



PARLIAMENT OF AUSTRALIA

DEPARTMENT OF PARLIAMENTARY SERVICES

DEPARTMENT OF PARLIAMENTARY SERVICES

ANNUAL REPORT

2012-13



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To access parliamentary material on the internet, including this report, see DPS's internet site accessed through the Australian Parliament's home page:
<http://www.aph.gov.au>.

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

Department of Parliamentary Services Portfolio Budget Statements 2012–13

Parliamentary Service Act 1999



PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

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

Ms Anna Burke MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Dear President and Speaker

Department of Parliamentary Services Annual Report 2012-13

I have pleasure in submitting the annual report of the Department of Parliamentary Services (DPS) for the year ending 30 June 2013. This satisfies the requirement of 65(1)(c) of the *Parliamentary Service Act 1999* to give the Presiding Officers a report on the activities of the Department during the year, for presentation 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*.

In submitting this report, I thank my staff, who have continued to work through a period of change to reshape DPS into a more professional, outward looking and service focused department. I also thank you for championing this transformational change agenda.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Carol Mills'.

Carol Mills
Secretary
23.10.13



PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

DPS ref: 13/3580

23 October 2013

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

Ms Anna Burke MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Dear President and Speaker

Annual Report 2012–13

In accordance with subsection 65(3) of the Parliamentary Service Act 1999, I am pleased to submit the annual report of the Parliamentary Library for the year ending 30 June 2013.

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

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

Yours sincerely

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

Dr Dianne Heriot
Parliamentary Librarian

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Part 1

Secretary's review

The Department of Parliamentary Services (DPS) provides essential services to support the work of the Parliament, maintain Parliament House as a symbol of Australian democracy, and ensure that the building, and the important activity that takes place within it, is accessible and engaging. A more detailed description of the work of DPS is provided in Part 2 of this report.

The Presiding Officers of the Parliament—the President of the Senate and the Speaker of the House of Representatives—are jointly responsible for the administration and operation of Parliament House. As Secretary of DPS, I report directly to the Presiding Officers.

Following my appointment as Secretary in May 2012, I commenced a transformational change agenda to reshape DPS into a more professional, outward-looking and service-focused department. The year 2012–13 was therefore one of significant transition across many areas of DPS, marked by changes in senior management, functional realignments and an increased focus on quality service delivery.

Main highlights of 2012–13

Inquiry into the performance of DPS

On 28 November 2012, Senator Polley tabled the final report of the Senate Finance and Public Administration Legislation Committee's inquiry into the performance of DPS. On 7 February 2013, the President tabled DPS's response to the Report, and provided a further response to the recommendations on 21 March 2013. DPS's response addressed all the Report's recommendations as well as additional areas of concern identified by the Committee. The response included specific action plans and delivery dates for each of these. Further detail is provided in Part 3 of this report.

An important theme of the Report was the need for greater accountability and transparency. The Committee noted that the number of performance measures reported in the Portfolio Budget Statements and annual report was too great, and that many existing indicators did not facilitate useful analysis of DPS's performance. We reviewed our annual report and key performance indicators to enable us to provide more accurate and meaningful information. The first phase of these changes is reflected in this

report; more significant improvements will occur in the 2013–14 annual report, based on the new structure introduced in the DPS Portfolio Budget Statements for 2013–14.

Transforming DPS

Appointments to the new senior leadership team were made throughout 2012–13, enabling us to begin our structural realignment and to put in place the organisational building blocks for the transformation of DPS. This included the appointment of the first Chief Information Officer (CIO) for the Parliament. Work units have been regrouped to improve clarity of function and strengthen strategic planning, project delivery and reporting capabilities.

Ongoing communication is a central part of our change process. I therefore made it a priority to meet regularly with staff and their union representatives to inform and seek feedback on our new directions. New measures brought in to realign DPS management structures, strengthen ethical behaviour in the workplace, and refresh corporate planning processes took shape throughout the year. A series of staff briefings was held, where I talked directly to staff about my priorities for change, DPS's response to the recommendations of the Committee Inquiry, and the rebranding of DPS. I also instituted quarterly meetings with each of the six unions representing our diverse workforce.

DPS now has a new corporate plan with a clear mission statement, key result areas, sign posts of success and priorities. This was developed through an inclusive process of workshops with senior and middle managers and 'Town Hall' style discussions with a large representative sample of staff from across DPS. We now have a corporate plan that reflects our shared understanding of, and commitment to, the work we do to support the Parliament and parliamentarians. The corporate plan is reproduced in Part 5 of this report.

In recognition of issues raised in submissions to the Committee Inquiry and in its findings, we established a fostering inclusion and respect framework to guide the implementation of measures to promote ethical behaviour across all levels of DPS.

During the year, we also strengthened the role of independent, external advice to DPS. This included establishing a new Audit Committee with two independent members. Another significant milestone was the creation of an Expert Advisory Panel to assist in the development of the first ever Conservation Management Plan for Parliament House.

Creation of Parliamentary ICT

The 2012 *Review of information and communication technology for the Parliament* (the Roche Review) recommended an improved Information and Communication Technology (ICT) service delivery model for the whole of Parliament, to be provided by DPS, as well as the establishment of a one-stop shop for parliamentarians' ICT needs. It also recommended that parliamentarians have greater flexibility in selecting their ICT equipment within the existing budget cap. During the year, the majority of the Review's recommendations were implemented, resulting in services more aligned to the needs of parliamentarians.

As part of this process, I chair a new Parliamentary ICT Advisory Board (PICTAB) created to oversee the development of strategic ICT policy for the Parliament. Comprising Senators and Members, the Parliamentary Service Commissioner, and senior staff from the parliamentary departments, the Board was instrumental in the development of the first Parliament of Australia ICT Strategic Plan, which was endorsed by the Presiding Officers in mid-2013. The Plan's strategic vision is to connect parliamentarians to the information and services they need, anywhere, at any time, and on a range of devices. A complementary entitlements model has also been established to enable parliamentarians to choose the equipment that best suits their needs.

The transfer of parliamentary ICT previously provided by the chamber departments and the Department of Finance and Deregulation (DoFD) to a single ICT Division within DPS took effect on 1 July 2013. DPS is now responsible for all ICT services in Parliament House and to parliamentarians and their staff nationally. Further detail is provided in Part 3 of this report.

25th anniversary of Parliament House

Other high points of the year were the celebrations of the 25th anniversary of Parliament House and of the Centenary of Canberra. Events included a Silver Anniversary Morning Tea, the launch of commemorative coins by the Royal Australian Mint, and the premiere of the Australian Ballet performance *Monument*. Further detail is provided in Part 2 of this report.

Commitment to reconciliation

In 2013, the parliamentary departments, under the leadership of DPS, worked towards developing their first Reconciliation Action Plan. As an initial step, DPS issued a Commitment to Reconciliation statement, which outlines what DPS will be doing to be more actively involved in the journey of reconciliation and to play our part in closing the gap between Aboriginal and Torres Strait Islander peoples and other Australians. Staff from across DPS were involved in developing the statement, which was launched during NAIDOC week 2013.

Looking ahead into 2013–14

The 2013–14 financial year will see a general election and the commencement of the 44th Parliament. The new Parliament will provide an opportunity for us to engage with new and returning parliamentarians and showcase the range of improved services provided by DPS.

Last year, I reported that a very tight financial situation would continue into 2012–13 and beyond. Since that time, the 2012–13 MYEFO decisions resulted in further budget reductions over the forward estimates. Another round of

efficiency dividends was announced during the election campaign. DPS's operational budget has not increased significantly since 2004–05 when it was formed. In fact, in real terms it has reduced by more than 22 per cent over this period. In this context, the forthcoming financial year presents us with major challenges; and DPS will need to make substantial changes to its programs and services to manage within its operating budget.

Acknowledgments

I thank the Presiding Officers—Senator the Hon. John Hogg, President of the Senate, Ms Anna Burke MP, Speaker of the House of Representatives—and the Hon. Peter Slipper, former Speaker of the House, for their support and for championing the DPS change agenda. I would also like to recognise the heads of the other parliamentary departments: Dr Rosemary Laing, Clerk of the Senate; Mr Bernard Wright, Clerk of the House of Representatives; and Mr Phil Bowen, Parliamentary Budget Officer.

Finally, I sincerely thank all my staff for their ongoing commitment to supporting the Parliament and parliamentarians. Without their contribution there would be no power, ICT, or security for the Parliament; there would be no broadcast or records of proceedings; no library and research services; no maintenance of the infrastructure, landscape and collections; and no ability for the press or the public to access Parliament House and the important activity that takes place here. Our work is very diverse and complex, yet I believe we are building an agency with a commitment to quality, customer focused service delivery.

Part 2

Departmental overview

Role and functions

The role of the Department of Parliamentary Services is to support the work of the Parliament, maintain Parliament House, and to make the building and parliamentary activity accessible. DPS does this through the provision of broadcasting and Hansard services, information and research services, security, visitor services, building and landscaping maintenance, and ICT systems; and through the contracting of various retail services across Parliament House.

These services are provided to Senators and Members and their staff, and staff of the parliamentary departments. Services are also provided to other building occupants, including the Press Gallery, visitors to the building—including tourists, international delegations, government officials and function attendees—and virtual visitors accessing the online material provided on the APH website. Details on how DPS provides these services are outlined below.

Services provided by DPS

Hansard and Broadcasting services

DPS is responsible for transcribing, publishing, broadcasting and archiving the proceedings in the Senate and the House of Representatives (including the Federation Chamber) and parliamentary committee hearings. Parliamentary proceedings are broadcast internally, webcast via the internet and a feed is provided to the media. DPS also provides audio coverage and transcription services for parliamentary committee hearings held around Australia and public address systems at the venues for these hearings.

Security services

DPS provides and maintains security in Parliament House to support the function of Parliament and protect workers and visitors, while ensuring that the building remains open and accessible to the public. This is achieved through the delivery of a wide range of internal and external security services to occupants of and visitors to Parliament House, including

access control at all entrance points, a mobile and static security presence throughout Parliament House, and operates an extensive security system across the Parliamentary Precincts.

Visitor services and other facilities

DPS:

- provides a range of visitor services—including guided tours for visitors and school groups, The Parliament Shop and online information;
- stages, supports and markets events and exhibitions;
- manages the contracts and licences for various commercial activities such as catering, child care, the post office, banking and the Press Gallery; and
- manages health and recreation facilities and provides first aid services.

Building management services

DPS is responsible for the maintenance of the exterior and interior of the building, and the Parliamentary Precincts landscape. The department also manages utility services such as electricity and gas, and provides heating and cooling, and hydraulic services (including plumbing, drainage and water supply).

Information and communication technology services

DPS manages the infrastructure and the delivery of ICT services to all occupants of Parliament House and to all electorate offices across the nation. This includes service design, implementation and support, in the form of a central help desk, training and assistance, the provision of software and hardware, as well as management of the department's relationships with external ICT providers. Our objective is to ensure that ICT services to over 4,800 registered users in both Parliament House and electorate offices remain highly available, secure, scalable and of a very high quality. These operations are underpinned by ICT standards and policies, architectural direction, strategic planning, and aligning ICT capabilities to support the work of the Parliament.

Library and research services

The Parliamentary Library provides information, research and analytical services to Senators and Members and their staff, parliamentary committees and the parliamentary departments. 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, including Bills Digests.

The Library 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 and transcripts. Access to services is also provided through the Parliamentary Library's Central Enquiry Point and the Senators' and Members' Reading Room.

Corporate, administrative and strategic services

DPS's corporate and strategic areas provide advice and services to the DPS Executive and staff on a range of governance, strategic, financial, procurement, human resources and records management matters. This ensures that DPS complies with its responsibilities under the *Parliamentary Service Act 1999* (the Act), the *Financial Management and Accountability Act 1997* (the FMA Act), and a range of other legislative obligations, including human resources-related legislation. In addition, these areas also provide a range of corporate services to the Parliamentary Budget Office on a fee-for-service basis

Departmental structure

DPS is established as a department under the Act. The Act provides that the department consists of the Secretary of the department, together with the Parliamentary Librarian and Parliamentary Service employees assisting the Secretary. The Secretary is Chief Executive Officer (CEO) and is the leader of DPS's senior executive team.

During 2012–13, DPS began to realign its structure to strengthen its accountability and customer focus. The new departmental structure will improve clarity of function and strengthen strategic planning, project delivery and reporting capabilities. During 2012–13, two divisions—ICT and Building Management—were created, and there were changes to branch structures. In addition to the Parliamentary Library, ICT and Building Divisions, the following branches report to the Secretary:

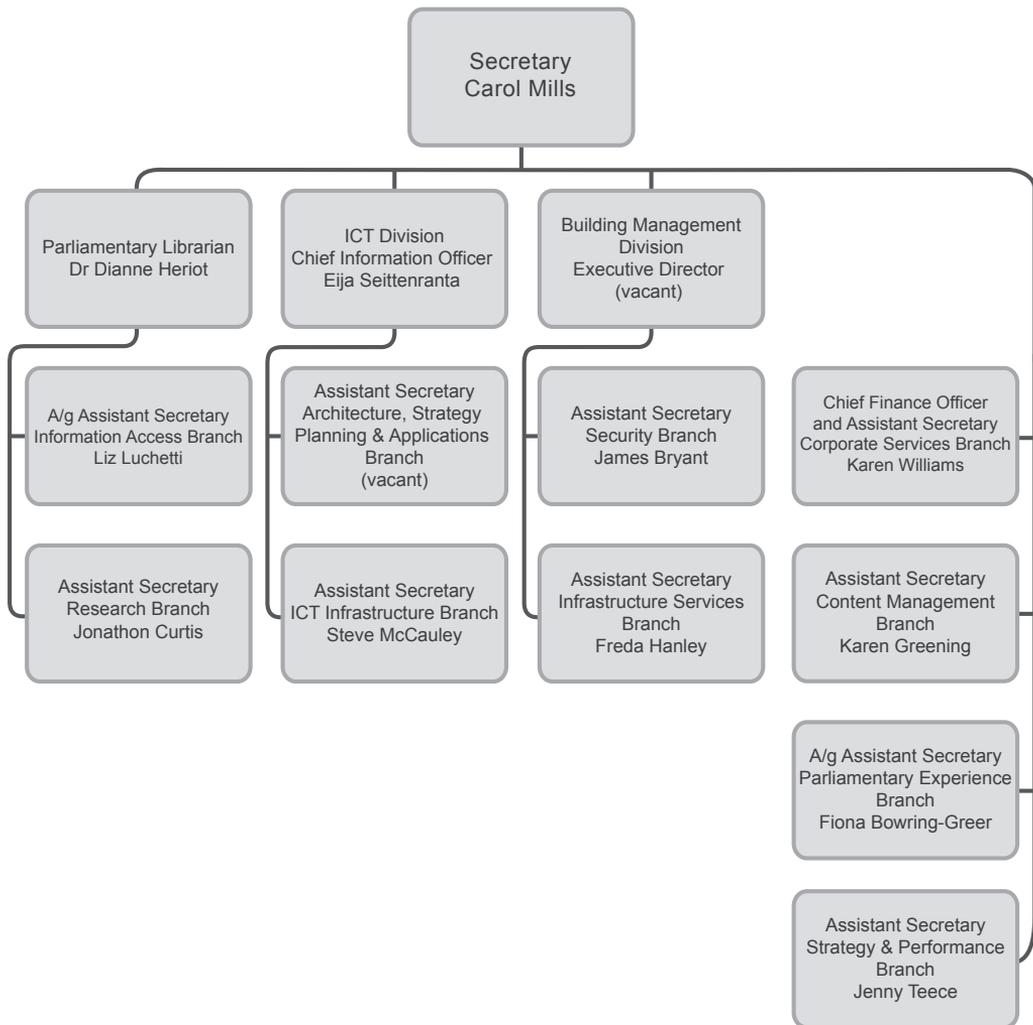
- Parliamentary Experience;
- Strategy and Performance;
- Content Management; and
- Corporate Services;

This realignment of the departmental structure will continue in 2013–14 as the remaining senior leadership positions are filled.

The Parliamentary Librarian is the holder of a statutory office established by authority of the Act. The Parliamentary Librarian reports directly to the Presiding Officers and to the Joint Standing Committee in respect of her statutory functions. However, for the exercise of normal management functions, including as detailed in the Act and the FMA Act, the Parliamentary Librarian reports to the Secretary.

The Department's structure is provided at Figure 1.

Figure 1—DPS Organisational Structure at 30 June 2013



Carol Mills

Carol Mills commenced her term as Secretary, DPS on 28 May 2012. Prior to commencing with DPS, Ms Mills held a number of senior positions in the NSW public service including that of Director-General of the NSW Department of the Arts, Sport and Recreation, and of Communities NSW. Ms Mills was also Deputy Director-General for the NSW Department of Ageing, Disability and Home Care, and the Department of Housing. Ms Mills has significant experience as a member of numerous boards and committees including Sydney Festival, National Arts School, NSW Institute of Sport and the Sydney Film Festival. Ms Mills holds qualifications in public policy, economics and business management.

Dianne Heriot

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

Eija Seittenranta

Eija Seittenranta commenced as the Chief Information Officer in DPS in October 2012. Prior to joining DPS, Ms Seittenranta held a number of senior positions in ICT in the Australian Public Service. Ms Seittenranta's Public Service career was broken by a two-year stint working overseas for Standard Chartered Bank in an ICT Executive role and a year to complete her MBA. On re-joining the APS, Ms Seittenranta took up a senior ICT position with Centrelink, followed by senior IT positions in the Department of Health and Ageing, Centrelink and the Department of Human Services.

Outcome and Program Structure

The published DPS 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.

In 2012–13, the Outcome and Program Framework consisted of two programs: one operational program—including four sub-programs—and an administered works program. The framework is summarised in Figure 2.

Performance indicators for each program are stated in the Department of Parliamentary Services *Portfolio Budget Statements 2012–13* (the PBS). The indicators cover the quality, quantity and price aspects of DPS's services. Performance results are provided at Appendix C.

Figure 2—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.

SUBPROGRAM 1.1

Library services

An effective knowledge centre for the Parliament through the provision of information, analysis and advice.

- 1.1.1 Research services
- 1.1.2 Information access services

SUBPROGRAM 1.2

Building and occupant services

An efficiently functioning, safe and secure environment for Senators, Members, other building occupants and visitors.

- 1.2.1 Security services
- 1.2.2 Facilities services

SUBPROGRAM 1.3

Infrastructure services

Integrated services and facilities through the provision of maintenance, infrastructure and support services.

- 1.3.1 Building infrastructure services
- 1.3.2 IT infrastructure services

SUBPROGRAM 1.4

Parliamentary records services

Access to the work of the Parliament through the provision of audio-visual and Hansard records of proceedings of Parliament.

- 1.4.1 Broadcasting services
- 1.4.2 Hansard services

PROGRAM 2

Administered works

Preservation of the heritage value of Parliament House and surrounds.

- Building
- Furniture
- Artworks
- Gardens and landscapes

Celebrating the 25th anniversary of the opening of Parliament House

The year 2013 marked the 25th anniversary of the opening of Parliament House. Designed by architect firm Mitchell, Giurgola & Thorp, the building was opened by Her Majesty Queen Elizabeth II on 9 May 1988 as part of the nation's bicentennial celebrations.

During the first half of 2013, DPS organised and facilitated a range of events to mark the 25th anniversary, starting with the publication by the Parliamentary Library of an online chronology of Parliament House.

The chronology's main focus is the history of the building as the home of the Federal Parliament since 1988 and the symbolic heart of our democracy. It sets out the milestones in the life of the Parliament over the last 25 years. It also illustrates the role of Parliament House as a place of national commemoration, celebration and protest, as a keeping-place of historic documents and artworks of significance to the nation, and as a workplace that accommodates more than 5,000 people during parliamentary sittings.

The chronology was officially launched on 15 March 2013—amid a week of celebrations of Canberra's centenary—by the Joint Chairs of the Joint Standing Committee on the Parliamentary Library, the Hon. Dick Adams MP and Senator Gary Humphries. Guests at the launch were delighted when the principal architect, Mr Romaldo Giurgola, gave a speech in reply, sharing his thoughts about the philosophy and vision embodied in the design of the building.

Also during March, DPS participated in Enlighten 2013. Parliament House was open until late, showcasing its stunning art collection of significant heritage value. Visitors sipped cocktails on the Queen's Terrace, taking in the magnificent views of Canberra's city landscape.

During April, DPS ran a number of 'Living Heritage Tours'. These tours provided an opportunity for visitors to see behind the scenes at Parliament House and discover how this iconic building is being cared for as part of our living heritage. The tours were presented by DPS staff, who described how the gardens, art collection, furniture and fabric are maintained and conserved.

Staff from three parliamentary departments worked with the Royal Australian Mint to produce commemorative 20 cent and 5 dollar coins. The 5 dollar fine silver proof coin is the first ever Australian triangular coin and is made of 99.9 per cent silver. Designed by Ian Rank-Broadley, one side of the coin is a view of the flag mast from one of the landscaped courtyards, while the other side shows an effigy of Queen Elizabeth II. The 20 cent uncirculated coin displays a view of both Parliament House and Old Parliament House on one side, and the effigy of Queen Elizabeth II on the other.

On 9 May 2013, DPS hosted more than 140 members of the building's original construction team. The day was organised by the former Parliament House Construction Director, David Chandler OAM, who led the building work from 1984 until completion. The day consisted of a breakfast, various building and landscape tours and an evening cocktail party in the Mural Hall. According to Mr Chandler, the day was much like the very first day the building opened:

It was a brilliant sparkling day and, when I went for a walk around the site at 6.30am, it looked as pristine and well kept as the day it was handed over. It was a tremendous occasion. I am extremely grateful to DPS and commend the staff for their first class hospitality.

The Constructors' Cocktail Party also provided a perfect opportunity for DPS staff to collect oral histories from a number of the attendees.

As part of the events on 9 May 2013, DPS conducted a landscape tour for some of the people who had worked on the original landscape design team and others representing companies that were involved in the construction of Parliament House.

No anniversary celebration is complete without a cake, and there was no shortage of amazing and creative cakes to celebrate the 25th anniversary of Parliament House at the inter-departmental bake-off afternoon tea on 9 May. The competition was hotly contested, with entries from all four parliamentary departments.

Some of the other events celebrating the 25th anniversary included a free performance by the Sydney Symphony Orchestra's Fellowship Quartet in the Great Hall, performances of the modern ballet *Monument*, a showing of the National Film and Sound Archive's digitally restored version of *Naming the Federal Capital of Australia*, and a book featuring the commissioned art and craft created for the building.

Monument is an Australian Ballet production about the design of Parliament House and was performed as part of the *Symmetries* program at the Canberra Theatre Centre. Costumes and original design sketches from *Monument* were on display in the Marble Foyer at Parliament House in May–June 2013.

The launch of the book *Interwoven. The Commissioned Art and Craft for Parliament House* provided another opportunity for a large group of talented artists, craftspeople and designers to gather once more in the building they helped to create. The book tells the story of the major program undertaken to commission the art and craft integrated into the design of the building.

The Parliament House Art Collection is a national collection of unique heritage value. During June, DPS displayed in the Presiding Officers' Exhibition Area some of the new acquisitions from emerging and established artists around Australia.

Later in June, the celebrations continued when past and present Parliament House staff were acknowledged at an anniversary morning tea held in the Great Hall. About 700 current and former staff attended the morning tea along with the Prime Minister the Hon. Julia Gillard MP, the President of the Senate, Senator the Hon. John Hogg, the Speaker of the House of Representatives, Ms Anna Burke MP, and the Leader of the Opposition, the Hon. Tony Abbott MP.



Prime Minister Julia Gillard (centre) with the Presiding Officers and attendees of the 25th Anniversary morning tea, held in the Great Hall, Parliament House, on 24 June 2013.

Part 3

Report on performance

Introduction

This performance report provides an overview of DPS's performance in 2012–13, including progress towards implementing the department's response to the Senate Inquiry into the Performance of DPS (the Inquiry).

This year, the performance report also addresses the operational objectives derived from the DPS Corporate Plan. To that end, each objective is dealt with as a separate heading. The Key Performance Indicator (KPI) results for 2012–13 are provided in full at Attachment C. Where appropriate, that information is used in the performance report to illustrate key aspects of DPS's performance for the year.

The year 2012–13 saw widespread reform to DPS's structure, priorities and performance measures. New KPIs (as recorded in the *Portfolio Budget Statements 2013–14*) were developed and have been placed under the respective business theme headings to assist the reader in understanding the transitional changes that have occurred during the year.

Inquiry into DPS

The Senate Finance and Public Administration Legislation Committee began its Inquiry into the Performance of DPS in June 2011. It tabled an Interim Report on 27 June 2012 and the Final Report on 28 November 2012.

The final report contained 23 recommendations. Of these:

- Recommendation number 1, which related to oversight of DPS by committees of each chamber, was responded to by the President of the Senate on 21 March 2013;
- Recommendation numbers 2–22 were responded to by DPS in a document tabled in the Senate on 7 February 2013. The DPS response was framed in accordance with the specific recommendations of the Senate Finance and Public Administration Legislation Committee and also sought to address the additional areas of broad concern and other matters of continuing interest to the committee. The President of the Senate supported DPS's responses in his response on 21 March 2013; and

- Recommendation number 23, related to exempting DPS from future one-off efficiency dividends, was responded to by the Government in July 2013.

All reports, responses and related material are available on the Parliament House Website.

Many of the recommendations in the Committee's final report were already identified as priority actions, as part of the DPS change program. In many areas, DPS had already commenced action in line with, or extending further than, the recommendations of the Committee. In its response to the Inquiry's report, DPS committed to periodically informing the committee of progress against these priorities and progress of implementing the responses to the Inquiry's recommendations.

Below are details of various actions that relate to, or arose from, the Inquiry's recommendations.

Improving workplace behaviour

DPS has taken a two-step approach to appropriate workplace behaviour.

Firstly, the strategic and policy framework has been strengthened by:

- implementing the Fostering Inclusion and Respect Strategy;
- developing the DPS Commitment to Reconciliation statement;
- developing a broad workplace behaviour strategy.

The second step was to provide a strong training program for staff on appropriate workplace behaviour. A suite of training for all staff has been implemented, with refresher courses every two years. The following courses were delivered during 2012–13:

- Appropriate Workplace Behaviour;
- Bullying and Harassment Awareness for staff and supervisors;

- Parliamentary Service Values and Code of Conduct;
- Fraud and Ethics; and
- Work Health and Safety Awareness for staff and supervisors.

During 2012–13, 635 staff attendances were recorded at these training courses.

DPS also undertook specific action to deal with issues relating to bullying and harassment. Management processes have been strengthened by:

- establishing a register of workplace issues to record complaints of bullying and harassment, workplace disputes, Code of Conduct investigations and requests for review of management action—the information is used to provide regular trend analysis to the Executive; and
- expanding the Harassment Contact Officer (HCO) network from 9 to 27 fully trained officers. The group meets regularly to share information, skills and knowledge.

Recruitment reforms

DPS commenced a range of activities to enable better recruitment and ensure selection decisions are always consistent with the merit principles. Actions undertaken include:

- implemented a requirement for Selection Advisory Committee (SAC) members to complete a conflict of interest declaration prior to shortlisting of applicants;
- established SAC member training, with a focus on process integrity and compliance. SAC members are required to participate in this training prior to participation on SACs;
- implemented a complaints register for reviewable and non-reviewable SAC decisions; and

1. The URL for the Inquiry is:
http://www.aph.gov.au/Parliamentary_Business/Committees/Senate/Finance_and_Public_Administration/Completed%20inquiries/2010-13/deptparliamentaryservices/index

- in partnership with the Australian Public Service Commission, piloted an Independent SAC process for a Parliamentary Security Service bulk recruitment intake.

Review of building and engineering systems condition indices

In response to the Senate Inquiry and the committee's comments on the Building Condition Index (BCI) and Engineering Systems Condition Index (ESCI), DPS has drafted a statement of requirement for an independent review of the BCI and ESCI currently used at Parliament House. This review, to be carried out in 2013–14, will test the validity of the existing process and the relative value of the index methods used to measure the comparative condition of Parliament House. The review will determine whether these methodologies remain the best contemporary practice for assessing the condition of an iconic building with a 200-year building life. The review will consider, if appropriate, whether an alternative methodology should be implemented and applied.

DPS will also commission an independent review of the Design Integrity Index (DII) assessment process currently used at Parliament House. This review, to commence in 2013–14, will test the validity of the existing process and the relative value of the index methodology. The review will determine whether the methodology remains the best contemporary practice for assessing the integrity of an iconic 20th century building with a 200-year life. The review will consider, if appropriate, how an alternative methodology could be implemented and applied.

Managing the Parliament House Furniture Collection (PHFC)

Commissioned (Status A) furniture is highly crafted and specialised items, often designed in collaboration between the craftspeople and the architects. They appear in 'special' suites and public and VIP areas. Global furniture (Status B) is duplicated within areas throughout the building. This important, high-quality furniture makes up the majority of the furniture within Parliament House, including in Ministers', Senators' and Members' suites.

DPS conducted heritage and disposal training for staff of the Department of the House of Representatives on 19 February 2013, and for staff of the Department of the Senate on 6 March 2013. Following this, DPS commenced work to undertake a full audit of the Parliament House Status A and B furniture, with particular regard to condition, conservation measures, use of furniture and past disposal practices. The audit will provide up-to-date data for effective asset management of the PHFC. This work is expected to be completed by the end of 2013.

Work health and safety reviews

In late 2012, work health and safety (WHS) reviews of the Hansard and Broadcasting Content sections of the Content Management Branch were conducted, in order to identify and reduce any WHS risks.

The review of Broadcasting Content included an examination of the physical working environment, current work practices and workload during the parliamentary sitting and non-sitting periods. Hazards identified within the broadcasting environment were found to have significant preventative control measures already in place. The risks pertaining to these hazards were assessed as being of a low level.

However, the assessment of Broadcasting Content support for interstate parliamentary committees was that there were fatigue risks associated with services provided by a single broadcasting operator. As a result, Broadcasting Content management now undertakes a risk analysis of every committee hearing held away from Parliament House from a fatigue-management perspective.

The review found that the Hansard section was in the low-to-moderate range for potential occupational overuse syndrome. This was a positive outcome and reflected the work that had been done over the previous few years to provide WHS-compliant furniture for staff, with a focus by management on prevention and early reporting of injury.

Security

DPS has commenced work in a number of areas to address concerns raised by the Committee in relation to physical security. In May 2013, the Secretary committed to establishing a high-level strategic capacity and planning capability in building security through the creation of a new Security Branch, headed by an appropriately qualified Senior Executive, dedicated to managing building security. Initiatives to improve management and delivery of security services included the following.

- The commissioning of a comprehensive review of the Parliament House Pass Policy. This review will examine and make recommendations on the effectiveness of the current policy, as well as capability and system operations, with the implementation of many of the recommendations scheduled to coincide with the commencement of the 44th Parliament.
- Continued implementation of audit findings from the two-part review of the 23 August 2012 security incident.²
- A Strategic Framework for Security for DPS. The project is scheduled for completion in early 2014. The Framework will ensure that DPS's work is aligned and coordinated, as well as reflecting whole-of-government approaches to protective security.
- A further review, the Perimeter Security Review, is due to be completed in November 2013. This will examine the efficiency and effectiveness of the conduct of physical security for the exterior of the building and the Parliamentary Precincts.

ICT

In November 2011, the Presiding Officers commissioned Mr Michael Roche to undertake a review of Information and Communication Technology (ICT) services provided to the Parliament. The Roche Report made 11 recommendations to develop and implement a whole-of-Parliament approach to the delivery of ICT services. The recommendations included:

- the establishment of a one-stop shop to address the needs of Senators and Members;
- the development of a Parliament of Australia ICT Strategic Plan;
- the establishment of the Parliamentary ICT Advisory Board (PICTAB) to provide guidance and advice on ICT strategic issues (PICTAB is chaired by the Secretary, DPS, and includes senior representation from the Government, the Opposition, a member of a minor party or independent, other parliamentary departments and the Parliamentary Service Commissioner;
- the appointment of a CIO; and
- the consolidation within DPS of ICT resources across the parliamentary departments.

Good progress has been made to implement the Roche Report recommendations. All recommendations are scheduled to be implemented by the beginning of the 44th Parliament.

In January 2013, a CIO was appointed to lead a new ICT division and act as a focus for Parliament-wide ICT issues.

Feedback from meetings of PICTAB and the User Groups (that have been established to guide the CIO in addressing the recommendations) has been very positive, noting services are more customer-focussed and the quality of service delivery from the ICT team is improving.

The consolidation of parliamentary ICT functions progressed with the formal transfer of ICT staff, from the chamber departments to DPS on 1 July 2013.

2. On 23 August 2012, a member of the public gained unauthorised access to the private areas of Parliament House. An independent review of the incident was conducted during 2012 and the final report was presented on 10 January 2013.

Capital investment and cost of construction projects

DPS is focusing on developing robust systems to deliver projects on budget and on time, reflecting a shift towards a more thorough investigation at the concept design phase, leading to better estimates of cost and performance plans. Project budgets are being managed through staged approaches using the Prince2 project management methodology. Timeliness has proved to be a difficult issue, complicated by the operational needs of Parliament when sitting.

Work on 26 building works projects was undertaken in 2012–13. Fourteen projects were completed, and met business objectives—93 per cent within allocated budgets and 57 per cent within the allocated timeframes. The projects completed outside the original timeframes were delayed by a range of factors. The department is assessing these to improve future performance.

In addition to this, major stages of the following three projects spanning several years were completed during 2012–13: Central Energy; Air Actuators / Air Conditioning controller replacement; and Flusherette pipework investigation.

The May 2012 DPS Budget included \$2.58 million for a number of works related to disability access in Parliament House. The funds were allocated over four years. Works completed in 2012–13 include:

- installation of hearing loops in committee rooms;
- purchase of five portable hearing loops for the chamber galleries and public areas (including the Great Hall);
- purchase of six disability-compliant walk through metal detectors; and
- detailed engineering investigations of the central ramp in the Public Carpark for works to make the access disability-compliant.

Further work, in subsequent years, will include rectification of slip hazards, door access enhancements, improving signage and upgrading of disabled toilets.

In mid-2012, a major study of fire protection systems within the building commenced. This included audits of fire barriers (ongoing), fire indicator panels (at a cost of \$29,600), and detectors and controls (at a cost of \$28,200). The study recommended replacement of the fire indicator panels and associated detectors and controls. A detailed design was completed in early 2013 and a request for tender for the replacement of the fire indicator panel system was issued in July 2013. The four panels will be progressively replaced.

Operational objectives

The following five operational objectives are derived from DPS's Corporate Plan:

- (i) Enabling physical and virtual access to the Parliament.
- (ii) Providing information and communication technologies that support the Parliament and connect with the wider community.
- (iii) Maintaining and enhancing Parliament House.
- (iv) Ensuring the Parliament's assets are cared for and respected, and its heritage value is maintained for future generations.
- (v) Supporting the work of Parliament.

Each objective is reported below against its relevant KPIs.

