its efforts to develop and implement water-efficiency management plans that will deliver required water savings for large water consumers in the ACT.

Water saving initiatives

Savings in the landscape

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

Landscape Services staff use soil moisture sensors in the parliamentary landscape to ensure that irrigation only happens when the soil is dry. A weather station linked to the central irrigation system is used to manage irrigation water based on daily evaporation figures. The use of couch grass has the potential to reduce irrigation of lawns by around 50%. Following successful couch grass trials that began in January 2008, couch grass has continued to be planted in selected areas of the landscape. Nearly 20% of the lawn areas at Parliament House have been replaced using drought-tolerant couch grass, with the remaining selected areas around Parliament Drive to be completed in the coming year. This will represent 23% of the total lawn areas at Parliament House and further replacement is not planned at this stage.

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 (RO) treatment process. In 2010–11, the Forecourt pond and three water features were connected to this recycled water supply.

A new initiative currently being trialled is the use of RO recycled water for the cleaning of marble surfaces to reduce the amount of distilled water purchased.

Figure 5.1—Annual water consumption from 1988–89 to 2010–11

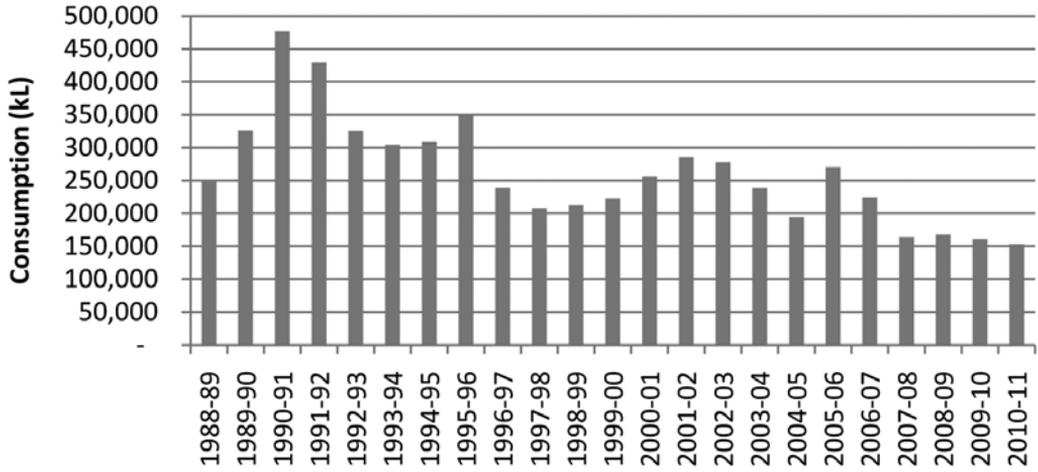
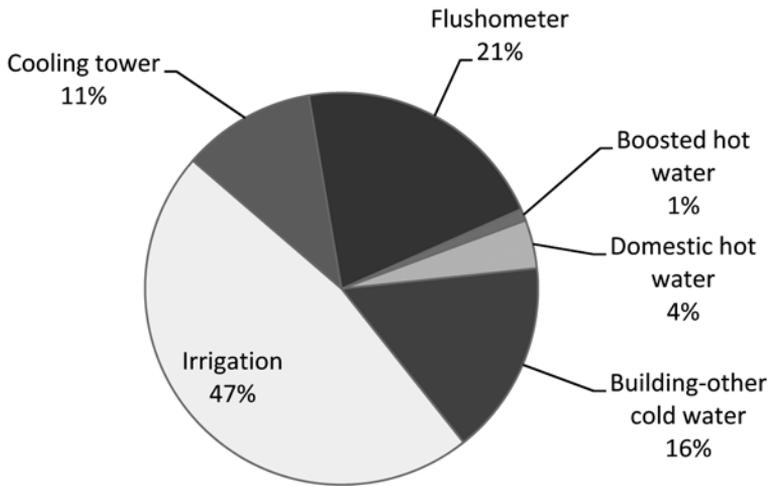


Figure 5.2—Breakdown of water use during 2010–11



Male Public Toilet refurbishment

A refurbishment of the male public toilets was completed in December 2010, in line with the Water Strategic Plan objective to install water-efficient appliances.

Low-flow urinals, dual-flush toilets and sensor-activated taps in basins were installed, replacing the original fittings and fixtures.

Energy

Parliament House is a major energy consumer. DPS is committed to reducing energy consumption and has progressed various projects to deliver a significant reduction.

In 2010–11, energy improvement projects that were completed or progressed include:

- (a) installation of a solar electricity pilot;
- (b) installation of energy-efficient lights for car parks;
- (c) installation of new energy-efficient chillers;
- (d) server consolidation—a reduction in IT equipment;
- (e) installation of efficient cooling for the main server room; and
- (f) decommissioning of central waste system.

Other energy-efficiency projects that are planned include:

- (a) upgrade of internal office lighting;
- (b) catering equipment refurbishment; and
- (c) upgrade of energy metering.

Some of these projects are further discussed in the energy-saving initiatives section of this report.

Energy consumption

The DPS energy profile consists of energy consumed at Parliament House and transport energy, including passenger vehicles and maintenance vehicles ('other transport') operated by the three parliamentary departments. Figure 5.3 summarises this energy use in 2010–11.

Energy consumed in 2010–11 was 141,665GJ, a decrease of 1% on the 143,134GJ consumed the previous year. Combined passenger and other transport energy use decreased by 13 per cent compared to the previous year.

Electricity and natural gas consumption at Parliament House comprised 98%—139,273GJ—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 and boosted hot water heating.

The federal election in August 2010 meant fewer sitting days in 2010–11, resulting in slightly reduced energy consumption compared to the previous year. Natural gas consumption increased due to significantly lower autumn temperatures in 2011.

Figure 4 shows the trend in energy (electricity and gas) consumption since the building was opened. Although significant reductions have been achieved, analysis shows a small upward trend in recent years. This can be attributed to extra accommodation requirements, ageing equipment and operational demands.

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

Vehicles

Parliament House's passenger vehicle fleet¹⁵ consisted of 36 leased vehicles in 2010–11. Nineteen vehicles scored higher than 10 in the Green Vehicle Guide.

15. This includes vehicles across the three parliamentary departments.

Figure 5.3—Energy consumed at Parliament House and by transport

Category	Energy Consumption (GJ)		
	2008–09	2009–10	2010–11
Parliament House building:			
Electricity: non-renewable source	69,290	72,068	83,315
Electricity: clean energy source ¹⁶	23,096	24,023	9,259
Natural gas	43,522	44,311	46,699
Diesel	443	361	322
Subtotal	136,351	140,763	139,595
Passenger vehicles:			
Automotive diesel	141	372	379
Automotive gasoline (petrol)	1,206	903	562
E-10 (biofuel)	655	616	661
LPG	93	87	92
Subtotal	2,095	1,978	1,694
Other transport:			
Automotive diesel	292	251	254
Automotive gasoline (petrol)	114	92	78
LPG	46	104	45
Subtotal	452	447	377
Total energy consumption	138,898	143,188 ¹⁷	141,665

16. In 2009–10, 25% of energy consumed was from renewable sources—10% as part of the Whole-of-Government (WOG) electricity contract and a further 15% accredited green power negotiated separately by DPS. From 1 July 2010, that 15% was no longer available, due to the withdrawal of the greenhouse-friendly accredited offset—ActewAGL's 'Green balance' product—from the market. DPS also sourced a small amount of renewable energy from a solar pilot project in 2010–11.

17. Total energy consumption in 2009–10 was 143,134GJ, not 143,188GJ. The difference is due to a change in estimated LPG consumed.

Energy-saving initiatives

Initiatives to conserve energy—including implementing more energy-efficient lighting schemes; upgrading the large building chillers used for the airconditioning; and server consolidation to reduce IT server equipment—have been or are being implemented as set out below. In addition, installation of a small number of solar panels was completed as part of a pilot for solar electric and hot water generation, and options are being considered for a new trigeneration system.

Solar Panels—Rooftop Pilot

Solar panels, with a maximum capacity of 43kW, have been installed on roofs of part of the Senate wing and the gardeners compound to test integration with building systems.

Early indications are that the solar panels are operating as expected. The solar panels produced approximately 600 kilowatt hours of electricity over the first five days of operation in 2010–11.

An assessment of the success of the project will be carried out during the next year, with results advised to building occupants.

Base load chillers

As part of the plan to replace critical pieces of infrastructure, a project to replace of the most heavily used chillers 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.

During 2010–11, two heavily used chillers were replaced.

Lighting

During 2010–11, a project to replace lighting in the car parks was completed. The new lighting scheme and lamp types will use substantially less energy than the existing scheme.

In 2010–11, low-energy light-emitting diode (LED) lamps were installed in general circulation areas throughout the building, replacing inefficient halogen (incandescent) lights in general circulation areas throughout the building. DPS is steadily reducing the number of incandescent lights in use, with the aim of phasing out all incandescent globes in 2011–12.

Server Consolidation

Power consumed by computer equipment has a significant impact on energy consumption at Parliament House.

To improve IT efficiency and assist in reducing power consumption, a 'server consolidation' project was completed during 2010–11 in the Basement Computer Room (BCR).

Server consolidation reduces the number of power-consuming servers that are required, while still providing the same service.

The number of servers in the BCR has been reduced by over 200 in the server consolidation project, and further reductions are planned.

Trigeneration Installation

A feasibility study and preliminary design for a trigeneration plant for Parliament House was completed in 2010.

A trigeneration plant would use natural gas to generate electricity on site. The waste heat would also be used to provide hot water and for cooling systems. Major reductions in greenhouse gas production would result. Options to install a trigeneration system are being investigated.

Earth Hour

Parliament House again participated in Earth Hour, which was held on 26 March 2011. All external lights were switched off except for those lights required for safety and security purposes—for example, lights on the flagpole.

CASE STUDY—SOLAR PANELS ROOFTOP PILOT



The solar panels rooftop pilot project was one of the key achievements for the Engineering Stream within DPS Projects Branch in 2010–11.

Solar panels were identified in the DPS energy plan 2007–10 as a potential alternative energy source.

An open tender process was undertaken for design and installation. The end result is 42 panels on the roof of the gardeners compound, and just under 200 panels on the roof of the outer Senate wing.

Each of these panels was designed and manufactured in Australia and has a 25-year performance warranty. Like the rest of the materials used, a heavy crane lifted the panels onto the roof. This work was done out of regular business hours.

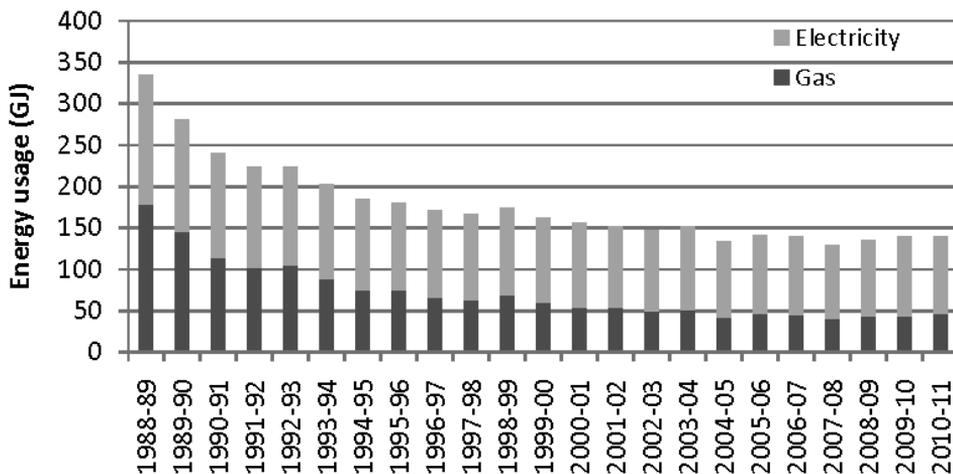
An additional challenge for the project team was the arduous task of removing significant quantities of aggregate (small white stones), which were an original design feature of the roof. The aggregate weighs down and protects the waterproof membrane on the roof of Parliament House and also reflects heat from the

building. The aggregate had to be first moved by hand to clear space for the panels to be erected and then replaced on completion.

Since the solar panels came into operation, they have provided a power output of 43kW, which is the approximate equivalent of the lighting demand from the Senate Chamber. All of the power produced by the panels is used in Parliament House.

The solar panels project has harmoniously integrated with the Parliament House design principles. The panels are a discreet feature of the roof and are not visible from ground level.

Figure 5.4—Annual electricity and gas consumption (in 000s of GJ)



Sustainable Transport

Most transport-related energy consumption is associated with private commuter vehicles, and taxi travel to and from Parliament House.

Options to improve public transport to Parliament House have been discussed with ACTION Buses and initiatives to improve cycling to work for building occupants have been discussed at an Environmental Management Committee (EMC) cycling subgroup.

Recycling and waste management

Waste generation and recycling

The amount of general waste (excluding construction waste) sent to landfill in 2010–11 was 340 tonnes. This is a decrease of 12% compared to the 389 tonnes sent in 2009–10. The quantity of paper recycled increased by 14% from 275 tonnes in 2009–10 to 315 tonnes in 2010–11. Figure 5.5 shows trends since 1998.

During 2009–10, DPS introduced a stationery recycling webpage to enable staff to provide information on any excess stationery they had, so other staff who order stationery could check availability in the department before proceeding with new orders.

Landscape waste

The preferred method for disposing of green waste at Parliament House is to chip the material on site and re-use it in the landscape.

The amount of chipped material is not recorded. When waste generated in the landscape cannot be chipped on site—for example, due to volume or composition—then the material is taken off site to be recycled or sent to landfill.

During 2010–11, 411 tonnes of landscape waste was sent for recycling by various private companies. All of this waste that was not chipped was sent for recycling by various private companies.

Figure 6 shows annual trends in landscape waste and recycling rates. The peak in landscape waste 2005–06 was because of waste generated by turf replacement projects 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, polystyrene, and co-mingled waste (co-mingled wastes include metal cans, glass bottles, milk cartons and plastic, which are collected in a common bin).

Over 2010–11, 126 tonnes¹⁸ of co-mingled waste was collected and recycled, compared to 106 tonnes the previous year, an increase of 18% in recycling.

A towable bin system used to transport waste more efficiently between areas of the basement and the loading dock was introduced in 2010. The system provides improved identification of waste streams using different coloured towable bins. The system has also reduced the vehicle traffic in the basement as more bins can be transported at once.

