



PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

ANNUAL REPORT 2013–14





Anne ZAHALKA (1957–)
Gardener, Flagpole Lawn (2014) (detail)
Parliament House Art Collection,
Department of Parliamentary Services



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The document must be attributed as the *Department of Parliamentary Services Annual Report 2013–14*.

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DEPARTMENT OF PARLIAMENTARY SERVICES
ANNUAL REPORT 2013–14



PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

The Hon. Mrs Bishop MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

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

Dear Madam Speaker and Mr President

Department of Parliamentary Services Annual Report 2013–14

I am pleased to present the *Department of Parliamentary Services Annual Report 2013–14* in accordance with section 65 of the *Parliamentary Service Act 1999*.

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

As required by the *Australian Government Fraud Control Guidelines 2011*, I am satisfied that during 2013–14, the Department had:

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

Yours sincerely

Carol Mills
Secretary

27 October 2014



PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

27 October 2014

The Hon. Mrs Bishop MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

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

Dear Madam Speaker and Mr President

Parliamentary Library Annual Report 2013–14

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 2014.

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 Services 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

Dr Dianne Heriot
Parliamentary Librarian

Reader's guide

The *Department of Parliamentary Services Annual Report 2013–14* has been prepared in accordance with the Department of the Prime Minister and Cabinet's *Requirements for Annual Reports for Departments, Executive Agencies and FMA Act Bodies* issued on 29 May 2014.

The annual report also includes the *Parliamentary Library Annual Report 2013–14*.

The year 2013 marked the 25th Anniversary of Parliament House, and the design of the annual report showcases images from *Parliament House at work*—a 25th anniversary commission by contemporary Australian photomedia artist Anne Zahalka.

The report is divided into eight parts.

Part 1: Secretary's review

The Secretary's review includes 'DPS on a page' along with Secretary Carol Mills' review.

Part 2: Overview

Part 2 gives an overview of the Department of Parliamentary Services (DPS) including its role, functions, organisational structure and outcome and program structure.

Part 3: Report on performance

Part 3 reports on DPS' financial performance as well as its performance against the deliverables and key performance indicators set out in the Department's *Portfolio Budget Statements 2013–14* and *Portfolio Additional Estimates Statements 2013–14*.

Part 4: Parliamentary Library

Part 4 comprises a complete report on the Parliamentary Library for 2013–14 including the Parliamentary Librarian's review, library structure and governance arrangements, performance information and financial statements.

Part 5: Management and accountability

This part details management and accountability processes including the Department's governance, external scrutiny, workforce planning, employee classifications and salary rates, work health and safety and purchasing arrangements.

Part 6: Financial statements

Part 6 sets out the Department's audited financial statements and a report by the Auditor-General.

Part 7: Appendices

Part 7 contains information supplementary to the annual report including details about legal services expenditure, advertising and market research, disability reporting, and environmental performance and ecological sustainability.

Part 8: Reference material

Reference material consists of a glossary, list of acronyms, list of tables and figures, compliance index and an alphabetical index.

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25th anniversary commission

The images which feature on the cover and chapter breaks of this report are from a series of works commissioned to mark the 25th anniversary of Parliament House and now form part of the Parliament House Art Collection.

From its conception, Parliament House was intended to be a place where art was intrinsic to the experience of those who worked in or visited the building. Interwoven in the fabric of Parliament House itself, in its furnishings, on walls, in its open spaces and in its gardens, art celebrating the diverse aspects of contemporary Australian life and culture was to be showcased.

This vision was realised through the commissioning of artworks prior to Parliament House's opening in 1988 and has been refined since with the ongoing development of the Parliament House Art Collection.



Artist Anne Zahalka at work, image Tawfik Elgazzar.

The history of photographic commissions in relation to Parliament House is also long: a Parliament House Construction Photography Project in the 1980s saw 28 emerging and established photographers commissioned to provide a photographic record of the project. Among those capturing a record of the earth, timber, stoneworks and diverse people working on the site were renowned photographers Max Dupain, Fiona Hall and David Moore.

Drawing these threads together, it was fitting that during Parliament House's 25th anniversary year, Australian photomedia artist Anne Zahalka was commissioned to capture *Parliament House at Work*.

Ms Zahalka is a highly-regarded photomedia artist whose work has been exhibited nationally and internationally for more than 20 years. Her works are held by most major public galleries in Australia as well as many private and corporate collections in Australia and overseas.

The 25th anniversary commission resulted in a series of 20 large format works reflecting the diversity of DPS' endeavours and the fascinating spaces in which the Department works. The collection celebrates both the building and, in the words of art curator and academic Dr Martyn Jolly, 'the staff, the ordinary but essential people who keep the vast machinery of the legislature running day in day out, from year to year and from government to government'.¹

The resulting images were exhibited at Parliament House in June 2014. After being enjoyed by visitors, occupants and the subjects themselves while on public display, 10 of the images were accepted into the Parliament House Art Collection.

¹ Dr Martyn Jolly in *Parliament House at work. 25th Anniversary Commission Anne Zahalka*, DPS, 2014, page 4.

DPS on a page

Role

To support the functioning of Parliament and parliamentarians through the provision of professional services, advice and facilities and by maintaining Australian Parliament House as a working and iconic building.

Clients

- Senators, Members of the House of Representatives and their staff
- visitors—including tourists, international delegations, government officials and virtual visitors accessing the APH website
- building occupants, including staff of the parliamentary departments

Governance

- DPS operates under the: *Parliamentary Service Act 1999*, and *Financial Management and Accountability Act 1997* (during 2013–14)

The President of the Senate and the Speaker of the House of Representatives (the Presiding Officers) are jointly vested with responsibility for the administration of DPS.

Services

- Information and communication technology services
- Library and research services
- Security services
- Building and heritage management services
- Broadcasting and Hansard services
- Art services
- Visitor services
- Corporate, administrative and strategic services
- Food and beverage, retail, health, financial, and childcare services

Budget 2013–14

\$135 million departmental operating funds including drawing rights

\$9.8 million departmental capital budget

\$20.4 million administered capital budget

Staffing: 712.80 FTE (average)

DPS in numbers:

- 677,932 visitors to the building and 3.5 million virtual visitors to the website
- 197,825 participants on tours and 1,045 functions and events
- 2,835 hours of parliamentary proceedings and committee hearings transcribed
- 1,000+ artworks installed in parliamentarians' suites since the start of the 44th Parliament
- 26.5 million emails transmitted on the Parliamentary Computing Network

Information on the Parliamentary Library can be found in Part 4.

PART 1

SECRETARY'S REVIEW





Anne ZAHALKA (1957–)
Gardener, Forecourt (2014)
Parliament House Art Collection,
Department of Parliamentary Services

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

Main highlights of 2013–14

Budget

Last year my review finished by noting that as the Department entered 2013–14 it faced major financial challenges and the need to make substantial changes to its programs and services to manage within its operational budget. I am pleased to open this year's review reporting a cautious, but brighter view of the financial outlook for the year ahead.

The 2013–14 financial year was a time of budgetary constraint. As noted in this report, the budget deficit affected DPS' ability to continue to deliver some elements of the transformation agenda foreshadowed last year. Fiscal constraint also contributed to less than hoped for results against some existing key performance indicators in building maintenance and delays in other areas, such as full implementation of the recommendations of the visitor experience review, progress against which is noted below.

As ongoing budget pressures continued to curtail the Department's capacity to deliver services as intended, we focused efforts on making savings which—in the short term—have relatively lesser impact on the amenity of the building, and identifying further changes which could be made but would more significantly impact on service delivery. This focus resulted in savings where work (such as cleaning of the building's exterior) was deferred. We increased efficiencies by streamlining internal processes, including reviewing our organisational structures to ensure that resources were directed towards maximising the support DPS provides to the Parliament.

Significantly, the Department improved its contract management capabilities, for instance in the management of catering services. While further improvements are required, professional management of the contract has delivered service delivery improvements in the retail catering venues, and the implementation of performance indicators relevant to the industry across the contract has increased the caterer's

awareness of the high level of service required for Parliament House. Improved contract management will continue to reap benefits as contract and licence arrangements more broadly are rigorously negotiated and managed. Building on these improved ways of working, DPS remains committed to progressing its change agenda to gain further efficiencies.

I am pleased to be able to report that the Department received a one-off supplementation of \$5.5 million in the Mid-year Economic and Fiscal Outlook (MYEFO) and additional funding of \$15 million each year over the forward estimates in the 2014–15 Budget. I am grateful for the support of the Presiding Officers and the members of the Joint House Committee in particular for allowing me the opportunity to brief and regularly update them on our financial position. Together they championed the call for a more sustainable financial model for the Department's work.

The cumulative effect of increased real costs in a wide range of areas and the greater demands of maintaining a 25 year old building, teamed with compounding efficiency dividends, brought the Department to a position where the provision of some services was at risk of delay or being ceased all together. While this additional funding provides more certainty, pressures for budgetary reform continue, and the Department will maintain its stringent approach to financial management in order to manage within its budget envelope.

Preparation for the 44th Parliament

Despite the financial challenges, the year 2013–14 was an exceptionally busy one. It began with a period of intense preparation for the 44th Parliament and a focus on carrying out those works which can only practically be progressed when Parliament is not sitting and key areas can be more easily accessed. One major project was the construction of new accommodation for the Parliamentary Budget Office (PBO). This work, funded by the PBO, commenced at the beginning of the year in review and was completed prior to the return of the new Parliament. I particularly thank the many DPS staff whose own workplaces were disrupted, for their patience while this important work was completed.

During the election period, coinciding with the first quarter of the year, the Department's ICT staff were able to demonstrate their expertise and flexibility by establishing and equipping a mobile office for the Leader of the Opposition (the Prime Minister being supported by his Department). DPS ICT also provided the mobile office with ongoing, dedicated support.

Supporting the 44th Parliament

With the commencement of the 44th Parliament, DPS' focus turned to service initiatives and the enhancement of existing offerings to support parliamentarians and facilitate their smooth transition to the Parliament House environment—many for the first time.

The new Parliament was an opportunity to reframe DPS' client service model and to introduce a streamlined approach which makes it easier for parliamentarians to access the services they need quickly and easily. Existing DPS staff with a range of expertise were given targeted customer service training and nominated as the primary

points of contact for parliamentarians and their staff. Supported by a range of easy-to-use guides to DPS' services and a suite of updated Parliament House maps, the revised approach was particularly valuable for new parliamentarians and staff as they familiarised themselves with Parliament House.

Foundations for the future

As the latter half of the 25th anniversary year, the balance of 2013 was a period of celebration of the history of Parliament House, and reflection on how best to steward this iconic building and dynamic workplace into the future. An atmosphere of celebration pervaded Parliament House Open Day in August 2013 when some 8,000 visitors took the opportunity to enjoy behind the scenes tours and activities. Rounding out the anniversary year were an exhibition of 25 treasures from the Parliament House Art Collection and a special anniversary commission of the photographs featured in this report. The images in *Parliament House at work* are a fitting legacy from the building's first 25 years.

I am pleased to report progress in response to the 2013 Review of Visitor Experience at Parliament House. DPS is working to make Parliament House more accessible and visits more engaging, providing visitors with opportunities to learn about Parliament, the building, and the collections. In 2013–14 DPS provided programs for over 9,000 more visitors than in the previous year. This work has been undertaken in close collaboration with Canberra's cultural institutions and the tourism sector at both local and national levels.

As primary custodians of the heritage values of Parliament House, DPS continued work to embed best practice frameworks to ensure these values are maintained and nurtured, and to work with the parliamentary departments and others to ensure Parliament House fulfils its design intent of serving the people and the Parliament for 200 years. Capacity for the strategic management of Parliament House—including its heritage—was significantly bolstered during the year. Key positions in the Building and Asset Management Division were filled, progressing the transformational agenda referred to in last year's report. Certainty of funding provided by an allocation in May 2014 for the 2014–15 Budget has enabled the development of *Design Principles* which will in turn inform the development of a comprehensive, five year Conservation Management Plan. I thank the Heritage Advisory Board for their contribution in support of these two significant pieces of work.

Along with the Building and Asset Management Division, functional and capability reviews were undertaken in the Corporate Services, and Strategy and Performance branches. The input from those reviews and the continued realignment of departmental functions also saw the creation of a Chief Operating Officer Division. Bringing together the planning, governance and corporate functions, this division will play an important role in strengthening the alignment of planning and reporting for the Department. Under its auspices, assessment of DPS' delivery of services to its customers will become more regular and rigorous. Better and more frequent customer surveys will allow for the collection and analysis of performance data to support the clear reporting on revised key performance indicators which was hoped for this year, but deferred by financial constraints.

Toward the new vision of Parliamentary ICT

In my 2012–13 review I reported the recent endorsement of the first Parliament of Australia Strategic ICT Plan: the foundation for a new era of ICT service provision for parliamentarians. The plan's vision is to connect Senators and Members to the services they need anywhere, any time and on a range of devices. I am pleased to report significant steps toward the realisation of this vision in 2013–14. Since the commencement of the new Parliament in November, DPS has introduced a range of ICT innovations. For the first time parliamentarians are able to choose the ICT equipment that best suits their individual needs, they can access the Parliamentary Computing Network via a 'virtual desktop' and they can watch parliamentary and committee proceedings on their tablet or smartphone thanks to a new 'ParlView' app.

Looking ahead into 2014–15

The Department will continue to be challenged by the financial resources available to it in the coming year. However, I am confident that with the structural reforms which have occurred and are to come in 2014–15—most notably the rationalisation of corporate systems using the functionality of the SAP system, and the accommodation review—we can look forward to the realisation of benefits which will bolster our capacity to deliver on the Department's purpose.

Since the close of the 2013–14 year, Australia's National Terrorism Alert Level has been raised to High, and security arrangements at Parliament House have been enhanced. The security arrangements in the parliamentary precinct are constantly under assessment and, as ever, we are working closely with the Presiding Officers, appropriate policing bodies and the parliamentary departments to ensure that the appropriate security arrangements are in place at Parliament House.

The safety of the Parliament, the occupants of Parliament House and the visiting public is paramount among DPS' concerns. Our challenge going forward will be to balance this fundamental purpose with our stated goal of ensuring that Parliament House and the work that takes place within it are accessible.

I am confident that this balance can be achieved.

Acknowledgements

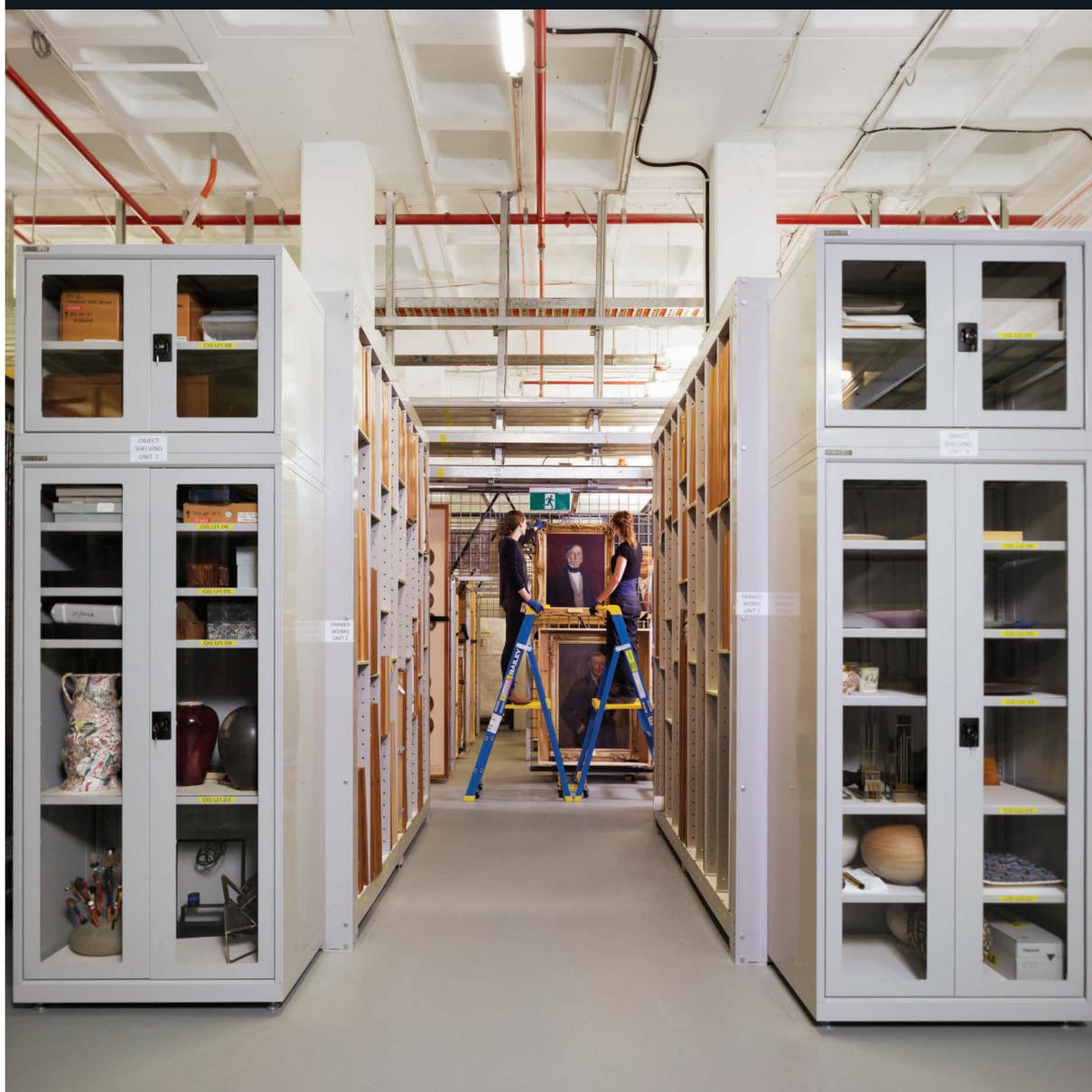
I thank the Presiding Officers in the reporting year—Senator the Hon. John Hogg, President of the Senate, Speaker of the House of Representatives, the Hon. Bronwyn Bishop, and former Speaker of the House, Ms Anna Burke, for their support of DPS and endorsement of the change agenda which has continued into the current year. I would also like to recognise the heads of the other parliamentary departments: Dr Rosemary Laing, Clerk of the Senate; Mr David Elder, Clerk of the House of Representatives and the former Clerk, Mr Bernard Wright, and Mr Phil Bowen, Parliamentary Budget Officer.

Again I thank the staff of DPS for their dedication in delivering the services with which we support the Parliament and parliamentarians.

Carol Mills
Secretary

PART 2

DEPARTMENTAL OVERVIEW





Anne ZAHALKA (1957–)
Art Services Staff, Art Store (2014)
Parliament House Art Collection,
Department of Parliamentary Services

PART 2

DEPARTMENTAL OVERVIEW

Role and functions

The Department of Parliamentary Services (DPS) supports the functioning of Parliament and parliamentarians through the provision of professional services, advice and facilities and by maintaining Australian Parliament House as a working and iconic building.

DPS services include ICT, the Parliamentary Library, Hansard, broadcasting services and security. The Department also provides catering, retail and recreation facilities, manages the Parliament House Art Collection, maintains the building and cares for its heritage, and provides services to almost 700,000 people who visit the building each year.

DPS is the largest of the four parliamentary departments which together comprise the Parliamentary Service. The other departments are the Department of the Senate, the Department of the House of Representatives and the Parliamentary Budget Office. The Parliamentary Service carries out its work independently of the Executive Government of the Commonwealth.

DPS operates under the *Parliamentary Service Act 1999* and—during 2013–14—the *Financial Management and Accountability Act 1997*.

The President of the Senate and the Speaker of the House of Representatives (the Presiding Officers) are jointly responsible for DPS.

Outcome and program structure

DPS has one 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.

DPS has two programs:

- Program 1: Parliamentary Services
- Program 2: Parliament House Works Program

Strategic direction statement 2013–14

The Department of Parliamentary Services provides essential services to support the work of the Parliament, maintain Parliament House as a symbol of democracy, and ensure that the important activity that takes place within it is accessible and engaging for all.

The Department is building on its foundation of service excellence by developing innovative and adaptive approaches that will shape the services it delivers to the occupants of, and visitors to, Parliament House.

Areas of priority for the Department are to:

- Strategically plan to maintain and enhance Parliament House as both a working place and major public venue
- Provide information and communication technologies that support the Parliament and connect with the wider community
- Enable physical and virtual access to the Parliament to engage with, and meet the needs of, a diverse range of occupants, visitors and the community
- Support the work of Parliament to ensure its effective function and duties
- Ensure the Parliament's assets are cared for and respected and its heritage value is maintained for future generations.

DPS Portfolio Budget Statements 2013–14

Services provided by DPS

Information and communication technology services

DPS manages the infrastructure and 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, the provision of software and hardware, and management of the Department's relationships with external ICT providers. DPS' objective is to ensure ICT services to more than 5,400 registered users in both Parliament House and Electorate Offices remain available, secure and are of a very high quality. These services are underpinned by ICT standards and policies and are aligned to the Parliament of Australia ICT Strategic Plan 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.

Hansard and broadcasting services

DPS is responsible for transcribing and publishing (Hansard) and 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 within Parliament House, 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.



DPS' Greg Coppin and his colleagues assist Parliament House occupants when they call the 2020 ICT Support Desk.

Security services

DPS provides and maintains security at 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 provision of a range of internal and external security services to occupants of, and visitors to, Parliament House, including access control at all entrance points and a mobile and static security presence throughout Parliament House. DPS also operates an extensive security system across the parliamentary precincts.

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.

Heritage

The Australian Parliament House is considered an important 20th century building of heritage value. It is Australia's national icon of democracy and is significant as the place where major decisions are made that impact on the daily life of all Australians. The carefully integrated design of building, furniture, art and craft, and landscape together tell the story of the nation's history and its achievements. DPS is charged with the protection and management of the outstanding heritage values of Parliament House while guiding the evolution of the building in its service to the Parliament and people of Australia. As custodians DPS has the responsibility to conserve, present and interpret these values for current and future generations.

Art Services

DPS manages the extensive Parliament House Art Collection—acquiring, cataloguing, researching, digitising, conserving, preparing and presenting works of art to the highest possible museum standards. It allocates and installs artworks in Senators' and Members' suites and in the circulation spaces throughout the building, and develops and presents displays and exhibitions.



Visitor Services Officer, Gina Hall, taking a group of visitors on a behind-the-scenes tour of Parliament House.

Visitor services

DPS provides a range of visitor services and facilities including guided tours for visitors and school groups, events and exhibitions, The Parliament Shop and Queen's Terrace Cafe.

Other services to support parliamentarian and building occupants

DPS provides a range of services to support parliamentarians and building occupants including food and beverage services, a health and recreation centre, post office, banking and financial services, a child care centre, travel agent, health and recreation centre, nurses centre, physiotherapist, hairdresser and florist. It also provides a photographic service, Auspic.

Corporate, administrative and strategic services

DPS' corporate and strategic areas provide advice and services to the DPS Executive and staff on a range of governance, strategic, financial, procurement, human resources and records management matters. This ensures that DPS complies with its responsibilities under the *Parliamentary Service Act 1999*, the *Financial Management and Accountability Act 1997* and a range of other legislative obligations, including human resources-related legislation. In addition, these areas 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 *Parliamentary Services Act 1999*. The Act provides that the Department consists of a Secretary of the Department, together with the Parliamentary Librarian and Parliamentary Service employees assisting the Secretary. The Secretary is Chief Executive (CEO) and is the leader of DPS' senior executive team.

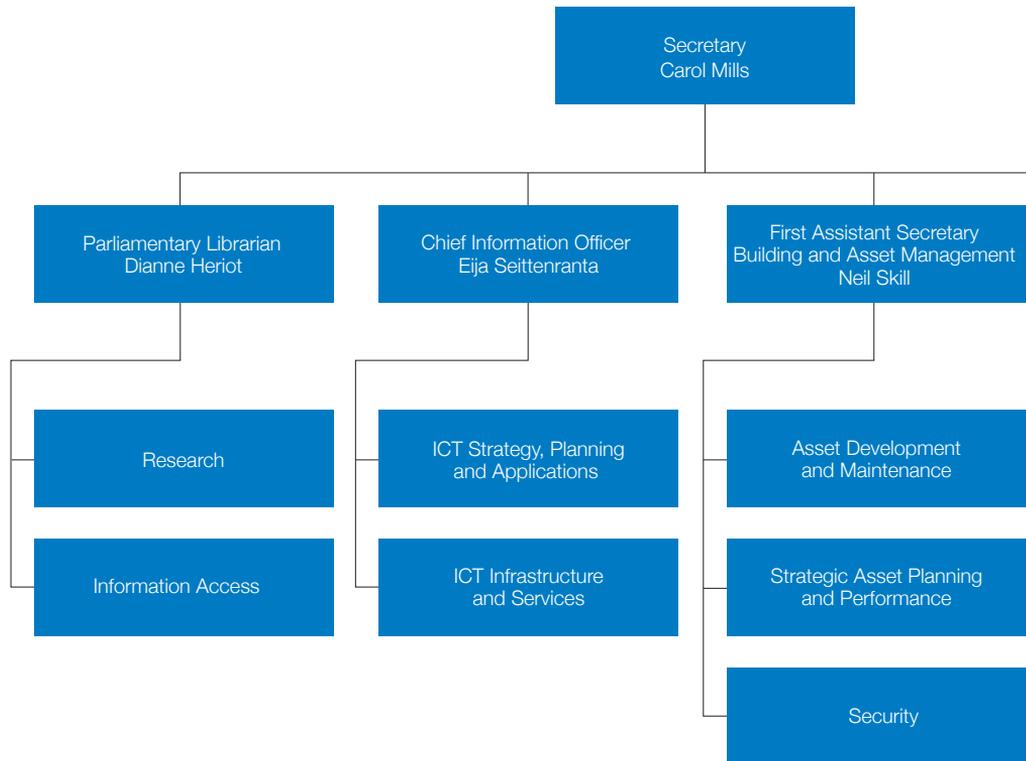
As part of a realignment which commenced in 2012–13, to further strengthen DPS' accountability and planning capacity, a Chief Operating Officer Division was created bringing together planning, governance and corporate functions. This completes the structural realignment of the Department.

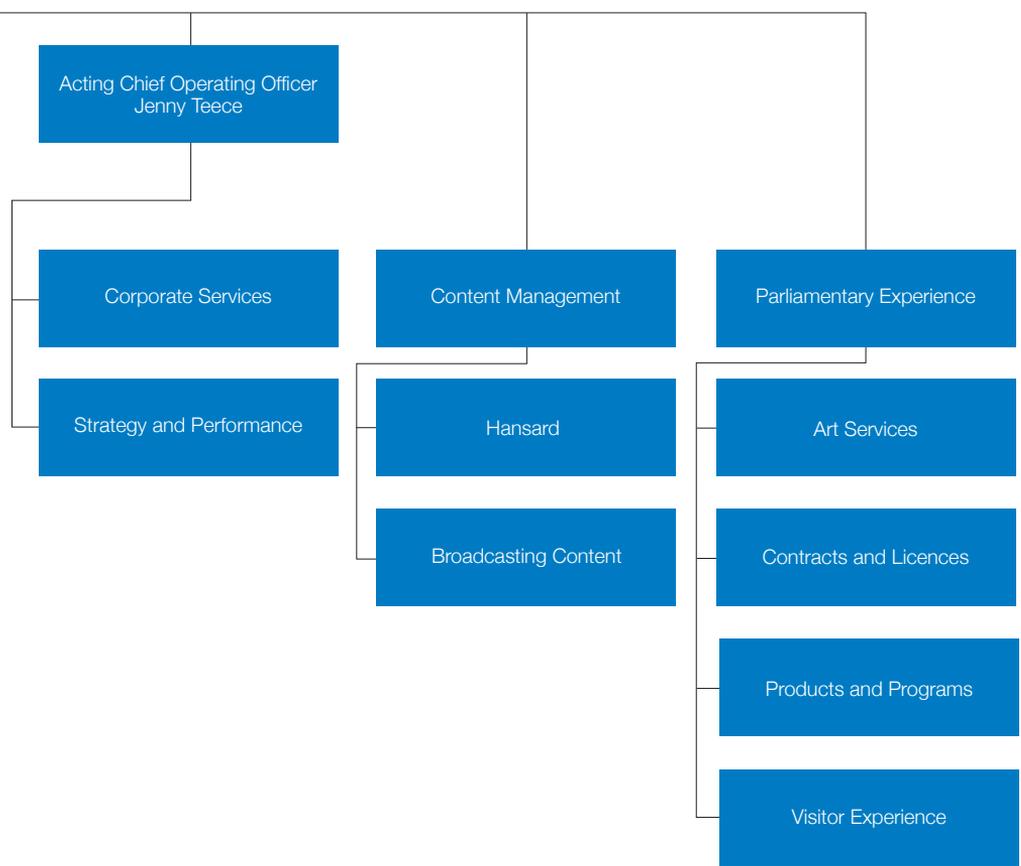
The Parliamentary Librarian is the holder of a statutory office established by authority of the *Parliamentary Services Act 1999*. The Parliamentary Librarian reports directly to the Presiding Officers—the Speaker of the House of Representatives and the President of the Senate—and to the Joint Standing Committee on the Parliamentary Library in respect of her statutory functions. For the exercise of normal management functions, including as detailed in the *Parliamentary Service Act* and the *Financial Management and Accountability Act 1997*, the Parliamentary Librarian reports to the Secretary, DPS.

Figure 1 shows DPS' organisational structure at 30 June 2014.

Organisational structure

Figure 1: DPS organisational structure at 30 June 2014





SENIOR EXECUTIVE

Secretary, Carol Mills

Carol Mills commenced her term as Secretary, DPS on 28 May 2012. Prior to this Ms Mills held a number of senior positions in the NSW public service including Director-General of the NSW Department of the Arts, Sport and Recreation, and of Communities NSW. Ms Mills was also Deputy Director-General of 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 The 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.

Parliamentary Librarian, Dianne Heriot

Dr Dianne Heriot was appointed as Parliamentary Librarian in May 2012, having acted in that position since February 2012. Prior to that, she was Assistant Secretary of the Research Branch of the Parliamentary Library. Dr Heriot has many years' experience in senior management positions in the Australian Public Service (APS) including in the Attorney-General's Department 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.

Chief Information Officer, Eija Seittenranta

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

First Assistant Secretary Building and Asset Management, Neil Skill

Neil Skill commenced with DPS as First Assistant Secretary Building and Asset Management in January 2014. Since 2001, Mr Skill has held various executive level positions in the APS including within the Australian Taxation Office, the Department of the Prime Minister and Cabinet, the Department of Finance and Administration, the Future Fund, the Department of Human Services and the Department of Immigration and Border Protection. His roles have focused on corporate support functions, including property management, business continuity, human resources, project management and security. Mr Skill has been a member of the senior executive service (SES) since 2007.

Prior to joining the APS in 2000, Mr Skill attended the Royal Military College, Duntroon, held management positions in the private sector and operated a small business.

Acting Chief Operating Officer, Jenny Teece

Jenny Teece joined DPS as Assistant Secretary, Strategy and Performance Branch in March 2013 and has been acting in the Chief Operating Officer position since February 2014.

Ms Teece has extensive executive experience in the APS having worked in a variety of areas including the management of ministerial, parliamentary and executive support divisions, the integration of the Department of Human Services portfolios' service delivery channels, and emergency management. Ms Teece has a Bachelor of Arts majoring in Education, Psychology and Social Theory and holds professional membership with the Incoming Calls Management Institute, the Customer Operations Performance Centre Inc. and the Corporate Leadership Council.

Client service excellence at DPS

To coincide with the commencement of the 44th Parliament, DPS introduced a more customer friendly service delivery model designed to give parliamentarians and their staff easy and direct access to the Department's broad range of services.

Client service officers (CSOs) were selected from within DPS and the role integrated into their existing positions. This ensured the CSO team had a range of subject matter knowledge to draw upon, and recognised the fluctuating demand for the service during sitting and non-sitting periods.

A range of information products including a flip chart and pocket guide with descriptions of services and contact details was developed as well as a comprehensive suite of maps of Parliament House—a must for new arrivals to the building.

In the weeks following the opening of Parliament, DPS CSOs visited every suite in Parliament House to introduce themselves, deliver the new products and offer personalised assistance.

Improved induction sessions gave new parliamentarians the opportunity to hear from DPS' leadership group, engage with the CSOs, ICT support staff and Library Contact Officers, ask questions and take a building tour.

The service delivery model and information products have proved popular with a steady stream of requests for services and additional pocket guides and flip charts.

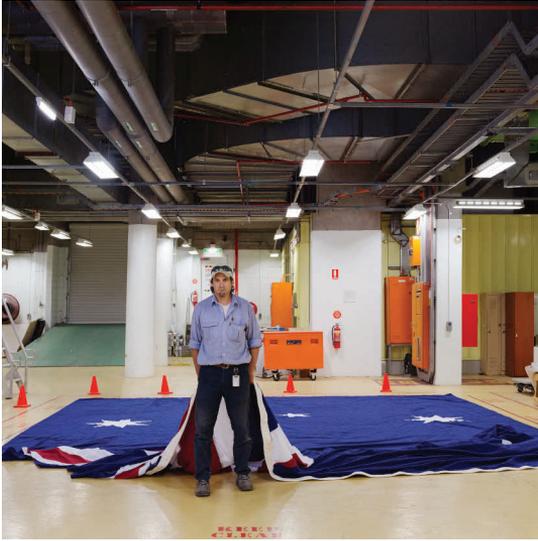
DPS Client Service Officers Tristan Hoffmeister and Stephanie Salgado



PART 3

REPORT ON PERFORMANCE





Anne ZAHALKA (1957–)
Mechanical Fitter, Plant Room (2014)
Parliament House Art Collection,
Department of Parliamentary Services

PART 3

REPORT ON PERFORMANCE

DPS is the principal support agency for Parliament House—a building where some 4,500 people work on sitting days and which almost 700,000 people visited this year. DPS works closely with the Department of the Senate and Department of the House of Representatives to support the operations of the Parliament and its committees. The services provided by DPS are diverse and fundamental to the effective operation of Parliament and thus include broadcasting, Hansard, the Parliamentary Library, security, ICT services, provision of utilities and amenities, visitor services, and maintenance and upgrading of the building and its precincts.

Summary of financial performance

Despite growing costs and increasing demand for its services, in the five years leading up to 2013–14, the Department had garnished sustainable efficiencies amounting to more than 15 per cent of its operating budget. However, these savings had not been sufficient to offset the real increases in the demand caused by increasing parliamentary workloads, changes in technology and security requirements, as well as the increasing cost of utilities, wages and the maintenance needs of a 25-year-old building. Furthermore they could not offset the cumulative impact of a decade of static funding and efficiency dividends. Specifically, in 2003–04, DPS' operating appropriation was \$105.5 million, while in 2013–14 it was \$101.5 million. Despite further efficiency efforts, it was not possible for DPS to match its expenditure to its budget in 2013–14.

In light of DPS' budget position, the Government provided one-off supplementation in the Mid-year Economic and Fiscal Outlook (MYEFO) of \$5.5 million to help reduce the projected deficit.

On the basis of its forward estimates, DPS undertook contingency planning for further contraction which would affect all areas of its services, and which would impact significantly upon the Parliament, the work of individual parliamentarians, and DPS' capacity to adequately maintain Parliament House and the parliamentary precincts. However, the allocation of additional funding in the 2014–15 Budget of \$15 million each year over the forward estimates (totalling \$60 million) has allowed the Department to rebase its budget. In addition the Department received one-off funds of \$1.7 million for a strategic accommodation review and to undertake a building condition assessment report, which will allow the commencement of major analysis of the maintenance and upgrading needs of Parliament House for the next 10 years.

These funds will provide DPS with the certainty and level of support needed to continue providing services and to accelerate its change program. The funds will be used to provide greater assurance to staff on DPS' directions and to deliver improved and more efficient services to the Parliament and the community over the next four years.

This allocation came after a comprehensive review of DPS' fiscal position and a detailed analysis of the specific costs of service provision. That work enabled DPS to submit a robust application for additional funding, with the support of both of the Presiding Officers.

Key drivers that contributed to the Department's declining financial position include:

- cumulative efficiency dividends
- CPI growth on key contracts
- increases in the cost of utilities such as electricity, gas and water
- wage growth
- continued growth of service provision to the Parliament, both in the Chambers and their committees.