Enabling physical and virtual access to the Parliament

Total number of visitors to Parliament House

There were almost 50,000 more visitors to Parliament House in 2012–13 than in the previous year. While this increase is encouraging, DPS believes that much more can be done to attract and engage visitors to Parliament and the building itself. In January 2013, DPS commissioned a comprehensive review of the visitor experience currently on offer and to identify opportunities for its enhancement, including avenues for increased commercial returns. The review is expected to be completed by the end of November 2013.

Number of participants in general public, school and other tours

Participation in tours also increased, with around 2,000 more school students and some 3,000 extra members of the general public taking tours of the building. In addition, the number of participants in special interest and other tours increased by 17 per cent.

An expanded range of special interest tours and events was offered in 2012–13 and DPS identified further areas in which the visitor experience can be enhanced. During

the Enlighten Festival, opening hours were extended to 11pm and, while a special light show played on the Parliament House façade, a variety of new attractions were on offer inside, including art and architecture tours, the opportunity to dine in the Members' Guests Dining Room, and geologist-led tours to 'the unconformity', a rare rock formation.

Heritage tours marked DPS's first-ever participation in Heritage Week. The number of garden tours conducted during Floriade more than quadrupled in number, with over 800 participants, and were a popular opportunity to go 'behind the scenes' and to hear from DPS landscapers first hand.

Number of virtual visitors to Parliament House

In 2012–13, approximately 2,428,000 virtual visitors accessed the Australian Parliament House (APH) website.

Survey results for the second quarter of 2013 indicated that the majority (77.1 per cent) of visitors to the APH website found that the website information was easy to read and understand, and 69.5 per cent of visitors agreed that the content was up to date.

The new ParView service has been well received by users (see further information on page 23).

Number of functions and events held in Parliament House: official visits, parliamentary and non-parliamentary

In 2012–13, there was an increase in the number of parliamentary functions (from 290 to 352), whilst the number of official visits (from 37 to 39) and non-parliamentary functions (from 944 to 935) remained relatively static.

In 2012–13, DPS sought more opportunities to engage directly with the ACT tourism community and cultural institutions, with both the Centenary of Canberra and the 25th Anniversary of Parliament House providing focal points.

Marking the Centenary, Parliament House was one of the cultural destinations included

in ACT Tourism's 'Human Brochure' tour, with 500 Australians given free weekend trips to Canberra in exchange for sharing their views through social media. Tour participants used Twitter, Facebook and Instagram to report on their experiences, including a look inside the Prime Minister's suite.

Visitors came to Parliament House on Canberra's Centenary day for the first showing of the National Film and Sound Archive's digitally restored version of *Naming the Federal Capital of Australia*, a film record of the laying of Canberra's foundation stone in 1913.

A new production by the Australian Ballet, *Monument*, paid tribute to Parliament House's design in its 25th anniversary year. DPS was given the rare honour of being able to display the costumes prior to the ballet's opening. Also marking the anniversary was a Constructors' Reunion cocktail party. Supported by DPS, it provided an opportunity to add to the bank of oral histories from which future physical and virtual tours may draw.

A unique anniversary event was the production by the Royal Australian Mint of two commemorative coins featuring Parliament House, one in a new triangular shape. Launched on the Parliament House Forecourt, the \$5 and 20 cent coins were extremely popular purchases at The Parliament Shop.

DPS provided support in the form of event management, broadcasting and security to a range of significant events focused on the Great Hall, including the National Apology by the Australian Government for Forced Adoption Practices in March 2013 and a memorial service to mark the 10th Anniversary of the Bali Bombings. DPS contributed significantly to the management of the red-carpet AFL Hall of Fame Awards presentation event held in Canberra to mark the Centenary year and, through provision of security, sponsorship of the Press Gallery's charity fundraising Mid-Winter Ball.

DPS will look to consolidate the breadth of these visitor experiences in 2013–14, working through external partnerships and building occupants to position Parliament House within the national landscape as, not only an iconic building, but a 'must see' destination.

Visitor satisfaction with services— visitor services (including tours and information); The Parliament Shop; visitor catering; building access and parking

During 2012–13, visitor satisfaction was assessed through feedback from a variety of sources, including completed feedback forms available at the Visitor Information Desk, emails and phone calls.

DPS received 124 positive and 10 negative pieces of feedback about visitor services in 2012–13. Professional and friendly staff, prompt return of lost property and informative tours attracted compliments, while the frequency of tours and lack of brochures in foreign languages were causes for complaint.

Occupant satisfaction with services— Security

Access to the Roof of Parliament House

DPS receives regular queries regarding access to the roof of Parliament House. Whilst members of the public can access the roof from inside the building, access to the roof via the grass ramps was restricted as a result of a security review in 2001. Prior to this, members of the public could walk up the grassed ramps to the top of the building and enter via the roof.

As part of the 25th anniversary celebrations of Parliament House, the Presiding Officers agreed to special arrangements to allow visitors to Parliament House Open Day on 24 August 2013 to enter the building via the roof.

Parliamentary Security Service (PSS) Training program

During 2012–13, the Security Branch worked on a skills enrichment program for staff, around professional workplace behaviour and dealing with challenging or demanding persons. This program was finalised in July 2013 and will be delivered to all PSS staff prior to the commencement of the 44th Parliament. The package for PSS Team Leaders was delivered as an intensive, four-day skills development course from 30 July to 2 August 2013. This also included training in report writing. Further training, around Customer Service, will be rolled out in 2013–14.

Improving coordination with other agencies

In June 2013, the Security Branch increased its focus on improving communication and coordination with other agencies undertaking security, intelligence and law enforcement activities for the Commonwealth of Australia, and within the Australian Capital Territory, in relation to incidents and other activities taking place on, or impacting upon, the Parliamentary Precincts.

DPS is also working with the ACT Health and the Australian Federal Police to review procedures for responding to persons who have entered Parliament House who pose a danger to themselves or others. This assistance includes the development of a triage process whereby Parliament House security officers faced with this situation on the precincts can gain advice from Mental Health officers on how best to handle and resolve the situation via a dedicated help and advice line.

The Security Branch will be working with a number of agencies in 2013–14 to enhance our joint preparedness and responsiveness to incidents

Providing information and communication technologies that support the Parliament and connect with the wider community

Percentage of timeliness targets met in service delivery of research services and publication, and information access services

For information on these indicators, refer to the 'Report on Performance' section of Part 4: Parliamentary Library.

Improving ICT services within Parliament House

DPS and the Department of Finance and Deregulation (DoFD) collaborated to review the electorate office mobile phone (Mobile Personal Digital Assistant, or MPDA) entitlement. The new entitlement will allow Senators and Members a choice from a range of approved smartphones to replace the BlackBerry device and the office supplementary mobile phone. The revised MPDA entitlement is now known as the smartphone entitlement.

DPS established a 'pop-up' ICT One-Stop Shop during the sitting period 17–27 June 2013. The shop provided Senators, Members and their staff the opportunity to preview a range of portable devices and mobile phones that would be available under the DPS-administered ICT entitlement. DPS support staff were able to provide personalised ICT advice to around 50 walk-in visitors.

DPS is progressing two further initiatives for introduction at the start of the 44th Parliament:

- the ability for Senators and Members to select their ICT equipment within the existing budget cap from a menu of supported items approved by the Presiding Officers; and
- establishment of an ongoing One-Stop Shop to facilitate the delivery of ICT to the Parliament.

The Parliament of Australia ICT Strategic Plan 2013–18 was endorsed by the Presiding Officers in August 2013.

PCs and laptop computers located in Parliament House were upgraded to Windows 7 / Office 2010, giving all users access to more modern office tools.

The computer room was upgraded with systems that use energy more efficiently. This has led to a much better Power Usage Effectiveness (PUE) rating of 1.65 for the basement computer room and 1.38 for the data storage hub. Both these ratings are better than the Government targets of 1.9 PUE set for July 2015.

Following provision of free public WiFi in Parliament House, the wireless network APH WiFi was expanded in 2012–13 to cover the Ministerial Wing and the Press Gallery.

The Parliament House Theatre was upgraded from analogue to digital technology, which included 3D digital cinema capability replacing film projectors that were more than 25 years old.

Improving ICT services to the electorate offices

This was the first full year during which DPS administered electorate offices' ICT entitlements. A number of upgrades to Electorate Office ICT facilities were carried out:

- Network communication speeds in each electorate office were increased from 2Mbps to 10Mbps, allowing better speed, performance and reliability of connections to parliamentary systems and the Internet.
- All aged electorate office servers were replaced with new servers, providing faster logon, increased shared storage capacity and improved document access.
- PCs and laptops were upgraded to Windows 7 / Office 2010.

New content on APH website

The aph.gov.au website was upgraded to enable delivery of ParView. ParView is an innovative broadcast service from the Australian Parliament that enables users to watch, replay, pause and download a range of current and historic parliamentary activities and events. These include Question Time, chamber proceedings and events such as the national apologies and visits by heads of state.

The video archive of historical parliamentary proceedings and events is currently being published into ParView and, by June 2014, about 55,000 hours of content will be available. Much of this footage has never been seen by the general public.

Digitisation of records

Digitisation of various records and documents is an ongoing project. In 2012–13, over one million pages of historical building documentation such as slides, photographs, negatives and transparencies; printed Hansard; non-digital library publications; and heritage management documents were digitised.

ICT Client feedback

There was an increase in the volume of unsolicited, written feedback regarding the quality of services and, pleasingly, this included an increase in the number of positive comments supporting the improvements being made. Written comments increased from 36 in 2011–12 to 133 in 2012–13. There was positive feedback (112 comments) on issues such as speedy responses by on-site support, helpfulness of Helpdesk staff, and clear instructions given by staff; and negative feedback (21 comments) on issues such as local disruption to services while equipment is being repaired, and wanting support for more applications, such as Skype.

Percentage of timeliness targets met in delivery of ICT and Help Desk services

The total number of ICT service desk calls reduced slightly (by 3.6 per cent) during 2012–13. However, of the calls received, many were of a more complex nature. This accounts for a greater number of hours devoted to these consultations, as well as a decrease in the timeliness of incident resolution.

DPS provides a training program covering base ICT facilities to Senators, Members and their staff, as well as departmental staff. There was a decrease in participant days of training due to several factors. As the term of the 43rd Parliament progressed, people accessing the Parliamentary Computing Network became more familiar with the products and services provided.

Maintaining and enhancing Parliament House

Targets met in delivery of maintenance services

The number of planned maintenance tasks for plant and building fabric was 14,333, of which 12,927 were completed. This is an overall achievement rate of 87.3 per cent against a target of 85 per cent across all trades. The highest ratings were in Electrical Services (94 per cent) and Mechanical Services (93 per cent).

The maintenance of plant and building fabric indicator represents the number of preventative maintenance work orders planned for the 12 months compared to the number of work orders completed over the same period.

Occupant satisfaction with building maintenance services

Maintenance Services Help Desk Calls fell by 5,114 (19 per cent) to 21,777 this year. The usual peak periods for help desk calls—resumption of parliamentary sittings following recesses, and the Budget sittings—were not experienced during 2012–13. It is likely that more active investigation and subsequent rectification work on the building's heating and airconditioning systems contributed to the drop.

DPS manages the contracts for cleaning (both internal and external), sanitary hygiene and medical waste disposals, and pest control. Regular assessments of the contractors' performance, including regular inspections, are undertaken to promote adherence to contracted standards.

This policy of active management and monitoring, along with the education of building occupants in the standards to expect and services offered, has resulted in only 31 complaints in 2012–13—mostly related to the standard or timeliness of cleaning. All complaints are discussed with the cleaning contractor at the weekly contract management meetings.

Ensuring the Parliament’s assets are cared for and respected, and its heritage value is maintained for future generations

Design Integrity Index

The DII measures the current condition of the design integrity and heritage values of Parliament House and the Parliamentary Precincts, expressed as a percentage of the original built form. In particular, it measures the extent to which change within the Parliament and the Precincts impacts upon the original design intent.

For the purpose of measuring the DII, Parliament House and the Precincts are divided into eight zones, as shown in Table 3.1 below. 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.

There was no change to the overall score of 89.8 per cent; however, there have been slight fluctuations in the scoring within the zones. This movement positively reflects upgrades and conservation works undertaken in the House of Representatives spaces, particularly in the Speaker’s Suite and the House of Representatives Entry.

Building-wide issues that impact the overall DII rating include:

- the continued proliferation of business machines (such as photocopiers and multi-function devices) throughout the circulation spaces;
- the movement of global (Status B) furniture from design locations; and
- the increasing quantity of non-standard furniture.

Table 3.1—Design integrity index score by zone

Zone	Score (%) 2010–11	Score (%) 2011–12	Score (%) 2012–13
Public and ceremonial areas	94.2	91.4	89.8
House of Representatives wing	89.6	89.9	92.0
Senate wing	93.5	92.0	93.4
Ministerial wing	93.8	94.3	94.2
Committee rooms and Library	90.0	91.5	91.2
Facilities areas and tenancies	84.7	84.0	84.3
Circulation and basement areas	83.9	83.8	83.7
Exterior: landscape and roadways	89.2	89.7	88.9
Total Score	90.2	89.8	89.8

Building condition Index

The BCI measures the current condition of the building fabric of Parliament House, expressed as a percentage of the original condition. The BCI is the result of a visual inspection of building and fabrics surfaces for general deterioration and damage caused by general wear and tear. The BCI rates the building finishes and fixtures of eight zones, as shown in table 3.2. The target range of 89–92 per cent has been determined, based on external benchmarks, as the optimum balance of condition and cost.

In 2012–13, the overall score increased by 0.2 per cent to 88.3 per cent. This increase can be attributed to the ongoing maintenance work undertaken by DPS, including global and commissioned furniture conservation, the floating tradesperson program (a flexible means of engaging trades staff), refurbishment of en suites and bathrooms, and refurbishment (painting, carpet, and ceramic tile replacement) of suites.

Budgetary constraints limited the amount of maintenance that DPS could undertake.

Table 3.2—Building condition index score by zone

Zone	Score (%) 2010–11	Score (%) 2011–12 ³	Score (%) 2012–13
Public areas	88.2	87.8	88.0
Parliamentary chambers	92.1	92.1	91.9
Ministerial wing	89.3	88.9	89.0
Senate wing	88.6	88.6	88.7
House of Representatives wing	88.7	88.7	88.9
Back of house	86.8	86.9	87.2
Plant rooms	88.3	87.9	87.9
External	86.5	86.5	86.7
Total score	88.8	88.1	88.3

3. Scores reported in the 2011–12 Annual Report were the 4th quarter scores, not the annual average.

Landscape Condition Index (LCI)

The LCI measures the current condition of the landscape surrounding Parliament House, expressed as a percentage of the optimum landscape condition. The landscape has been divided into eight zones, as shown in table 3.3. The LCI is measured in October each year.

The LCI improved by 1 per cent in 2012–13 to 87 per cent. This increase can be attributed to the following.

- (i) The condition of the turf in the courtyards was better than for the previous 12 months. Increased effort was directed into maintaining an attractive lawn by constantly sowing grass seed in shady areas and hand-watering.
- (ii) New planting occurred in some courtyards. These included the replacement of a hedge of Mexican orange blossom plants in a north-west courtyard with the more drought-tolerant *Correa glabra*. The resilient and shade-tolerant plant *Liriope* was planted in the shady section of courtyard between the House of Representatives wings,

improving the courtyard's aesthetics. Previous plant species were not growing successfully due to the intense shade in this area.

- (iii) All of the turf in the Eastern Formal Gardens was replaced because it contained a high percentage of winter grass and was not growing well adjacent to the hedges. Two sections of hedge were collapsing due to their size and age and were replaced with new hedge plants. A root barrier was installed to prevent the roots from the hedge impacting on the adjacent turf.

Table 3.3—Landscape condition index score by zone

Zone	Score (%) 2010–11	Score (%) 2011–12	Score (%) 2012–13
Native peripheral gardens	70	75	75
Senate courtyards	78	94	91
House of Representatives courtyards	84	94	91
Ministry	64	86	96
Eastern formal gardens	82	89	96
Western formal gardens	75	91	91
Ramps	94	81	81
Front area	75	75	75
Total score	78	86	87

Engineering Systems Condition Index

The 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 per cent is achieved if all systems are ageing through their life cycle as expected.

There was a slight decline from the 2011–12 score of 87.7 per cent to 86.8 per cent in 2012–13. This fall can largely be attributed to the following.

- A leak in the base structure in the Forecourt pond. The leak was identified in January 2013. DPS has implemented a water-recovery strategy to recover this water, and is identifying the most appropriate means to stop the water loss.
- Pinhole leaks in the copper piping for hot and cold water have identified an unexpected corrosion issue. Work has commenced to identify sections of piping to be replaced; however, an assessment is required to identify the reasons for the corrosion.

Supporting the work of Parliament

Delivery of Broadcasting services

DPS delivers its recording and broadcasting services in real time. Chamber activity is broadcast live on the Parliament House in-house television system and via webcasting on the APH website. Feeds are also provided to the media at Parliament House and material is broadcast on the new ParView service, with a six-minute delay.

The number of hours of material captured from chamber and committee proceedings depends upon the sitting pattern and committee hearings. These hours fell slightly during 2012–13, compared with the previous year, as did the number of master control services and the number of requests for extracts of parliamentary broadcast material. However, the number of other productions for which DPS provided broadcasting services (state visits, press conferences, pieces-to-camera and production edits) and audiovisual services increased.

There was a reduction from the previous year in costs recovered from broadcasting services provided for other productions. The amount of costs recovered depends not only on whether the events are parliamentary or non-parliamentary / internal or external hirers, but also on the complexity of the broadcasting services required. Therefore, more parliamentary and/or internal events, as well as less-complex events, resulted in a reduced cost recovery.

Table 3.4 shows the hours of chamber and committee proceedings broadcast.

Table 3.4—Hours of chamber and committee proceedings broadcast

Broadcasting services—Hours of material captured on audiovisual record, by category:	Performance		
	2010–11	2011–12	2012–13
Chambers	1,138	1,626	1,437
Committees (ACT hearings)	1,396	2,002	1,441
Committees (interstate hearings)	565	958	766

A major achievement for DPS during 2012–13 was the support it provided on 21 March 2013 for the National Apology for Forced Adoptions—an event organised by the Ceremonial and Hospitality Branch of the Department of the Prime Minister and Cabinet. Services included audiovisual support in the Great Hall and the Theatre, and associated areas within Parliament House.

DPS also produced live coverage of the event that was broadcast on the ABC, Sky News and the parliamentary webcast service. The production included two crewed cameras on the floor of the Great Hall, three robotic cameras mounted on the walls of the Great Hall and an array of microphones used for speeches and musical interludes.

Staff located in production control rooms in the basement of Parliament House operated the robotic cameras, mixed the audio feed from the Great Hall, oversaw the technical aspects of the production, and directed and vision-switched the coverage. DPS received positive feedback from key stakeholders for its involvement in this historic event.

Occupant satisfaction with Broadcasting services

In the 2012 customer survey, almost 9 in 10 responding customers (88 per cent) indicated overall satisfaction with broadcasting services. This result is consistent with the 87 per cent result in the 2009 customer survey.

Over four in five respondents agreed that:

- the coverage of chamber proceedings within Parliament House is of a high quality (90 per cent);
- the House Monitoring Service (in-house TV) provides a good range of material (87 per cent);
- audio and video coverage of committee proceedings is of a high quality (86 per cent); and
- audio coverage of committee proceedings held away from Parliament House is of a high quality (82 per cent).

DPS will continue its focus on providing quality services to Senators and Members, building occupants and the Australian community.

DPS's innovative service, ParView, was formally launched in both Houses of Parliament on 24 June 2013 by the President of the Senate, Senator the Hon. John Hogg and the Speaker of the House of Representatives, Ms Anna Burke MP.

That same day, ParView went live on the APH website and has proved to be popular with Senators and Members and the Australian community. ParView enables users to view, search and download broadcasts of Senators and Members at work in the chambers and committees, and footage is available just six minutes after live recording. ParView is easy to use, the recordings are high quality and it can be accessed 24 hours a day on the APH website (www.aph.gov.au). As at 30 June 2013, 30,607 pages had been accessed.

Percentage of timeliness targets met in delivery of Hansard services

DPS produced 36,701 pages of Hansard in 2012–13, comprising 14,821 chamber pages and 21,880 committee pages, and relied on a complex software system and staffing arrangement to meet its publishing deadlines.

Progressive improvements to the Hansard Production System and better forward planning saw on-time deliveries of the draft Member's speeches increase from 56.5 per cent in November 2012 to 84.9 per cent in June 2013.

Timeliness targets were met for transcripts produced for the 2,207 parliamentary committee hearings held during 2012–13, as shown in table 3.5.

Occupant satisfaction with Hansard services

Responses to the 2012 customer survey revealed that almost 9 in 10 (86 per cent) respondents were satisfied with Hansard services. This is an increase of 3 per cent on the 2009 customer survey.

Over four in five responding customers provided positive scores on:

- the competence and helpfulness of Hansard staff (89 per cent); and
- the accuracy (83 per cent) and timeliness (82 per cent) of transcripts.

Enhancements to the Hansard Production System were made in 2012–13 to enable:

- Senators and Members to access their draft speeches via mobile devices; and
- draft speeches to be streamed to the Senators' and Members' Portal as they are being prepared.

DPS continues to explore options to improve the production, storage and accessibility of its services.

Table 3.5—Parliamentary Committee hearing timeliness report—Target 95%

	2010–11	2011–12	2012–13
Percentage of transcripts delivered for committees within standards—within 24hrs / by next day	76.2%	93.8%	100%
Percentage of transcripts delivered for committees within standards—1–3 days	63.8%	96.0%	99.1%
Percentage of transcripts delivered for committees within standards—3–5 days / within 5 days	68.9%	88.6%	99.7%

Part 4

Parliamentary Library

Parliamentary Librarian's review

Services to Senators and Members

Parliaments need access to timely, impartial and accurate information and advice.

The Parliamentary Library plays an important role in providing high-quality, non-partisan and confidential information, analysis and advice to Senators and Members of the House of Representatives in support of their parliamentary and representational duties. This includes traditional Library services such as books, journals and newspapers, as well as a comprehensive range of value-added services, including online media monitoring, specialist databases, and statistical and mapping services.

The Parliamentary Library is also one of Australia's major research libraries, providing parliamentarians tailored and confidential research briefs and general distribution publications on current legislation and on a wide range of other issues of interest to the Parliament.

The range of services and products offered to Senators and Members reflects the wide range of issues which come before the Parliament and also the personal preferences of clients as

to how they prefer to access Library services. The Library tries to present its resources in the widest manner possible, from blog posts on emerging and hot issues to detailed published research papers on more enduring topics, from oral briefings and seminars to quick advice over the phone, and from hard copies of dictionaries and encyclopaedias to the online provision of e-books and serials.

Increasingly these services are delivered online, giving parliamentarians and their staff immediate and 24/7 access to information and research at their desktop or on their mobile device, be it for chamber work or electorate matters. At 30 June 2013, 34 per cent of the Library's collection was available to clients online in full text, and there were over five million online uses of the Library's publications.

Budgetary issues

In 2012–13, Library staff answered nearly 13,000 individual client requests, added over 180,000 items to Library databases and over 4,000 new titles to the catalogue, and produced over 420 publications, including 164 Bills Digests.

This is a considerable achievement—the more so given the tight budgetary environment in which the Library operates. The cumulative

impact of efficiency dividends and other savings measures on the Library, as on DPS more broadly, has been considerable. Since 2005–06, the Library’s operational funding has decreased very significantly in real terms. During this period, the Library has achieved significantly improved productivity, largely through technological innovation. However, backroom operations have been reduced to a point where savings necessarily impact directly on services to Senators and Members, though all efforts are made to minimise this.

Freedom of Information

Freedom of Information was an issue of particular significance for the Parliamentary Library in 2013–14.

Despite a common and long-held view to the contrary, the Australian Information Commissioner determined that the parliamentary departments of the Senate, House of Representatives and Parliamentary Services were subject to the *Freedom of Information Act 1982* (FOI Act) and, in May 2012, issued revised Guidelines under that Act reflecting this. This, *inter alia*, placed in doubt the Librarian’s ability to carry out their statutory obligations to provide confidential advice to Senators and Members, having regard to the independence of the Parliament from the Executive.

The Chairs of the Joint Standing Committee on the Parliamentary Library made a submission to the inquiry into the operation of the FOI Act conducted by Dr Allan Hawke AC. In it, they noted that the provision of confidential and individually commissioned analysis and advice was fundamental to the Library’s service. The Joint Chairs sought legislative amendments to exempt the Parliamentary Library from the operation of the FOI Act. I also made a submission in similar terms.

This issue became of more than theoretical interest in February 2013 when the Library received its first FOI application seeking access to all client advice provided to certain political parties on a particular policy issue (the request was subsequently taken to have been withdrawn pursuant to section 24AB(7) of the FOI Act). Prompted by the concerns of the Library Committee, the Government introduced

in May 2013 the Parliamentary Service Amendment (Freedom of Information) Bill 2013. Passage of the Bill by the Parliament restored the previously understood status, pending consideration of the recommendations of the Hawke review (anticipated to be released early in the 2013–14 financial year).

Accommodation projects

Throughout the majority of 2012–13, the Library was the site of construction work, with projects underway on both the eastern and western sides of the main Library. This included the reorganisation and move of a significant proportion of the Library’s print collection to accommodate DPS staff moving to provide space for the Parliamentary Budget Office elsewhere in Parliament House. This had a significant impact on amenity and workflows for Library staff, and I would like to thank them for their graciousness and good humour throughout.

Outlook

The immediate focus for 2013–14 will be preparations for the 44th Parliament following the upcoming general election.

Issues of freedom of information and copyright reform will also feature on the Library’s agenda in 2013–14. In addition to Dr Hawke’s report on the operation of the FOI Act, the Australian Law Reform Commission is due to report on its inquiry *Copyright and the Digital Economy* in November 2013 (the Library depends for much of its work on exemptions in the *Copyright Act 1968*).

Budgetary issues will continue to be a significant influence on our performance over the coming year.

I would like to thank the President of the Senate, Senator the Hon. John Hogg, the Speaker of the House of Representatives, Ms Anna Burke MP, the former Speaker of the House, the Hon Peter Slipper, and the members of the Joint Standing Committee on the Parliamentary Library for their support and guidance over the reporting period. My thanks go also to colleagues in DPS and in the other parliamentary departments.

And, finally, I would like to express my gratitude to all the staff of the Parliamentary Library for their hard work, enthusiasm and unwavering commitment to delivering the best possible services for Senators and Members.

Overview

Governance

The Parliamentary Library is part of the Department of Parliamentary Services. However, the Office of the Parliamentary Librarian is established as an independent statutory office, and the Librarian's role and functions are defined by the *Parliamentary Service Act 1999*. The Librarian's primary role is "to provide high quality information, analysis and advice to Senators and Members of the House of Representatives in support of their parliamentary and representational roles."⁴

These services are to be delivered:

- in a timely, impartial and confidential manner;
- maintaining the highest standards of scholarship and integrity;
- on the basis of equality of access for all Senators, Members of the House of Representatives, parliamentary committees and staff acting on behalf of Senators, Members or parliamentary committees; and
- having regard to the independence of Parliament from the Executive Government of the Commonwealth.⁵

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

Joint Standing Committee on the Parliamentary Library

Until 2005, Senators and Members provided advice to the Parliamentary Library through a Senate Committee on the Parliamentary Library and a House of Representatives Committee on the Parliamentary Library which met jointly. In December 2005, the first Joint Standing Committee on the Parliamentary Library was established by resolution of both chambers to:

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

The Library Committee membership in 2012–13 was:

The Hon. Dick Adams MP (Joint Chair)
Senator Gary Humphries (Joint Chair)
Senator Catryna Bilyk
Mr Russell Broadbent MP
Mr Nick Champion MP
Mr George Christensen MP
Senator Bridget McKenzie
Senator Gavin Marshall
Mr Daryl Melham MP
Senator Lisa Singh
Mr Craig Thomson MP
Senator John Madigan

The Library Committee met on 13 September 2012, 1 November 2012, 14 March 2013 and 20 June 2013 and discussed:

- Library resourcing and the demand for Library services;

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

5. *Parliamentary Service Act 1999* section 38B (2)



Library Committee 2012–13

- the resource agreement between the Parliamentary Librarian and Secretary of the Department of Parliamentary Services for 2013–14;
- the application of the FOI Act to the Parliamentary Library ;
- the new Electronic Media Monitoring Service and the review of news services for the Parliament;
- implementation of the recommendations from the client evaluation of Library services;
- the pilot of the Parliamentary Library Summer Scholars scheme;
- the research publications review;
- accommodation projects in the Parliamentary Library;
- the relationship between the Library and the Parliamentary Budget Office; and
- revised Library Governance Papers, including: Responses to Client Requests; the Australian Parliamentary Fellowship Program; Parliamentary Library Electronic Media Monitoring Service; and Parliamentary Library Research Papers.

Structure

The Parliamentary Library comprises the Parliamentary Librarian and the employees of the Department of Parliamentary Services assisting the Parliamentary Librarian.

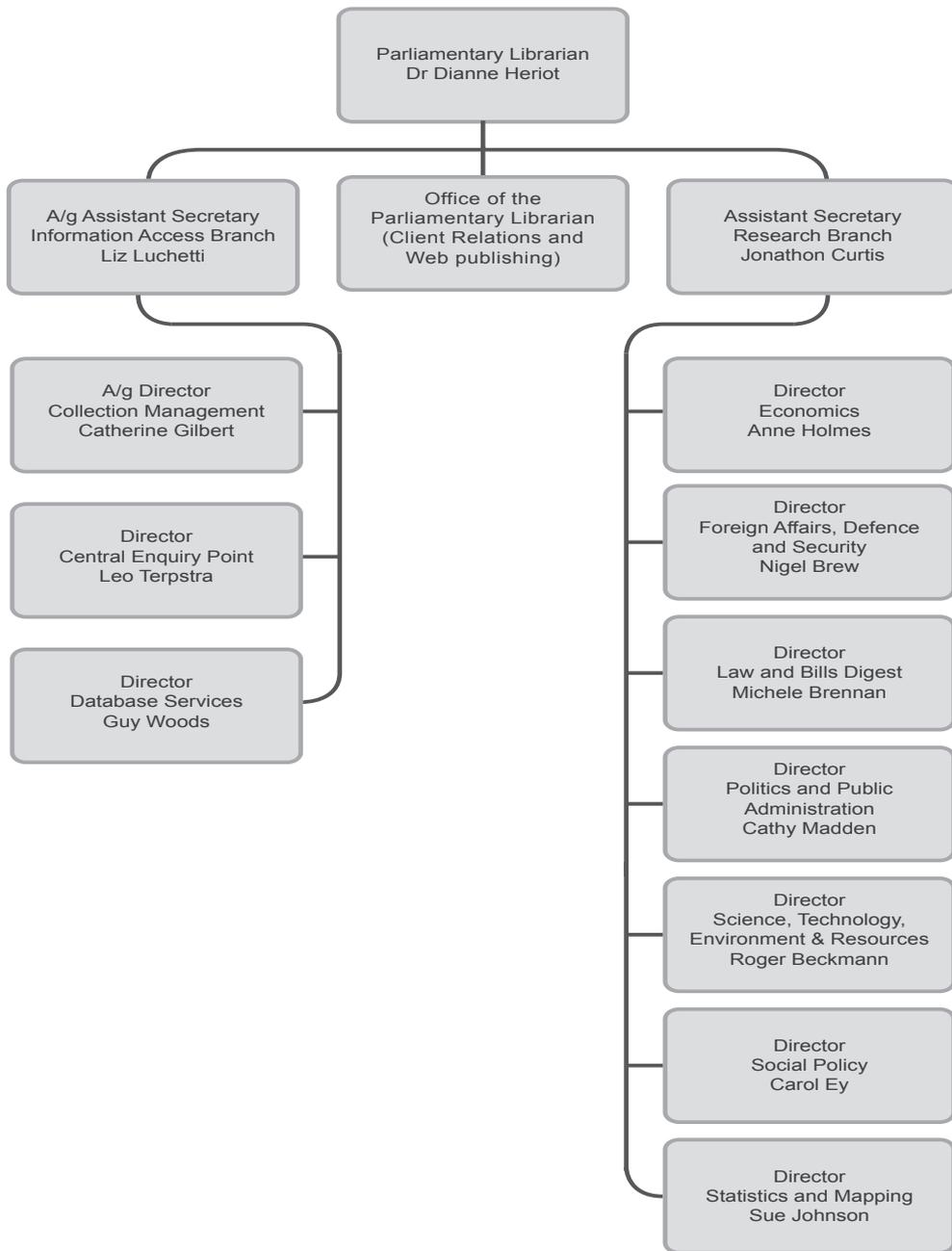
The Parliamentary Library Executive at 30 June 2013 comprised:

- Dr Dianne Heriot, Parliamentary Librarian;
- Mr Jonathan Curtis, Assistant Secretary, Research Branch; and
- Ms Liz Luchetti, acting Assistant Secretary, Information Access Branch.

The Library is divided into three functional units:

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

Figure 3–Parliamentary Library Organisation Chart



Resource Agreement

To help to ensure the independence of the Library, the Parliamentary Service Act provides that the Librarian and the Secretary of DPS must make an annual resource agreement detailing the funds available for the Library for the ensuing year.⁶ The Agreement identifies the financial resources provided to the Parliamentary Librarian by DPS to enable the provision of library services to clients. It also details the services provided by DPS to the Librarian. In addition it describes the resources provided by the Library to the rest of DPS.

The Agreement is developed in light of the DPS budget, the relationship between the Library and the rest of DPS in delivering services to Senators and Members and the Department of Parliamentary Services' Enterprise Agreement 2011–14.

The 2012–13 Agreement reflected the annual efficiency dividend of 1.5 per cent and two additional savings measures announced in the Government's *Mid-Year Economic and Fiscal Outlook 2011–12*, namely:

- an additional efficiency dividend of 2.5 per cent; and
- a 20 per cent reduction in departmental capital funding (capital funding is used to fund the book and reference serials collection).

In 2012–13, the major pressures on the Library's budget were:

- increases in staff salary rates at 3 per cent per annum over the life of the Enterprise Agreement (which has a nominal expiry date of 30 June 2014); and
- general price rises in Library materials of around 5 per cent per annum.

Staff numbers needed to reduce from 2011–12 levels, with a planned reduction of at least 7.6 positions, to enable the Library to manage within the resources provided. This was achieved by the beginning of the financial year by combination of attrition and voluntary redundancies in the latter part of 2011–12. Further staff reductions occurred during the year. Savings were also made in the collection budget (discussed below). The anticipated

consequences of the savings measures on levels of client service were reflected in changes to key performance indicators in the PBS, namely:

- a reduction from 14,000 to 13,000 in the number of individual client enquiries handled;
- a reduction in timeliness targets from 95 per cent to 90 per cent for responses to individual client requests; and
- a reduction from 4,200 to 4,000 in the number of new titles added to the Library collection.

There were also reduced levels of client service available through the Senators' and Members' Reading Room and the Central Enquiry Point.

Achievements 2012–13

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, Members, their staff, and the parliamentary departments in their work in supporting Senators and Members. This means continuing to evaluate and reshape the Library's products and services so that they remain accessible, effective and valued in an increasingly mobile and information rich environment.