Emissions and effluents

Greenhouse gas emissions

During 2010–11, 27,980 tonnes of carbon dioxide equivalent¹⁹ (CO₂e) were generated from energy consumption at Parliament House²⁰. DPS purchased 10% of electricity from renewable sources through the whole-of-government energy contract to assist in reducing emissions. A small reduction in greenhouse emissions was achieved from the solar pilot project. Emissions were reduced by 550 kg/CO₂e from the project in 2010–11. Greenhouse emissions are described in Figure 5.6.

Figure 5.8 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 airconditioning;
- (b) cool rooms;
- (c) freezers; and
- (d) refrigerators.

Figure 5.9 shows the type and 'ozone-depletion potential' of refrigerants purchased in 2010–11.

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 sulphur (SO_x) and other air pollutants. Each year, DPS reports on these emissions to the National Pollution Inventory. (www.npi.gov.au). Figure 10—Emissions of air pollutants from natural gas consumption—lists these emissions for 2010–11. Parliament House gas combustion increased by 5% in 2010–11 and, as a result, the majority of air pollution emissions increased in proportion.

18. 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.

19. 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.

20. The Parliament House emissions total is calculated according to Department of Climate Change and Energy Efficiency's (DCCEE) methodology for recording greenhouse data for Government program reporting. The Energy Efficiency in Government Operations (EEGO) policy requires DPS to use this methodology.

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 are:

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

Significant spills of chemicals, oils, and fuels

In 2010–11, 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.

Water use in 2010–11 was the lowest recorded water consumption at Parliament House for the second consecutive year. Improvement in waste performance saw a reduction in waste to landfill and increased recycling rates. In 2010–11, there was also the implementation of a number of initiatives to reduce our energy consumption that accord with our long-term commitment to environmental considerations. Initial results of the solar electric pilot are encouraging; with further energy-reduction initiatives being implemented in the coming year to replace ageing lighting and airconditioning equipment.

Figure 5.5—Annual waste disposed to landfill and recycled

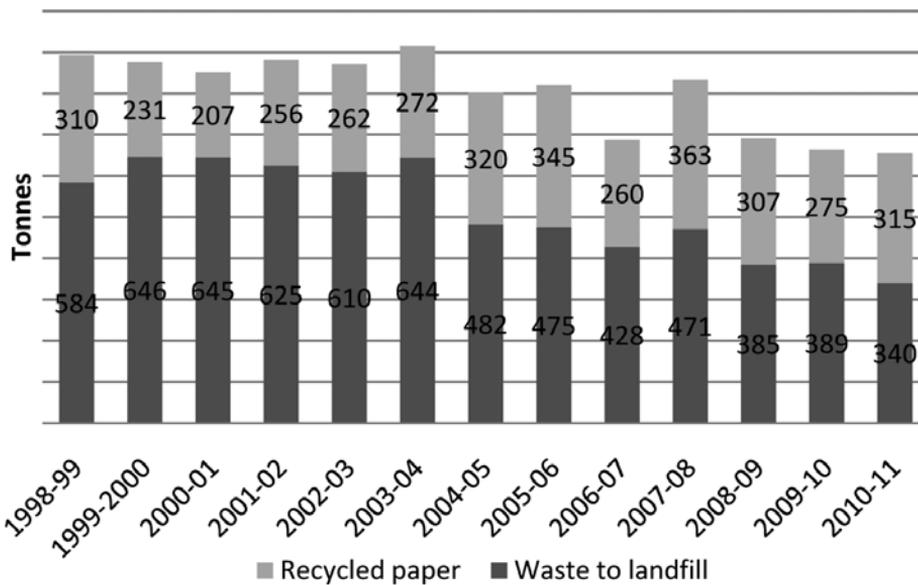


Figure 5.6—Annual quantity of landscape waste

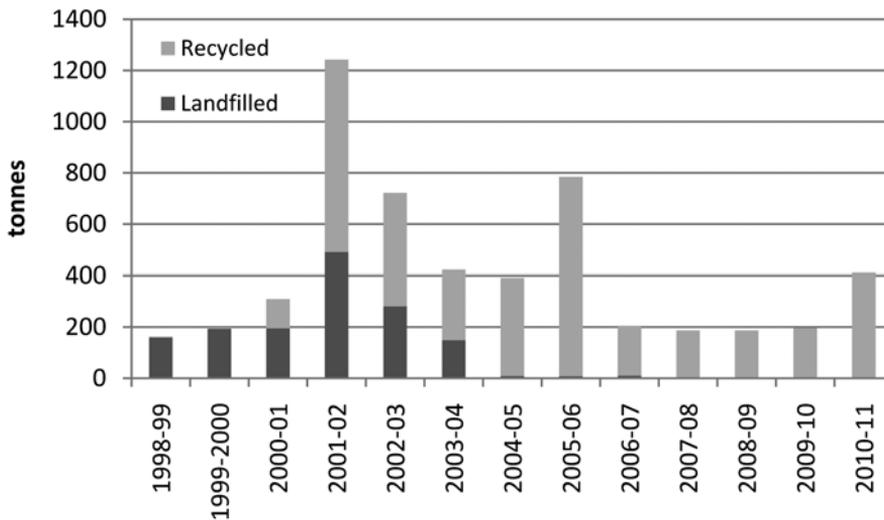


Figure 5.7—Parliament House emissions (direct and indirect, including SES and operational vehicle fleets)

Emission category	Comment	2008-09 (tonnes CO ₂ e)	2009-10 (tonnes CO ₂ e)	2010-11 (tonnes CO ₂ e)
Scope 1	Emissions at the source of the activity (eg emitted from gas and fuels used at Parliament House and by vehicles)	2,436	2,461	2,557
Scope 2	Emissions generated elsewhere (eg by the power plants that produce the electricity used at Parliament House)	17,253	18,425	20,745
Scope 3	Indirect emissions, meaning emissions generated during the delivery of electricity, gas and fuel to Parliament House, over which DPS has little control.	3,276	3,027	4,678
Scopes 1 & 2	DPS has direct responsibility for these emissions.	19,689	20,886	23,302
Scopes 1, 2 & 3	Direct and indirect emissions.	22,965 ²¹	23,913 ²²	27,980

21. Scope 1, 2 & 3 emissions for 2008-09 were reported as 23,609 CO₂e, not 22,965 CO₂e. The difference is due to a change in the emissions factor that is used to calculate Scope 3 emissions.

22. Scope 1, 2 & 3 emissions for 2009-10 were reported as 23,909 CO₂e, not 23,913 CO₂e. The difference is due to a change in estimated LPG consumed that is used to calculate Scope 1 emissions.

Figure 5.8—Annual greenhouse gas emissions from electricity and gas

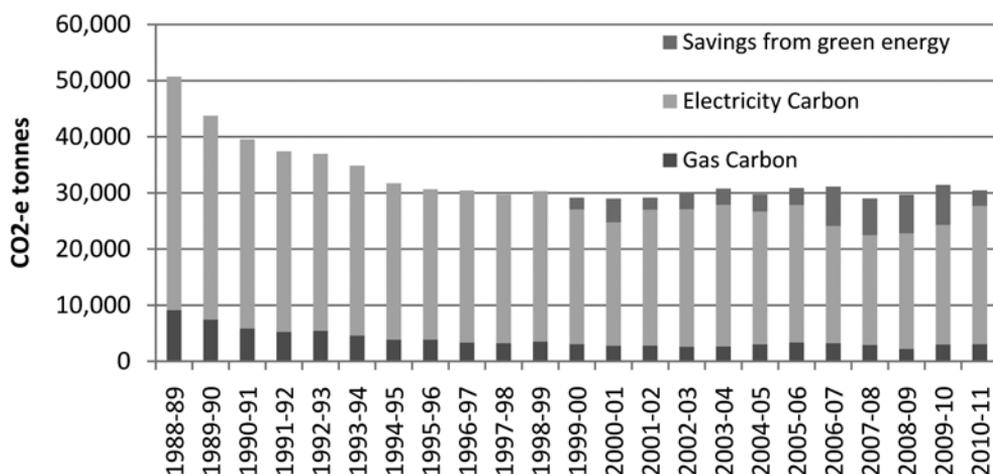


Figure 5.9—Type of refrigerant use

Refrigerant	Ozone-depletion factor	Global warming potential factor
R404A	0	3,260
R134A	0	1,300
R22	0.034	1,780

Figure 5.10—Emissions of air pollutants from natural gas consumption

Air pollutants	2008–09 (kg)	2009–10 (kg)	2009–10 (kg)
Carbon monoxide	1,782	1,814	1,912
Oxides of nitrogen	2,115	2,153	2,270
Particulate matter (PM10)	157	159	168
Particulate matter (PM2.5)	157	159	168
Total Volatile organic compounds	116	119	125
Sulphur dioxide	34	24 ²³	25
Polycyclic aromatic hydrocarbons	<1 (0.014)	<1 (0.14)	<1 (0.015)

23. Sulphur dioxide was incorrectly reported in 2009–10 as 11kg. Emissions factors for calculating air pollutants from natural gas consumption changed after 2008–09.

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) is comprised 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 218 respectively. Currently, when these two committees meet jointly as the Joint House Committee, the senior Presiding Officer is the Chair.

The joint committee first met on Wednesday 26 June 1901, at which time it was resolved that the JHC would take over responsibility for various maintenance and facilities services (at that time, located in the Victorian Parliament House, Melbourne) and 'such other matters as tend to the convenience of Members of Parliament'. Under current standing orders, the respective House Committees may consider any matter relating to the provision of facilities in Parliament House referred to it by that Chamber or its Presiding Officer.

Membership of the JHC at 30 June 2011 was:

Mr Harry Jenkins MP (Chair)
Senator the Hon John Hogg
Senator the Hon Alan Ferguson
Senator the Hon Bill Heffernan
Senator Anne McEwen
Senator Stephen Parry
Senator Glenn Sterle
The Hon Warren Entsch MP
The Hon Joel Fitzgibbon MP
Ms Jill Hall MP
Mr Chris Hayes MP
Mr Ewen Jones MP
Mr Michael McCormack MP

The JHC met twice in 2010–11 and considered a range of issues, including:

- Parliament House security works
- Catering in Parliament House
- Electorate office IT support
- Parking in the Parliamentary Zone
- Water features at Parliament House
- Nurses Centre operations.

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) was 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

For the 43rd Parliament, the Presiding Officers' Information Technology Advisory Group (POITAG) comprises seven Senators and six Members of the House of Representatives.

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 and Communication.

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, all Assistant Secretaries and the Director, Strategy and Communication. 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) advise 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 employees.

During 2010–11, five DPS members served on the Audit Committee—the Deputy Secretary (Mr David Kenny), the Parliamentary Librarian (Ms Roxanne Missingham), Assistant Secretaries from the Content Management Branch (Ms Therese Lynch, retiring from the Committee in July 2010) and the Research Branch (Dr Dianne Heriot, being appointed to the Committee in March 2011), and the Director, Strategy and Communication (Ms Judy Tahapehi).

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

During 2010–11, internal audit services were provided, under contract, by PricewaterhouseCoopers Pty Ltd.

Over the course of 2010–11, the Audit Committee oversaw reviews of DPS financial and personnel processes; major purchase procurement and tendering processes; and information technology governance and strategic planning arrangements.

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.

Progressive reviews of DPS risk management and fraud control arrangements were undertaken by the Committee throughout the year, including monitoring of DPS's implementation, testing and management of business continuity and disaster recovery plans.

The Audit Committee met five times during 2010–11. Members' attendance at the meetings is set out in the Figure 6.1.

Parliamentary departments coordination

The Senior Management Coordination Group (SMCG) coordinates corporate and related matters among the three parliamentary departments. DPS is represented by the Deputy Secretary. The Department of the House of Representatives is represented by the Serjeant-at-Arms, and the Usher of the Black Rod represents the Department of the Senate. The position of chair of the SMCG rotates annually among the three members.

Other governance matters

Risk management

DPS continued to identify and manage its risks using the risk management policy and framework implemented in the previous year. DPS is working to improve the alignment of

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	1	1
Dr Dianne Heriot	Assistant Secretary, Research Branch	2	2
Ms Judy Tahapehi	Director, Strategy and Communications	5	5

risk management to business objectives by requiring risk assessments to be carried out on the objectives of each section business plan. These risk assessments are collated into a departmental risk register and risk treatment plan. The risk register and risk treatment plan were updated during 2010–11 to reflect changes in the operational environment.

Reporting on the implementation of risk treatments for extreme, high and significant risks was further refined in 2010–11, with the DPS Risk Treatment Implementation report being provided on a quarterly basis to the DPS Executive and Audit Committees. The report provides information on the status of implementation of risk treatments across DPS.

DPS participated in the Comcover 2011 Risk Management Benchmarking Survey, which measured DPS risk management maturity across ten elements. For the 2011 survey, DPS was required to nominate a target maturity level for each of the ten elements in the survey. DPS met or exceeded its nominated target in six of the ten elements and improved on its 2010 benchmarking score—from 5.9 last year to 7.0 in 2011. DPS achieved above-average results in the elements of risk management policy and objectives, integration, and accountability and responsibility.

DPS implemented some risk management training in 2010–11, holding two risk management fundamentals workshops. Further workshops are scheduled in the second half of 2011.

DPS continued to implement business continuity planning, with a number of services added to the critical service list including catering, cleaning and building airconditioning. A number of existing plans were revised during 2010–11. In conjunction with the Chamber departments, DPS also exercised the Continuity of Parliament plan in December 2010. The results of this exercise are informing changes to the plan.

Fraud control

There were three instances of suspected fraud reported in 2010–11. Two of the reports involved theft of equipment, while the other case related to the misuse of Cabcharge vouchers. All instances were dealt with using the procedures set out in the Fraud Control Policy and Framework, and the Fraud Control Plan.

Fraud-related articles were also published in the *DPS Dispatch* newsletter during 2010–11.

In 2010, DPS carried out a new fraud risk assessment and revised the Fraud Control Plan. While none of the DPS fraud risks were assessed as major, all fraud risks were monitored and a number updated as part of the ongoing procedures to maintain the DPS risk register.

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 the 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 has resulted in an appendix—providing guidance on ethics issues for DPS staff—being added to a number of governance and personnel papers such as the *Risk Management Policy and Framework*, the *Fraud Control Policy and Framework* and *Personnel/HR Paper No. 3—Offers of gifts and benefits*.

The DPS Audit Committee developed a framework for an annual ethics 'health check' in 2009–10. The first ethics health check report was considered by the Audit Committee in December 2010. The report included information about DPS's performance on indicators such as staff communications, bullying and harassment, fraud and litigation. The next ethics health check is scheduled to be considered by the Audit Committee in late 2011.