How DPS is funded

In 2013–14, operating funds, including drawing rights, were \$135.0 million. This was made up of:

• Appropriated Revenue	=	\$101.5m
• Appropriated Revenue (MYEFO)	=	\$5.5m
• Own Source Revenues	=	\$8.9m
• Total Departmental Revenue	=	\$115.9m
• Electoral Office IT (drawing rights)	=	\$18.9m
• Auspic (drawing rights)	=	\$0.2m
• Total	=	\$135.0m

In 2013–14, capital appropriations were made up of:

• Departmental Capital Budget	=	\$9.8m
• Administered Capital Budget	=	\$20.4m
• Total Capital Budget	=	\$30.2m

How DPS spent the funding

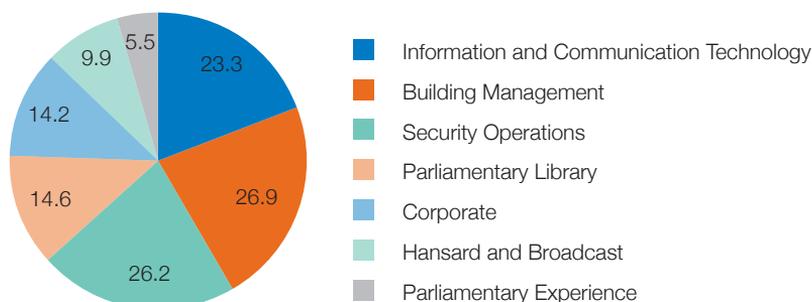
- Supplier expenditure: \$46.1m
- Employee expenditure: \$74.7m
- **Total Departmental expenditure: \$120.8m**

In 2013–14, total Departmental operating expenditure was \$120.8 million for employee and supplier costs (excluding Electorate Office IT, Auspic and unfunded depreciation), compared with \$112.9 million in 2012–13. The net result of this was an increase in expenditure of \$7.9 million, or 7 per cent.

Total expenditure for the key areas of the Department's operations is outlined in the graph following.

In 2013–14, the Capital expenses were:

• Departmental Capital Expenditures	=	\$11.4m
• Administered Capital Expenditures	=	\$9.5m
• Total Capital Expenditures	=	\$20.9m

Figure 2: Departmental operating expenditure by functional area 2013–14 (\$m)

Operating result

In 2013–14, DPS recorded an operating deficit due to the cumulative effect of a static budget, increasing efficiency dividends, increasing supplier costs, demand for services and departmental salaries. The Department entered 2013–14 with a declining funding base. During the year, DPS was subject to additional efficiency dividends which compounded the effect of dividends from prior years. These measures, along with an already eroded funding base, meant DPS was under significant financial pressure in 2013–14 and appeared to be headed toward reporting a significant operating deficit. The Department received approval to incur an operating loss (deficit) of \$6.98 million. By implementing the following actions DPS was able to reduce its forecast operating loss:

- continued implementation of the program of change derived from the recommendations of the *Review of Information and Communication Technology for the Parliament* (Roche Report) and the Senate Finance and Public Administration Legislation Committee *Report on the Performance of the Department of Parliamentary Services* into the performance of the Department
- an ongoing program to strengthen and develop the Department's financial control and budget management
- continual evaluation of services the Department provides and prioritisation to ensure value for money is achieved
- delayed recruitment action
- overall tightening of discretionary expenditure.

The \$5.5 million received by the Department at MYEFO, coupled with these substantial internal cost saving initiatives aimed at driving down the deficit, meant DPS was able to reduce the operating loss to \$4.88 million at 30 June 2014.

Many of the saving initiatives put in place cannot be sustained in the out years. These initiatives primarily involved delaying important work, slowing down maintenance schedules or reducing services. Whilst this had the desired effect of improving the operating loss, not recommencing these services and works will significantly impact the condition of the building and quality of services provided to Parliament in the longer term. The \$15 million additional funding allocated in the 2014–15 year will assist DPS in recommencing this important work and continuing to progress its change agenda.

Agency resource statement 2013–14

DEPARTMENT OF PARLIAMENTARY SERVICES	Actual available appropriation for 2013–14 \$'000	Payments made 2013–14 \$'000	Balance remaining 2013–14 \$'000
	(a)	(b)	(a) – (b)
Ordinary Annual Services¹			
Departmental appropriation ²	150,511	135,005	15,506
Total Ordinary Annual Services	A 150,511	135,005	15,506
Administered non-operating			
Administered Assets and Liabilities ³	21,894	9,459	12,435
Total other services	B 21,894	9,459	12,435
Total net resourcing and payments for the Department of Parliamentary Services	A+B 172,405	144,464	27,941

¹ Appropriation (Parliamentary Departments) Act (No.1) 2013–14. This includes Prior Year departmental appropriation, capital and S.31 relevant agency receipts.

² Includes an amount of \$9.789M in 2013–14 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) 2013–14 and prior year appropriations.

Budgeted and actual expenses and resources for Outcome

Outcome: Occupants of Parliament House are supported by integrated services and facilities, Parliament House functions effectively and its work and buildings are accessible to the public	Budget 2013–14 \$'000	Actual Expenses 2013–14 \$'000	Variation 2013–14 \$'000
	(a)	(b)	(a) – (b)
Program 1: Parliamentary Services			
Departmental expenses			
Departmental appropriation ¹	114,838	120,329	(5,491)
Expenses not requiring appropriation in the Budget year	30,940	24,903	6,037
Total for Program 1: Parliamentary Services	145,778	145,232	546
Program 2: Parliament House Works Program			
Annual Administered Appropriations			
Expenses not requiring appropriation in the Budget year ²	27,059	28,558	(1,499)
Total for Program 2: Parliament House Works Program	27,059	28,558	(1,499)
Outcome 1: Totals by appropriation type			
Annual Administered Appropriations			
Expenses not requiring appropriation in the Budget year ²	27,059	28,558	(1,499)
Departmental Expenses			
Departmental appropriation ¹	114,838	120,329	(5,491)
Expenses not requiring appropriation in the Budget year ²	30,940	24,903	6,037
Total expenses for Outcome 1	172,837	173,790	(953)
Average staffing level (number): 2013–14	711	707	

¹ Departmental appropriation combines 'Ordinary annual services (Appropriation (Parliamentary Departments) Bill (No. 1) 2013–14' and 'Revenue from independent sources (s31)'.

² Expenses not requiring appropriation in the Budget year comprise Depreciation Expense, Amortisation Expense, Audit fees and the anticipated operating loss of \$4.5m in 2012–13 which is funded by DPS reserves.

Security

On a typical sitting day, between 4,000 and 5,000 people come to Parliament House to work or conduct business. That number includes parliamentarians and their staff who often work long hours far from their home base, the staff of the four parliamentary departments, and the contractors and retail licensees whose work supports the functioning of the Parliament.

On sitting days, Capital Hill is abuzz with people who come to do business with the Parliament and parliamentarians: to meet with Ministers or other Senators and Members, or give evidence to parliamentary committees.

This year some came to take part in large scale events such as the opening of Parliament, the farewelling and welcoming of the outgoing and incoming Governors-General, and to wave flags for Their Royal Highnesses, the Duke and Duchess of Cambridge. Every day, school groups and other visitors come to the building to see first-hand the Parliament at work—national and international visitors for whom a visit to Parliament is a ‘must’ on a trip to Canberra.

On its busiest day in 2013–14, Budget day, almost 11,000 people spent time at Parliament House.

DPS plays a vital role in supporting the safety, health and well-being of this diverse Parliament House community every day of the year.

The work of Parliament relies on a secure Parliament House. Working under the direction of the Presiding Officers, DPS is the agency with primary responsibility for the day-to-day safety and operational continuity of the Parliament and its occupants.

Using a security risk management framework and working closely with the Australian security agencies and the other parliamentary departments, DPS provides strategic and operational policy advice, physical security, personnel security and risk mitigation services to ensure that visitors and building occupants alike can go about their business in safety.

The Parliamentary Security Service (PSS) is DPS Security’s uniformed frontline. PSS staff not only provide screening and internal security for the parliamentary precinct, but are also the first point of welcome for visitors at each entrance to Parliament House.

Policy and governance

The development and implementation of contemporary and relevant security policies and advice provides the platform on which each security service is designed and delivered. The policies and procedures are specified in the Operational Policies and Procedures framework, guided by the Security Management Board (SMB) and issued under the authority of the Presiding Officers. This operating framework provides comprehensive guidance and requirements for the entire range of security related activities, incident responses and protocols.

DPS is responsible for ensuring operational continuity and risk management. DPS Security Branch develops approaches to identifying risks and minimising their impact on the Parliament.

During 2013–14, DPS continued to manage the contractual arrangements under which perimeter guarding was provided by Australian Federal Police (AFP) (Uniformed Protection) officers. This arrangement supplemented internal security arrangements utilising the PSS. The Department also conducts emergency monitoring and coordination.

Parliament House Security Framework

During 2013–14, DPS substantially progressed the development of a strategic framework for security at Parliament House. The framework will reflect whole-of-government approaches to protective security and align, wherever possible, with the Australian Government's Protective Security Policy Framework which provides controls for the Government to protect its people, information and assets, at home and overseas. DPS is consulting widely in the development of the framework with appropriate policing and security agencies.

Security reviews

Ongoing assessments, a responsive approach and continuous improvement are vital to the success of security at Parliament House. To achieve this, DPS conducted several reviews in 2013–14.

In late 2013, DPS commissioned an independent review of perimeter guarding arrangements. The resulting recommendations were considered by the SMB; however, the heightened security levels in late 2014 have deferred the development of an implementation plan.

An independent review of the Parliament House Pass Policy was completed in 2014 with a number of recommendations provided for consideration by the SMB, and implementation plans determined for 2014–15.

A comprehensive review to ensure the currency and continued relevance of policies and operating procedures also commenced in 2013–14.

Each of these reviews took into account the underlying threat environment and security risks to the Parliament, Parliament House and its occupants and was informed by consultation with appropriate policing and security agencies. By investing in the assessment of the security frameworks and ensuring compliance with Australian Government policy, DPS continues to reduce the risk exposure of Parliament House and increase the effective and efficient management of security within the precincts.

Security incidents

An incident is reportable to DPS where follow-up action is required, for example, requests for first aid assistance, the discovery of unattended or suspect items, the conduct of protests, the receipt of threatening telephone calls or non-compliance with security screening.

DPS also manages a number of minor concerns (such as misplaced items, lost visitors, and minor first aid requests), many of which are not considered incidents, but which are recorded and used for risk identification and assessment purposes.

During 2013–14, there were 148 security incidents reported at Parliament House. This is a slight increase on the 2012–13 incident rate and can be attributed broadly to improved security awareness of occupants, to the increased knowledge within Parliament House of what constitutes an incident, and to enhanced security procedures for special events.

In addition to the increased security awareness, the strengthening of the management, review, analysis and reporting of security incidents at Parliament House also contributed to the improved identification and recording of incidents. This has been achieved through the development of improved business flows, procedures and incident escalation protocols, each supported by a secure incident management and crisis communication tool widely used by Commonwealth, state and territory agencies. The introduction of the incident management tool has reduced the time between incident notification and escalation. This increases the response capability of the PSS officers throughout Parliament House.

Security resourcing

DPS has continued its investment in a competent and professional PSS.

Operationally, DPS allocates resources according to intelligence and the changing requirements of daily and visit-specific activity. DPS maintains a 24/7 staffing model and focuses on efficient delivery of security services such as access control and screening for all building occupants and visitors.

DPS maintains a Security Branch of 176 personnel, with 155 of these serving on the frontline as PSS staff. The remainder of the branch focuses on delivering risk management programs, training and development, personnel security, leadership and access control support (including passes and security vetting).

In 2013–14, the number of hours spent providing internal security and front-of-house services decreased slightly compared with the previous year, largely due to a lengthy period of non-sitting during the election period. The number of guarding hours by AFP officers also reduced, reflecting improvements in physical security infrastructure across the parliamentary precinct.

Training

DPS Security personnel undertook 7,122 hours of training and development during 2013–14. Training is developed against Australian regulations for security, workplace health and safety and legal liability, which allows all activities that protect the building and its occupants to be carried out by qualified personnel.

All training activities are mapped to competency levels and measured for impact. All PSS officers have to engage in Competency Maintenance Training, which includes:

- Defensive Tactics
- First Aid Refresher
- Senators and Members Recognition
- Powers and Authorisations
- Patrols and Searches

During 2013–14, PSS Officers with specific duties in responding to major incidents in the House also undertook Advanced Defensive Tactics training to ensure they can continue to provide this vital service to the Senate and the House of Representatives.

In 2013–14, DPS introduced First Attack Fire Fighting training for all PSS officers to ensure compliance with the Australian Standard.

DPS has developed and delivers a Parliament House-specific Certificate III in Security Operations enabling the Department to deliver key training in-house. The course has received accreditation from the Canberra Institute of Technology (CIT) and is designed to provide developing DPS team leaders with the skills needed to perform the role. In May 2014, the first group of nine graduates were awarded the qualification. See the case study 'DPS develops a CIT accredited training course' in Part 5 of this report.

Physical security

In 2013–14, DPS maintained a strong physical security program. Utilising a risk management approach, DPS worked to address concerns raised by the Senate Finance and Public Administration Committee in its report into the performance of DPS, including the deployment rosters for PSS officers, staff development and investigations processes.

The Perimeter Security Review assessed the efficiency and effectiveness of physical security arrangements for the exterior of the building and parliamentary precincts. The Memorandum of Understanding between DPS and the AFP continued during 2013–14, providing clearly defined protective security services to the parliamentary precincts.

DPS maintained technology based access control systems within Parliament House and reviewed the Parliament House Pass Policy to examine the effectiveness of existing pass management procedures. A number of recommendations were provided to the Security Management Board and actions have been developed for implementation in 2014–15. Access control infrastructure was also assessed and reporting increased during this time, with an upgrade of infrastructure required in 2014–15.

DPS maintains a highly capable security operational management system within Parliament House, using integrated technology to support all security infrastructure and resources. During 2013–14, DPS also conducted full security screenings of the parliamentary precinct.

A result of the security review and risk assessment was a trial of targeted screening implemented during 2013–14, allowing certain categories of pass holders to access the building without undergoing full screening. The trial aligned screening practice with those of other parliaments in Australia, while retaining positive face-to-identification verification.

During this trial, more than 1,500 random screenings were conducted of exempt pass holders, with no unauthorised items identified. The rate of complaint or concern about the random screenings was less than 1 per cent. The trial allowed for the reinstatement of full screening in advance of special events, in the event of a changed risk environment, or at any other time.

Functions and events

Throughout 2013–14, DPS Security supported 15 official visits including:

- the opening of the 44th Parliament
- the swearing in of the 26th Governor-General, His Excellency General the Hon. Sir Peter Cosgrove AK MC (Retd)
- the visit to Parliament House by Their Royal Highnesses the Duke and Duchess of Cambridge.

The challenge of these events is to balance the day-to-day operations of the Parliament, including visitors, committee hearings and meetings, with the requirements of the event. DPS provides security solutions to these events, which include risk management plans, security officers and concierge services. The success of DPS' security management resulted in safe, secure and well attended events for both building occupants and visitors.

Medical assistance

For Senators and Members, who spend long periods away from home and consequently access to their regular medical services, DPS operates a Nurses Centre. During sitting weeks, the Nurses Centre provides first aid services to building occupants and visitors as well as a small range of other services to Senators and Members and their interstate staff under written instructions from their medical practitioner.

In addition to this, the Nurses Centre offers an influenza vaccination program for building occupants. In 2013–14, there were 793 vaccinations administered, a 21.4 per cent increase compared with the previous year.

First aid is provided by the Nurses Centre during opening hours in sitting weeks and DPS' security service at all other times. PSS Officers are all certified in first aid provision, and are required to refresh their qualifications annually.

Maintaining Parliament House

In 2013, Parliament House marked its 25th anniversary—a relatively short but significant period in the life of a building of great national significance designed to last 200 years.

The Parliament House complex occupies a 35-hectare site, comprises approximately 4,700 rooms across four levels, and has a total floor area of approximately 250,000 square metres. The building contains more than 100,000 maintainable assets in the way of plant fixtures and fittings and operating equipment including 44 lifts, 1,900 temperature zones, approximately 750,000 square metres of plaster board and more than 40,000 lights. To this is added bespoke furniture and furnishings and a myriad of items in the Parliament House Art Collection.

The ongoing maintenance, conservation and enhancement of the precinct as a whole is vital to ensure that it remains operational in support of the Parliament for the next 175 years. This work is carried out by DPS staff who have a wealth of experience and extensive knowledge of the precinct.

This experience and knowledge has been built over the life of the building, with several staff still maintaining plant and equipment that they installed during construction over 25 years ago. Highly skilled craftsmen, such as joiners, continue to preserve and maintain bespoke elements within the building, including parquet flooring, suite furniture and high use visitor seating and amenities. Retention and transfer of these skills is paramount to sustaining the building's high quality maintenance standards, and DPS continues to provide opportunities for staff to broaden their skill set. The Department is developing training and apprenticeship programs to support the existing workforce.

DPS takes its responsibility for the maintenance, upgrade and conservation of Parliament House seriously and, in late 2013, established a Building and Asset Management Division to deliver holistic building support services and a strategic approach to asset management. Once established, the division commenced several broad-ranging reviews and assessments of operations, planning, capability, project delivery methodology and governance within its scope.

The findings will continue to inform strategic direction and operational planning to ensure DPS is best placed to provide cost effective, efficient, but most importantly, high quality and customer focused services to building occupants. Ensuring the health and safety of staff, and that heritage and design principles are considered, are integral to all the Department's work processes and practices and has been an overarching requirement of the division's work.

The review of the division's project management capability was completed in 2013–14 and covers all aspects of project management, including approaches to project scoping, planning, delivery and governance.

The Department's approach to project governance was reinvigorated, and work commenced on auditing all projects on hand to assess business cases, scope, budget, timeline and design integrity compliance. This work provides assurance that projects

are being managed and delivered in a contemporary fashion, with appropriate controls, governance and clear scope that ensures DPS meets stakeholders' expectations and requirements.

A strategic asset planning capability was established and experienced officers appointed to specialised positions in heritage management and accommodation strategy. This heritage capability brings coordinated and consistent advice to DPS and the Parliament on managing design integrity and related matters. Supported by the development of strategic accommodation planning, this work will further assist the Parliament in addressing the continuing pressures on office accommodation in the building.

While this range of important management review activity was underway, the Department continued to deliver on its obligations in support of the Parliament in 2013–14.

Building maintenance

Keeping Parliament House's physical environment functioning optimally and maintaining its fabric and infrastructure requires a significant investment and constant maintenance. DPS is responsible for all repairs, maintenance and engineering services in Parliament House, including air conditioning, lifts, electrical, plumbing, hydraulic services, movement systems, building fabrics, furniture, signage, cleaning and waste disposal. The specific maintenance teams include:

- Landscape Services which maintains the 23 hectares of landscape including 10 hectares of turf. This team also maintains indoor plants within the circulation areas of the building and external sporting facilities such as tennis courts, the netball/basketball court and the Senate oval
- Building Fabric Services which maintains the internal and external surfaces within the building such as the carpet, fabric, timber, door hardware, concrete, stone, ceramic tiling, glazing, painted surfaces, signage and the Parliament House Furniture Collection
- Electrical Services which maintains the high and low voltage electrical infrastructure and distribution system, internal and external lighting, emergency lighting, backup power systems for life support and critical systems, and the Building Management System
- Mechanical Services which maintains all the mechanical plant, steel structures, hydraulics, and the heating, ventilation and air-conditioning system. Mechanical Services is also responsible for the maintenance of the swimming pool, spa and gymnasium equipment, ponds and water features, cool rooms and freezers, security bollards, flag pole, brass and metal fixtures, and the building environmental and thermal conditions.

Table 3: Building maintenance work in 2013–14

15,006 square metres of painting	737 square metres of carpet replaced
60 items of status A and B furniture refurbished	52,000 sprinkler heads surveyed to identify replacement needs
40 square metres of parquetry floor replaced	42 lifts upgraded
9,550 square metres of parquetry floor repolished	27 bathrooms or ensuites retiled

The high quality work performed by DPS maintenance teams is scheduled to ensure that building occupants are not inconvenienced by the works. This includes, where safe and practical, overnight or early morning activities and carrying out the majority of the work during non-sitting periods. In addition to the achievements highlighted above, in 2013–14 DPS also:

- took advantage of the election period to undertake necessary maintenance work in the high-importance and high-use Special Suites, in a number of cases for the first time since the building was completed¹
- completed the replacement of the Fire Indicator Panels and Very Early Smoke Detection Apparatus, key components in upgrading and maintaining fire safety systems, in the northern zone of Parliament House²
- replaced a number of glass panels in windows and elsewhere due to cracking and delamination.

Maintaining the marble façade continues to be a challenge to the Department. Visual inspections of the green marble, *Verde Issorie*, which is subject to cracking, commenced in October 2012 and are continuing. DPS has implemented a repair and maintenance program to manage any potential risks to public safety and is investigating options for the long term management and possible rectification of the issue.

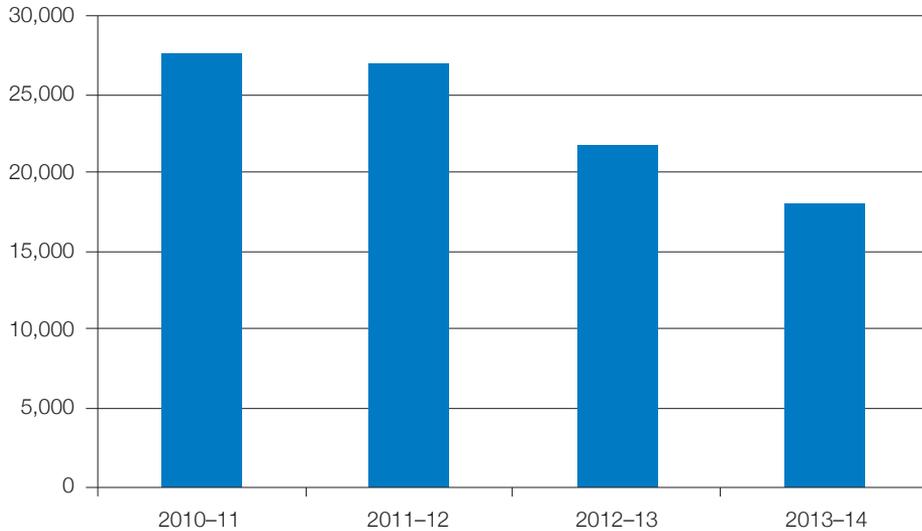
To ensure prompt response and resolution of building issues, the DPS Maintenance Help Desk manages building service requests, responds to alarms, assigns rapid response trade staff and provides a 24-hour system monitoring and response function.

As a result of the extensive work being undertaken to enhance building automation and a range of continual business improvement actions, the volume of requests to the Maintenance Help Desk continued to decline in 2013–14 as shown in Figure 3. Put simply, fewer faults are being reported or issues detected by occupants because of automated systems installed in 2013–14. The need for action is being identified by systems such as proactive temperature management and automated sensors in the plumbing and electrical systems, and DPS is taking that action before occupants experience an issue. This automation work will continue in 2014–15.

¹ There are five Special Suites: the suites occupied by the Prime Minister, Leader of the Opposition, Speaker of the House of Representatives and President of the Senate, and the Cabinet Room.

² Systems in the remaining three zones will be upgraded in 2014–15.

Figure 3: Number of calls and emails to the DPS Maintenance Help Desk



Delivery of building upgrades and projects

DPS delivered capital building projects to the value of \$9.459 million, including finalising the Main Production Kitchen (MPK) and works related to fire safety (including progressing stages of the fire detection and alarm system upgrade and passive fire systems enhancements), Uninterrupted Power Supply (UPS) (including design and procurement activities) and height safety.

Upgrade of the Main Production Kitchen

Project work on the MPK renovations was performed in 2014, achieving practical completion on 27 June 2014. This work brought the MPK to operating standard as a world class food preparation system. The MPK is intended to be the primary commercial food preparation area in the building. It allows for the concentration of food processing equipment, catering staff and raw goods to be managed in one area. The colocation of these functions, with large commercial kitchen quality workflow design, will assist the service provider to achieve higher efficiencies in volume food production.

The MPK has the capacity to prepare meals simultaneously for the Members' Guests Dining Room, Staff Dining Room, Room Service Kitchen, Queen's Terrace Café, as well as for functions in the Great Hall. A computerised temperature monitoring system ensures that food is stored at the correct temperatures from raw materials through to preparation and service. While some existing equipment has been refurbished, most of the machinery is new and includes the most up-to-date features available. The project has involved replacing surfaces, constructing new freezers and cool rooms, installing new food preparation equipment including blast chillers, and creating a new storage area.

The upgrading of the kitchen is also discussed on Page 54 under the heading 'Upgrade of the Main Production Kitchen'.

New Parliamentary Budget Office accommodation

A major project completed in 2013–14 was the construction and fit out of the new Parliamentary Budget Office (PBO), which occupies 640 square metres of floor space. Construction of the PBO's permanent accommodation commenced in July 2013, with practical completion formally achieved on 21 October 2013. There have been very few major refurbishment works since Parliament House opened in 1988. This is an indication of the foresight of the architects. However, it is true that the requirements for office spaces in 1988 were different from those of today, for instance, for open plan, flexible and technologically enabled work areas. In addition, the PBO's work necessitates particular requirements. This refurbishment project incorporated the use of more energy efficient lighting, the installation of occupancy sensors, the reuse of existing mechanical infrastructure and equipment, and the reuse and recycling of construction waste where possible. DPS successfully delivered the fit out specified and funded by the PBO.

Replacement of the flag pole lighting system

In 2013–14, the Department replaced the lighting system at the top of the 81-metre flag pole. The previous system was 25 years old and consisted of four 1000 watt metal halide lights mounted at the top of each leg of the main flag pole structure. The maintenance requirements were significant and energy consumption for this iconic component of the building was high.

The new system consists of four 250 watt LEDs, which have several advantages in that they:

- reduce maintenance requirements
- provide a 'white' light that doesn't change the colour of the flag
- reduce energy consumption by 75 per cent.

The project involved installing four access platforms above a 35 metre void at the base of each of the four main flag pole legs, and upgrading the fall arrest system (designed to prevent a person from falling from a great height) located at the top of each of the four legs. The platforms enable DPS electricians to safely access electrical control boxes which have been inaccessible for 25 years.

DPS worked closely with Canberra Airport and the Civil Aviation Safety Authority to ensure the proposed lighting solutions were in accordance with airspace regulations.

Assistive listening devices throughout Parliament House

DPS has continued to improve disability access and provide services that assist all visitors and occupants in the building. In 2013–14, assistive listening devices were installed in several committee rooms, the Great Hall, the Marble Foyer and on the Great Verandah of Parliament House. The devices provide a means of transmitting sound through a wire loop to a tele coil in a hearing aid or other suitable receiver. They are mostly used to eliminate background noise.

Landscaping maintenance work

DPS maintains the landscape in the 23 hectares of the parliamentary precinct which includes formal and native gardens, courtyards, 10 hectares of turf, water features and outdoor sporting facilities. The landscape forms an integral component of the precinct and of the original design and, as such, it is vital to maintain the grounds to a suitably high standard.

During 2013–14, DPS planted over 7,000 annuals in the formal gardens for the summer and winter displays, replaced six trees and redeveloped two garden bed areas in the courtyards. DPS also installed drainage improvements and undertook minor regeneration works, including planting 150 native shrubs in the native gardens. A portion of the wisteria was removed from the pergola in the Prime Minister’s Courtyard to allow the timber sourced from demolished historic woolsheds in Freemantle to be treated and to preserve the feature for the future.

Parliament House Works Program

The Department 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. Table 4 reports against the key performance indicators set down in the *Department of Parliamentary Services Portfolio Budget Statements 2013–14*.

Table 4: Parliament House Works Program—performance indicators

Asset custodianship	2011–12	2012–13	2013–14 Target	2013–14 Actual
Design Integrity Index	89.8%	89.8%	90%	89.4%
Building Condition Index	88.1%	88.3%	89–92%	88.5%
Landscape Condition Index	86%	87%	90%	81%
Engineering Systems Condition Index	87.7%	86.8%	90%	88.6%

Design Integrity Index

The Design Integrity Index (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.

In 2013–14, the design integrity score dropped 0.4 points from the previous year to an overall score of 89.4 per cent. This movement reflects building-wide issues as well as some particular furniture-related changes and movement in design-specific locations.

Building-wide issues that affect the overall DII rating include changes made to accommodate modern business practices, including the introduction of business machines such as photocopiers and multifunction devices into circulation spaces, and the increasing quantity of non-standard furniture in use. The increasing number of occupants in the Ministerial Wing over a number of years has also resulted in some

non-standard furniture being put into use. Each parliamentary department may choose office furniture that best meets its needs. As pressure increases to accommodate more people within the building, for those people to interact in new ways and their ergonomic needs to be referenced, furnishings have moved away from those used in the original fit out.

Table 5: Design Integrity Index by area

Zone	Score (%) 2011–12	Score (%) 2012–13	DII Score 2013–14
Public and ceremonial areas	91.4	89.8	89.6
House of Representatives wing	89.9	92.0	91.3
Senate wing	92.0	93.4	90.7
Ministerial wing	94.3	94.2	91.1
Committee rooms and Library	91.5	91.2	91.7
Facilities areas and tenancies	84.0	84.3	83.3
Circulation and basement areas	83.8	83.7	85.7
Exterior: landscape and roadways	89.7	88.9	89.05
Total score	89.8	89.8	89.4

Building Condition Index

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

In 2013–14, the overall score increased by 0.2 per cent. This increase can be attributed to minor refurbishment work throughout the building, specifically during the election recess, and also due to the fit-out work undertaken for the newly formed PBO.

Table 6: Building Condition Index by area

Zone	Score (%) 2011–12	Score (%) 2012–13	BCI Score 2013–14
Public areas	87.8	88.0	88.5%
Chambers	92.1	91.9	91.7%
Ministerial	88.9	89.0	88.9%
Senate	88.6	88.7	88.7%
House of Representatives	88.7	88.9	89.1%
Back of House	86.9	87.2	87.6%
Plant rooms	87.9	87.9	88.0%
External	86.5	86.7	87.5%
Total	88.1	88.3	88.5%

Landscape Condition Index

The Landscape Condition Index (LCI) measures the current condition of the landscape surrounding Parliament House, expressed as a percentage of the optimum landscape condition. The LCI is measured in October each year with the landscape divided into eight zones, as shown in Table 7.

The overall LCI decreased from 87 per cent in 2012–13 to 81 per cent in 2013–14 due to a number of factors. These included the overall impact of the very hot summer including the loss or deterioration of a number of shrubs in the native peripheral gardens, the poor condition of groups of trees at the both the Senate and House of Representatives entrances, and the sparse appearance of the *Juniper Sabina* ground cover at the front of the building.

A zone which received an increased score in 2013–14 was the House of Representatives courtyards, which scored 94 per cent compared to 91 per cent in 2012–13. This improvement was due to denser plant cover and the good condition of the paved areas—work carried out by DPS.

Table 7: Landscape Condition Index by area

Zone	Score (%) 2011–12	Score (%) 2012–13	LCI Score 2013–14
Native peripheral gardens	75%	75%	68%
Senate courtyards	94%	91%	88%
House of Representatives courtyards	94%	91%	94%
Ministerial courtyards	86%	96%	86%
Eastern formal gardens	89%	96%	82%
Western formal gardens	91%	91%	81%
Ramps	81%	81%	75%
Front of building	75%	75%	71%
Total	86%	87%	81%

Engineering Systems Condition Index

The Engineering Systems Condition Index (ESCI) measures the current operation and condition of the engineering systems in Parliament House against the expected decline of those systems through their life cycles. There was an increase of 1.8 per cent in the ESCI in 2013–14. This increase can largely be attributed to the upgrade of air conditioning control dampers, light replacements for the main flag pole, and the upgrade of the building management system components, fire systems, sprinkler system and fire doors. During the year, DPS focused on identifying and, where possible, rectifying systemic equipment failures, which has resulted in a small increase in equipment reliability.

Building Condition Assessment

The Department has been working to implement the recommendations from the Senate inquiry into DPS' performance. It has been a challenging task, particularly with a tight budget and minimal resources available to implement the recommendations relating to specific aspects of building management. One of the recommendations was that DPS develop a report for Parliament on the condition of the building, its contents, the costs of upkeep, and any potential heritage concerns. Throughout 2013–14, the Department undertook an initial scoping exercise to inform the development of the report, and sought additional funding to implement this recommendation.

As a direct result of these efforts, DPS was pleased to receive funding in the 2014–15 Budget for the commission of a comprehensive, point in time, building condition assessment. The assessment will consider all built and component aspects of Parliament House—its fabric, furniture and fixtures as well as its landscape and surrounds. It will allow the development of a strategic asset management plan that will include 10 and 25-year asset replacement and investment forecasts, thereby assisting in strategic planning to maintain and enhance the building's operations in support of the Parliament. In addition, it will provide a baseline measurement against which the building condition can be benchmarked in the future. The assessment work has been commissioned and is on track to be completed in late 2014.

Accommodation review

Parliament House's large and diverse workforce has differing work styles and needs and, like other workforces, the way its daily business is conducted has changed over the last 25 years. To ensure that the building is able to most effectively support the demands of its occupants, it is vital that DPS understands how office and auxiliary space is allocated and utilised. Funding was received to conduct a Strategic Accommodation Review to inform the planning and approach to the management of accommodation throughout the building. This work will provide realistic options for managing the current and projected pressures on office accommodation in Parliament House for consideration by DPS.

The outcomes of the review will support the analysis of space utilisation and will assist in developing options to maximise the spatial efficiency of Parliament House. The review is underway, with findings due in 2014–15.

Work for the new Parliament

The 2013 federal election saw 37 new Members returned to the House of Representatives, new Territory Senators, a change of Government and many consequential moves within Parliament House suites over a short period. DPS maintenance staff rose to the challenge of preparing suites for new occupants at that time, and also supported preparations for the commencement of new Senators in July 2014. Actions undertaken included repairs and maintenance in suites wherever necessary, the creation of new nameplates and the replacement of office suite locks.

Environmental management

DPS continues to strive to maintain a best practice, environmentally sustainable operating environment. A comprehensive report on environmental management can be found at Appendix 1.

In 2013–14, energy consumed at Parliament House and by DPS vehicles was 137,094 GJ, representing a decrease of 4.3 per cent from the previous year. Electricity and gas consumption decreased by 4 per cent, transport energy decreased by 40 per cent, and diesel fuel energy reduced by 47 per cent compared with 2012–13.

Table 8: Energy consumed at Parliament House and by DPS transport

Indicator	Energy consumption (GJ)		
	2011–12	2012–13	2013–14
Parliament House building ¹	139,563	142,226	136,450
Transport–passenger vehicles	1,625 ²	644	261
Other transport ³	441	424	383
Total energy consumption	141,629	143,294	137,094

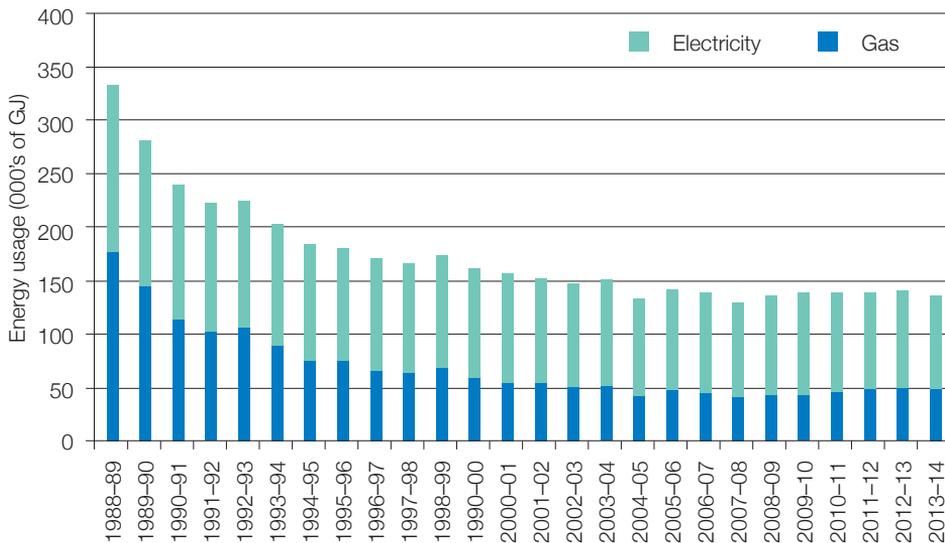
¹Includes electricity, natural gas and diesel (non-transport).

²Includes previously collected vehicle data from other parliamentary departments not under DPS management.

³Includes LPG, diesel and petrol used for maintenance and loading dock vehicles.

The Department is particularly pleased to advise that electricity consumption in 2013–14 was the lowest achieved at Parliament House since the building opened—a total reduction of 44 per cent since 1988–89.