Responding to the client evaluation of Library Services

The Library conducts a review of the needs of clients once in every Parliament to help it: measure satisfaction levels with services; gain insights into the use of services; and determine the direction of future information and service delivery.

6. *Parliamentary Service Act 1999* section 38G

Throughout the life of each Parliament, the Library also seeks ongoing input from the Library Committee and Presiding Officers, monitors and responds to feedback from clients, and invites Senators and Members to talk to staff about their information and research needs.

The Library's success in meeting the diverse needs of Senators and Members is reflected in the results of the 2012 client evaluation which found that 93 per cent of respondents were satisfied with Library services and that of these, 80 per cent were 'extremely satisfied' or 'very satisfied'. Importantly over 98 per cent said they would recommend the Library's services to a colleague.⁷

Given the overall levels of satisfaction with Library services, the report did not recommend substantive change; but identified a range of measures to sustain and improve service delivery. Over the past year the Library has made strong progress against all of the recommendations, including:

Sustained and targeted promotion of Library services, particularly newer services such as ParlMap and FlagPost

A new client portal was launched in December 2012 providing easier access to the Library services (see below).

The popular e-newsletter *What's new from the Parliamentary Library* started to be produced in non-sitting periods as well as sitting weeks. A new quarterly Library e-zine is in development which will highlight services and publications in an online magazine style.

Promotion of research publications and expertise

A review of the Library's research publications has been undertaken to ensure that the products more effectively meet clients' needs (see below).

Developing online training and library orientations that can be accessed at the clients' convenience

Work is underway to develop a more comprehensive suite of online training resources

(including videos) for new and existing services including ParlInfo, ParlMap and OverDrive. The new Client Portal brings together all the training resources developed by the Library.

Continuing to strive for a high and consistent quality of response from researchers

More comprehensive guidance is being prepared to assist staff to provide more consistent, high-quality responses to client requests. As a start, the governance papers that deal with service to clients and response to client requests have been reviewed to clarify the processes for dealing with requests that require input from multiple researchers. The Library's Style Guide for internal authors was also reviewed to ensure that appropriate referencing standards are maintained. The Library has commenced regular training sessions, which will continue throughout 2013–14, on issues such as:

- Writing Bills Digests;
- Editing and peer review;
- Enhanced client service;
- Statutory interpretation;
- Best practice legislative drafting;
- Regulatory impact assessment; and
- Using and integrating info-graphics and statistics

Providing Library staff with additional training on the services offered to ensure they can confidently discuss the full range of Library services with clients

Enhanced training for Library staff on the full range of services and products available to clients is underway with information sessions offered on ParlMap, Statistical resources, electronic media monitoring service (EMMS), and eBook services. All library staff are invited to attend, and encouraged to take part by their Directors. Upcoming information sessions include FlagPost, Summon, On-line Databases, ParlInfo tips and Legal Resources. An enhanced induction program for new staff is also being developed to ensure consistency in the training provided.

The Library's progress in implementing the findings of the Review is a standing item on the agenda of the Library Committee.

7. Leapfrog Research, *Evaluation of Parliamentary Library Services: Optimising Client Service Delivery*, 2012.



The Presiding Officers and members of the Joint Standing Committee on the Parliamentary Library welcome the 2013 Summer Scholars

Summer Research Scholarship

The Library hosted its inaugural Summer Scholars in January–February 2013.

The scheme was an outcome of a review of the Australian Parliamentary Fellowship undertaken by the Library at the request of the Library Committee in 2012. The Committee accepted the conclusions and recommendations arising from the review and agreed to pursue a mix of initiatives in support of the goals of the Australian Parliamentary Fellowship program, including:

- annual Parliamentary Library summer fellowships of several weeks duration;
- a Parliamentary Fellowship—but of more flexible duration (up to six months)—possibly offered as an adjunct to other posts or attachments; and
- a short-term, honorary senior Scholar in Residence program which could be offered to distinguished practitioners/researchers.

The Scholarship is the first of these to reach fruition.

Its aim is to support research by a post graduate student examining an aspect of policy, lawmaking, governance, democracy, politics or

parliament, on a topic of direct relevance to the Australian Parliament to:

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

The Scholarship offers students the opportunity to work in the Parliamentary Library with access to its collections and facilities, and the opportunity to interact with expert librarians and researchers, including a mentor to provide advice during the research project. As well as the opportunity to gain work experience in the parliamentary environment, they receive a small honorarium.

Applications for the pilot round opened on 13 September 2012. Tertiary students who had commenced or successfully completed at least one year of study for a postgraduate degree in an Australian institution were able to apply (applicants must also be Australian citizens or permanent residents).

Seven eligible applications were received by the closing date, an excellent outcome for the

first year of such a program. Although only one Scholarship had been offered for the pilot round, as a result of the strength of the field, the Librarian awarded two scholarships:

- Mr Wen-Ti Sung, a PhD candidate in the School of International, Strategic and International Studies at the Australian National University and
- Mrs Penelope Marshall, a PhD candidate in the School of Politics and International Relations also at the Australian National University.

Both Scholars drew upon interviews with parliamentarians and their staff in the course of their research. The Library greatly appreciates the generosity of these Senators and Members and staff in supporting this new program.

The Scholars completed their six-week placements in the Library's Research Branch in January–February 2013 and presented a work-in-progress seminar in March before submitting their final research reports in May 2013.

The Library Scholars also participated in a workshop for the 2013 cohort of Canberra summer scholars based at the National Cultural Institutions. This was followed by a reception hosted by the Presiding Officers to launch the Parliament's new scholarship scheme.

Both Scholars have given very positive feedback about their experiences in the Library. An internal review of the pilot found it was successful, particularly in promoting the work of the Library and in strengthening its relationships

with the national cultural institutions which offer long-established summer scholarship programs. Accordingly, at its meeting in June 2013, the Library Committee agreed to the Scheme's continuation. The 2014 round will be advertised in August 2013.

No Australian Parliamentary Fellowship was offered in 2012–13 due to budgetary constraints.

Knowledge transfer to parliament

Parliamentarians have access to myriad information, far more than they have time to digest and much of it of variable quality or reliability.

The Library's role is to give Senators and Members easy and rapid access to information, analysis and advice by: finding the right sources; evaluating, integrating/synthesizing the data; and presenting information and analysis that is timely, comprehensive and comprehensible.

The Library's primary clients are able to commission individualised research from the Library, and to receive tailored and confidential responses at an agreed deadline, while the answers may be provided in writing, as a verbal briefing, or in tailored maps or graphics. The purpose of this service is to make it easier for Senators and Members to deal effectively with the diverse range of tasks and issues that they encounter each day. The Library dealt with nearly 13,000 such requests in 2012–13.

A summary of questions asked by Library clients during 2012–13



Almost all Senators and Members used our services in the reporting period (98.6 per cent) to a greater or lesser extent—even ministers, notwithstanding the access they enjoy to the resources of the Australian Public Service.

The Library has also been developing an increasingly specialised capacity to create maps customised to the particular locations, information and interests of our parliamentary clients, using a range of demographic, geographic, infrastructure, economic or social overlays.

In addition to individualised research services, each year the Library produces a range of publications for general distribution. These are not produced for academic purposes (though the Library endeavours always to maintain appropriate academic standards and rigour) but for the benefit of current members of Parliament. These range from short, topical blog posts to general research papers on topics judged to be of relevance and interest to clients, and Bills Digests which provide Senators and Members with impartial and independent explanation and commentary on bills as they come before the Parliament.

The Library issued 421 research publications in 2012–13 including 167 Bills Digests. Although produced for the Library's clients, these publications have a broader public benefit as they are published on the web and therefore accessible to everyone.

Library publications were recognised by our clients and the community to be of high value. Three Library publications ranked in *Australian Policy Online's* lists of most read research reports, guides and commentary for 2012:

- *Justice – Domestic violence in Australia: an overview of the issues 2011*, Liesl Mitchell, December 2011
- *Politics – Immigration detention in Australia*, Janet Phillips and Harriet Spinks, January 2012
- *Social Policy – Asylum seekers and refugees: what are the facts?* Janet Phillips, July 2011

Publications Review

One of the priorities in the Library's 2012–13 Business plan was a review of the Library's research publications. The last such review in 2006 had resulted in significant streamlining of the suite of publications. In part, the driver for the current review was the recommendations of the 2012 Client Evaluation of Library Services. However, the changes in the parliamentary environment since the last review, including the burgeoning of new mobile technologies and an increasingly constrained Library budget, also made the review timely.

The aim was to determine how the Library's research publications might be changed or better targeted to offer greater benefit to clients. The review, led by the Assistant Secretary Research Branch and the Director Social Policy Section, included:

- an indicative assessment of client needs, based on the 2012 client evaluation of Library Services, as well as feedback provided through the 2010 DPS Customer Survey and client visits;
- a review of the research publications of other major legislative research services;
- analysis of data on the usage; and
- consultation with Library staff and with the Joint Standing Committee on the Parliamentary Library.

The review looked at three key issues: what researchers write about—the choice of topics and publication mix; how publications are commissioned; and the accessibility of publications—how easy are they to find and use. It included a focus on identifying strategies to:

- promote cross-disciplinary approaches;
- increase the use of info graphics; and
- fine tune timeliness and relevance.

At its June 2013 meeting, the Joint Standing Committee on the Parliamentary Library Committee accepted the conclusions and recommendations arising from the review. The Committee agreed that the Library fine tune its suite of publications to encompass:

- a new type of short summary product called Quick Guides (designed to provide an easy-to-read quick reference to key information and links to more detailed material);
- a detailed reference and analysis product called Research Papers, (consolidating the current Background Paper and Research Paper series);
- a new type of short Statistical Publication (short graphics-based statistical publications related to current issues of interest, focusing on combining data sets in innovative ways to illustrate key points);
- a new quarterly library magazine in electronic format designed to showcase Library specialist capabilities and products and is a response to the recommendations of the Library review to take measures to raise clients' awareness of the full range of Library services; and
- minor revisions to the *Chronologies* and *What's New* publications.

The launch of the new suite of publications will coincide with the commencement of the 44th Parliament.

Budget Seminar and Budget Reviews

On 14 May 2013, the Library held its annual Budget Seminar. Members of the Economics Section spoke about how to assess the quality of Budgets and how to find information in the PBS. The session was extremely popular, with 100 passholders attending and latecomers finding only standing room remaining. The seminar is available online at:

http://www.aph.gov.au/About_Parliament/Parliamentary_Departments/Parliamentary_Library/pubs/Vis/vis1213

The Parliamentary Library also produced its annual Budget Review to assist parliamentarians consider the key issues posed by the 2013–14 Budget. The review included a macroeconomic analysis and commentary on the Budget as well as examination of key measures across all portfolios. It was prepared under significant time pressures with a view to making it available to parliamentarians as soon as possible: 64 articles were published in the two-week period following Budget night and the start of the Senate's Budget estimates hearings. The review is available online at:

http://www.aph.gov.au/About_Parliament/Parliamentary_Departments/Parliamentary_Library/pubs/rp/BudgetReview201314

Connect clients with information

Growth of online resources

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

The percentage of the Library's collection available in digital form, which allows clients to have easy access to material wherever they are located, increased from 33 per cent at the end of June 2012 to 34 per cent at the end of June 2013.

The use of the digital collections continues to grow, with a steady trend upwards matched by a corresponding decline in the use of the print collection.

Figure 4—Use of the print collection

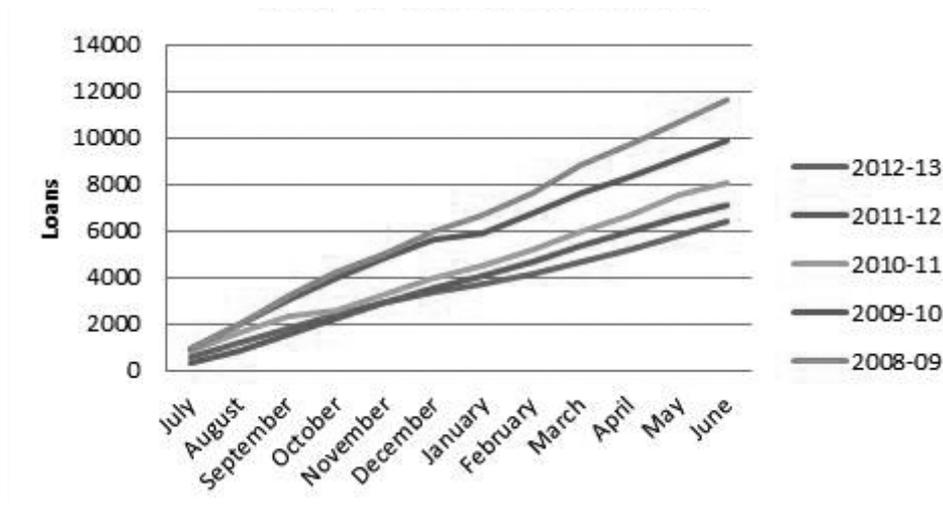
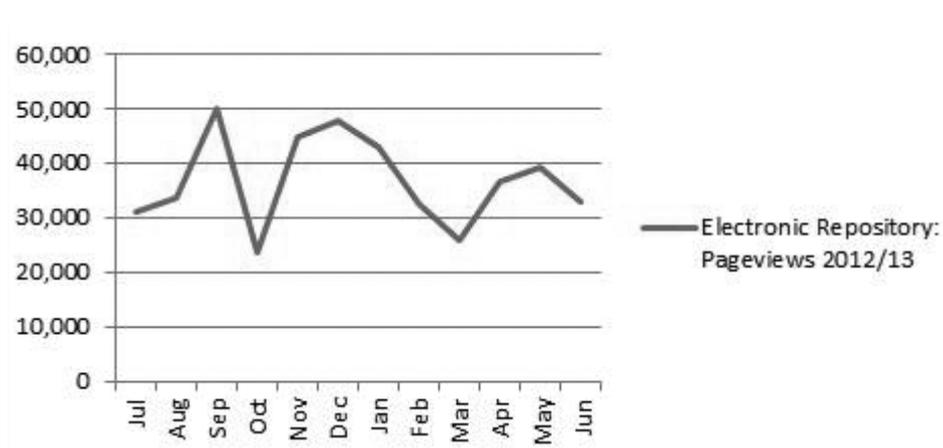


Figure 5—Use of electronic publications archived in the Electronic Resources Repository



The use of the Parliamentary Library's Electronic Resources Repository (ERR) was high during 2012–13, with a total of 440,135 page views. The resources contained within the repository were published online and archived into the ERR by Library staff. The top five viewed titles during 2012–13 were:

- Report of the review of allegations of sexual and other abuse in Defence
- OECD Science, Technology and Industry Scoreboard 2011
- IEA World Energy Outlook 2012
- Tony Abbott Battlelines
- OECD Indicators: Education at a Glance 2012

Proactive Management of the Library Collection

The Parliamentary Library's collection budget is modest. The major part of the Library's collection expenditure is on current sources of information: journals, reference materials and news services.

In 2012–13, the collection budget was directly affected by the additional 2.5 per cent efficiency dividend and 20 per cent reduction in departmental capital funding announced in the Government's Mid-Year Economic and Fiscal Outlook for 2011–12. This was managed by a rolling collection review to identify subscriptions to print and online resources that could be discontinued to find the required savings.

The review:

- looked at usage of online databases;
- identified where online subscriptions were available in more than one aggregator database; and
- included consultation with research staff and vendors to identify best value options for subscriptions.

The review identified a number of low-use titles for cancellation. Purchase of hard-copy fiction for the Senators' and Members' Reading Room was suspended. Subscriptions to hard-copy Australian newspapers for internal Library use were reduced and the majority of overseas newspaper titles held in the Senators' and Members' Reading Room were cancelled (these titles were all available online).

Summon

In 2011–12, the Library initiated a trial of Summon, a federated search tool, to provide easier access to its print and digital collections. Summon allows searching across many electronic information sources including a large number of the commercial electronic resources the Library subscribes to, as well as in-house databases uploaded to Summon such as the press clippings and media releases, electronic media monitoring metadata, Library publications including Bills Digests and the Library catalogue.

In March 2013, the Library reviewed the trial to determine whether Summon offered value for money and its subscription should be renewed. The evaluation noted that feedback from users had been positive overall as Summon was seen to simplify access to the slightly daunting number of databases and serials in the Library's collection. It also found that, after a slow start, use of the service was increasing. Interestingly, this upward trend coincided with the launch of the new client services portal where a link to Summon is placed prominently on the home page.

Consequently, the Library has extended the service and continues to work with the vendor, Serials Solutions, and the user community to implement enhancements to the system.

Digitisation

Digitisation of material in the Library's collection, both contemporary and historic collections, remains a priority, although it must be managed within available resources.

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. This material is being digitised progressively and added to the permanent digital collection as Library resources permit. 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.

Like the digitisation of Hansard, this work makes available to the wider community important documents of Australia's public life.

With the exception of a Centenary of Canberra project discussed below, due to budgetary constraints, all digitisation work in 2012–13 was carried out by Library staff as a business as usual activity, as time allowed. This resulted in digitisation of:

- 2,013 historic press releases (1956–1999); and
- 1,348 historic Bills Digests not previously available online.

Support the Parliament's engagement with the community and democracy

The year 2013 is a significant one for the nation—marking the centenary of Canberra, the national capital, and the 25th anniversary of the opening of Parliament House.

As its modest contribution to the celebration of these twin anniversaries, the Library developed an online chronology, *Australia's Parliament House—more than 25 years in the making!*

The chronology charts the major events in the history of the national capital and the building of Parliament House, as well as the heritage significance of the arts and crafts and the various collections that are housed in the building. Its main focus, however, is on the history of the building as the home of the Commonwealth Parliament over the last 25 years. It also illustrates the role of Parliament House as a place of national commemoration, celebration and protest.

The chronology was compiled from published sources and archival records held by DPS, as well as from national collecting institutions, organisations and individuals. It is enlivened by a rich selection of digital images, videos and recordings drawn from national collections as well as from the Parliament's own archives.

The chronology was officially launched on 15 March 2013 by the Joint Chairs of the Joint Standing Committee on the Parliamentary Library, the Hon. Dick Adams MP and Senator Gary Humphries.

As an adjunct project, the Library embarked upon a project to digitise a small collection of materials relating to the foundation of the federal capital and the construction of the two Parliament Houses. The collection includes maps, reports and design documentation. The collection includes also items of ephemera related to the celebrations for Federation and the opening of the first Commonwealth Parliament in Melbourne in 1901. Digitisation of this material will facilitate its preservation and make it more widely accessible.

Digitisation was largely complete by the end of 2012–13, with the majority of the material available through the Library catalogue and accessible via on the parliamentary computing network (PCN). Once the project is completed later this year, the material will be freely accessible by the wider community.

The collection of ephemera will also be on display in the Library during the 2013 Parliament House Open Day on 24 August.



Invitation to the Australian Commonwealth Celebrations, Victoria, 1901, digitised as part of the Library's contributions to the centenary celebrations of the national capital



Chronology author, Joy McCann, demonstrates the chronology to Parliament House architects Romaldo Giurgola and Hal Guida

Engagement with other Parliamentary Libraries in Australia and beyond

In April 2013, the Library hosted a Research and Reference symposium on behalf of the Association of Parliamentary Libraries in Australasia (APLA). The workshop provided a forum to discuss issues that are shaping the operating environment of parliamentary libraries. Topics included how to deliver mobile services, improving quality control, and marketing library products. The workshop was well received by participants, and the key issues arising will be taken up at the 2013 APLA conference to be held in NSW in October.

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

The 13th plenary session of the National Assembly of Vietnam resolved to establish a National Assembly Library to support its deputies and committees. Dr Ngyuen Si Dzung, Vice Chairman of the National Assembly, subsequently invited the Australian Parliamentary Library to participate in a workshop in October 2012 to consider possible models for their new Library, with a particular emphasis on research services. The workshop was jointly organised by the National Assembly and the Konrad Adenauer Stiftung (KAS), a German-based foundation supporting democratic institutions.

The Library was represented by Mandy Biggs from Research Branch who gave a presentation on research services and participated in roundtable discussions. Other participants included deputies from the National Assembly, the Office of the National Assembly, representatives from government ministries, KAS, and legislative libraries in South Korea and Japan. The outcomes of the workshop were to inform the Assembly committee tasked with developing recommendations on the development and shape of the new Assembly Library. Coverage of the workshop can be found at <http://talkvietnam.com/2012/10/seminar-on-parliamentary-library-for-Vietnamese-na/>.

In 2013, the Library is participating in the Pacific Parliamentary Scholarships Scheme, one of the regional programs funded under the Australian Government's Pacific Women Shaping Pacific Development Initiative (2012–22). For the first year of the program the Library will host a one-month placement for two scholarship recipients from Pacific legislatures. Applications closed on 28 June 2013. The successful applicants are expected to begin their placements in the Library in August 2013.

During the year, Library staff presented to parliamentary delegations from Indonesia and Tanzania, and participated in a Pacific Parliamentary Leadership Dialogue organised by the Centre for Democratic Institutions.

The Speakers of both the upper and lower houses of the Myanmar Parliament visited the Australian Parliament, in September and October respectively. Both were very interested in the operations of the Library, given the Myanmar Parliament is also in the process of developing its Library. Liz Luchetti, then Director of Collection Development, had been part of an IPU-sponsored mission to Myanmar in 2012; and Joanne James, Director, Client Relations, will be participating in a further mission in July 2013 to build the Library's skills in the development of web based services.

The Library also hosted visits from the PRS Legislative Research Service (India), the National Diet Library (Japan), the National Assembly Library of Korea, the Samoan Legislative Assembly and the Welsh National Assembly Research Service.

Use technology to support better services

New client service portal

In December 2012, the Library launched its new client services intranet portal.

The client portal is the main service access point for Senators and Members and other Library clients, linking to news services, Library catalogues, publications, databases, online mapping services and staff directories.

The existing site had been designed in the early 2000s and had received only minor updates since then. By 2011–12, its look and feel had become dated and access to information about services and to online resources cumbersome. In addition, the management and maintenance of the portal's underlying technology was unsustainable.

The aim of the redevelopment was to create a modern, one-stop shop for Library clients to access services and resources from anywhere and at any time, including on mobile devices. It needed also to be easy to maintain and sufficiently flexible for staff to be able to change content and structure as Library services changed.

While discussions on a new portal had been underway in the Library for many months, work on the project began in earnest in June 2012 with CoreDelta appointed through a Request for Quotation. The project was managed by the Library's Director of Client Relations and overseen by a working group drawn from the Parliamentary Library and from the chamber departments. Library staff provided feedback and suggestions throughout the project. Regular updates were provided to the Library Committee. And—to try to ensure the new site would best meet client needs—in the test phase, feedback was also sought from clients (parliamentarians and their staff and chamber staff).

The project was completed on time and within its (modest) budget of \$80,000. The new portal deployed successfully on 11 December, providing clients with easy access to information and better integration to the applications and services it links to. Feedback from clients and Library staff has been positive.

News Services Review

The Parliamentary Library provides a range of online news services to Senators, Members, their staff and staff of the four parliamentary departments, including:

- breaking news services;
- daily newsclips from 13 major daily Australian newspapers; and
- subscriptions to news service data bases that aggregate current and archival news content from Australian and international news sources.

These are among the most frequently and heavily used of the Library's services. In financial year 2012–13 the total cost of these services was \$494,371 or nearly 25 per cent of the total budget for information resources. While these are high priority services for Senators and Members, sustainability remains a key issue, given the pressures on the collection budget.

In 2012–13, the Library reviewed its online news services as a number of key contracts were due to expire. The review included:

- an analysis of current services including usage statistics;
- assessment of known gaps; and
- planning for future directions; and consultation with key stakeholders, Library staff, chamber department representatives, and members of the Joint Standing Committee on the Parliamentary Library.

The Library subsequently went to market with a Request for Tender in February 2013. The chamber departments accepted an invitation to work with the Library in developing the Statement of Requirements and, in the subsequent tender evaluation process, to help ensure that the resultant services best meet our clients' needs.

The new contracts will be put in place progressively in 2013–14 as existing agreements and annual subscriptions expire.

Pleasingly, as a result of the approach to market, the Library will shortly be introducing a new service for its clients—a social media monitoring and analysis platform, which covers Twitter, LinkedIn, Facebook and blogs. The new service will be launched in August 2013 for a

trial period of 12 months to enable the Library to evaluate the benefits and usage of this new service.

Unfortunately, the tender did not provide a solution to what is an increasing challenge for the Library—providing clients with access to content from online news sites.

While there have always been differences in news coverage between different editions of print newspapers, its extent was limited by practical constraints. Online news sites and digital editions of newspapers, however, offer infinite flexibility. Typically they are regularly updated throughout the day with breaking news or blogs and carry news stories that do not appear in a newspaper's print edition. Site licence restrictions limit usage and, increasingly, this material is located behind metered pay-walls. However, given that these arrangements are in Australia in their infancy, the major news organisations have not yet put in place institutional licensing arrangements for libraries or other groups. The Library will continue to liaise with key news organisations to try and arrive at a cost-effective solution for its clients.

Media services: radio and television programs

In September 2012, the Library launched a new and better platform for its Electronic Media Monitoring Service (EMMS).

EMMS is available to Senators, Members, and their staff, and approved parliamentary research staff through the PCN. The service records news and current affairs radio and television programs to support Senators and Members in their parliamentary duties.⁸

EMMS collects and makes available for download selected TV and radio content 24/7. Senators and Members are able to view, browse, search and download TV and radio programs, metadata, transcripts or captions (when available) via their PCs, laptops or mobile devices.

The new system, which has been very well received, uses a web-based interface that makes searching and viewing easier. As well, for the first time, Senators and Members are able to save and download television and radio content at either a high or low resolution. Radio and television programs selected to be recorded are available for viewing and downloading within five minutes of their start time.

This new EMMS interface was developed as part of a larger project, ParlView, which is discussed elsewhere in the DPS annual report.

As a result of moving to the new system, the Library has increased its coverage of TV channels and radio channels, and clients now have access to channels such as CNN, Sky Business, and the Australia Network.

At the time of the launch, about 12 months of content was available on the new system. There were slight delays in the migration of the remainder of the content to the new platform (dating back to 2004); however, the process was completed by the end of February 2013 (clients could request this information from EMMS staff in the interim period).

The Library has reciprocal arrangements with State parliamentary libraries to access content not broadcast or available in Canberra.

E-Books

One of the Library's strategic goals is to increase its collection of e-Books to enable Senators and Members and their staff easy access to books from wherever they are working. The Library's e-Book collections can be read in the browser online or downloaded to a computer, laptop or mobile device and read offline.

In March 2012, the Library added OverDrive to its digital resources. OverDrive is a multichannel digital distributor of e-Books, audio books, music, and video.

8. Access to this service is restricted and is provided in accordance with sections 48A and 105A of the *Copyright Act 1968*. These sections of the Copyright Act contain exceptions to the rights of copyright owners for the exclusive benefit of parliamentary libraries when library staff respond to requests from serving parliamentarians.

In August 2012, the Library implemented EBL, one of the world's leading e-Book aggregators. EBL's catalogue represents over 250,000 scholarly titles from more than 350 major academic publishers, including Taylor and Francis, Oxford University Press, Cambridge University Press, Kluwer, Springer and World Scientific. EBL's focus is on recent titles, principally in the areas of science, technology, medicine, social science, humanities and business.

A major feature of EBL is its signature lending system called Nonlinear lending which enables the Library to buy one copy of an e-Book and lend it simultaneously to multiple users (up to 325 times each year).

Strategic and Workforce Planning

There was further change in the Library's senior leadership team in 2012–13. Jonathan Curtis was appointed Assistant Secretary of Research Branch in December 2012 (the position being vacant following the appointment of Dianne Heriot as Parliamentary Librarian in May 2012). Judy Hutchinson commenced retirement leave in April 2013, ahead of her formal retirement in July 2013, after 25 years of service in the Parliamentary Library. Liz Luchetti commenced acting in this position in April 2013.

At 30 June 2013, the Library had a head count of 141 employees (FTE 128.33):

- Office of the Parliamentary Librarian 8
- Information Access Branch 54
- Research Branch 79

Twenty-five staff left in 2012–13, a separation rate of 17.7 per cent. Of these, 12 (9.4 per cent) were on going employees; and the rest were non-ongoing staff, including those engaged on a sessional basis to cover peak periods of client demand. The main reasons for separation during 2012–13 were:

- end of contract (9 staff);
- resignation (5 staff);
- age retirement (3 staff);
- permanent transfer (2 staff);
- voluntary retirement (2 staff); and
- termination of employment, end of temporary transfer, transfer/promotion, and involuntary retirement (1 staff member in each category).

As at 30 June 2013, 31 per cent of ongoing employees were eligible to retire (55+ years). A further 31 per cent will become eligible over the next 10 years. This is not a new issue. In fact the Library's ageing workforce rate has slowed over recent years. At 30 June 2013, the total ongoing workforce at risk of retirement in the next 5 years was 49 per cent—in 2006, the figure was 56 per cent.

One factor in staff separation was career development, with the promotion (transfer) of staff to other agencies including other parliamentary departments. Unusually, this year all of the resignations related to staff leaving to take up new opportunities rather than staff retiring to take up a superannuation advantage from the Commonwealth Superannuation Scheme (the so called 54/11 resignations).

The 2012–13 separation rate for ongoing Library staff (9.4 per cent) is considerably lower than the previous year's (20 per cent). There was a strong focus on staffing costs in the second half of 2011–12 in response to the additional savings measures announced in the *Mid-Year Economic and Fiscal Outlook 2011–12*. This was necessary to enable the Library to manage within the resources available in 2012–13.

Budgetary pressure continued to be a driver of staff separations and structural changes in the Library in 2012–13.

As a result of a staff initiated process, the Publishing section in Information Access Branch was disbursed. Following the voluntary retirement of the section head, section functions and staff were moved to other sections in that branch and to the Office of the Parliamentary Librarian. The restructure was agreed following consultation with Library staff and union representatives. Throughout the year, other savings were achieved by reviewing positions as they fell vacant, not filling some and reclassifying others. However, other changes to staffing numbers, particularly in the area of collection acquisitions and maintenance, were the result of the increasing percentage of the Library's collection that is digital and the corresponding decline in the use of the print collection.

Accommodation

Accommodation planning to utilise Library floor space in the main library more efficiently and to modern standards commenced in 2009–10.

A project to refurbish staff accommodation (offices and an open plan) on the eastern side of the main Library was completed in 2012–13.

The new design maximises light, and incorporates small meetings rooms, some offices for senior research staff, a kitchenette, a cloakroom and two dedicated rooms for the Mapping Section and for scanning/digitisation of content for the Library's databases. Prior to the refurbishment, the refurbished area accommodated 26 staff from four sections in the Library. This has increased to 36 staff from five sections. The new area and fit-out was designed by Guida Moseley Brown Architects and the project funded under DPS's capital works budget.

There was also a significant reorganisation and consolidation of the Library collection in 2012–13. As part of its ongoing collection management strategy, the Library has withdrawn older material that is available online (including a second set of print Hansards) and, for ease of use, reorganised its serials collection and Parliamentary Papers into a single sequence.

The space freed up by the reorganisation of the Library's collection has been redeveloped for use by other areas of DPS (Finance, Procurement and Records Management Unit) being moved to enable the Parliamentary Budget Office to be accommodated in Parliament House.

What our clients said –

"We have the excellent resources and research capacity of the Parliamentary Library."
Senator Wright, Senate Hansard 20 November 2012 page 9234

"I do want to compliment the Parliamentary Library not only for the extraordinary work they do all the time but also for their biographical information packs on people ... "

Senator Moore, Senate Hansard 12 March 2013 page 1509

"Members should also never forget that, irrespective of who is in government, they must properly resource and protect the independence of the Parliamentary Library. It is an exceptionally valuable resource making a major contribution through its research capacity to the strength of our democracy."

The Hon Martin Ferguson, House of Representatives, Hansard 29 May 2013 page 61

"The Parliamentary Library is probably the best research library in Australia, it's a fantastic institution"

Malcolm Turnbull, Capital Hill ABC 7 June 2013

"...the Parliamentary Library, the best collection of this country's smartest minds—and I do not mean just the books but the people in it. Your knowledge and ability to assist in this place is a great asset and should always be well funded and independent."

Senator Trish Crossin, Senate Hansard 18 June page 48

"Obviously, the Parliamentary Library is a very valuable asset to senators and members here, and I am very proud to be on the Joint Standing Committee on the Parliamentary Library. The library has a fiction section as well as a non-fiction section, and there are some brilliant books in there. I would encourage any member or senator who has not been in the Parliamentary Library to go in and support it. "

Senator Bilyk, Senate Hansard 19 June page 29

"Speaker, we had a discussion before about privileges matters relating to a committee and that should have served as a reminder of the fact that, for this parliament to conduct its business appropriately, the House of Representatives and its processes, the Senate and its processes and the very vital role that the Parliamentary Library plays in providing confidential advice to members of parliament must be sacrosanct. It would literally be an undermining of democracy and of the ability for the parliament to perform its important functions if this legislation was not carried and the position made clear."

The Hon Anthony Albanese House of Representatives Hansard 29 May 2013 page 6

Report on performance

Subprogram 1.1—Library Services

Introduction

Subprogram 1.1 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 1.1.1—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.

- (b) Subprogram 1.1.2—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 ParlInfo, and by publishing print and electronic works.

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

Table 1 quantifies the performance of research services, and Table 2 illustrates the costs associated with providing research services.

Table 4.1—Research services—subprogram 1.1.1—deliverables

Deliverable	Measure	Performance		
		2010–11	2011–12	2012–13
Individual client requests	Percentage of primary clients (Senators’ and Members’ offices and Ministers’ offices) using the services (target: 100%)	100%	100%	98.6%
	Number of individual client requests (target: 13,000)	13,818	15,460	12,957
Self-service requests	Number of online uses of the Parliamentary Library’s publications, including the <i>Parliamentary Handbook</i> and General Briefs and Publications, through ParlInfo and the Internet (target: 5,400,000)	6.95m ⁹	4.8m ¹⁰	5.3m
General briefs and publications	Number of general briefs and publications produced (target: 260)	361	427	421
Client training and seminars	Attendance at training courses and events (eg Vital Issues seminars) (target: 500 attendees).	508	589	601

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

10. The upgrade of the Parliament House website in February 2012 has changed how data is collected for this statistic.

Table 4.2—Research services—subprogram 1.1.1—price indicators

Deliverable	Measure	Performance		
		2010–11	2011–12	2012–13
Cost of research services	Average cost per individual client request	\$495	\$426	\$483
	Average direct cost per self-service client request (staff time only)	\$0.49	\$0.68	N/A ¹¹
Total cost of subprogram ¹² 1.1.1		\$12.15m	\$11.582m	\$11.523m

Subprogram 1.1.1—Research services

Client requests

During 2012–13, 98.6 per cent of the Library’s primary clients (Senators’ and Members’ offices, including Ministers’ offices) used the client request service at least once—falling below the target of 100 per cent for the first time in several years. The Library will monitor usage closely in the 44th Parliament and consult with clients to help ensure services are appropriately targeted.