Strategic plan

The DPS Strategic Plan 2010–13 was published in March 2010 and provides both our 20-year vision and a three-year action plan. The Plan was developed using 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. Progress in the first year of the Plan was actively monitored and all initiatives are showing good progress. The plan is publicly available on the Parliament House website at <http://www.aph.gov.au/dps/publications/DPSStrategicPlan2010.pdf>.

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

The remuneration and other conditions of all SES employees are governed by a Determination made under section 24 of the *Parliamentary Service Act 1999*. From November 2010, all new SES employees are remunerated using a total remuneration approach. This approach was adopted in recognition of the different contributions made by DPS to the various public sector superannuation schemes on behalf of employees and introduces uniformity in the total remuneration to employees at this level.

The level of remuneration and, in some cases, the conditions attaching to remuneration, varies; but, in general terms, salary increases provided to SES employees depend upon a rating of 'effective' or higher through the performance management arrangements. Base salaries for SES positions range from \$143,350 to \$229,270.

Performance-based salary advancement for non-SES staff

For non-SES staff, salary advancement is based on performance assessment 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.



DPS ref: 11/257/34

21 September 2011

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 5.8 of the *Commonwealth Fraud Control Guidelines 2011*.

2 I am satisfied that

- (a) fraud risk assessments and fraud control plans have been prepared;
- (b) DPS has appropriate fraud prevention, detection, investigation, data collection and reporting procedures in place; and
- (c) DPS has taken all reasonable measures to minimise the incidence of fraud including action to investigate and recover the proceeds of fraud.

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 2010-11.

Yours sincerely

Alan Thompson
Secretary

Figure 6.2—Classification and salary ranges at 30 June 2011

Classification	Salary range (\$)
Parliamentary Service Level 1	43,451 – 50,605
Parliamentary Service Level 2	51,618 – 55,414
Parliamentary Service Level 3	56,647 – 59,196
Parliamentary Service Level 4	60,379 – 65,609
Parliamentary Service Level 5	66,921 – 71,795
Parliamentary Service Level 6	73,230 – 82,305
Parliamentary Executive Level 1	89,116 – 101,748
Parliamentary Executive Level 2	103,782 – 123,059

Salary increases under the collective agreement

An increase in salary of 4.2% was paid on 1 July 2010, 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 2011.

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 2011. It includes inoperative staff and staff acting at a higher level as at 30 June 2011 (ie these staff are listed against their higher classification).

Management of human resources

Introduction

Throughout 2010–11, 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.

The major priority for HR Services during 2010–11 was the negotiation of a new Enterprise Agreement to replace the current Collective Agreement made in 2008.

Workforce planning, staff retention and turnover

Information on staff retention and turnover for DPS during 2010–11 compared to previous years is provided in Figure 6.4.

During the year, staff turnover decreased from 17.3% in 2009–10 to 14% in 2010–11. Factors affecting this result include a decrease in the number of transfers/promotions out of the department (from 33 in 2009–10 to 26 in 2010–11), resignations (from 42 in 2009–10 to 38 in 2010–11) and a decrease in voluntary redundancy retirements (from 39 in 2009–10 to 11 in 2010–11).

Figure 6.3—Staff numbers at 30 June 2011

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	0	0	0	0	0	0	0
Apprentice 2/3	0	0	0	0	0	0	0	0	0	0	0	0	0
PSL1/2	7	86	5	17	0	2	0	0	2	28	14	133	147
PSL2/3	0	31	0	0	0	0	0	0	0	0	0	31	31
PSL4/5	6	4	0	0	2	0	0	0	0	0	8	4	12
PSL5/6	20	14	15	6	0	0	0	0	5	0	40	20	60
PSL1	1	9	0	0	0	0	0	0	7	4	8	13	21
PSL2	15	17	18	6	1	0	4	1	1	3	39	27	66
PSL3	16	27	3	0	1	2	1	0	7	1	28	30	58
PSL4	30	63	8	1	2	2	0	0	4	7	44	73	117
PSL5	14	27	5	0	1	4	0	0	4	0	24	31	55
PSL6	22	61	7	02	1	1	0	0	4	0	34	64	98
PEL1	39	66	14	3	1	2	1	2	0	0	55	73	128
PEL2	14	26	0	0	1	1	0	0	0	2	15	29	44
Senior Executive Service 1	7	0	0	0	0	0	0	0	0	0	7	0	7
Parliamentary Librarian	1	0	0	0	0	0	0	0	0	0	1	0	1
Senior Executive Service 3	0	1	0	0	0	0	0	0	0	0	0	1	1
Secretary	0	1	0	0	0	0	0	0	0	0	0	1	1
Total	192	433	75	35	10	14	6	3	34	45	317	530	847

Figure 6.4—Staff retention and turnover statistics

Staff retention and turnover statistics	2008–09	2009–10	2010–11	Change from 2009–10
Staff Number	904	848	847	1
Staff Separations (total)	114	147	118	-29
Turnover	12.7%	17.3%	14%	-3.3
Separations by type				
transfers/promotions	17	33	26	-7
resignations	33	42	38	-4
age retirements	7	11	17	6
invalidity retirements	0	1	1	0
voluntary redundancy retirements	14	39	11	-28
terminations	4	2	0	-2
death	1	2	0	-2
end of temporary contract	33	18	24	6
end of temporary transfer	5	0	1	1
Exit Interviews				
Interviews held	34	43	37	-6
Participation rate	30%	29%	31%	2%

Staff development and training

Corporate training focussed on developing a range of general management and leadership skills. Corporate compliance training also included OHS awareness for supervisors; bullying and harassment awareness training for supervisors and employees; maximising staff attendance; and Commonwealth procurement and contract management.

During 2010–11, a total of 56 training events were delivered, through the DPS training calendar, to a total of 497 attendees. The annual training program was determined, in part, as a result of an assessment of training needs from DPS employees' Individual Development Plans.

HRS presented quarterly induction/orientation and monthly OHS awareness workshops to new employees. New employees also attended records management training and completed the Introduction to the Parliamentary Service e-learning induction module.

DPS also provided formal accredited training through Bayleys and Associates (registered training office) to 17 staff in Certificate IV in Government (Procurement and Contract Management). DPS was also awarded six places in Certificate IV and Diploma (Project Management) on the ACT Productivity Places Program with the Australian Institute of Management.

DPS continued to implement its leadership development framework to support the development of middle- and senior-level employees. Leadership development included team leadership skills training events (ie Results through People), quarterly leadership meetings, and the implementation of the inaugural Leadership Essentials at DPS (LEAD) seminar series. Two staff attended the APSC Career Development Assessment Centre and six staff attended an external residential leadership development program.

The department provided support for 35 staff undertaking external study in 2010–11. Support included time to attend study activities and, in some cases, financial assistance towards compulsory costs.

Workplace relations

Negotiations for a new Enterprise Agreement commenced in December 2010, but were not finalised at 30 June 2011.

Management of the outsourced payroll function delivered by the Department of the House of Representatives continued throughout the year. The transition of all employees to the new payroll system was completed in July 2010.

Throughout the year, the Workplace Relations Unit supported management and staff in accordance with the DPS Staff Management Strategy in relation to several organisational 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.

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, including construction, maintenance, catering or cleaning.

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 refresher sessions. There were 31 supervisors who attended a course entitled OHS for DPS Supervisors, while 39 staff attended the DPS OHS Awareness course. DPS also introduced Bullying and Harassment prevention courses, which were attended by 23 supervisors and 53 staff. Occupation-specific OHS training was also provided including: first aid; working in confined spaces; working at heights; manual handling; plant and equipment use; licences for forklifts and elevated work platforms; and defensive tactics.

In 2010–11, DPS underwent six-monthly surveillance audits of its OHS management systems. An external auditor found that DPS continued to comply with the requirements of the SafetyMAP Initial Level auditing tool. DPS continued to maintain certification to Joint Accreditation System–Australia and New Zealand standards.

All DPS staff are entitled to membership of 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. Several health-related seminars were provided for staff on topics including diabetes, kidney health, cancer prevention, depression, and getting a good night's sleep,

During 2010–11, 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 Section 16(2)(d) of the OHS Act.

Disability reporting mechanisms

Since 1994, Commonwealth departments and agencies have reported on their performance as policy adviser, purchaser, employer, regulator and provider under the Commonwealth Disability Strategy. In 2007–08, reporting on the employer role was transferred to the Australian Public Service Commission's State of the Service Report and the APS Statistical Bulletin. These reports are available at www.apsc.gov.au. It should be noted that DPS is not subject to the reporting requirements imposed by the Australian Public Service Commission in respect of the provision of data for the State of the Service report or APS Statistical Bulletin. From 2010–11, departments and agencies are no longer required to report on these functions.

The Commonwealth Disability Strategy has been overtaken by a new National Disability Strategy which sets out a ten-year national policy framework for improving life for Australians with disability, their families and carers. A high-level report to track progress for people with disability at a national level will be produced by the Standing Council on Community, Housing and Disability Services to the Council of Australian Governments and will be available at www.fahcsia.gov.au. The Social Inclusion Measurement and Reporting Strategy agreed by the Government in December 2009 will also include some reporting on disability matters in its regular How Australia is Faring report and, if appropriate, in strategic change indicators in agency annual reports. More detail on social inclusion matters can be found at www.socialinclusion.gov.au.

Purchasing

Overview

The purchasing of assets and services by DPS during 2010–11 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 primary purchasing objectives were:

- (a) to ensure the principle of value for money was consistently obtained 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 2010–11, 139 consultancies were entered into involving total expenditure of \$2,438,989 (GST inclusive), of which 76 were consultancies with a value of more than \$10,000, as detailed in Appendix A. In addition, 28 consultancy arrangements continued from previous years, involving total expenditure of \$667,128 (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's 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—justifying reasons include:

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

The method of procurement of 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 as appropriate.

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

- legal;
- architectural;
- engineering; and
- information technology.

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

Competitive tendering and contracting

During 2010–11, DPS did not allow 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 department, to another organisation.

Exempt contracts

During 2010–11, 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 2010–11, DPS was the subject of an external compliance audit by the ANAO in relation to its financial statements for the period ending 30 June 2010, and an interim audit in preparation for the 2010–11 financial statement audit. The audit on the 2009–10 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 2010–11: 18 October 2010 (Supplementary Budget Estimates hearings), 21 February 2011 (Additional Estimates hearings) and 23 May 2011 (Budget Estimates hearings).

The Senate agreed on 23 June 2011 to refer to the Senate Finance and Public Administration Legislation Committee an inquiry into the performance of DPS, with the Committee to report by 29 November 2011.

Other scrutiny

DPS responded to one Parliamentary Question on Notice (QoN): Senate QoN No. 682 asked by Senator the Hon John Faulkner.

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 2010–11.

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 2010–11, two requests for information were received.

Discretionary grants

DPS does not administer any discretionary grant programs.

Figure 6.5—Advertising costs

Supplier	Item	Amount (GST inclusive)
Canprint Communications	Parliament House promotional materials	\$43,261
Adcorp Australia	Recruitment advertisements	\$32,518
Environmetrics Pty Ltd	Visitor surveys	\$22,440
Total		\$98,219

Figure 6.6—Legal services expenditure

Services	Amount (GST inclusive)
External expenditure on professional fees	\$168,705
External expenditure on counsel	\$0
Administrative disbursements on external legal services	\$9,083
Total (legal services expenditure—all external)	\$177,787

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 \$11,500 (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 2010–11.

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 2010–11.

Financial statements



INDEPENDENT AUDITOR'S REPORT

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

I have audited the accompanying financial statements of the Department of Parliamentary Services for the year ended 30 June 2011, 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 Secretary's Responsibility for the Financial Statements

The Secretary of the Department of Parliamentary Services is responsible for the preparation of financial statements that give a true and fair view in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, including the Australian Accounting Standards, and for such internal control as the Secretary of the Department of Parliamentary Services determines is necessary to enable the preparation of the financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I have conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. These auditing standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Department of Parliamentary Services' preparation of the financial statements that give a true and fair view 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 the accounting policies used and the reasonableness of accounting estimates made by the Secretary of the Department of Parliamentary Services, as well as evaluating the overall presentation of the financial statements.

GPO Box 707 CANBERRA ACT 2601
19 National Circuit BARTON ACT 2600
Phone (02) 6203 7300 Fax (02) 6203 7777

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

In conducting my audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate the requirements of the Australian accounting profession.

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 2011 and of its financial performance and cash flows for the year then ended.

Australian National Audit Office



Ron Wah
Audit Principal

Delegate of the Auditor-General

Canberra
16 September 2011

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 2011 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

16 September 2011



Karen Sheppard FCPA
Chief Finance Officer

16 September 2011

DEPARTMENT OF PARLIAMENTARY SERVICES
STATEMENT OF COMPREHENSIVE INCOME
for the period ended 30 June 2011

	Notes	2011 \$'000	2010 \$'000
EXPENSES			
Employee benefits	3A	62,775	65,214
Supplier expenses	3B	42,304	40,372
Depreciation and amortisation	3C	17,852	16,184
Write-down and impairment of assets	3D	56	177
Losses from asset sales	3E	23	56
Total expenses		123,010	122,003
LESS:			
OWN-SOURCE INCOME			
Own-source revenue			
Sale of goods and rendering of services	4A	4,745	4,913
Rental income	4B	1,385	1,302
Other	4C	126	10
Total own-source revenue		6,256	6,225
Gains			
Asset related	4D	-	144
Other	4E	525	172
Total gains		525	316
Total own-source income		6,781	6,541
Net cost of services		116,229	115,462
Revenue from Government	4F	102,045	90,933
Surplus (Deficit) attributable to the Australian Government		(14,184)	(24,529)
OTHER COMPREHENSIVE INCOME			
Total other comprehensive income		-	-
Total comprehensive income (loss) attributable to the Australian Government		(14,184)	(24,529)

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 2011

	Notes	2011 \$'000	2010 \$'000
ASSETS			
Financial Assets			
Cash and cash equivalents	5A	198	188
Trade and other receivables	5B	<u>27,723</u>	<u>17,234</u>
Total financial assets		<u>27,921</u>	<u>17,422</u>
Non-Financial assets			
Property, plant and equipment	6A,B	86,745	67,735
Intangibles	6C	32,333	23,557
Inventories	6D	241	214
Other	6E	<u>1,380</u>	<u>1,385</u>
Total non-financial assets		<u>120,699</u>	<u>92,891</u>
Total Assets		<u>148,620</u>	<u>110,313</u>
LIABILITIES			
Payables			
Suppliers	7A	(6,273)	(6,507)
Other	7B	<u>(1,796)</u>	<u>(1,539)</u>
Total payables		<u>(8,069)</u>	<u>(8,046)</u>
Provisions			
Employee provisions	8	<u>(21,012)</u>	<u>(20,673)</u>
Total provisions		<u>(21,012)</u>	<u>(20,673)</u>
Total Liabilities		<u>(29,081)</u>	<u>(28,719)</u>
Net Assets		<u>119,539</u>	<u>81,594</u>
EQUITY			
Parent Entity Interest			
Contributed equity		134,123	85,380
Reserves		14,939	11,553
Retained surplus (accumulated deficit)		<u>(29,523)</u>	<u>(15,339)</u>
Total Equity		<u>119,539</u>	<u>81,594</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 2011