Figure 4: Annual electricity and gas consumption from 1988–89 to 2013–14

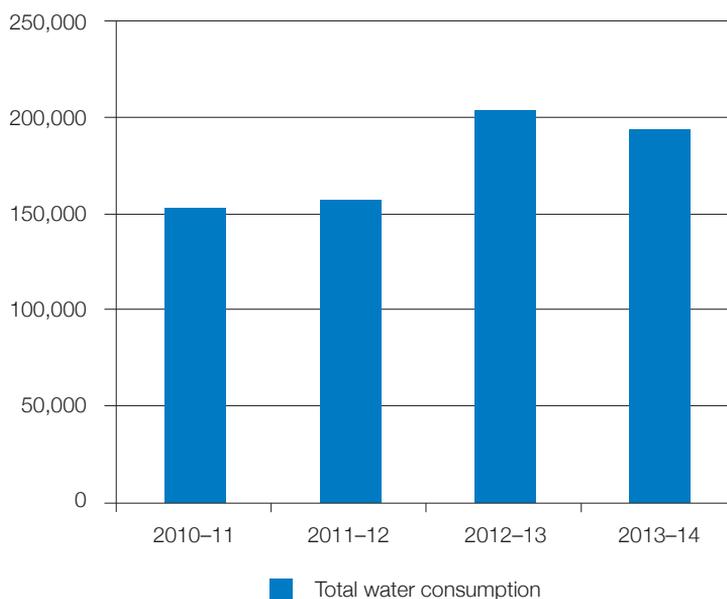


As the Department is also responsible for the maintenance of the Parliamentary grounds, courtyards and gardens, it continues to explore and implement broader sustainability practices. For example, during autumn, staff from the DPS Landscape Services team clear the leaves from each of the Senate and House of Representatives courtyards. These leaves do not go to waste—some are used as mulch on the peripheral native gardens, while any leaves that pose a weed risk are taken to the Mugga Lane Resource Management Centre to be composted.

Alternative water supply

DPS is investigating ways to minimise the amount of high quality potable water used for landscape irrigation, which currently accounts for most of the water use at Parliament House. In 2013–14, DPS initiated a feasibility study into an alternative, more sustainable water source to meet irrigation demands. A report due in late 2014 will determine whether the extraction of water from Lake Burley Griffin to irrigate the landscape is viable. It will consider water quality issues, long-term supply needs, other uses of lake water, shared infrastructure in the Parliamentary Triangle, National Capital Authority requirements, the Murray–Darling Basin Plan, and health and social considerations.

Figure 5: Water usage since 2010–11



Managing insects and wildlife

An unavoidable and very noticeable additional challenge for DPS during the year was the arrival of a particularly large number of Bogong moths at Parliament House as part of their seasonal migration. DPS staff worked together with cleaning services to ensure that the moths were removed and the building was ready for the opening of Parliament.

Various options have been explored to deter the moths from accessing the building, including reducing the illumination of the main flag pole for specified periods, maintenance action to seal gaps, and reminding occupants to turn off lights and close doors.

Technical solutions are also being investigated including filters that allow the lighting to remain at full illumination while reducing the attractiveness of the building to the moths. DPS will trial an ultra-violet filter solution in 2014–15.

DPS provides parliamentary infrastructure advice to Fiji

Providing specialist advice on the restoration and modernisation of an old parliament building is not a common occurrence for DPS. But earlier this year the Department was asked to do just that when the Fiji Government made the decision to move its Parliament back to its original chamber in Suva's 'Government Building'.

Built in 1937, the building was a remarkable achievement for its time. It was constructed primarily from reinforced concrete with nine foot ceilings and a layout which took advantage of the prevailing south-easterly breezes. Over the years it has survived major flooding on several occasions.



Restoration work on the chamber of the Parliament of Fiji.

The Fiji Government's objective for the project was to deliver a modern parliament that uses ICT and the latest technologies in its work while preserving the building's important heritage. To help achieve this goal, the Fiji Government requested assistance from the United Nations Development Programme (UNDP) which was asked to analyse the infrastructure and technical needs of the new Parliament.

Through the Pacific Parliamentary Partnerships Program coordinated by the Department of the House of Representatives, the UNDP recruited DPS Director, Maintenance, Vincent McDonagh along with two other experts from parliaments in Wales and Scotland. Their role was to contribute their engineering knowledge and specific experience of parliamentary infrastructure to assess the scale and scope of the project.

The team spent two weeks in Fiji assessing the condition of the building, determining the needs of the Parliament and formulating their advice. Their report was used to inform planning for the refurbishment work.

The building will house the new Parliament of Fiji following a general election in September.

Heritage

Parliament House was designed to reflect the aspiration of the Australian people to grow as a nation nurtured and developed by a democratic system of government. At its opening in 1988, the Prime Minister the Hon. Bob Hawke described Parliament House as 'an enduring statement of our nation's profound commitment to the principles and practices of democratic government':

*It is a building for the entire Australian community, a workplace for the community's elected representatives and a free and open forum for resolving the community's concerns ... the symbolic and practical importance of the building, as well as the very high standard of excellence of its construction and finish will be a great source of pride to all Australians now and in the future.*¹

Since that time, Parliament House has provided the setting for ceremonial functions, for hosting visiting dignitaries, and for a variety of political, community and social events. It has become one of the most iconic and visited locations in Australia, welcoming more than 20 million Australian and international visitors. Parliament House is also a workplace where between 4,000 and 5,000 people are accommodated during parliamentary sittings.

As custodians of Parliament House under the direction of the Presiding Officers, and on behalf of the Parliament and the nation, DPS is responsible for maintaining the building, precincts and the significant collections it houses to ensure that its assets are cared for and respected, that the building continues to serve its purpose as the home of the Australian Parliament, and that its heritage value is maintained for future generations. This commitment underpins all that we do.

However, while Parliament House has been built to last 200 years, it cannot be regarded as complete and unchangeable. Innovations in technology, changes to security requirements, environmental initiatives, work, health and safety (WHS) and disability standards, together with the need for increased working space and services, will all continue to place disparate and competing demands on the building. It is important therefore that even at this relatively early stage in the life of the Parliament House formal heritage management considerations are applied.

As part of that process, the Parliament House Heritage Advisory Board, chaired by the Secretary DPS, led the initial work to develop a five-year Conservation Management Plan (CMP) based on the *Australia ICOMOS Burra Charter 1999*, and a *Design Principles* document. An independent Expert Advisory Panel, also chaired by the Secretary DPS, has been created to help guide and finalise these documents. The panel comprises five leading experts in the fields of architecture, landscape design and cultural heritage management: Mr Peter Watts AM; Mr Richard Thorp; Ms Oi Choong; Mr Keith Cottier AM; and Major-General Steve Gower AO AO (Mil Ret).

¹ Prime Minister the Hon. Bob Hawke, Speech at the opening of the new Parliament House, Canberra, 9 May 1988, viewed 17 October 2014, <http://parlinfo.aph.gov.au/parlInfo/search/display/display.w3p;query=ld%3A%22media%2Fpressrel%2FF06B6%22>.

The CMP will help deliver an integrated approach to the medium and long term management and conservation of Parliament House. It will set out the heritage values for the building and its furnishings, including the intangible heritage values connected with significant events, associations created as part of its living history. The CMP will also establish supporting policies and strategies, and monitoring and reporting regimes to ensure the building is managed appropriately to both protect these heritage values and to provide a functional environment which meets the needs of a working Parliament. Significant progress was made in developing the CMP in 2013–14. Following a public tender process, DPS awarded the contract to develop a CMP for Parliament House to the firm of Conrad Gargett Riddel Ancher Mortlock Woolley in May 2014.

In April 2014, DPS also awarded a contract through select tender process for the preparation of the design principles document which will become a permanent reference source for the conservation of the building, its contents and surrounds. It will be used to clarify original design intent, manage proposals for change and influence planning controls for Parliament House. Professor Richard Johnson AO MBE will be the primary author of the *Design Principles*.

Both initiatives have been the subject of consultation with members of the original architectural team. The principal architect of Parliament House, Mr Romaldo Giurgola AO, and his colleagues addressed the Expert Advisory Panel in January 2014, focusing on the future management of Parliament House and processes to consider changes to the building. The CMP team and Professor Johnson have both also consulted with Mr Giurgola and will continue to consult him during the development of both documents.

Together the CMP and *Design Principles* will assist the Presiding Officers and their delegates in the management of the heritage and design values of Parliament House. Both documents are expected to be completed in 2014–15. Following a report on the work of the Board in February 2014, the Presiding Officers acknowledged the good progress made in delivering a program of work and concluded that as this work is coming to completion, the Board would cease at the end of June 2014.

Heritage assessments

In 2013–14, work was undertaken to identify and assess the heritage significance of items under the custodianship of the departments of the Senate and the House of Representatives. DPS contracted an independent expert, Dr Roslyn Russell, to assess these items according to the Collections Council of Australia's Significance 2.0 criteria. DPS had identified 166 items (objects or categories of items). Of these, 32 were assessed as highly significant, as they relate to the design of Parliament House and significant aspects of its history over 25 years, such as the three ceremonial silver spades used by dignitaries at ceremonial planting events in the grounds of Parliament House.

The results of this work will be used to develop management protocols to help safeguard the items.

This work completes a process begun in 2011–12 when Dr Russell conducted a similar assessment of significant heritage items managed by DPS, thus ensuring a consistent approach across the parliamentary departments.

Community engagement

DPS heritage experts conducted in-depth specialist heritage tours of Parliament House as part of the Canberra and Region Heritage Festival. The 'Sense of excellence' tours enabled the Department to engage with visitors with a special interest in the tangible and intangible heritage of Parliament House. Pleasingly, visitor feedback included comments that the tour was 'excellent but wish it had gone for longer' and that the 'Heritage Tour Guides were very knowledgeable and the tour very enjoyable'.

More information on DPS' involvement in the Canberra and Region Heritage Festival is on Page 50.

Visitor services

Engaging the Australian community in the parliamentary process is vital to achieving a healthy, well informed democracy. Improving and revitalising the visitor experience at Parliament House has therefore been a strong focus for DPS throughout 2013–14. Given the tight budgetary constraints under which the Department operated, DPS concentrated on developing creative but cost effective strategies. Throughout the year, DPS partnered with other organisations to stage events, accessed low cost or free promotional opportunities and drew upon its wealth of internal resources (both staff and collection) to hold specialist tours and exhibitions.

This work has been informed by the report *Review of the Visitor Experience at Parliament House 2013*. The objective of the review was to identify opportunities to enhance the visitor experience, raise the profile of Parliament House as a tourist destination of choice, increase visitation and generate revenue.

As a result, DPS developed a program of innovative activities, events and exhibitions was designed to educate, entertain and engage. The program's vision is to expand community engagement and improve accessibility to the Parliament and Parliament House for both physical and virtual visitors.

DPS' versatile visitor program

Australian Parliament House is a symbol of Australia's open and transparent democracy. It is one of Australia's most significant working buildings and an outstanding example of architectural achievement.

Visitors to Parliament House come from all walks of life and all parts of the community including local, national and international tourists, dignitaries, guests of Members and Senators, school groups, and others.

DPS provides these visitors with a range of ways to experience the workings of Parliament and the magnificent building in which it is housed—its iconic architecture, stunning gardens and world-class art collection.

As part of the 2013–14 visitor program, DPS developed new behind-the-scenes tours to coincide with three major festivals on the Canberra calendar: Floriade, the Canberra and Region Heritage Festival and Enlighten. The tours were conducted on a cost-recovery basis and achieved an average participation rate of 75 per cent. In addition to the wonderful work done by the Department's Visitor Services Officers, DPS' specialist heritage and landscape staff gave visitors an insight into areas of the building and the gardens rarely open to the public. Regular free tours and paid behind-the-scenes tours continued during 2013–14, also achieving high participation rates.

In addition to holding events to mark National Reconciliation Week and NAIDOC Week, in 2013–14 DPS hosted a 50th anniversary photographic display and coin launch by the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS).

Specific highlights in the 2013–14 visitor program included the following.

Parliament House Open Day

More than 8,000 people attended Parliament House Open Day on 24 August 2013. Highlights of the day included tours of the Prime Minister's, Speaker's and President's suites, the parliamentary Chambers, the gardens, the Senators' and Members' Reading Room and a glimpse of the basement. There were also displays on how Parliament works and demonstrations of DPS' broadcast team in action.

Floriade garden tours

During September and October 2013, DPS once again participated in Canberra's Floriade festival by conducting tours of the private courtyards at Parliament House. The two-hour tours were led by DPS' Landscape Services Officers who shared not only their knowledge of the gardens and courtyards, but also their extensive horticultural experience. Feedback was overwhelmingly positive with many participants expressing their appreciation and pride in the parliamentary landscape.

What our visitors said:

'Excellent tour, great guide. Exceptional experience combined with an enjoyable walk around the beautiful gardens'. Rodger, South Australia, September 2013

'If you love flowers or gardens, I highly recommend this tour'. Comment, Human Brochure website.



The Enlighten light show at Parliament House featured former Prime Ministers.

Enlighten

Giant faces of former prime ministers and other vibrant images inspired by the building and its collections lit the façade of Parliament House during the Enlighten festival in March 2014. Inside the building, an innovative range of activities included a 'Dining in the House' experience in the Members' Guests Dining Room, behind-the-scenes tours of the private areas at Parliament House and, for the more adventurous, tours that went deep below the corridors of power to view the 'Unconformity'—a rare rock formation in the Parliament House basement. DPS recorded more than 1,900 visitors within the building over the four nights of Enlighten as well as countless others viewing the light show from outside.

What our visitors said:

'Just amazing and exciting to know it was here.' 'Unconformity' tour participant, March 2014

Heritage tours

DPS participated in the Canberra and Region Heritage Festival in April 2014. A program of 41 new 'Feel the Heritage' tours and two new 'Sense of Excellence' tours were enjoyed by 560 visitors. The tours offered an opportunity for a behind-the-scenes viewing of rarely seen parts of the building such as the Government and Opposition lobbies that lead from the chambers. Normally, these areas are accessible strictly to Senators and Members only.

The tours examined how the aesthetic characteristics and the creative and technical achievements of the design have outstanding heritage value for the nation. These types of tours have the added benefit of raising community awareness about the importance of conserving the building's heritage for future generations.

Performing arts events

During the year, DPS partnered with leading national performing arts organisations to host a series of panel discussions about, and excerpts from, currently playing performances. The events featured writers, directors and actors sharing their experiences of creating and performing in the productions and provided the audience with a 'Q&A' opportunity.

Presentations included the Bell Shakespeare company's *Henry V* and a new work *The Long Way Home*—a collaboration between Sydney Theatre Company and the Australian Defence Force in which servicemen and women performed alongside actors.

More than 700 people attended the presentations in 2013–14 with the unique and interactive nature of the events proving very popular with attendees. DPS is hoping to expand this program in 2014–15.

What our visitors said:

'Brilliant, all three presenters inspirational, educational, uplifting.' Audience member, *Henry V*

'Stunning! Very informative and thoroughly enjoyable. Will certainly attend more of these forums.' Audience member, *Henry V*

Ceremonial events

Parliament House is the setting for many momentous occasions and events. During 2013–14, visitors enjoyed—and DPS' events team supported—several large-scale ceremonies and events including the opening of the 44th Parliament on 12 November 2013, the swearing-in of the Governor-General, His Excellency General the Hon. Sir Peter Cosgrove AK MC (Retd) on 28 March 2014, and the visit by Their Royal Highnesses the Duke and Duchess of Cambridge on 24 April 2014 with more than 350 people in the Marble Foyer happily waiting for several hours to view their arrival.

Assistive listening system upgrade

DPS is progressively upgrading the assistive listening system in the major public areas of Parliament House, including the Chambers and their galleries, and the committee rooms which are the venues for public hearings and private meetings. In March 2014, the new assistive listening system went live in the Great Hall. The system provides full coverage of the area including the public galleries and has greatly improved the experience of Parliament House for people with impaired hearing attending events. The new system uses FM radio transmissions to dedicated, discrete receivers worn by the listener, and provides exceptional audio quality for both voice and music transmission.

DPS is grateful for the advice it received from Better Hearing Australia and the ACT Deafness Resource Centre in the planning and implementation of the upgrades.

Virtual visitors to Parliament House

The APH website remains a primary tool for the community to obtain information about, and engage with, Parliament with more than 3.5 million visitors during the year. Visitors to the site are able to access a large volume of information about Parliament including parliamentary business, Hansard transcripts, educational material and the ever-popular Senator's and Member's pages, as well as multi-media content in the form of parliamentary broadcasts available through DPS' innovative broadcast service ParView.

Visitor numbers

During 2013–14, the number of visitors recorded through the main entry was 677,932, a decrease from 898,927 in 2012–13. This was due in part to a reduction in sitting days because of the 2013 election and the extended period before the 44th Parliament opened, resulting in fewer tourists and business visitors.

In addition, there was downturn in visitors to Canberra in general as well as a decrease in the number of school visits to the capital.

Contributing to the reduced number of visitors recorded was the increased accuracy of screening ‘magnetometers’ which count visitors as they pass through at the Main Front Entrance to Parliament House. The new magnetometers, installed in June 2013 do not register additional numbers in instances where visitors are subject to repeat screening. The 2013–14 figure therefore sets a new benchmark.

Despite this, DPS recorded an increase in the number of participants in general public tours with 66,696 participants in 2013–14 compared with 62,595 in 2012–13. There was also a pleasing increase in the number of private tours with a figure of 7,622 in 2013–14 compared with 6,508 in 2012–13.

Table 9 provides data on visitors and visitor satisfaction levels for 2013–14 and the previous two years.

Table 9: Number of visitors and visitor satisfaction

Key performance indicator	2011–12	2012–13	2013–14
Number of visitors to Parliament House			
Number of visitors	851,203	898,927	677,932
Number of tour participants at Parliament House			
Participants in general public tours	59,577	62,595	66,696
Participants in school tours	124,357	126,128	123,507
Participants in other tours	5,581	6,508	7,622
TOTAL	189,515	195,231	197,825
Number of virtual visitors			
TOTAL	N/A	2,428,000	3,500,000
Number of functions held in Parliament House			
Official visits	37	39	15
Parliamentary	290	352	327
Non-parliamentary	944	935	703
Visitor satisfaction: Target – 85%			
Visitor services tours and information, The Parliament Shop and visitor catering, building access and parking	87%	Not surveyed	75% ¹
Website	Not surveyed	Not surveyed	65% ²

¹ Visitor satisfaction figures have been drawn from 264 comments made by visitors through Comment Cards and the travel website TripAdvisor.

² A voluntary survey on the APH website in 2013–14 received about 200 responses. A total of 65 per cent of the respondents were generally satisfied with the operation of the website. The main area of concern related to the effectiveness of the search function.

Promotion

To raise awareness of visitor offerings and to reach wider audiences, DPS uses a range of online and other channels to promote activities and events. These include dedicated 'Visit Parliament' pages on the APH website, a presence on the VisitCanberra website and its social media accounts, online event listings on numerous websites, editorial activity (submission of articles to newspapers and magazines) and posts on Facebook pages such as *The Canberra Times* page.

These activities have been supplemented by advertising in Canberra publications, flyer distribution to tourism and community venues across Canberra, advertising in local press, email direct marketing to a visitor mailing list and building occupants, and radio and print editorial. Parliament House also participated in VisitCanberra's nationally awarded Human Brochure campaign, targeting both local and interstate audiences.

DPS also conducted familiarisation programs for representatives from the tourism industry such as tour operators.

The Parliament Shop

The transformation of The Parliament Shop continued in 2013–14 with a new product range designed to better reflect the visitor experience to Parliament House and, more broadly, Australia. The focus has been on building connections with regional and nationally recognised artists and other providers of quality products. New local products, such as Lindsay & Edmunds chocolates and 'Girls and their Big Ideas' (GATBI) soft furnishing and accessories, were commissioned and new suppliers such as the Canberra Glassworks engaged. Postcards and magnets featuring former prime ministers and significant artworks from the Parliament House Art Collection were also introduced.

Revenue from The Parliament Shop was down by 25 per cent during the year compared with 2012–13. This reflects the change in visitor numbers as well as the impact of changing stock. There was a period of reduced stock as old lines were phased out before new products were introduced. Pleasingly, despite this reduction in the yearly result, revenue steadily increased during the second half of the financial year as the volume and quality of stock increased. The Department is confident this positive trend will continue.

Catering

From state banquets to schoolchildren's snack boxes, DPS, through its contracted caterers, delivers a range of catering services to meet the needs of Parliament House occupants, guests and visitors.

Providing catering services in Parliament House has historically been a challenging task with customer demand fluctuating according to parliamentary sitting patterns, school holidays and tourist seasons. Customer numbers can vary from 2,500 on a non-sitting day to as many as 4,000–5,000 on a sitting day. In 2013–14, this amounted to almost 500,000 meals or beverages being delivered to Parliament House occupants and visitors. Table 10 shows a breakdown of this figure by location.

Table 10: Total number of meals/beverages served at Parliament House in 2013–14

Area	Covers ¹
Functions	61,768
Room service	132
House services (catering service—morning and afternoon teas, light meals and hot and cold beverages)	17,462
Members' Club	1,047
Members' Guests Dining Room	5,818
Staff Dining Room	199,868
Queen's Terrace Café	63,457
Schools hospitality	104,505
Coffee cart	29,106
Total	483,163

¹ A 'cover' equates to a sale (usually a single food or beverage serve), except for functions where the number equates to the number of people served which may involve multiple courses.

In addition to the significant fluctuation in customer numbers, the wide range of dining options—from casual dining for tourists through self-service options for busy building occupants to elaborate multi-course dinners for large functions—also creates a challenge for the catering service provider. DPS works closely with the contractor to monitor service delivery, provide feedback, resolve any issues in a timely manner and provide advice on broader Parliament House operations that may affect catering arrangements.

Parliament House is the chosen function venue of many community, business and government organisations. In 2013–14 it hosted 1,030 functions—a reduction on the 1,287 held in the previous year which is attributable to the 2013 election and the consequent reduction in activity in Parliament House. Large scale events in 2013–14 ranged from the Master Builders' National Conference Dinner and the Press Gallery's Mid-Winter Ball to the visit of Their Royal Highnesses, the Duke and Duchess of Cambridge.

Kitchen refurbishment

A 2009 audit of the catering kitchens in the building identified the need to refurbish the 25-year-old facilities to address workplace health and safety risks and non-compliance with contemporary building and health standards. During the year, the Main Production Kitchen was completely refurbished. This kitchen is designed to deliver catering capabilities, cost effectively, to appropriate service levels to meet the needs of the diverse range of customers throughout Parliament House.

In particular the new facility will reduce operational costs, reduce overall environmental impact, increase food safety and deliver operational efficiencies across Parliament House food outlets. This will help ensure that DPS and its caterers can meet the needs of customers into the future in a fully compliant, safe and cost-effective manner.

The role of the MPK in Parliament House catering operations and the requirement for upgrade are discussed under the heading 'Catering' on Page 36. The construction has been in accordance with a design by food consultants to produce a labour and space-efficient workflow environment. A computerised quality assurance system for food preparation has also been implemented.

Health and Recreation Centre

DPS manages the Health and Recreation Centre (HRC) at Parliament House. It is a highly regarded resource for the promotion and proactive management of the health, fitness and wellbeing of parliamentarians and eligible pass holders. The HRC operates a variety of equipment, offers exercise classes and develops tailored individual fitness programs. In 2013–14, the Health and Recreation Centre delivered an average of 18 classes per week for most of the year including 'Circuit', 'Boot Camp', 'Weight Circuit', 'Definition', 'Stretch', 'Boxing', 'Spin', 'Abdominal', 'Back', 'Core' and 'Yoga' classes.

As at the 30 June 2014, the HRC had 574 members, 477 of whom were Canberra-based and 97 based elsewhere. In addition, there were 1,590 casual visits to the HRC during the year.

During 2013–14, DPS was able to expand the range of services offered to members and increase the efficiency of the gym's operations by building the capacity of HRC staff to lead all gym and exercise classes apart from yoga, which continued to be delivered by an external provider.

To better meet the needs of building occupants, the HRC also trialled extended operating hours. Information from this trial is being evaluated as part of a proposal to offer self-service activities outside normal operating hours.

DPS improves the visitor experience at Parliament House

In 2013, DPS undertook a review of the visitor experience at Parliament House. The review made broad recommendations to enhance the visitor experience and increase visitation. DPS has commenced this work and changes are visible already. As well as a sizable program of events and exhibitions, DPS has been developing tour products and the retail offering of The Parliament Shop.

New behind-the-scenes tours for the public have attracted visitors to explore the gardens, Parliament House Art Collection and architecture—often as part of local events such as the Canberra and Region Heritage Festival.

Adopting an integrated approach, the Department has commissioned and sourced a range of new products that are relevant to the experience of visiting Parliament House, for sale in The Parliament Shop.

New products feature images of the building, significant people, the gardens and the art collection. Many artists and small Australian businesses have also been commissioned or invited to sell products in the shop, giving visitors a taste of the Canberra region and, more broadly, Australia.

The products have changed the style of the shop, redefining it as a quality souvenir and gift shop while catering to a range of budgets and the needs of our visitors and building occupants.



Question Time! game developer Tess Shannon, DPS Secretary Carol Mills and graphic designer Libby Blainey at the game's launch in The Parliament Shop

Art Services

Parliament House is the custodian of a remarkable collection of more than 6,000 contemporary and historical artworks valued in excess of \$80 million. A small team of specialist DPS staff manage these unique cultural heritage assets—cataloguing, researching, digitising, conserving, preparing and presenting works of art to the highest possible museum standards.

The collection was created specifically for Parliament House, as an essential element of the building's architectural fabric reflecting the unique qualities of Australia. It comprises a number of stand-alone collections, including:

- the Rotational Collection, consisting largely of contemporary Australian artworks.
The primary purpose of the Rotational Collection is to enhance the general circulation spaces of the building, as well as the offices and suites of parliamentarians and the heads of the parliamentary departments. The Rotational Collection is made available to these occupants as a free enhancement of daily life in the building and in recognition of the Parliament's importance to the nation.
- the Architectural Commissions, consisting of artworks commissioned as an integrated part of the architectural design of the building
- the Historic Memorials Collection, consisting of portraits of officeholders and paintings of significant parliamentary events since 1911
- the Official Gifts Collection, consisting of gifts presented to the Parliament since 1901
- the Constitutional Documents, a group of significant archival documents
- the Archival Collection, a range of historic and archival materials about Parliament, the art collection and the construction of Parliament House.

One of the most unique collections in Australia, it is also one of the most hard-working with more than 55 per cent of works on display at any given time in comparison to most institutions' average of between 3 and 10 per cent. Works from the collection are made available for display in parliamentarians' offices and public areas and are lent to other cultural institutions throughout Australia for exhibition. Between September 2013 and March 2014—following the commencement of the 44th Parliament—DPS managed a process whereby more than 1,000 individual artworks were allocated to, and professionally installed in, 152 parliamentarians' suites.

In order to showcase the collection to the wider public, DPS created a year-long program of high-quality exhibitions and displays to engage and educate Parliament House visitors and building occupants. While providing greater public access to the Parliament House Art Collection, the exhibition program also highlighted the importance of the collection to the nation.

Highlights of the exhibition program included:

- **Parliamentarian's choice:** a number of parliamentarians were invited to choose their favourite work of art from the Parliament House art collection and explain its appeal
- **25 treasures:** selected by independent curator Peter Haynes, this exhibition featured 25 significant works highlighting the breadth and diversity of the Parliament House Art Collection to celebrate the 25th anniversary of Parliament House
- **Parliament House at Work:** this exhibition was the culmination of a commission by renowned photomedia artist Anne Zahalka to document Parliament during its 25th anniversary year.

DPS also installed a number of original artworks across the public areas of the building to increase the range of works on display to visitors and building occupants. Artworks were installed or refreshed in the Marble Foyer, the walls adjacent to the Presiding Officers' Exhibition Area, and the Queen's Terrace Café.

Several significant works from the Parliament House Art Collection were also made available on long-term loan to a number of institutions including the National Portrait Gallery of Australia, the National Archives of Australia and the Museum of Australian Democracy at Old Parliament House. In addition, a number were lent to significant temporary exhibitions across the country including a major Jeffrey Smart retrospective at the Museum of Sydney and Indigenous artist Richard Bell's solo exhibition as part of the Perth Festival. Two major historic works from the collection continued to travel around Australia as part of the National Gallery of Australia's major travelling exhibition *Capital and Country*.

DPS actively acquires works of art to ensure that:

- the Rotational Collection continues to represent diverse aspects of contemporary Australian life and culture and showcases the very best in Australian art and craft
- the Historic Memorials Collection continues its 103 year tradition of documenting the history of the Parliament and its officeholders
- official gifts to the nation are recorded and preserved for future generations.

During 2013–14, a total of 59 works of art were acquired: 52 were added to the Rotational Collection, five to the Historic Memorials Collection, and two to the Gifts Collection.

Works added to the Rotational Collection included two major still-life paintings by Margaret Olley and three vibrant graphic posters by Martin Sharp, significant Australian artists who were previously unrepresented in the collection. Fourteen works by Indigenous artists from across Australia were also added, as well as 10 photographic works produced as a result of the 25th anniversary commission by photomedia artist Anne Zahalka.

The Historic Memorials Collection was enriched by the addition of studies for, and the finished portraits of, the former Governor-General Dame Quentin Bryce by Ralph Heimans and the former President of the Senate, Senator the Hon. John Hogg by

Michael Zavros. Two gifts were also accepted from Canberra artist Keiko Amenomori-Schmeisser—a preparatory drawing and a sample textile for the fabric panels originally commissioned for the Members' Guests Dining Room.

In addition to the celebration of the 25th anniversary of the building, 2013 was also the 25th anniversary of the creation and installation of a number of significant commissioned artworks both outside and inside the building. As these commissioned works age, a greater level and more sophisticated standard of care is required to preserve them for future generations and DPS is well placed to meet these challenges. During the year two large conservation projects were completed for commissioned works.

- In September 2013, the Hendrik Forster Armillary sphere sundial was repaired, cleaned and fully restored after being damaged by vandals.
- In January 2014, the commissioned tapestry, *Red Gorge two views* by Kay Lawrence was removed from the Prime Minister's dining room for the first time in 25 years and a comprehensive conservation program was carried out to ensure its long-term survival.

A number of minor preventative treatments were also undertaken during the year including the glazing of the portrait of HRH Queen Elizabeth II by Sir William Dargie.

An increasingly important aspect of the conservation program is the digitisation of works in the collection to provide an accurate record of their condition. During the year a number of significant works from the collection were digitised at the highest resolution, including seven early Prime Ministerial portraits on loan to the Museum of Australian Democracy at Old Parliament House, the Great Hall Embroidery and the Queen Victoria Table.

Table 11: Artwork activity 2013–14

	2011–12	2012–13	2013–14
Extent to which the art collection is developed (number of new artworks acquired)	66	53	59
Cost of acquisitions (art collection development)	\$300,709	\$284,715	\$237,590
Number of artworks receiving preservation	7	8	10
Cost of preservation	\$50,794	\$44,602	\$19,277

Information and Communication Technology

ICT is an essential business enabler for the Parliament, supporting the connection of those who work within it, for it, and the people in Australia and elsewhere who are impacted by it. Effective delivery of ICT services underpins the successful execution of every aspect of the work of the Parliament, parliamentarians, their staff and the staff of the four parliamentary departments.

As with any modern enterprise, DPS' parliamentary clients expect that ICT services will be available to them wherever they are and whenever they need it, including in remote areas of Australia and overseas. DPS has succeeded in meeting this expectation. ICT services now being provided by DPS extend beyond Parliament House to include Electorate Offices across the country and on mobile devices everywhere.

It is notable that in 2013–14 DPS was able to maintain service levels on par with previous years, despite an environment of budgetary constraints and reduced staffing as those leaving through natural attrition were not able to be replaced. Management responses to this situation, including triaging of service calls and promotion of self-service options (including tips and task cards), allowed DPS to focus its efforts and resources on capacity building and positioning to meet the evolving demands of ICT users and new service offers for the commencement of the 44th Parliament.

Access to information anywhere, any time and through a range of devices

The year 2013–14 marked the beginning of a new era in the provision of ICT equipment, services, support and connectivity to parliamentarians, their staff and the departments that support their work. These major changes stemmed from recommendations made in the *Review of information and communication technology for the Parliament* by Michael Roche in 2012 and resulted in parliamentary ICT being consolidated into DPS from 1 July 2013.

DPS has now addressed each of the recommendations made in the Roche report and these changes have led to improved quality, flexibility and reliability of ICT services to clients, as well as better value for money overall. Some of the outcomes achieved during 2013–14 are outlined below.

DPS developed the *Parliament of Australia ICT Strategic Plan 2013–2018*.

Development of the plan was guided by the Parliamentary ICT Advisory Board and involved extensive consultation with stakeholders from across the Parliament and parliamentary departments. It was approved by the Presiding Officers in August 2013.

The plan sets out four broad themes:

- Supporting parliamentarians to be more effective through better use of ICT anywhere and anytime on a range of devices.
- Support for the effective and efficient operation of Parliament and its committees.
- Making it easier for the public to engage with parliamentarians and the Parliament.
- A capable, respected and forward looking ICT provider.

The plan's vision is to connect parliamentarians, the public and the parliamentary departments to the information and services they need irrespective of location and time, and from a variety of devices, and to provide new opportunities for greater efficiency and effectiveness for the Parliament of Australia. In 2013–14, DPS made significant progress towards realising this vision.

One of the first initiatives implemented from the ICT Strategic Plan was the establishment of ParlICT—a 'one stop shop' where parliamentarians and their staff can view and purchase ICT equipment in accordance with their entitlements, seek ICT technical support and advice, learn about new developments in ICT, and try out the latest range of ICT equipment. In addition, a ParlICT website was developed to provide online access to the services, including a self-serve option.

DPS also introduced and supported a 'bring your own device' model, to enable parliamentary staff to use their personal devices to access their work email, calendar and contacts. The scheme has proved popular with 1,101 devices registered with DPS by the end of the financial year.

Users of the Parliamentary Computing Network (PCN) can now begin work on one device and continue where they left off on another device through the introduction of a virtual desktop. For example, parliamentarians are now able to establish a virtual desktop session at Parliament House and start writing a document. The same virtual desktop session and open document can be re-established anywhere (for example, at the airport lounge) through any internet connected device. The document can then be finalised in their Electorate Office on an alternative device using the same virtual desktop session.

A flexible, cost-neutral ICT entitlements model for parliamentarians became operational by the commencement of the 44th Parliament in November 2013. Under the model, end-of-life equipment is replaced with equipment to the same value from a catalogue of supported devices rather than on a 'like for like' basis. In this way, parliamentarians can choose the equipment that best suits their individual circumstances and working style.

In 2013–14, Wi-Fi services were extended to the Ministerial Wing at Parliament House. With mobile connectivity now throughout the building, parliamentarians and other Parliament House occupants can remain connected and keep their mobile devices in use as they move about the building.

Faster, more reliable ICT

DPS conducted significant server, Uninterruptable Power Supply (UPS) and network connectivity upgrades in Electorate Offices during 2013–14, completing a refresh that started in 2012–13.

Electorate Office file server storage improved by 6,000 per cent to 1,500Gb. This storage increase provides vastly increased capacity for staff in Electorate Offices to store data, research and media related information.

An increase of 500 per cent in bandwidth—in effect a 500 per cent increase in network connection speed—has been achieved with the switchover to fibre optic technology supporting the communication link between Parliament House and Electorate Offices.

This positions DPS to support parliamentarians for bandwidth-intense services such as video conferencing, providing them with improved communication capabilities to interact with their constituents and enabling more efficient committee participation. The additional network capacity catered for the predicted steady growth of data, web and messaging across the PCN and hence increased consumption of bandwidth.

The Uninterruptable Power Supply (UPS) capacity in Electorate Offices has also increased. UPS backup power can now be relied upon in an outage to last up to six hours compared with the previous maximum reserve capacity of 30 minutes.

Table 12: Electorate Offices' ICT upgrade

Infrastructure	Old	New	Improvement
Electorate office file server storage	25Gb	1500Gb	6,000%
Network connection speed	2Mbps on copper media	10Mbps on optic fibre media	500%
Uninterruptable power supply, backup power for the file service and storage	Up to 30 minutes	Up to 6 hours	1,200%

Stability of the core ICT systems improved in 2013–14 with email, Hansard, Parlinfo (searchable repository of all parliamentary data) and the chamber support systems each being available 99.99 per cent of the time.

Table 13: ICT critical system availability during scheduled service hours

Infrastructure	Availability service standard	2011–12	2012–13	2013–14
Core systems—email, Hansard, Parlinfo, chamber systems, mobile device management	99.99%	99.92%	99.95%	99.99%
Parliamentary Computing Network	99.99%	99.92%	99.98%	99.99%
Broadcast infrastructure	100%	100%	100%	100%

Flexible ICT solutions proving popular with parliamentarians

ParlICT is DPS' new approach to the provision of ICT to Senators and Members. It provides tailored, flexible and mobile ICT solutions and comprises an online presence as well as a 'shopfront' where Members and Senators can view and select ICT equipment in accordance with their parliamentary entitlements.

The ParlICT concept grew out of recommendations in the report *Review of information and communication technology for the Parliament* by Michael Roche as well as the amalgamation of ICT from the Department of the Senate, the Department of the House of Representatives and the Department of Finance into DPS.

ParlICT is made up of two arms—an entitlements team and a mobile team. The entitlements team advises Senators and Members about the range of ICT choices and configurations available to them and coordinates their installation. The mobile team assists with configuration and provides technical support for items such as smart phones and tablets.

The ParlICT team is enjoying the challenge of establishing a flexible and responsive service delivery model that keeps up with the rapidly changing environment of technology. Parliamentarians have been particularly pleased with the new approach as well as the connectivity they are now experiencing thanks to their new mobile devices.



DPS' ParlICT team provides a flexible and responsive service to their very mobile client base.