The number of client requests decreased significantly compared to the previous financial year consistent with the reduced target. This may also reflect the different pattern of use for Library services in election years as Senators and Members finalise their policy positions and turn their focus to campaigning in their electorates.

General briefs and publications

In 2012–13, the Library produced 421 publications, only slightly less than the previous financial year and a considerable achievement given the reduction in staff numbers.

A total of 152 FlagPost blogs were written and posted in the financial year. The blogs are short, timely analytic works which provide clients with up-to-date information on a current topic.

Bills Digests are primarily written for government Bills introduced into Parliament. Digests may also be written for Private Senators’ and Members’ Bills where there is a reasonable prospect of the Bill being debated.

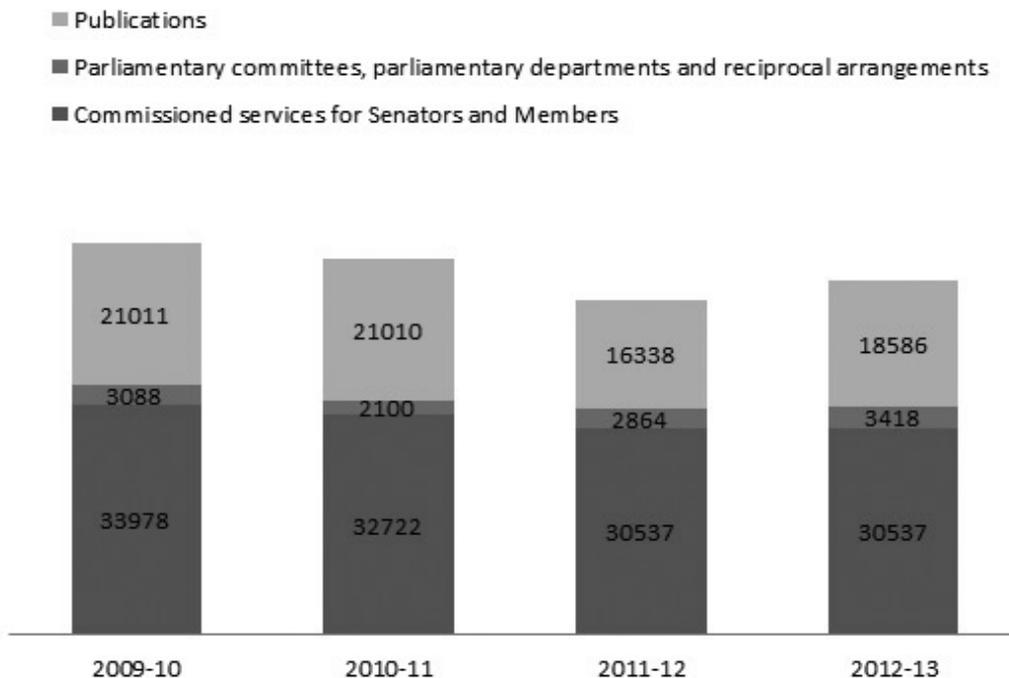
The Library published 164 Bills Digests, five of which were for Private Senators’ and Members’ Bills. For a variety of reasons, it is not always possible to prepare a Digest for every Bill. However every effort is made to support clients by providing draft Digests or other briefing material (for example on 12 February 2013, the Library released a Background Note on Same-Sex Marriage ahead of the anticipated private members’ Bills dealing with that issue).

In 2012–13, hours spent on publications increased significantly (by 13.7 per cent) and hours spent responding to enquiries placed directly by Senators and Members stayed constant. However, hours on client services to parliamentary committees, parliamentary departments and reciprocal arrangements increased by approximately 19 per cent. The apparent increase in overall hours worked reflects improved reporting as staff became accustomed to the new recording system for client enquiries, which had been implemented in 2011–12.

11. Due to the increased self-serve use of Library services, this statistic cannot be accurately measured.

12. ‘Total cost of subprogram’ includes indirect costs not listed in the table.

Figure 6—Distribution of client service hours by service type



Client training and seminars

During 2012–13, the Library induction and orientation services were held for 112 clients. These continued to be successful in providing, through individual and small group sessions, a timely and detailed introduction to Library services.

Parliamentary Library Lectures attracted 489 attendees in 2012–13.

The aim of the seminar program, which has been running since 1986, is to bring notable speakers to the Parliament to give Senators and Members and their staff the opportunity to hear, first hand, expert opinion on a range of currently relevant topics. Speakers covered a diverse range of topics: pharmaceutical pricing reform; Royal commissions and public inquiries; copyright; the US Presidential election; inequality; Australia and modern slavery; aged care reform; cyber security; and the white paper on Australia and the Asian Century. Seminar recordings are available on the aph website.

Client satisfaction with requests and general briefs and publications (GBPs)

Table 4.3 shows the level of satisfaction with research services.

Client satisfaction with the Library’s service in the 43rd Parliament is 93 per cent, up from 87 per cent in the previous survey. Of these, 80 per cent were ‘extremely satisfied’ or ‘very satisfied’ and around 98 per cent would recommend the Library’s services to a colleague.

Performance against the timeliness target met the target of 90 per cent.

The Parliamentary Library is committed to improving its service delivery. Feedback from clients, including compliments, complaints, suggestions and information requests about services, are vital to enable the Library to:

- improve our services and products;
- prevent problems from occurring in the future;
- ensure consistent service delivery; and
- communicate with clients about Library services.

Table 4.3—Research services—subprogram 1.1.1—key performance indicators

Key performance Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
Client satisfaction with requests and general briefs and publications (GBPs)	High level of customer satisfaction (target: 95%)	93%	93%	93%
	Client service delivered to timeliness service standard (target: 90%)	97%	88%	90%
	Number of complaints from clients	2	1	2

Two complaints were received by the Library in 2012–13. The first was about the lack of timeliness in handling a client enquiry. The second related to a failure to consult with a client before seeking information from a Government department.

Subprogram 1.1.2—Information access services

The services contributing to this subprogram include:

- the Library collection;
- online full text content such as news clippings;
- media services—desktop access to television and radio;
- commercial databases;

- client services;
- ensure consistent service delivery; and
- communicate with clients about Library services.

Table 4.4 shows the level of performance for information access services and table 4.5 illustrates the costs associated with providing information access services.

Table 4.4—Information access services—subprogram 1.1.2—deliverables

Deliverable	Measure	Performance		
		2010–11	2011–12	2012–13
Material added to Library databases	Number of items added to the Library's Electronic Media Monitoring Service and to ParInfo Search databases (target: 190,000)	191,430	185,600	181,578
Material added to Library collection	Number of new titles (books and serials) added to the Library's catalogue (target: 4,000).	4,270	4,652	4,168
	Percentage of titles (books and serials) in Library's collection available to clients online in full text (target: 34%).	31%	33%	34.3%
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 ParInfo databases (target: 3,800,000 searches)	3.17m ¹³	3.48m	3.29m

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

Table 4.5—Information access services—subprogram 1.1.2—price indicators

Deliverable	Measure	Performance		
		2010–11	2011–12	2012–13
Cost of information access services	Average cost per item added to the Library's collection	\$209	\$298	\$366
	Average cost per item added to the Library's databases	\$14.61	\$20.32	\$20.76
	Average cost per use of the Library's databases and collection	\$2.37	\$2.32	\$2.28
Total cost of subprogram ¹⁴ 1.1.2		\$11.19m	\$12.094m	\$11.700m

Material added to Library databases

The target for the number of items added to the Library's Electronic Media Monitoring Service and to Library databases in ParlInfo was increased to 190,000 in 2012–13 from 140,000 the previous financial year. The new target was not reached as 181,578 items were added.

Material added to Library collection

The target number of new titles (books and serials) added to the Library's catalogue was 4,000 and this was slightly exceeded, with 4,168 items being added.

The percentage of titles available online (full text) increased from 33 per cent to 34 per cent.

Use of the Library's collection and databases

The target figure of 3.8 million uses of the Library's collection and databases was not met, with 3.29 million uses being reported, slightly below last year's figure.

Table 4.6 shows the level of satisfaction with information access services

Client satisfaction with information access services

Client satisfaction with the Library's service in the 43rd parliament is 93 per cent, up from 87 per cent in the previous survey. Of these, 80 per cent were 'extremely satisfied' or 'very satisfied' and around 98 per cent would recommend the Library's services to a colleague.

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 an uneven distribution of material received each month. For example, in May and June a greater volume of new material is received so it is difficult for the team to process the new items as quickly as a month where only a smaller number of items are received.

14. 'Total cost of subprogram' includes indirect costs not listed in the table.

Table 4.6—Information access services—subprogram 1.1.2—key performance indicators

Key Performance Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
Client satisfaction with information access services	High level of client satisfaction (target: 95%)	93%	93%	93%
	New titles (books and serials) added to the Library's catalogue within timeliness service standard (target: 85%).	70%	74%	72%
	New items added to the Library's Electronic Media Monitoring Service and the ParlInfo newspaper clippings database within timeliness service standard (target: 95%)	88%	93%	95%
	Number of complaints from clients	0	0	0

Parliamentary Library financial report

	2011–12 Actuals (\$)	2012–13 Actuals (\$)
Income		
Appropriations	16,667,000	16,291,953*
Depreciation expense	600,000	480,000
Direct expenditure		
Total Salaries	13,333,813	12,916,281
Research Branch	8,335,951	7,899,918
Information Access Branch	4,575,867	4,373,693
Office of the Parliamentary Librarian (2010–11 includes pre-election policy service)	421,995	642,670
Other employee expenses	296,020	22,154
Staff training, travel and related expenses	117,697	121,072
Hansard printing**	744,769	534,600
Collection (information resources)	1,761,393	2,046,608
Other expenses	242,974	114,247
Asset maintenance (software licences/maintenance)	83,852	67,221
Total cash expenditure (excluding expenditure from capital funding)	16,580,518	15,822,183
Collection (expenditure from capital funding)	503,450	374,738
Total expenditure (including expenditure from capital funding)	17,083,967	16,196,921
Summary		
Office of the Parliamentary Librarian	480,845	967,558
Research Branch	8,708,808	8,052,283
Information Access Branch	7,894,314	7,177,080
Total (including expenditure from capital funding)	17,083,967	16,196,921

Parliamentary Library financial report (continued)

Staffing (full time equivalents)	2011–12	2012–13
Research Branch	73.97	69.58
Information Access Branch	54.09	48.57
Office of the Parliamentary Librarian	3.00	7.80
Total	131.07	125.95

Notes:

The figures in the expenditure section of this table are cash figures and represent the direct cash outgoing attributable to the Parliamentary Library; the Parliamentary Library Collection purchases are supplemented by capital funding.

* The amount of \$16,356,360 set out in the 2012–13 Library Resource Agreement was reduced by \$64,407 as the Library's per capita share of additional Government savings measures announced in the MYEFO.

** Hansard printing was managed by the Library but is not a 'Library' direct expense.

Part 5

Sustainability

Sustainability reporting pilot and the Global Reporting Initiative

Sustainability reporting involves the expansion of traditional reporting to include all aspects of an organisation's economic, environmental, social and governance performance. DPS is pleased to have participated, together with a small number of other agencies, in the sustainability reporting framework pilot for both the 2011–12 and 2012–13 reporting periods. DPS was selected for the pilot as an agency that was already using the Global Reporting Initiative (GRI) to report environmental performance. The GRI

framework uses an internationally-developed set of environmental indicators to measure performance. Information about the GRI is available at www.globalreporting.org.

Summary of performance

Table 5.1 is a summary of economic, employment and environmental data collected by DPS for 2012–13. Detailed explanations about DPS's performance in these areas are included in the relevant sections of the report.

Table 5.1—Summary of performance

Indicator	2011–12 Result	2012–13 Result
Economic ¹⁵		
Operating Statement		
Total expenditure	\$132.364m	\$136.902m
Total own source income	\$6.560m	\$6.964m
Total net cost of service	\$125.804m	\$129.938m
Economic Viability		
Total assets	\$144.087m	\$131.130m
Total liabilities	\$26.162m	\$28.983m
Employment		
Number of staff employed	848	832
Total employee expenditure	\$66.668m	\$67.809m
The diversity of the workforce ¹⁶		
Women (% of the total workforce)	37.97%	38.22%
People with a disability (% of total workforce) ¹⁶	0.24%	0.36%
Aboriginal and Torres Strait Islander (% of total workforce) ¹⁶	0.59%	0.48%
Staff with English as a second language (% of total workforce) ¹⁶	8.73%	8.53%
Staff health and wellbeing		
Work health and safety (WHS) incident reports	74	65
Number of health and safety representatives	28	25
Training and education		
Percentage of staff undertaking supported studies	4.36%	3.73%

15. 2011–12 financial data has been changed, but is not considered a material error. Refer to note 1.22 on page 120.

16. Workforce diversity data relies on self-identification. These figures are likely under-reported due to a loss of disability data in the transfer of HR information systems from PeopleSoft to Chris 21 in 2010.

Table 5.1—Summary of performance (continued)

Indicator	2011–12 Result	2012–13 Result
Environmental		
Office energy use ¹⁷		
Total office tenant light and power electricity consumption (kWh)	N/A	See footnote
Total office tenant light and power energy consumption (MJ)	N/A	See footnote
Office tenant light and power energy use per FTE (MJ/FTE)	N/A	See footnote
Office tenant light and power energy use per square metre (MJ/m ²)	N/A	See footnote
Base/central building energy consumption (MJ) ¹⁸	139,349,046	142,225,999
Base/central building energy consumption per square metre (MJ/m ²)	917	936
Greenhouse emissions attributed to office tenant light and power and base/central building energy use (T CO ₂ e)	27,177 ¹⁹	27,643
Green power purchased (kWh) ²⁰	2,554,263	2,599,926
Vehicle fleet ²¹		
Total number of fleet vehicles	33	15
Average green vehicle rating of fleet	10.97	10.90
Total fuel purchased (kL)	48.1	18.6
Total distance travelled (km)	450,752	180,537
Average fuel consumption of fleet vehicles (l/100km)	11.39	10.31
Total direct greenhouse emissions of fleet (T CO ₂ e)	107.96	44

17. Office Tenant Light and Power is not metered separately in the building. All office energy use is included in Base/Central Building energy consumption.

18. Base/Central Building energy consumption includes Office Tenant Light and Power and diesel fuel consumption (diesel is used during testing of emergency backup generators).

19. Greenhouse emissions in 2011–12 were incorrectly reported as 29,834 T CO₂e, due to the reduction in emissions from green power being excluded.

20. 'Green power purchased' includes 10 per cent accredited green power purchased through the electricity contract and solar power (<1 per cent) produced on site by DPS.

21. DPS only—excludes agency specific data of other parliamentary departments, which was previously reported by DPS (relates to vehicle fleets, air travel and paper purchased).

Table 5.1—Summary of performance (continued)

Indicator	2011–12 Result	2012–13 Result
Greenhouse Emissions		
Total greenhouse emissions (T CO ₂ e)	27,264	27,720
Total greenhouse emissions per FTE (T CO ₂ e/FTE)	23.46	26.27
Air Travel ²²		
Total number of flights	2,622	785
Total distance of flights (km)	2,628,009	580,464
Potable water consumption		
Total potable water use (kL)	156,853	204,547
Potable water use per FTE (kL/FTE) ²³	134.99	197.52
Potable water use per square metre (kL/m ²)	1.03	1.35
Resource efficiency and waste		
Office paper purchased by FTE (A4 reams/FTE)	20.10	4.96 ²²
Percentage of office paper purchased with recycled content	61%	96% ²²
Office paper recycled (tonnes) ²⁴	279	249
Total waste produced (tonnes) ²⁵	721 ²⁶	621
Total waste produced per FTE (Kg/FTE)	0.62 ²⁶	0.60
Percentage of waste diverted from landfill	44%	53%

22. DPS only—excludes agency specific data of other parliamentary departments, which was previously reported by DPS (relates to vehicle fleets, air travel and paper purchased).

23. FTE numbers comprise staff of the four parliamentary departments (DPS, Parliamentary Budget Office, Senate and House of Representatives). Building occupants impacting environmental performance and not represented in FTE figures include: Senators, Members and their staff; media personnel; licensees and tenants; contractors; and visitors to the building.

24. Office paper recycled is not measured separately. Figures represent all paper products recycled at Parliament House including non-office areas. Office paper represents approximately 20–30 per cent of all paper products recycled.

25. Total waste produced includes landfill waste, paper products, co-mingled recycling and organic food waste.

26. Total waste produced in 2011–12 was incorrectly reported as 403 tonnes, due to exclusion of paper and co-mingled waste (ie landfill waste only reported).

Governance

Introduction

The President of the Senate and the Speaker of the House of Representatives 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* (the Act), not the *Public Service Act 1999*. The Presiding Officers are assisted by the Joint House Committee, the Joint Standing Committee on the Parliamentary Library (parliamentary committees), and the Security Management Board, the Heritage Advisory Board, the Parliamentary Information and Communication Technology Advisory Board 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 2013 was:

Senator the Hon. John Hogg (Chair)
Ms Anna Burke MP
Senator the Hon. Bill Heffernan
Senator Anne McEwen
Senator Stephen Parry
Senator Glenn Sterle
The Hon. Warren Entsch MP
The Hon. Joel Fitzgibbon MP
Mr Steve Georganas MP
Mr Chris Hayes MP
Mr Ewen Jones MP
Mr Michael McCormack MP

The JHC met three times in 2012–13 and considered a range of issues, including:

- Review of ICT in Parliament House;
- the Senate Inquiry into the Performance of DPS;
- DPS's Budget;
- parking in the Parliamentary Precincts;
- the electricity contract;
- water costs;
- Security staff;
- Health and Recreation Centre opening hours; and
- airconditioning settings throughout Parliament House.

Joint Standing Committee on the Parliamentary Library

Information about the role and functions of the Joint Standing Committee on the Parliamentary Library, including its terms of reference, can be found under the heading 'Joint Standing Committee on the Parliamentary Library' in Part 4 of this report.

Parliamentary Information and Communication Technology Advisory Board

The Parliamentary ICT Advisory Board (PICTAB) was established from a recommendation of the Roche Report to oversee the development and progress of the parliamentary ICT Strategic Plan and to provide guidance to the CIO on strategic objectives and outcomes.

The Board consists of eight representatives from the following:

- Department of Parliamentary Services (chair);
- Government;
- Opposition;
- Minor party/independent;
- Department of the Senate;
- Department of the House of Representatives;
- Parliamentary Budget Office; and
- Parliamentary Service Commissioner.

PICTAB met four times in 2012–13.

Art Advisory Committee

The Art Advisory Committee (AAC) assists the Presiding Officers in selecting artworks for the Parliament House Art Collection (PHAC) that express the diversity of cultures, character and identities in Australia. Members of the AAC are:

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

AAC meetings are also attended by an independent art adviser from 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 PHAC as considered necessary by the Presiding Officers.

The AAC met once during 2012–13.

Heritage Advisory Board

The Parliament House Heritage Advisory Board (HAB) was established by the Presiding Officers on 23 November 2011. The primary function of the Board is to provide advice to the Presiding Officers on the heritage management of Parliament House.

Membership of the HAB is as follows:

- the Secretary, DPS (Chair);
- the Usher of the Black Rod; and
- the Serjeant-at-Arms.

The HAB met eight times during 2012–13. The HAB agreed that a Conservation Management Plan (CMP) for Parliament House be developed and a submission was made to the Presiding Officers who supported the recommendation. The preparation of a companion document of Design Principles was also endorsed. This document will become a permanent record of the core concepts and principles that informed and guided the design of Parliament House.

The HAB also endorsed the establishment of an independent Expert Advisory Panel (EAP) to help guide the preparation of the Design Principles and CMP, using a best practice approach to ensure that a practical document is prepared that will retain the heritage significance of the building while managing change. The first meeting of the EAP is planned for July 2013.

The HAB discussed a range of cross-cutting issues, including agreement for the two chamber departments and DPS to work to establish common policies for the management of assets and items of heritage and cultural significance.

Security Management Board

The Security Management Board (SMB) was established pursuant to section 65A of the Act. 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, DPS (Chair);
- the Usher of the Black Rod; and
- the Serjeant-at-Arms.

The Assistant Parliamentary Budget Officer (on behalf of the Parliamentary Budget Officer) was also a member of the SMB from 2 August 2012 to 29 June 2013 when the Act was amended to remove the requirement for the Parliamentary Budget Officer to be represented.

DPS committees

Executive Committee

The Secretary is assisted in the management of the department by the Executive Committee, which in 2012–13 comprised the Parliamentary Librarian and members of the senior Executive staff. The committee considers the development and implementation of the DPS governance framework and associated processes, including financial planning and budgeting, performance, risk management, business planning and organisation issues.

Audit Committee

The DPS Audit Committee's objective is to provide independent assurance and assistance to the Secretary on DPS's risk, control and compliance framework, and on its financial statements responsibilities.

The independent Chair of the Audit Committee, Mr William Laurie, retired from the committee in December 2012. An appropriate replacement was sought, and Mr Michael Harris assumed the duties of Committee Chair in July 2013.

To further strengthen the committee, a second independent member, Mr Darren Box, was appointed in June 2013.

During 2012–13, the following DPS employees served as management appointments to the Audit Committee:

- Mr David Kenny (Deputy Secretary), until September 2012;
- Dr Dianne Heriot (Parliamentary Librarian), whose existing appointment was renewed in February 2012;
- Ms Eija Seittenranta (Chief Information Officer), who was appointed in April 2013;
- Ms Karen Greening (Assistant Secretary, Content Management Branch), who was appointed in November 2012;
- Ms Bronwyn Graham (Assistant Secretary, Building Services Branch), until October 2012; and
- Ms Judy Tahapehi (Director, Strategy and Communication), until February 2013.

Representatives of the Australian National Audit Office and DPS's contracted internal auditors attend Audit Committee meetings, providing information and advice to committee members. The contract for provision of internal audit services was tendered in 2012–13, and the successful tenderer—KPMG—commenced in March 2013.

Seven internal audits were considered by the committee during 2012–13, covering a range of DPS systems, management and governance processes. A full list of internal audits considered by the Committee is provided at table 5.2.

Table 5.2—Internal audits considered by the Audit Committee in 2012–13

Audit Title
HR Workforce Planning and Recruitment
Follow-up review of internal audit implementations
DPS IT security review
Financial processing review
Financial processing—fringe benefits tax
Asset stocktakes
Follow-up review of major procurement and tendering

Audits conducted during the reporting year made a number of recommendations directed at enhancing efficiency and effectiveness. The committee monitors implementation of the recommendations.

The DPS Audit Committee normally meets once each quarter, with an additional meeting to consider DPS financial statements. In 2012–13, the committee met three times, with the retirement of the chair in December 2012 suspending normal operations pending the appointments of the new chair and additional independent member. Member attendance at meetings in 2012–13 is set out in table 5.3.

Other governance matters

Risk management

DPS participated in the Comcover 2013 Risk Management Benchmarking Survey, which measured risk management maturity across ten elements. DPS met or exceeded its nominated target level for most elements, achieving a maturity level of “Top Down” 27. The Top Down rating is a strong result achieved during a period of substantial structural change, and means the following characteristics are demonstrable across the department:

- (a) The DPS risk management strategy and policy is established and understood across the department;
- (b) The DPS risk policy has clear links to strategic objectives and operational business plans, articulating accountability for managing risk;

Table 5.3—Audit Committee attendance

Member	Position	Meeting attendance	
		attended	out of
Mr Will Laurie	External Chair	3	3
Mr David Kenny	Deputy Secretary	2	2
Dr Dianne Heriot	Parliamentary Librarian	2	3
Ms Eija Seittenranta	Chief Information Officer	0	0
Ms Bronwyn Graham	Assistant Secretary, Building Services Branch	1	2
Ms Karen Greening	Assistant Secretary, Content Management Branch	1	1
Ms Judy Tahapehi	Director, Strategy and Communication	3	3
Mr Darren Box	Independent Member	0	0

27. “Top Down” is the third point on a five-point maturity scale devised by Comcover for its annual risk management benchmarking survey. See <http://www.finance.gov.au/comcover/docs/risk-management-maturity-statements.pdf> for more detail.

- (c) DPS's risk appetite and tolerance level is clearly defined, and guidance is communicated to staff enabling an understanding of departmental risk limits as well as processes for assessing and managing risk; and
- (d) DPS has a formal governance structure and process for the assessment and approval of risks associated with the development of new policies, programs and/or services.

Areas of improvement identified in the survey include:

- (a) Business Continuity and Disaster Recovery;
- (b) Risk Profiling and Reporting; and
- (c) Resourcing.

Table 5.4 shows the summary of scores since 2010 and the 2013 Maturity levels.

The reduced rating in 2013 reflected the rate and scope of organisational change.

Risk assessments continued to be carried out in 2012–13 at the request of Branches, including a risk assessment on the degradation of the Verde Issorie cladding on the outside of the building and a fraud risk assessment.

DPS also continued to provide risk management training in 2012–13. Risk Management Fundamentals workshops for DPS staff were held in September 2012 and May 2013.

Heritage management

DPS's Heritage team has provided advice on refurbishments within the building, to internal stakeholders, and on moral rights considerations. It continues to undertake heritage assessments of significant Parliament House items as well as items planned for disposal. The Heritage team assisted in creating *Australia's Parliament House—more than 25 years in the making!* chronology that celebrates milestones in the Parliament, and gave presentations to university students, scholars and visiting dignitaries throughout the year. Independent external heritage expertise was also sought to assist DPS in developing policy and processes for heritage management.

DPS has increased its heritage capabilities and expertise, with a new position, Director Heritage, appointed in April 2013. The Director Heritage has formal training and a depth of experience in cultural heritage management.

For information about the Heritage Advisory Board and the Expert Advisory Panel, see the section 'Committees advising the Presiding Officers' in this Part.

Table 5.4—Summary of Scores and Maturity Levels—Comcover Risk Management Survey

Survey Item	2010 Score	2011 Score	2012 Score	2013 Score	2013 Maturity
Department of Parliamentary Services result	5.9	7.0	7.2	6.7	Top Down
Total Population Average result	6.3	6.4	6.6	6.8	Top Down
Individual Peer Group Average result	6.0	5.9	6.4	6.7	Top Down
Community of Practice Average result	N/A	6.5	6.6	6.5	Top Down
Self-Selected Peer Group Average result	N/A	6.7	6.9	7.1	Structured

Fraud control

During 2012–13, DPS undertook a fraud risk assessment and prepared a new Fraud Control Plan that includes the content required by the Commonwealth Fraud Control Guidelines. The fraud risk assessment is being reviewed to ensure it reflects the current fraud risk profile.

In 2012–13, two reports of suspected fraud were made to the DPS Executive. One report concerned falsification of records while the other related to theft and falsification of documentation. These matters are the subject of investigation.

Ethics

Ethical matters arose out of evidence given by DPS to the Senate Finance and Public Administration Committee in 2011–12 regarding disposal of assets. DPS addressed these issues by instigating a Code of Conduct investigation and a review into disposal processes. DPS has taken steps to ensure that all future information provided to the Committee is accurate and comprehensive.

The Finance and Public Administration Committee also raised other issues with DPS such as alleged bullying and harassment and selection processes within DPS. DPS has in place policies, procedures and a structure to mitigate these issues. Bullying and harassment prevention measures are detailed below.

The DPS Audit Committee assists the Executive in its monitoring of ethical standards with an annual ethics ‘health check’.

As a consequence of the Finance and Public Administration Committee’s inquiry into the performance of DPS, Comcare undertook a bullying and harassment audit of DPS. The audit provided a number of recommendations.

In response to the audit, DPS has implemented a range of measures to address bullying and harassment, including:

- (a) conducting risk assessments for the prevention of bullying across DPS;
- (b) implementing control measures to effectively and practicably eliminate or minimise the potential for any workplace bullying identified in risk assessments;

- (c) reminding staff that DPS funds an Employee Assistance Program (EAP) through Davidson Trahaire Corpsych;
- (d) encouraging supervisors and managers to make use of the ManagerAssist service offered through the EAP; and
- (e) revamping and significantly increasing the department’s Harassment Contact Officer (HCO) network (by a factor of around 3) to provide employees with better access to HCOs at a variety of levels—and in most areas—of DPS.

Employees also attend training programs every two years that are specifically related to bullying and harassment, professionalism in the Parliamentary Service, and Fraud and Ethics Awareness training. In 2012–13, 353 attendances were recorded for these training programs.

Corporate Plan

The DPS Corporate Plan confirms a new mission, key result areas, signposts of success, priorities and how we work as a Department to achieve our results. The plan is shown at figure 7 and is publicly available on the Parliament House website.

Business Continuity Management

In order to ensure continuity of services to its clients, DPS has identified 20 critical services that are listed under the following three major areas of impact:

- (a) services to the Parliament;
- (b) services relating to the building; and
- (c) services to support DPS activities.

Each has a plan that identifies what arrangements will be put in place in the event of an interruption to business.

During 2012–13, a high-level business continuity plan, outlining the arrangements for dealing with an incident or incidents that affect the ability of DPS to provide normal services, was approved and made available to all staff via the DPS Intranet.



PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

DPS ref: 13/3580/34

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

Ms Anna Burke MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Dear President and Speaker

DPS—Fraud control certification

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*.

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.

For more details about fraud control in DPS, please refer to Part 5—Sustainability of the Department of Parliamentary Services Annual Report and Financial Statements 2012-13.

Yours sincerely

Carol Mills
Secretary
23.10.13

Department of Parliamentary Services Corporate Plan 2012-14

<p>Mission</p> <p>We support the work of Parliament, maintain Parliament House as a symbol of Australian democracy, and make the building, and the important activity that takes place within it, accessible and engaging.</p>					
<p>Our key results</p>	<p>Accessible Physical and virtual access to the Parliament</p> <ul style="list-style-type: none"> • Occupant, visitor and community satisfaction with access, supporting people with special needs • Occupants and visitors are safe • Activities to promote occupant and visitor well-being are effective • Effective infrastructure and services for virtual access • Activities to promote the Parliament are effective • Our services and information are accessible 	<p>Informed and engaged Information and communication to support the Parliament and connect with the wider community</p> <ul style="list-style-type: none"> • Strong understanding of information and communication needs • Information and advice is timely, accurate, useful and valued • Enabling effective communication in the Parliament • Maximise existing and available technology 	<p>Effective as a custodian Parliament's assets are cared for and respected</p> <ul style="list-style-type: none"> • The traditional owners of this land are shown respect • Parliament House and its assets are maintained and preserved • The functional and heritage intent of the building is maintained • Parliament's information is captured, preserved and available • Assets management meets community expectations 	<p>Respected Our people and the services they provide are valued</p> <ul style="list-style-type: none"> • A service provider and employer of choice • Recognised as ethical and transparent in our decision-making • High levels of satisfaction about our services • Recognised as being focused on service delivery • Sharing corporate knowledge to make informed decisions 	<p>Forward-looking We are innovative and adaptive</p> <ul style="list-style-type: none"> • Collaboration with other organisations in delivering services • Our workforce has the skills, flexibility and ability to create and adopt innovations • Our services remain relevant • Timely adoption of appropriate new and emerging technologies and practices • Our plans reflect emerging opportunities, challenges and risk
<p>Signposts of our success</p>	<p>We will deliver</p> <ul style="list-style-type: none"> • simple and accessible ways for customers to deal with DPS • robust customer and staff feedback mechanisms • a comprehensive approach to customer and community engagement • an holistic approach to providing a satisfying visitor experience • services that accommodate Parliamentarians' requirement to be mobile • a strategic capital works program that delivers quality outcomes • a comprehensive approach to environmental management • a maintenance program that will enhance infrastructure reliability 				
<p>Our priorities</p>	<p>How we work as a department to achieve our results</p> <ul style="list-style-type: none"> • a strong culture of customer-focus • a strong DPS brand • a sound workforce planning framework • accurate and reliable corporate information systems • a strategic approach to ICT • a comprehensive approach to heritage management • quality assurance processes for all our products and services <p>We consult, listen and adapt to continuously improve our services</p> <ul style="list-style-type: none"> • We respect each other and value diversity • We strive for excellence and are fair, ethical and accountable in all our dealings • We foster an environment that rewards forward-thinking and creativity • We share responsibility for achieving results and managing resources effectively 				

HR Services

Staffing, salary and classification structures

Remuneration for Senior Executive Service (SES) employees

The remuneration and other conditions of service for SES employees are governed by a determination made pursuant to section 24 of the Act. The level of remuneration and, in some instances, the conditions attaching to remuneration varies. In general terms, salary increases provided to SES employees depend upon a rating of 'effective' or higher as assessed through the SES performance management arrangements. Table 5.5 sets out the base salary ranges for SES employees.

The remuneration of the Secretary and the Parliamentary Librarian is set by the Presiding Officers after consultation with the Remuneration Tribunal.

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 Enterprise Agreement 2011 (the Agreement).

The Agreement 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.

In 2012–13, a total of 682 DPS employees (82 per cent) participated in performance reviews and career development feedback.

Salary increases under the enterprise agreement

A salary increase of 3 per cent was paid on 1 July 2012, as allowed for under the Agreement.

Table 5.5—Base SES salary ranges as at 30 June 2013

SES Level	Non-total remuneration package	Total remuneration package
Band 1	\$155,750 – \$179,510	\$206,420 – \$233,580
Band 2		\$256,000 – \$296,960

Overview of classification structures

Table 5.6 sets out the non-SES classifications and salary ranges for DPS staff as at 30 June 2013.

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

Table 5.7 sets out staff numbers (headcount) as at 30 June 2013. Staff numbers include inoperative staff, ie those on more than 12 weeks' leave without pay from DPS.

Management of human resources

Introduction

During 2012–13, the HR Services Section (HRS) developed a series of strategies to improve workplace behaviour and conduct, complaints management and recruitment. All the actions resulting from the strategies are being monitored and reported monthly to the DPS Executive, and will continue to be the focus in the new financial year.

HRS also recruited 35 staff to establish the new Parliamentary Budget Office (PBO) by May 2013. HRS also provided advice to the PBO on workplace relations and WHS matters.

Workforce planning, staff retention and turnover

DPS Workforce composition

The DPS workforce headcount figure reduced by 16 employees during 2012–13. At 30 June 2013, there were 832 employees, compared with 848 at June 2012.