	Retained earnings		Asset revaluation reserves		Contributed equity/capital		Total equity	
	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000	2011 \$'000	2010 \$'000
Opening balance								
Balance carried forward from previous period	(15,339)	9,190	11,553	11,553	85,380	85,380	81,594	106,123
Adjustment for rounding	-	-	-	-	-	-	-	-
Adjusted opening balance	(15,339)	9,190	11,553	11,553	85,380	85,380	81,594	106,123
Comprehensive income								
Revaluation adjustment	-	-	3,386	-	-	-	3,386	-
Surplus (Deficit) for the period	(14,184)	(24,529)	-	-	-	-	(14,184)	(24,529)
Total comprehensive income attributable to the Australian Government	(14,184)	(24,529)	3,386	-	-	-	(10,798)	(24,529)
Transactions with owners								
Contributions by owners								
Appropriation (equity injection)	-	-	-	-	1,938	-	1,938	-
Departmental Capital Budgets (DCB's)	-	-	-	-	46,805	-	46,805	-
Sub-total transactions with owners	-	-	-	-	48,743	-	48,743	-
Closing balance at 30 June	(29,523)	(15,339)	14,939	11,553	134,123	85,380	119,539	81,594
Closing balance attributable to the Australian Government	(29,523)	(15,339)	14,939	11,553	134,123	85,380	119,539	81,594

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

DEPARTMENT OF PARLIAMENTARY SERVICES
CASH FLOW STATEMENT for Not-For-Profit Reporting Entities
for the period ended 30 June 2011

	Notes	2011 \$'000	2010 \$'000
OPERATING ACTIVITIES			
Cash received			
Goods and services		6,722	6,245
Appropriations		99,861	143,234
Net GST received		6,229	6,849
Other		116	173
Total cash received		<u>112,928</u>	<u>156,501</u>
Cash used			
Employees		(62,189)	(64,598)
Suppliers		(50,853)	(47,889)
Total cash used		<u>(113,042)</u>	<u>(112,487)</u>
Net cash from (used by) operating activities	9	<u>(114)</u>	<u>44,014</u>
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment		124	85
Total cash received		<u>124</u>	<u>85</u>
Cash used			
Purchase of property, plant and equipment		(30,901)	(29,166)
Purchase of intangibles		(10,841)	(14,953)
Total cash used		<u>(41,742)</u>	<u>(44,119)</u>
Net cash from (used by) investing activities		<u>(41,618)</u>	<u>(44,034)</u>
FINANCING ACTIVITIES			
Cash received			
Contributed equity		41,742	-
Total cash received		<u>41,742</u>	<u>-</u>
Net increase or (decrease) in cash held		10	(20)
Cash and cash equivalents at the beginning of the reporting period		188	208
Cash and cash equivalents at the end of the reporting period	5A	<u>198</u>	<u>188</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 2011

	2011	2010
BY TYPE	\$'000	\$'000
Commitments receivable		
Sublease rental income	5,515	6,346
Net GST recoverable on commitments	2,607	3,529
Total commitments receivable	8,122	9,875
Commitments payable		
Capital commitments		
Infrastructure plant and equipment	(5,819)	(15,793)
Intangibles	(1,612)	(3,591)
Total capital commitments	(7,431)	(19,384)
Other commitments		
Operating leases ²	(213)	(223)
Other ³	(19,824)	(25,558)
Total other commitments	(20,037)	(25,781)
Net commitments by type	(19,346)	(35,290)
BY MATURITY		
Commitments receivable		
Operating lease income		
One year or less	1,612	1,421
From one to five years	3,903	4,925
Total operating lease income	5,515	6,346
Other commitments receivable		
One year or less	1,324	3,779
From one to five years	611	-
Total other commitments receivable	1,935	3,779
Commitments payable		
Capital commitments		
One year or less	(7,431)	(19,384)
Total capital commitments	(7,431)	(19,384)
Operating lease commitments		
One year or less	(155)	(139)
From one to five years	(58)	(84)
Total operating lease commitments	(213)	(223)
Other Commitments		
One year or less	(8,583)	(23,472)
From one to five years	(10,568)	(2,337)
Total other commitments	(19,151)	(25,809)
Net commitments by maturity	(19,346)	(35,290)

NB: Commitments are GST inclusive where relevant.

- Property, plant and equipment commitments are primarily for purchase of equipment and services for IT, broadcast and security system assets and furniture and fittings.
- 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.

- Other commitments are comprised of long term contracts in force as at 30 June 2011, where total consideration is greater than \$100,000, and outstanding purchase orders at 30 June 2011, where the goods and services were ordered but not received by 30 June 2011.

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 2011

The following non-financial non-current assets were added in 2010-11

	Notes	Other property, plant & equipment \$'000	Intangibles \$'000	Total \$'000
By purchase - appropriation equity	6B,C	30,145	11,993	42,138
From acquisition of entities or operations	6B	302	-	302
Total additions		30,447	11,993	42,440

The following non-financial non-current assets were added in 2009-10

	Notes	Other property, plant & equipment \$'000	Intangibles \$'000	Total \$'000
By purchase - appropriation ordinary annual services	6B,C	30,879	15,365	46,244
Total additions		30,879	15,365	46,244

DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF ADMINISTERED ITEMS

	Notes	2011 \$'000	2010 \$'000
Income administered on behalf of Government			
<i>for the period ended 30 June 2011</i>			
Revenue			
Other	15	<u>7,236</u>	<u>87</u>
Total income administered on behalf of Government		<u>7,236</u>	<u>87</u>
Expenses administered on behalf of Government			
<i>for the period ended 30 June 2011</i>			
Depreciation and amortisation	16A	<u>(26,262)</u>	<u>(20,402)</u>
Write-down and impairment of assets	16A	<u>(7,222)</u>	<u>(5)</u>
Loss on sale of assets	16A	<u>(95)</u>	<u>(236)</u>
Total expenses administered on behalf of Government		<u>(33,579)</u>	<u>(20,643)</u>
Assets administered on behalf of Government			
<i>as at 30 June 2011</i>			
Financial assets			
Receivables	17A	<u>780</u>	<u>323</u>
Total financial assets		<u>780</u>	<u>323</u>
Non-financial assets			
Land and buildings	17B	<u>2,062,079</u>	<u>2,069,164</u>
Property, plant and equipment			
Other property, plant and equipment	17B	<u>6,551</u>	<u>6,325</u>
Heritage and cultural assets	17B	<u>78,208</u>	<u>77,653</u>
Total non-financial assets		<u>2,146,838</u>	<u>2,153,142</u>
Total assets administered on behalf of Government		<u>2,147,618</u>	<u>2,153,465</u>
Liabilities administered on behalf of Government			
<i>as at 30 June 2011</i>			
Payables			
Suppliers	18	<u>(852)</u>	<u>(469)</u>
Total liabilities administered on behalf of government		<u>(852)</u>	<u>(469)</u>

This schedule should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF ADMINISTERED ITEMS (continued)

	2011	2010
	\$'000	\$'000
Administered Cash Flows		
<i>for the period ended 30 June 2011</i>		
OPERATING ACTIVITIES		
Cash received		
Net GST received	1,254	1,097
GST Receipts from customers	1	2
GST Annotations Appropriation	1,718	1,349
Other revenue	8	22
Security Deposit Returned to DPS	-	265
Total cash received	<u>2,981</u>	<u>2,735</u>
Cash used		
GST paid to suppliers	(1,718)	(1,349)
Net GST returned	(1,255)	(1,099)
Security deposit paid	-	(250)
Security Deposit returned OPA	-	(15)
Other	(14)	(26)
Total cash used	<u>(2,987)</u>	<u>(2,739)</u>
Net cash from (used by) operating activities	<u>(6)</u>	<u>(4)</u>
INVESTING ACTIVITIES		
Cash received		
Proceeds from sales of property, plant and equipment	6	4
Total cash received	<u>6</u>	<u>4</u>
Cash used		
Purchase of property, plant and equipment	(20,128)	(15,547)
Total cash used	<u>(20,128)</u>	<u>(15,547)</u>
Net cash from (used by) investing activities	<u>(20,122)</u>	<u>(15,543)</u>
FINANCING ACTIVITIES		
Cash received		
Asset and Liability Appropriation	20,128	15,547
Total cash received	<u>20,128</u>	<u>15,547</u>
Net cash from (used by) financing activities	<u>20,128</u>	<u>15,547</u>
Net Increase (Decrease) in Cash Held		
Cash at the beginning of reporting period	-	-
Cash at the end of the reporting period	<u>-</u>	<u>-</u>
Cash and cash equivalents at the beginning of the reporting period		
Cash from Official Public Account for:	-	-
- Appropriation	23,115	18,286
	<u>23,115</u>	<u>18,286</u>
Cash to Official Public Account for:	-	-
- Appropriation	(23,115)	(18,286)
	<u>(23,115)</u>	<u>(18,286)</u>
Effect of exchange rate movements on cash and cash equivalents at the beginning of the reporting period	-	-
Cash and cash equivalents at the end of the reporting period	<u>-</u>	<u>-</u>
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)

	2011	2010
	\$'000	\$'000
Administered commitments		
<i>as at 30 June 2011</i>		
BY TYPE		
Commitments receivable		
Other commitments receivable		
GST recoverable on commitments	<u>480</u>	<u>282</u>
Total commitments receivable	<u>480</u>	<u>282</u>
Commitments payable		
Capital commitments		
Property, plant and equipment	<u>(5,277)</u>	<u>(3,107)</u>
Total capital commitments	<u>(5,277)</u>	<u>(3,107)</u>
Net commitments by type	<u>(4,797)</u>	<u>(2,825)</u>
BY MATURITY		
Commitments receivable		
Other commitments receivable		
One year or less	<u>480</u>	<u>282</u>
Total other commitments receivable	<u>480</u>	<u>282</u>
Commitments payable		
Capital commitments		
One year or less	<u>(5,277)</u>	<u>(3,107)</u>
Total capital commitments	<u>(5,277)</u>	<u>(3,107)</u>
Net commitments by maturity	<u>(4,797)</u>	<u>(2,825)</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 2010-11.

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 ended 30 June 2011**

The following non-financial non-current assets were added in 2010-11

Notes	Land and Buildings		Property, Plant and Equipment		Total
	Other PP&E	Heritage and Cultural Assets	Other PP&E	Heritage and Cultural Assets	
	\$'000	\$'000	\$'000	\$'000	\$'000
By purchase - appropriation other services					
Equity injection	19,464		219	370	20,053
Other *	7,217		-	5	7,222
Total additions	26,681		219	375	27,275

The following non-financial non-current assets were added in 2009-10

	Land and Buildings		Property, Plant and Equipment		Total
	Other PP&E	Heritage and Cultural Assets	Other PP&E	Heritage and Cultural Assets	
	\$'000	\$'000	\$'000	\$'000	\$'000
By purchase - appropriation other services					
Equity injection	14,071		799	423	15,293
Other	-		46	-	46
Total additions	14,071		845	423	15,339

* Assets transferred from related entity - Attorney General's briefing room.

DEPARTMENT OF PARLIAMENTARY SERVICES
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the financial year ended 30 June 2011

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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 2010;
- 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 had a financial impact, as disclosed, on DPS:

AASB 2009-5	Further Amendments to Australian Accounting Standards arising from the annual improvements Projects (AASB 5, AASB 8, AASB 101, AASB 107, AASB 117, AASB 118, AASB 136 & AASB 139)
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Future Australian Accounting Standard requirements

The following new standards/revised standards/interpretations/amending standards were issued by the Australian Accounting standards board prior to sign-off date, which are expected to have a financial impact on the entity for future reporting periods:

AASB 2010-3	Amendments to Australian Accounting Standards arising from the Annual Improvements Project
AASB 2009-12 AASB 124	Amendments to Australian Accounting Standards Related Party Disclosures
AASB 2009-14	Amendments to Australian Interpretation - Prepayments of a Minimum Requirement (AASB Interpretation 14)
AASB 2010-4	Further amendments to Australian Accounting Standards arising from the Annual Improvements Project
AASB 2010-5	Amendments to Australian Accounting Standards
AASB 2010-6	Amendments to Australian Accounting Standards - Disclosures on Transfers of Financial Assets

Notes to and forming part of the Financial Statements

AASB 1054	Australian Additional Disclosures
AASB 2011-3	Amendments to Australian Accounting Standards - Orderly Adoption of Changes to the ABS GFS Manual and Related Amendments
AASB 2009-11	Amendments to Australian Accounting Standards arising from AASB 9
AASB 1053	Application of Tiers of Australian Accounting Standards
AASB 2010-2	Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements
AASB 9	Financial Instruments
AASB 2010-7	Amendments to Australian Accounting Standards arising from AASB 9 (December 2010)
AASB 2011-4	Amendments to Australian Accounting Standards to remove Individual Key Management Personnel Disclosure Requirements

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.

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.

Notes to and forming part of the Financial Statements

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) and Departmental Capital Budgets (**DCBs**) 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 end of reporting period are measured at their nominal amounts. The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

Other long-term employee benefits are measured as net total of the present value of the defined benefit obligation at the end of the reporting period minus the fair value at the end of the reporting period of plan assets (if any) out of which the obligations are to be settled directly.

Leave

The liability for employee benefits includes provision for annual leave and long service leave. No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees of 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

Notes to and forming part of the Financial Statements

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.

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.

Notes to and forming part of the Financial Statements

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;
- 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 and loss 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 the end of each reporting period.

Financial assets held at amortised cost

If there is objective evidence that an impairment loss has been incurred for loans and receivables 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 statement of comprehensive income.

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 previously recognised in expenses, is transferred from equity to the statement of comprehensive income.

Financial assets held at cost

If there is objective evidence that an impairment loss has been incurred the amount of the impairment loss is the difference between the carrying amount of the asset and the present value of the estimated future cash flows discounted at the current market rate for similar assets.

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.

Notes to and forming part of the Financial Statements

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.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring 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;

Notes to and forming part of the Financial Statements

- 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
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 in the surplus/deficit. 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.