ICT support services

As the use of digital technologies increases, parliamentarians are becoming more reliant not only on the availability of ICT systems to undertake their work, but also on timely access to ICT support services, primarily provided through the '2020 Support Desk'.

Unsolicited feedback from clients increased from 133 emails in 2012–13 to 168 emails in 2013–14 with the vast majority being positive (163 comments). Positive feedback referred to the helpfulness of the 2020 Support Desk staff, speedy response of onsite staff and a high level of subject matter knowledge. Negative comments dropped from 21 in 2012–13 to 5 in 2013–14. Of those five negative comments, three clients were dissatisfied with the functionality of their devices and two clients with the time taken to resolve their issues.

The nature of calls to the Support Desk are categorised as being an incident, a service request, or a request for information. Incidents relate primarily to desktop and laptop software bugs and printing service faults. Service requests were primarily for user access (password resets, unlocking user accounts) and software installation requests, and 'requests for information' calls primarily related to printing (how to connect to printer), user access (account modifications) and email (for example, adding additional mailboxes and mailbox access permissions).

The election and post-election period resulted in increased demand for assistance from the 2020 Support Desk. For the election period, this may be attributable to the busyness of parliamentarians and their Electorate Offices, and the additional demands and reliance on mobile ICT systems.

For the post-election period, the influx of new parliamentarians and new support staff, changing roles and entitlements, and the new options for individuals to use their own devices would each have contributed to the increased requirement for assistance through service requests and information requests, as shown in Table 14 below. Calls relating to incidents and problems (incident requests in the table below) reduced.

Table 14: Calls to 2020 Support Desk

Type of call	2011–12	2012–13	2013–14
Incident reports	19,745	19,485	17,712
Service requests	15,329	14,811	17,896
Information requests	12,494	11,317	15,170
Total	47,568	45,613	50,778

As has been the case previously, DPS was able to provide special assistance to the Leader of the Opposition during the election period. While the Prime Minister was supported by the Department of Prime Minister and Cabinet, DPS was called upon to support the Opposition Leader by setting up ICT equipment and services needed for a mobile office and did so. A dedicated ICT support line was also established to provide assistance throughout the campaign.

What our clients say: feedback for the DPS '2020' ICT Help Desk

'I just wanted to commend your staff on their efficiency and knowledge of IT issues. They have been extremely helpful, each and every time I have called.'

'Thank you 2020 for your patient, calm assistance during times of trouble and tension.'

'I really appreciate the speedy turnaround.'

'Amazing service. Thank you!'

'Wow! Thanks for the rapid response.'

Secure connection

In an era in which much of a parliamentarian's work is done electronically, DPS is committed to ensuring the PCN remains secure and available at all times. In the context of ICT security, DPS' services reach beyond the physical boundaries of Parliament House and protect the work of parliamentarians and their staff wherever it takes them—be it to their electorates, across Australia or overseas. Cyber attacks and intrusions can take many forms, and while 26.5 million emails are transmitted on the PCN annually, a further 50 million emails are blocked either because they are classified as spam or because they contain malicious content.

Improvements to ICT security in 2013–14 included:

- implementing the Australian Signals Directorate's top four strategies to mitigate targeted cyber intrusion
- putting in place a range of measures to strengthen ICT security across the PCN, including recommendations from the *Australian Signals Directorate Information Security Manual*
- establishing a secure ICT environment for the Parliamentary Budget Office
- promoting user awareness and responsibility for ICT security.

Security accreditation procedures now form part of DPS' ICT operational manuals, which are followed when commissioning new ICT systems.

With these improvements in place, DPS is better positioned to reduce the likelihood and impact of cyber attacks against parliamentarians, their staff and the parliamentary departments.

Broadcasting and Hansard

The work of Parliament and parliamentarians relies heavily on access to records of proceedings, including Hansard—the official written record of what is said in the Senate, House of Representatives and Federation Chambers and in parliamentary committee hearings. In order to serve their purpose fully those records must be reliable, timely and readily available.

For example, when Senate, House of Representatives and joint parliamentary committees conduct inquiries they rely on accurate transcripts of their hearings to produce authoritative and comprehensive reports. Those reports often quote witnesses directly.

External audiences such as government bodies, the media, academics, interest groups, businesses and others also rely on transcripts and broadcasts of Parliament to follow the debate of Bills, Question Time, press conferences and parliamentary committee hearings, and so are key features of Parliament's engagement with the community.

The production of Hansard and the recording and broadcasting of Parliament are key services provided by DPS.

There was little parliamentary activity in the first half of 2013–14 due to the election break and therefore the overall figure of 2,835 hours recorded and transcribed, as shown in Table 15, is lower than in previous years. However, this annualised figure is not a true indication of activity and achievement for DPS Hansard and broadcasting staff. The hours of committee hearings held beyond Parliament House make an additional call on DPS resources because of the travel time involved. As Table 16 shows, in the fourth quarter, DPS recorded 95 separate interstate hearings—the largest number in any one quarter in 10 years. This equated to 1,019 hours of committee hearings, an increase of 323 hours on the 696 hours recorded and transcribed for the same period in 2012–13.

Table 15: Hours recorded and transcribed

Activity	Number of hours recorded and transcribed		
	2011–12	2012–13	2013–14
Parliamentary proceedings in the Senate, House of Representatives and Federation Chambers	1,626	1,437	1,044
Parliament House committee hearings	2,002	1,441	1,132
Interstate committee hearings	958	766	659
Total	4,586	3,644	2,835

Table 16: Hours of parliamentary committee hearings for the last quarter

Final quarter of financial year	2011–12	2012–13	2013–14
Parliament House committees	651	498	580
Interstate committees	219	198	439
Total	870	696	1019

Broadcast and Hansard quick facts

During 2013–14, DPS broadcast and transcribed 2,835 hours of material.

This figure is made up of:

- 1,044 hours of chamber proceedings
- 1,132 hours of committee hearings held at Parliament House
- 659 hours of audio-only recordings of parliamentary committee hearings held in Australian capital cities and regional areas.

This work resulted in DPS publishing:

- 16,178 pages of chamber Hansards
- 22,102 pages of committee Hansards.

Broadcasting

DPS broadcasts all parliamentary activity through ‘ParlTV’, the Parliament House in-house television service, which connects Senators, Members, their staff, the media and parliamentary departments with events in the Chambers, public committees hearings, special events (such as heads-of-state visits) and some press conferences in real time.

DPS also provides video-conferencing and phone-conferencing facilities which support the work of parliamentary committees. The availability of this crucial service can mean, for example, that witnesses who would otherwise be unable to give their testimony can be heard by committee inquiries.

Using DPS’ studio and editing facilities, parliamentarians are able to record pieces-to-camera, interviews and presentations. This can be useful in many instances—for example, where they are unable to attend meetings with constituents in person, they can send a pre-recorded statement or message instead. The studio and editing facilities are also available to non-parliamentary clients for a cost, at times of low parliamentary activity.

DPS provides patches to the media—connections which allow a live feed to the press gallery or outside Parliament House so Parliament can be seen and heard through public and commercial media outlets in Australia and around the world. During 2013–14, DPS managed 1,906 patches and 1,056 requests for extracts of parliamentary broadcast material. The Department also managed 454 television and audio productions, and met 1,158 audio visual services requests for a range of items such as data projectors, lecterns and PA systems.

When travelling to work means flying thousands of kilometres

The work of DPS doesn't always take place in Parliament House itself. DPS' Broadcasting Content section has the important responsibility of recording and broadcasting live audio of interstate parliamentary committee hearings.

This support involves a DPS officer transporting up to 75 kilograms of equipment to capital city, rural and remote locations. This year, some DPS staff travelled as far as Thursday Island in the Torres Strait, Nhulunbuy in the Northern Territory and Norfolk Island—1,412 kilometres east of the Australian mainland.

The interstate committee workload is undertaken by 12 staff with eight travel kits. A great deal of planning is required with special attention given to remote locations where the hot and humid weather can affect equipment. DPS technicians' training, expertise and their choice of robust components means most issues that occur on the road can be resolved there and then.

DPS staff generally travel the day before an interstate hearing to set up the audio equipment, with the location and size of the hearing determining the final requirements. Large hearings, for instance, can involve up to 12 Senators and Members, 20 witnesses and more than 150 members of the public, requiring a complex multi-microphone configuration.

In 2013–14, DPS attended 134 interstate committee hearings, 44 of these in remote regions. During the fourth quarter alone, DPS recorded 95 separate interstate hearings—the largest number in one quarter in the past 10 years.

The broadcasts are streamed live on the APH website.



Parliamentary Audio Visual Services Officer James Folger broadcasting live from the Northern Territory.

ParView: DPS' online broadcast service

ParView is DPS' online broadcast and archival service which went live on the APH website in June 2013. ParView enables users to view, search and download broadcasts of Senators and Members at work in the Chambers and parliamentary committees, and the footage is available just six minutes after live recording.

In addition to broadcasting the current work of Parliament, DPS makes it possible to access Parliament's history. The Department captures and maintains audio-visual and documentary archives of chamber and committee proceedings, significant events such as parliamentary openings, press conferences and heads-of-state visits.

Over time, ParView will provide access to more than 60,000 hours of archived parliamentary audio-visual records dating from 1991 to the present time. This material was to be made available during 2013–14; however, technical issues have slowed the migration of content which is now expected to be completed at the end of 2014–15.

During 2013–14, there were 109,238 hits on the ParView service—an average of 2,374 hits per week.

Hansard

In 2013–14, there were across-the-board increases in the accuracy of Hansard. Timeliness also increased in all categories but one—editing of the 'proof Hansard' to create the 'official Hansard', discussed below.

These results were achieved against a background of loss of experienced staff and the challenge of new staff being recruited, inducted and commencing their training. The achievements were reached despite a record level of demand for the broadcast of, and Hansard support for, interstate committee hearings (see case study 'When travelling to work means flying thousands of kilometres').

The accuracy of Hansard transcription also improved significantly across all categories in 2013–14, with results exceeding targets significantly for chamber transcription, as shown in Table 18.

The levels of accuracy achieved for Hansard records of chamber and committee proceedings differ because the challenge of preparing an accurate record also differs markedly. Chamber transcripts are often prepared with the benefit of speech notes provided by the relevant parliamentarian, and the accuracy of the transcription is assessed by the parliamentarian after DPS staff have edited it to the standard of a grammatically correct written document.

In contrast, Hansards of committee hearings are transcribed verbatim: DPS staff strive to reproduce the speech and testimony of witnesses as accurately as possible. Witness testimony is unable to be cross-checked against notes for clarity. However, witnesses are provided the opportunity to correct their evidence but may not add or delete information. To take account of this difference, DPS will be reviewing performance targets for accuracy across these two functions in 2014–15.

Hansard transcripts move through three stages: draft, proof and official. Draft Hansard transcripts are sent to Senators and Members within two hours of their delivering a

chamber speech. This enables them to suggest corrections for incorporation into the next stage: 'proof Hansard'. Senators and Members are able to work with and share their speech material as soon as the proof Hansard has been published, which occurs within three hours of the relevant Chamber rising.

Ultimately, proof Hansards are further refined into an official Hansard—the definitive record of proceedings. This work is typically the focus of non-sitting periods. In the interim period, proof Hansards are published each day on the APH website and are a valuable resource for people within and beyond Parliament.

In 2013–14, DPS met all delivery targets for Hansard transcripts of parliamentary committee proceedings (set in consultation with the relevant committee secretariat) 100 per cent of the time.

The timeliness of production of the official chamber Hansard from the published proof exceeded the performance target of 95 per cent, but fell slightly short of the previous year's 100 per cent result (see Table 19). This change reflected a strategic decision to focus on the delivery of the large number of committee transcripts in the fourth quarter of 2013–14.

Hansard online

With the commencement of the 44th Parliament in November 2013, DPS made the decision to stop printing the daily proof Hansards and weekly official Hansards.

This decision reflected the trend toward accessing Hansard online through the Parliamentary Library's ParlInfo Search database available on the APH website and has resulted in reduced printing costs and environmental impacts.

Table 17: Access to Hansard on the ParlInfo Search database

Average number of hits per month	2011–12	2012–13	2013–14
Senate Hansard	75,481	130,162	170,138
House of Representatives Hansard	138,694	202,711	274,508

Table 18: Hansard—Accuracy

Accuracy				
Type of transcription	Service standard	Error rate		
		2011–12	2012–13¹	2013–14
Chamber proceedings	5 or less errors per 100 pages transcribed	2.9 errors	4.4 errors ¹	2.5 errors
Committee hearings (Parliament House and interstate)	5 or less errors per 100 pages transcribed ¹	11 errors	9.3 errors ¹	7.4 errors

¹The number of errors is normally measured per 100 pages. In the 2012–13 Annual Report, the number of errors was measured per single page, resulting in an incorrect result being recorded in the performance information table. The correctly calculated figure appears in this report.

Table 19: Hansard—timeliness

Timeliness—Chambers				
Type of transcript	Service standard	Percentage delivered within service standards		
		2011–12	2012–13	2013–14
Individual draft speeches—delivered within two hours of speech finishing	95%	86.0%	65.7%	89.3%
Electronic proof Hansard reports—delivered within three hours of the House rising	95%	82.8%	83.5%	95.3%
Electronic official Hansard—delivered within 15 non-sitting working days following the last sitting day in the week	95%	100%	100%	95.5%
Timeliness—committees				
Committee-agreed timeframe¹	Service standard	Percentage delivered within service standards		
		2011–12	2012–13	2013–14
Delivery by next business day	95%	93.8%	100.0%	100%
Delivery within 1–3 business days	95%	96.0%	99.1%	100%
Delivery within 3–5 business days	95%	88.6%	99.7%	100%

¹Parliamentary committee Hansards are produced within timeframes requested by the relevant committee secretariat, usually between 24 hours and 5 working days.

DPS' commitment to reconciliation

NAIDOC Week 2013 was a special time for DPS. In that week the Department launched its Statement of Commitment to Reconciliation outlining its commitment to becoming more actively involved in the journey to reconciliation and helping close the gap between Aboriginal and Torres Strait Islander peoples and other Australians. The statement reflected the input of DPS staff from across the Department.

DPS also marked NAIDOC week by curating the first exhibition of contemporary photographic art by Indigenous artists from the Parliament House Art Collection. It was also time to mark the 50th anniversary of the Yirrkala Bark Petitions, sent to the Parliament by the Yolngu people of eastern Arnhem Land. The petitions, proclaiming the Yolngu people's claim to their traditional lands, combine bark painting with typewritten text in English and Gumatj language. (These original documents are on display in Parliament House and are conserved by DPS on behalf of the Parliament.) DPS celebrated these events by inviting staff, building occupants and members of the public to hear talks on the petitions and on the photographic exhibition.

In September 2014, the parliamentary departments signed the first Parliamentary Services Reconciliation Action Plan (RAP), endorsed by Reconciliation Australia. With a focus on employment, procurement and community engagement, the RAP formalised the parliamentary departments' joint commitment to building stronger relationships with, and promoting enhanced respect between, Aboriginal and Torres Strait Islander peoples and other Australians. The document lays the foundation for the departments' commitment to help build understanding and respect for the culture and histories of Aboriginal and Torres Strait Islander peoples, as well as recognising their contribution to Australian life.

Throughout the year, RAP Working Group members from across DPS organised events marking Reconciliation Week and NAIDOC Week and shared information to explore and celebrate Aboriginal and Torres Strait Islander culture. In Reconciliation Week 2014, the Parliamentary Librarian, DPS' 'RAP Champion', hosted a talk by Gary Oakley from the Australian War Memorial on Aboriginal soldiers in the First World War. The talk was recorded and made available to all through the Parliament House website. During Reconciliation Week, staff from various branches also held fundraising morning teas, with donations going to support Indigenous initiatives such as the Indigenous Reading Program. From May to July 2014, Parliament House hosted a photographic display marking the 50th anniversary of the Australian Institute of Aboriginal and Torres Strait Islander Studies (AIATSIS). The anniversary was also celebrated by the launch of a commemorative coin at Parliament House.

In 2013, DPS became a member of Supply Nation, an organisation which aims to ensure that small to medium Indigenous businesses have the opportunity to be integrated into the supply chains of Australian companies and government agencies. Businesses recognised by Supply Nation can take advantage of exemptions to open tender requirements under the Commonwealth Procurement Rules.

DPS recognises the value of having a staff profile which reflects the community at large, and the benefits this provides both to its operations and supporting mutual engagement between the community and the Parliament. In 2013–14, DPS developed an employment strategy for Aboriginal and Torres Strait Islanders as well as a strategy for fostering the inclusion of staff from diverse backgrounds and a diversity plan. DPS will report further on progress against these strategies in its 2014–15 report.



Programs 1 and 2—key performance indicators 2013–14

Tables 20 and 21 report against DPS' key performance indicators set out in the *DPS Portfolio Budget Statements 2013–4*.

Table 20: Parliamentary Services—key performance indicators 2013–14

Key performance indicator	2011–12	2012–13	2013–14
Number of visitors to Parliament House			
Number of visitors	851,203	898,927	677,932
Number of tour participants at Parliament House			
Participants in general public tours	59,577	62,595	66,696
Participants in school tours	124,357	126,128	123,507
Participants in other tours	5,581	6,508	7,622
Total	189,515	195,231	197,825
Number of virtual visitors			
Total	N/A	2,428,000	3,500,000
Number of functions held in Parliament House			
Official visits	37	39	15
Parliamentary	290	352	327
Non-parliamentary	944	935	703
Visitor satisfaction: Target—85%			
Visitor services tours and information, The Parliament Shop and visitor catering, building access and parking	87%	Not surveyed ⁵	75% ¹
Website	Not surveyed	Not surveyed	65% ²
Building occupant satisfaction: Target—85%³			
IT services	57%	84% ⁴	97% ⁴
IT Help Desk	71%		
Parliamentary Library	93%	93%	93%
Hansard	86%	Not surveyed ⁵	Not surveyed ⁵
Broadcasting	88%	Not surveyed ⁵	Not surveyed ⁵
Security	84%	Not surveyed ⁵	Not surveyed ⁵
Building maintenance	86%	88%	87%
Other services		Not surveyed ⁵	Not surveyed ⁵

Key performance indicator	2011–12	2012–13	2013–14
Timeliness targets met in service delivery (%)			
IT services—incident resolution	86%	84%	93%
Help Desk calls	76%	80%	85%
Hansard	Hansard uses several different indicators to measure timeliness. Full details are available on Page 71.		
Research services and publications	88%	90%	90%
Information access services	The Parliamentary Library uses several different indicators to measure the timeliness of information access services. Full details are available on Page 124.		
Maintenance services	N/A ⁷	Not surveyed ⁵	Not surveyed ⁵

¹ Visitor satisfaction figures have been drawn from 264 comments made by visitors through Comment Cards and the travel website TripAdvisor.

² A voluntary survey on the APH website in 2013–14 received about 200 responses. A total of 65 per cent of the respondents were generally satisfied with the operation of the website. The main area of concern related to the effectiveness of the search function.

³ Figures for the 2011–12 'Building occupant satisfaction' column were collected from the 'once per Parliament' customer satisfaction survey conducted in May and June 2012.

⁴ ICT satisfaction in 2012–13 and 2013–14 was measured as a proportion of positive feedback received overall and did not distinguish between ICT services and the 2020 Help Desk.

⁵ DPS conducts a client satisfaction survey once per Parliament, with the survey of the 43rd Parliament taking place in May and June 2012. DPS will survey the 44th Parliament in the 2014–15 year. DPS' proposed increased frequency of measurement of timeliness and satisfaction across a number of service delivery areas was impacted by budgetary constraints in 2013–14 but will be put into effect in 2014–15.

⁶ DPS does not collect quantitative information on the timeliness of targets met in the delivery of maintenance services, however, it has stringent operational practices in place to ensure timeliness expectations from building occupants are met.

Table 21: Parliament House Works Program—key performance indicators 2013–14

Asset custodianship	2011–12	2012–13	2013–14 Target	2013–14 Actual
Design integrity index	89.8%	89.8%	90%	89.4%
Building condition index	88.1%	88.3%	89–92%	88.5%
Landscape condition index	86%	87%	90%	81%
Engineering systems condition	87.7%	86.8%	90%	88.6%

Note: Both Program 1 and Program 2 appropriation contribute to the asset custodianship indices.

Parliament House welcomes the Duke and Duchess of Cambridge

Sometimes the work of DPS is appreciated far beyond the walls of Parliament House itself. The visit by Their Royal Highnesses The Duke and Duchess of Cambridge in April 2014 provided an opportunity for DPS' broadcast staff and photographers to shine as the images they captured were beamed around the world. On the day of the visit, live coverage from 11 cameras captured every precious Royal moment and was broadcast to local, national and international media.

DPS' Auspic photographer David Foote accompanied the Royal family as official photographer travelling around Australia on the RAAF's VIP jet. Auspic's photo of the Governor-General presenting baby Prince George with a toy wombat was snapped up by media outlets around the world.

Many other DPS officers were also involved in the visit. The events team set up the Great Hall and Marble Foyer, while DPS security officers helped keep the event safe and sound. Visitor services officers welcomed guests and made sure there were plenty of Australian flags for the enthralled crowd to wave.

Art services officers carefully relocated the Queen Victoria Table from the Members' Hall to the Marble Foyer for the Royal signing of the Visitors' Book. The table was used by Queen Victoria to sign the Royal Assent to the Commonwealth of Australia Constitution Act. It was gifted to Australia in July 1900 and is traditionally used on occasions such as this.



Their Royal Highnesses the Duke and Duchess of Cambridge sign the Visitors Book.



DPS' Auspic photographer David Foote took this image of the Royal couple with Baby Prince George.

PART 4

THE PARLIAMENTARY LIBRARY





Anne ZAHALKA (1957–)

Library Officers, Parliamentary Library (2014) (detail)

Parliament House Art Collection,

Department of Parliamentary Services

PART 4

THE PARLIAMENTARY LIBRARY

Parliamentary Librarian's review

The history of the Australian Parliamentary Library is woven into the history of our national Parliament and our democracy. The Library was established in May 1901 during the very first session of the new Parliament. Indeed, the Barton Government's choice of the Victorian parliamentary buildings as the home of the new Federal Parliament was reputedly influenced by Attorney-General Alfred Deakin's strong attachment to the Parliamentary Library. The long-serving member for Maldon, Sir John McIntyre, went so far as to declare in the Victorian Legislative Assembly that it

*was only the Library that induced the Federal Government to make an effort to get possession of the Parliament buildings in Spring Street... [T]he Library was the great object of the desire of the Federal Government.*¹

In the early years, books and periodicals were the primary source of information for parliamentarians, and the Library's services centred on the reading room and reference services. Since that time, the Library's services have evolved and become more sophisticated to meet parliamentarians' needs for quick access to authoritative and timely information, analysis and advice. Whereas once the Parliamentary Library's challenge may have been to find scarce information, now it is to identify accurate and reliable material amid a vast sea of data, and to deliver advice which is synthesised, distilled and highly customised. Library researchers and information professionals work to ensure they are up to date on public policy issues and on industry offerings. It is their role to help turn information into knowledge by not only finding authoritative sources or new information services, but by analysing and evaluating these, and delivering them in a way that meets the diverse needs of Senators and Members and parliamentary committees.

Doing this successfully depends on a detailed understanding of our clients' needs, of the business and processes of the Parliament, and of the broader political environment in which they operate. During the year we have worked hard to further develop this understanding, particularly in new staff, through training in client service, techniques for reference interviews, as well as various avenues for seeking client feedback.

Tailored information, analysis and advice

In 2013–14, through its expert and dedicated teams of information professionals, researchers and support staff, the Library continued to support the Parliament by providing high quality, timely, impartial and confidential information, analysis and advice. Pleasingly, the Library's services were both well-used (by 100 per cent of Senators and

¹ J McIntyre, 'Parliament Buildings, Spring Street', Victoria, Legislative Assembly, Debates, 19 December 1901, p. 3748.

Members in the 44th Parliament) and held in high regard, as evidenced by direct client feedback, as well as by the regularity with which Library advice was cited by Senators and Members in parliamentary debates and other speeches—and, indeed, in the case of its published information, by fact checking websites.

The Library's research output comprises both general distribution publications and individualised and confidential client research. In 2013–14 the Library released some 350 research publications, including 97 Bills Digests. Coinciding with the commencement of the new Parliament, the Library refreshed its suite of research publications, implementing the recommendations of an internal review of research products conducted in the previous financial year. Work also commenced on the new edition of the *Parliamentary Handbook*.

In 2013–14, Library staff responded to 12,507 direct client requests, down from the 12,957 requests completed in 2012–13, and the 15,460 completed in 2011–12. This difference can in part be explained by the fact that 2013 was an election year. Typically, at this stage of the parliamentary cycle, the numbers of client requests and research publications (particularly Bills Digests) drop as the number of sitting days is reduced, House and Joint committees finalise inquiries, and Senators and Members turn their focus elsewhere.

Changing balance of work and changing client expectations

The environment in which the Parliament works has changed immeasurably over the last decade, and will continue to do so. Client expectations and demands are shaped by the high volume of legislative work and committee activity, by the 24/7 media cycle, and by their own rapid adoption of technology. Clients expect immediate and easy access to tailored information products which they can use on their desktop in their office or on their mobile device in an airport lounge or in the back of a taxi. They expect the Library also to be flexible and innovative and to adapt to emerging technologies quickly.

The number of client requests responded to each financial year has declined significantly over the past 10 to 15 years. In 2000–01, for example, the Library responded to over 25,000 individual requests. One reason for the decrease is the amount of information now available online. This includes the 'self-help' information provided by the Library itself, in recognition of the need to make information resources easily accessible to those in electorate offices or travelling out of Canberra as well as to those in Parliament House. Thus, the Library has increased the percentage of its collection available in digital form from 15 per cent at the end of June 2006 (when we first started collecting data) to 36 per cent at the end of June 2014. And, in the reporting period, there were 4.66 million uses of Library online collections and databases, while the Parliamentary Library's Electronic Resources Repository had over 446,000 page views.

The reduction in individual requests also reflects the Library's diminishing capacity to respond to a high volume of requests due to changes in its staffing levels. At the same time, however, quantitative and anecdotal data suggest a shift in the type and complexity of work that parliamentarians ask of the Library. With clients increasingly

able to find the answers to simple queries online, the queries received by the Library seem to be increasing in complexity, taking longer to compete and often requiring considerable work across disciplines and sections to answer. As their access to information has increased, so has the clients' need for deeper analysis and advice. However, the urgency with which the Library's advice is required has not diminished.

Welcoming new parliamentarians

The 2013–14 financial year saw four new Senators take their seats as a result of casual vacancies. The federal election on 7 September 2013 resulted in the return of 37 new members to the House of Representatives, some 25 per cent of total members. Fourteen new Senators were also elected, though only two of these took their seats in the reporting period.

Assisting new Senators and Members to settle into their parliamentary roles was therefore a major focus for the Library throughout 2013–14. The Parliamentary Librarian presented at the formal induction sessions conducted for new Senators and Members. The Library also assembled a new cohort of contact officers. A contact officer was assigned to each new parliamentarian to help guide them through the diverse range of Library products and services, and to demonstrate how the Library could add value by supporting them in their day-to-day work. Such personalised service is important to help forge relationships with new parliamentarians and their staff, and to enable Library staff to get a true understanding of their clients' interests and needs. Thirty-six enthusiastic volunteers from across the Library undertook a program of targeted and intensive training to ensure they each were ready to respond with confidence to the many and varied questions they might receive. Dedicated orientation and training sessions were also provided to the parliamentarians' new staff as the new parliamentarians' offices were established.

Another highlight of the Library's work in support of the 44th Parliament was the publication of the *Briefing Book*, a volume of short, strategic level snapshots of some of the big issues affecting Australia that were expected to figure in the early months of the new Parliament. Its purpose was two-fold: to provide Senators and Members with a high-level perspective of key public policy issues, and also to showcase the breadth of expertise of the Library's specialist researchers.

Finally, to provide a more personalised service, Library staff developed information packages that were specifically tailored to the circumstances of each new and returning parliamentarian. Each pack contained individualised electorate profiles and maps (with state/regional maps for Senators), plus a sample of research publications on issues relevant to their constituencies or to their parliamentary interests.

Creating the Library of the 21st century

Technological changes have profound implications for the services that the Library provides to our clients. Providing information, analysis and advice on any given subject now requires an understanding of the effects of technology on that subject, but there is also the challenge of taking advantage of the enormous opportunities offered by sophisticated technological tools to provide better, more targeted and customised

information and research. Both are covered by the concept of ‘creating the Library of the 21st century’, and both require sufficient expertise and budget to enable innovation.

One of the most immediate impacts of technological change is in the way information is consumed—the burgeoning of devices such as smart phones, tablets and e-book readers. This technology has obvious application and attraction for our clients, whose work takes them to every corner of the country and beyond. The Library’s focus on digital delivery of its services and products continued in 2013–14 with further improvements in the delivery of its news and media monitoring, which are among our most frequently and heavily used services. As a result of an approach to market in 2012–13, the Library was able to provide easy access to metropolitan and regional press via a media portal. This enabled Senators and Members to receive alerts and access news stories on any web-connected device, without having to use the secure parliamentary computing network. The Library also introduced a social media monitoring service to complement its monitoring of more traditional print and broadcast news and current affairs. This is important given the increasing role of social media in breaking news and in political and social debate.

Budget

As the Parliament intended, the Resource Agreement helps maintain the Parliamentary Library’s independence by providing annual budget surety. However, the Library is only one of several calls on the Department’s budget; and the Librarian and the Secretary each year must negotiate an equitable outcome that will enable the Library to fulfil its statutory role, while still enabling the provision of other core services to the Parliament.

In last year’s annual report, I noted the tight budgetary environment in which the Library operates as a result of the compounding impact of efficiency dividends and increased costs. Resource pressures continued to be felt strongly in 2013–14. The Library continued to downsize and plan in anticipation of the decreasing levels of appropriation across the Department of Parliamentary Services’ forward estimates, and the corresponding projected increase in the Department’s operating deficit. However, in fulfilling its statutory role of providing high quality information, analysis and advice to Senators and Members, the Library’s key assets are its people. Improvements in technology and training can enable access to a wider range of information more quickly. Making sense of that information and providing specialist services to clients is resource intensive and cannot be automated. Research and information services can only be provided by having sufficient skilled staff with subject-based knowledge and expertise. I am pleased to report, therefore, that the increase in the Department’s appropriation in the 2014–15 Budget has enabled the Librarian and the Secretary of the Department of Parliamentary Services (DPS) to reach agreement on a budget which will enable the Library to begin to address a number of capacity gaps and maintain its annual subscriptions for information resources and news services for Senators and Members.

Outlook

The immediate focus for 2014–15 has been to introduce the Library's services to a new cohort of Senators to assist them to enter into their parliamentary roles. However, a key priority for the year ahead will be a program of outreach to longer serving Senators and Members and their staff to ensure that they too are aware of all of the Library's current services.

We anticipate going to market in the second quarter of the financial year for the client evaluation of Library services for the 44th Parliament. The results of this evaluation will inform a strategic planning exercise which will take place in the last quarter of 2014–15.

Budgetary issues will continue to be closely managed. We will maintain a careful approach to the use of resources to continue to deliver services as efficiently as possible. The Library will continue to report regularly to the Presiding Officers and to the Joint Standing Committee on the Parliamentary Library on these matters.

Conclusion

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

And, finally, I would like to thank all the staff of the Parliamentary Library for their hard work, enthusiasm and unswerving commitment to delivering the best possible services for Senators and Members. The Library's strong performance over the year was achieved through their collective efforts, and it remains a great privilege to work with them.

Dr Dianne Heriot
Parliamentary Librarian

The Library on a page

Role

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

Clients

Senators, Members of the House of Representatives and their staff

- parliamentary committees
- the Governor-General
- staff of parliamentary departments

Governance

- Presiding Officers: jointly vested with responsibility for the administration of the Department of Parliamentary Services, including the Parliamentary Library
- Joint Standing Committee on the Parliamentary Library: comprises Members of the House of Representatives and Senators, and provides advice to the President and Speaker on matters relating to the Library
- Parliamentary Librarian: a statutory officer responsible for the control and management of the Library, reporting to the Presiding Officers and the Library Committee

Structure

- Parliamentary Librarian
- Office of the Parliamentary Librarian
- Research Branch
- Information Access Branch

Budget 2013–14 (Resource Agreement)

\$15.923m operational; \$0.766m capital.

Expenditure \$14.583m operational; \$0.672m capital.

Staffing 2013–14 118.16 FTE (average).

Services

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

The Library in numbers: 2013–14

- **12,507** individual client requests completed
- **350** research publications released, including 97 Bills Digests
- **641** clients attended training and seminars
- **3,915** new books and serial titles added to the catalogue
- **36** per cent of titles available online in full text
- **158,556** items added to Library databases

Overview

Governance

The Parliamentary Library is part of the Department of Parliamentary Services Program 1. The Library's services are established under the statutory office of the Parliamentary Librarian whose primary 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'.²

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
- having regard to the independence of Parliament from the Executive Government of the Commonwealth.³

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

The Library's primary clients are Senators and Members. Other client groups include parliamentarians' staff, staff of the parliamentary departments and the Governor-General. Service entitlements for all clients are outlined in the Statement of Client Services which was approved by 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 that 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
- receive advice and reports, including an annual report, directly from the Parliamentary Librarian on matters relating to the Parliamentary Library.

² *Parliamentary Service Act 1999* subsection 38B(1).

³ *Parliamentary Service Act 1999* subsection 38B(2).

The Library Committee membership in 2013–14 was:

43rd Parliament (to 5 August 2013)

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 John Madigan
Senator Gavin Marshall
Mr Daryl Melham MP
Senator the Hon. Lisa Singh
Mr Craig Thomson MP

44th Parliament (from 2 December 2013)

Senator the Hon. Ronald Boswell (Joint Chair)
Ms Gai Brodtmann MP (Joint Chair)
Mr Russell Broadbent MP
The Hon. Michael Danby MP
Ms Jill Hall MP
Mr Steve Irons MP
Senator Zed Seselja
Mr Angus Taylor MP
Senator the Hon. Lin Thorp
Senator Mehmet Tillem
Senator John Williams
Mr Rick Wilson MP

The Joint Standing Committee on the Parliamentary Library for the 44th Parliament was established by resolution of the House of Representatives and Senate on 21 November and 2 December 2013 respectively.

The Committee met on 11 December 2013, 20 March 2014 and 19 June 2014.

At its December 2013 meeting the Committee elected Senator Ronald Boswell and Ms Gai Brodtmann as Joint Chairs.

At its meetings the Committee also discussed:

- Library resourcing and the Resource Agreement between the Parliamentary Librarian and Secretary of the Department of Parliamentary Services for 2014–15
- the implementation of the recommendations from the client evaluation of Library services for the 43rd Parliament
- the upcoming client evaluation of Library services for the 44th Parliament
- the Parliamentary Library Summer Scholars
- additional duties for the Parliamentary Librarian: *Public Interest Disclosure Act 2013*
- the review of research publications and the new suite of Library publications, and
- news services for Senators and Members.

Structure

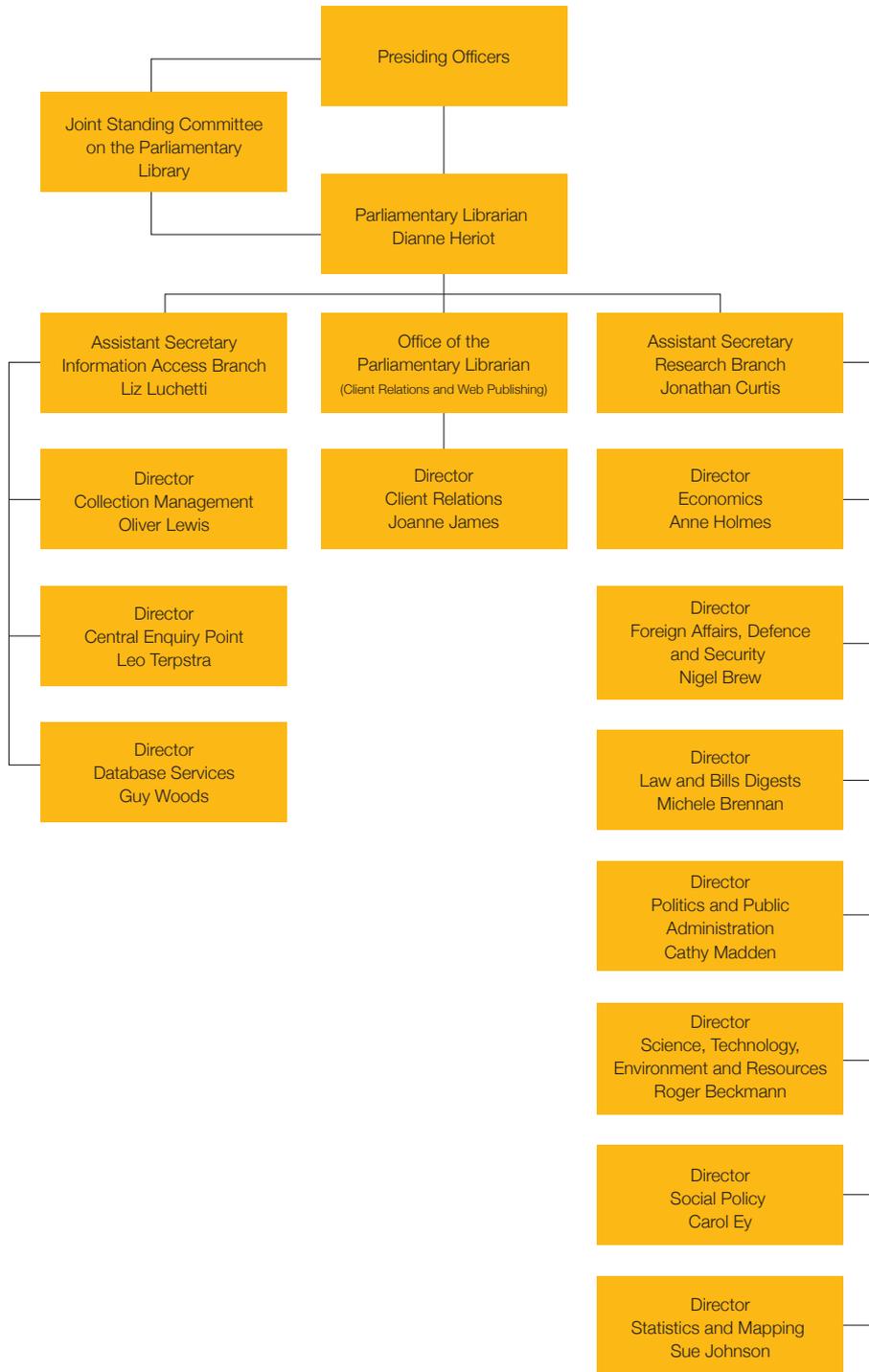
The Parliamentary Library comprises the Parliamentary Librarian and the employees of the Department of Parliamentary Services assisting the Parliamentary Librarian.