Table 5.6—Classification and salary ranges as at 30 June 2013

Classification	Salary range
Parliamentary Service Level 1	\$46,097 – \$53,687
Parliamentary Service Level 2	\$54,762 – \$58,789
Parliamentary Service Level 3	\$60,097 – \$62,801
Parliamentary Service Level 4	\$64,056 – \$69,605
Parliamentary Service Level 5	\$70,996 – \$76,167
Parliamentary Service Level 6	\$77,690 – \$87,317
Parliamentary Executive Level 1	\$94,543 – \$107,944
Parliamentary Executive Level 2	\$110,102 – \$130,553

Table 5.7—Staff numbers at classification level as at 30 June 2012

Classification	Ongoing Full Time		Ongoing Part Time		Non-Ongoing Full Time		Non-Ongoing Part Time		Casual		Total				
	F	M	F	M	F	M	F	M	F	M	F	M	Total		
	Apprentice 1/2						1							0	1
Apprentice 2/3													0	0	0
PSL1/2	8	68	6	27						29	14	124	14	124	138
PSL1/2/3		4									0	4	0	4	4
PSL2/3		28				1		1			0	30	0	30	30
PSL4/5	5	5	2				1				8	5	8	5	13
PSL5/6	18	11	18	6							39	17	39	17	56
PSL1	1	9									7	4	7	4	21
PSL2	12	15	19	8		1	3	1	3	6	35	33	35	33	68
PSL3	14	26	4		1					14	33	32	33	32	65
PSL4	26	47	7	4	2	3	1	1	8	4	39	63	39	63	102
PSL5	10	35	7	1		1				1	18	37	18	37	55
PSL6	23	57	8	3	3	2	1	4		4	39	62	39	62	101
PEL1	40	55	12	3	3	3	1	2	1		56	64	56	64	120
PEL2	19	23	1			2			1		20	26	20	26	46
SES 1	5	3			1						6	3	6	3	9
SES 2	1										1	0	1	0	1
Parliamentary Librarian	1										1	0	1	0	1
Secretary	1										1	0	1	0	1
Total	184	386	84	52	10	14	4	7	36	55	318	514	318	514	832

Of the 832 employees, 706 were ongoing and 126 non-ongoing. Ongoing employment accounts for 85 per cent of total DPS employment, non-ongoing workforce accounts for 15 per cent. Non-ongoing employees are engaged for irregular or intermittent duties (11 per cent) or for a specified term (4 per cent) to accommodate the sitting patterns of the Parliament.

In 2012–13, men comprised 62 per cent of the workforce and women 38 per cent. There was no change in gender representation from the preceding year.

Employee Separations

There were 112 employee separations during 2012–13, a decrease from the 133 separations in the previous year. The overall separation rate from DPS was 13.5 per cent, down 2.2 per cent from 15.7 per cent during 2011–12.

The strongest growth in separations was in the cessation of temporary employment contracts which increased from 20 per cent in 2011–12 to 30 per cent in 2012–13. Resignations fell from 28 per cent to 23 per cent this year; as did age retirements (which fell from 19 per cent to 15 per cent) and redundancy retirements (which fell from 17 per cent to 16 per cent).

Promotions/transfers accounted for 13 per cent of separations. There was one invalidity retirement and one termination of employment in 2012–13.

Employees aged 55 years and over (29 per cent) represented the highest proportion of employee separations, followed by 45–54 years (24 per cent), 25–34 years (21 per cent), 35–44 years (17 per cent); and under 25 years (9 per cent). Those employees aged 55 years and over primarily separated through age retirement (17 employees—52 per cent), redundancy retirements (7 employees—21 per cent) and end of contracts (7 employees—21 per cent).

There were 18 redundancy retirements during 2012–13.

Men accounted for 60 per cent of the total staff separation from DPS during 2012–13, up from 50 per cent in the previous year.

Table 5.8 shows employee separation by age and gender

Table 5.9 shows the total DPS staff separation figures since 2010–11.

Table 5.8—Employee separation by age and gender

Age Group	Female	Male	Total
Under 25 years	3	7	10
25–34 years	10	13	23
35–44 years	6	13	19
45–54 years	19	8	27
55 years & over	7	26	33
Total	45	67	112
% of workforce leaving by gender	40%	60%	

Table 5.9—Staff retention and turnover statistics

	2010–11	2011–12	2012–13
Staff numbers	847	848	832
Staff separations (total)	118	133	112
Turnover	14%	15.7%	13.5%
Separations By Type			
Transfers/promotions	26	18	14
Resignations	38	37	26
Age retirements	17	25	17
Invalidity retirements	1	2	1
Voluntary redundancy retirements	11	23	18
Terminations	0	0	1
Death	0	1	0
End of temporary contract	24	27	34
End of temporary transfer	1	0	1
Exit Interviews			
Interviews held	37	31	24
Participation rate	31%	23%	22%

Employee Commencements

During 2012–13, the total number of employee commencements decreased by 4.5 per cent, after increasing by 4.7 per cent in 2011–12. This year there were increases in employee headcount figures at the PSL3, PSL5, PSL6, PEL2 and SES1 and 2 classifications. A growth in leadership positions within DPS arose principally in response to Inquiry findings and the Roche Review on ICT.

The biggest reduction by section occurred in the Parliamentary Security Service (PSS), which had a 6 per cent net decrease (9 employees) in its PSL1–2 workforce. At the time of this report, DPS was undertaking a recruitment drive to recruit PSS PSL1–2s using the Australian Public Service Commission’s Independent Selection Advisory Committee services.

There were 96 commencements in 2012–13, of which 30 were ongoing employees and 66 were non-ongoing employees.

As table 5.11 shows, commencement ages were broadly spread.

Women accounted for 47 per cent of recruitment, the same as last year's figures.

Tables 5.10 and 5.11 show employee commencements by year and age/gender respectively.

Recruitment

A program of recruitment process improvement activities was scoped for implementation in 2012–13 and 2013–14. These activities include reviewing current recruitment policy, guidelines and manual forms to reflect more contemporary public sector recruitment processes. It is anticipated that these improvement activities will streamline and improve recruitment, thus reducing the time taken to recruit staff. The proposed implementation of e-recruitment will further streamline the process and reduce time to recruit staff.

All DPS Selection Advisory Committee (SAC) members are now required to declare conflicts of interest prior to reviewing and short-listing individual applications and are required to attend training in staff selection. In 2012–13, thirty nine employees attended SAC training and new SAC refresher training was piloted in June 2013. This will be offered to DPS SAC members and other employees in 2013–14.

Staff development and training

HRS organises a range of corporate training in line with the DPS Corporate Learning Pathway. The pathway provides a distinctive developmental focus for leadership, management and employee responsibility training, and is integrated into DPS's induction, probation, performance management and career development processes.

Following the expiry of the DPS training services panel in March 2013, DPS joined the Department of Industry, Innovation, Science, Research and Tertiary Education multi-use service panel in April 2013.

Table 5.10—Staff commencements

	2010–11	2011–12	2012–13
Commencements	96	136	96
Commencement rate	11.3%	16%	11.5%

Table 5.11—Staff commencements in 2012–13 by age/gender

	Female	Male	Total
Under 25 years	7	6	13
25-34 years	7	17	24
35-44 years	7	14	21
45-54 years	16	5	21
55 years & over	8	9	17
Total	45	51	96
% of workforce recruited by gender	47%	53%	

In 2012–13, HRS coordinated a total of 80 corporate training events, 17 more than in 2011–12. There was a total of 864 recorded attendances at these events.

Employee Responsibility training

In 2012–13, this training represented 84 per cent of all corporate training delivered. There were 727 recorded attendees, of which 220 attended WHS awareness training (both staff and supervisor level) and 215 attended bullying and harassment awareness training (both staff and supervisor level).

Leadership Development

Leadership development, targeting middle and senior level employees, remained a part of the DPS Corporate Learning Pathway. Development activities included the following courses:

- Building Team Leadership Skills for PSL4–PEL1s;
- Conversations that Count for PSL5–PEL2s;
- Results through People for PSL6–PEL2s;
- Managing for Improved Performance (PSL5–PEL2); and
- Maximising Staff Attendance (PSL5–PEL2).

A total of 40 employees in management and leadership roles attended corporately sponsored external leadership development training or utilised executive coaching services in 2012–13.

Thirty-four DPS PEL2 section leaders attended *Appropriate Workplace Behaviour—The Role of Leaders* half-day workshop in November 2012. Following an evaluation of this workshop a similar workshop was held for team leaders and managers in June 2013 with 28 employees at the PSL5–PEL1 classifications attending. This program is continuing in 2013–14.

Studies support

DPS provided studies assistance support for 31 employees in 2012–13. Support included time to attend study activities and exams, and financial assistance toward course costs and books.

Workplace relations

The DPS Consultative Forum, comprising representatives from management, staff and unions, met four times during 2012–13. The objectives of the Consultative Forum are to promote good workplace relations in DPS, improve mutual understanding between management and staff and provide a forum for consultation and open discussion aimed at resolving different points of view in a mutually acceptable manner.

DPS had one ongoing matter before the Fair Work Commission (FWC) during 2012–13 which was awaiting a decision by FWC.

Work health and safety

Work health and safety improvements to Parliament House

In 2012–13, DPS received additional administered funding to improve accessibility to Parliament House for people with a disability. Work included installation of hearing loops in committee rooms; purchase of several portable hearing loops; and purchase and installation of metal detectors which comply with the accessibility requirements of the *Disability Discrimination Act 1992*.

During 2012–13, DPS undertook a large number of risk assessments to improve chemical safety management across Parliament House and implemented systems to ensure that items of plant and equipment are appropriately maintained and licenced with Comcare.

Consultation within DPS on WHS issues

DPS maintains a high level of consultation on WHS issues. Staff are represented in formal joint management–worker health and safety committees that help monitor and advise on WHS programs.

The DPS Peak WHS Committee met four times during the year. The work of the committee is primarily directed at reviewing WHS policies and procedures and taking a strategic approach to WHS management across DPS.

Individual branches also hold branch WHS committee meetings on a quarterly basis, addressing WHS issues at the local level.

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

A key component of DPS's approach to health and safety is the Health and Safety Representatives (HSRs), Deputy HSRs and Harassment Contact Officers (HCOs) network. There are a total of 25 HSRs and Deputies within DPS, and 22 trained HCOs. Most notably, the number of HCOs has increased from nine in 2011–12 as part of DPS's commitment to promoting appropriate workplace behaviour and increasing the level of support available for its employees.

WHS training

A range of WHS-related training was provided to staff throughout the year, including generic induction and refresher sessions. Numbers of attendees have continued to increase over previous financial years. There were 66 staff who attended WHS for DPS Supervisors training (up from 56 in 2011–12), while 154 staff attended DPS WHS Awareness training (up from 63 in 2011–12). DPS also continued bullying and harassment prevention courses, which were attended by 104 supervisors (up from 43 in 2011–12) and 111 staff (up from 80 in 2011–12), while around 150 Parliamentary Security Service officers undertook WHS Awareness and Values, Conduct and Behaviour training as part of their annual revalidation training.

Importantly, DPS has made a concerted effort in 2012–13 to transition from a focus on the prevention of bullying and harassment to a focus on appropriate workplace behaviour. Two pilot programs delivered in 2012–13 were attended by 34 managers and 28 staff.

Occupation-specific WHS 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.

WHS auditing

In 2012–13, DPS continued to undergo six-monthly surveillance audits of its WHS management system. An external audit found that DPS continued to comply with the requirements of the SafetyMAP Initial Level auditing tool. DPS has continued to maintain certification to Joint Accreditation System of Australia and New Zealand standards since initial certification in November 2009.

As a result of this significant achievement, DPS has agreed to work in partnership with Comcare in both the development of a National WHS Management System Audit Tool, and in promotion of the benefits associated with independent WHS auditing.

Incident reporting and investigation

A total of 65 incident reports were submitted by DPS employees during 2012–13. Two incidents were notified to Comcare in accordance with Section 35 of the *Work Health and Safety Act 2011* (WHS Act). Both incidents were examined by DPS and remedial action was taken where necessary. Comcare did not conduct a formal investigation in relation to either reported incident.

There were no Provisional Improvement Notices issued under section 90 of the WHS Act and no notices or enforceable undertakings were issued under Parts 10 or 11 of the WHS Act. Table 5.12 shows the number of WHS incident reports and the number of WHS representatives.

Table 5.12—Staff health and wellbeing

Indicator	2010–11	2011–12	2012–13
Work Health and Safety (WHS) Incident Reports	71	74	65
Number of Health and Safety Representatives	27	28	25

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 (APSC) 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 were 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

Purchasing was managed in accordance with the Commonwealth Procurement Rules (CPRs) and DPS Chief Executive’s Instructions (CEIs) and supporting procedures. DPS’s primary purchasing objectives are:

- (a) to ensure the principle of value for money is consistently applied through:
 - encouraging competition;
 - promoting efficient, effective, economical 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 dedicated procurement unit to facilitate and monitor contracting and tendering activity across the department.

Consultants

This report contains information about actual expenditure on contracts for consultancies. Information on the value of contracts and consultancies is available on the AusTender website www.tenders.gov.au.

Consultants are classified as individuals, partnerships or corporations engaged to provide professional, independent and expert advice or services to the department. DPS engages consultants where there is a need for independent research or assessment, or where specialised or professional skills not available in-house are required.

During 2012–13, 87 new consultancy contracts were entered into with total actual expenditure of \$1,668,403 (GST inclusive). In addition, 18 ongoing consultancy contracts were active during the 2012–13 year, involving total actual expenditure of \$602,575 (GST inclusive).

The largest group of new consultancies (49 per cent) was for engineering and architectural services. A further 10 per cent related to investigations, 9 per cent for management reviews, 7 per cent for financial and audit services, and 7 per cent for information technology and communication services. The remainder related to the provision of miscellaneous legal, procurement and other consultancy services.

DPS had standing offer panel arrangements for the following consultancy services in 2012–13:

- Architectural;
- Engineering; and
- Information Technology.

DPS also has access to consultancy panels and multi-user lists used by other departments and for Whole-of-Government coordinated procurements for the following:

- Legal;
- Human Resources; and
- Information Technology.

Competitive tendering and contracting

During 2012–13, DPS did not conduct any competitive tendering or contracting processes that involved contracting out to another organisation the delivery of activities previously performed by this department.

DPS did not allow provisions in contracts prohibiting the Auditor-General's access.

Exempt contracts

During 2012–13, no DPS contracts or standing offers were exempted by the Secretary from being published via AusTender on the basis that they would disclose exempt matters under the *Freedom of Information Act 1982*.

Asset Management

DPS provides asset management services to Parliament House, both for the building and for infrastructure supporting the delivery of other services to the Parliament.

Accountability

External Scrutiny

Australian National Audit Office (ANAO) Audits

During 2012–13, DPS was the subject of an external compliance audit by the ANAO in relation to its financial statements for the period ending 30 June 2012, and an interim audit in preparation for the 2012–13 financial statements audit. The audit on the 2011–12 financial statements was unqualified.

There were no other ANAO reports during 2012–13 that directly involved DPS.

Senate Committees

DPS appeared before Senate Finance and Public Administration Legislation Committee Estimates hearings on three occasions during 2012–13:

- 15 October 2012 (Supplementary Budget Estimates);
- 11 February 2013 (Additional Estimates); and
- 27 May 2013 (Budget Estimates).

On 23 June 2011, the Senate referred the performance of the Department of Parliamentary Services to the Senate Finance and Public Administration Legislation Committee for inquiry and report, with an interim report being tabled in June 2012 and the final report containing 23 recommendations being tabled in November 2012.

Other Scrutiny

DPS was not subject to any significant judicial decisions or decisions of administrative tribunals, nor did the Ombudsman report on the activities of DPS in 2012–13.

Freedom of information

On 9 May 2012, the Australian Information Commissioner (AIC) amended the guidelines issued under section 93A of the *Freedom of Information Act 1982* (FOI Act) to state that the Department of the House of Representatives, the Department of the Senate and the Department of Parliamentary Services were subject to the FOI Act. Prior to this, the guidelines stated that the FOI Act did not apply to the departments of the Parliament. This change did not result from an amendment to the FOI Act or any other legislation.

The Parliament subsequently amended the Act to confirm the intention of Parliament that all parliamentary departments are excluded from the application of the FOI Act. DPS is excluded from the application of the FOI Act under section 68A of the Act—as are the Department of the House of Representatives and the Department of the Senate (the Parliamentary Budget Office is exempt from the application of the FOI Act under s7(1) and Division 1 of Part I of Schedule 2 of the FOI Act).

The effect of the amended Parliamentary Service legislation is that, from Friday 28 June 2013, the FOI Act is taken not to apply and not to have ever applied to the parliamentary departments and persons who hold, or perform duties of, an office established under the Act.

During 2012–13, DPS received 11 FOI requests. Of these:

- six requests were refused (DPS did not hold the information);
- one request was deemed withdrawn;
- one request had information partially provided and the remainder of the request was deemed withdrawn;
- two requests had the information provided; and
- one request had some information provided (after third-party consultation).

DPS continues to respond where it can to requests for information, within the spirit of the FOI Act. Further information is available at the Department of Parliamentary Services part of the APH website (www.aph.gov.au).

Discretionary grants

DPS does not administer any discretionary grant programs.

Advertising and market research

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:

- advertising agencies;
- market research organisations;
- polling organisations;
- direct mail organisations; and
- media advertising organisations.

Table 5.13 sets out amounts over \$12,100 (GST inclusive) paid by DPS during 2012–13. No money was paid to any organisation covered in paragraph (b), (c) or (d).

No advertising campaigns were undertaken by the department in 2012–13.

Table 5.13—Advertising costs

Supplier	Item	Amount (GST inclusive)
Adcorp Australia	Recruitment advertisements	\$12,202

Legal services expenditure

The *Legal Services Directions 2005* (paragraph 11.1(ba)) require FMA Act agencies to make their expenditure on legal services publicly available. Until early 2013, DPS had no in-house providers of legal services and therefore requirements for legal advice were outsourced. DPS set up a Legal Services section in February 2013.

For most of 2012–13, DPS sourced any external legal advice via a panel of legal service providers, using a Deed of Standing Offer put in place by DoFD. After this Deed of Standing Offer expired in early May 2013, DPS transferred to using the Legal Services Multi-Use List put in place by the Attorney-General's Department.

In 2012–13, DPS's legal services expenditure covered issues relating to workplace arrangements, public liability, disability access, moral rights, contracts and licences, freedom of information and legislative drafting.

Table 5.14 shows the amount DPS spent on legal services during 2012–13.

Table 5.14—Legal services expenditure

Services	Amount (GST inclusive)
External expenditure on professional fees	\$86,042
Internal expenditure on legal services	\$89,068
Administrative disbursements on external legal services	nil
Total (legal services expenditure—internal and external)	\$175,110

Environment

Overview

DPS reports annually on elements of environmental performance in line with the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act) on its own behalf and on behalf of the other three parliamentary departments for elements under DPS management.

DPS also reports under:

- the Energy Efficiency in Government Operations (EEGO) policy;
- the *National Environment Protection Measures (Implementation) Act 1998*;
- the National Pollution Inventory (NPI); and
- the Australian Packaging Covenant (NPC).

Ecologically sustainable development

The objective of Ecologically Sustainable Development (ESD) is defined as 'development that improves the total quality of life, both now and in the future, in a way that maintains the ecological processes on which life depends'.

DPS reports annually on ESD through this report. Sub-program 1.3 in DPS PBS sets energy and water consumption, greenhouse gas emissions and recycling targets.

Identification, management and monitoring of environmental impacts

DPS aims to ensure that the vital functions of Parliament House operate effectively, while minimising resource consumption and waste production by:

- monitoring environmental performance;
- implementing programs and projects to improve environmental performance; and
- developing forward plans to improve environmental performance.

DPS works to improve outcomes in these areas in a number of ways. In 2012–13, actions included:

- replacement of equipment with more efficient technology;
- new software installed to monitor and track energy and water performance; and
- trial of an organic waste recycling scheme.

DPS also emphasises environmental improvements when undertaking the planning and delivery of infrastructure projects.

Project activities adhere to an environmental checklist that includes consideration of:

- whole-of-life principles;
- reuse and recycling of materials where possible; and
- energy, water and waste minimisation.

Communication and promotion

DPS provides information on its environmental performance and initiatives through its website, internal circulars and newsletters. (http://www.aph.gov.au/Visit_Parliament/About_the_Building/Environmental_Management).

DPS also participated in several activities to assist in educating building occupants on environmental initiatives in Parliament House, including promotion of the following:

- National Ride to Work Day;
- World Environment Day;
- National Recycling Week; and
- Earth Hour

In 2012–13, DPS hosted two significant site tours for international delegations to showcase important environmental aspects of Parliament House and its operations, including:

- US delegates for the 'Australian Alliance to Save Energy Summer Study'; and
- United Nations Development Programme (UNDP) 'Pacific Parliaments Climate Change Study'.

Environmental performance

Water consumption

Total water consumption for 2012–13 was 204,547kL representing an increase of 30 per cent on 156,853kL consumed the previous year.

Landscape water consumption increased from 69,015kL in 2011–12 to 113,114kL in 2012–13, representing an increase of 64 per cent. The landscape water increase came as a result of very dry weather between December 2012 and February 2013 when water evaporation levels were 2.7 times higher than the previous year, requiring a large quantity of replacement water in turf areas.

Figure 8 shows a breakdown of water use during 2012–13.

Building water consumption in 2012–13 was 91,433kL, an increase of 4 per cent on 87,748kL consumed the previous year. The increase was mainly attributable to a water leakage in the forecourt pond. DPS has installed a 45,000-litre tank below the Forecourt pond to capture the majority of leaking water and is seeking further specialist advice on actions required to rectify the leakage.

To reduce potable water use, the Forecourt pond is partly supplied with recycled water discarded by the cooling tower as a result of a water efficiency project completed in 2010.

Energy

In 2012–13, energy improvement initiatives included:

- upgrades to lighting systems;
- optimisation of heating and cooling equipment; and
- installation of energy monitoring software

In 2012–13, building energy use was 142,226 GJ, representing an increase of 2 per cent from the previous year. Electricity consumption increased by 1.6 per cent and natural gas consumption increased by 2.4 per cent from 2011–12. Table 5.15 shows energy consumption at Parliament House and by DPS vehicles.

Gas is used for heating, general 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. Building energy consumption includes of a small amount of diesel used for testing the emergency backup generators.

Figure 8—Water use during 2012–13

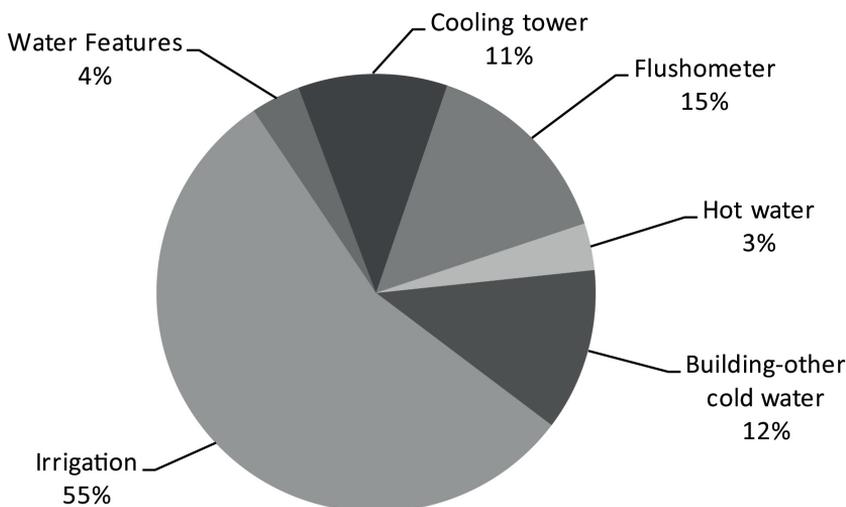


Table 5.15—Energy consumed at Parliament House and by transport

Indicator	Energy Consumption (GJ)		
	2010–11	2011–12	2012–13
Parliament House building ²⁸	139,595	139,563 ²⁹	142,226
Passenger vehicles	1,694	1,625	644 ³⁰
Other transport ³¹	377	441	424
Total energy consumption	141,665	141,629	143,294

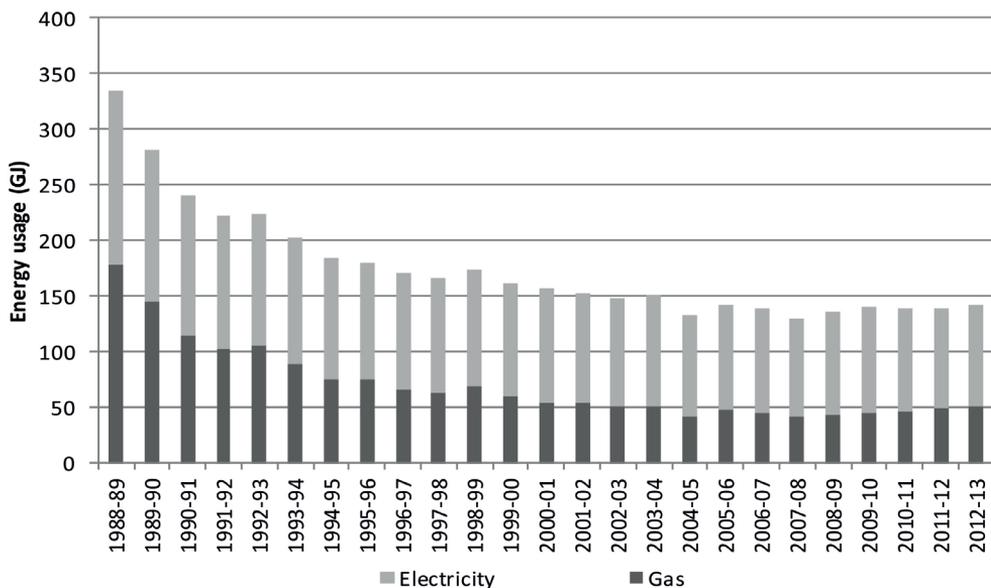
Figure 9 shows annual electricity and gas consumption since 1988.

Energy consumption trends

Although energy efficiency projects are ongoing, Parliament House energy consumption has been gradually increasing each year as a result of:

- building operational requirements;
- pressures on space; and
- competing priorities within the DPS budget to effect significant new improvements.

Figure 9—Annual electricity and gas consumption



28. Includes electricity, natural gas and diesel (non-transport).

29. Parliament House building energy use in 2011–12 was 139,563GJ, not 139,349GJ as previously reported.

30. Excludes agency-specific data (vehicles) of other parliamentary departments previously reported by DPS.

31. Includes LPG, Diesel and Petrol used in Maintenance and Loading Dock vehicles.

Energy-saving initiatives

Lighting

During 2012–13, lighting efficiency projects included:

- ongoing upgrade of corridor and general circulation lighting to more energy-efficient lighting—some 600 lights (equal to 20 per cent of all corridor lights) now incorporate energy efficient LED technology;
- further upgrade of internal office lights—total of 900 office lights (equal to 15 per cent of all office lights) upgraded to type that requires less than half the energy; and
- preparation to upgrade the four large flagpole lights to more energy-efficient LED technology—250 watt LED lamps will replace existing 1000 watt lamps

Optimisation of heating and cooling equipment

In February 2013, three newly installed chillers were reprogrammed and optimised to better meet the building's cooling requirements and reduce energy. The result from this work has reduced the energy consumption of the chillers by more than half.

Energy management software

In June 2013, DPS purchased a new Energy Management System (EMS) to effectively monitor and manage energy consumption. The new system will allow DPS to:

- analyse energy usage patterns;
- identify and reduce wastage; and
- optimise equipment operating times.

Solar panels

There are 234 solar panels—with a maximum capacity of 43kW and covering an area of 300m² (the equivalent of 20 average home installations)—on the roof of the Senate wing and the Gardeners Compound. During

2012–13, these panels produced 64,707 kWh of clean electricity for the building, representing a 9 per cent increase compared with 2011–12.

The solar panels provide the equivalent electricity that would be needed to illuminate both the Senate and House of Representatives Chambers during sittings each year.

Sustainable transport

DPS provides bike storage, shower and change room facilities for people who cycle to Parliament House. DPS promoted the 2012 annual Ride to Work Day to building occupants and a number of DPS staff and other building occupants took part in a Ride to Work Day breakfast event hosted by the National Library of Australia.

Vehicles

The DPS passenger vehicle fleet consisted of 15 leased vehicles in 2012–13. Eleven vehicles achieved a score of 10.5 or higher in the Green Vehicle Guide, representing 73 per cent of the DPS fleet, against the Australian Government fleet average of 59 per cent.³²

Recycling and waste management

DPS provides facilities to recycle paper, cardboard, printer cartridges, lamps, used oil, grease, batteries, landscape, metal, polystyrene, organic material and co-mingled waste.

In 2012–13, DPS achieved the lowest amount of general waste (excluding construction waste) sent to landfill (293 tonnes) since the building opened in 1988. A key contributor to the decrease was the trial of an organic waste recycling scheme.

Construction waste is managed under project contracts and through instructions provided in the Parliament House Site Book. Where appropriate, construction materials are reused, recycled or disposed of in an environmentally friendly manner.

32. Reported by the Australian Nation Audit Office (excludes Defence vehicles).

Figure 10 shows annual waste disposed to landfill or recycled. Figure 11 shows annual trends in landscape waste and recycling rates.

Co-mingled and organic waste recycling

Co-mingled waste includes metal cans, glass bottles, milk cartons and plastic which are collected in a common bin. During 2012–13, 29 tonnes of co-mingled waste was collected, compared to 30 tonnes collected in 2011–12.

Organic waste

From July 2012, in line with the ACT Waste Management Strategy 2011–2025—Towards a sustainable Canberra, DPS collected organic food waste from catering operations in the building for recycling at a local worm farm and compost facility.

During 2012–13, 49 tonnes of organic waste was diverted from landfill and converted into useable garden compost material.

Figure 10—Annual waste disposed to landfill and recycled

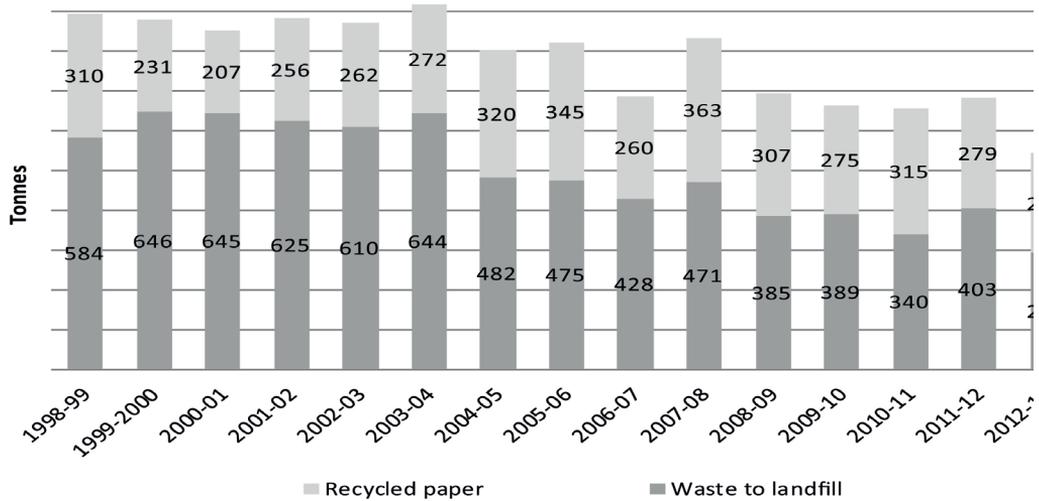


Figure 11—Annual quantity of landscape waste (tonnes)

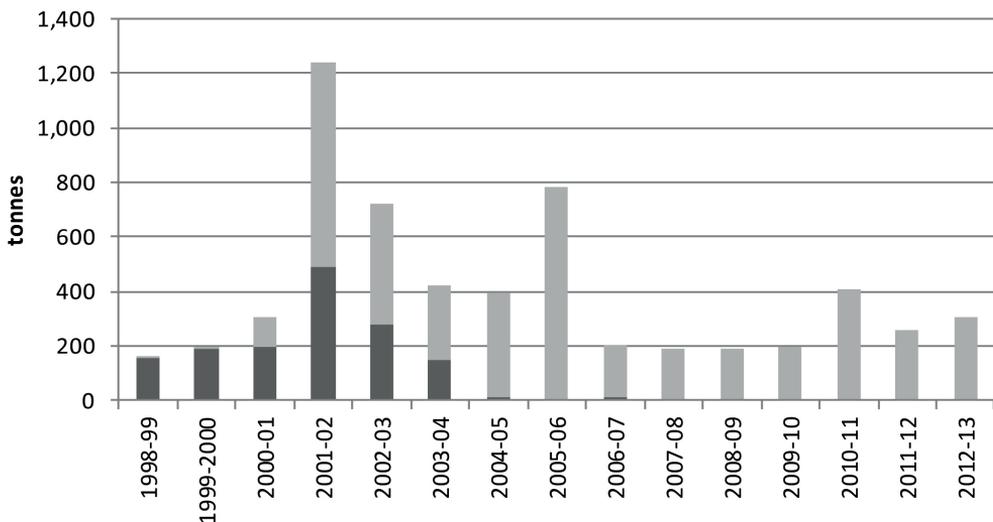


Figure 12 illustrates annual co-mingled and organic recycling rates.

Table 5.16 shows the breakdown of emissions within various categories.

Emissions and effluents

Figure 13 shows annual greenhouse gas emissions since Parliament House opened in 1988.

Greenhouse gas emissions

In 2012–13, emission offsets included 2,701 tonnes CO₂e from 10 per cent accredited green power purchased through the whole-of-government electricity contract, and a further 69 tonnes CO₂e from clean electricity generated on site from solar panels at Parliament House.

Figure 12—Annual co-mingled and organic recycling waste (tonnes)

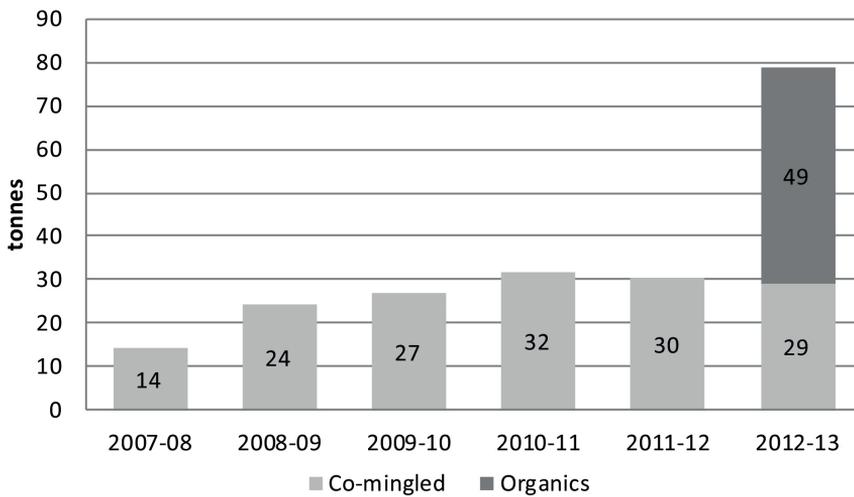


Figure 13—Annual greenhouse gas emissions from electricity and gas

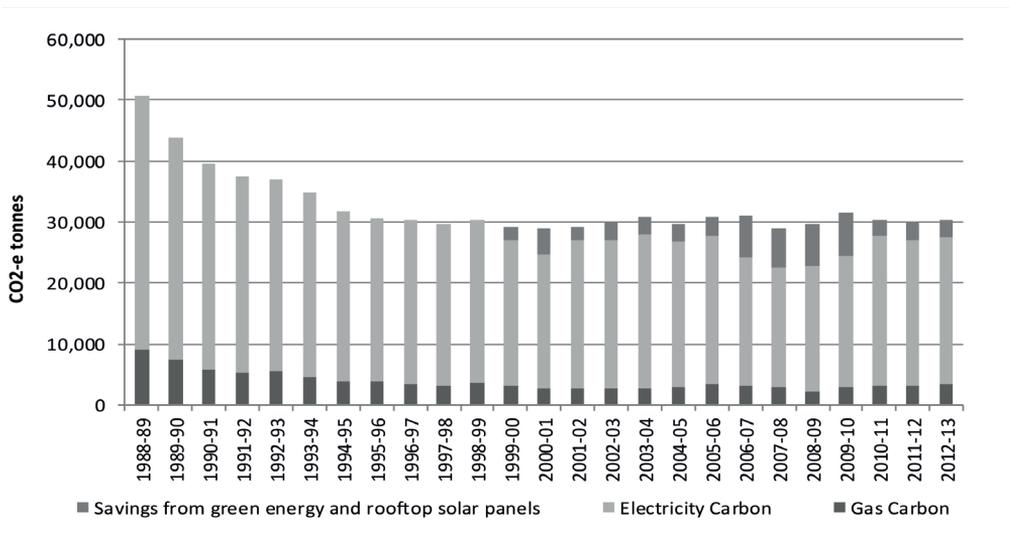


Table 5.16—Parliament House emissions

Emission Category	Comment	2010–11 (tonnes CO ₂ e)	2011–12 (tonnes CO ₂ e)	2012–13 (tonnes CO ₂ e)
Scope 1	Emissions at the source of the activity (for example, emitted from gas and fuels used at Parliament House and by vehicles)	2,557	2,688	2,684
Scope 2	Emissions generated elsewhere (for example, by the power plants that produce the electricity used at Parliament House)	20,745	20,046 ³³	20,371
Scope 3	Indirect emissions, meaning emissions generated during the delivery of electricity, gas and fuel to Parliament House, over which DPS has little control.	4,678	4,593	4,665
Scopes 1 & 2	DPS has direct responsibility for these emissions.	23,302	22,734	23,055
Total net emissions (Scopes 1,2 and 3) ³⁴	Direct and indirect emissions.	27,980	27,327	27,720

Ozone-depleting substances

Parliament House uses refrigerants that contain ozone-depleting substances. These are used for chillers, cool rooms and refrigerators. DPS is reducing the requirement for ozone-depleting gases through timely replacement of older equipment with equipment that uses environmentally safer refrigerants.