Notes to and forming part of the Financial Statements

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>2011</u>	<u>2010</u>
Building	20 to 200 years	20 to 200 years
IT Assets	2 to 25 years	2 to 20 years
Communication Assets	4 to 30 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

Revaluation of communications assets and re-cabling of IT assets in 2010-11 has resulted in increases in their useful lives.

Impairment

All assets were assessed for impairment at 30 June 2011. 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.

Heritage and cultural assets

DPS has a number of stand-alone collections, collectively managed as the Parliament House Art Collection (PHAC) including:

- the Rotational Collection, consisting largely of contemporary Australian artworks;

Notes to and forming part of the Financial Statements

- the Architectural Commissions, consisting of artworks that were commissioned as an integrated part of the architectural design of the building (including commissioned artist-made furniture);
- the Historic Memorials Collection, consisting of historical portraits and paintings of significant events;
- the Gift Collection, consisting of gifts that have been made to the Parliament;
- the Constitutional Documents, a group of significant archival documents managed as part of the PHAC; and
- the Archive, a range of historic and archival materials about Parliament, the PHAC and the construction of Parliament House.

DPS has classified the collection as heritage and cultural assets because the collection includes artworks that were commissioned as an integrated part of the architectural design of Parliament House, and are intended to be retained for the life of the building. Artworks, documents and artefacts that encompass a very broad time span are also classified as heritage and cultural assets. In addition, some items in the collection are widely regarded as being of national and international importance, to be preserved indefinitely.

DPS has adopted appropriate curatorial and preservation policies for the collections and all items in the collection are deemed to have indefinite useful life and hence are not depreciated.

DPS curatorial and preservation policies incorporate preventative measures to minimise damage and deterioration. The value and historical significance of individual items determines the level of care, security and intervention required to preserve the collection items. Most of the objects in the collection have characteristics or qualities that require them to be preserved in their original format, and in optimum condition.

1.18 Intangibles

Intangibles comprise purchased and internally-developed software for internal use and work-in-progress, and other intangibles consisting of Hansard digitised data. 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 (2009-10: 3 to 10 years). Work-in-progress is not depreciated. The useful life of the Hansard digitised data is currently 100 years.

All software assets were assessed for indications of impairment as at 30 June 2011, 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

Notes to and forming part of the Financial Statements

- 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 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 2009-10 comparatives

Where changes to the presentation of the financial statements have required additional disclosure for 2010-11, DPS has adjusted the comparatives for 2009-10.

Notes to and forming part of the Financial Statements

Note 2 Events after the reporting period

No significant events have impacted on DPS's operations after the reporting period.

2011	2010
\$'000	\$'000

Note 3 Expenses

Note 3A Employee benefits

Wages and salaries	(46,428)	(46,352)
Superannuation:		
Defined contribution plans	(2,357)	(1,920)
Defined benefit plans	(7,049)	(7,742)
Leave and other entitlements	(6,197)	(7,374)
Separation and redundancies	(578)	(1,612)
Other	(166)	(214)
Total employee benefits	<u>(62,775)</u>	<u>(65,214)</u>

Note 3B Suppliers

Goods and services

Asset maintenance	(5,318)	(6,379)
Accommodation expenses (including utilities)	(11,715)	(11,134)
Contractors and consultants	(13,388)	(12,210)
General insurance premium	(1,121)	(1,002)
Staff related and training	(2,390)	(1,915)
Telecommunications	(1,848)	(2,138)
Information Resources	(2,016)	(1,740)
Other	(2,859)	(2,599)
Total goods and services	<u>(40,655)</u>	<u>(39,117)</u>

Goods and services are made up of:

Provision of goods - related entities	(35)	(12)
Provision of goods - external parties	(5,698)	(5,506)
Rendering of services - related entities	(13,066)	(12,532)
Rendering of services - external parties	(21,856)	(21,607)
Total goods and services	<u>(40,655)</u>	<u>(39,117)</u>

Other supplier expenses

Operating lease rentals-related entities:

Minimum lease payments	(36)	(38)
Workers' compensation expense	(1,613)	(1,217)
Total other supplier expenses	<u>(1,649)</u>	<u>(1,255)</u>
Total supplier expenses	<u>(42,304)</u>	<u>(40,372)</u>

Notes to and forming part of the Financial Statements

	2011	2010
	\$'000	\$'000
Note 3C Depreciation and amortisation		
Depreciation:		
Information technology assets	(5,061)	(3,607)
Communication assets	(3,516)	(3,955)
Monitoring assets	(75)	(109)
Furniture and equipment	(562)	(615)
Library collection	(1,052)	(971)
Security infrastructure	(2,870)	(2,954)
Total depreciation	(13,136)	(12,211)
Amortisation:		
Intangibles-Computer software	(4,716)	(3,973)
Total amortisation	(4,716)	(3,973)
Total depreciation and amortisation	(17,852)	(16,184)
Note 3D Write-down and impairment of assets		
Plant and equipment write-down	(28)	(165)
Intangibles-Computer software write-down	(28)	(12)
Total write-down and impairment of assets	(56)	(177)
Note 3E Losses from assets sales		
Information technology assets		
Proceeds from sale	88	58
Carrying value of assets sold	(126)	(72)
Selling expenses	(12)	(14)
Communication assets		
Proceeds from sale	-	-
Selling expenses	(1)	-
Monitoring assets		
Proceeds from sale	-	2
Carrying value of assets sold	-	(9)
Furniture and equipment		
Proceeds from sale	35	10
Carrying value of assets sold	(5)	-
Selling expenses	(2)	(2)
Security infrastructure		
Proceeds from sale	-	15
Carrying value of assets sold	-	(40)
Selling expenses	-	(4)
Total losses from assets sales	(23)	(56)

Notes to and forming part of the Financial Statements

	2011	2010
	\$'000	\$'000
Note 4 Income		
Revenue		
<u>Note 4A Sale of goods and rendering of services</u>		
Provision of goods - related entities	5	6
Provision of goods - external parties	1,166	1,224
Rendering of services - related entities	2,430	2,415
Rendering of services - external parties	1,144	1,268
Total sale of goods and rendering of services	4,745	4,913
<u>Note 4B Rental income</u>		
Operating lease:		
Parliament House space - related entities	336	321
Parliament House space - external parties	1,049	981
Total rental income	1,385	1,302
<u>Note 4C Other revenue</u>		
Refunds and reimbursements	126	10
Total other revenue	126	10
<u>Note 4E Other gains</u>		
Recognise previously unrecognised assets	-	144
Resources received free of charge	171	171
Transfer from related entities	302	-
Other	52	1
Total other gains	525	316
<u>Note 4F Revenue from Government</u>		
Appropriation:		
Departmental appropriations	102,045	90,933
Total revenue from Government	102,045	90,933

Notes to and forming part of the Financial Statements

	2011	2010
	\$'000	\$'000
Note 5 Financial Assets		
<u>Note 5A Cash and cash equivalents</u>		
Cash on hand or on deposit	168	150
Cash held by outsiders	30	38
Total cash and cash equivalents	198	188
<u>Note 5B Trade and other receivables</u>		
Goods and services		
Goods and services – related entities	43	650
Goods and services – external parties	436	435
Total receivables for goods and services	479	1,085
Appropriations receivable:		
For existing programs	23,575	14,390
Total appropriations receivable	23,575	14,390
Other receivables		
GST receivable from the Australian Taxation Office	3,669	1,759
Total other receivables	3,669	1,759
Total trade and other receivables (gross)	27,723	17,234
Less impairment allowance account:		
Goods and services	-	-
Total trade and other receivables (net)	27,723	17,234
All receivables are current assets		
Receivables are aged as follows:		
Not overdue	27,708	17,128
Overdue by:		
less than 30 days	1	95
31 days to 60 days	-	1
61 days to 90 days	-	5
More than 90 days	14	5
Total receivables (gross)	27,723	17,234

Notes to and forming part of the Financial Statements

	2011	2010
	\$'000	\$'000
<u>Note 5B Trade and other receivables (continued)</u>		
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	-	-
Amounts written off	-	-
Closing balance	-	-

Notes to and forming part of the Financial Statements

	2011	2010
	\$'000	\$'000
Note 6 Non-Financial Assets		
<u>Note 6A Property, plant and equipment</u>		
Information technology assets		
Work in progress (at cost)	12,467	8,687
Gross carrying value (at fair value)	32,056	27,132
Accumulated depreciation	(22,712)	(20,425)
Total information technology assets	21,811	15,394
Communication assets		
Work in progress (at cost)	22,044	9,564
Gross carrying value (at fair value)	85,539	88,208
Accumulated depreciation	(71,470)	(76,043)
Total communication assets	36,113	21,729
Monitoring assets		
Work in progress (at cost)	-	2,427
Gross carrying value (at fair value)	1,396	3,848
Accumulated depreciation	(1,330)	(3,709)
Total monitoring assets	66	2,566
Furniture and equipment		
Work in progress (at cost)	1,042	116
Gross carrying value (at fair value)	11,654	11,055
Accumulated depreciation	(8,898)	(8,647)
Total furniture and equipment	3,798	2,524
Library collection		
Work in progress (at cost)	17	43
Gross carrying value (at fair value)	13,705	13,177
Accumulated depreciation	(8,690)	(7,670)
Total Library collection	5,032	5,550
Security infrastructure		
Work in progress (at cost)	10,165	7,975
Gross carrying value (at fair value)	72,485	71,862
Accumulated depreciation	(62,725)	(59,865)
Total security infrastructure	19,925	19,972
Total property, plant and equipment (non-current)	86,745	67,735

All revaluations are conducted in accordance with the revaluation policy stated at Note 1. There was a revaluation resulting in an increment of \$3,386,259 in departmental assets in 2010-11. (2009-10 - no revaluation).

No indicators of impairment were found for property, plant and equipment.

No property, plant or equipment is expected to be sold or disposed of within the next 12 months.

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) 2010-11

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 2010:							
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	215,283
Accumulated depreciation/amortisation	(20,425)	(76,043)	(3,709)	(8,647)	(7,670)	(59,865)	(176,359)
Net book value 30 June 2010	15,394	21,729	2,566	2,524	5,550	19,972	67,735
Additions							
By purchase	11,538	14,182	2	1,044	566	2,823	30,145
From acquisition of entities or operations	-	-	-	302	-	-	302
Revaluations and impairments recognised through equity	-	2,891	-	495	-	-	3,386
Depreciation/amortisation expense	(5,061)	(3,516)	(75)	(562)	(1,052)	(2,870)	(13,136)
Other Movements:							
Reclassification*	72	828	(2,427)	-	-	-	(1,527)
Disposals:							
By sale	(127)	(1)	-	(5)	-	-	(133)
By Write down	(5)	-	-	-	(22)	-	(27)
Net book value 30 June 2011	21,811	36,113	66	3,798	5,032	19,925	86,745
Net book value as of 30 June 2011 represented by:							
Work in progress	12,467	22,044	-	1,042	17	10,165	45,734
Gross book value	32,056	85,539	1,396	11,654	13,705	72,485	216,836
Accumulated depreciation/amortisation	(22,712)	(71,470)	(1,330)	(8,898)	(8,690)	(62,725)	(175,825)
	21,811	36,113	66	3,798	5,032	19,925	86,745

*See Note 6C Table C

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) 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 1 July 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
Depreciation/amortisation expense	(3,607)	(3,955)	(109)	(615)	(971)	(2,954)	(12,211)
Other Movements:							
Disposals:							
By sale	(72)	-	(9)	-	-	(40)	(121)
By Write down	(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

	2011	2010
	\$'000	\$'000
Note 6C Intangibles		
Computer software at cost:		
Purchased—in progress	10,044	12,676
Internally developed—in use	4,040	4,040
Purchased—in use	42,541	30,566
Accumulated amortisation	(28,311)	(24,908)
Total computer software (net)	28,314	22,374
Other intangibles at cost		
Internally developed—in use	4,304	1,438
Accumulated amortisation	(285)	(255)
Total other intangibles (net)	4,019	1,183
Total intangibles	32,333	23,557

No indicators of impairment were found for intangible assets.

No intangibles are expected to be sold or disposed of within the next 12 months.

TABLE B-Reconciliation of the opening and closing balances of intangibles (2010-11)

Item	Computer software internally developed \$'000	Computer software purchased \$'000	Other Intangibles	Total \$'000
As at 1 July 2010				
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)
Net book value 1 July 2010	2	22,372	1,183	23,557
Additions				
By purchase	-	9,127	2,866	11,993
Amortisation	-	(4,686)	(30)	(4,716)
Other Movements:				
Reclassification*	-	1,527	-	1,527
Write downs	-	(28)	-	(28)
Net book value 30 June 2011	2	28,312	4,019	32,333
Net book value as at 30 June 2011 represented by:				
Work in progress	-	10,044	2,262	12,306
Gross book value	4,040	42,541	2,042	48,623
Accumulated amortisation	(4,038)	(24,273)	(285)	(28,596)
	2	28,312	4,019	32,333

*See Note 6B Table A

TABLE B-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	(30)	(3,943)	-	(3,973)
Other Movements:				
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

2011	2010
\$'000	\$'000

Note 6D Inventories

Inventories held for sale—The Parliament Shop

Finished goods	241	214
Total inventories	241	214

During 2010-11 \$539,919 of inventory held for sale was recognised as a cost of goods sold expense (2009-10 \$603,691). All inventory is expected to be sold in the next 12 months.

Note 6E Other non-financial assets

Prepayments	1,380	1,385
Total other non-financial assets	1,380	1,385

Other non-financial assets are expected to be recovered in:

Less than 12 months	1,378	1,377
More than 12 months	2	8
Total other non-financial assets	1,380	1,385

No indicators of impairment were found for other non-financial assets.