The Parliamentary Library Executive is: Dr Dianne Heriot, Parliamentary Librarian; Mr Jonathan Curtis, Assistant Secretary, Research Branch; and Ms Liz Luchetti, Assistant Secretary, Information Access Branch.

The Library's structure comprises:

- 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—which provides information, research and analytical services including individually commissioned research, publications and statistical and mapping services.
- Information Access Branch—which 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 6: Parliamentary Library Organisation Chart at 30 June 2014



Summary of financial performance

Resource Agreement 2013–14

To help to ensure the independence of the Library, the *Parliamentary Service Act 1999* provides that the Librarian and the Secretary of the Department of Parliamentary Services (DPS) will make an annual Resource Agreement detailing the funds available for the Library for the ensuing year.⁴ The Act provides that the Agreement must be: made between the Secretary and the Parliamentary Librarian; and approved by the Presiding Officers in writing after receiving advice about the contents of the Agreement from the Joint Standing Committee on the Parliamentary Library.

The Agreement identifies the 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 in terms of services provided by the Library to the rest of DPS. The Agreement includes provision for a mid-term review of the Library's budget by the Librarian and the Secretary of DPS to establish whether any variation is required.

The 2013–14 Agreement was developed in light of the DPS budget, the relationship between the Library and the rest of DPS in delivering services to clients and the *Department of Parliamentary Services Enterprise Agreement 2011*.

The Joint Standing Committee on the Parliamentary Library considered the *Resource Agreement 2013–14* at its meeting of 20 June 2013. Notwithstanding its concerns about the increasing budget pressures being experienced by the Library, the Committee resolved that the Joint Chairs write to the Presiding Officers recommending the adoption of the Agreement.

The Presiding Officers approved the *Resource Agreement 2013–14* on 3 July 2013.

Financial performance

Staffing costs account for the majority of the Library's budget, with the remaining funding largely spent on the collection. Accordingly, the major pressures on the Library's budget in 2013–14 were increases in costs for Library collection resources (of around 10 per cent since the last financial year) which decreased the Library's purchasing power, and increasing salary costs (as per the DPS Enterprise Agreement).

The operating budget for the Library in 2013–14 was \$15.923 million; the capital budget (used for the Library collection and minor capital projects) was \$0.766 million. Actual expenditure was \$14.583 million and \$0.672 million respectively (including capitalised salaries). There are three main reasons for the under-expenditure.

The budget set out in the Resource Agreement was negotiated by the Secretary of DPS and the Librarian on the basis of an agreed staffing establishment for the Library for 2013–14. Soon after the Resource Agreement was approved by the Presiding Officers, the Librarian was advised by DPS finance that the formula for staffing on-costs across the department had been revised downward, resulting in an over allocation per staff member of some 6 per cent (\$0.767 million). Given the statutory requirements of the Resource Agreement, this is routinely negotiated before the wider departmental budget is settled.

A further \$0.381 million comprises capitalised salaries for collection related expenses arising from changes in the Department's accounting treatment.

The third factor is the reduction in the Library's staffing numbers.

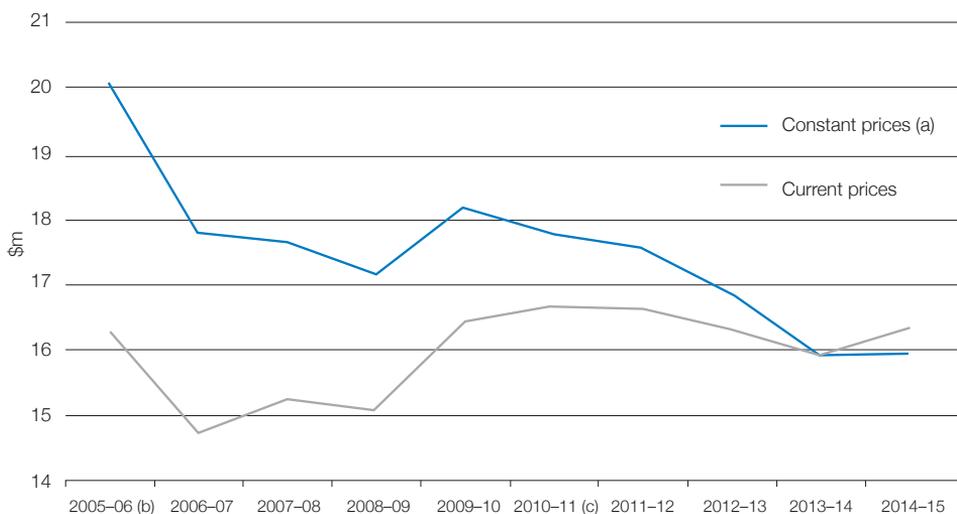
In addition to the reduction in staff numbers of 7.6 positions noted in last year's annual report, in 2012–13 the Library undertook work reviews and a minor restructure to enable it to manage within the resources available in the 2013–14 financial year. This process continued throughout 2013–14. Further reductions in the number/cost of ongoing staff were made by selectively not filling or reclassifying positions as they fell vacant. These decisions were made in anticipation of the further reduction in the Department of Parliamentary Services' appropriations, and associated increases in its operating deficit, over the forward estimates. The Library Committee and the Presiding Officers were apprised of the financial pressures under which the Library and DPS more broadly were operating.

Endeavours to supplement staff numbers with non-ongoing and sessional staff were less successful than hoped due to the nature of the job market in the context of public sector down-sizing. However, the Library was able to supplement its resources by drawing upon the expertise of alumni, both through sessional employment and through the Parliamentary Library Associate Scheme.

Pleasingly, the increased appropriation for the Department in the 2014–15 Budget enabled the Secretary and Librarian to reach agreement on a budget for 2014–15. This will enable the Library to address a number of capacity gaps in Research Branch and maintain its annual subscriptions for information resources and news services for Senators and Members.

Recruitment will be a priority for the new financial year.

Figure 2: Parliamentary Library appropriation for expenditure on goods and services⁵



(a) Expressed in June 2014 prices using the Consumer Price Index. Index numbers for June 2015 based on Treasury forecasts.
 (b) This income figure reflects the Library's budget bid, which if spent would have led to DPS making a loss in the reporting year.
 (c) Does not include \$500,000 for the Pre-Election Policy Unit.

⁵ Figures include Comcare premium

Achievements 2013–14

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.

Creating 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 chamber departments in their work to support Senators and Members. This means continually evaluating and reshaping the Library's products and services so that they are accessible, effective and valued in an increasingly mobile and information-rich environment.

Responding to the evaluation of the Parliamentary Library's services

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

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

Various methodologies have been used to complete past reviews, but they generally include a survey of clients, face-to-face interviews, focus groups or a combination of these methods. Throughout the life of each Parliament, the Library also seeks ongoing input from the Library Committee, monitors and responds to feedback from clients, and invites Senators and Members to talk to Library 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.⁶

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 reporting period the Library completed its action plan to implement the report's recommendations:

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

- Thirteen specialised training sessions were offered on several of the services and products available through the Library including ebook services, social media monitoring, iSentia's Mediaportal and searching Proquest.
- A new Library e-zine was developed to highlight services and publications in an online magazine style.

⁶ Leapfrog Research, Evaluation of Parliamentary Library Services: Optimising Client Service Delivery, 2012.

- Contact officers were assigned to all new Senators and Members to provide a single point of contact for Library services.
2. *Developing online training and library orientations that can be accessed at the clients' convenience*
 - Plans for a more comprehensive suite of online training resources (including videos) were developed for new and existing services, with training for our social media monitoring and OverDrive services published this year. The Library Virtual Tour was updated prior to the new Parliament to incorporate changes to our publications and services. The Client Services Portal brings together all the training resources developed by the Library.
 3. *Continuing to strive for a high and consistent quality of response from researchers*
 - The governance papers dealing 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 is also continuing to develop and deliver ongoing training (both in-house and external) to: improve the processes for dealing with requests that require input from multiple researchers; provide guidance on the negotiation of scope and deadlines where required; and to improve standards for responses.
 - The Library has formed an Editors Group amongst staff that aims to promote the technical skills of editors, and provide a forum for specialised training and the exchange of ideas.
 4. *Promotion of research publications and expertise*
 - The recommendations of the review of research publications were implemented to ensure that the products more effectively met clients' needs (see below).
 5. *Providing Library staff with additional training on the services offered to ensure they can confidently discuss the full range of Library services with clients*
 - Training for Library staff on the services and products available to clients began last year with information sessions on ParlMap, statistical resources, EMMS, eBook services, FlagPost, Summon, online databases, ParlInfo tips and legal resources. Detailed training was provided to Library contact officers in preparation for the arrival of new parliamentarians at the commencement of the 44th Parliament.

What our clients said

'One of the great privileges of being a federal MP is access to the parliamentary library. It is a national treasure.'

Former Senator Amanda Vanstone, *Sydney Morning Herald*, 21 October 2013, page 19.

- The Library is also progressively conducting in-house training sessions on:
 - client service—how to better understand customer needs, including through interviewing and active listening skills (a successful client reference interview being critical to providing an efficient and effective service that meets client needs)
 - writing Bills Digests—considering key issues including financial, human rights, and constitutional matters
 - editing skills—to improve the quality control of publications
 - statutory interpretation
 - best practice legislative drafting—with a focus on understanding how legislative drafters approach legislative drafting, on regulatory impact assessment using and integrating info-graphics and statistics.

The Library's progress in implementing the findings of the *Evaluation of Parliamentary Library Services* has been a standing item on the agenda at Library Committee meetings.

Summer Research Scholarship

The Library first offered Summer Research Scholarships in 2013 as part of a reinvigorated Australian Parliamentary Fellowship scheme.

The Scholarships are open to Honours and postgraduate students who wish to conduct research in an area of public policy that is directly relevant to the Australian Parliament. Scholarship recipients undertake a six-week placement in the Library during the summer academic break. They receive access to the Library's collections and facilities, the opportunity to interact with expert librarians and researchers, mentoring for their research project, and a small honorarium.

Fifteen applications were received for the 2014 Summer Research Scholarship round. Following a merit-based selection process, the Parliamentary Librarian awarded scholarships to:

- Ms Louise St Guillaume, a PhD candidate in Sociology at the University of Notre Dame
- Ms Marija Taflaga, a PhD candidate in Political Science at the Australian National University.

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

The scholars drew upon interviews with current and former parliamentarians and their staff, whose generous support for the Scholarship program the Library greatly appreciates.

In addition to completing research projects, the scholars participated in a series of joint events with summer scholars from Canberra cultural institutions, including visits to the National Library of Australia, the National Archives of Australia, the Australian War Memorial and the Museum of Australian Democracy at Old Parliament House.



The Presiding Officers welcome the 2014 summer scholars

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

The Australian Parliamentary Fellowship was not offered in 2013–14 due to budgetary constraints.

Knowledge transfer to Parliament

Parliamentarians have access to a myriad of 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/ synthesising the data; and presenting information and analysis that is timely, comprehensive and comprehensible.

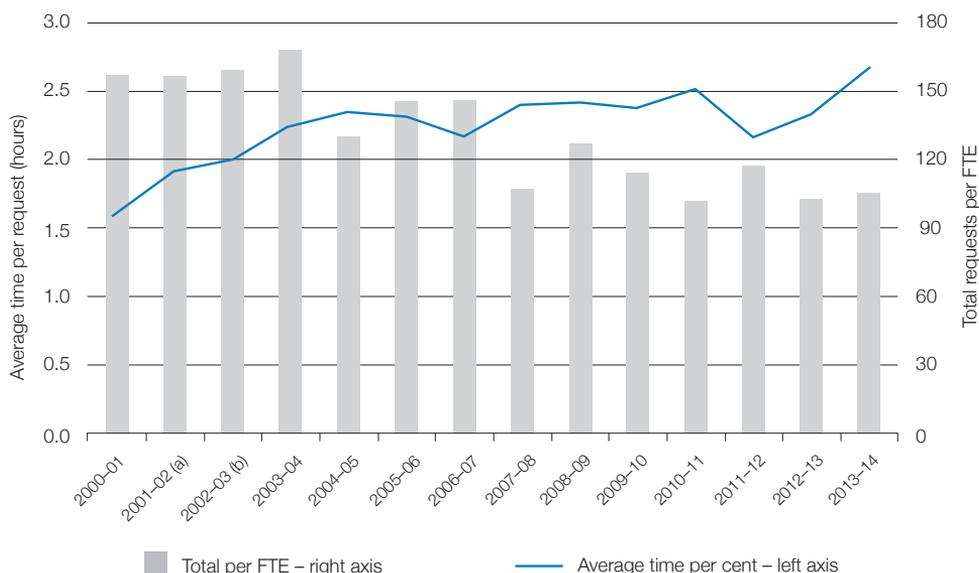
Individual client requests

The Library's primary clients are able to commission individualised research from the Library and to receive tailored and confidential responses by an agreed deadline. Answers may be provided in writing, as a verbal briefing, or in customised 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 which they encounter each day.

In 2013–14, Library staff responded to 12,507 such requests, providing confidential briefing papers on complex policy issues, face to face briefings, statistics and other research for chamber debates and speeches, and analysis and information in support of committee inquiries.

Factors underlying this change include changes in the workforce profile and expertise. However, it seems also to point to a change in the balance of the research queries the Library receives. This is supported by more anecdotal data from Library staff. As clients are increasingly able to find the answers to simple or more straightforward questions themselves, through online ‘self-service’, a greater proportion of client requests are at the more difficult or complex end of the continuum. Such queries take longer to compete and routinely require considerable work across disciplines and sections to answer.

Figure 9: Client requests—relative indicators



(a) In 2001–02 Client Requests and Publications (jobs and hours) were not reported on separately. Information was calculated from the distribution of hours chart in the 2002–03 Annual Report.

(b) In 2002–03 Client Requests and Publications (jobs and hours) were not reported on separately. Information was calculated using the variation percentage in the 2003–04 Annual Report.

Research publications

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 parliamentarians. The publications range from short, topical blog posts to general research papers on topics judged to be of relevance and interest to clients, to Bills Digests which provide Senators and Members with an impartial and independent explanation and commentary on Bills as they come before the Parliament.

The Library issued 350 research publications in 2013–14 including 97 Bills Digests. Although produced for the Library's clients, these publications have a broader public benefit as they are published on the web and are therefore accessible to everyone. Library publications are recognised by our clients and the community to be of high value. Parliamentary Library publications ranked first and fourth in Australian Policy Online's list of most popular research publications in 2013 (rankings based on the number of page visits). They were, respectively:

- *Asylum seekers and refugees: what are the facts?*, Janet Phillips, February 2013 (also ranked first in the top 10 social policy research publications and fourth in the list of most popular research publications from all years)
- *Boat arrivals in Australia since 1975: July 2013 update*, Janet Phillips and Harriet Spinks, July 2013 (also ranked fourth in the top 10 social policy research publications).

Other Library publications rated highly in specific policy lists:

- *Expertise and public policy: a conceptual guide*, Matthew Thomas and Luke Buckmaster, October 2013—ranked first in the top 10 education research publications and third in the top 10 politics research publications for 2013
- *Australian Government funding for schools explained*, Marilyn Harrington, March 2013—ranked eighth in the top 10 politics research publications and ninth in the top 10 education research publications for 2013
- *Destination anywhere? Factors affecting asylum seekers' choice of destination country*, Harriet Spinks, February 2013—ranked fifth in the top 10 international research publications for 2013.

Support for the new Parliament: Parliamentary Library Briefing Book

To help support Senators and Members in their work, the Library produced a volume of short, strategic level snapshots of some of the big issues affecting Australia which were expected to figure in the early months of the new Parliament.

The 69 articles were written to provide Senators and Members with a high level perspective of key public policy issues, to give relevant background, context and legislative history, and to discuss possible new policy and legislative directions. The *Briefing Book* also showcased Library capabilities and research expertise across a broad range of topics, particularly to new parliamentarians and their staffers.

The volume was organised in themes, beginning with a chapter showing aspects of contemporary Australia. Subsequent chapters showed how Australia is faring in its economy, its public finances, and in the welfare, health and rights of our citizens. It concluded with a chapter examining Australia's relationship with the wider world, our allies and our trading partners. The *Briefing Book* was well received by clients, and a second print run was required to meet demand.

Support for the new Parliament: work with new Senators and Members

The 2013–14 financial year saw four new Senators take their seats as a result of casual vacancies. The 2013 federal election saw 37 new Members elected to the House of Representatives, the highest new intake since 2007. There were 14 new Senators, equalling the previous highest intake at the 2007 election, though of course the majority would not take their seats until July.

New parliamentarians face enormous challenges in their early months of office. They have not only to master parliamentary processes and the myriad of requirements of their new role, and to adjust to the pace and range of issues dealt with in chamber and committee, but also to set up new offices, and navigate their way around a new environment and the various services available to assist them.

Recognising the importance of face to face contact, each new Senator and Member was assigned a contact officer from within the Library. Contact officers act as first point of contact for new Senators, Members and their staff in the early weeks/months of their time in the Parliament, assisting them to access the many information resources the Library offers, and helping direct their research enquiries to the appropriate staff.

The Contact Officer Program has been running for over 15 years and feedback from clients indicates that it is one of our most popular and highly valued services.

Thirty-six staff from across the Library took part in the 2013–14 Contact Officer Program. Prior to the commencement of the new Parliament, contact officers underwent intensive training to refresh their knowledge of the full range of Library services and to provide peer support and training in information seeking.

To provide both new and returning parliamentarians a quick introduction to the range of services the Library offers, each was given a customised package of information which included: maps and statistics relating to their electorate or state; an example of a Bills Digest and Research Paper which was relevant to their region or individual interests; a copy of the *Briefing Book*; and a guide to Library services.

What our clients said

Senator MOORE: *... I just wanted to put on record today my appreciation of the service of Janet Wilson. Over many years she has worked in this building and provided support through her library services, and particularly in the area of maintaining that valuable gender table, which I trust she has handed on for someone to pick up that role ... I just wanted to put on note my appreciation for the service Janet has provided as a valuable part of your library ...*

Senator FAULKNER: *Can I associate myself with those remarks and say that Janet has given very, very meritorious, professional and long service in the Parliamentary Library to many of us from all sides of the Australian Parliament. It has been exemplary service and, I think, worthy of being acknowledged in this committee.*

Finance and Public Administration Legislation Committee, Estimates, 18 November 2013, page 62.

In addition, the Librarian presented an introduction to services to new Senators and Members as part of the induction programs coordinated by each Chamber.

The success of these initiatives may be partially gauged by the fact that by 30 June 2014, the Library had received over 1,250 client requests from first-time Senators and Members.

Parliamentary Handbook

Work also commenced on preparation of the Parliamentary Handbook for the 44th Parliament.

The Handbook was originally developed following a request by the then Library Committee in a report to the Parliament in 1915 for:

*a Commonwealth Parliamentary Handbook, giving a short political biography of all Members of both Houses since the initiation of Federation, with portraits in most cases, particulars of every election in the same period, with other information likely to be useful.*⁷

The first edition of the Handbook, published later that year as the *Biographical Handbook and Record of Elections for the Parliament of the Commonwealth*, covered the period of the first six elections and parliaments from March 1901 to September 1914. Since then a new edition has usually been published with each new Parliament and it has developed into a comprehensive reference work on many aspects of the Commonwealth Parliament, including summaries of the parliamentary service and political careers of Senators and Members, together with statistics and historical information on the Australian Parliament.

Since 1999, the full text of the Handbook has been available electronically, and updated regularly, on the Parliament's website and through ParlInfo. Online access enables the Australian community to obtain information on their local Senators and Members and the work of the Parliament.

The Handbook for the 44th Parliament will be published in hardcopy in 2014–15.

Publications review

One of the priorities in the Library's 2012–13 Business Plan was to review its publications suite to determine how it might be changed or better targeted to offer greater benefit to our clients. 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 they are 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 meeting in June, the Joint Standing Committee on the Parliamentary Library accepted the conclusions and recommendations arising from the review. The launch of the new suite of publications was timed to coincide with the commencement of the 44th Parliament. It comprises:

- Quick Guide—a new type of short summary product designed to provide an easy-to-read quick reference to key information with links to more detailed material

⁷ Australia, Parliament, Report from the Joint Library Committee, 1915, p. 2.

- Research Paper—a detailed reference and analysis product which consolidated the existing 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 digital Library magazine designed to showcase Library specialist capabilities and products (a response to the recommendations of the Library Review to take measures to raise clients' awareness of the full range of Library services)
- minor revisions to the Chronology and What's New publications.

These new publications are complemented by new template designs that use different mast colours to differentiate the products.

The new Library e-zine made its debut in mid-December. *Off the Shelf* brings together a series of original short articles across the spectrum of public policy issues which aim to address issues from perspectives that have not been covered in the general media.

The Library is now focusing on implementing other elements arising from the review, particularly in relation to refining the focus of publications and achieving ongoing improvements to quality.

A Publications Planning Group has been established to guide this process, comprising the Parliamentary Librarian, the Assistant Secretary Research Branch, and the heads of research sections. An Editors Group has also been established to promote the technical skills of our team of in-house editors, and provide a forum for specialised training and the exchange of ideas. This reflects the critical role that editors play in producing high quality, well-structured and readable products.

To the extent possible, over the next financial year, the Library will also explore the commissioning of papers from external experts to enhance the resources available for clients.

Budget Seminar and Budget Reviews

The annual Federal Budget is perhaps the Australian Government's most important political, economic and social document. The 2014–15 Budget was a critical document for establishing the policy directions and financial management initiatives of the newly elected Abbott Government. Accordingly, providing information on the Budget and the budget process is one of the Library's highest priorities each year.

This year's Library seminar, *Understanding the Budget*, was again highly successful, with 126 pass-holders attending and latecomers finding only standing room remaining. Staff of the Economics Section spoke about the global financial outlook, the state of the Australian economy and the fiscal outlook, and issues which will affect the economy in the longer term, including the link between income inequality and social mobility and economic growth. The session also included information on budget strategy and outlook, and how to find information in the Portfolio Budget Statements. The Library produced a short tip sheet on the Commonwealth Budget papers to assist clients who were not able to attend the seminar.

The Library is custodian of an important but little-known piece of parliamentary history and tradition.

One of the prized items in the Library's collection is a Bible presented to the Federal Parliament in September 1919 by His Excellency the Governor-General the Rt Hon. Sir Ronald Craufurd Munro Ferguson, GCMG.

The Bible was a gift of the British and Foreign Bible Society Victoria, as a memento of the signing of the peace 'on the termination of the World Wide War of 1914–1919'.

What makes the Bible a particular treasure is that it contains the signatures of all the Presidents and Speakers of the Parliament of Australia.



The current Speaker, the Hon. Bronwyn Bishop, signed the Bible in February 2014.

The Parliamentary Library also produced its annual Budget Review to assist parliamentarians consider the key issues posed by the 2014–15 Budget. The review included a macroeconomic analysis and a summary of the headline numbers, the economic context, the Government's fiscal strategy and broader policy agenda, and analysis of how the fiscal outlook has changed since the Mid-Year Economic and Fiscal Outlook. The Budget briefs section provided background information and analysis of the key measures proposed in this year's Budget and covered a wide range of areas across all portfolios.

As with previous Budget Reviews, this year's Review was prepared under time pressures with a view to making it available to parliamentarians as soon as possible, to help inform debates on the Budget Bills in the House of Representatives and discussions in the Senate's Budget Estimates committee hearings.

What our clients said

'I also thank the staff of the Department of Parliamentary Services. I have become much more re-acquainted with the Parliamentary Library now we are on this side. What a wonderful resource it is.'

Senator the Hon. Penny Wong,
Senate, *Debates*, 12 December 2013,
page 1721.

Connect clients with information

Growth of online resources

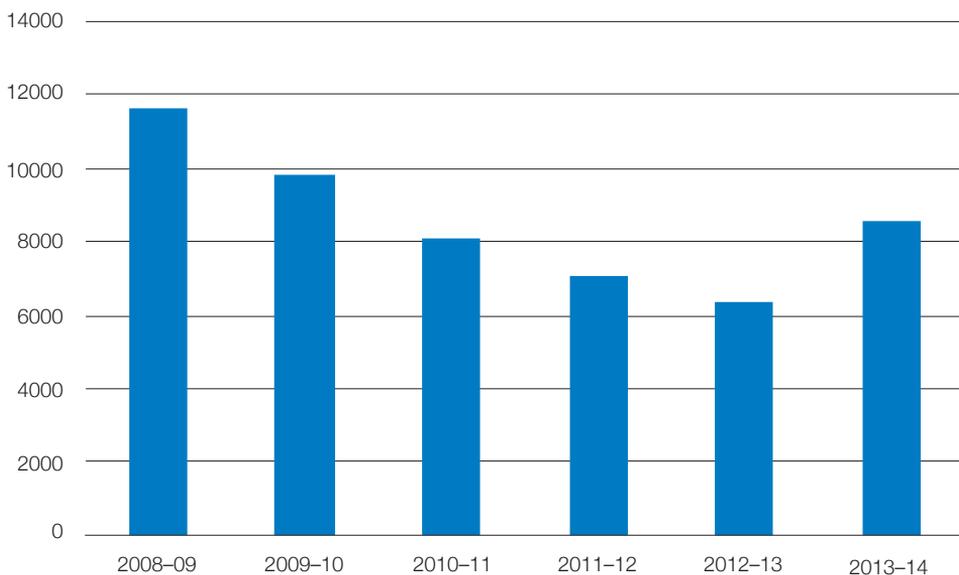
Parliamentarians require ready access to accurate and up-to-date information. Resources need to be as easily accessible to those in electorate offices or travelling as to those working in Parliament House. Because electronic material can be made available to clients 24 hours a day, seven days a week,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

The percentage of the Library's collection available in digital form, which allows clients to have easy access to material wherever they are located, increased from 34 per cent at the end of June 2013 to 36 per cent at the end of June 2014. Within the serials collection alone, the number of titles available in electronic form increased to 86 per cent with some 23 per cent of monographs being available in full text. Use of these electronic collections is highest when Parliament is sitting. This has been a consistent trend over several years.

The use of the digital collections continues to grow with a steady trend upwards during 2013–14. Use of the print collection was higher than it had been in the previous three years.

The use of the Parliamentary Library's Electronic Resources Repository (ERR) was high during 2013–14, with a total of 446,847 page views. Usage varied quite markedly month to month. The resources contained within the repository were published online and archived into the ERR by Library staff.

Figure 10: Use of the print collection



Proactive management of the Library collection

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

The Library aims to keep the collection at around 125,000 monograph titles. It has around 31,615 individual print and electronic journal titles, including those contained in the large aggregated subscription services. New material is acquired; outdated, damaged or redundant material is discarded regularly. Materials on Australian politics, legislation and constitutional matters are retained permanently.

The major part of the Library’s collection expenditure is therefore on current (and digital) sources of information: journals, reference materials and, particularly, news services. Seventy per cent of items added to the catalogue in 2013–14 were electronic resources; and each year there is a slight drop in monographs requested for purchase.

During 2013–14, the Library spent \$1,659,997 on information resources; of this \$520,064 was allocated to news services. In addition, capital funding of \$492,255 was spent to replace depreciating items in the collection, such as monographs and reference books. Approximately 65 per cent of the collection budget was spent on electronic resources.

The Library’s budget for information resources is intensively managed throughout the year to ensure that the collection remains relevant and focused and that Parliament gets the best value from the resources available. Library staff review usage of online databases, and consult with clients and research staff to help ascertain collection priorities and to avoid duplication. Given budgetary constraints, generally an existing resource (particularly subscriptions to online services and databases) will need to be cancelled or reduced prior to a new resource being procured.

The Library has, in recent years, increased the range of digital resources so that Senators and Members have access to this information regardless of time or location. This has meant reducing expenditure on print materials, especially news media, which continue to be preferred by some clients.

Procurement

Procurement is a part of the day to day work of the Information Access Branch, with strong systems in place to ensure Library acquisitions are managed in accordance with Commonwealth Procurement Rules and DPS’ own internal financial processes. Specialist advice on procurement is provided by DPS’ Corporate Services Branch. However, as part of their commitment to ongoing professional development and excellence in service, in 2013–14, several Library staff completed their Certificate IV in Government (Procurement and Contracting). This expertise will help ensure the Library’s processes meet the requirements of the new Public Governance, Performance and Accountability Act when it comes into effect on 1 July 2014.



Library staff were amongst the cohort of DPS employees to obtain their Certificate IV in Government (Procurement and Contracting).

The Library established two standing offer panels via request for tender (RFT) during 2013–14: one for online legal resources and the other for general online resources. Contracts were subsequently let with a range of vendors including Lexis Nexis, CCH Online and Thomson Reuters. In addition, the Library continued to utilise a panel established by the Department of Defence for print serials. These panels and the continuity of contracts established as part of the 2012–13 news services tender have ensured the Library obtains value for money on all collection procurements.

Digitisation

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

The Library has significant archives of paper and pre-digital audio-visual material that constitute a unique collection relating to Australia's political and public policy history dating from the 1940s and 1950s. The bulk of this material dates from 1969 when the Library established a Current Information Section to provide Senators and Members with ready access to current material on practically every matter of interest to the Parliament. Clippings from Australian and overseas newspapers and journals, press releases, bibliographies, parliamentary speeches and questions formed comprehensive subject files. Separate files were produced for each Senator and Member with their speeches and questions indexed chronologically, as well as a separate series of files for each ministry. New files were commenced each year so that 'in one or two minutes' staff could 'provide a file on the wood-chip industry, all the questions asked in the last

three years on the export of merino rams, or a speech by an individual Member in 1969 on international affairs'.⁸ By the time this service was replaced by digital clipping and indexing systems in 1999, the Library had amassed some 2,100 linear metres of subject and Member files—a unique national resource which is still used by clients and Library staff.

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

This material is gradually being digitised for preservation purposes as resources permit, recognising that expenditure on conservation needs to be balanced against more immediate priorities. Factors taken into consideration when identifying materials for digitisation include:

- current demand—how often are clients and Library staff requesting the material in its pre-digital format?
- potential use—if the content were more easily accessible would use increase?
- preservation/useability—is the content fragile or likely to be unusable in the foreseeable future?
- 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?
- storage
- staff skills.

The Library added the following material to its electronic collections in 2013–14, using in-house resources:

- Bills Digests collection—the digitisation of this historic collection began in 2011–12 and was completed in 2013–14. During this period 3,395 digests covering the period 1976 to 1995 were digitised
- a small collection of resources relating to the foundation of the federal capital and the construction of the two Parliament Houses. The collection includes monographs, maps, design documentation, speeches and committee reports. The collection also includes ephemera related to the celebrations of Federation and the opening of the first Commonwealth Parliament in Melbourne in 1901. The collection is available publically for viewing in ParlInfo and on the APH website. (This project had commenced in 2012–13.)

Also, in 2013–14, outside contractors were engaged to digitise:

- the Historic Press Release Collection covering the late 1950s to the 1990s
- Prime Ministers' information files containing newspaper clippings and journal articles from Sir Robert Menzies to John Howard.

The Library spent \$126,000 on digitising these collections during 2013–14 (capital funds).

⁸ Parliament of Australia, Department of the Parliamentary Library: a descriptive account, Canberra, 1971, p. 6.

Support the Parliament's engagement with the community and democracy

World War I centenary

This year, 2014, marks the centenary of the start of World War I. As its contribution to the commemorations, the Parliamentary Library is developing a program of publications and lectures which will appear over the next four years under the title "A deadly and often doubtful struggle": Parliament, War and Empire'.

The program commenced with a lecture on 19 March 2014 by Professor Joan Beaumont titled 'Going to war, 1914: the view from the Australian Parliament'.



What our clients said

Ms BRODTMANN: *I rise today to pay tribute to someone who has been of great assistance to us all, although we might not have realised it: Parliamentary Library staff member Martin Lumb, who last week retired from the Library after more than 30 years of service ...*

Under Martin's watch, the Handbook evolved from a hard-copy point-of-time publication to an electronically available resource that is revised on an ongoing basis. The Handbook remains one of the primary sources of detailed information about the federal parliament today ...

The editor's position requires meticulous attention to detail and an extensive knowledge of parliament, current and former MPs and political and parliamentary facts and figures. For nearly 30 years Martin managed to juggle the constant demands of updating the

Handbook over the life of each parliament, while answering a large number of client requests and producing other publications. On behalf of all members, I thank Martin Lumb for his outstanding service and wish him all the very best for his retirement.

The DEPUTY SPEAKER (Hon. BC Scott): *I thank the member for Canberra for that and would like to associate myself with her remarks about the wonderful work of Martin Lumb. I met him only recently. He has done some wonderful work. We are all very grateful for the dedication of the people in the Library. We wish him well in his retirement.*

House of Representatives, Debates, 26 March 2014, pages 3201–3202.

A second lecture on 28 May by Gary Oakley from the Australian War Memorial, titled 'Aboriginal soldiers in the First World War—a secret history' was held in Reconciliation Week. Publications and recordings of the lectures are available on the APH website.

Launch of the latest volume of the Historical Records of Australia

In March the Presiding Officers launched the latest volume in the resumed Historical Records of Australia series. These publications compile the official correspondence of the governments of the Australian colonies, including dispatches between the Governors and the Colonial Secretaries in London, as well as letters and submissions within the colonies, providing important primary source information for historians studying Australian nineteenth century history. The volume launched this year contains despatches and papers relating to the colonial administration of Tasmania.

The original series was initiated by the parliamentary committee responsible for the Australian Parliamentary Library, which at that time combined the functions of both the present Parliamentary Library and the National Library of Australia. The committee recognised the need for a complete source of primary documents documenting the early years of Australia's history, given that the original records were in many cases held in London and therefore inaccessible to Australian researchers. The first series, edited by James Watson and overseen by the Commonwealth Parliamentary Librarian, Arthur Wadsworth, was produced between 1914 and 1925. The publication then went into hiatus until 1997 when it recommenced under the general editorship of Peter Chapman (University of Tasmania).



Peter Chapman, General Editor, and Timothy Jetson, Assistant Editor, with the Speaker and the President at the launch.

Engagement with other parliamentary libraries in Australia and beyond

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

In July 2013, the Library's Client Service Director, Joanne James, took part in an Inter-Parliamentary Union (IPU) mission to support the Parliamentary Library, Research and Information Service of Myanmar. Liz Luchetti, then Director of Collection Development, had been involved in the initial scoping mission, also sponsored by the IPU, in 2012–13.

In 2013–14, the Parliamentary Library also participated in the Pacific Parliamentary Scholarships Scheme, which is part of the Pacific Parliamentary Partnerships initiative funded under the Pacific Women Shaping Pacific Development Initiative (2012–22). The Scholarships are offered to staff of Pacific parliaments interested in developing their research skills, and working with women parliamentarians on a gender equality issue of relevance in their country. In August the Library hosted a month-long placement for a committee clerk from the Parliament of Tonga, Sulia Makasini, who worked with staff in the Politics and Public Administration section to complete her research paper on temporary special measures to address women's under-representation in the Tongan Parliament. Ms Makasini was interviewed about her project by Radio Australia's Pacific Beat (<http://www.radioaustralia.net.au/pacific/radio/program/pacific-beat/gender-quota-need-to-boost-tongas-womens-representation/1182905>) and Radio New Zealand's Dateline Pacific (<http://www.radionz.co.nz/international/programmes/datelinepacific/audio/2568856/call-for-tonga-to-bring-in-quota-for-women-mp%27s>).