The year 2012–13 was the first year that DPS did not purchase any ozone depleting refrigerants, due to the reduction in older equipment.

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). Table 5.17 lists these emissions for 2012–13.

33. Scope 2 and 3 emissions for 2011–12 have been revised to reflect change to Energy Consumption—see footnote 29 Table 5.15.

34. Total net emissions include offsets from accredited green power purchased and solar power generated on site (solar power generated from June 2011).

Table 5.17—Emissions of air pollutants from natural gas consumption³⁵

Air pollutants	2010–11 (kg)	2011–12 (kg)	2012–13 (kg)
Carbon monoxide	1,912	2,009	2,057
Oxides of nitrogen	2270	2,389	2,448
Particulate matter (PM10)	168	177	181
Particulate matter (PM2.5)	168	176	180
Total volatile organic compounds	125	131	134
Sulphur dioxide	25	26	27
Polycyclic aromatic hydrocarbons	<1(0.015)	<1(0.015)	<1(0.016)

Discharges to water

Sewage from Parliament House is required, under a trade waste agreement, to be equivalent to domestic strength.³⁶ To ensure these requirements are met, the following facilities are in place:

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

Significant spills of chemicals, oils and fuels

In 2012–13, there were no significant spills of chemicals, oils or fuels from Parliament House.

35. Air pollutants reported comply with EN21 of the Global Reporting Initiative and are calculated using the National Pollution Inventory (NPI) online reporting tool. Air pollutants are from single-point sources such as vents or pipes (kg/year).

36. A domestic equivalent is a concentration or level the same as would be found in household waste water.

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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 2013, which comprise: a Statement by the Chief Executive and Chief Financial Officer; Statement of Comprehensive Income; Balance Sheet; Statement of Changes in Equity; Cash Flow Statement; Schedule of Commitments; Administered Schedule of Comprehensive Income; Administered Schedule of Assets and Liabilities; Administered Reconciliation Schedule; Administered Cash Flow Statement; Schedule of Administered Commitments; and Notes comprising a Summary of Significant Accounting Policies and other explanatory information.

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 is necessary to enable the preparation of the financial statements that give a true and fair view and 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.

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 2013 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
10 October 2013

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

In our opinion, the attached financial statements for the year ended 30 June 2013 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.



Carol Mills
Secretary

9 October 2013



Karen Williams FCPA
Chief Finance Officer

9 October 2013

Statement of Comprehensive Income

for the period ended 30 June 2013

	Notes	2013 \$'000	2012 \$'000
EXPENSES			
Employee benefits	3A	67 809	66 668
Suppliers	3B	44 299	41 747
Depreciation and amortisation	3C	24 593	23 595
Write-down and impairment of assets	3D	2	1
Losses from asset sales	3E	199	353
Total expenses		136 902	132 364
LESS:			
OWN-SOURCE INCOME			
Own-source revenue			
Sale of goods and rendering of services	4A	4 995	4 805
Rental income	4B	1 587	1 469
Other revenue	4C	381	273
Total own-source revenue		6 963	6 547
Gains			
Foreign exchange	4D	1	1
Other gains	4E	-	12
Total gains		1	13
Total own-source income		6 964	6 560
Net cost of services		129 938	125 804
Revenue from Government	4F	101 160	103 641
Deficit attributable to the Australian Government		(28 778)	(22 163)
OTHER COMPREHENSIVE INCOME			
Items not subject to subsequent reclassification to profit or loss			
Changes in asset revaluation reserve		3 253	414
Total comprehensive loss attributable to the Australian Government		(25 525)	(21 749)

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

Balance Sheet
as at 30 June 2013

	Notes	2013 \$'000	2012 \$'000
ASSETS			
Financial Assets			
Cash and cash equivalents	5A	223	306
Trade and other receivables	5B	<u>23 516</u>	<u>22 999</u>
Total financial assets		<u>23 739</u>	<u>23 305</u>
Non-financial assets			
Property, plant and equipment	6A,B	78 114	85 907
Intangibles	6C,D	25 255	32 525
Inventories	6E	173	188
Other non-financial assets	6F	<u>3 849</u>	<u>2 162</u>
Total non-financial assets		<u>107 391</u>	<u>120 782</u>
Total assets		<u>131 130</u>	<u>144 087</u>
LIABILITIES			
Payables			
Suppliers payable	7A	6 807	2 604
Other payables	7B	<u>2 129</u>	<u>2 658</u>
Total payables		<u>8 936</u>	<u>5 262</u>
Provisions			
Employee provisions	8A	<u>20 047</u>	20 900
Total provisions		<u>20 047</u>	<u>20 900</u>
Total liabilities		<u>28 983</u>	<u>26 162</u>
Net assets		<u>102 147</u>	<u>117 925</u>
EQUITY			
Contributed equity		164 004	154 257
Reserves		18 607	15 354
Accumulated deficit		<u>(80 464)</u>	<u>(51 686)</u>
Total equity		<u>102 147</u>	<u>117 925</u>

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

Statement of Changes in Equity
for the period ended 30 June 2013

	Accumulated deficit		Reserves		Contributed equity		Total equity	
	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000	2013 \$'000	2012 \$'000
Opening balance								
Balance carried forward from previous period	(51 686)	(29 507)	15 354	14 939	154 257	134 123	117 925	119 555
Adjustment for errors	-	(16)	-	1	-	1	-	(14)
Adjusted opening balance	(51 686)	(29 523)	15 354	14 940	154 257	134 124	117 925	119 541
Comprehensive income								
Other comprehensive income	-	-	3 253	414	-	-	3 253	414
Deficit for the period	(28 778)	(22 163)	-	-	-	-	(28 778)	(22 163)
Total comprehensive income	(28 778)	(22 163)	3 253	414	-	-	(25 525)	(21 749)
Transactions with owners								
Contributions by owners								
Departmental capital budget	-	-	-	-	9 747	20 133	9 747	20 133
Total transactions with owners	-	-	-	-	9 747	20 133	9 747	20 133
Closing balance at 30 June 2013	(80 464)	(51 686)	18 607	15 354	164 004	154 257	102 147	117 925

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

Cash Flow Statement

for the period ended 30 June 2013

	Notes	2013 \$'000	2012 \$'000
OPERATING ACTIVITIES			
Cash received			
Appropriations		101 870	105 809
Sales of goods and rendering of services		7 190	6 410
Net GST received		5 016	13 349
Other revenue		219	16
Total cash received		114 295	125 584
Cash used			
Employees		69 202	66 131
Suppliers		48 446	53 650
Total cash used		117 648	119 781
Net cash from/(used) by operating activities	9	(3 353)	5 803
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment		107	84
Total cash received		107	84
Cash used			
Purchase of property, plant and equipment		5 146	16 037
Purchase of intangibles		1 438	9 891
Total cash used		6 584	25 928
Net cash used by investing activities		(6 477)	(25 844)
FINANCING ACTIVITIES			
Cash received			
Contributed equity		-	834
Departmental capital budget		9 747	19 299
Total cash received		9 747	20 133
Net cash from financing activities		9 747	20 133
Net increase/(decrease) in cash held		(83)	92
Cash and cash equivalents at the beginning of the reporting period		306	214
Cash and cash equivalents at the end of the reporting period	5A	223	306

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

Schedule of Commitments

as at 30 June 2013

	2013 \$'000	2012 \$'000
BY TYPE		
Commitments receivable		
Sublease rental income	(2 399)	(3 460)
Net GST recoverable on commitments	<u>(4 693)</u>	<u>(1 828)</u>
Total commitments receivable	<u>(7 092)</u>	<u>(5 288)</u>
Commitments payable		
Capital commitments		
Property, plant and equipment	9 508	1 590
Intangibles	<u>3 872</u>	<u>320</u>
Total capital commitments	<u>13 380</u>	<u>1 910</u>
Other commitments		
Operating leases	52	155
Other	<u>41 522</u>	<u>21 504</u>
Total other commitments	<u>41 574</u>	<u>21 659</u>
Total commitments payable	<u>54 954</u>	<u>23 569</u>
Net commitments by type	<u>47 862</u>	<u>18 281</u>
BY MATURITY		
Commitments receivable		
Sublease rental income		
One year or less	(1 561)	(1 358)
From one to five years	<u>(838)</u>	<u>(2 102)</u>
Total sublease rental income	<u>(2 399)</u>	<u>(3 460)</u>
Other commitments receivable		
One year or less	(2 427)	(841)
From one to five years	<u>(2 266)</u>	<u>(987)</u>
Total other commitments receivable	<u>(4 693)</u>	<u>(1 828)</u>
Total commitments receivable	<u>(7 092)</u>	<u>(5 288)</u>
Commitments payable		
Capital commitments		
One year or less	6 240	918
From one to five years	<u>7 140</u>	<u>992</u>
Total capital commitments	<u>13 380</u>	<u>1 910</u>
Operating lease commitments		
One year or less	51	106
From one to five years	<u>1</u>	<u>49</u>
Total operating lease commitments	<u>52</u>	<u>155</u>

Other commitments

One year or less	22 090	9 583
From one to five years	19 432	11 921
Total other commitments	41 522	21 504
Total commitments payable	54 954	23 569
Net commitments by maturity	47 862	18 281

Note: commitments are GST inclusive where relevant.

The nature of capital commitments is primarily for the acquisition of plant and equipment assets.

The nature of other commitments is primarily for the acquisition of other goods and services.

The department in its capacity as lessor has leasing agreements for space within Parliament House for the press gallery and retail operations. Contingent rent is calculated and payable based on movements in the Consumer Price Index (CPI) and options for extension exist.

The department in its capacity as lessee has leasing agreements for motor vehicles. No contingent rent is payable, the agreements are effectively non-cancellable and there are no options for extension or purchase.

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

Administered Schedule of Comprehensive Income*for the period ended 30 June 2013*

	Notes	2013 \$'000	2012 \$'000
EXPENSES			
Depreciation and amortisation	15A	27 093	26 645
Losses from asset sales	15B	4	537
Total expenses administered on behalf of Government		27 097	27 182
LESS:			
OWN-SOURCE INCOME			
Own-source revenue			
Other revenue	16A	9	43
Total own-source revenue administered on behalf of Government		9	43
Gains			
Other gains	16B	68	2
Total gains		68	2
Total own-source income administered on behalf of Government		77	45
Net cost of services		27 020	27 137
Deficit		(27 020)	(27 137)
OTHER COMPREHENSIVE INCOME			
Changes in asset revaluation reserve		86 425	-
Total comprehensive income/(loss)		59 405	(27 137)

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

Administered Schedule of Assets and Liabilities*as at 30 June 2013*

	Notes	2013 \$'000	2012 \$'000
ASSETS			
Financial Assets			
Trade and other receivables	17A	<u>69</u>	<u>655</u>
Total financial assets		<u>69</u>	<u>655</u>
Non-financial assets			
Land and buildings	18A,C	<u>2 136 016</u>	<u>2 070 352</u>
Property, plant and equipment	18B,C	<u>90 048</u>	<u>84 490</u>
Total non-financial assets		<u>2 226 064</u>	<u>2 154 842</u>
Total assets administered on behalf of Government		<u>2 226 133</u>	<u>2 155 497</u>
LIABILITIES			
Payables			
Suppliers payable	19A	<u>669</u>	<u>450</u>
Other payables	19B	<u>24</u>	<u>636</u>
Total payables		<u>693</u>	<u>1 086</u>
Total liabilities administered on behalf of Government		<u>693</u>	<u>1 086</u>
Net assets		<u>2 225 440</u>	<u>2 154 411</u>

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

Administered Reconciliation Schedule

	2013	2012
	\$'000	\$'000
Opening administered assets less administered liabilities as at 1 July	2 154 411	2 146 766
Surplus/(deficit) items		
Plus: Administered income	76	45
Less: Administered expenses	(27 097)	(27 181)
Other comprehensive income:		
Administered revaluations taken to reserves	86 425	-
Administered transfers to/from Australian Government		
Appropriation transfers from OPA:		
Administered assets and liabilities appropriations	11 635	34 825
Transfers to OPA		
Administered receipts	(10)	(44)
Closing administered assets and liabilities as at 30 June	<u>2 225 440</u>	<u>2 154 411</u>

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

Administered Cash Flow Statement*for the period ended 30 June 2013*

	Notes	2013 \$'000	2012 \$'000
OPERATING ACTIVITIES			
Cash received			
Net GST received		1 592	3 270
Other revenue		8	44
Total cash received		<u>1 600</u>	<u>3 314</u>
Cash used			
Suppliers		980	3 134
Total cash used		<u>980</u>	<u>3 134</u>
Net cash from operating activities		<u>620</u>	<u>180</u>
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment		2	1
Total cash received		<u>2</u>	<u>1</u>
Cash used			
Purchase of property, plant and equipment		11 635	34 825
Total cash used		<u>11 635</u>	<u>34 825</u>
Net cash used by investing activities		<u>(11 633)</u>	<u>(34 824)</u>
Net decrease in cash held		<u>(11 013)</u>	<u>(34 644)</u>
Cash and cash equivalents at the beginning of the reporting period		-	-
Cash from the Official Public Account for:			
- Appropriations		12 615	37 959
		<u>12 615</u>	<u>37 959</u>
Cash to the Official Public Account for:			
- Appropriations		(1 592)	(3 271)
- Administered receipts		(10)	(44)
		<u>(1 602)</u>	<u>(3 315)</u>
Cash and cash equivalents at the end of the reporting period		<u>-</u>	<u>-</u>

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

Schedule of Administered Commitments*as at 30 June 2013*

	2013	2012
	\$'000	\$'000
BY TYPE		
Commitments receivable		
Net GST recoverable on commitments	<u>(97)</u>	(455)
Total commitments receivable	<u>(97)</u>	<u>(455)</u>
Commitments payable		
Capital commitments		
Property, plant and equipment	<u>1 065</u>	5 001
Total capital commitments	<u>1 065</u>	<u>5 001</u>
Total commitments payable	<u>1 065</u>	<u>5 001</u>
Net commitments by type	<u>968</u>	<u>4 546</u>
BY MATURITY		
Commitments receivable		
Other commitments receivable		
One year or less	<u>(97)</u>	(455)
Total other commitments receivable	<u>(97)</u>	<u>(455)</u>
Total commitments receivable	<u>(97)</u>	<u>(455)</u>
Commitments payable		
Capital commitments		
One year or less	<u>1 065</u>	5 001
Total capital commitments	<u>1 065</u>	<u>5 001</u>
Total commitments payable	<u>1 065</u>	<u>5 001</u>
Net commitments by maturity	<u>968</u>	<u>4 546</u>

Note: commitments are GST inclusive where relevant.

The nature of capital commitments is for the acquisition of plant and equipment assets.

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

Note 1: Summary of Significant Accounting Policies

1.1 Objectives of the Department of Parliamentary Services

The Department of Parliamentary Services (the department) is an Australian Government controlled entity. It is a not-for-profit entity. The objective of the department is to support the work of the Parliament, maintain Parliament House, and ensure that the building and parliamentary activity is accessible.

The department is structured to meet the following 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.

The Australian Government continues to have regard to developments in case law, including the High Court's most recent decision on Commonwealth expenditure in *Williams v Commonwealth* (2012) 288 ALR 410, as they contribute to the larger body of law relevant to the development of Commonwealth programs. In accordance with its general practice, the Government will continue to monitor and assess risk and decide on any appropriate actions to respond to risks of expenditure not being consistent with constitutional or other legal requirements.

The continued existence of the department in its present form and with its present programs is dependent on Government policy and on continuing funding by Parliament for its administration and programs.

The department's activities contributing toward these outcomes are classified as either departmental or administered. Departmental activities involve the use of assets, liabilities, income and expenses controlled or incurred by the department in its own right. Administered activities involve the management or oversight by the department, on behalf of the Government, of items controlled or incurred by the Government.

The department conducts the following administered activities on behalf of the Government:

Parliament House Works Program - supports the operation of Parliament into the future, while 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 are general purpose financial statements and are required by section 49 of the *Financial Management and Accountability Act 1997*.

The financial statements have been prepared in accordance with:

- a) Finance Minister's Orders (FMOs) for reporting periods ending on or after 1 July 2012; and
- b) Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities 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 the department or a future sacrifice of economic benefits will be required and the amounts of the assets or liabilities can be reliably measured. However, assets and liabilities arising under executor contracts are not recognised unless required by an accounting standard. Liabilities and assets that are unrecognised are reported in the schedule of commitments or the schedule of contingencies.

Unless alternative treatment is specifically required by an accounting standard, income and expenses are recognised in the Statement of Comprehensive Income when and only when the flow, consumption or loss of economic benefits has occurred and can be reliably measured.

1.3 Significant Accounting Judgements and Estimates

In the process of applying the accounting policies listed in this note, the department has made the following judgements that have a significant impact on the amounts recorded in the financial statements:

- The fair value of land has been taken to be the market value of similar properties with consideration of the impact of the restricted use clause, as determined by an independent valuer (see Note 1.17 for further information);
- The fair value of Parliament House (buildings), a specialised building, has been based on depreciated replacement cost as determined by an independent valuer (see Note 1.17 for further information); and
- The calculation of leave provisions involved actuarial assumptions based on the likely tenure of existing staff, patterns of leave claims and payouts, future salary movements and future discount rates (see Note 1.8 for further information).

No other accounting assumptions and estimates have been identified that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next reporting 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.

The following revised standard was issued prior to the sign-off date, was applicable to the current reporting period and had a financial impact on the department:

AASB 101 Presentation of Financial Statements

Other new standards, revised standards, interpretations and amending standards that were issued prior to the sign-off date and are applicable to the current reporting period did not have a financial impact, and are not expected to have a future financial impact on the department.

Future Australian Accounting Standard Requirements

The following new standards, revised standards, interpretations and amending standards were issued by the Australian Accounting Standards Board prior to the sign-off date, were applicable to future reporting periods and are expected to have a financial impact on the department for future reporting periods:

AASB 9 Financial Instruments

AASB 13 Fair Value Measurement

AASB 1055 Budgetary Reporting

Other new standards, revised standards, interpretations and amending standards that were issued prior to the sign-off date and are applicable to future reporting periods are not expected to have a financial impact on the department.

1.5 Revenue

Revenue from the sale of goods is recognised when:

- a) the risks and rewards of ownership have been transferred to the buyer;
- b) the department retains no managerial involvement or effective control over the goods;
- c) the revenue and transaction costs incurred can be reliably measured; and
- d) it is probable that the economic benefits associated with the transaction will flow to the department.

Revenue from rendering of services is recognised by reference to the stage of completion of contracts at the reporting date. The revenue is recognised when:

- a) the amount of revenue, stage of completion and transaction costs incurred can be reliably measured; and
- b) the probable economic benefits associated with the transaction will flow to the department.

The stage of completion of contracts at the reporting date is determined by reference to:

- a) surveys of work performed;
- b) services performed to date as a percentage of total services to be performed; or
- c) the proportion that costs incurred to date bear to the estimated total costs of the transaction.

Receivables for goods and services, which have 30 day terms, are recognised at the nominal amounts due less any impairment allowance account. Collectability of debts is reviewed at end of the reporting period. Allowances are made when collectability of the debt is no longer probable.

Interest revenue is recognised using the effective interest method as set out in AASB 139 *Financial Instruments: Recognition and Measurement*.

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.

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).

Revenue from Government

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the department gains control of the appropriation, 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.

1.6 Gains

Resources Received Free of Charge

Resources received free of charge are recognised as gains when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense.

Resources received free of charge are recorded as either revenue or gains depending on their nature.

Contributions of assets at no cost of acquisition or for nominal consideration are recognised as gains at their fair value when the asset qualifies for recognition, unless received from another Government entity as a consequence of a restructuring of administrative arrangements (refer to Note 1.7).

Sale of Assets

Gains from disposal of 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 from or relinquished to another Government entity 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 it is 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 twelve months of the end of reporting period are measured at their nominal amounts.

The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

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

Leave

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

The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the department's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave has been determined by reference to the work of an actuary (using the short-hand method) as at 30 June 2013. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Separation and Redundancy

Provision is made for separation and redundancy benefit payments. The department recognises a provision for termination when it has developed a detailed formal plan for the terminations and has informed those employees affected that it will carry out the terminations.

Superannuation

The department's staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), the PSS accumulation plan (PSSap) or other superannuation funds held outside the Commonwealth.

The CSS and PSS are defined benefit schemes for the Australian Government. 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 in the department of Finance and Deregulation's administered schedules and notes.

The department makes employer contributions to the employees' superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the Government. The department accounts for the contributions as if they were contributions to defined contribution plans.

The liability for superannuation recognised as at 30 June represents outstanding contributions for the final fortnight of the year.

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 rewards incidental to ownership of leased assets. An operating lease is a lease that 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 is recognised at the same time and for the same amount.

The discount rate used is the interest rate implicit in the lease. Leased assets are amortised over the period of the lease. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are expensed on a straight-line basis which is representative of the pattern of benefits derived from the leased assets.

1.10 Borrowing Costs

All borrowing costs are expensed as incurred.

1.11 Cash

Cash is recognised at its nominal amount. Cash and cash equivalents includes:

- a) cash on hand; and
- b) demand deposits in bank accounts with an original maturity of 3 months or less that are readily convertible to known amounts of cash and subject to insignificant risk of changes in value.

1.12 Financial Assets

The department classifies its financial assets in the following categories:

- a) financial assets at fair value through profit or loss;
- b) held-to-maturity investments;
- c) available-for-sale financial assets; and
- d) loans and receivables.

The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition. Financial assets are recognised and derecognised upon trade date.

Effective Interest Method

The effective interest method is a method of calculating the amortised cost of a financial asset and of allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset, or, where appropriate, a shorter period.

Income is recognised on an effective interest rate basis except for financial assets that are recognised 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:

- a) have been acquired principally for the purpose of selling in the near future;
- b) are derivatives that are not designated and effective as a hedging instrument; or
- c) are parts of an identified portfolio of financial instruments that the department manages together and has a recent actual pattern of short-term profit-taking.

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. Interest earned on financial assets at FVPL is included in line item 'Change in fair value through profit and loss'.

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 surplus and deficit for the period.

Where a reliable fair value cannot be established for unlisted investments in equity instruments, these instruments are valued at cost.

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.

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 or Loss

Financial liabilities at fair value through profit or loss are initially measured at fair value. Subsequent fair value adjustments are recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest paid on the financial liability.

Other Financial Liabilities

Other financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective yield basis.

The effective interest method is a method of calculating the amortised cost of a financial liability and of allocating interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments through the expected life of the financial liability, or, where appropriate, a shorter period.

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

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 of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor's accounts immediately prior to the restructuring.

1.17 Property, Plant and Equipment

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 (excluding GST), which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total).

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located.

Revaluations

Fair values for each class of asset are determined as shown below:

<i>Asset Class</i>	<i>Fair Value Measurement</i>
Land	Market selling price
Buildings	Depreciated replacement cost
Infrastructure, plant and equipment	Market selling price
Heritage and cultural assets	Market selling price

Following initial recognition at cost, property, plant and equipment were carried at fair value less subsequent accumulated depreciation and accumulated impairment losses. Valuations were conducted with sufficient frequency to ensure that the carrying amounts of assets did not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depended upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments were made on a class basis. Any revaluation increment was credited to equity under the heading of asset revaluation reserve except to the extent that it reversed a previous revaluation decrement of the same asset class that was previously recognised in the surplus/deficit. Revaluation decrements for a class of assets were recognised directly in the surplus/deficit except to the extent that they reversed a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is restated proportionately with the change in the gross carrying amount of the asset so that the carrying amount of the asset after revaluation equals its revalued amount.

Depreciation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the department using either the straight-line method or the diminishing value method of depreciation.

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Depreciation rates applying to each class of depreciable asset are based on the following useful lives:

	2013	2012
Buildings (excluding leasehold improvements)	5 - 200 years	20 - 200 years
Infrastructure, plant and equipment	2 - 47 years	3 - 50 years

Impairment

All assets were assessed for impairment at 30 June 2013. 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 the department were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

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

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

- the rotational collection, consisting largely of contemporary Australian artworks;
 - the architectural commissions, consisting of artworks that were commissioned as an integrated part of the architectural design of the building (including commissioned artist-made furniture);
 - the historic memorials collection, consisting of historical portraits and paintings of significant events;
 - the gift collection, consisting of gifts that have been made to the Parliament;
 - the constitutional documents, a group of significant archival documents managed as part of the PHAC;
- and
- the archive, a range of historic and archival materials about Parliament, the PHAC and the construction of Parliament House.

The department has adopted appropriate curatorial and preservation policies in respect of the PHAC, which are available via the following link:

http://www.aph.gov.au/About_Parliament/Parliamentary_departments/departments_of_Parliamentary_Services/policies

1.18 Intangibles

The department's intangibles comprise software (purchased and internally developed for internal use) and other intangibles (digitised Hansard records). 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 lives of the department's software are 2 to 14 years (2012: 3 to 10 years). Other intangibles are amortised on a straight line basis over its anticipated useful life. The useful lives of the department's other intangibles is 100 years (2012: 100 years).

All software and other intangible assets were assessed for indications of impairment as at 30 June 2013.

1.19 Inventories

Inventories held for sale are valued at the lower of cost and net realisable value.

Inventories held for distribution are valued at cost, adjusted for any loss of service potential.

Costs incurred in bringing each item of inventory to its present location and condition are assigned as follows:

- a) raw materials and stores – purchase cost on a first-in-first-out basis; and
- b) finished goods and work-in-progress – cost of direct materials and labour plus attributable costs that can be allocated on a reasonable basis.

Inventories acquired at no cost or nominal consideration are initially measured at current replacement cost at the date of acquisition.

1.20 Taxation/Competitive Neutrality

The department is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and the Goods and Services Tax (GST).

Revenues, expenses and assets are recognised net of GST except:

- a) where the amount of GST incurred is not recoverable from the Australian Taxation Office; and
- b) for receivables and payables.

1.21 Reporting of Administered Activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules and related notes.

Except where otherwise stated below, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.

Administered Cash Transfers to and from the Official Public Account

Revenue collected by the department for use by the Government rather than the entity is administered revenue. Collections are transferred to the Official Public Account (OPA) maintained by the Department of Finance and Deregulation. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of Government. These transfers to and from the OPA are adjustments to the administered cash held by the entity on behalf of the Government and reported as such in the schedule of administered cash flows and in the administered reconciliation schedule.

Revenue

All administered revenues are revenues relating to ordinary activities performed by the department on behalf of the Australian Government. As such, administered appropriations are not revenues of the department that oversees distribution or expenditure of the funds as directed.

Loans and Receivables

Where loans and receivables are not subject to concessional treatment, they are carried at amortised cost using the effective interest method. Gains and losses due to impairment, derecognition and amortisation are recognised through profit or loss.

1.22 Restatements

Where required, immaterial changes to prior year comparatives have been made.

Note 2: Events After the Reporting Period

Departmental

There was no subsequent event that had the potential to significantly affect the ongoing structure and financial activities of the entity.

Administered

There was no subsequent event that had the potential to significantly affect the ongoing structure and financial activities of the entity.

Note 3: Expenses

	2013 \$'000	2012 \$'000
Note 3A: Employee Benefits		
Wages and salaries	51 158	48 999
Superannuation:		
Defined contribution plans	2 896	2 807
Defined benefit plans	7 405	6 498
Leave and other entitlements	5 361	6 360
Separation and redundancies	861	1 801
Other	128	203
Total employee benefits	67 809	66 668
Note 3B: Suppliers		
Goods and services		
Professional services	2 065	2 061
Contractors	13 143	12 579
Information resources	1 867	2 210
Communications	1 870	2 487
Office equipment and supplies	591	826
Employee related	2 243	2 129
Travel	441	503
Utilities	6 182	4 471
Maintenance	7 042	5 999
Other property operating expenses	6 214	6 939
Other	759	747
Total goods and services	42 417	40 951
Goods and services are made up of:		
Provision of goods - related entities	34	58
Provision of goods - external parties	5 071	4 971
Rendering of services - related entities	12 368	13 499
Rendering of services - external parties	24 944	22 423
Total goods and services	42 417	40 951

Other supplier expenses		
Operating lease rentals - external parties		
Minimum lease payments	25	29
Workers compensation expenses	1 857	767
Total other supplier expenses	1 882	796
Total supplier expenses	44 299	41 747

Note 3C: Depreciation and Amortisation

Depreciation:		
Property, plant and equipment	15 887	15 532
Total depreciation	15 887	15 532
Amortisation:		
Computer software	8 204	7 887
Other Intangibles	502	176
Total amortisation	8 706	8 063
Total depreciation and amortisation	24 593	23 595

Note 3D: Write-Down and Impairment of Assets

Asset write-downs and impairments from:		
Impairment on financial instruments	2	1
Total write-down and impairment of assets	2	1

Note 3E: Losses from Asset Sales

Property, plant and equipment		
Proceeds from sale	(107)	(96)
Carrying value of assets sold	290	437
Selling expense	15	12
Intangibles		
Carrying value of assets sold	1	-
Total losses from asset sales	199	353

Note 4: Income

	2013	2012
	\$'000	\$'000
<u>Note 4A: Sale of goods and rendering of services</u>		
Provision of goods - related entities	3	6
Provision of goods - external parties	1 129	1 194
Rendering of services - related entities	2 910	2 482
Rendering of services - external parties	953	1 123
Total sales of goods and rendering of services	4 995	4 805
<u>Note 4B: Rental income</u>		
Operating lease:		
Contingent Rentals	159	48
Other	1 428	1 421
Total rental income	1 587	1 469
<u>Note 4C: Other revenue</u>		
Resources received free of charge		
Provision of library services	22	25
Provision of external audit services	141	141
Other	218	107
Total other revenue	381	273
<u>Note 4D: Foreign exchange</u>		
Non-speculative	1	1
Total foreign exchange gains	1	1
<u>Note 4E: Other gains</u>		
Other	-	12
Total other gains	-	12
<u>Note 4F: Revenue from Government</u>		
Appropriations:		
Departmental appropriations	101 160	103 641
Total revenue from Government	101 160	103 641

Note 5: Financial Assets

	2013 \$'000	2012 \$'000
Note 5A: Cash and cash equivalents		
Cash on hand or on deposit	223	306
Total cash and cash equivalents	223	306
Note 5B: Trade and other receivables		
Goods and services:		
Goods and services - related entities	1 632	160
Goods and services - external parties	246	249
Total receivables for goods and services	1 878	409
Appropriations receivable:		
For existing programs	20 696	21 406
Total appropriations receivable	20 696	21 406
Other receivables		
GST receivable from the Australian Taxation Office	849	1 106
Other	93	78
Total other receivables	942	1 184
Total trade and other receivables (gross)	23 516	22 999
Receivables are expected to be recovered in:		
No more than 12 months	23 505	22 999
More than 12 months	11	-
Total trade and other receivables (gross)	23 516	22 999
Receivables are aged as follows:		
Not overdue	23 448	22 894
Overdue by:		
0 to 30 days	7	3
61 to 90 days	61	54
More than 90 days	-	48
Total receivables (gross)	23 516	22 999

Credit terms for goods and services were within 30 days (2012: 30 days).

Reconciliation of the Impairment Allowance Account

Movements in relation to 2013

	Goods and services \$'000	Total \$'000
Opening balance	-	-
Amounts written off	(2)	(2)
Increase recognised in net surplus	2	2
Closing balance	-	-

Movements in relation to 2012

	Goods and services \$'000	Total \$'000
Opening balance	-	-
Amounts written off	(1)	(1)
Increase recognised in net surplus	1	1
Closing balance	-	-

Note 6: Non-Financial Assets

	2013	2012
	\$'000	\$'000
Note 6A: Property, plant and equipment		
Property, plant and equipment		
Information technology assets		
Work in progress	11 984	14 089
Fair value	39 537	35 638
Accumulated depreciation	<u>(30 114)</u>	<u>(27 817)</u>
Total information technology assets	<u>21 407</u>	<u>21 910</u>
Communication assets		
Work in progress	14 081	14 155
Fair value	90 699	89 618
Accumulated depreciation	<u>(70 019)</u>	<u>(65 532)</u>
Total communication assets	<u>34 761</u>	<u>38 241</u>
Monitoring assets		
Fair value	831	1 279
Accumulated depreciation	<u>(814)</u>	<u>(1 250)</u>
Total monitoring assets	<u>17</u>	<u>29</u>
Furniture and equipment		
Work in progress	367	169
Fair value	12 788	12 733
Accumulated depreciation	<u>(8 971)</u>	<u>(8 907)</u>
Total furniture and equipment	<u>4 184</u>	<u>3 995</u>
Library collection		
Work in progress	32	-
Fair value	11 339	10 965
Accumulated depreciation	<u>(6 892)</u>	<u>(6 149)</u>
Total library collection	<u>4 479</u>	<u>4 816</u>
Security infrastructure		
Work in progress	1 683	1 764
Fair value	86 229	82 331
Accumulated depreciation	<u>(74 646)</u>	<u>(67 179)</u>
Total security infrastructure	<u>13 266</u>	<u>16 916</u>
Total property, plant and equipment	<u>78 114</u>	<u>85 907</u>

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

A number of items of property, plant and equipment are expected to be sold or disposed of within the next 12 months.