Notes to and forming part of the Financial Statements

	2011	2010
	\$'000	\$'000
Note 7 Payables		
<u>Note 7A Suppliers</u>		
Trade creditors and accruals	<u>(6,273)</u>	(6,507)
Total supplier payables	<u>(6,273)</u>	<u>(6,507)</u>
Supplier payables expected to be settled within 12 months:		
Related entities	(1,020)	(1,149)
External parties	<u>(5,253)</u>	(5,358)
Total supplier payables	<u>(6,273)</u>	<u>(6,507)</u>
Settlement is usually made net 30 days		
<u>Note 7B Other payables</u>		
Salaries and wages	(1,445)	(1,187)
Superannuation	(222)	(177)
Separations and redundancy	(123)	(175)
Unearned income	<u>(6)</u>	-
Total other payables	<u>(1,796)</u>	<u>(1,539)</u>
Total other payables expected to be settled within 12 months:		
Total other payables	<u>(1,796)</u>	<u>(1,539)</u>
Note 8 Employee provisions		
Leave	<u>(21,012)</u>	(20,673)
Total employee provisions	<u>(21,012)</u>	<u>(20,673)</u>
Employee provisions are expected to be settled in:		
Less than 12 months	(5,830)	(7,618)
More than 12 months	<u>(15,182)</u>	(13,055)
Total employee provisions	<u>(21,012)</u>	<u>(20,673)</u>

Notes to and forming part of the Financial Statements

	2011	2010
	\$'000	\$'000
Note 9 Cash Flow Reconciliation		
Reconciliation of cash and cash equivalents as per Balance Sheet to Cash Flow Statement		
Cash and cash equivalents as per:		
Cash Flow Statement	198	188
Balance Sheet	198	188
Difference	-	-
Reconciliation of net cost of services to net cash from operating activities:		
Net cost of services	(116,229)	(115,462)
Add revenue from Government	102,045	90,933
Adjustments for non-cash items		
Depreciation/amortisation	17,852	16,184
Net write down of non-financial assets	56	177
Loss on disposal of assets	23	56
Resources received free of charge	(171)	(171)
Gain on previously unrecognised assets	-	(144)
Gain on transfer of assets from related entities	(302)	-
Gain on foreign currency exchange	(1)	(1)
Decrease in capital budget - equity	7,001	-
Changes in assets/liabilities		
Increase in net receivables	(8,156)	52,378
Increase in inventories	(27)	31
Decrease in prepayments	5	(249)
Increase in GST receivable	(1,910)	(972)
Increase in employee provisions	339	907
Decrease in supplier payables	(896)	221
Increase in other provisions and payables	257	126
Net cash from / (used by) operating activities	(114)	44,014

Note 10 Contingent Liabilities and Assets

Quantifiable Contingencies

As at 30 June 2011 DPS had no quantifiable contingencies.

Unquantifiable Contingencies

At 30 June 2011, DPS was managing two legal claims relating to workplace arrangements and costs recovery. It is not possible to estimate the gain or loss in relation to these claims.

Significant Remote Contingencies

As at 30 June 2011 DPS had no remote contingencies.

Note 11 Senior Executive Remuneration

	2011	2010
<u>Note 11 A: Actual remuneration expense for the reporting period</u>		
Short term employee benefits:		
Salary (including annual leave taken)	(1,571,023)	(1,530,993)
Annual leave accrued	(139,333)	12,988
Performance bonus	(14,500)	-
Other ¹	(165,207)	(179,530)
Total short term employee benefits	(1,890,063)	(1,697,535)
Superannuation (post employment benefits)	(281,326)	(259,074)
Long service leave (other long term benefits)	(45,428)	(19,951)
Termination benefits	-	(122,283)
Total	(2,216,817)	(2,098,843)

¹Includes motor vehicle and other allowances and associated FBT.

Notes:

1. 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.
2. Note 11A was prepared on an accrual basis (so the performance bonus expenses disclosed may differ from the cash 'Bonus paid' in Note 11 B).
3. Note 11A excludes acting arrangements and part year service where remuneration expenses was less than \$150,000.

Notes to and forming part of the Financial Statements

Note 11 B: Average annual remuneration packages for substantive senior executives as at the end of the reporting period

Fixed elements and Bonus paid	as at 30 June 2011			as at 30 June 2010			Total	Bonus paid	Total	Bonus paid
	Senior Executives No.	Salary	Allowances	Senior Executives No.	Salary	Allowances				
Total remuneration*										
\$150,000 to \$179,999	3	154,492	21,970				176,462	-		-
\$180,000 to \$209,999	4	165,230	21,970				187,200	3,305	21,970	180,690
\$210,000 to \$239,999	1	207,123	24,170				231,293	-	21,970	222,325
\$240,000 to \$269,999	1	229,270	24,170				253,440	4,585	24,170	244,410
\$270,000 to \$299,999	-	-	-				-	-	-	-
\$300,000 to \$329,999	1	298,342	24,170				322,512	-	24,170	309,892
Total	10									

*Excluding acting and part year service but includes part-time arrangements

Notes:

1. Superannuation is a non-salary element available to senior executives.
2. This table reports on substantive senior executives who are employed by DPS as at the end of the reporting period. Fixed elements are based on the employment agreement for each individual – each row represents an annualised figure (based on headcount) for the individuals in that remuneration package band (ie the Total column).
3. Represents average actual bonuses paid during the reporting period. The 'Bonus paid' is excluded from the total column (for the purpose of determining remuneration package bands). The 'Bonus paid' within a particular band may vary between financial years due to factors such as individuals commencing with or leaving DPS during the financial year.

Notes to and forming part of the Financial Statements

Note 11 B: (continued)

Variable elements

With the exception of performance bonuses, variable elements are not included in the 'Fixed elements' and 'Bonus paid' table above. The following variable elements are available as part of senior executives' remuneration package:

- a) Performance bonuses:
Up to 2% where the senior executive has reached the top of the salary range and is assessed as achieving highly effective or better during the performance management cycle.
- b) On average, senior executives are entitled to the following leave entitlements:
Annual Leave (AL): entitled to 20 days AL (2010-11: 20 days) each full year worked.
Personal leave (PL): entitled to 19 days PL (2010-11: 19 days) each full year worked.
Long service leave (LSL): in accordance with the *Long Service Leave (Commonwealth Employees) Act 1976*.
- c) Senior executives are members of the CSS, PSS or PSSap superannuation funds.
- d) Various salary sacrificing arrangements are available to senior executives including superannuation and motor vehicle payment fringe benefits.

Note 11 C: Other highly paid staff

During the reporting period there were no employees whose salary plus performance bonus were \$150,000 or more.

	<u>2011</u>	<u>2010</u>
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Note 12 Remuneration of Auditors

Financial statement audit services are provided free of charge to DPS.

The fair value of services provided by the Auditor-General was:	<u>\$(141,000)</u>	<u>\$(141,000)</u>
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No other services were provided by the Auditor-General.

Note 13 Average Staffing Level

The average staffing level for DPS during the year was	<u>721</u>	<u>757</u>
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The ASL figure includes those staff whose salary has been capitalised to either departmental or administered asset replacement activities. In 2010-11 \$7,703,820 (2009-10 \$6,945,016) was capitalised.

Notes to and forming part of the Financial Statements

2011 2010
\$'000 \$'000

Note 14 Financial Instruments

Note 14A Categories of financial instruments

Financial Assets

Loans and Receivables:

Cash and cash equivalents	198	188	
Trade receivables	479	1,085	
Carrying amount of financial assets (at fair value)	677	1,273	

Financial Liabilities

At amortised cost:

Trade creditors	(6,273)	(6,507)	
Other	(6)	-	
Carrying amount of financial liabilities (at fair value)	(6,279)	(6,507)	

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 (2011: \$478,759 and 2010: \$1,084,892). DPS has assessed the risk of the default on payment and has allocated \$Nil in 2011 (2010: \$Nil) to an impairment allowance account. DPS has policies and procedures that guide debt recovery techniques that are to be applied.

Credit quality of financial instruments not past due or individually determined as impaired

	Not past due nor impaired 2011 \$'000	Not past due nor impaired 2010 \$'000	Past due or impaired 2011 \$'000	Past due or impaired 2010 \$'000
Loans and receivables				
Cash and cash equivalents	198	188	-	-
Trade receivables	464	979	15	106
Total	662	1,167	15	106

Ageing of financial assets that are past due but not impaired for 2011

	0 to 30 days \$'000	31 to 60 days \$'000	61 to 90 days \$'000	90+ days \$'000	Total \$'000
Loans and receivables					
Trade receivables	1	-	-	14	15
Total	1	-	-	14	15

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
Loans and receivables					
Trade receivables	95	1	5	5	106
Total	95	1	5	5	106

Notes to and forming part of the Financial Statements

Note 14C Liquidity risk

DPS's financial liabilities were payables and employee liabilities. The exposure to liquidity risk was based on the notion that the entity will encounter difficulty in meeting its obligations associated with financial liabilities. This was highly unlikely as the entity is appropriated funding from the Australian Government and the entity manages its budgeted funds to ensure it has adequate funds to meet payments as they fall due. In addition, the entity has policies in place to ensure timely payments were made when due and has no past experience of default.

Maturities for financial liabilities 2011

	On demand 2011 \$'000	Within 1 year 2011 \$'000	1 to5 years 2011 \$'000	> 5 years 2011 \$'000	Total \$'000
Other liabilities					
Trade creditors	-	(6,273)	-	-	(6,273)
Other	-	(6)	-	-	(6)
Total	-	(6,279)	-	-	(6,279)

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)

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

	2011	2010
	\$'000	\$'000
Note 15 Income Administered on Behalf of Government		
Other Income		
Heritage and cultural assets donated to the Parliament of Australia	5	-
Proceeds on sale of property	14	25
Assets transferred from related entity	7,217	46
Other	-	16
Total income administered on behalf of Government	7,236	87

Note 16 Expenses Administered on Behalf of Government		
<u>Note 16A Expenses</u>		
Depreciation		
Buildings	(25,401)	(19,566)
Other property, plant and equipment	(861)	(836)
Total depreciation	(26,262)	(20,402)
Assets written-down		
Infrastructure	(6)	-
Buildings	(7,216)	-
Heritage and cultural	-	(5)
Total value of assets written-down	(7,222)	(5)
Value of assets sold		
Other Property, Plant and Equipment	(95)	(236)
Total value of assets sold	(95)	(236)
Total expenses administered on behalf of Government	(33,579)	(20,643)

Note 17 Assets Administered on Behalf of Government		
<u>Note 17A Financial Assets</u>		
Other Receivables		
GST receivable from ATO	780	323
Total financial assets administered on behalf of Government	780	323
Other Receivables are expected to be recovered in:		
No more than 12 months	780	323
Total receivables	780	323
Other Receivables were aged as follows:		
Not overdue	780	323
Total receivables	780	323

Notes to and forming part of the Financial Statements

	2011	2010
	\$'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	1,995,161	2,005,359
Work in progress – at cost	16,918	13,805
Total buildings	2,012,079	2,019,164
Total land and buildings	2,062,079	2,069,164
Property, plant and equipment		
Furniture, fittings and equipment		
At fair value	2,754	2,377
Total furniture, fittings and equipment	2,754	2,377
Plant and equipment		
At fair value	3,797	3,948
Total plant and equipment	3,797	3,948
Heritage and cultural assets		
At fair value	77,866	77,275
Work in progress—at cost	342	378
Total heritage and cultural assets	78,208	77,653
Total property, plant and equipment	84,759	83,978
Total non-financial assets administered on behalf of Government	2,146,838	2,153,142
Total assets administered on behalf of Government	2,147,618	2,153,465

The revaluation cycle of the Building and PP&E is every three years. The previous revaluation was undertaken in 2009-10 and the next is due in 2012-13. The revaluation adjustment in 2009-10 was \$261,069,981 for Buildings and \$1,874,910 for PP&E, made to the Asset Revaluation Reserve.

In 2010-11 there was an adjustment to the building assets for assets that were deemed to be impaired to the value of \$7,216,000 (2009-10 \$0).

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 (2010-11)

Item	Land and Buildings	Property, Plant and Equipment	Total
	\$'000	Other PP&E \$'000	
As at 1 July 2010			
Work in progress	13,805	-	378
Gross book value	2,604,683	17,502	77,275
Accumulated depreciation/amortisation	(549,324)	(11,177)	-
Net book value 1 July 2010	2,069,164	6,325	77,653
Additions:			
By donation	-	-	5
By transfer from another agency	7,217	-	7,217
By purchase	19,464	219	370
By reclassification	(1,094)	914	180
Depreciation/amortisation expense	(25,401)	(861)	-
Other Movements:			
Impairment	(7,216)	-	-
Disposals:			
By sale	(55)	(40)	(95)
By write-down	-	(6)	(6)
Net book value 30 June 2011	2,062,079	6,551	78,208
Net book value as of 30 June 2011 represented by:			
Work in progress	16,918	-	342
Gross book value	2,626,158	18,395	77,866
Accumulated depreciation	(580,997)	(11,844)	-
	2,062,079	6,551	78,208

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)	-	-
Depreciation/amortisation expense	(19,566)	(836)	-	(20,945)
Other Movements:				
Revaluations through equity	261,070	1,875	-	262,945
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

	2011	2010
	\$'000	\$'000
Note 18		
Liabilities Administered on Behalf of Government		
Payables		
Unrelated Suppliers—trade creditors	<u>(852)</u>	(469)
Total Liabilities Administered on behalf of Government	<u>(852)</u>	<u>(469)</u>

All payables are current liabilities.

Note 19 Administered Reconciliation Table

Opening administered assets less administered liabilities at 1 July	2,152,996	1,895,162
Plus: Administered revenues	7,236	87
Asset Revaluations	-	262,945
Less: Administered expenses	(33,579)	(20,643)
Appropriation transfers from OPA:		
Administered assets and liability appropriation	20,128	15,486
Transfers to OPA:		
Administered Receipts	(14)	(41)
Other	-	-
Closing administered assets less administered liabilities as at 30 June	<u>2,146,766</u>	<u>2,152,996</u>

Note 20 Administered Contingent Asset and Liabilities

Quantifiable Contingencies

As at 30 June 2011 DPS had no quantifiable contingencies.

Unquantifiable Contingencies

As at 30 June 2011 DPS had no unquantifiable contingencies.

Significant Remote Contingencies

As at 30 June 2011 DPS had no remote contingencies.

Notes to and forming part of the Financial Statements

	2011	2010
	\$'000	\$'000
Note 21 Financial Instruments		
<u>Note 21A Categories of financial instruments</u>		
Financial assets		
Loans and receivables		
Trade receivables	-	-
Carrying amount of financial assets	-	-
Financial Liabilities		
Other Liabilities		
Payables - suppliers	852	469
Carrying amount of financial liabilities	852	469

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 and as such DPS has not allocated an allowance for impairment.

Note 21C Liquidity risk

The following table illustrates the maturities for administered financial liabilities.

	On demand	Within 1 year	1 to 5 years	> 5 years	Total
2011	2011	2011	2011	2011	2011
Liabilities	\$'000	\$'000	\$'000	\$'000	\$'000
Payables - suppliers	-	852	-	-	852
Total	-	852	-	-	852
<hr/>					
	On demand	Within 1 year	1 to 5 years	> 5 years	Total
2010	2010	2010	2010	2010	2010
Liabilities	\$'000	\$'000	\$'000	\$'000	\$'000
Payables - suppliers	-	469	-	-	469
Total	-	469	-	-	469

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".