The Library anticipates hosting further Pacific Parliamentary scholars in 2014–15.

Also, in August 2013, the Parliamentary Librarian participated in the General Assembly and Annual Congress of the International Federation of Library Associations and Institutions (IFLA) and its Library and Research Services for Parliaments Section pre-conference in Singapore. (IFLA is the leading international body for library and information services and its Library and Research Services for Parliaments Section brings together specialist legislative information services from around the world). In addition to the IFLA events, the Librarian helped deliver a training day for legislative libraries and research services from the Asia-Pacific region. She was co-opted to the Standing Committee administering the Library and Research Services for Parliaments Section of IFLA. This will help ensure that IFLA activities remain relevant to parliamentary libraries in Australia and in the broader region.

What our clients said

'The staff of the Parliamentary Library, the smartest people in the place, are always the best ones to get on your table if you are at a trivia night. I thank them for the work they do.'

The Hon. Tanya Plibersek, House of Representatives, *Debates*, 12 December 2013, page 2663.

The Parliamentary Librarian was also elected President of the Association of Parliamentary Librarians of Asia and the Pacific (APLAP) at the Association's business meeting held in conjunction with the IFLA events. In support of this role, the Library has worked with APLAP's Executive to build an APLAP website. The site brings together for the first time all of the Association's resources and papers in one place. It is also designed to serve as a communication hub for parliamentary libraries across the Asia-Pacific region. It is due for launch in August 2014.

The Library continues to be an active member of the Australian Government Libraries Information Network (AGLIN) which represents and supports the interests of its members in the delivery of information services to Australian Government organisations. Guy Woods, Director Database Services, served on the AGLIN Executive during 2013–14.

The Library also remains active in the Association of Parliamentary Libraries of Australasia (APLA), a collaborative network of federal and state parliamentary libraries in Australia, New Zealand and Papua New Guinea. The Library harnessed the skills and experience gained in building the APLAP website to redevelop APLA's website, making it more streamlined and easier to use. Jonathan Curtis, Assistant Secretary Research Branch, and Leo Terpstra, Director Central Enquiry Point, presented at APLA's annual conference in Sydney in October 2013; and in March 2014 the library hosted a visit from an officer from the Tasmanian Parliamentary Library.

During the year, Library staff presented to parliamentary delegations from India, Myanmar, Pakistan, Palau, the Republic of Korea, and Zimbabwe.

Recognising the importance of supporting the development of professional skills in the library community, the Library once again hosted a group of 30 library students from Charles Sturt University.

Parliamentary Library intern programs

The Library struck agreements with the Australian National University and the University of Canberra law schools to participate in their student intern programs. This will provide placements in the Research Branch for final year or Masters level law students to conduct a research project of relevance to our parliamentary work.

For the students, in addition to course credits, the program will provide experience of the workings of the Parliament. We anticipate that the Library will benefit from the additional research capacity and (providing quality standards are met) be able to publish the work of the researchers as Library publications. The first placements are expected to commence in late August.

The Library also initiated an internship scheme to engage with future library professionals and foster relationships between the Parliamentary Library and relevant Australian tertiary institutions. The four-week work experience placement will offer library students an opportunity to develop their skills in a well-regarded Library with highly professional and experienced staff. In turn, the Library will benefit from an increase in work capacity and the next-generation skills brought by the students.

The scheme has been welcomed by universities around Australia, with 22 applications received by the closing date. The first interns will take up their positions in July 2014.

Use technology to support better services

News services

The Parliamentary Library provides a range of news services to help parliamentarians and other clients keep abreast of current issues. With a number of contracts ending in 2013–14, the Library went to market with a request for tender in February 2013.

As a result of this process the Library entered into new contracts for the following electronic news services:

- daily news clips from 13 major national and metropolitan newspapers for inclusion in the Library's archival newspaper clippings database in the Parliament's information retrieval system ParInfo (iSentia)
- a media portal providing access to a 90 day archive of national, metropolitan and regional newspapers, national television and radio news, online breaking news from the free content provided by news media organisations, and press releases (iSentia)
- a breaking news service covering online news services and radio and television news services (iSentia)
- a social media monitoring service covering such services as Twitter, Facebook (public sites), blogs, and online news services (AAP).

These resources allow the Library to provide news and media monitoring services across a range of sources via both mobile and networked devices.

In particular, via the media portal, Senators, Members and their staff can now access news and media alerts on the go using their mobile devices. A further service stream, providing access to regional broadcast news media, will be available early in the new financial year.

The social media monitoring service takes the Library's services into what is becoming an increasingly important and influential area of news and social commentary. The service is being trialled for 18 months to determine client usage and to enable the Library to monitor new market offerings.

The Library also introduced a new daily service—Leading News. This service provides a brief list, with links to articles, of the stories leading the news in the morning bulletins. It aims to be out by 9.00 am each weekday and is produced by the Indexing section.

The news clippings provide content to one of the most heavily used ParInfo databases (3.6 million hits in 2013–14).

Contracts were executed progressively throughout 2013, accompanied by an intensive phase of technical testing to ensure the new services were deployed as seamlessly as possible. Finalisation of arrangements for the provision of daily news clips was affected by iSentia's buyout of AAP's media monitoring business mid-way through the process. However, the Library worked closely with both organisations to ensure that there was no interruption to services for clients.

Deployment of the new breaking news service did not proceed as smoothly as anticipated, leading to a fall in service quality and a small number of client complaints (four in total). To improve the quality of the service, Library staff worked with ICT colleagues and the vendor to develop a new streaming news service using the iSentia feed. The new breaking news stream is now very popular with Library clients with 564,412 page views between 14 October 2013 (when the stream went live) and 30 June 2014.

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 regardless of their location. 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, followed by EBL, one of the world's leading e-Book aggregators for academic publishers, in August that year. The Collection Management Section undertook a post implementation review of the e-Book program in April 2014. While noting that the e-Book marketplace had changed significantly in the previous two years, the review recommended that the Library continue with its current e-Book services and opt to procure e-Book material in preference to hardcopy titles where possible. Since the review, the Library has procured the Brill 2013 Human Rights and Humanitarian Law e-Book Collection and a selection of e-Books from EBSCOHost.

As further industry changes are expected in the near future, the Library will actively monitor the e-Book marketplace to take advantage of developments, especially in improvements to the usability of e-Book services.

Better management of metadata

Resource Description and Access (RDA) is a new standard for cataloguing that provides instructions and guidelines on the creation of metadata which meets users' needs for data content and also facilitates machine manipulation of that data for searching and display. Intended for use by libraries and other cultural organisations such as museums and archives, RDA is the successor to the Anglo-American Cataloguing Rules which libraries have been using since 1967. During 2013–14, the Parliamentary Library successfully implemented RDA. Library staff and clients can now benefit from this significant improvement in the management of metadata through the Library catalogue and Summon. The wider community will also benefit as the Parliamentary Library contributes catalogue records to Libraries Australia as consistency across library catalogues is extremely important.

Review of subject indexing

The Library's subject indexed databases provide a well-used and popular service to Parliamentary Library clients. However, despite the introduction of an automated selection and indexing system three years ago the indexing process remains a very labour intensive activity. During 2013–14 a review of subject indexing was conducted

that focused on improving the automated selection and subject indexing of newspaper clippings by the Library Authoring System and Thesaurus (LAST). The recommendations that derived from the review aimed to improve the way the existing technology was configured and to streamline the work practices of the indexing team to ensure the section moved forward in a cost effective and efficient manner.

Since the recommendations of the review were adopted there has been a significant improvement in the indexing team's productivity. The average newspaper indexing clippings rate has gone from 17 to 25 clips per hour—a 47 per cent improvement. As a result, the overall amount of staff time spent processing and checking the newspaper clippings database for content has fallen by 31 per cent.

FlagPost

The Parliamentary Library first introduced its blog, FlagPost, in 2010–11. Over time it had become apparent that the free blogging application that was being used was no longer sufficient for the Library's needs; and in 2013 a project was initiated to identify a program that offered greater functionality and potential for customisation, and that also enabled the blog to be hosted internally. This process was completed in January 2014, when the Department's Web Development team worked with Library staff to migrate the Parliamentary FlagPost from the external site, Blogger, to the internal content management system, Sitecore. It had been determined that Sitecore would provide a more stable and controlled environment for the blog than other possible solutions.

The Library's Client Relations and Publishing team initially provided group training to Library researchers and Directors to introduce them to the new blogging process, created an on line instructional video with associated notes, and have since continued to provide individual support as required. Fifty-seven posts have been added to the blog since the migration to Sitecore.

Human resources

Since 30 June 2013, the Library workforce has:

- decreased in headcount from 141 employees to 132 employees and in FTE from 128.33 to 118.2
- stabilised its permanent workforce at 90 per cent of total staff positions
- increased its average age from 46 years to 47 years.

At 30 June 2014, the Library had a head count of 132 employees (FTE 118.2):

- Office of the Parliamentary Librarian—10
- Information Access Branch—44
- Research Branch—78.

Separations

Thirty staff left the Library in 2013–14, a separation rate of 22 per cent. Of the 30 staff, 13 were ongoing employees (43.3 per cent); and the rest were non-ongoing staff, including those engaged on a casual basis to cover peak periods of client demand.

The reasons for separation during 2013–14 were:

- end of contract (13 staff)
- resignation (7 staff—4 ongoing and 3 non-ongoing staff)
- age retirement (3 staff)
- permanent transfer (2 staff)
- voluntary retirement (2 staff)
- end of temporary transfer, invalidity retirement and involuntary retirement (1 staff member in each category).

The 2013–14 separation rate for ongoing Library staff was 10.6 per cent, a slight increase compared with the previous financial year (9.4 per cent). This increase is due to the continuation of branch restructuring undertaken in the Information Access Branch.

Budgetary pressure continued to be a driver of staff separations.

To the extent possible, the Library engaged non-ongoing staff to fill short and longer term vacancies in periods of peak client demand. However, this was made difficult by the nature of the Canberra job market, with both individuals and employing agencies reluctant to pursue temporary positions.

At 30 June 2014, the temporary workforce still made up 10 per cent of the total Library workforce (unchanged from the figure as at 30 June 2013).

Table 23: Staff separation summary – 1 July 2013 to 30 June 2014

Separation method	Section	Casual	Non-ongoing	Ongoing	Total
Age retirement	Database Services			1	1
	Information Access			1	1
	Politics and Public Administration			1	1
End of contract	Collection Management	1			1
	Database Services	1	1		2
	Database Services Processing	1			1
	Economics		2		2
	Law and Bills Digest		1		1
	Office of Parliamentary Librarian		1		1
	Social Policy		5		5
End temporary transfer	Foreign Affairs, Defence		1		1
Invalidity retirement	Cataloguing			1	1
Involuntary retirement	Serials			1	1
Permanent transfer	Database Services			1	1
	Politics and Public Administration			1	1
Resignation	Foreign Affairs, Defence			2	2
	Office of Parliamentary Librarian		1		1
	Politics and Public Administration			1	1
	Science, Technology			1	1
	Serials		1		1
	Social Policy		1		1
Voluntary Retirement (Vol Ret Excess EA279(b))	Library Support			1	1
	Serials			1	1
Total		3	14	13	30

Recruitment

In the period 1 July 2013 to 30 June 2014, there were 23 new external employees hired of whom six were ongoing and 17 were non-ongoing.

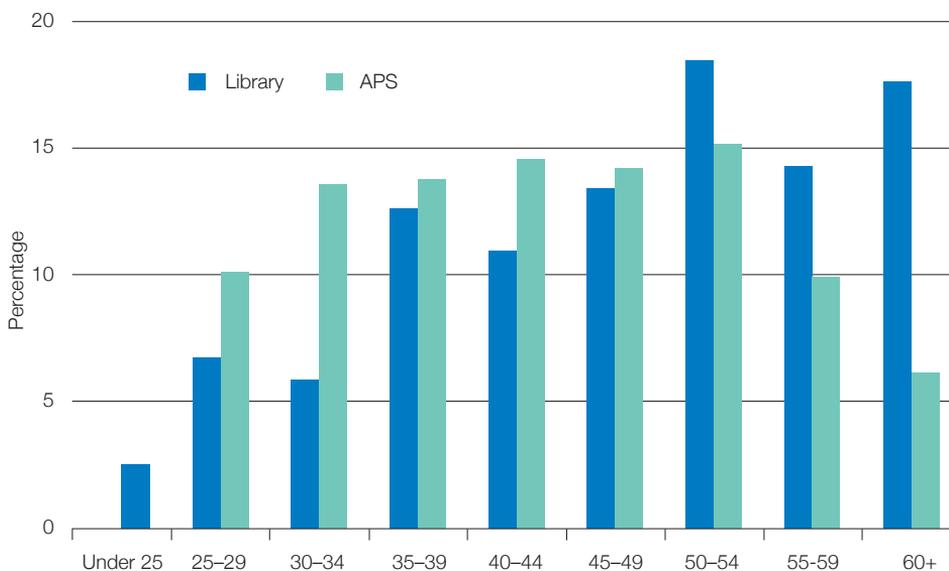
- Research Branch employed 18 new employees: four ongoing employees (PEL1, PSL6, PSL4/5 and PSL4) and 14 non-ongoing employees. These commencements were across the branch with Economics, Social Policy and Politics and Public Administration sections recruiting a total of four each (of the total 18).
- Information Access Branch employed one ongoing employee (PEL2–Director, Collection Management) and one non-ongoing employee (PSL2).
- Office of the Parliamentary Librarian employed three new employees: one ongoing employee (PSL6 part time) and two non-ongoing employees (PSL3 and PSL1 part time).

Age profile

As at 30 June 2014, 32 per cent of the Library's ongoing staff were eligible to retire (that is, aged 55 years and over). A further 32 per cent will become eligible for retirement over the next 10 years. While the Library's ongoing workforce has remained relatively stable, there has been a further reduction in representation of staff in the 25–34 years age group—down from 17 per cent in 2013 to 13 per cent at June 2014. At June 2014, the total ongoing workforce at risk of retirement in the next five years was 50 per cent—up slightly from 49 per cent in 2013.

As shown in the following graph, the Library's age profile is much older than that for the Australian Public Service.

Figure 11: Age profile for Parliamentary Library and APS



APS data is at December 2013.

Source: <http://www.apsc.gov.au/publications-and-media/parliamentary/aps-statistical-bulletin/snapshots-december-2013/table9>

Report on performance

The Parliamentary Library aims to provide an effective knowledge centre for the Parliament through the provision of information, analysis and advice. These services are provided through two programs:

- Research services. These services include responding to requests from individual parliamentary clients for information and research, and the production of publications.
- 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.

Staff from the Office of the Parliamentary Librarian contribute to the work of both programs.

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

The Library uses the RefTracker Information Request Management System to manage client requests and other client related work. This records, among other things, the number of requests/publications and the time spent on them. The time attributed reflects only the direct time spent on each. However, the ability to provide effective and timely delivery of publication or commissioned services is underpinned by the time Library staff spend in building and maintaining their professional expertise across a range of frequently changing subject domains. In addition, comparisons of the number of jobs and hours across financial years should be made with regard to associated changes in staffing levels from year to year.

Research services

The services contributing to this program are as follows:

- Commissioned information, research and advisory services—these are tailored responses prepared following requests from individual Senators, Members and their staff, and other parliamentary clients.
- Research publications (Publications)—these are prepared where strong client demand is anticipated for briefing on specific policy issues. Publications include the *Parliamentary Handbook*, *Briefing Book*, *Budget Review*, Bills Digests, Research Papers, Quick Guides and FlagPost blog posts. Publications are generally available to clients and the public, through the Internet.

Table 24: Research services—deliverables

Deliverable	Measure	Performance		
		2011–12	2012–13	2013–14
Individual client requests	Percentage of primary clients using the service Target: 100%	100%	98.6%	97.41%
	Number of individual client requests Target: 13,000	15,460	12,957	12,507
Self-service requests	Number of online uses of the Parliamentary Library's publications, including the <i>Parliamentary Handbook</i> , through ParInfo and the Internet Target: 5,400,000	4.8m	5.3m	8.04m ¹
Publications	Number of publications produced Target: 260	427	421	350
Client training and seminars	Attendance at training courses and events (e.g. Vital Issues Seminars) Target: 500	589	601	641

¹ In 2013–14 the self-service requests statistic was expanded to include ParlMap.

The following table illustrates the costs associated with providing research services.

Table 25: Research services—price indicators

Deliverable	Measure	Performance		
		2011–12	2012–13	2013–14
Cost of research services	Average cost per individual client request	\$426	\$483	408.74
	Average direct cost per self-service client request (staff time only)	\$0.68	N/A	\$0.14

Client requests

During 2013–14, 97.41 per cent of the Library's primary clients (Senators' and Members' offices, including Ministers' offices) used the client request service at least once—again falling below the target of 100 per cent. This figure reflects the reduced demand for Library services in the pre-election period as Senators and Members, especially those who were retiring, turned their focus elsewhere.

However, at 30 June 2014, 100 per cent of Senators and Members in the 44th Parliament had used the client request service at least once.

The Library will continue to monitor usage closely in the 44th Parliament and consult with clients to ensure services are appropriately targeted.

The number of client requests also decreased slightly compared to the previous financial year, again reflecting the reduced pattern of Library use in election years.

Publications

In 2013–14, the Library produced 350 publications. This included 144 FlagPost blog posts which were written and posted in the financial year.

Of all Library publications, the most heavily used, and eagerly awaited, are Bills Digests. These provide an independent perspective on, and analysis of, legislation which is before the Parliament. Every effort is made to produce a Digest for every Bill where it is considered a Digest would add value by providing:

- independent analysis, background information and additional perspectives not provided in the explanatory material associated with the Bill
- information that is important for parliamentarians to be able to contribute effectively to debate.

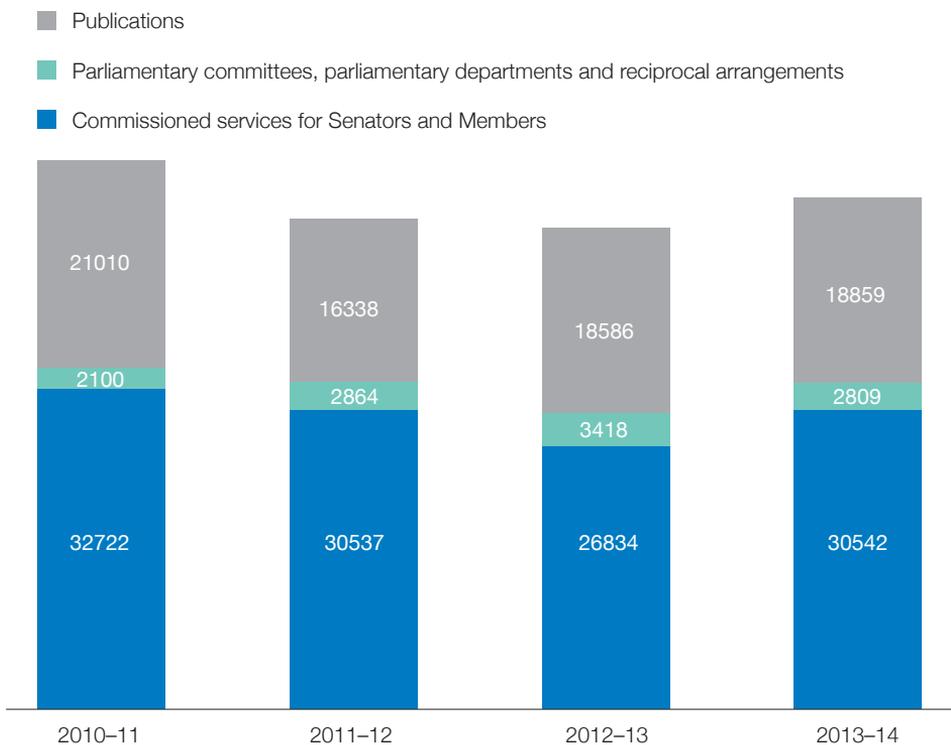
Bills Digests are primarily written for Government Bills but may also be written for Private Senators' and Members' Bills where there is a reasonable prospect of the Bill being debated. A Digest may not be produced where the Bill is non-controversial or not complex and where the explanatory memorandum and second reading speech give a balanced view of the Bill and any underlying policy issues. Where there is a suite of Bills introduced into Parliament, generally only one Bills Digest will be produced for the main Bill (where appropriate this Bills Digest will address relevant provisions of the companion Bills). Finally, production of Digests may be affected by internal resource constraints.

At times a Bills Digest cannot be produced in time for the deadline for debate in the second chamber. This may be due to the amount of time allowed between introduction and debate, a change in the legislative program, or resources available to address the number and complexity of Bills in the legislative program. Where it is not possible to produce Digests in time for debates, every effort is made to support clients by providing draft Digests or other briefing material.

The Library published 97 Bills Digests in 2013–14 (including two for private Bills)—some 40 per cent fewer than in 2012–13. The scale of the reduction reflects the effect of an election year on the legislative program.

Digests were not produced for 16 Government Bills, for two of which the Library published instead a Quick Guide and a FlagPost respectively. Of these 16 Bills, four were introduced in Parliament and passed both Houses in two days and three others were introduced and passed within a week. Digests were not produced for eight of the 16 Bills because they did not address controversial policy issues or did not require additional explanatory information to assist in the debate.

Digests were not completed in time for debate for a further 12 Bills, eight of which were still before Parliament when it was prorogued on 5 August 2013.

Figure 12: Distribution of client service hours by service type⁹

In 2013–14 Library staff hours spent on publications increased slightly (by 1.5 per cent) and hours spent responding to enquiries placed directly by Senators and Members increased by 13.8 per cent.

Hours on client services to parliamentary committees, parliamentary departments and reciprocal arrangements decreased by 17.8 per cent in 2013–14.

Client training and seminars

During the year, Library induction and orientation services were held for 272 clients (up from 112 in 2012–13). These continued to be successful in providing, through individual and small group sessions, a timely and detailed introduction to Library services. Thirty-six Library staff were appointed as contact officers to assist new Senators and Members. In addition, the Parliamentary Librarian and other Library staff participated in formal induction sessions for new Senators and new Members.

Parliamentary Library Lectures attracted 369 attendees in 2013–14 (down from 489 in 2012–13), the difference in part due to the reduced number of sitting weeks in an election year. 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

⁹ The figure for Hours on commissioned services for Senators and Members was incorrectly reported as 30,537 for 2012–13 in the 2012–13 Annual Report and has been amended to 26,834 in Figure 7.

relevant topics. Speakers covered a diverse range of topics: the Budget; the impact of preferential voting on Senate election results; the ALRC Inquiry into Copyright and the Digital Economy; Aboriginals in the First Australian Imperial Force; assisting people with disabilities to find employment; going to war in 1914; and machinery of government changes after an election.

Client satisfaction with requests and publications

Table 26: Research services—key performance indicators

Key performance Indicator	Measure	Performance		
		2011–12	2012–13	2013–14
Client satisfaction with requests and publications	High level of customer satisfaction ¹⁰ Target: 95%	93%	93%	93%
	Client service delivered to timeliness service standard Target: 90%	88%	90%	90%
	Number of complaints from clients	1	2	0

The most recent (2012) *Evaluation of Parliamentary Library Services* found client satisfaction with the Library's service in the 43rd Parliament was 93 per cent, up from 87 per cent in the 2007 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 Parliamentary Library is committed to the ongoing improvement of its service delivery across both programs. While the formal client evaluation of Library services is conducted only once each Parliament, the Library regularly receives direct and unsolicited feedback from clients by phone or email about aspects of its service.

The Library Executive also proactively seeks to meet with as many clients as possible each year to help broaden client awareness of the range of service offerings, and also to elicit forthright feedback (where appropriate, these meetings are followed up with targeted training or other client support initiatives). All such feedback from clients is highly valued, be it compliments, brickbats or complaints, suggestions or information requests about services. All are vital to enable the Library to:

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

Performance against the timeliness target in 2013–14 met the target of 90 per cent.

The Research Branch received no complaints in 2013–14.

¹⁰ As measured in the *Evaluation of Parliamentary Library Services: Optimising Client Service Delivery*, 2012

Information access services

The services contributing to this program include:

- the Library collection—development of the collection to meet users' needs and provision of access through the catalogue and ParlInfo
- online full-text content such as news clippings
- media services—desktop access to television and radio news and current affairs programs broadcast in Canberra, provided to Senators and Members for their parliamentary duties
- commercial databases—including online full-text journal and newspaper services available through the Library client services' portal and the Senators' and Members' Services Portal
- client services including the Central Enquiry Point and self-help services.

As far as possible, usage rates of all of these services are monitored to ensure that they remain relevant and are of practical assistance to Senators, Members and their staff.

To help clients use these services effectively, the Library provides orientation and training courses as well as online assistance.

Table 27: Information access services—deliverables

Deliverable	Measure	Performance		
		2011–12	2012–13	2013–14
Material added to Library databases	Number of items added to the Library's Electronic Media Monitoring Service and to ParlInfo databases Target: 150,000	185,600	181,578	158,556
Material added to Library collection	Number of new titles (books and serials) added to the Library's catalogue Target: 4,000	4,652	4,168	3,915
	Percentage of titles (books and serials) in Library's collection available to clients online in full-text Target: 36%	33%	34.3%	36%
Use of the Library collection and databases	Use of the collections and databases, including loans from the collection, radio and television programs from the Electronic Media Monitoring Service, and from ParlInfo databases Target: 3,800,000 searches	3.48m	3.20m ¹	4.66m

¹ The vendor-provided data for use of the Library's collection and databases has been reassessed by the Parliamentary Library and duplication removed. The figure for 2012–13 was reported as 3.29 million in the 2012–13 Annual Report and has been amended to 3.20 million in Table 6.

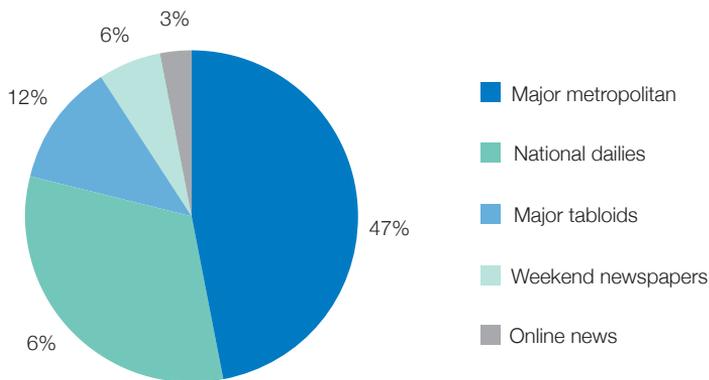
Table 28: Information access services—price indicators

Deliverable	Measure	Performance		
		2011–12	2012–13	2013–14
Cost of information access services	Average cost per item added to the Library’s collection	\$298	\$366	\$264.30
	Average cost per item added to the Library’s databases	\$20.32	\$20.76	\$18.81
	Average cost per use of the Library’s databases and collection	\$2.32	\$2.28	\$1.37

Material added to Library databases

The target for the number of items added to the Library’s Electronic Media Monitoring Service and to Library databases in ParInfo was decreased to 150,000 in 2013–14 from 190,000 the previous financial year due to tightening of the selection guidelines. This new target was met with 158,556 items added.

Figure 13: Newspaper clips added to ParInfo by source



Material added to the Library collection

The number of new titles (books and serials) added to the Library’s catalogue fell slightly short of the 4,000 target number at 3,915.

The percentage of titles available online (full-text) increased from 34 per cent to 36 per cent.

The Fair Value of the Library collection as at 30 June 2012 was \$4,740,321 and the replacement value was \$10,874,430.

Use of the Library's collection and databases

The target figure of 3.8 million uses of the Library's collection and databases was met with 4.66 million uses being reported. The increased use of Library databases in ParlInfo by Senators, Members and their staff indicates that the services are valuable and relevant to their needs. Usage reflects the growing success of the Library's efforts to introduce and promote self-help services at the desktop and on mobile devices.

The digitisation of the historic press release collection and the Prime Ministers information files will further increase use of the Library's collection and databases.

Table 29: Information access services – key performance indicators

Key performance indicator	Measure	Performance		
		2011–12	2012–13	2013–14
Client satisfaction with information access services	High level of client satisfaction ¹ Target: 95%	93% ²	93%	93%
	New titles (books and serials) added to the Library's catalogue within timeliness service standard Target: 100%	74%	78% ³	96%
	New items added to the Library's Electronic Media Monitoring Service and the ParlInfo newspaper clippings database within timeliness service standard Target: 95%	93%	96% ⁴	94%
	Number of complaints from clients	0	0	4

¹ As measured by the Evaluation of Parliamentary Library Services: Optimising Client Service Delivery, 2012.

² As measured by the 2009 DPS Customer Survey.

³ The figure for new titles (books and serials) added to the Library's catalogue within timeliness service standard for 2012–13 was incorrectly reported as 72% in the 2012–13 Annual Report and has been amended to 78% in Table 8.

⁴ The figure for new items added to the Library's Electronic Media Monitoring Service and the ParlInfo newspaper clippings database within timeliness service standard target for target for 2012–13 was incorrectly reported as 95% in the 2012–13 Annual Report and has been amended to 96% in Table 8.

Client satisfaction with information access services

See the discussion on client satisfaction indicators at page 38.

The key performance indicator for 'new titles (books and serials) added to the Library's catalogue within timeliness service standard' was changed with effect from 2013–14. It now measures timeliness in relation to cataloguing direct client requests (with a turnaround deadline of 24 hours). These items are classed as urgent and are catalogued as a priority by Collection Management staff. This change was made in recognition of the impact of budget driven reductions in staff numbers in the cataloguing team at the end of 2012–13. The 95 per cent target for adding routine items to the catalogue within the service standard (two weeks) was not reached, with only 68 per cent of material being added within this time-frame.

The targets for timeliness in adding new items to the Library's collections were also not met. This was a direct result of the impact on a small team of unplanned and unavoidable staff absences combined with an uneven distribution of materials received each month.

For the Electronic Media Monitoring Service and the ParInfo newspaper clippings database, the problems arose from intermittent technical failures.

The Information Access Branch received four complaints in 2013–14, all relating to the implementation of the new breaking news service. Each of these complaints was followed up with the client. A new breaking news stream was subsequently implemented to improve the quality of the service.

Financial report

Table 30: Financial report

	2012–13	2013–14	2013–14
	Actual (\$)	Budget (\$) ¹	Actual (\$)
Income			
Operating appropriation	16,291,953	15,923,162	14,583,412
Capital	655,820	766,000	671,648
Expenditure – Operating appropriation			
Employee (including entitlements)			
Research Branch	7,899,918	8,883,942	8,303,870
Information Access Branch	4,373,693	4,100,753	3,438,289
Parliamentary Librarian	642,670	932,178	901,492
Total employee	12,916,281	13,916,873	12,658,651
Employee related expenses (includes staff training and other expenses)	143,226	178,700	113,798
Collection (information resources)	2,046,608	1,517,723	1,659,997
Other expenses	114,247	224,666	72,859
Asset maintenance (software licences/ maintenance)	67,221	85,200	78,107
Hansard printing ³	534,600	0	0
Total operational expenditure (includes expenditure from capitalised salaries but not other capital funding)	15,822,183	15,923,162	14,583,412
Expenditure – Capital	374,738	766,000	671,648 ²
Summary by organisational unit (includes capital)			
Parliamentary Librarian	967,558	1,075,028	973,098
Research Branch	8,052,283	9,090,842	8,423,588
Information Access Branch	7,177,080	5,757,293	5,858,373
Total expenditure (including expenditure from capital funding)	16,196,921	16,689,162	15,255,059

¹ As set out in the Resource Agreement 2013–14.

² Includes Library collection acquisitions \$492,255, Small Library Systems \$43,568, Parliamentary Handbook \$10,074, and a Digitisation Project \$125,751.

³ Hansard printing was managed by the Library but was not a 'Library' direct expense. This activity moved to Content Management Branch at the end of 2012–13.

Table 31: Library staffing

Staffing (full-time equivalents)	Anticipated	Actual¹
Research Branch	69.4	67.91
Information Access Branch	44.1	42.52
Office of the Parliamentary Librarian	7.8	7.73
Total	121.3	118.16

¹Average for 2013–14

PART 5

MANAGEMENT AND ACCOUNTABILITY





Anne ZAHALKA (1957–)
Gardeners, Formal Gardens (2014)
Parliament House Art Collection,
Department of Parliamentary Services

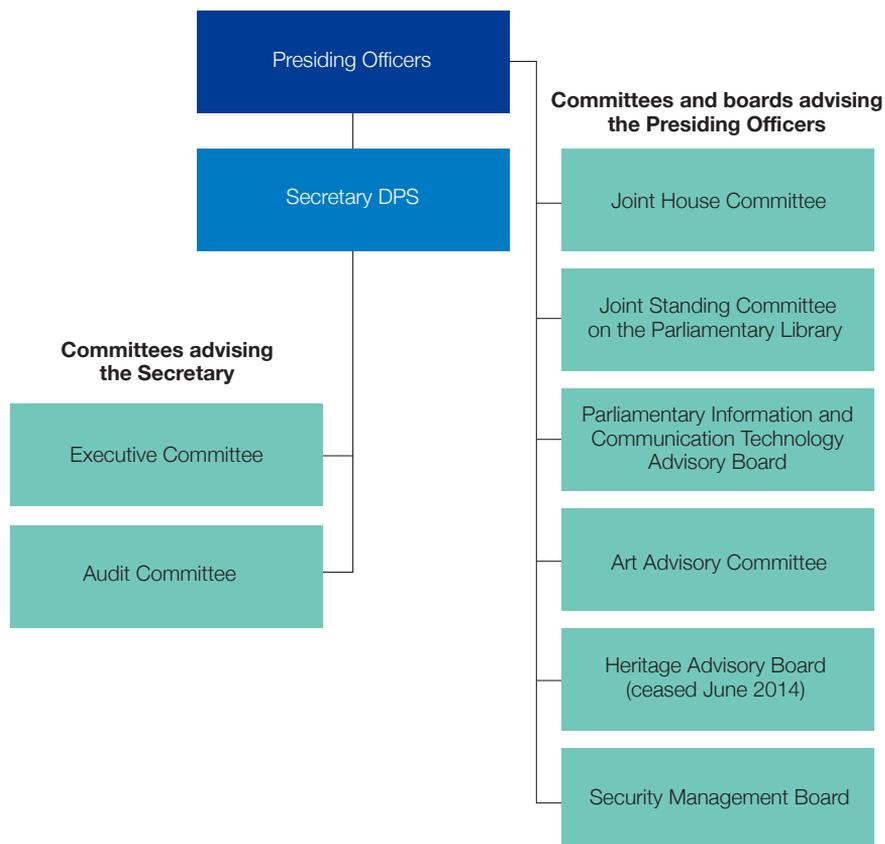
PART 5

MANAGEMENT AND ACCOUNTABILITY

Governance

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*, not the *Public Service Act 1999*. The Presiding Officers are assisted in this by a number of committees as illustrated in Figure 14.

Figure 14: DPS governance structure



Structure and processes

Committees advising the Presiding Officers

Several committees provide advice on governance and assurance to the Presiding Officers. In 2013–14, they comprised the Joint House Committee, Joint Standing Committee on the Parliamentary Library, Art Advisory Committee, Parliamentary Information and Communication Technology Advisory Board, Security Management Board and the Heritage Advisory Board.

In March 2014, the Presiding Officers agreed to disband the Heritage Advisory Board at the end of the financial year as its work was largely completed. The role of each of the committees is outlined below.

Joint House Committee

Chair: Senior Presiding Officer

The Joint House Committee (JHC) comprises 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 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 Joint House Committee at 30 June 2014 was:

- Senator the Hon. John Hogg (Chair)
- The Hon. Bronwyn Bishop MP
- Mr Russell Broadbent MP
- Senator David Bushby
- Senator the Hon. Jacinta Collins
- Ms Jill Hall MP
- Mr Chris Hayes MP
- Senator Helen Kroger
- Senator Gavin Marshall
- Senator Anne McEwen
- Mr Ken O’Dowd MP
- Senator Stephen Parry
- Ms Joanne Ryan MP
- The Hon. Phillip Ruddock MP

The committee met twice in 2013–14 and considered a range of issues, including:

- Parliament House maintenance, asset replacement and strategic accommodation review
- DPS' budget
- contracts, licences and retail services
- security arrangements.

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.

Art Advisory Committee

Chairs: Presiding Officers

Members: Deputy President, Deputy Speaker, Secretary DPS

The Art Advisory Committee assists the Presiding Officers in selecting artworks for the Parliament House Art Collection.

Committee meetings are attended by an independent art adviser from the National Gallery of Australia. The committee's terms of reference are to:

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

The committee met once during 2013–14. Matters considered included:

- the purchase of 11 works of art including two works by the late Margaret Olley (details about the 11 works can be found in Part 3 of this report)
- acceptance of the 10 photographic images commissioned to celebrate the 25th anniversary of Parliament House (details about the commission can be found at Part 3 of this report)
- revised acquisition arrangements and a collecting strategy for 2014–15.