All revaluations were conducted in accordance with the revaluation policy stated at Note 1. On 30 June 2013, an independent valuer (the Australian Valuation Office) conducted the revaluations.

A revaluation increment of \$3,253,326 for plant and equipment (2012: \$414,482) was credited to the asset revaluation reserve by asset class and included in the equity section of the balance sheet; no decrements were expensed (2012: \$nil expensed).

Note 6B: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment 2013

	Information technology assets \$'000	Comm- unication assets \$'000	Monitoring assets \$'000	Furniture and equipment \$'000	Library collection \$'000	Security infra- structure \$'000	Total Other property, plant and equipment \$'000
As at 1 July 2012							
Gross book value	49 727	103 773	1 279	12 902	10 965	84 095	262 741
Accumulated depreciation and impairment	(27 817)	(65 532)	(1 250)	(8 907)	(6 149)	(67 179)	(176 834)
Net book value 1 July 2012	21 910	38 241	29	3 995	4 816	16 916	85 907
Additions							
By purchase	1 818	1 654	-	809	490	360	5 131
Revaluations and impairments recognised in other comprehensive income	2 674	-	16	-	-	563	3 253
Depreciation expense	(4 860)	(5 110)	(26)	(548)	(791)	(4 552)	(15 887)
Disposals							
Other	(135)	(24)	(2)	(72)	(36)	(21)	(290)
Net book value 30 June 2013	21 407	34 761	17	4 184	4 479	13 266	78 114
Net book value as of 30 June 2013 represented by:							
Gross book value	51 521	104 780	831	13 155	11 371	87 912	269 570
Accumulated depreciation and impairment	(30 114)	(70 019)	(814)	(8 971)	(6 892)	(74 646)	(191 456)
Net book value 30 June 2013	21 407	34 761	17	4 184	4 479	13 266	78 114

Note 6B (Cont'd): Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment 2012

	Information technology assets \$'000	Comm- unication assets \$'000	Monitoring assets \$'000	Furniture and equipment \$'000	Library collection \$'000	Security infra- structure \$'000	Total Other property, plant and equipment \$'000
As at 1 July 2011							
Gross book value	44 523	107 583	1 396	12 696	13 722	82 650	262 570
Accumulated depreciation and impairment	(22 712)	(71 470)	(1 330)	(8 898)	(8 690)	(62 725)	(175 825)
Net book value 1 July 2011	21 811	36 113	66	3 798	5 032	19 925	86 745
Additions							
By purchase	5 732	6 119	-	832	589	1 445	14 717
Revaluations and impairments recognised in other comprehensive income	-	-	-	-	414	-	414
Depreciation expense	(5 566)	(3 877)	(36)	(582)	(1 017)	(4 454)	(15 532)
Disposals							
Other	(67)	(114)	(1)	(53)	(202)	-	(437)
Net book value 30 June 2012	21 910	38 241	29	3 995	4 816	16 916	85 907
Net book value as of 30 June 2012 represented by:							
Gross book value	49 727	103 773	1 279	12 902	10 965	84 095	262 741
Accumulated depreciation and impairment	(27 817)	(65 532)	(1 250)	(8 907)	(6 149)	(67 179)	(176 834)
Net book value 30 June 2012	21 910	38 241	29	3 995	4 816	16 916	85 907

	2013	2012
	\$'000	\$'000
<u>Note 6C: Intangibles</u>		
Computer software:		
Internally developed - in use	-	110
Purchased - in progress	6 698	7 243
Purchased - in use	50 299	49 604
Accumulated amortisation	<u>(36 381)</u>	<u>(29 048)</u>
Total computer software	<u>20 616</u>	<u>27 909</u>
Other intangibles:		
Internally developed - in progress	289	-
Internally developed - in use	5 313	5 076
Accumulated amortisation	<u>(963)</u>	<u>(460)</u>
Total other intangibles	<u>4 639</u>	<u>4 616</u>
Total intangibles	<u>25 255</u>	<u>32 525</u>

No indicators of impairment were found for intangibles.

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

Note 6D: Reconciliation of the Opening and Closing Balances of Intangibles 2013

	Computer software (internally developed) \$'000	Computer software (purchased) \$'000	Other intangibles \$'000	Total intangibles \$'000
As at 1 July 2012				
Gross book value	110	56 847	5 076	62 033
Accumulated amortisation and impairment	(110)	(28 938)	(460)	(29 508)
Net book value 1 July 2012	-	27 909	4 616	32 525
Additions				
By purchase	-	912	525	1 437
Amortisation expense	-	(8 204)	(502)	(8 706)
Disposals	-	-	-	-
Other	-	(1)	-	(1)
Net book value 30 June 2013	-	20 616	4 639	25 255
Net book value as of 30 June 2013 represented by:				
Gross book value	-	56 997	5 602	62 599
Accumulated amortisation and impairment	-	(36 381)	(963)	(37 344)
Net book value 30 June 2013	-	20 616	4 639	25 255

Note 6D (Cont'd): Reconciliation of the Opening and Closing Balances of Intangibles 2012

	Computer software (internally developed) \$'000	Computer software (purchased) \$'000	Other intangibles \$'000	Total intangibles \$'000
As at 1 July 2011				
Gross book value	4 040	52 585	4 304	60 929
Accumulated amortisation and impairment	(4 038)	(24 273)	(285)	(28 596)
Net book value 1 July 2011	2	28 312	4 019	32 333
Additions				
By purchase	-	7 483	772	8 255
Amortisation expense	(2)	(7 886)	(175)	(8 063)
Net book value 30 June 2012	-	27 909	4 616	32 525
Net book value as of 30 June 2012 represented by:				
Gross book value	110	56 847	5 076	62 033
Accumulated amortisation and impairment	(110)	(28 938)	(460)	(29 508)
Net book value 30 June 2012	-	27 909	4 616	32 525

	2013	2012
	\$'000	\$'000
Note 6E: Inventories		
Inventories held for sale:		
Finished goods	<u>173</u>	<u>188</u>
Total inventories	<u>173</u>	<u>188</u>

During 2013, \$592,076 of inventory held for sale was recognised as an expense (2012: \$612,087).

No items of inventory were recognised at fair value less cost to sell.

All inventories are expected to be sold or distributed in the next 12 months.

Note 6F: Other Non-Financial Assets

Prepayments	<u>3 849</u>	<u>2 162</u>
Total other non-financial assets	<u>3 849</u>	<u>2 162</u>

Total other non-financial assets are expected to be recovered in:

No more than 12 months	<u>2 742</u>	<u>1 857</u>
More than 12 months	<u>1 107</u>	<u>305</u>
Total other non-financial assets	<u>3 849</u>	<u>2 162</u>

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

Note 7: Payables

	2013	2012
	\$'000	\$'000
Note 7A: Suppliers		
Supplier payables and accruals	6 807	2 604
Total supplier payables	6 807	2 604

Supplier payables expected to be settled within 12 months:

Related entities	1 130	881
External parties	5 677	1 723
Total supplier payables	6 807	2 604

Settlement was usually made within 30 days.

Note 7B: Other payables

Salaries and wages	1 442	1 407
Superannuation	405	259
Separations and redundancies	233	939
Prepayments received/unearned income	3	5
Other	46	48
Total other payables	2 129	2 658

Total other payables are expected to be settled in:

No more than 12 months	2 129	2 658
More than 12 months	-	-
Total other payables	2 129	2 658

Note 8: Provisions

	2013	2012
	\$'000	\$'000
Note 8A: Employee provisions		
Leave	20 047	20 900
Total employee provisions	20 047	20 900

Employee provisions are expected to be settled in:

No more than 12 months	6 471	5 866
More than 12 months	13 576	15 034
Total employee provisions	20 047	20 900

Note 9: Cash Flow Reconciliation

	2013 \$'000	2012 \$'000
Reconciliation of cash and cash equivalents as per Balance Sheet to Cash Flow Statement		
Cash and cash equivalents as per:		
Cash flow statement	223	306
Balance sheet	223	306
Difference	<u>-</u>	<u>-</u>
Reconciliation of net cost of services to net cash from operating activities:		
Net cost of services	(129 938)	(125 804)
Add revenue from Government	101 160	103 641
Adjustments for non-cash items		
Depreciation/amortisation	24 593	23 595
Net write down of financial assets	2	1
Loss on disposal of assets	199	353
Resources received free of charge - services	-	(166)
Gain on foreign currency exchange	(1)	(1)
Gain on previously unrecognised assets	-	(12)
Changes in assets/liabilities		
(Increase)/decrease in trade and other receivables	(517)	4 727
(Increase)/decrease in inventories	15	53
(Increase)/decrease in other non-financial assets	(1 687)	(782)
Increase/(decrease) in suppliers payables	4 203	(542)
Increase/(decrease) in other payables	(529)	862
Increase/(decrease) in employee provisions	(853)	(122)
Net cash from/(used by) operating activities	<u>(3 353)</u>	<u>5 803</u>

Note 10: Contingent Assets and Liabilities

Quantifiable Contingencies

The department had no quantifiable contingencies as at 30 June 2013 (2012: nil).

Unquantifiable Contingencies

The department had no unquantifiable contingencies as at 30 June 2013. (2012: The department had one legal claim relating to workplace arrangements. It was not possible to estimate amounts of any eventual payments that may have been required in relation to that claim).

Significant Remote Contingencies

The department had no significant remote contingencies as at 30 June 2013 (2012: nil).

Note 11: Senior Executive Remuneration

	2013	2012
	\$	\$
<u>11A: Senior Executive Remuneration Expenses for the Reporting Period</u>		
Short-term employee benefits:		
Salary	1 357 191	1 724 866
Annual leave accrued	(51 017)	112 028
Performance bonuses	3 506	12 556
Other	<u>100 474</u>	<u>150 823</u>
Total short-term employee benefits	<u>1 410 154</u>	<u>2 000 273</u>
Post employment benefits:		
Superannuation	<u>194 414</u>	<u>279 826</u>
Total post employment benefits	<u>194 414</u>	<u>279 826</u>
Other long-term benefits:		
Long-service leave	<u>48 336</u>	<u>24 273</u>
Total other long-term benefits	<u>48 336</u>	<u>24 273</u>
Termination benefits:		
Redundancy payments	<u>315 518</u>	<u>-</u>
Total termination benefits	<u>315 518</u>	<u>-</u>
Total senior executive remuneration expenses	<u>1 968 422</u>	<u>2 304 372</u>

Notes:

- Note 11A is prepared on an accrual basis (therefore the performance bonus expenses disclosed above may differ from the cash 'bonus paid' in Note 11B).
- Note 11A excludes acting arrangements and part-year service where total remuneration expensed for a senior executive was less than \$180,000.
- 'Other' includes vehicle allowances and associated fringe benefits tax.

Note 11B: Average Annual Reportable Remuneration Paid to Substantive Senior Executives During the Reporting Period

	2013					2012						
	Senior Executives No.	Reportable salary ² \$	Contributed superannuation ³ \$	Reportable allowances ⁴ \$	Bonus paid ⁵ \$	Total \$	Senior Executives No.	Reportable salary ² \$	Contributed superannuation ³ \$	Reportable allowances ⁴ \$	Bonus paid ⁵ \$	Total \$
Average annual reportable remuneration¹												
Total remuneration (including part-time arrangements):												
less than \$180,000	9	66,774	11,271	-	-	78,045	6	66,560	14,422	-	-	80,982
\$180,000 to \$209,999	4	173,806	28,614	-	877	203,297	4	158,074	35,313	-	-	193,387
\$240,000 to \$269,999	1	219,222	35,574	-	-	254,796	2	190,727	27,890	-	3,916	222,533
\$360,000 to \$389,999	1	355,253	26,014	-	-	381,267	2	277,886	32,106	-	4,723	314,715
Total	15						15					

Notes:

1. This table reports substantive senior executives who received remuneration during the reporting period. Each row is an averaged figure based on headcount for individuals in the band.
2. 'Reportable salary' includes the following:
 - a) gross payments (less any bonuses paid, which are separated out and disclosed in the 'bonus paid' column);
 - b) reportable fringe benefits (at the net amount prior to 'grossing up' to account for tax purposes);
 - c) exempt foreign employment income; and
 - d) salary sacrificed benefits.
3. The 'contributed superannuation' amount is the average actual superannuation contributions paid to substantive senior executives in that reportable remuneration band during the reporting period.
4. 'Reportable allowances' are the average actual allowances paid as per the 'total allowances' line on individuals' payment summaries.
5. 'Bonus paid' represents average actual bonuses paid during the reporting period in that reportable remuneration band. The 'bonus paid' within a particular band may vary between financial years due to various factors such as individuals commencing with or leaving the entity during the financial year.

11C: Other Highly Paid Staff

There were no other highly paid staff (2012: nil).

Note 12: Remuneration of Auditors

	2013	2012
	\$'000	\$'000

Financial statement audit services were provided free of charge to the department by the Australian National Audit Office (ANAO).

Fair value of the services provided

Financial statement audit services	<u>141</u>	<u>141</u>
Total	<u>141</u>	<u>141</u>

No other services were provided by the auditors of the financial statements.

Note 13: Financial Instruments

	2013	2012
	\$'000	\$'000

Note 13A: Categories of financial instruments**Financial assets****Loans and receivables**

Cash and cash equivalents	223	306
Trade receivables	<u>1 878</u>	<u>409</u>
Total	<u>2 101</u>	<u>715</u>
Carrying amount of financial assets	<u>2 101</u>	<u>715</u>

Financial liabilities**At amortised cost**

Supplier payables	<u>6 807</u>	<u>2 604</u>
Total	<u>6 807</u>	<u>2 604</u>
Carrying amount of financial liabilities	<u>6 807</u>	<u>2 604</u>

Note 13B: Credit Risk

The department was exposed to minimal credit risk as its financial assets consist only of cash and trade receivables. The maximum exposure to credit risk was the risk that arose from potential default of a debtor. This amount is equal to the total amount of trade receivables.

The following table illustrates the department's gross exposure to credit risk, excluding any collateral or credit enhancements.

	2013	2012
	\$'000	\$'000
Financial assets		
Loans and receivables:		
Cash and cash equivalents	223	306
Trade receivables	1 878	409
Total	2 101	715
Financial liabilities		
At amortised cost:		
Supplier payables	6 807	2 604
Total	6 807	2 604

In relation to the department's gross credit risk and the financial effect in respect of the amount that best represents the maximum exposure to credit risk, no collateral is held.

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

	Not past due nor impaired 2013	Not past due nor impaired 2012	Past due or impaired 2013	Past due or impaired 2012
	\$'000	\$'000	\$'000	\$'000
Loans and receivables:				
Cash and cash equivalents	223	306	-	-
Trade receivables	1 810	304	68	105
Total	2 033	610	68	105

Ageing of financial assets that were past due but not impaired for 2013

	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	7	-	61	-	68
Total	7	-	61	-	68

Ageing of financial assets that were past due but not impaired for 2012

	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	3	-	54	48	105
Total	3	-	54	48	105

Note 13C: Liquidity risk

The department's financial liabilities are payables. The exposure to liquidity risk is based on the notion that the department will encounter difficulty in meeting its obligations associated with financial liabilities. This was highly unlikely due to receiving appropriation funding aimed at ensuring there are appropriate resources to meet financial obligations as and when they fall due. In addition, the department has policies in place to ensure timely payments are made when due and has no past experience of default.

Maturities for non-derivative financial liabilities 2013

	On demand \$'000	within 1 year \$'000	1 to 2 years \$'000	2 to 5 years \$'000	>5 years \$'000	Total
At amortised cost:						
Supplier payables	-	6 807	-	-	-	6 807
Total	-	6 807	-	-	-	6 807

Maturities for non-derivative financial liabilities 2012

	On demand \$'000	within 1 year \$'000	1 to 2 years \$'000	2 to 5 years \$'000	>5 years \$'000	Total
At amortised cost:						
Supplier payables	-	2 604	-	-	-	2 604
Total	-	2 604	-	-	-	2 604

The department had no derivative financial liabilities in either 2013 or 2012.

Note 13D: Market Risk

The department holds basic financial instruments that do not expose the department to significant market risks. The department was not exposed to "interest rate risk" or "other price risk" and was exposed to foreign exchange "currency risk" through undertaking certain transactions in denominated foreign currency.

Note 14: Financial Assets Reconciliation

		2013 \$'000	2012 \$'000
	Notes		
<u>Financial assets</u>			
Total financial assets per balance sheet		23 739	23 305
Less: non-financial instrument components			
Appropriations receivable		20 696	21 406
GST receivable from the Australian Taxation Office		849	1 106
Other		93	78
Total non-financial instrument components		<u>21 638</u>	<u>22 590</u>
Total financial assets as per financial instruments note	13	<u>2 101</u>	<u>715</u>

Note 15: Administered Expenses

	2013	2012
	\$'000	\$'000

Note 15A: Depreciation and Amortisation**Depreciation:**

Property, plant and equipment	975	929
Buildings	26 118	25 716
Total depreciation	27 093	26 645
Total depreciation and amortisation	27 093	26 645

Note 15B: Losses from Asset Sales

Property, plant and equipment		
Proceeds from sale	(2)	(1)
Carrying value of assets sold	5	538
Selling expense	1	-
Total losses from asset sales	4	537

Note 16: Administered Income

	2013	2012
	\$'000	\$'000

OWN-SOURCE REVENUE**Non-Taxation Revenue****Note 16A: Other revenue**

Other	9	43
Total other revenue	9	43

Note 16B: Other gains

Resources received free of charge	68	2
Total other gains	68	2

Note 17: Administered Financial Assets

	2013	2012
	\$'000	\$'000
Note 17A: Trade and other receivables		
Other receivables		
GST receivable from the Australian Taxation Office	69	634
Other	-	21
Total other receivables	<u>69</u>	<u>655</u>
Total other receivables (gross)	<u>69</u>	<u>655</u>
Receivables are expected to be recovered in:		
No more than 12 months	<u>69</u>	<u>655</u>
Total trade and other receivables (gross)	<u>69</u>	<u>655</u>
Receivables are aged as follows:		
Not overdue	<u>69</u>	<u>655</u>
Total receivables (gross)	<u>69</u>	<u>655</u>

Credit terms for goods and services were within 30 days (2012: 30 days).

Note 18: Administered Non-Financial Assets

	2013	2012
	\$'000	\$'000
Note 18A: Land and Buildings		
Land		
At fair value	50 000	50 000
Total land	50 000	50 000
Buildings		
Work in progress	28 472	23 128
At fair value	2 722 938	2 597 784
Accumulated depreciation	(665 394)	(600 560)
Total buildings	2 086 016	2 020 352
Total land and buildings	2 136 016	2 070 352
Note 18B: Property, plant and equipment		
Heritage and cultural		
Work in progress	315	340
Fair value	83 747	77 772
Total heritage and cultural	84 062	78 112
Other property, plant and equipment		
Office machinery and furniture		
Fair value	8 798	8 472
Accumulated depreciation	(5 783)	(5 348)
Total office machinery and furniture	3 015	3 124
Plant and equipment		
Fair value	10 718	10 559
Accumulated depreciation	(7 747)	(7 305)
Total plant and equipment	2 971	3 254
Total other property, plant and equipment	5 986	6 378
Total property, plant and equipment	90 048	84 490

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

A number of items of property, plant and equipment are expected to be sold or disposed of within the next 12 months.

All revaluations were conducted in accordance with the revaluation policy stated at Note 1. On 30 June 2013, an independent valuer (the Australian Valuation Office) conducted the revaluations.

A revaluation increment of \$80,855,469 for buildings (2012: nil) and \$5,569,638 for heritage and cultural assets (2012: nil) were credited to the asset revaluation surplus by asset class and included in the equity section of the balance sheet; no decrements were expensed (2012: nil).

Note 18C: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment 2013

	Land \$'000	Buildings \$'000	Total land and buildings \$'000	Heritage and cultural \$'000	Other property, plant and equipment \$'000	Total Other property, plant and equipment \$'000	Total \$'000
As at 1 July 2012							
Gross book value	50 000	2 620 912	2 670 912	78 112	19 031	97 143	2 768 055
Accumulated depreciation and impairment	-	(600 560)	(600 560)	-	(12 653)	(12 653)	(613 213)
Net book value 1 July 2012	50 000	2 020 352	2 070 352	78 112	6 378	84 490	2 154 842
Additions							
By purchase	-	10 927	10 927	312	587	899	11 826
By donation/gift	-	-	-	68	-	68	68
Revaluations and impairments recognised in other comprehensive income	-	80 855	80 855	5 570	-	5 570	86 425
Depreciation expense	-	(26 118)	(26 118)	-	(975)	(975)	(27 093)
Disposals							
Other	-	-	-	-	(4)	(4)	(4)
Net book value 30 June 2013	50 000	2 086 016	2 136 016	84 062	5 986	90 048	2 226 064
Net book value as of 30 June 2013 represented by:							
Gross book value	50 000	2 751 410	2 801 410	84 062	19 516	103 578	2 904 988
Accumulated depreciation and impairment	-	(665 394)	(665 394)	-	(13 530)	(13 530)	(678 924)
Net book value 30 June 2013	50 000	2 086 016	2 136 016	84 062	5 986	90 048	2 226 064

	Land \$'000	Buildings \$'000	Total land and buildings \$'000	Heritage and cultural \$'000	Other property, plant and equipment \$'000	Total Other property, plant and equipment \$'000	Total \$'000
As at 1 July 2011							
Gross book value	50 000	2 593 076	2 643 076	78 208	18 395	96 603	2 739 679
Accumulated depreciation and impairment	-	(580 997)	(580 997)	-	(11 844)	(11 844)	(592 841)
Net book value 1 July 2011	50 000	2 012 079	2 062 079	78 208	6 551	84 759	2 146 838
Additions							
By purchase	-	33 989	33 989	409	787	1 196	35 185
By donation/gift	-	-	-	2	-	2	2
Depreciation expense	-	(25 716)	(25 716)	-	(929)	(929)	(26 645)
Disposals	-	-	-	-	-	-	-
Other	-	-	-	(507)	(31)	(538)	(538)
Net book value 30 June 2012	50 000	2 020 352	2 070 352	78 112	6 378	84 490	2 154 842
Net book value as of 30 June 2012 represented by:							
Gross book value	50 000	2 620 912	2 670 912	78 112	19 031	97 143	2 768 055
Accumulated depreciation and impairment	-	(600 560)	(600 560)	-	(12 653)	(12 653)	(613 213)
Net book value 30 June 2012	50 000	2 020 352	2 070 352	78 112	6 378	84 490	2 154 842

Note 19: Administered Payables

	2013	2012
	\$'000	\$'000
Note 19A: Suppliers		
Supplier payables and accruals	669	450
Total supplier payables	<u>669</u>	<u>450</u>
Supplier payables expected to be settled within 12 months:		
External parties	669	450
Total supplier payables	<u>669</u>	<u>450</u>
Settlement was usually made within 30 days.		
Note 19B: Other payables		
Other	24	636
Total other payables	<u>24</u>	<u>636</u>
Total other payables are expected to be settled in:		
No more than 12 months	24	636
Total other payables	<u>24</u>	<u>636</u>

Note 20: Administered Cash Flow Reconciliation

	2013	2012
	\$'000	\$'000
Reconciliation of cash and cash equivalents as per Administered Schedule of Assets and Liabilities to Administered Cash Flow Statement		
Cash and cash equivalents as per:		
Schedule of administered cash flows	-	-
Schedule of administered assets and liabilities	-	-
Difference	<u>-</u>	<u>-</u>
Reconciliation of net cost of services to net cash from operating activities:		
Net cost of services	(27 020)	(27 137)
Adjustments for non-cash items		
Depreciation/amortisation	27 093	26 645
Loss on disposal of assets	4	537
Resources received free of charge - goods	(68)	(2)
Changes in assets/liabilities		
Decrease in GST Annotations Loan	611	137
Net cash from operating activities	<u>620</u>	<u>180</u>

Note 21: Administered Contingent Assets and Liabilities**Quantifiable Administered Contingencies**

The department had no quantifiable administered contingencies as at 30 June 2013 (2012: nil).

Unquantifiable Administered Contingencies

The department had no unquantifiable administered contingencies as at 30 June 2013 (2012: nil).

Significant Remote Administered Contingencies

The department had no significant remote administered contingencies as at 30 June 2013 (2012: nil).

Note 22: Administered Financial Instruments

	2013	2012
	\$'000	\$'000
<u>Note 22A: Categories of financial instruments</u>		
Financial assets		
Loans and receivables		
Trade receivables	-	21
Total loans and receivables	<u>-</u>	<u>21</u>
Carrying amount of financial assets	<u>-</u>	<u>21</u>
Financial liabilities		
At amortised cost		
Supplier payables	669	450
Total financial liabilities at amortised cost	<u>669</u>	<u>450</u>
Carrying amount of financial liabilities	<u>669</u>	<u>450</u>

Note 22B: Credit Risk

The department was exposed to minimal credit risk as its financial assets consist only of trade receivables. The maximum exposure to credit risk was the risk that arose from potential default of a debtor. This amount is equal to the total amount of trade receivables.

The following table illustrates the department's gross exposure to credit risk, excluding any collateral or credit enhancements.

	2013	2012
	\$'000	\$'000
Financial assets		
Loans and receivables:		
Trade receivables	-	21
Total	-	21
Financial liabilities		
At amortised cost:		
Supplier payables	669	450
Total	669	450

In relation to the department's gross credit risk and the financial effect in respect of the amount that best represents the maximum exposure to credit risk, no collateral is held.

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

	Not past due nor impaired	Not past due nor impaired	Past due or impaired	Past due or impaired
	2013	2012	2013	2012
	\$'000	\$'000	\$'000	\$'000
Loans and receivables:				
Trade receivables	-	21	-	-
Total	-	21	-	-

Ageing of financial assets that were past due but not impaired for 2013						
	0 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total	
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Loans and receivables:						
Trade receivables	-	-	-	-	-	-
Total	-	-	-	-	-	-
Ageing of financial assets that were past due but not impaired for 2012						
	0 to 30 days	31 to 60 days	61 to 90 days	90+ days	Total	
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Loans and receivables:						
Trade receivables	21	-	-	-	-	21
Total	21	-	-	-	-	21
Note 22C: Liquidity risk						
The department's financial liabilities are payables. The exposure to liquidity risk was based on the notion that the department will encounter difficulty in meeting its obligations associated with financial liabilities. This was highly unlikely due to receiving appropriation funding aimed at ensuring there are appropriate resources to meet financial obligations as and when they fall due. In addition, the department has policies in place to ensure timely payments were made when due and has no past experience of default.						
Maturities for non-derivative financial liabilities 2013						
	On demand	within 1 year	1 to 2 years	2 to 5 years	>5 years	Total
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
At amortised cost:						
Supplier payables	-	669	-	-	-	669
Total	-	669	-	-	-	669

Maturities for non-derivative financial liabilities 2012

	On demand \$'000	within 1 year \$'000	1 to 2 years \$'000	2 to 5 years \$'000	>5 years \$'000	Total
At amortised cost:						
Supplier payables	-	450	-	-	-	450
Total	-	450	-	-	-	450

The department had no derivative financial liabilities in either 2013 or 2012.

Note 22D: Market Risk

The department holds basic financial instruments that do not expose the department to significant market risks. The department was not exposed to "interest rate risk" or "other price risk" and was exposed to foreign exchange "currency risk" through undertaking certain transactions in denominated foreign currency.

Note 23: Administered Financial Assets Reconciliation

		2013	2012
		\$'000	\$'000
	Notes		
<u>Financial assets</u>			
Total financial assets per administered schedule of assets and liabilities		69	655
Less: non-financial instrument components			
GST receivable from the Australian Taxation Office		69	634
Total non-financial instrument components		69	634
Total financial assets as per financial instruments note	22	-	21

Note 24: Appropriations

Table A: Annual Appropriations ('Recoverable GST exclusive')

	2013 Appropriation						Appropriation applied in 2013 (current and prior years) \$'000	Variance \$'000
	Appropriation Act		FMA Act					
	Annual Appropriation \$'000	Appropriations reduced ¹ \$'000	Section 30 \$'000	Section 31 \$'000	Section 32 \$'000	Total appropriation \$'000		
DEPARTMENTAL								
Ordinary annual services	111 739	-	-	7 032	-	118 771	(325)	
Total departmental	111 739	-	-	7 032	-	118 771	(325)	
ADMINISTERED								
Administered assets and liabilities	12 896	-	-	-	-	12 896	1 261	
Total administered	12 896	-	-	-	-	12 896	1 261	

Notes:

- (1) Appropriations reduced under Appropriation Acts (No. 1.3.5) 2012-13; sections 10, 11, 12 and 15 and under Appropriation Acts (No. 2.4.6) 2012-13; sections 12,13, 14 and 17. Departmental appropriations and administered non-operating appropriations do not lapse at financial year-end. However, the Presiding Officers may decide that part or all of a departmental appropriation is not required and request the Finance Minister to reduce that appropriation. The reduction in the appropriation is effected by the Finance Minister's determination and is disallowable by Parliament. In 2013, there was no reduction in departmental and non-operating departmental appropriations. As with departmental appropriations, the Presiding Officers may decide that part or all of an administered appropriation is not required and request that the Finance Minister reduce that appropriation. For administered appropriations reduced under section 11 of Appropriation Acts (Nos. 1.3.8.5) 2012-13 and section 12 of Appropriation Acts (Nos. 2.4.6) 2012-13, the appropriation is taken to be reduced to the required amount specified in Table F of this note once the annual report is tabled in Parliament. All administered appropriations may be adjusted by a Finance Minister's determination.
- (2) Advance to the Finance Minister (AFM) - Appropriation Acts (Nos.1.8.3) 2012-13; section 13 and Appropriation Acts (Nos.2.8.4) 2012-13; section 15.
- (3) The following adjustments occurred 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 reporting period:
 - a. an addition of \$85,000 for the 25th anniversary of Parliament House
 - b. a reduction of \$381,000 for targeted savings measures
 - c. a reduction of \$536,500 for a change in Comcover payment arrangements
- (4) The \$1.26m variance between administered appropriation provided and applied relates to timing differences in administered asset purchases and projects, and reflects the non-lapsing nature of administered non-operating appropriations.

Table A (Cont'd): Annual Appropriations ('Recoverable GST exclusive')

	2012 Appropriation							Appropriation applied in 2012 (current and prior years) \$'000	Variance \$'000
	Appropriation Act			FMA Act					
	Annual Appropriation \$'000	Appropriations reduced ¹ \$'000	AFM ² \$'000	Section 30 \$'000	Section 31 \$'000	Section 32 \$'000	Total appropriation \$'000		
DEPARTMENTAL									
Ordinary annual services	123 065	-	-	192	6 510	709	130 476	(132 644)	(2 168)
Total departmental	123 065	-	-	192	6 510	709	130 476	(132 644)	(2 168)
ADMINISTERED									
Administered assets and liabilities	12 279	-	-	-	-	-	12 279	(34 825)	(22 546)
Total administered	12 279	-	-	-	-	-	12 279	(34 825)	(22 546)

Notes:

- (1) Appropriations reduced under Appropriation Acts (No. 1,3,5) 2011-12; sections 10, 11, 12 and 15 and under Appropriation Acts (No. 2,4,6) 2011-12; sections 12,13, 14 and 17. Departmental appropriations and administered non-operating appropriations do not lapse at financial year-end. However, the Presiding Officers may decide that part or all of a departmental appropriation is not required and request the Finance Minister to reduce that appropriation. The reduction in the appropriation is effected by the Finance Minister's determination and is disallowable by Parliament.
- (2) Advance to the Finance Minister (AFM) - Appropriation Acts (Nos 1&3) 2011-12; section 13 and Appropriation Acts (Nos 2&4) 2011-12; section 15.
- (3) No adjustments occurred 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 reporting period.
- (4) The \$22.546m variance between administered appropriation provided and applied relates to application of prior-year appropriation balances due to timing differences in administered asset purchases and projects, and reflects the non-lapsing nature of administered non-operating appropriations.

Table B: Departmental and Administered Capital Budgets ('Recoverable GST exclusive')

	2013 Capital Budget Appropriations				Capital Budget Appropriations applied in 2013 (current and prior years)			Variance \$'000
	Appropriation Act		FIMA Act	Total Capital Budget Appropriations	Payments for non-financial assets ³ \$'000	Payments for other purposes \$'000	Total payments \$'000	
	Annual Capital Budget \$'000	Appropriations reduced ² \$'000	Section 32 \$'000	Total Capital Budget Appropriations \$'000				
DEPARTMENTAL								
Ordinary annual services -								
Departmental Capital Budget ¹	9 747	-	-	9 747	(6 583)	-	(6 583)	3 164
ADMINISTERED								
Ordinary annual services -								
Administered Capital Budget ¹	12 896	-	-	12 896	(11 635)	-	(11 635)	1 261

Notes:

(1) Departmental and Administered Capital Budgets are appropriated through Appropriation Acts (No.1.3.5). They form part of ordinary annual services, and are not separately identified in the Appropriation Acts. For more information on ordinary annual services appropriations, please see Table A: Annual appropriations.

(2) Appropriations reduced under Appropriation Acts (No.1.3.5) 2012-13: sections 10, 11, 12 and 15 or via a determination by the Finance Minister.

(3) Payments for non-financial assets include purchases of assets, expenditure on assets which has been capitalised, costs incurred to make good an asset to its original condition, and the capital repayment component of finance leases.

Table B (Cont'd): Departmental and Administered Capital Budgets ('Recoverable GST exclusive')

	2012 Capital Budget Appropriations				Capital Budget Appropriations applied in 2012 (current and prior years)			Variance \$'000
	Appropriation Act		FIMA Act	Total Capital Budget Appropriations \$'000	Payments for non-financial assets ³ \$'000	Payments for other purposes \$'000	Total payments \$'000	
	Annual Capital Budget \$'000	Appropriations reduced ² \$'000	Section 32 \$'000					
DEPARTMENTAL								
Ordinary annual services -								
Departmental Capital Budget ¹	20 133	-	-	20 133	(25 094)	-	(25 094)	(4 961)
ADMINISTERED								
Ordinary annual services -								
Administered Capital Budget ¹	12 279	-	-	12 279	(34 825)	-	(34 825)	(22 546)

Notes:

(1) Departmental and Administered Capital Budgets are appropriated through Appropriation Acts (No.1.3.5). They form part of ordinary annual services, and are not separately identified in the Appropriation Acts. For more information on ordinary annual services appropriations, please see Table A: Annual appropriations.

(2) Appropriations reduced under Appropriation Acts (No.1.3.5) 2011-12: sections 10, 11, 12 and 15 or via a determination by the Finance Minister.

(3) Payments made on non-financial assets include purchases of assets, expenditure on assets which has been capitalised, costs incurred to make good an asset to its original condition, and the capital repayment component of finance leases.