Notes to and forming part of the Financial Statements

Note 22 Appropriations

Table A Annual Appropriations ('Recoverable GST exclusive')

Particulars	2011 Appropriations							Appropriation applied in 2011 (current and prior years) \$'000	Variance \$'000
	Appropriation Act		FMA Act			Total appropriation \$'000			
	Annual Appropriation \$'000	Appropriations reduced(a) \$'000	Section 30 \$'000	Section 31 \$'000	Section 28 \$'000				
DEPARTMENTAL									
Ordinary annual services	102,045	-	197	6,962	-	-	109,204	(107,020)	2,184
Other services	48,743	-	-	-	-	-	48,743	(41,742)	7,001
Equity									
Total departmental	150,788	-	197	6,962	-	-	157,947	(148,762)	9,185
ADMINISTERED									
Ordinary annual services	-	-	-	-	-	-	-	-	-
Other services									
Administered assets and liabilities	28,383	-	-	-	-	-	28,383	(20,128)	8,255
Total administered	28,383	-	-	-	-	-	28,383	(20,128)	8,255

Notes:

- (a) Appropriations reduced under Appropriation Acts (No.1,3,5) 2010-11: sections 10, 11, 12 and 15 and under Appropriation Acts (No.2,4,6) 2010-11: sections 12,13, 14 and 17. Departmental appropriations do not lapse at financial year-end. However, the responsible Minister may decide that part or all of a departmental appropriation is not required and request that the Finance Minister reduce that appropriation. The reduction in the appropriation is effected by the Finance Minister's determination and is disallowable by Parliament. The Finance Minister did not issue a determination to reduce departmental appropriations.
- (b) In 2010-11, there were no adjustments that met the recognition criteria of a formal addition or reduction in revenue (in accordance with FMO Div 10.1) but at law the appropriations had not been amended before the end of the reporting period.
- (c) Administered and departmental variance was due to major projects that were carried over into 2011-12.
- (d) The following agencies spent money from the CRF on behalf of this entity: Nil

Notes to and forming part of the Financial Statements

Particulars	2010 Appropriations							Appropriation applied in 2010 (current and prior years) \$'000	Variance \$'000
	Appropriation Act		FMA Act			Section 32 appropriation \$'000	Total appropriation \$'000		
	Annual Appropriation \$'000	Appropriations reduced(a) \$'000	Section 30 \$'000	Section 31 \$'000	Section 32 \$'000				
DEPARTMENTAL									
Ordinary annual services	118,165	(27,232)	165	6,503	-	-	97,601	(149,902)	(52,301)
Other services	-	-	-	-	-	-	-	-	-
Equity	-	-	-	-	-	-	-	-	-
Total departmental	118,165	(27,232)	8,000	6,503	-	-	97,601	(149,902)	(52,301)
ADMINISTERED									
Ordinary annual services	-	-	-	-	-	-	-	-	-
Other services	-	-	-	-	-	-	-	-	-
Administered assets and liabilities	11,780	-	-	-	-	250	12,030	(15,797)	(3,767)
Total administered	11,780	-	-	-	-	250	12,030	(15,797)	(3,767)

Notes:

- (a) Appropriations reduced under Appropriation Acts (No.1,3) 2009-10: sections 10, 11 and 12 and under Appropriation Acts (No.2,4) 2009-10: sections 12, 13 and 14. Departmental appropriations do not lapse at financial year-end. However, the responsible Minister may decide that part or all of a departmental appropriation is not required and request that the Finance Minister reduce that appropriation. The reduction in the appropriation is effected by the Finance Minister's determination and is disallowable by Parliament. On 13 May 2010, the Finance Minister issued a determination to reduce departmental appropriations following a request by the President of the Senate and the Speaker of the House of Representatives. The amount of the reduction under Appropriation (Parliamentary Departments) Act (No. 4) 2009-2010 was: \$27,232,000.
- (b) In 2009-10, there were no adjustments that met the recognition criteria of a formal addition or reduction in revenue (in accordance with FMO Div 101) but at law the appropriations had not been amended before the end of the reporting period.
- (c) Departmental and administered variances were due to carry forward balances not reflected in this table and major projects carried forward into 2010-11.
- (d) The following agencies spent money from the CRF on behalf of this entity: Nil

Notes to and forming part of the Financial Statements

Table B Unspent departmental annual appropriations ('Recoverable GST exclusive')

Authority	2011 \$'000	2010 \$'000
Appropriation (Parliamentary Departments) Act (No. 1) 2010-2011	23,773	14,578
Total	23,773	14,578

Note 23 Special Accounts

Other Trust Monies

Comcare Account	2011 \$'000	2010 \$'000
<i>Appropriation: Financial Management and Accountability Act 1997 section 21</i>		
<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	64	44
Receipts	218	419
Available for payments	282	463
Payments made	(266)	(399)
Balance carried to next period and represented by:		
Cash – held by DPS	16	64
Total balance carried to the next period	16	64

The Comcare account records 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.

Services for Other Governments and Non-Agency Bodies Departmental Special Account (abolished 19 October 2010)

Purpose: To make and receive payments for services provided to certain other governments and non-agency bodies.

Legal Authority: *Financial Management and Accountability Act 1997*

The special account has not been used during the current or previous financial year.

It had a nil balance when it was abolished on 19 October 2010.

Note 24 Compensation and Debt Relief

Administered	2011	2010
	\$	\$
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> (2010: 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> (2010: No waivers).	Nil	Nil
No payments were made under the "Scheme for Compensation for Detriment caused by Defective Administration" during the reporting period (2010: No payments) ¹ .	Nil	Nil
No ex-gratia payments were provided for during the reporting period (2010: No payments).	Nil	Nil
No payments were made during the reporting period under section 66 of the <i>Parliamentary Service Act 1999</i> (2010: 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> (2010: 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> (2010: No waivers).	Nil	Nil
No payments were made under the "Scheme for Compensation for Detriment caused by Defective Administration" during the reporting period (2010: No payments) ¹ .	Nil	Nil
No ex-gratia payments were provided for during the reporting period (2010: No payments).	Nil	Nil
No payments were made during the reporting period under section 66 of the <i>Parliamentary Service Act 1999</i> (2010: 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 Assets Held in Trust

Non-monetary assets

Heritage and cultural assets on long term loan to enhance the Parliament House art collection.

	2011	2010
	\$'000	\$'000
Heritage and Cultural Assets		
Total amount held at beginning of the reporting period	4,200	4,200
Receipts	-	-
Payments	-	-
Total amount held at the end of the reporting period	4,200	4,200
Total	4,200	4,200

Notes to and forming part of the Financial Statements

Note 26 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	
	2011	2010
	\$'000	\$'000
Expenses		
Administered	(33,579)	(20,643)
Departmental	(123,010)	(122,003)
Total	(156,589)	(142,646)
Income from non-government sector		
Administered	7,236	87
Departmental	3,359	3,473
Total	10,595	3,560
Other own source income		
Departmental		
Other	126	10
Goods and services revenue from related entities	2,771	2,742
Total	2,897	2,752
Net cost of outcome	(143,097)	(136,334)

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 26 Reporting of Outcomes (continued)

Note 26B Major Classes of Departmental Expense, Income, Assets and Liabilities by Outcome

	Outcome 1	
	2011	2010
	\$'000	\$'000
Departmental Expenses		
Employees	(62,775)	(65,214)
Suppliers	(42,304)	(40,372)
Depreciation and amortisation	(17,852)	(16,184)
Write-down and impairment of assets	(56)	(177)
Other	(23)	(233)
Total	(123,010)	(122,003)
Departmental Income		
Income from government	102,045	90,933
User charges	6,256	6,225
Gains	525	316
Total	108,826	97,474
Departmental Assets		
Cash and cash equivalents	198	188
Trade and other receivables	27,723	17,234
Property, plant and equipment	86,745	67,735
Intangibles	32,333	23,557
Inventory	241	214
Other	1,380	1,385
Total	148,620	110,313
Departmental Liabilities		
Suppliers	(6,273)	(6,507)
Other payables	(1,796)	(1,539)
Employee provisions	(21,012)	(20,673)
Total	(29,081)	(28,719)

Notes to and forming part of the Financial Statements

Note 26 Reporting of Outcomes (continued)

Note 26C Major Classes of Administered Revenue and Expenses by Outcome

	Outcome 1	
	2011	
	\$'000	\$'000
Administered Expenses		
Depreciation and amortisation	(26,262)	(20,402)
Write down of assets	(7,222)	(5)
Value of assets sold	(95)	(236)
Total	(33,579)	(20,643)
Administered Income		
Heritage and cultural assets donated to the Parliament of Australia	5	-
Revenue from sale of assets	14	25
Assets not previously recognised	7,217	46
Other receipts	-	16
Total	7,236	87
Administered Assets		
Receivables	780	323
Land and buildings	2,062,079	2,069,164
Property, plant and equipment	6,551	6,325
Heritage and cultural assets	78,208	77,653
Total	2,147,618	2,153,465
Administered Liabilities		
Payables	(852)	(469)
Total	(852)	(469)

DPS's Outcome is described in Note 1.1. Net costs shown include intra-government costs that are eliminated in calculating the Budget outcome.

Note 27 Comprehensive Income (Loss) Attributable to DPS

	2011	2010
	\$'000	\$'000
Total Comprehensive Income (Loss) Attributable to DPS		
Total comprehensive income (loss) attributable to the Australian Government ¹	(14,226)	(24,529)
Plus: non appropriated expenses		
Depreciation and amortisation expense	-	-
Total comprehensive income (loss) attributable to DPS	(14,226)	(24,529)

¹ As per the Statement of Comprehensive Income

Appendices

Appendix A

Consultancy Services 2010–11, consultancy expenditure for \$10,000 or more

Consultant	Description	Contract expenditure	Selection process ⁽¹⁾	Justification ⁽²⁾
AGP Pty Limited	Ministerial carpark gate design	\$87,767	Restricted	B
Australian Government Solicitor	Legal services	\$17,526	Panel	B
Australian Valuation Office	Valuation of Departmental assets 2010–11	\$23,485		A A
Blake Dawson	Legal services	\$82,873	Panel	B
BVN Architecture Pty Ltd	Design additional office accommodation	\$36,379	Panel	B
	Design Hansard accommodation	\$22,000	Panel	B
	Support for additional office accommodation construction	\$51,590	Panel	B
	Support for additional office accommodation construction	\$33,000	Panel	B
	Support for additional office accommodation construction	\$44,000	Panel	B
	Detailed design for additional DPS office accommodation.	\$327,419	Panel	B
Davidson Trahaire Corpsych Pty Ltd	Employee Assistance Program—services 2010–11	\$30,250	Open	B

Consultant	Description	Contract expenditure	Selection process ⁽¹⁾	Justification ⁽²⁾
GHD Pty Ltd	Design mail screening room	\$36,654	Panel	B
	Design car park lighting	\$46,750	Panel	B
	Technical electrical engineering advice for business cases	\$10,450	Panel	B
	Professional services and advice for mail screening room	\$15,117	Panel	B
	Car park emergency light review	\$11,000	Panel	B
	Parliamentary security operations room (PSOR) relocation design services	\$49,604	Panel	B
	Review and design electrical system distribution board replacement	\$46,833	Panel	B
	Design water metering and reporting system	\$42,093	Panel	B
	Flusherette system advice	\$19,250	Panel	B
	Art store upgrade Feasibility Report	\$36,520	Panel	B
Guida Moseley Brown Pty Ltd	Design disability improvements	\$26,076	Panel	B
	Design public car park changes	\$268,252	Panel	B
	Design catering kitchens refurbishment	\$71,917	Panel	B
HBA Consulting Pty Ltd	Review of staffing levels	\$19,800	Direct	A

Consultant	Description	Contract expenditure	Selection process ⁽¹⁾	Justification ⁽²⁾
HBO EMTB Interiors (ACT) Pty Ltd	Design Library accommodation option study	\$27,156	Panel	B
	Design services— Ground Floor Library	\$25,168	Panel	B
	Design Senate & HoR security entry redevelopment	\$18,658	Panel	B
HineSight Development	P3M3 assessment	\$26,147	Direct	B
Hospitality Total Services Pty Ltd	Catering review	\$11,248	Direct	A
ICON Recruitment Pty Ltd	Sharepoint consultancy	\$19,772	Panel	B
Interaction Consulting Group Pty Ltd	Guide service delivery model	\$16,712	Direct	A
IT Power (Australia) Pty Ltd	Trial specification for solar trial	\$28,600	Restricted	B
LFA (ACT) Pty Ltd	Design consultancy landscape architecture	\$11,000	Panel	B
	Design study for the relocation of the PSOR—relocation	\$10,890	Panel	B
	Design services for consolidated DPS accommodation and workstation layouts	\$17,103	Panel	B
	Design building works for computer room	\$21,153	Panel	B
	Design study for ceiling tile replacement	\$22,888	Panel	B
	Design Senate accommodation	\$16,225	Panel	B
Mallesons Stephen Jaques	Legal services	\$39,362	Panel	B

Consultant	Description	Contract expenditure	Selection process ⁽¹⁾	Justification ⁽²⁾
Norman Disney and Young	Designs for kitchen refurbishments	\$344,432	Panel	B
	Kitchen audit	\$10,505	Panel	B
	Design for computer room fire suppression	\$15,224	Panel	B
	Design for internal office luminaires upgrade	\$20,897	Panel	B
	Data Centre airconditioning investigation	\$16,746	Panel	B
	Security upgrade design	\$14,741	Panel	B
Northrop Consulting Engineers Pty Ltd	Design Cooling Tower safety access upgrade	\$12,760	Panel	B
	Tech assistance for business cases	\$10,978	Panel	B
	Design pedestrian lighting improvements	\$10,402	Panel	B
	Design air actuator replacement	\$13,750	Panel	B
	Window film energy consultation	\$11,660	Panel	B
	Review scope of works for HVAC duct work maintenance	\$18,997	Panel	B
	Condition assessment of fan and pump motors replacement	\$79,024	Panel	B

Consultant	Description	Contract expenditure	Selection process ⁽¹⁾	Justification ⁽²⁾
PricewaterhouseCoopers	EDRMS post implementation review	\$26,400	Panel	C
	Business continuity and disaster recovery planning audit	\$12,870	Panel	C
	Control framework review	\$14,850	Panel	C
	Management of ISB stores audit	\$23,100	Panel	C
	Procurement and tendering audit	\$23,719	Panel	C
	Disposal of equipment from the former Staff Recreation Room review	\$26,400	Panel	C
	Administration and planning fees audit	\$12,513	Panel	C
	Information and reporting system audit	\$24,750	Panel	C
	Library ISR system review	\$11,550	Panel	C
	IT services review	\$32,780	Panel	C
Rider Levett Bucknall ACT Pty Ltd	Asset replacement consultancy	\$11,000	Restricted	B

Consultant	Description	Contract expenditure	Selection process ⁽¹⁾	Justification ⁽²⁾
Rudds Consulting Engineers Pty Ltd	Design services for kitchen refurbishments	\$27,511	Panel	B
	Design options for the UPS project	\$27,720	Panel	B
	UPS design documentation and defects liability consultation	\$ 68,640	Panel	B
	Rewrite of the DPS Standard Specifications	\$16,016	Panel	B
	Peer review and technical advice regarding trigeneration in Parliament House	\$12,474	Panel	B
SAI Global Limited	SafetyMAP surveillance audits	\$10,159	Direct	B
Sinclair Knight Merz (ACT)	Engineering study on window film	\$21,120	Panel	B
Sparke Helmore Lawyers	Legal services	\$11,000	Panel	B
Steensen Varming (Australia) Pty Ltd	Design for the independent base load chiller system	\$217,626	Panel	B
	Service enhancement construction support for the independent base load chiller system	\$10,230	Panel	B
WalterTurnbull Pty Ltd	Project delivery and project management audit	\$26,796	Panel	C
	IT governance and strategic planning audit	\$12,540	Panel	C
WSP Lincolne Scott Pty Ltd	Advice on independent base load chiller system	\$23,022	Direct	A
Total		\$2,726,170		

Notes:

(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 2009–10 annual report

There were no material errors in the Department of Parliamentary Services Annual Report and Financial Statements 2009–10.