Parliamentary Information and Communication Technology Advisory Board

Chair: Secretary DPS

Members: One representative each from: the Government, Opposition, minor party/independent; Department of the Senate; Department of the House of Representatives; Parliamentary Budget Office; Parliamentary Service Commissioner. In addition, two non-member senior executive service (SES) officers from DPS attend meetings.

The Parliamentary Information and Communication Technology Advisory Board was established from a recommendation of the Roche report *Review of information and communication technology for the Parliament* (2012). Its role is to oversee the

development and progress of the parliamentary ICT strategic plan and to provide guidance to the DPS Chief Information Officer on strategic objectives and outcomes.

The board met twice in 2013–14. Matters considered included:

- the annual ICT work program to deliver key elements of the *Parliament of Australia ICT Strategic Plan 2013–2018*
- progress and direction of signature projects demonstrating commitment to the delivery of the outcomes identified in the Parliament of Australia ICT Strategic Plan
- ICT security matters in the parliamentary context
- annual ICT benchmarking results.

Security Management Board

Chair: Secretary DPS

Members: Serjeant-at-Arms, Usher of the Black Rod

The function of the Security Management Board is to provide specialist security advice and support to the Presiding Officers on security policy and the management of security measures for Parliament House. The board was formally established in 2005 under section 65A of the *Parliamentary Service Act 1999*.

Heritage Advisory Board

Chair: Secretary DPS

Members: Serjeant-at-Arms, Usher of the Black Rod

During its term, the board was assisted in its deliberations by nominated employees from the National Capital Authority and the Commonwealth Department of the Environment.

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

The board met eight times during 2013–14. Its key areas of focus were:

- the development of a Conservation Management Plan for Parliament House and the preparation of a companion document on Parliament House *Design Principles*
- the identification and assessment of objects of potential heritage value held by the chamber departments.

In early March 2014, the Presiding Officers noted the achievements of the board to date and determined that its work was substantially complete. The final meeting of the board was held on 12 June 2014. An expert advisory panel will remain in place, providing specialist guidance for the duration of the preparation of the Conservation Management Plan and the *Design Principles*. The panel comprises cultural heritage management experts Mr Peter Watts AM and Major-General Steve Gower AO AO (Mil), architectural experts Mr Richard Thorp and Mr Keith Cottier AM, and landscape architectural expert Ms Oi Choong.

Departmental governance

Senior executive

The names of the senior executive and their responsibilities are detailed in Part 2 of this report.

Departmental committees

Under the *Parliamentary Service Act 1999* and the *Financial Management and Accountability Act 1997*, the Secretary is accountable for DPS' performance and compliance. The Secretary is assisted in the management of these responsibilities by the Executive Committee and the Audit Committee.

Executive Committee

Chair: Secretary DPS

Members: Parliamentary Librarian, and division heads

The Executive 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. The committee meets twice a month.

Audit Committee

Chair: Independent external chair

Members: Independent external member, three departmental representatives

The DPS Audit Committee provides independent assurance and assistance to the Secretary on DPS' financial and performance reporting responsibilities, system of risk oversight and system of internal control.

In 2013–14, two independent members served on the committee: Mr Michael Harris (Chair) and Mr Darren Box. Three DPS officials served as management appointees to the committee: Dr Dianne Heriot, Ms Eija Seittenranta and Ms Karen Greening.

Representatives of the Australian National Audit Office and the Department's contracted internal auditors KPMG attend DPS Audit Committee meetings to provide information and advice to committee members.

The committee meets once each quarter and holds an additional meeting to consider the Department's financial statements. Table 1 shows the attendance figures for 2013–14.

Table 1: Audit Committee attendance 2013–14

Member	Meeting attendance	
	Attended	Number of meetings
Mr Michael Harris—Chair	5	5
Mr Darren Box	5	5
Dr Dianne Heriot	4	5
Ms Eija Seittenranta	5	5
Ms Karen Greening	5	5

Corporate planning

DPS' planning framework reflects the way in which its internal planning, processes and accountability are influenced by external entities, stakeholders and legislation.

Central to DPS' planning framework is the DPS Corporate Plan (Figure 15) which sets out the Department's mission statement, priorities, indicators of success and key result areas. The key result areas are:

- Accessibility—Physical and virtual access to the Parliament
- Informed and engaged—Information and communication to support the Parliament and connect with the wider community
- Effective as a custodian—Parliament's assets are cared for and respected
- Respected—Our people and the services they provide are valued
- Forward-looking—We are innovative and adaptive.

These result areas are underpinned by the 'Signposts of our success' which are specific goals and objectives. Divisions and branches develop business plans detailing how they will contribute to the goals. These key documents are linked to individual performance agreements which clearly articulate expectations of staff and the way in which they contribute to achieving DPS' goals.

As 2013–14 drew to a close it was pleasing to note that DPS had either achieved or made good progress against each goal detailed in the corporate plan.

During the year, staff at all levels from all sections of the Department participated in workshops and meetings to contribute their ideas and perspectives, identify challenges and opportunities, and develop key themes to be used in the planning documents for 2015–17.

Internal audit

Due to the significant budgetary constraints facing the Department in 2013–14, DPS was forced to curtail its annual internal audit program.

In 2013–14, DPS completed two internal audits, one on contracting and managing contracts and the other on IT support services. A third audit, on internal budget management and reporting, was commenced but finalisation was deferred pending the appointment of an ongoing Chief Financial Officer.

Risk management

DPS has a variety of mechanisms in place to assist managers and staff identify, monitor, report on and manage key risks, including environmental, financial, people, business, project, insurable, business continuity and fraud risks.

A substantial review of strategic risks was initiated in early 2014. The Department's risk management policy and framework, as well as the fraud control policy, are being reviewed against the enhanced risk obligations contained in the *Public Governance, Performance and Accountability Act 2013*.

General business risk

DPS promotes risk management throughout the organisation to ensure its services to Parliament House, building occupants and visitors are of the highest standard. The DPS risk management framework is consistent with the Australian and New Zealand Risk Management Standard ISO31000:2009.

The Department conducts risk assessments as part of business and project planning based on sensitivity and complexity. The Strategy and Performance Branch supports DPS staff in managing business and project risks.

Comcover Risk Management Benchmarking Survey

DPS participated in the Comcover 2014 Risk Management Benchmarking Survey which measured Commonwealth and parliamentary departments' risk management capability maturity levels in 10 elements. DPS achieved an overall maturity rating of 'Top-Down' out of a possible five ratings: (1) Informal (lowest), (2) Basic, (3) Top-Down, (4) Structured and (5) Risk Intelligent (highest). A detailed description of the risk management capability levels is available in the Comcover Risk Management Benchmarking Survey 2013 on the Department of Finance website.

DPS achieved its best scores in the following risk management capability elements:

- Element 1 – Risk Management Policy and Objectives
- Element 8 – Risk Assessment
- Element 5 – Positive Risk Culture.

The areas of improvement identified in the survey included:

- Element 10 – Business Continuity and Disaster Recovery
- Element 6 – Resourcing
- Element 9 – Risk Profiling and Reporting.

Fraud prevention and control

DPS has a fraud control plan that complies with the *Commonwealth Fraud Control Guidelines 2011*. The plan establishes the framework for detecting, reporting and investigating fraud within the Department. DPS regularly reviews its fraud prevention and control measures with a view to continuous improvement. Fraud control arrangements, together with the risk management policy and framework, are currently under review in line with the new *Public Governance, Performance and Accountability Act 2013*.

The Secretary's certification that appropriate fraud measures are in place forms part of her Letter of Transmittal.

Figure 15 Department of Parliamentary Services Corporate Plan 2012–14

<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>					
Accessible	Informed and engaged	Effective as a custodian	Respected	Forward-looking	
Physical and virtual access to the Parliament	Information and communication to support the Parliament and connect with the wider community	Parliament's assets are cared for and respected	Our people and the services they provide are valued	We are innovative and adaptive	
<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 	<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 	<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 	<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 	<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 	
Mission	Our key results			Signposts of our success	

We will deliver	
<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 	<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
How we work as a department to achieve our results	
We consult, listen and adapt to continuously improve our services	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	

Our priorities

Ethical standards and behaviours

DPS is committed to maintaining the highest standards of integrity, good governance and ethical practices as required by the Parliamentary Service Values and Parliamentary Service Code of Conduct.

During 2013–14, DPS undertook a number of initiatives to reinforce the requirement for the proper use of Commonwealth resources and demonstrate its commitment to ethical and lawful behaviour as outlined in the *Parliamentary Service Act 1999*. These included:

- developing a DPS Public Interest Disclosure policy and procedures following the introduction of the *Public Interest Disclosure Act 2013*
- updating Human Resource Delegations
- updating the DPS Workplace Diversity Policy
- updating the DPS Bullying and Harassment Policy
- updating the DPS Drug and Alcohol Policy
- developing a new probation policy
- establishing a working group to develop a DPS capability development framework.

Inappropriate behaviour

DPS takes allegations of inappropriate behaviour seriously and investigates these allegations for potential breaches of the Parliamentary Service Code of Conduct. In 2013–14, twelve allegations were investigated. Of the twelve, six were found to be breaches of the code of conduct. As a result, two employees were fined and reprimanded, one employee was reprimanded and demoted to a lower classification and three employees had their employment with DPS terminated.

Four of the allegations received in 2013–14 related to bullying and harassment and were investigated under the code. In addition, a further nine complaints were resolved using Human Resources (HR) processes and did not result in a code investigation.

Public Interest Disclosure Act 2013

The Commonwealth's new *Public Interest Disclosure Act 2013* (PID Act) took effect on 15 January 2014. The PID Act promotes integrity and accountability in the Australian public sector by encouraging the disclosure of information about suspected wrongdoing, protecting people who make disclosures and requiring agencies to take action.

In February 2014, the Department provided two all-staff information sessions about the PID Act presented by a senior staff member from the office of the Commonwealth Ombudsman.

Three DPS staff members have been trained as Authorising Officers to handle public interest disclosures. The new PID procedures have been incorporated into the Parliamentary Services Values and Code of Conduct training.

Revisions to the Parliamentary Service Values and Code of Conduct

On 1 July 2013, revisions to the *Parliamentary Service Act 1999* and Determinations took effect. Since then, HR policies have been revised to reflect the changes, particularly in relation to Parliamentary Service values, employment principles and the code of conduct.

Articles promoting the revised values and code were published in the DPS newsletter, and a code of conduct bookmark developed in collaboration with the other parliamentary departments. The bookmark was distributed to all employees and is now included in induction packs.

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
- (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.

The high-level business continuity management plan outlines the arrangements for dealing with an incident or incidents that affect the ability of DPS to provide normal services, and is available to all staff via the DPS intranet.

External scrutiny

DPS is subject to external scrutiny by various bodies including the Australian National Audit Office and various parliamentary committees.

Judicial decisions, decisions of administrative tribunals and decisions by the Australian Information Commissioner

During 2013–14, there were no judicial or administrative tribunal decisions relating to DPS.

Freedom of information

DPS is not subject to the *Freedom of Information Act 1982* (FOI Act), and therefore does not have an Information Publication Scheme. However, DPS has an administrative 'information access' policy. Under the policy, DPS responds where it can to requests for information, within the spirit of the FOI Act.

Reports on the operations of the Department

Australian National Audit Office (ANAO) Audits

During 2013–14, DPS was the subject of an external compliance audit by the ANAO in relation to its financial statements for the period ending 30 June 2013, and an interim audit in preparation for the 2013–14 financial statements audit. The audit on the 2012–13 financial statements was unqualified.

In March 2014, the ANAO commenced a performance audit to assess the effectiveness of the Department's management of assets and contracts to support the operations of Parliament House. The audit is expected to be tabled in early 2015.

There were no other ANAO reports during 2013–14 that directly involved DPS.

Parliamentary committees

DPS appeared before Senate Finance and Public Administration Legislation Committee Estimates hearings on three occasions during 2013–14:

- Supplementary Budget Estimates—18 November 2013
- Additional Estimates—24 February 2014
- Budget Estimates—26 May 2014.

On 18 June 2014, the Senate referred the Department to the Senate Committee of Privileges for inquiry and report on the use of closed circuit television footage by DPS officers for internal investigations involving departmental staff. Terms of reference and other details about the inquiry can be found on the APH website.

On 26 June 2014, the Senate referred the Department to the Finance and Public Administration Legislation Committee for inquiry and report on the progress of the implementation of the findings of the Inquiry into the Performance of the Department of Parliamentary Services tabled in November 2012, and other matters, by the seventh sitting day in March 2015. In September 2014, DPS submitted a progress report to the committee which is available on the APH website.

Office of the Merit Protection Commissioner

Two applications for review were made to the Office of the Merit Protection Commissioner. Of these, one matter lapsed when the employee resigned from the parliamentary service and the other is still under consideration.

Fair Work Ombudsman

No matters were referred to the Fair Work Ombudsman for review.

Fair Work Commission

Four matters were referred to the Fair Work Commission for review. Of these, one matter has been finalised and three are still under consideration.

Management of human resources

DPS' organisational transformation program continued in 2013–14. A significant component of this was the creation of the Building and Asset Management Division to further strengthen the Department's capability to strategically manage the building and its heritage.

Other activities to build capability included:

- a review of the roles and responsibilities of all senior executive service positions
- capability reviews in the areas of procurement and finance, strategy and performance and building management
- the development of a Corporate Culture and Capability Development Framework
- the development of a new 'e-recruit' system to streamline the recruitment process
- the formation of a working group to develop a new Performance Management Framework. The group consisted of representatives from all work areas of DPS who developed a draft framework which is currently under consideration
- two audits of DPS' Work Health and Safety Management System and one audit of its Rehabilitation Management System
- a review by Comcare of DPS' progress against 11 recommendations made in a bullying prevention audit in 2011 — Comcare made no further recommendations during the review and did not exercise any formal powers under the *Work Health and Safety Act 2011*
- Code of Conduct training for SES officers to reaffirm awareness about the role and duties of sanction delegates
- development of a Bullying and Harassment Policy and new Code of Conduct and Public Interest Disclosure Act procedures.

Workforce planning, staff retention and turnover

DPS workforce composition

The DPS workforce headcount figure reduced by 10 employees during 2013–14. At 30 June 2014, there were 822 employees compared with 832 at June 2013. Of these, 793 employees were in their nominal (substantive) positions, and 29 were in acting positions.

Of the 822 employees, 701 were ongoing (85 per cent) and 121 were non-ongoing (15 per cent). Of the 121 non-ongoing employees, 83 were engaged in irregular or intermittent duties while 38 were engaged for a specified term. These arrangements are best suited to support the irregular nature of parliamentary sitting patterns.

In 2013–14, 62 per cent of the DPS workforce were male and 38 per cent were female. The figures remained largely unchanged from the previous two years. Tables 3 and 4 show the staffing headcount by classification as at 30 June for 2012–13 and 2013–14 respectively.

Table 33: Staffing headcount by classification at 30 June 2013¹

Classification	Ongoing Full Time		Ongoing Part Time		Ongoing Sessional		Non-ongoing Full Time		Non-ongoing Part Time		Non-ongoing Sessional		Non-ongoing Casual		Total
	F	M	F	M	F	M	F	M	F	M	F	M	F	M	
Apprentice 1/2 ²						1									1
PSL1	1	9											7	4	21
PSL1/2 ²	8	68		1	6	26								29	138
PSL1/2/3 ²		4													4
PSL2	12	15	13	6	6	2		1			3		3	6	68
PSL2/3 ²		28						1		1					30
PSL3	14	26	4				1						14	6	65
PSL4	26	47	6	3	1	1	2	3	1				4	8	102
PSL4/5 ²	5	5	2						1						13
PSL5	10	35	5	1	2			1					1		55
PSL5/6 ²	18	11	11	2	7	4							3		56
PSL6	23	57	6	3	2		3	2			1		4		101
PEL1	40	55	12	3			3	3	1	2				1	120
PEL2	19	23	1					2						1	46
SES 1	5	3					1								9
SES 2	1														1
Parliamentary Librarian	1														1
Secretary	1														1
Total	184	386	60	19	24	33	10	14	2	4	2	3	36	55	832

¹ Figures include both nominal and acting employees.

² Indicates a broadbanded position. Under the *Parliamentary Service Classification Rules 2010*, the Secretary may allocate more than one classification (a broadband) to a group of duties if the group of duties involves work value requirements applying to more than one classification.

Table 34: Staffing headcount by classification at 30 June 2014¹

Classification	Ongoing Full Time		Ongoing Part Time		Ongoing Seasonal		Non-Ongoing Full Time		Non-Ongoing Part Time		Non-Ongoing Seasonal		Non-Ongoing Casual		Total				
	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	Total		
Apprentice 1/2 ²																	1		
PSL1/2 ²	6	73			7	24									2	26	15	123	138
PSL1/2/3 ²		4		1														5	5
PSL2/3 ²		26																26	26
PSL4/5 ²	4	9	2				1	1									7	10	17
PSL5/6 ²	14	8	11		8	2					3	3	2	2	38	13	51	51	
PSL1		8							1				7	2	8	10	18	18	
PSL2	9	15	10	6	6	1		1			1	1	4	4	30	28	58	58	
PSL3	13	24	3					1					11	10	27	35	62	62	
PSL4	22	47	6	2	1	1	4	2					3	6	36	58	94	94	
PSL5	16	36	3				1	3					1		21	39	60	60	
PSL6	28	59	7	4			1	1					4	4	40	64	104	104	
PEL1	38	66	13	3			4	4	2	1				1	57	75	132	132	
PEL2	20	20	2				1								23	20	43	43	
SES 1	4	5													4	5	9	9	
SES 2	1	1													1	1	2	2	
Parliamentary Librarian	1														1		1	1	1
Secretary	1														1		1	1	1
Total	177	401	57	16	22	28	12	14	3	1	4	4	34	49	309	513	822	822	

¹ Figures include both acting and nominal employees.

² Indicates a broadbanded position. Under the *Parliamentary Service Classification Rules 2010*, the Secretary may allocate more than one classification (a broadband) to a group of duties if the group of duties involves work value requirements applying to more than one classification.

Employee separations

During 2013–14, there were 150 employee separations (18.2 per cent of the workforce—an increase on 112 separations in 2012–13 (13.5 per cent of the workforce). There were 43 separations as a result of the end of temporary contracts and temporary transfers, particularly in the Content Management Branch and the Parliamentary Library, contributing significantly to the increased separation rate. This was caused by a mix of completion of work requirements and budgetary constraints.

The highest number of separations were attributable to employee initiated resignations, of which there were 41. Three employees resigned prior to turning 55 to take advantage of the ‘54 years, 11 months’ superannuation incentive. Additionally, capability reviews and subsequent structural realignment resulted in 24 voluntary redundancies.

Employment terminations increased to 3 per cent from 1 per cent in the previous year, while transfer promotions decreased to 9 per cent from 13 per cent in 2012–13. Age retirements decreased to 13 per cent from 14 per cent last year.

Table 35 shows employee separation by age and gender, while Table 36 shows staff turnover and separation figures by type.

Table 35: Employee separation by age and gender

Age group	Female	Male	Total	Percentage
< 25 years	10	3	13	8.7%
25–34 years	12	13	25	16.7%
35–44 years	12	22	34	22.7%
45–54 years	13	11	24	16.0%
55+ years	24	30	54	36.0%
Total	71	79	150	

Note: Due to rounding, the total percentage figure will not add up to 100%.

Table 36: Staff turnover and separation figures by type

	2011–12	2012–13	2013–14
Staff numbers	848	832	822
Staff separations (total)	133	112	150
Turnover	15.7%	13.5%	18.2%
Separations by type			
Age retirements	25	17	19
Invalidity retirements	2	1	2
Resignations	37	26	41
Transfers/promotions	18	14	14
Voluntary redundancy retirements	23	18	24
Involuntary retirements	0	0	1
Employment terminations	0	1	5
Death	1	0	1
End of temporary contract	27	34	41
End of temporary transfer	0	1	2

Employee commencements

During 2013–14, a total of 140 new employees commenced work at DPS—an increase of 5.5 per cent on 2012–13. The commencement of 12 of these employees was due to changes in administrative arrangements including:

- the transfer of Electorate Office ICT provision and support to DPS resulting in the commencement of five employees
- the transfer of DPS' payroll administration from the Department of the House of Representatives to DPS resulting in the commencement of five employees
- the transfer of the Auspic photography service from the Department of Finance resulting in the commencement of two employees.

Table 37 shows the employee commencement figures since 2011–12 while Table 38 shows a breakdown of commencements by age and gender for 2013–14.

Table 37: Employee commencement figures

	2011–12	2012–13	2013–14
Commencements	136	96	140
Commencement rate	16%	11.5%	17%

Table 38: Commencements by age and gender 2013–14

Age group	Female	Male	Total
<25 years	8	3	11
25–34 years	11	26	37
35–44 years	14	20	34
45–54 years	18	14	32
55+ years	10	16	26
Total	61	79	140

Remuneration framework

Enterprise agreements and individual flexibility arrangements

The *DPS Enterprise Agreement 2011–2014* sets out its classification structures, performance management framework, remuneration, flexible working conditions, leave, consultative arrangements, and other working conditions and allowances.

The agreement has a nominal expiry date of 30 June 2014. The terms and conditions in the agreement will remain in force until a new agreement is formally approved. The Department is currently developing a bargaining position prior to the commencement of the formal bargaining process.

The enterprise agreement allows the Department to provide individual flexibility agreements to employees to recognise particular skills, capabilities or additional responsibilities or to help meet special workplace circumstances and/or operational requirements. At 30 June 2014, eight DPS employees had these agreements in place.

No employee is covered by a common law contract. One employee was on an Australian Workplace Agreement that ceased during the reporting period.

DPS' classification scale is divided into Parliamentary Service Levels (PSL) 1–6, Parliamentary Executive Levels (PEL) 1 and 2 and Senior Executive Service Bands 1 and 2. The PSL1–6 levels equate approximately to Australian Public Service (APS) levels 1–6, while Parliamentary Executive Levels 1 and 2 equate approximately to Executive Levels 1 and 2 in the APS. Table 9 shows the number of employees covered by industrial instruments.

Table 39: Number of DPS employees covered by industrial instruments at 30 June 2014

	DPS Enterprise Agreement 2011–14	Section 24 determinations	Individual flexibility agreement
PSL1	18		
PSL1/2 ¹	140		
PSL1/2/3 ¹	5		
PSL2	59		
PSL2/3 ¹	27		
PSL3	57		
PSL4	95		
PSL4/5 ¹	16		
PSL5	59		
PSL5/6 ¹	51		
PSL6	106		
PEL1	132		
PEL2	44		8
SES Band 1		9	
SES Band 2		2	

¹Indicates a broadbanded position. Under the *Parliamentary Service Classification Rules 2010*, the Secretary may allocate more than one classification (a broadband) to a group of duties if the group of duties involves work value requirements applying to more than one classification.

Remuneration for senior executive service

Senior executive service (SES) employees are subject to individual section 24(1) determinations under the *Parliamentary Service Act 1999*. These determinations cover remuneration, performance management, leave and a range of other employment conditions. The level of remuneration and, in some instances, the conditions attached to remuneration, varies. Remuneration is based on a ‘total remuneration’ approach. Total remuneration comprises base salary, superannuation and vehicle if applicable.

DPS has one SES employee whose remuneration consists of a base salary under a section 24 determination.

Generally, salary increases provided to SES employees are assessed through the SES performance management arrangements. Table 10 shows base salary and total remuneration for SES. Note: DPS has no employees at the SES Band 3 level.

Table 40: Senior executive service remuneration at 30 June 2014

SES Level	Base salary	Total remuneration package
Band 1	\$155,750–\$179,510	\$206,420 – \$233,580
Band 2	See footnote ¹	\$256,000 – \$296,960

¹ A more detailed breakdown cannot be provided as individual employees may be identified.

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

Remuneration for non-SES staff

For non-SES staff, salary advancement is based on performance assessment as required by the *DPS Enterprise Agreement 2011–2014*. 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. Table 11 shows salary ranges by classification for non-SES staff.

Table 41: Salary ranges by classification for Parliamentary Service Level (PSL) officers and Parliamentary Executive Level (PEL) officers

Classification	Salary range
PSL1	\$47,480 – \$55,297
PSL2	\$56,404 – \$60,552
PSL3	\$61,900 – \$64,685
PSL4	\$65,978 – \$71,693
PSL5	\$73,126 – \$78,452
PSL6	\$80,020 – \$89,937
PEL1	\$97,379 – \$111,183
PEL2	\$113,405 – 131,833 (barrier \$134,470 ¹)

¹ PEL2s will only progress beyond the top of the salary range to the barrier where they are rated 'highly effective' or better under the DPS Performance Management Scheme.

Non salary benefits

Non salary benefits available to all DPS employees include influenza vaccinations and the payment by DPS of membership fees for those wishing to join the Parliament House Health and Recreation Centre. Employees are also able to access the Employee Assistance Scheme at no cost.

Performance pay

No DPS employee receives a bonus or performance pay.

Staff development and training

In 2013–14, DPS organised 49 training sessions which were attended by 462 employees.

A particular focus for DPS in 2013–14 was building client service capability to support the commencement of the 44th Parliament. Training sessions were held in preparation for DPS' new client service model comprising a series of workshops for client service officers.

Other noteworthy training and development activities during 2013–14 were:

- an in-house Certificate IV in Government (Procurement and Contracting) for 11 employees following an audit of the Department's procurement processes and a review of contract management capability

- delegate sanction training for all SES officers as a result of changes to the *Parliamentary Service Act 1999*, the Parliamentary Service Values and Code of Conduct
- Public Interest Disclosure (PID) workshops in advance of the introduction of the *Public Interest Disclosure Act 2013*, presented by a senior officer from the Office of the Commonwealth Ombudsman
- PID Authorising Officer training conducted by the Attorney-General's Department
- employee responsibility compliance training on a variety of topics including work health and safety, Parliamentary Service Values, Code of Conduct, fraud and ethics, and records management.

Workplace relations

The DPS Consultative Forum, consisting of management, staff and union representatives, met four times during 2013–14. The objectives of the forum are to promote good workplace relations, improve mutual understanding between management and staff, and to provide a forum for consultation and open discussion aimed at resolving different points of view in a mutually acceptable manner.

The forum discussed a range of matters during the year including absenteeism, performance management, terms and conditions of employment, capability reviews and work health and safety issues.

In addition to chairing the consultative forum, the Secretary meets individually with all unions which represent DPS staff on a quarterly basis.

DPS develops a CIT accredited training course

DPS has developed a Parliament House-specific Certificate III in Security Operations enabling the Department to deliver key training in-house.

The course, which has received accreditation from the Canberra Institute of Technology (CIT), was designed to provide developing team leaders in the Security Branch with the skills needed to perform their role. In developing the course, Director of Security Capability Claire Harvey created a logical framework of topics and content and engaged current team leaders as subject matter experts to assist in content development.

The curriculum was then mapped to CIT's Certificate III in Security Operations course to ensure it aligned. Following this, a contract was drawn up between DPS and CIT Solutions to allow the qualification to be awarded.

The course comprises five modules: communications, administration, personnel management, managing staff development and security-specific training including risk planning and management, defensive tactics, powers and authorisations, and coordinating visits by dignitaries and delegations. The face-to-face training was reinforced by on-the-job training and experience and simulated job-specific assessments.

In May 2014, a group of nine DPS security officers became the first graduates to receive the qualification.



Chief Executive Officer CIT Solutions, Adrian Marron, Secretary of DPS, Carol Mills, and Director Security Capability, Claire Harvey with the first graduates of a Parliament House-specific Certificate III in Security Operations.

Work health and safety

Work health and safety improvements to Parliament House

In 2013–14, DPS received additional administered funding to address a range of height safety issues in Parliament House for both visitors and staff working in, and around, the building. The funding was used to purchase mobile plant and equipment to provide safer access for maintenance purposes, and the design and installation of fall prevention and protection equipment such as fixed ladders, staircases, platforms and handrails.

Work has continued on improving accessibility for people with disability following the provision of additional administered funding in 2012–13. This included improving the design of the central walkway in the public car park and installing additional assistive listening devices in committee rooms and the Great Hall.

DPS conducted a large number of risk assessments across Parliament House in 2013–14. These included a noise risk assessment in the Loading Dock, chemical safety risk assessments, and plant and equipment safety risk assessments. Where a requirement for additional risk controls was identified, for example, the need for a particular type of training or personal protective equipment, these controls were implemented.

Consultation on WHS issues

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

The DPS peak WHS Committee met four times during the year. The committee focuses on reviewing WHS policies and procedures and taking a strategic approach to WHS management across DPS. Individual branches hold their own WHS committee meetings on a quarterly basis.

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

A key component of DPS' management of health and safety is its network of health and safety representatives (HSRs), deputy HSRs and harassment contact officers (HCOs). DPS has 21 HSRs and deputies and 20 trained HCOs.

WHS training

A range of WHS-related training was provided to staff throughout the year, including generic induction and refresher sessions for staff and managers. Approximately 150 security officers participated in WHS awareness training as part of their annual revalidation training program.

Occupation-specific WHS training was also provided, including:

- first aid
- working in confined spaces

- working at heights
- manual handling (for example, lifting and handling of objects)
- plant and equipment use
- construction industry white card training
- licences for forklifts and elevated work platforms
- defensive tactics.

WHS auditing

In 2013–14, DPS continued to undergo six-monthly surveillance audits of its WHS management system. An external audit confirmed that DPS continued to comply with the requirements of the SafetyMAP Initial Level auditing tool. DPS has continued to maintain certification to Joint Accreditation System of Australia and New Zealand standards since its initial certification in November 2009.

In November 2013, DPS underwent its first Rehabilitation Management System (RMS) Audit. These audits became a requirement for Commonwealth agencies after Comcare revised its *Rehabilitation Handbook* in 2012. DPS performed well, and has implemented the report's recommendations which focus mainly on improvements to rehabilitation policies and procedures. DPS subsequently reviewed and improved the procedures relating to rehabilitation, early intervention, independent medical examinations and invalidity retirement/partial invalidity pensions.

Incident reporting and investigation

A total of 79 incident reports were submitted by DPS employees during 2013–14. 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 formally investigate either 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.

Productivity gains

Two notable areas of productivity gain in 2013–14 were in the Parliamentary Library and in human resource management.

A review of subject indexing in the Parliamentary Library was conducted in 2013–14. The review focused on improving the automated selection and subject indexing of newspaper clippings by the Library Authoring System and Thesaurus (LAST). Recommendations derived from the review aimed to improve the way the existing technology was configured and to streamline the work practices of the indexing team to ensure the section moved forward in a cost effective and efficient manner.

Since the recommendations of the review were adopted, there has been a significant improvement in the indexing team's productivity. The average newspaper indexing clippings rate has increased from 17 to 25 clips per hour—a 47 per cent improvement.

As a result, the overall amount of staff time spent processing and checking the newspaper clippings database for content has decreased by 31 per cent.

In January 2014, DPS payroll functions, previously contracted to the Department of the House of Representatives with funding from DPS, were brought back in-house resulting in a saving for DPS.

Centralising requests for workstation assessment and related equipment under HR Services has provided greater efficiency in managing both the assessment process and equipment supply. This year DPS adopted a self-assessment checklist for staff as part of a risk-managed approach to workstation assessment.

Asset management

The Department manages departmental and administered property, plant and equipment and intangible assets with a net book value of \$2,316.4 million (2012–13: \$2,329.5 million). Administered assets of \$2,225.9 million (2012–13: \$2,226.1 million) primarily relate to Parliament House incorporating the building, land and heritage and cultural assets. Departmental assets of \$90.5 million (2012–13: \$103.4 million) primarily relate to security infrastructure, information technology and communication assets.

The Department manages asset replacements through an annual capital plan. The Department monitors the management of this capital plan on a regular basis to ensure that the planned expenditure reflects the Department's business requirements.

The Department undertakes annual stocktake, impairment and revaluation reviews, which are used to update and verify the accuracy of asset records and to review the condition and ongoing utility of assets. The outcomes of the reviews are considered by the Australian National Audit Office as part of their assessment of the annual financial statements.

Purchasing

The purchasing of property and services by DPS during 2013–14 was conducted and managed in accordance with the Commonwealth Procurement Rules and DPS Chief Executive's Instructions and supporting procedures. DPS' primary purchasing objectives are to:

- ensure the principle of value for money is consistently obtained through:
 - encouraging competition
 - promoting efficient, effective, economical and ethical use of resources
 - conducting its business in an environment of accountability and transparency
- support the business requirements of each branch within the Department through a focus on better-practice procurement
- involve small-to-medium enterprises wherever practicable.

A central procurement unit within DPS supports effective procurement processes across the Department.

Supply Nation

In 2013–14, DPS became a member of Supply Nation—an organisation which aims to ensure that small to medium Indigenous businesses have the opportunity to be integrated into the supply chains of Australian companies and government agencies. Supply Nation members are able to access certified Indigenous businesses qualified to deliver competitive, innovative products and services.

Australian Disability Enterprises

During the year, DPS supported Australian Disability Enterprises with the purchase of lanyards and name badges from Latrobe Valley Enterprises—a not-for-profit company that provides employment opportunities for people with disability.

Competitive tendering and contracting

During 2013–14, DPS did not conduct any competitive tendering or contracting processes that involved contracting out to another organisation the delivery of government activities previously performed by this Department.

Consultants

DPS classifies consultants 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 2013–14, DPS engaged 41 new consultants under contract to a total actual expenditure of \$2,449,842 (GST inclusive). In addition, six ongoing consultancy contracts were active during the 2013–14 year, involving total actual expenditure of \$142,408 (GST inclusive).

These consultants were engaged by DPS via approaches to the market and through DPS' access to consultancy panels and multi-use lists established by other departments for:

- information and communication technology (ICT)
- legal services
- human resources.

Of the consultants contracted by DPS during 2013–14, the largest group (24 per cent) were engaged to provide strategic planning. A further 15 per cent were engaged to provide security related advice and assistance, 15 per cent for financial and audit services, 15 per cent for heritage and conservation management advice and 9 per cent related to ICT services.

The remainder related to miscellaneous investigations and business management services to DPS.

Information on the values, services and periods for consultancy contracts is available on the AusTender website www.tenders.gov.au.

Australian National Audit Office access clauses

All DPS contracts allow access for audit purposes.

Exempt contracts

During 2013–14, the Secretary did not exempt any DPS contracts or standing offers from publication via AusTender on the basis that they would disclose exempt matters under the *Freedom of Information Act 1982*.