Table C: Unspent Annual Appropriations ('Recoverable GST exclusive')

	2013	2012
	\$'000	\$'000
DEPARTMENTAL		
Appropriation (Parliamentary Departments) Act (No. 1) 2012-13	21 751	-
Appropriation (Parliamentary Departments) Act (No. 1) 2011-12	-	21 712
Total	21 751	21 712
ADMINISTERED		
Appropriation (Parliamentary Departments) Act (No. 1) 2012-13	1 457	-
Appropriation (Parliamentary Departments) Act (No. 1) 2011-12	-	195
Total	1 457	195

Table D: Disclosure by Agent in Relation to Annual and Special Appropriations ('Recoverable GST exclusive')

	Department of Finance and Deregulation Provides access to a special appropriation for the provision of electorate office IT services
2013	\$'000
Total receipts	13 713
Total payments	(13 713)
	Department of Finance and Deregulation Provides access to a special appropriation for the provision of electorate office IT services
2012	\$'000
Total receipts	12 529
Total payments	(12 529)

Note 25: Compensation and Debt Relief

Compensation and Debt Relief - Departmental

No 'Act of Grace payments' were expended during the reporting period (2012: No expenses).

No waivers of amounts owing to the Australian Government were made pursuant to subsection 34(1) of the *Financial Management and Accountability Act 1997*. (2012: No waivers).

No payments were provided under the Compensation for Detriment caused by Defective Administration (CDDA) Scheme during the reporting period. (2012: No payments).

No ex-gratia payments were provided for during the reporting period. (2012: No payments)

No payments were provided in special circumstances relating to parliamentary service employment pursuant to section 66 of the *Parliamentary Service Act 1999* during the reporting period. (2012: No payments)

Compensation and Debt Relief - Administered

No 'Act of Grace payments' were expended during the reporting period (2012: No expenses).

No waivers of amounts owing to the Australian Government were made pursuant to subsection 34(1) of the *Financial Management and Accountability Act 1997*. (2012: No waivers).

No payments were provided under the Compensation for Detriment caused by Defective Administration (CDDA) Scheme during the reporting period. (2012: No payments).

No ex-gratia payments were provided for during the reporting period. (2012: No payments)

No payments were provided in special circumstances relating to parliamentary service employment pursuant to section 66 of the *Parliamentary Service Act 1999* during the reporting period. (2012: No payments)

Note 26: Assets Held in Trust

	2013 \$'000	2012 \$'000
Heritage and cultural assets		
Total value at the beginning of the reporting period	4 200	4 200
Changes in fair value	<u>400</u>	<u>-</u>
Total	<u>4 600</u>	<u>4 200</u>

The values above were estimated fair values as at 30 June 2013 (2012: 30 June 2009).

Heritage and cultural assets is comprised of a single artwork, Tom Roberts, *Opening of the First Parliament of the Commonwealth of Australia by H.R.H. The Duke of Cornwall and York (Later King George V), May 9, 1901*, 1903, oil on canvas. This item is on permanent loan from the British Royal Collection.

Note 27: Reporting of Outcomes

The department has one outcome, to which all expenses, income, assets and liabilities are attributed.

Note 27A: Net cost of Outcome Delivery

	Outcome 1	
	2013	2012
	\$'000	\$'000
Departmental		
Expenses	136 902	132 364
Own-source income	6 964	6 560
Administered		
Expenses	27 097	27 182
Own-source income	77	45
Net cost of outcome delivery	156 958	152 941

Note 27B: Major Classes of Departmental Expense, Income, Assets and Liabilities by Outcome

	Outcome 1	
	2013	2012
	\$'000	\$'000
Expenses		
Employee benefits	67 809	66 668
Supplier	44 299	41 747
Depreciation and amortisation	24 593	23 595
Write-down and impairment of assets	2	1
Losses from asset sales	199	353
Total	136 902	132 364
Income		
Sale of goods and rendering of services	4 995	4 805
Rental income	1 587	1 469
Other revenue	381	273
Foreign exchange gains	1	1
Other gains	-	12
Revenue from Government	101 160	103 641
Total	108 124	110 201
Assets		
Cash and cash equivalents	223	306
Trade and other receivables	23 516	22 999
Property, plant and equipment	78 114	85 907
Intangibles	25 255	32 525
Inventories	173	188
Other non-financial assets	3 849	2 162
Total	131 130	144 087
Liabilities		
Suppliers payable	6 807	2 604
Other payables	2 129	2 658
Employee provisions	20 047	20 900
Total	28 983	26 162

Note 27C: Major Classes of Administered Expense, Income, Assets and Liabilities by Outcome		
	Outcome 1	
	2013	2012
	\$'000	\$'000
Expenses		
Depreciation and amortisation	27 093	26 645
Losses from asset sales	4	537
Total	27 097	27 182
Income		
Other revenue	9	43
Other gains	68	2
Total	77	45
Assets		
Trade and other receivables	69	655
Land and buildings	2 136 016	2 070 352
Property, plant and equipment	90 048	84 490
Total	2 226 133	2 155 497
Liabilities		
Suppliers payable	669	450
Other payables	24	636
Total	693	1 086

Note 28: Net Cash Appropriation Arrangements

	2013	2012
	\$'000	\$'000
Total comprehensive income/(loss) less depreciation/ amortisation expenses previously funded through revenue appropriations¹	(932)	1 846
Plus: depreciation/amortisation expenses previously funded through revenue appropriation	(24 593)	(23 595)
Total comprehensive loss - as per the Statement of Comprehensive Income	(25 525)	(21 749)

1. From 2010-11, the Government introduced net cash appropriation arrangements, where revenue appropriations for depreciation/amortisation expenses ceased. Entities now receive a separate capital budget provided through equity appropriations. Capital budgets are to be appropriated in the period when cash payment for capital expenditure is required.

Note 29: Section 83 of the Constitution

During 2012-13 additional legal advice was received that indicated there could be breaches of Section 83 under certain circumstances with payments for long service leave, goods and services tax and payments under determinations of the Remuneration Tribunal. The department will review its processes and controls over payments for these items to minimise the possibility for future breaches as a result of these payments. The department has determined that there is a low risk of the certain circumstances mentioned in the legal advice applying to the department and is not aware of any specific breaches of Section 83 in respect of these items.

Appendices

Appendix A

Material Errors in 2011–12 annual report

There were no material errors in the *Department of Parliamentary Services Annual Report and Financial Statements 2011–12*.

Appendix B

Agency resource statement and summary resource tables by outcome

Agency Resource Statement 2012-13

DEPARTMENT OF PARLIAMENTARY SERVICES	Actual available appropriation for 2012-13	Payments made 2012-13	Balance Remaining 2012-13
	\$000	\$000	\$000
	(a)	(b)	(a) - (b)
Ordinary Annual Services¹			
Departmental appropriation ²	140,847	119,096	21,751
Total ordinary annual services	A	140,847	119,096
Administered non-operating			
Administered Assets and Liabilities ³	13,092	11,635	1,457
Total other services	B	13,092	11,635
Total Net Resourcing and payments for the Department of Parliamentary Services	A+B	153,939	130,731
		23,208	

¹ Appropriation (Parliamentary Departments) Act (No.1) 2012-13. This includes prior year departmental appropriation, capital and s31 relevant agency receipts.

² Includes an amount of \$9.747 million in 2012-13 for the Departmental Capital Budget. For accounting purposes this amount has been designated as 'contributions by owners'.

³ Includes Appropriation (Parliamentary Departments) Act (No. 1) 2012-13 and prior year appropriations.

Resources for Outcomes

Budgeted and Actual Expenses and Resources for Outcome

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	Budget	Actual	Variation
	Expenses		
	2012-13 \$'000	2012-13 \$'000	2012-13 \$'000
	(a)	(b)	(a) – (b)
Program 1 - Parliamentary Services			
Sub Program 1.1 - Library Services			
Departmental expenses			
Departmental appropriation ¹	22,511	21,068	1,444
Expenses not requiring appropriation in the budget year ²	2,823	2,277	545
Total for Sub Program 1.1: Library Services	25,334	23,345	1,989
Sub Program 1.2 - Building and Occupant Services			
Departmental expenses			
Departmental appropriation ¹	35,974	36,140	(166)
Expenses not requiring appropriation in the budget year ²	6,195	5,218	977
Total for Sub Program 1.2: Building and Occupant Services	42,169	41,358	811
Sub Program 1.3 - Infrastructure Services			
Departmental expenses			
Departmental appropriation ¹	31,831	39,135	(7,304)
Expenses not requiring appropriation in the budget year ²	19,965	16,998	2,967
Total for Sub Program 1.3: Infrastructure Services	51,796	56,133	(4,337)
Sub Program 1.4 - Parliamentary Records Services			
Departmental expenses			
Departmental appropriation ¹	17,482	15,765	1,717
Expenses not requiring appropriation in the budget year ²	522	301	221
Total for Sub Program 1.4: Parliamentary Records Services	18,004	16,066	1,938
Total for Program 1: Parliamentary Services	137,303	136,902	402
Program 2 - Parliament House Works Program			
Annual Administered Appropriations			
Expenses not requiring appropriation in the budget year ²	26,933	27,097	(164)
Total for Program 2: Parliament House Works Programs	26,933	27,097	(164)

Resources for Outcomes (continued)

Outcome 1 Totals by appropriation type

Annual Administered Appropriations			
Expenses not requiring appropriation in the budget year ²	26,933	27,097	(164)
Departmental expenses			
Departmental appropriation ¹	107,798	112,108	(4,310)
Expenses not requiring appropriation in the budget year ²	29,504	24,794	4,711
Total expenses for Outcome 1	164,236	163,999	237

	2012-13	
Average staffing level (number)	704	695

1 Departmental appropriation combines 'Ordinary annual services (Appropriation (Parliamentary Departments) Act (No. 1) 2012-13)' and 'Revenue from independent sources (s31)'.

2 Expenses not requiring appropriation in 2012-13 is made up of depreciation expense, amortisation expense, write-down and impairment of assets and losses from asset sales.

Appendix C

2012–13 Performance Information

For performance information on Subprogram 1.1, including Subprograms 1.1.1—Research services and 1.1.2—Information access services, refer to Part 4—Parliamentary Library.

Subprogram 1.2.1—Security services

Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
Extent to which security procedures are followed	Percentage of reported security incidents dealt with in accordance with agreed procedures (target: 100%)	97%	96%	95%
Validation of security procedures	The extent to which each validation was successful (target: 100%)	100%	100%	100%
	Percentage of security validation program achieved (target: 100%)	100%	100%	100%
Security incidents	Number of reported security incidents	AFP-UP: 112	AFP-UP: 225	AFP-UP: 144
		PSS: 83	PSS: 120	PSS: 137
Number of Security services	Number of hours of internal guarding (PSS)—Monthly average	21,917	23,732	22,869
	Number of hours of external guarding (AFP-UP)—Monthly average	10,567	10,533	10,507
	Number of scheduled emergency evacuation exercises completed	2	2	3

Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
Performance of security systems	Scheduled availability of operational systems:			
	a) card management system (target: 100%);	100%	100%	99%
	b) radio communications equipment (target: 100%);	100%	100%	100%
	c) x-ray equipment/walk-through metal detection (target: 95%);	100%	100%	99%
	d) CCTV system (target: 98%);	100%	100%	98%
	e) electronic door locks (target: 99.8%); and	100%	100%	100%
	f) alarms (target: 99.9%).	100%	100%	100%
Cost of security services	Staff costs for:			
	a) internal guarding (PSS)	\$12,060,011	\$13,232,140	\$14,001,356
	b) external guarding (AFP-UP)	\$10,302,533	\$10,298,337	\$10,254,260
	c) additional PSS guarding for parliamentary functions	\$25,161	Figure now included in a) above	
	d) additional PSS guarding for non-parliamentary functions	\$357,431		
	e) additional PSS or AFP-UP guarding for official visits	\$0	Figure now included in a) and b) totals above	
	Direct costs of Pass Office operations	\$149,330	\$149,101	\$192,824
Total cost of subprogram ³⁷ 1.2.1		\$30.562m	\$34.067m	\$34.304m

37. 'Total cost of subprogram' includes indirect costs not listed in the table.

Subprogram 1.2.2—Facilities services

Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
Functions and Events	Total number of functions and events held in Parliament House			
	Official visits	10	37	39
	Parliamentary	248	290	352
	Non-Parliamentary	834	944	935
Nurses Centre	Number of incidents, accidents and requests for first aid	768	783	1,075
	Number of vaccinations delivered under Influenza Vaccination Program	712	673	653
Health and Recreation Centre	Number of members, by category:			
	a) Senators and Members	64	78	60
	b) staff of Senators and Members	14	90	79
	c) others (building occupants)	523	446	428
	Number of casual visits, by category:			
	a) Senators and Members	61	105	75
	b) staff of Senators and Members	1,558	2,145	2,294
	c) others (building occupants)	464	506	417
	Total number of attendees at classes	3,511	3,948	4,296
	Community engagement with Parliament House	Total number of visitors	820,783	851,203
Total number of participants in general (public) tours		73,196	59,577	62,595

Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
Community engagement with Parliament House	Total number of participants in school tours	125,450	124,357	126,128
	Total number of participants in other tours	8,852	5,581	6,508
Parliament Shop customers	Total number of purchases from The Parliament Shop	61,040	60,405	56,082
Customer satisfaction	High level of building occupant and/or user satisfaction with facilities contracts for catering ³⁸	See footnote	36%	See footnote
	Number of complaints about catering	34	48	22
Visitor satisfaction	Number of complaints about Visitor services	6	15	10
	Number of complaints about The Parliament Shop	1	1	1
	Number of complaints about catering	9	13	16
Cost of facilities services	Waste management costs under contracts	\$142,614	\$129,599	\$145,950
	Gross revenue from non-catered functions ³⁹	N/A		
	Gross revenue from:			
	a) Press Gallery licensees	\$1,194,107	\$1,276,429	\$1,394,875
	b) catering contractor(s)	\$1,138,618 ⁴⁰	\$1,005,015 ⁴¹	\$886,088
	c) other licensees	\$191,104	\$192,305	\$192,220
	Management fee paid to catering contractor(s)	\$376,769	\$516,797	\$406,651

38. DPS conducts a customer satisfaction survey once for each Parliament and, as such, figures for 2010–11 and 2012–13 are not able to be reported.

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

40. This figure was incorrectly reported as \$451,245 in the 2010–11 and 2011–12 annual reports.

41. This figure was incorrectly reported as \$525,140 in the 2011–12 annual report.

Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
Cost of facilities services	Nurses Centre: direct costs	\$173,222	\$185,820	\$205,514
	Health and Recreation Centre: Revenue	\$92,000	\$100,903	\$110,894
	Health and Recreation Centre: net costs (direct costs less revenue)	\$105,305	\$120,568	\$254,829 ⁴²
	Parliament House Guides services: net costs (direct costs less revenue received from paid tours)	\$1,162,212	\$1,321,088	\$1,408,053
	The Parliament Shop: revenue (target: \$1.3m)	\$1,086,895	\$1,187,608	\$1,128,076
	The Parliament Shop: net profit (target: 10% of revenue)	\$104,568 (9.6%)	\$110,368 (9.29%)	\$124,406 (11.03%)
Total cost of subprogram ⁴³ 1.2.2		\$7.639m	\$7.774m	\$7.054m

42. The substantial increase in Health and Recreation Centre net costs is due to a change in the accounting treatment for DPS employee membership. Previously, notional 'revenue' from DPS memberships had been subtracted from the figure. It should be noted that the notional revenue was not included in actual Health and Recreation Centre Revenue figures.

43. 'Total cost of subprogram' includes indirect costs not listed in the table.

Subprogram 1.3.1—Building infrastructure services

Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
Managing the potential impact on the environment	Electricity consumption (target: 88,391 Gj)	97%	96%	95%
	Gas consumption (target: 43,165 Gj)	92,574 Gj	89,811 Gj	91,268 Gj
	Gas consumption	100%	100%	100%
	Greenhouse gas emissions (target: 25,080 tonnes CO ₂ e)	27,720 tonnes CO ₂ e	27,136 tonnes CO ₂ e	27,602 tonnes CO ₂ e
	Water consumption Total (target: 135,812 kL)	152,842 kL	156,853 kL	204,547 kL
	a) landscape water consumption; and	73,084 kL	69,015 kL	113,114 kL
	b) building water consumption	79,758 kL	87,838 kL	91,433 kL
	Waste recycled as a percentage of total waste generated (target: 55%)	48%	43%	53%
Maintenance of plant and building fabric	Percentage of planned maintenance achieved (target: 85%)	89%	87.9%	87.3%
Maintenance Help Desk requests	Total number of calls	27,610	26,891	21,777
	Number of ad-hoc requests for cleaning, pest control and sanitary services or rectification actions	126	Figure now included in total number of help desk requests above	
Extent to which the building condition is maintained	Building Condition Index (target: 89-92%)	88.8%	88.1%	88.3%
Extent to which the landscape condition is maintained	Landscape Condition Index (target: 90%)	79%	86%	87%

Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
Condition and ageing of engineering systems	Engineering Systems Condition Index (target: 90%)	87.5%	87.7%	86.8%
Customer satisfaction	High level of building occupant and/or user satisfaction with cleaning, pest control and sanitary services ⁴⁴	N/A	83%	N/A
	Number of complaints about cleaning, pest control and sanitary services			39
Visitor satisfaction	Number of complaints about cleaning, pest control and sanitary services			Figure included in Customer complaints above
Maintenance	Target: Maintenance costs reduced by 1.25% from previous year	\$23,435,118 (+2.7%)	\$21,680,522 (-7.49%)	\$23,217,730 (+7.09%)
	Cleaning costs under contracts:			
	a) internal cleaning costs	\$3,884,854	\$4,088,570	\$4,029,332
	b) industrial cleaning costs	\$1,407,613	\$1,390,784	\$1,233,329
	c) cost of additional labour (including function set up)	\$27,497	\$12,643	N/A ⁴⁵
Energy	Target: Energy cost reduced by 1.25% from previous year	\$3,947,066 (+9.7%)	\$3,387,794 (-14.17%)	\$4,549,684 (+34.37%)

44. DPS conducts a customer satisfaction survey once for each Parliament and, as such, figures for 2010–11 and 2012–13 are not able to be reported.

45. Figure not available for 2012–13.

Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
Water	Total water cost	\$611,553	\$723,276	\$991,528
	Cost of water: \$/ha landscape (23 ha)	\$12,714	\$13,836	\$23,840
	Cost of water: building	\$319,129	\$405,034	\$443,213
Total cost of subprogram ⁴⁶ 1.3.1		\$22.582m	\$19.995m	\$22.967m

46. 'Total cost of subprogram' includes indirect costs not listed in the table.

Subprogram 1.3.2—IT infrastructure services

Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
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)	98.44%	99.92%	99.95%
	b) information technology infrastructure (network)	99.98%	99.92%	99.98%
	c) broadcasting infrastructure	99.9%	100%	100%
	d) telecommunications infrastructure	100%	100%	100%
	e) wireless infrastructure	New measure		99.99%
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	95.12%	85.50%	80.25%
	b) high priority—response 30 minutes, resolution 4 hours	96.30%	76.90%	74.14%
	c) medium priority—response 30 minutes, resolution 8 hours	96.59%	85.20%	85.69%
	d) as agreed—response 60 minutes, resolution as agreed	96.13%	96.10%	97.39%
Support services	Number of support services, by category			
	a) support desk calls	44,663	48,474	46,733
	b) training services	128 participant days	128 participant days	78 participant days

Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
Support services	c) consultations	5,312 hours	5,979 ⁴⁷ hours	6,810 hours
	d) total number of registered users on the PCN	4,818	4,848	4,589
	e) amount of storage under management	687 TB	785 TB	1,369 TB
	f) emails transmitted across internet	37,036,081	24,511,705	32,946,637
	g) external web accesses from PCN	61,929 GB downloaded	69,453 GB downloaded	97,200 GB downloaded
	h) number of telephone calls made	1,959,829	1,978,648	1,681,801
	i) number of facsimiles sent	131,389	124,056	63,239
Volume of IT services required	Number and percentage change in registered users supported on the PCN	-122 (-2.6%)	+30 (+0.62%)	-259 (-0.53%)
Customer satisfaction	High level of user satisfaction	23	13	112
	Number of user complaints	38	23	21
IT support infrastructure	Cost per registered user ⁴⁸	\$2,921	\$3,194	\$3,957
Broadcasting infrastructure support	Cost per broadcast hour	\$1,344	\$930	\$1,727
Tele-communications infrastructure	Total costs	\$2,770,052	\$2,791,193	\$2,272,181
Total cost of subprogram ⁴⁹ 1.3.2		\$21.604m	\$29.716m	\$33.167m

47. This figure was incorrectly reported as 13,586 hours in the 2011–12 annual report, due to a formula error that counted hours multiple times.

48. Figure varies significantly from year to year due to the inclusion of project work.

49. 'Total cost of subprogram' includes indirect costs not listed in the table.

Subprogram 1.4.1—Broadcasting services

Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
Broadcasting services	Number of hours of material captured on audio-visual record, by category:			
	a) chambers	1,138	1,626	1,437
	b) committees (ACT hearings) ⁵⁰	1,396	2,002	1,441
	c) committees (interstate hearings) ⁵¹	565	958	766
	Number of audio-visual services	1,190	1,212	1,282
	Number of master control services	1,878	2,109	2,027
	Number of requests for extracts of parliamentary broadcast material	1,462	2,351	1,615
	Number of other productions	742	636	662
Customer Satisfaction	High level of customer satisfaction ⁵²	N/A	88.0%	N/A
	Number of complaints	1	1	1

50. Not all ACT committee hearing records are audio-visual records. Some are audio only, used to prepare the Hansard transcript and kept for a short period.

51. Records for interstate committee hearings are audio only, used to prepare Hansard transcripts and kept for a short period.

52. DPS conducts a customer satisfaction survey once for each Parliament and, as such, figures for 2010–11 and 2012–13 are not able to be reported.

Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
Cost of broadcasting services	Cost per hour of material captured on audio-visual record, by category:			
	a) chambers	\$834	\$657	\$781
	b) committees (ACT hearings)	\$759	\$501	\$781
	c) committees (interstate hearings)	\$1,282	\$871	\$1,007
	Cost of other productions	\$488,156	\$379,448	\$380,422
	Cost recovery from other productions	\$355,981	\$320,085	\$291,801
Total cost of subprogram ⁵³ 1.4.1		\$6.787m	\$6.408m	\$6.562m

53. 'Total cost of subprogram' includes indirect costs not listed in the table.

Subprogram 1.4.2—Hansard services

Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
Accuracy of transcription	Error rate as notified by customers (target: maximum of 5 errors per 100 pages transcribed):			
	a) chambers	3.9 errors	2.9 errors	0.1 errors
	b) committees	6.2 errors	11.0 errors	0.1 errors
Timeliness of transcription	Percentage of transcripts delivered for chambers within service standards (target: 95%):			
	a) individual draft speeches – 2 hours after speech finishes	83.2%	86.0%	65.7%
	b) electronic proof Hansard reports – within 3 hours after house rises	71.9%	82.8%	83.5%
	c) hard copy proof Hansard reports – available in Parliament House by 8:30am the following working day	98.8%	98.4%	88.7%
	d) electronic official Hansard – 15 non sitting working days following the last sitting day in the week	72.6%	100%	100.0%
	e) hard copy of official Hansard – delivered to publisher within 15 non sitting working days following the last sitting day in the week	70.3%	96.4%	99.1%
	Percentage of transcripts delivered for committees within the following standards (target: 95%). Transcripts for priority committees (a) and (b) below) are negotiated with the relevant Clerk Assistant, Committees:			
	a) within 24 hours (next working day)	76.2%	93.8%	100.0%
	b) 1-3 days	63.8%	96.0%	99.1%

Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
Timeliness of transcription	c) 3-5 days	68.9%	88.6%	99.7%
	d) over 5 days	100%	N/A	N/A
Questions on Notice	Number of pages of answers to Questions on Notice or Questions in Writing in proof Hansard	966	1,234	828
Customer satisfaction	High level of customer satisfaction	N/A	86%	N/A
	Number of customer complaints	4	2	1
Hansard services	Cost per hour transcribed, by category:			
	a) chambers	\$3,587	\$1,937	\$2,031
	b) committees (ACT hearings)	\$2,669	\$1,342	\$1,655
	c) committees (interstate hearings)	\$2,769	\$1,524	\$1,814
Total cost of subprogram ⁵⁴ 1.4.2		\$10.503m	\$10.737m	\$9.504m

54. 'Total cost of subprogram' includes indirect costs not listed in the table.

Program 2—Administered items

Indicator	Measure	Performance		
		2010–11	2011–12	2012–13
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%	90%
Extent to which building projects are completed on time	Projects are delivered to agreed timetables (target: 100% of projects)	88%	87%	57%
Extent to which building projects are completed on budget	Projects are completed within approved total budget (target: 100%)	100%	100%	93%
Extent to which administered funds are expended on building projects	Cost of building projects	\$19,758,532	\$34,473,846	\$11,305,396
Extent to which the art collection is developed	Acquisition proposals approved by Art Advisory Committee (target: 100%)	96.4%	100%	100%
	Number of new artworks acquired	84	66	53
Extent to which the art collection is conserved	Number of artworks receiving preservation	30	7	8
Extent to which art projects are completed on time	Projects are delivered to agreed timetables (target: 100% of projects)	100%	100%	93%
Extent to which administered funds are expended on the art collection	Cost of artworks preservation	\$45,350	\$50,794	\$44,602
	Cost of art collection development	\$324,010	\$300,709	\$284,715
Extent to which the design integrity is maintained	Design Integrity Index (target:90%)	90.2%	89.8%	89.8 %

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.

Art Advisory Committee (AAC)—This body assists the Presiding Officers in selecting artworks for the Parliament House Art Collection.

Building fabric—The basic elements making up a building; the structure 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 Officer—The ultimate level of individual responsibility within an agency. In the case of DPS it is the Secretary.

Efficiency Dividend—An annual reduction in funding for the overall running costs of an agency.

Enterprise Agreement—An agreement between DPS and its employees about terms and conditions of employment.

Federation Chamber—the second chamber of the House of Representatives.

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.

Heritage Advisory Board (HAB)—This body provides advice to the Presiding Officers on the heritage management of Parliament House.

Parliament House Art Collection (PHAC)—Comprises a number of stand-alone collections (the Rotational Collection, the Architectural Commissions, the Historic Memorials Collection, the Gift Collection, the Constitutional Documents and the Archive).

Parliamentary Precincts—The Parliamentary Precincts are defined in the *Parliamentary Precincts Act 1988*; in general terms they consist of the area within the inner kerb of Capital Circle, and all buildings, structures and works, and parts of buildings, structures and works, on, above or under that land.

Parliamentary ICT Advisory Board (PICTAB)—A body established to oversee the development and progress of the Parliamentary ICT Strategic Plan and to provide guidance to the CIO on strategic objectives and outcomes.

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.

Security Management Board (SMB)—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.

Acronyms and abbreviations

AAC	Art Advisory Committee
AFP-UP	Australian Federal Police-Uniform Protection
APLA	Association of Parliamentary Libraries in Australia
APH	Australian Parliament House
CMP	Conservation Management Plan
BCI	Building Condition Index
DoFD	Department of Finance and Deregulation
DPS	Department of Parliamentary Services
DII	Design Integrity Index
EMMS	Electronic Media Monitoring Service
EMS	Energy Management System
ERR	Electronic Resource Repository
ESCI	Engineering Systems Condition Index
ESD	Ecologically Sustainable Development
GRI	Global Reporting Initiative
HAB	Heritage Advisory Board
HCO	Harassment Contact Officer
ICT	Information and Communication Technology

JHC	Joint House Committee
JSCPL	Joint Standing Committee on the Parliamentary Library
LCI	Landscape Condition Index
PBO	Parliamentary Budget Office
PCN	Parliamentary Computing Network
PHFC	Parliament House Furniture Collection
PICTAB	Parliamentary ICT Advisory Board
PSS	Parliamentary Security Services
SAC	Selection Advisory Committee
SMB	Security Management Board
WHS	Work health and safety

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—Review by Secretary	Review by departmental Secretary	Page 1
	Summary of significant issues and developments	Pages 1–3
	Outlook for 2013–14	Page 3
Part 2—Departmental overview	Overview description of department	Page 5
	Role and functions	Page 5
	Organisational structure	Pages 8–9
	Outcome and program structure	Page 10
	Where outcome and program structures differ from PB Statements/PAEs or other portfolio statements accompanying any other additional appropriation bills (other portfolio statements), details of variation and reasons for change	N/A
Parts 3 & 4—Report on performance	Review of performance during the year in relation to programs and contribution to outcomes	Pages 15–30 and 52–60
	Actual performance in relation to deliverables and KPIs set out in PB Statements/PAES or other portfolio statements	Pages 170–184
	Where performance targets differ from the PBS/PAES, details of both former and new targets, and reasons for the change	N/A
	Narrative discussion and analysis of performance	Parts 3 & 4
	Trend Information	Parts 3 & 4
	Significant changes in nature of principle functions/services	Pages 2, 7
	Factors, events or trends influencing departmental performance	Parts 3 & 4
	Social inclusion outcomes	N/A
	Performance against service charter customer service standards, complaints data, and the department's response to complaints	N/A
	Discussion and analysis of department's financial performance	Pages 3, 31–32
	Discussion of any significant changes from the prior year, from budget or anticipated to have a significant impact on future operations.	Pages 3, 31–32
	Agency resource statement and summary resource tables by outcomes	Pages 167–169

Part of report	Requirement item	Location
Part 5—Sustainability		
Corporate governance	Agency heads are required to certify that their agency comply with the Commonwealth Fraud Control Guidelines.	Page 71
	Statement of the main corporate governance practices in place	Page 65
	Names of the senior executive and their responsibilities	Pages 8–9
	Senior management committees and their roles	Pages 67–68
	Corporate and operational planning and associated performance reporting and review	Pages 67, 70, 72
	Approach adopted to identify areas of significant financial or operational risk	Page 68
	Policy and practices on the establishment and maintenance of appropriate ethical standards	Page 70
	How nature and amount of remuneration for SES officers is determined	Page 73
External scrutiny	Significant developments in external scrutiny	Page 82
	Judicial decisions and decisions of administrative tribunals	Page 82
	Reports by the Auditor-General, a parliamentary committee or the Commonwealth Ombudsman	Pages 15–16, 82
Management of human resources	Assessment of effectiveness in managing and developing human resources to achieve departmental objectives	Pages 74–80
	Workforce planning, staff turnover and retention	Pages 74–78
	Impact and features of enterprise or collective agreements, individual flexibility arrangements (IFAs), determinations, common law contracts and AWAs	Pages 73, 79
	Training and development undertaken and its impact	Pages 78–79
	Work health and safety performance	Pages 79–81
	Statistics on staffing	Pages 75–78
	Enterprise or collective agreements, IFAs, determinations, common law contracts and AWAs	Page 73
	Performance pay	Page 73
Assets management	Assessment of effectiveness of assets management	Page 82
Purchasing	Assessment of purchasing against core policies and principles	Page 81

Part of report	Requirement item	Location
Consultants	The annual report must include a summary statement detailing the number of new consultancy services contracts let during the year; the total actual expenditure on all new consultancy contracts let during the year (inclusive of GST); the number of ongoing consultancy contracts that were active in the reporting year; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST). The annual report must include a statement noting that information on contracts and consultancies is available through the AusTender website.	Page 82
Australian National Audit Office Access Clauses	Absence of provisions in contracts allowing access by the Auditor-General	Page 82
Exempt Contracts	Contracts exempt from AusTender	Page 82
Financial Statements	Financial Statements	Pages 94–164
Other Mandatory Information	Work health and safety (Schedule 2, Part 4 of the <i>Work Health and Safety Act 2011</i>)	Pages 79–81
	Advertising and Market Research (Section 311A of the <i>Commonwealth Electoral Act 1918</i>) and statement on advertising campaigns	Page 83
	Ecologically sustainable development and environmental performance (Section 516A of the <i>Environment Protection and Biodiversity Conservation Act 1999</i>)	Pages 61–64
	Grant Programs	Page 83
	Disability reporting—explicit and transparent reference to agency-level information available through other reporting mechanisms	Page 81
	Correction of material errors in previous annual report	Page 166
	List of requirements	Pages 189–192

Global reporting initiative index

Information contained in part 5 of the DPS Annual Report is structured using the core Global Reporting Initiative (GRI) 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.

DPS has reported against GRI indicators relating to its specific functions since 2003–04, in separate stand-alone

environmental performance reports. For 2011–12, DPS has extended its coverage of GRI indicators to include economic, social and governance performance information.

Previous reports are available on the Parliament House website at the following address: http://www.aph.gov.au/dps/building/EMS/EM_Performance.htm.

GRI Indicator	Description	Location
Organisational Profile		
2.1	Name of Organisation	ii
2.2	Primary brands, products or services	5
2.3	Operational Structure of the organisation	8–9
2.4	Location of organisations headquarters.	ii
2.5	Locations of operations	ii
2.9	Significant changes during the reporting period regarding size, and structure.	1–3

GRI Indicator	Description	Location
Report Scope and Boundary		
3.6	Boundary of the report	189
3.7	State any specific limitations on the scope or boundary of the report	189
3.9	Data measurement techniques and the bases of calculations	Parts 3 & 4
3.12	Table identifying the location of the standard disclosures in report	61–64
Governance		
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks	65–72
4.8	Mission or value statements, codes of conduct, and principles relevant to sustainability performance and the status of their implementation	5
Economic Performance		
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments	93–164
Employment		
LA1	Total workforce by employment type, employment contract and region, broken down by gender.	75
LA2	Total number and rate of new employee hires and turnover by age, gender and region	77–78
Labour/Management Relations		
LA4	Percentage of employees covered by collective bargaining agreements	73
Occupational Health and Safety		
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advice on OHS programs.	79
LA7	Rates of injury, occupational diseases, lost days and absenteeism and number of work-related fatalities by region and gender	80–81
Training and Education		
LA10	Average hours of training per year per employee by gender and employment category.	78–79
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them manage career endings	78–79
LA12	Percentage of employees receiving regular performance and career development reviews by gender	79

GRI Indicator	Description	Location
Diversity and Equal Opportunity		
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, agegroup, minority group membership and other indicators of diversity	65
Materials		
EN2	Percentage of materials used that are recycled input	88
Energy		
EN3	Direct energy consumption by primary source	86–87
EN4	Indirect energy consumption by primary source	N/A ⁵⁵
EN5	Energy saved due to conservation and efficiency improvements	88
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	88
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them manage career endings	78–79
LA12	Percentage of employees receiving regular performance and career development reviews by gender	73
Water		
EN8	Total water withdrawal by source	86
Emissions, Effluent and Waste		
EN16	Total direct and indirect greenhouse gas emissions by weight	90
EN17	Other relevant indirect greenhouse gas emissions by weight	90
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	88, 90
EN19	Emissions of ozone depleting substances by weight	91–92
EN20	NO _x , SO _x , and other significant air emissions by type and weight	91–92
EN21	Total water discharge by quality and destination	92
EN22	Total weight of waste by type and disposal method	89
EN23	Total number and volume of significant spills	92
Transport		
EN29	Significant environmental impacts of transporting products and other goods, and transporting members of the workforce.	88

55. Indirect energy not measured. Greenhouse gas emissions from indirect energy use are shown on page 91.

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