Appendix C

Agency resource statement and summary resource tables by outcome

	Actual available appropriation for 2010–11 \$'000 (a)	Payments made 2010–11 \$'000 (b)	Balance reaminging 2010–11 \$'000 (a) – (b)
Ordinary Annual Services			
Departmental Appropriation			
Balance carried forward from previous year	14,390	14,390	-
Departmental appropriation as per 10–11 approp. bill	102,045	85,471	16,574
S.31 revenue	6,962	6,962	-
S.30 refunds	197	197	-
Total ordinary annual services	A 123,594	107,020	16,574
Departmental non-operating			
Equity injections	48,743	41,742	7,001
Administered non-operating			
Balance carried forward from previous year	14,487	14,487	-
Administered Assets and Liabilities	28,383	5,641	22,742
Total other services	B 91,613	61,870	29,743
Total Net Resourcing for the Department of Parliamentary Services	A + B 215,207	168,890	46,317

Resources for Outcomes

Budgeted Expenses and Resources for Outcome

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	Budget*	Actual	Variation
	2010–11	2010–11	2010–11
	\$'000	\$'000	\$'000
	(a)	(b)	(a) – (b)
Administered appropriations			
Asset replacement (Parl. Appropriation Bill No. 1)	28,383	20,128	8,255
Administered Expenses			
Expenses not requiring appropriation in the Budget year	20,609	33,579	(12,970)
Total Administered Expenses	20,609	33,579	(12,970)
Program 1 - Library Services			
Program 1.1 - Research Services			
Departmental Expenses			
Ordinary Annual Services (Parl. Appropriation Bill No. 1)	11,768	11,554	214
Revenues from independent sources (s.31)	0	0	0
Expenses not requiring appropriation in the Budget year	525	594	(69)
Subtotal for Program 1.1	12,293	12,148	145
Program 1.2 - Information Access Services			
Departmental Expenses			
Ordinary Annual Services (Parl. Appropriation Bill No. 1)	9,779	10,214	(435)
Revenues from independent sources (s.31)	0	0	0
Expenses not requiring appropriation in the Budget year	667	971	(304)
Subtotal for Program 1.2	10,446	11,185	(739)
Subtotal for Program 1	22,739	23,333	(594)
Program 2 - Building and Occupant Services			
Program 2.1 - Security Services			
Departmental Expenses			
Ordinary Annual Services (Parl. Appropriation Bill No. 1)	28,285	26,342	1,943
Revenues from independent sources (s.31)	421	486	(65)
Expenses not requiring appropriation in the Budget year	3,931	3,734	197
Subtotal for Program 2.1	32,637	30,562	2,075
Program 2.2 - Facilities Services			
Departmental Expenses			
Ordinary Annual Services (Parl. Appropriation Bill No. 1)	1,477	4,077	(2,600)
Revenues from independent sources (s.31)	3,163	3,295	(132)
Expenses not requiring appropriation in the Budget year	267	266	1
Subtotal for Program 2.2	4,907	7,638	(2,731)
Subtotal for Program 2	37,544	38,200	(656)
Program 3 - Infrastructure Services			
Program 3.1 - Building Infrastructure Services			
Departmental Expenses			
Ordinary Annual Services (Parl. Appropriation Bill No. 1)	25,015	21,168	3,847
Revenues from independent sources (s.31)	143	291	(148)
Expenses not requiring appropriation in the Budget year	1,144	1,123	21
Subtotal for Program 3.1	26,302	22,582	3,720
Program 3.2 - IT Infrastructure Services			
Departmental Expenses			
Ordinary Annual Services (Parl. Appropriation Bill No. 1)	10,135	9,924	211
Revenues from independent sources (s.31)	2,019	2,218	(199)
Expenses not requiring appropriation in the Budget year	9,331	9,462	(131)
Subtotal for Program 3.2	21,485	21,604	(119)
Subtotal for Program 3	47,787	44,186	3,601

Budgeted Expenses and Resources for Outcome (continued)

Program 4 - Parliamentary Records Service

Program 4.1 - Broadcasting Services

Departmental Expenses			
Ordinary Annual Services (Parl. Appropriation Bill No. 1)	6,010	5,698	312
Revenues from independent sources (s.31)	408	491	(83)
Expenses not requiring appropriation in the Budget year	498	598	(100)
Subtotal for Program 4.1	6,916	6,787	129

Program 4.2 - Hansard Services

Departmental Expenses			
Ordinary Annual Services (Parl. Appropriation Bill No. 1)	9,576	9,399	177
Revenues from independent sources (s.31)	0	0	0
Expenses not requiring appropriation in the Budget year	1,431	1,104	327
Subtotal for Program 4.2	11,007	10,503	504

Subtotal for Program 4

17,923	17,290	633
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Outcome 1 Totals by appropriation type

Administered appropriations			
Expenses not requiring appropriation in the Budget year	20,609	33,579	(12,970)
Departmental Expenses			
Ordinary Annual Services (Parl. Appropriation Bill No. 1)	102,045	98,376	3,669
Revenues from independent sources (s.31)	6,154	6,781	(627)
Expenses not requiring appropriation in the Budget year	17,794	17,852	(58)
Total expenses for Outcome 1	146,602	156,588	(9,986)

	2009-10	2010-11
Average staffing level (number)	735	721

* Full year budget, including any subsequent adjustment made to the 2010-11 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 (HMC), 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, and parts of 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.

Price—The amount the Government or the community pays for the delivery of agreed outputs.

Quality—Relates to the characteristics by which customers or stakeholders judge an organisation, product or service. Assessment of quality involves use of information gathered from interested parties to identify differences between users' expectations and experiences.

Quantity—The size of an output.

Receipts—The total or gross amount received by the Commonwealth. Each receipt item is either revenue, an offset within outlays, or financing transactions. Receipts include taxes, interest, charges for goods and services, borrowings and Government business enterprise dividends received.

Security Management Board—This body is established by the Parliamentary Service Act 1999, and provides advice as required to the Presiding Officers on security policy, and the management of security measures, for Parliament House. The board has three members, who may, with the Presiding Officers' permission, invite others to attend their meetings.

Service charter—A public statement about the service that a department will provide and what clients can expect from the department. It is Government policy for departments that provide services direct to the public have service charters in place.

Staff Dining Room—The Staff Dining Room is also referred to as the Staff Cafeteria or the Staff Café.

Table Office—The office within the Department of the Senate or the Department of the House of Representatives which provides documentary and advisory support to facilitate the effective operation of the parliamentary Chambers.

Third party outputs—Goods or services delivered to the community by entities outside the Commonwealth general Government sector. They are outputs wholly or partly funded by administered items and are directed to achieving planned outcomes.

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
AVAMA	Audio Visual Asset Management and Archiving
AWA	Australian Workplace Agreement
BCI	Building Condition Index
BSB	Building Services Branch
CCTV	Closed circuit television
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
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
EWIS	Emergency Warning and Intercommunication System
Finance	Department of Finance and Deregulation
FMA	Financial Management and Accountability (Act)
GB	Gigabyte
GBM	Governance and Business Management
GBPs	General briefs and publications
GJ	Gigajoule (a joule is a measure of energy; giga is 10 ⁹)
GRI	Global Reporting Initiative
GST	Goods and Services Tax
HMC	Historic Memorials Collection
HPS	Hansard Production System
HRS	HR Services
HVAC	Heating, ventilation and airconditioning
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
MB	Megabyte
ML	Megalitre
NAA	National Archives of Australia
OHS	Occupational health and safety
OSCAR	Online System for Comprehensive Activity Reporting (greenhouse gas emissions)
ParlInfo	Parliamentary information system
PBO	Parliamentary Budget Office
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
PSLO	Parliamentary Service Liaison Officer
PSS	Parliamentary Security Service
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
TARDIS	Time and Information Recording System
UCA	Union Collective Agreement

Compliance index

The Department of Parliamentary Services is required at the end of each financial year to give a report to the Presiding Officers for presentation to each House of the Parliament under subsection 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 199
	Glossary	Page 185
	Abbreviations and acronyms	Page 187
	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 1–5
	Summary of significant issues and developments	Pages 1–5
	Overview of department's performance and financial results	Pages 1–5
	Outlook for 2011–12	Pages 1–5
Part 2—Departmental overview	Overview description of department	Pages 7–21
	Role and functions	Pages 7–21
	Organisational structure	Pages 7–9
	Outcome and program structure	Page 43
	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 (Parliamentary Library), 4 (Operations) and 5 (Environmental)
	Actual performance in relation to deliverables and KPIs set out in PBS	Parts 3 (Parliamentary Library), 4 (Operations) and 5 (Environmental)
	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 3 (Parliamentary Library), 4 (Operations) and 5 (Environmental)
	Trend Information	Parts 3 (Parliamentary Library), 4 (Operations) and 5 (Environmental)
	Performance of purchaser / provider arrangements	Not applicable
	Significant changes in nature of principle functions/services	Not applicable
	Factors, events or trends influencing departmental performance	Parts 3 (Parliamentary Library), 4 (Operations) and 5 (Environmental)

Part of report	Requirement item	Location
	Social inclusion outcomes	Not applicable
	Performance against service charter customer service standards, complaints data, and the department's response to complaints	Not applicable
	Discussion and analysis of financial performance	Financial Statements, pages 111–170
	Discussion of any significant changes from the prior year or from budget.	Not applicable
	Agency resource statement and summary resource tables by outcome	Appendix C (pages 181–183)
	Developments since the end of the financial year that have affected or may significantly affect the department's operations or financial results in future	Not applicable
Part 6—Management and accountability		
Corporate governance	Agency heads are required to certify that their agency comply with the Commonwealth Fraud Control Guidelines.	Page 101
	Statement of the main corporate governance practices in place	Pages 95–100
	Names of senior executive and their roles	Page 9
	Senior management committees and their roles	Pages 95–98
	Corporate and operational planning and associated performance reporting and review	Page 100
	Approach adopted to identify areas of significant financial or operational risk	Pages 98–99
	Certification of department's compliance with the Commonwealth Fraud Control Guidelines	Page 101
	Policy and practices on the establishment and maintenance of appropriate ethical standards	Page 99
	How nature and amount of remuneration for SES officers is determined	Page 100
External scrutiny	Significant developments in external scrutiny	Page 108
	Judicial decisions and decisions of administrative tribunals	Page 108
	Reports by the Auditor-General, a parliamentary committee or the Commonwealth Ombudsman	Page 108
Management of human resources	Assessment of effectiveness in managing and developing human resources to achieve departmental objectives	Pages 102–106

Part of report	Requirement item	Location
	Workforce planning, staff turnover and retention	Pages 102–106
	Impact and features of collective agreements, determinations, common law contracts and AWAs	Pages 100–102
	Training and development undertaken and its impact	Pages 104–105
	Occupational health and safety performance	Pages 105–106
	Statistics on staffing	Pages 103–104
	Enterprise or collective agreements, determinations, common law contracts and AWAs	Pages 100–102
	Performance pay	Page 100
Assets management	Assessment of effectiveness of assets management	Page 108
Purchasing	Assessment of purchasing against core policies and principles	Pages 107–108
Consultants	Summary statement detailing consultancy services contracts	Page 107, Appendix A (pages 173–178)
Australian National Audit Office Access Clauses	Absence of provisions in contracts allowing access by the Auditor-General	Page 108
Exempt Contracts	Contracts exempt from AusTender	Page 108
Financial Statements	Financial Statements	Pages 111–170
Other Information	Occupational health and safety (section 74 of the <i>Occupational Health and Safety Act 1991</i>)	Page 105–106
	Freedom of Information (subsection 8(1) of the <i>Freedom of Information Act 1982</i>)	Page 108
	Advertising and Market Research (Section 311A of the <i>Commonwealth Electoral Act 1918</i>) and statement on advertising campaigns	Page 109
	Ecologically sustainable development and environmental performance (Section 516A of the <i>Environment Protection and Biodiversity Conservation Act 1999</i>)	Pages 81–94
	Grant Programs	Page 108
	Disability reporting—explicit and transparent reference to agency-level information available through other reporting mechanisms	Page 106
	Correction of material errors in previous annual report	Appendix B (page 180)
	List of requirements	Page 191

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 sustainability 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 83 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 90
Energy indicators	
EN 3 Direct energy consumption by primary energy source	See Figure 5.3 page 87

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 5.7 page 93
Water indicator	
EN 8 Total water withdrawal by source	See page 84–86
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 2010–11
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 2010–11
Emissions, effluents and wastes indicators	
EN 16 Total direct and indirect greenhouse gas emissions by weight.	See Figure 5.7 page 93
EN 17 other relevant indirect greenhouse gas emissions by weight	Figure 5.7 page 93
EN 19 Emissions of ozone depleting substances by weight	Figure 5.9 page 94
EN 20 NO _x , SO _x , and other significant air emissions by type and weight	Figure 5.10 page 94
EN 21 Total water discharge by quality and destination	See page 92
EN 22 Total weight of waste by type and disposal	See pages 90–92
EN 23 Total number and volume of significant spills	See page 92
Products and services indicators	
EN 26 Initiatives to mitigate environmental impacts of products and services, and extent of impacts mitigation	See pages 84–92
EN 27 Percentage of products sold and their packaging materials that are reclaimed by category	Not applicable in 2010–11
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 2010–11

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