PART 6

FINANCIAL STATEMENTS





Anne ZAHALKA (1957–)
Cleaners, Cabinet Room (2014)
Parliament House Art Collection,
Department of Parliamentary Services



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 2014, which comprise: a Statement by the Chief Executive and Chief Financial Officer; Statement of Comprehensive Income; Statement of Financial Position; 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 2014 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
9 September 2014

**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 2014 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 September 2014



Jenny Teece
Chief Financial Officer

9 September 2014

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Statement of Comprehensive Income

for the period ended 30 June 2014

	Notes	2014 \$'000	2013 \$'000
NET COST OF SERVICES			
EXPENSES			
Employee benefits	3A	74 734	67 809
Suppliers	3B	45 595	44 855
Depreciation and amortisation	3C	24 423	24 593
Write-down and impairment of assets	3D	58	2
Losses from asset sales	3E	422	199
Total expenses		145 232	137 458
LESS:			
OWN-SOURCE INCOME			
Own-source revenue			
Sale of goods and rendering of services	4A	6 828	4 995
Rental income	4B	1 510	1 587
Other revenue	4C	543	381
Total own-source revenue		8 881	6 963
Gains			
Foreign exchange gains	4D	1	1
Other gains	4E	40	-
Total gains		41	1
Total own-source income		8 922	6 964
Net cost of services		136 310	130 494
Revenue from Government	4F	106 998	101 160
Deficit attributable to the Australian Government		(29 312)	(29 334)
OTHER COMPREHENSIVE INCOME			
Items not subject to subsequent reclassification to net cost of services			
Changes in asset revaluation reserve		(524)	3 253
Total comprehensive loss attributable to the Australian Government		(29 836)	(26 081)

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

Statement of Financial Position

as at 30 June 2014

	Notes	2014 \$'000	2013 \$'000
ASSETS			
Financial assets			
Cash and cash equivalents	6A	547	223
Trade and other receivables	6B	16 023	23 516
Total financial assets		16 570	23 739
Non-financial assets			
Property, plant and equipment	7A,B	65 328	78 114
Intangibles	7C,D	25 153	25 255
Inventories	7E	173	173
Other non-financial assets	7F	2 927	3 293
Total non-financial assets		93 581	106 835
Total assets		110 151	130 574
LIABILITIES			
Payables			
Suppliers	8A	3 403	6 807
Other payables	8B	2 767	2 129
Total payables		6 170	8 936
Provisions			
Employee provisions	9A	21 368	20 047
Total provisions		21 368	20 047
Total liabilities		27 538	28 983
Net assets		82 613	101 591
EQUITY			
Contributed equity		174 862	164 004
Reserves		18 083	18 607
Accumulated deficit		(110 332)	(81 020)
Total equity		82 613	101 591

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

Statement of Changes in Equity
for the period ended 30 June 2014

	Accumulated deficit		Asset revaluation reserves		Contributed equity		Total equity	
	2014	2013	2014	2013	2014	2013	2014	2013
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Opening balance								
Balance carried forward from previous period	(81 020)	(51 686)	18 607	15 354	164 004	154 257	101 591	117 925
Adjustment for errors	-	-	-	-	-	-	-	-
Adjustment for changes in accounting policies	-	-	-	-	-	-	-	-
Adjusted opening balance	(81 020)	(51 686)	18 607	15 354	164 004	154 257	101 591	117 925
Comprehensive income								
Deficit for the period	(29 312)	(29 334)	-	-	-	-	(29 312)	(29 334)
Other comprehensive income	-	-	(524)	3 253	-	-	(524)	3 253
Total comprehensive income	(29 312)	(29 334)	(524)	3 253	-	-	(29 836)	(26 081)
Transactions with owners								
Contributions by owners								
Restructure	-	-	-	-	1 069	-	1 069	-
Departmental capital budget	-	-	-	-	9 789	9 747	9 789	9 747
Total transactions with owners	-	-	-	-	10 858	9 747	10 858	9 747
Closing balance at 30 June	(110 332)	(81 020)	18 083	18 607	174 862	164 004	82 613	101 591

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

Cash Flow Statement

for the period ended 30 June 2014

	Notes	2014 \$'000	2013 \$'000
OPERATING ACTIVITIES			
Cash received			
Appropriations		111 873	105 033
Sales of goods and rendering of services		11 804	7 190
Net GST received		4 963	5 016
Other revenue		383	219
Total cash received		129 023	117 458
Cash used			
Employees		72 751	69 202
Suppliers		55 968	48 446
Total cash used		128 719	117 648
Net cash from/(used by) operating activities	11	304	(190)
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment		20	107
Total cash received		20	107
Cash used			
Purchase of property, plant and equipment		5 470	5 146
Purchase of intangibles		5 914	1 438
Total cash used		11 384	6 584
Net cash used by investing activities		(11 364)	(6 477)
FINANCING ACTIVITIES			
Cash received			
Departmental capital budget		11 384	6 584
Total cash received		11 384	6 584
Net cash from financing activities		11 384	6 584
Net increase/(decrease) in cash held		324	(83)
Cash and cash equivalents at the beginning of the reporting period		223	306
Cash and cash equivalents at the end of the reporting period	6A	547	223

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

Schedule of Commitments

as at 30 June 2014

	2014 \$'000	2013 \$'000
BY TYPE		
Commitments receivable		
Sublease rental income	(839)	(2 399)
Net GST recoverable on commitments	<u>(4 124)</u>	<u>(4 693)</u>
Total commitments receivable	<u>(4 963)</u>	<u>(7 092)</u>
Commitments payable		
Capital commitments		
Property, plant and equipment	2 160	9 508
Intangibles	<u>3 629</u>	<u>3 872</u>
Total capital commitments	<u>5 789</u>	<u>13 380</u>
Other commitments		
Operating leases	18	52
Other	<u>40 262</u>	<u>41 522</u>
Total other commitments	<u>40 280</u>	<u>41 574</u>
Total commitments payable	<u>46 069</u>	<u>54 954</u>
Net commitments by type	<u>41 106</u>	<u>47 862</u>
BY MATURITY		
Commitments receivable		
Sublease rental income		
Within 1 year	(821)	(1 561)
Between 1 to 5 years	<u>(18)</u>	<u>(838)</u>
Total sublease rental income	<u>(839)</u>	<u>(2 399)</u>
Other commitments receivable		
Within 1 year	(2 970)	(2 427)
Between 1 to 5 years	<u>(1 154)</u>	<u>(2 266)</u>
Total other commitments receivable	<u>(4 124)</u>	<u>(4 693)</u>
Total commitments receivable	<u>(4 963)</u>	<u>(7 092)</u>
Commitments payable		
Capital commitments		
Within 1 year	4 488	6 240
Between 1 to 5 years	<u>1 301</u>	<u>7 140</u>
Total capital commitments	<u>5 789</u>	<u>13 380</u>
Operating lease commitments		
Within 1 year	16	51
Between 1 to 5 years	<u>2</u>	<u>1</u>
Total operating lease commitments	<u>18</u>	<u>52</u>

Other commitments

Within 1 year	28 839	22 090
Between 1 to 5 years	11 423	19 432
Total other commitments	40 262	41 522
Total commitments payable	46 069	54 954
Net commitments by maturity	41 106	47 862

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 where 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 2014*

	Notes	2014 \$'000	2013 \$'000
NET COST OF SERVICES			
EXPENSES			
Depreciation and amortisation	17A	28 508	27 093
Losses from asset sales	17B	50	4
Total expenses		28 558	27 097
LESS:			
INCOME			
Revenue			
Other revenue	18A	8	9
Total revenue		8	9
Gains			
Other gains	18B	7	68
Total gains		7	68
Total income		15	77
Net cost of services		28 543	27 020
Deficit		(28 543)	(27 020)
OTHER COMPREHENSIVE INCOME			
Items not subject to subsequent reclassification to net cost of services			
Changes in asset revaluation reserve		18 800	86 425
Total comprehensive (loss)/income		(9 743)	59 405

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

Administered Schedule of Assets and Liabilities

as at 30 June 2014

	Notes	2014 \$'000	2013 \$'000
ASSETS			
Financial assets			
Trade and other receivables	20A	404	69
Total financial assets		<u>404</u>	<u>69</u>
Non-financial assets			
Land and buildings	21A,C	2 135 028	2 136 016
Property, plant and equipment	21B,C	90 872	90 048
Total non-financial assets		<u>2 225 900</u>	<u>2 226 064</u>
Total assets administered on behalf of Government		<u>2 226 304</u>	<u>2 226 133</u>
LIABILITIES			
Payables			
Suppliers	22A	764	669
Other payables	22B	392	24
Total payables		<u>1 156</u>	<u>693</u>
Total liabilities administered on behalf of Government		<u>1 156</u>	<u>693</u>
Net assets		<u>2 225 148</u>	<u>2 225 440</u>

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

Administered Reconciliation Schedule	2014	2013
	\$'000	\$'000
Opening assets less liabilities as at 1 July	2 225 440	2 154 411
Adjustment for change in accounting policies	-	-
Adjustment for errors	-	-
Adjusted opening assets less liabilities	2 225 440	2 154 411
Net cost of services		
Income	15	76
Expenses	(28 558)	(27 097)
Other comprehensive income		
Revaluations transferred to reserves	18 800	86 425
Transfers (to)/from Australian Government		
Appropriation transfers from Official Public Account		
Administered assets and liabilities appropriations	9 468	11 635
Appropriation transfers to OPA		
Administered receipts	(17)	(10)
Closing assets and liabilities as at 30 June	2 225 148	2 225 440

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

Administered Cash Flow Statement

for the period ended 30 June 2014

	Notes	2014 \$'000	2013 \$'000
OPERATING ACTIVITIES			
Cash received			
Net GST received		468	1 592
Other revenue		8	8
Total cash received		<u>476</u>	<u>1 600</u>
Cash used			
Suppliers		837	980
Total cash used		<u>837</u>	<u>980</u>
Net cash from operating activities		<u>(361)</u>	<u>620</u>
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment		-	2
Total cash received		<u>-</u>	<u>2</u>
Cash used			
Purchase of property, plant and equipment		9 459	11 635
Total cash used		<u>9 459</u>	<u>11 635</u>
Net cash used by investing activities		<u>(9 459)</u>	<u>(11 633)</u>
Net decrease in cash held		<u>(9 820)</u>	<u>(11 013)</u>
Cash and cash equivalents at the beginning of the reporting period		-	-
Cash from the Official Public Account			
Appropriations		10 305	12 615
Total cash from official public account		<u>10 305</u>	<u>12 615</u>
Cash to the Official Public Account			
Appropriations		(468)	(1 592)
Administered receipts		(17)	(10)
Total cash to official public account		<u>(485)</u>	<u>(1 602)</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 2014*

	2014 \$'000	2013 \$'000
BY TYPE		
Commitments receivable		
Net GST recoverable on commitments	(225)	(97)
Total commitments receivable	<u>(225)</u>	<u>(97)</u>
Commitments payable		
Capital commitments		
Property, plant and equipment	1 450	1 065
Total capital commitments	<u>1 450</u>	<u>1 065</u>
Other commitments		
Other	1 026	-
Total other commitments	<u>1 026</u>	<u>-</u>
Total commitments payable	<u>2 476</u>	<u>-</u>
Net commitments by type	<u>2 251</u>	<u>968</u>
BY MATURITY		
Commitments receivable		
Other commitments receivable		
Within 1 year	(201)	(97)
Between 1 to 5 years	(24)	-
Total other commitments receivable	<u>(225)</u>	<u>(97)</u>
Total commitments receivable	<u>(225)</u>	<u>(97)</u>
Commitments payable		
Capital commitments		
Within 1 year	1 185	1 065
Between 1 to 5 years	265	-
Total capital commitments	<u>1 450</u>	<u>1 065</u>
Other commitments		
Within 1 year	1 026	-
Between 1 to 5 years	-	-
Total other commitments	<u>1 026</u>	<u>-</u>
Total commitments payable	<u>2 476</u>	<u>1 065</u>
Net commitments by maturity	<u>2 251</u>	<u>968</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 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 the 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 2011; 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 statement of financial position 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 executory 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 1.18 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 1.18 for further information); and
- The calculation of leave provisions involved 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.

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

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 probably 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 the 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 costs 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 2014. 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'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 Fair Value Measurement

The entity deems transfers between levels of fair value hierarchy to have occurred at the end of the reporting period.

1.12 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.

1.13 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 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 fair value through profit or loss 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 costs – if there is objective evidence that an impairment loss has been incurred for loans and receivables or held to maturity investments held at amortised costs, 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.

1.14 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).

1.15 Contingent Liabilities and Contingent Assets

Contingent liabilities and contingent assets are not recognised in the statement of financial position but are reported in the relevant schedules and notes. They may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

1.16 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*.

1.17 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.

1.18 Property, Plant and Equipment

Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the statement of financial position, except for purchases costing less than \$2,000 (excluding GST), which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total).

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

Revaluations

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:

	2014	2013
Buildings (excluding leasehold improvements)	5 – 200 years	5 – 200 years
Infrastructure, plant and equipment	2 – 47 years	2 – 47 years

Impairment

All assets were assessed for impairment at 30 June 2014. 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/department_of_Parliamentary_Services/policies

1.19 Intangibles

The department's intangibles comprise software (purchased and internally developed for internal use) and other intangibles (digitised Hansard records and digitised audio visual records). These assets are carried at costs 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 (2013: 2 to 14 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 (2013: 100 years).

All software and other intangible assets were assessed for indications of impairment as at 30 June 2014.

1.20 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.

1.21 Taxation/Competitive Neutrality

The department is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and the Good 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.

1.22 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. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of the 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.

1.23 Restatements

Prior year comparatives were corrected to remove duplicated recognition of prepayments leading to an overstatement of prepayments and understatement of supplier expenses of \$0.556 million.

Elsewhere to the financial statements, 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 department.

Administered

There was no subsequent event that had the potential to significantly affect the ongoing structure and financial activities of the department.

Note 3: Expenses

	2014 \$'000	2013 \$'000
Note 3A: Employee Benefits		
Wages and salaries	55 395	51 158
Superannuation		
Defined contribution plans	3 308	2 896
Defined benefit plans	7 987	7 405
Leave and other entitlements	6 299	5 361
Separation and redundancies	1 663	861
Other	82	128
Total employee benefits	74 734	67 809
Note 3B: Suppliers		
Goods and services rendered		
Professional services	3 141	2 065
Contractors	13 069	13 143
Information resources	1 860	2 423
Communications	2 216	1 870
Office equipment and supplies	605	591
Employee related	1 811	2 243
Travel	335	441
Utilities	5 919	6 182
Maintenance	7 503	7 042
Other property operating expenses	6 660	6 214
Other	648	759
Total goods and services rendered	43 767	42 973
Goods supplied in connection with		
Related entities	24	34
External parties	4 331	5 627
Total goods supplied	4 355	5 661
Services rendered in connection with		
Related entities	11 504	12 368
External parties	27 908	24 944
Total services rendered	39 412	37 312
Total goods and services rendered	43 767	42 973

Other suppliers**Operating lease rentals in connection with**

External parties

Minimum lease payments	-	25
Workers compensation expenses	<u>1 828</u>	<u>1 857</u>
Total other suppliers	<u>1 828</u>	<u>1 882</u>
Total suppliers	<u>45 595</u>	<u>44 855</u>

Note 3C: Depreciation and Amortisation**Depreciation**

Property, plant and equipment	<u>15 520</u>	<u>15 887</u>
Total depreciation	<u>15 520</u>	<u>15 887</u>

Amortisation

Computer software	<u>8 375</u>	<u>8 204</u>
Other Intangibles	<u>528</u>	<u>502</u>
Total amortisation	<u>8 903</u>	<u>8 706</u>
Total depreciation and amortisation	<u>24 423</u>	<u>24 593</u>

Note 3D: Write-Down and Impairment of Assets

Impairment on financial instruments	<u>58</u>	<u>2</u>
Total write-down and impairment of assets	<u>58</u>	<u>2</u>

Note 3E: Losses from Asset Sales**Property, plant and equipment**

Proceeds from sale	(20)	(107)
Carrying value of assets sold	<u>434</u>	<u>290</u>
Selling expense	<u>8</u>	<u>15</u>

Intangibles

Carrying value of assets sold	-	1
Total losses from asset sales	<u>422</u>	<u>199</u>

Note 4: Own-Source Income

	2014 \$'000	2013 \$'000
<u>Note 4A: Sale of Goods and Rendering of Services</u>		
Sale of goods in connection with		
Related entities	1	3
External parties	<u>842</u>	<u>1 129</u>
Total sale of goods	<u>843</u>	<u>1 132</u>
Rendering of services in connection with		
Related entities	5 149	2 910
External parties	<u>836</u>	<u>953</u>
Total rendering of services	<u>5 985</u>	<u>3 863</u>
Total sales of goods and rendering of services	<u>6 828</u>	<u>4 995</u>
<u>Note 4B: Rental Income</u>		
Operating lease		
Contingent Rentals	104	159
Other	<u>1 406</u>	<u>1 428</u>
Total rental income	<u>1 510</u>	<u>1 587</u>
<u>Note 4C: Other Revenue</u>		
Resources received free of charge		
Provision of library services	20	22
Provision of external audit services	141	141
Other	<u>382</u>	<u>218</u>
Total other revenue	<u>543</u>	<u>381</u>
<u>Note 4D: Foreign Exchange Gains</u>		
Non-speculative	<u>1</u>	<u>1</u>
Total foreign exchange gains	<u>1</u>	<u>1</u>
<u>Note 4E: Other Gains</u>		
Other	<u>40</u>	-
Total other gains	<u>40</u>	-
<u>Note 4F: Revenue from Government</u>		
Appropriations		
Departmental appropriations	<u>106 998</u>	<u>101 160</u>
Total revenue from Government	<u>106 998</u>	<u>101 160</u>

Note 5: Fair Value Measurements

The following tables provide an analysis of assets and liabilities that are measured at fair value. The different levels of the fair value hierarchy are defined below.

- Level 1: Quoted prices (unadjusted) in active markets for identical assets or liabilities that the department can access at measurement date.
- Level 2: Inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly or indirectly.
- Level 3: Unobservable inputs for the asset or liability.

Note 5A: Fair Value Measurements

Fair Value Measurements at the end of the reporting period by hierarchy for assets and liabilities in 2014

	Fair Value \$'000	Fair value measurements at the end of the reporting period using		
		Level 1 inputs \$'000	Level 2 inputs \$'000	Level 3 inputs \$'000
Non-financial assets				
Property, Plant and Equipment	60 013		5 925	54 088
Total non-financial assets	60 013	-	5 925	54 088
Total fair value measurements of assets in the statements of financial position	60 013	-	5 925	54 088

Current assets and liabilities in the statement of financial position are not measured at fair value. Non-financial assets not measured at fair value in the statement of financial position include work in progress, intangibles and other non-financial assets. The department did not measure any non-financial assets at fair value on a non-recurring basis as at 30 June 2014.

Fair value measurements - highest and best use

The department's assets are held for operational purposes and not held for the purpose of deriving a profit. The current use of the assets is considered the highest and best use.

Note 5B: Level 1 and Level 2 transfers for recurring fair value measurements

Recurring fair value measurements transferred between Level 1 and Level 2 for assets and liabilities

Transferred from

	Level 1 to Level 2 2014 \$'000	Level 2 to Level 1 2014 \$'000
Non-financial assets:		
Property, Plant and Equipment	-	-
Total non-financial assets	-	-

There have been no transfers between levels of the hierarchy during the year.

The department's policy for determining when transfers between levels are deemed to have occurred can be found in Note 1.

Note 5C: Valuation technique and inputs for Level 2 and Level 3 fair value measurements

Level 2 and 3 fair value measurements - valuation technique and the inputs used for assets in 2014.

	Category (Level 2 or Level 3)	Fair value	Valuation technique(s) ¹	Input used	Range (weighted average) ²
Non-financial assets:					
Property, Plant and Equipment - All	2	5 925	Market Approach	Adjusted market transactions	
Property, Plant and Equipment - Computer Infrastructure	3	17 084	Depreciated Replacement Cost (DRC)	Replacement Cost New	
Property, Plant and Equipment - Broadcasting	3	21 196	Depreciated Replacement Cost (DRC)	Consumed economic benefit / Obsolescence of asset Replacement Cost New	4.17% - 25.00% (9.37%) per annum
Property, Plant and Equipment - Telecommunications	3	214	Depreciated Replacement Cost (DRC)	Consumed economic benefit / Obsolescence of asset Replacement Cost New	3.33% - 20.00% (10.68%) per annum
Property, Plant and Equipment - Security Equipment	3	11 412	Depreciated Replacement Cost (DRC)	Consumed economic benefit / Obsolescence of asset Replacement Cost New	5.00% - 16.67% (6.30%) per annum
Property, Plant and Equipment - Library	3	4 182	Depreciated Replacement Cost (DRC)	Consumed economic benefit / Obsolescence of asset Replacement Cost New Average Replacement Cost New Consumed economic benefit / Obsolescence of asset	3.44% - 16.67% (6.89%) per annum \$105 - \$1,880 (\$1,670) per item 3.33% - 10.00% (6.41%) per annum

1. There has been no changes to valuation techniques.

2. Significant unobservable inputs only. Not applicable for assets or liabilities in the Level 2 category

Recurring and non-recurring Level 3 fair value measurements - valuation processes

The department procured the service of Australian Valuation Solutions (AVS) to undertake comprehensive valuations, desktop reviews and materiality reviews for each sub-asset class that comprise the Property, Plant and Equipment asset class as at 30 June 2014. Comprehensive valuations are 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 depends upon the volatility of movements in market values for the relevant assets.

There is no change in the valuation technique since the prior year.

Significant Level 3 inputs utilised by the department are derived and evaluated as follows:

Property, Plant and Equipment (Library) - Average Replacement Cost New

The DRC approach has been utilised to determine fair value. Replacement cost new is established by multiplying the total number of items by the average acquisition cost. In determining the average acquisition cost, recent years purchases have been considered.

Property, Plant and Equipment - Consumed economic benefit / Obsolescence of asset

Assets that do not transact with enough frequency or transparency to develop objective opinions of value from observable market evidence have been measured utilising the cost (Depreciated Replacement Cost or DRC) approach. Under the DRC approach the estimated cost to replace the asset is calculated and then adjusted to take into account its consumed economic benefit/asset obsolescence (accumulated Depreciation). Consumed economic benefit/asset obsolescence has been determined based on professional judgment regarding physical, economic and external obsolescence factors relevant to the asset under consideration.

Recurring Level 3 fair value measurements - sensitivity of inputs

Infrastructure, Plant and Equipment (Library) - Average Replacement Cost New

The significant unobservable inputs used in the fair value measurement of the entity's Library asset classes relate to replacement cost new. A significant increase (decrease) in this input would result in a significantly higher (lower) fair value measurement.

Property, Plant and Equipment - Consumed economic benefit / Obsolescence of asset

The significant unobservable inputs used in the fair value measurement of the department's property, plant and equipment asset classes relate to consumed economic benefit/asset obsolescence. A significant increase (decrease) in this input would result in a significantly lower (higher) fair value measurement.

Note 5D: Reconciliation for recurring Level 3 fair value measurements

Recurring level 3 fair value measurements - reconciliation for assets

Non-financial assets

	Property, Plant and Equipment	Total
Open Balance ¹	49 968	49 968
Total gains/(losses) in accumulated depreciation	(15 521)	(15 521)
Purchases	26 524	26 524
Disposals	(434)	(434)
Revaluation	(524)	(524)
Settlements	-	-
Transfers into Level 3 ²	-	-
Transfers out of Level 3 ²	-	-
Closing balance	60 013	60 013

1. Open balance as determined in accordance with AASB 13.
2. There have been no transfers between levels of the hierarchy during the year.

Note 6: Financial Assets

	2014 \$'000	2013 \$'000
Note 6A: Cash and Cash Equivalents		
Cash on hand or on deposit	547	223
Total cash and cash equivalents	547	223
Note 6B: Trade and Other Receivables		
Goods and services receivables in connection with		
Related entities	898	1 632
External parties	156	246
Total goods and services receivables	1 054	1 878
Appropriations receivables		
Existing programs	14 226	20 696
Total appropriations receivables	14 226	20 696
Other receivables		
GST receivable from the Australian Taxation Office	684	849
Other	59	93
Total other receivables	743	942
Total trade and other receivables (gross)	16 023	23 516
Trade and other receivables (net) expected to be recovered		
No more than 12 months	16 017	23 505
More than 12 months	6	11
Total trade and other receivables (net)	16 023	23 516
Trade and other receivables (gross) aged as follows		
Not overdue	15 789	23 448
Overdue by		
0 to 30 days	174	7
31 to 60 days	29	-
61 to 90 days	12	61
More than 90 days	19	-
Total trade and other receivables (gross)	16 023	23 516
Impairment allowance aged as follows		
Not overdue	-	-
Overdue by		
0 to 30 days	-	-
31 to 60 days	-	-
61 to 90 days	-	-
More than 90 days	-	-
Total impairment allowance	-	-

Credit terms for goods and services were within 30 days (2013: 30 days).

Reconciliation of the Impairment Allowance

Movements in relation to 2014

	Goods and services \$'000	Other receivables \$'000	Total \$'000
Opening balance	-	-	-
Amounts written off	(58)	-	(58)
Amounts recovered and reversed	-	-	-
Increase recognised in net cost of services	58	-	58
Closing balance	-	-	-

Movements in relation to 2013

	Goods and services \$'000	Other receivables \$'000	Total \$'000
Opening balance	-	-	-
Amounts written off	(2)	-	(2)
Amounts recovered and reversed	-	-	-
Increase recognised in net cost of services	2	-	2
Closing balance	-	-	-

Note 7: Non-Financial Assets

	2014 \$'000	2013 \$'000
Note 7A: Property, Plant and Equipment		
Property, plant and equipment		
Information technology assets		
Work in progress	1 693	11 984
Fair value	53 270	39 537
Accumulated depreciation	<u>(34 699)</u>	<u>(30 114)</u>
Total information technology assets	<u>20 264</u>	<u>21 407</u>
Communication assets		
Work in progress	3 344	14 081
Fair value	97 127	90 699
Accumulated depreciation	<u>(74 429)</u>	<u>(70 019)</u>
Total communication assets	<u>26 042</u>	<u>34 761</u>
Monitoring assets		
Fair value	-	831
Accumulated depreciation	-	<u>(814)</u>
Total monitoring assets	<u>-</u>	<u>17</u>
Furniture and equipment		
Work in progress	233	367
Fair value	12 560	12 788
Accumulated depreciation	<u>(9 499)</u>	<u>(8 971)</u>
Total furniture and equipment	<u>3 294</u>	<u>4 184</u>
Library collection		
Work in progress	45	32
Fair value	11 838	11 339
Accumulated depreciation	<u>(7 568)</u>	<u>(6 892)</u>
Total library collection	<u>4 315</u>	<u>4 479</u>
Security infrastructure		
Work in progress	-	1 683
Fair value	87 783	86 229
Accumulated depreciation	<u>(76 370)</u>	<u>(74 646)</u>
Total security infrastructure	<u>11 413</u>	<u>13 266</u>
Total property, plant and equipment	<u>65 328</u>	<u>78 114</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. Independent valuations were performed as at 30 June 2014 by Australian Valuation Solutions (2013: the Australian Valuation Office).

A revaluation decrement of \$524,282 for plant and equipment (2013: increment of \$3,253,326) was debited to the asset revaluation reserve by asset class and included in equity within the Statement of Financial Position; no decrements were expensed (2013: \$nil expensed).

Note 7B: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment 2014

	Information technology assets \$'000	Comm- unication assets \$'000	Monitoring assets \$'000	Furniture and equipment \$'000	Library collection \$'000	Security infra- structure \$'000	Total property, plant and equipment \$'000
As at 1 July 2013							
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 1 July 2013	21 407	34 761	17	4 184	4 479	13 266	78 114
Additions							
By purchase	3 175	2 452	-	199	670	83	6 579
Revaluations and impairments recognised in other comprehensive income	-	(302)	-	(222)	-	-	(524)
Depreciation	(6 727)	(6 144)	412	(544)	(793)	(1 724)	(15 520)
Disposals							
Other	(69)	(3)	(10)	(311)	(41)	-	(434)
Other movements	2 478	(4 722)	(419)	(12)	-	(212)	(2 887)
Net book value 30 June 2014	20 264	26 042	-	3 294	4 315	11 413	65 328
Net book value as of 30 June 2014 represented by							
Gross book value	54 963	100 471	-	12 793	11 883	87 783	267 893
Accumulated depreciation and impairment	(34 699)	(74 429)	-	(9 499)	(7 568)	(76 370)	(202 565)
Net book value 30 June 2014	20 264	26 042	-	3 294	4 315	11 413	65 328

Note 7B (Cont'd): 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 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	(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

	\$'000	\$'000
Note 7C: Intangibles		
Computer software		
Internally developed - in use	25	-
Purchased - in progress	4 295	6 698
Purchased - in use	60 689	50 299
Accumulated amortisation	<u>(44 374)</u>	<u>(36 381)</u>
Total computer software	<u>20 635</u>	<u>20 616</u>
Other intangibles		
Internally developed - in progress	126	289
Internally developed - in use	5 883	5 313
Accumulated amortisation	<u>(1 491)</u>	<u>(963)</u>
Total other intangibles	<u>4 518</u>	<u>4 639</u>
Total intangibles	<u>25 153</u>	<u>25 255</u>

No indicators of impairment were found for intangibles.

A number of items of intangibles are expected to be disposed of within the next 12 months.

Note 7D: Reconciliation of the Opening and Closing Balances of Intangibles 2014

	Computer software (internally developed) \$'000	Computer software (purchased) \$'000	Other intangibles \$'000	Total intangibles \$'000
As at 1 July 2013				
Gross book value	-	56 997	5 602	62 599
Accumulated amortisation and impairment	-	(36 381)	(963)	(37 344)
Net book value 1 July 2013	-	20 616	4 639	25 255
Additions				
By purchase	3	5 504	407	5 914
Amortisation	(7)	(8 368)	(528)	(8 903)
Disposals				
Other	-	-	-	-
Other movements	22	2 865	-	2 887
Net book value 30 June 2014	18	20 617	4 518	25 153
Net book value as of 30 June 2014 represented by				
Gross book value	25	64 984	6 009	71 018
Accumulated amortisation and impairment	(7)	(44 367)	(1 491)	(45 865)
Net book value 30 June 2014	18	20 617	4 518	25 153

Note 7D (Cont'd): Reconciliation of the Opening and Closing Balances of Intangibles 2013

	Computer software (internally developed)	Computer software (purchased)	Other intangibles	Total intangibles
	\$'000	\$'000	\$'000	\$'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	-	(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

2014	2013
\$'000	\$'000

Note 7E: Inventories

Inventories held for sale

Finished goods	173	173
Total inventories	173	173

During 2014, \$457,948 of inventory held for sale was recognised as an expense (2013: \$592,076).

No items of inventory were written down during the year.

All inventories are expected to be sold or distributed in the next 12 months.

Note 7F: Other Non-Financial Assets

Prepayments	2 927	3 293
Total other non-financial assets	2 927	3 293

Other non-financial assets expected to be recovered

No more than 12 months	2 400	2 304
More than 12 months	527	989
Total other non-financial assets	2 927	3 293

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

Note 8: Payables

	2014 \$'000	2013 \$'000
Note 8A: Suppliers		
Trade creditors and accruals	3 403	6 807
Total suppliers	3 403	6 807

Suppliers expected to be settled within 12 months

Related entities	712	1 130
External parties	2 691	5 677
Total suppliers	3 403	6 807

Settlement was usually made within 30 days.

Note 8B: Other payables

Wages and salaries	1 942	1 442
Superannuation	347	405
Separations and redundancies	393	233
Prepayments received/unearned income	14	3
Other	71	46
Total other payables	2 767	2 129

Other payables expected to be settled

No more than 12 months	2 767	2 129
More than 12 months	-	-
Total other payables	2 767	2 129

Note 9: Provisions

	2014 \$'000	2013 \$'000
Note 9A: Employee provisions		
Leave	21 368	20 047
Total employee provisions	21 368	20 047

Employee provisions expected to be settled

No more than 12 months	6 686	6 471
More than 12 months	14 682	13 576
Total employee provisions	21 368	20 047

Note 10: Restructuring**Note 10: Departmental Restructuring**

	2014			Total \$'000
	DHR \$'000	ICT functions ¹ Senate \$'000	PBO \$'000	
FUNCTIONS ASSUMED				
Assets Recognised				
ICT assets	596	357	116	1 069
Total Assets Recognised	596	357	116	1 069
Liabilities Recognised				
Liabilities	-	-	-	-
Total liabilities recognised	-	-	-	-
Net Assets Recognised^{2,3}	596	357	116	1 069
Income assumed				
Recognised by the receiving entity	-	-	-	-
Recognised by the losing entity	-	-	-	-
Total Income assumed	-	-	-	-
Expenses assumed				
Recognised by the receiving entity	754	721	156	1 631
Recognised by the losing entity	4	53	24	81
Total expenses assumed	758	774	180	1 712

1. During the year, Information Communications Technology (ICT) functions were transferred to the department from the Department of House of Representatives (DHR), Department of the Senate (Senate) and the Parliamentary Budget Office (PBO).

2. The total net assets assumed by the department was \$1,069,000.

3. In respect of functions assumed, the net book values of assets and liabilities were transferred to the department for no consideration.

Note 11: Cash Flow Reconciliation

	2014 \$'000	2013 \$'000
Reconciliation of cash and cash equivalents as per statement of financial position to Cash Flow Statement		
Cash and cash equivalents as per		
Cash flow statement	547	223
Statement of financial position	<u>547</u>	<u>223</u>
Discrepancy	<u>-</u>	<u>-</u>
Reconciliation of net cost of services to net cash from operating activities		
Net cost of services	(136 310)	(130 494)
Revenue from Government	106 998	101 160
Adjustments for non-cash items		
Depreciation/amortisation	24 423	24 593
Net write down of financial assets	-	2
Loss on disposal of non-financial assets	422	199
Gain on foreign currency exchange	(1)	(1)
Other gains	(40)	-
Changes in assets/liabilities		
(Increase)/decrease in net receivables	5 891	2 646
(Increase)/decrease in inventories	-	15
(Increase)/decrease in prepayments	366	(1 131)
Increase/(decrease) in suppliers payables	(3 404)	4 203
Increase/(decrease) in other payables	638	(529)
Increase/(decrease) in employee provisions	1 321	(853)
Net cash from/(used by) operating activities	<u>304</u>	<u>(190)</u>

Note 12: Contingent Assets and Liabilities

Quantifiable Contingencies

The department had no quantifiable contingencies as at 30 June 2014 (2013: nil).

Unquantifiable Contingencies

The department had no unquantifiable contingencies as at 30 June 2014 (2013: nil).

Significant Remote Contingencies

The department had no significant remote contingencies as at 30 June 2014 (2013: nil).

Note 13: Senior Executive Remuneration

	2014 \$	2013 \$
<u>13A: Senior Executive Remuneration Expenses for the Reporting Period</u>		
Short-term employee benefits		
Salary	1 842 555	1 357 191
Performance bonuses	-	3 506
Other	<u>79 960</u>	<u>100 474</u>
Total short-term employee benefits	<u>1 922 515</u>	<u>1 461 171</u>
Post-employment benefits		
Superannuation	<u>288 424</u>	<u>194 414</u>
Total post-employment benefits	<u>288 424</u>	<u>194 414</u>
Other long-term benefits		
Annual leave accrued	162 538	107 957
Long-service leave	<u>76 674</u>	<u>48 336</u>
Total other long-term benefits	<u>239 212</u>	<u>156 293</u>
Termination benefits		
Redundancy payments	-	<u>315 518</u>
Total termination benefits	<u>-</u>	<u>315 518</u>
Total senior executive remuneration expenses	<u>2 450 151</u>	<u>2 127 396</u>

Notes:

- Note 13A is prepared on an accrual basis (therefore the performance bonus expenses disclosed above may differ from the cash 'bonus paid' in Note 13B).
- Note 13A excludes acting arrangements and part-year service where total remuneration expensed for a senior executive was less than \$195,000.
- 'Other' includes vehicle and other allowances and associated fringe benefits tax.

Note 13B: Average Annual Reportable Remuneration Paid to Substantive Senior Executives During the Reporting Period

2014

	Substantive Senior Executives No.	Reportable salary ² \$	Contributed superannuation ³ \$	Reportable allowances ⁴ \$	Bonus paid ⁵ \$	Total reportable remuneration \$
Average annual reportable remuneration¹						
Total remuneration (including part-time arrangements):						
less than \$195,000	8	120 164	16 238	131	-	136 533
\$195,000 to \$224,999	3	173 731	28 819	-	-	202 550
\$225,000 to \$254,999	2	211 275	32 401	-	-	243 676
\$255,000 to \$284,999	1	223 918	37 045	-	-	260 963
\$285,000 to \$314,999	1	251 609	44 549	-	-	296 158
\$375,000 to \$404,999	1	363 222	29 593	-	-	392 815
Total	16					

2013

	Substantive Senior Executives No.	Reportable salary ² \$	Contributed superannuation ³ \$	Reportable allowances ⁴ \$	Bonus paid ⁵ \$	Total reportable remuneration \$
Average annual reportable remuneration¹						
Total remuneration (including part-time arrangements):						
less than \$195,000	9	66 774	11 271	-	-	78 045
\$195,000 to \$224,999	4	173 806	28 614	-	877	203 297
\$225,000 to \$254,999	1	219 222	35 574	-	-	254 796
\$375,000 to \$404,999	1	355 253	26 014	-	-	381 267
Total	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' for tax purposes);
 - c) reportable employer superannuation contributions; and
 - d) exempt foreign employment income.
3. The 'contributed superannuation' amount is the average cost to the entity for the provision of superannuation benefits 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.

Note 13C: Average Annual Reportable Remuneration Paid to Other Highly Paid Staff During the Reporting Period

There were no other highly paid staff (2013: nil).

Note 14: Remuneration of Auditors

	2014	2013
	\$'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 received

Financial statement audit services	141	141
Total fair value of services received	141	141

No other services were provided by the auditors of the financial statements.

Note 15: Financial Instruments

	2014	2013
	\$'000	\$'000

Note 15A: Categories of Financial Instruments

Financial Assets

Loans and receivables

Cash and cash equivalents	547	223
Trade and other receivables	1 054	1 878
Total loans and receivables	1 601	2 101
Total financial assets	1 601	2 101

Financial Liabilities

Financial liabilities measured at amortised cost

Suppliers	3 403	6 807
Total financial liabilities measured at amortised cost	3 403	6 807
Total financial liabilities	3 403	6 807

The fair value of the department's financial assets and liabilities equal the carrying amount in the current and preceding financial year.

Note 15B: Credit Risk

The department was exposed to minimal credit risk as its financial assets consist only of cash and trade receivables. The maximum exposure to credit risk was the risk that arose from potential default of a debtor. This amount is equal to the total amount of trade and other receivables.

Maximum exposure to credit risk (excluding any collateral or credit enhancements)	2014	2013
	\$'000	\$'000
Financial assets		
Loans and receivables		
Cash and cash equivalents	547	223
Trade and other receivables	1 054	1 878
Total	1 601	2 101
Financial liabilities		
At amortised cost:		
Suppliers	3 403	6 807
Total	3 403	6 807

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 assets 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
	2014	2013	2014	2013
	\$'000	\$'000	\$'000	\$'000
Loans and receivables				
Cash and cash equivalents	547	223	-	-
Trade and other receivables	826	1 810	228	68
Total	1 373	2 033	228	68

Ageing of financial assets that were past due but not impaired for 2014

	0 to 30 days \$'000	31 to 60 days \$'000	61 to 90 days \$'000	90+ days \$'000	Total \$'000
Loans and receivables					
Trade and other receivables	174	29	12	13	228
Total	174	29	12	13	228

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 and other receivables	7	-	61	-	68
Total	7	-	61	-	68

Note 15C: 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 2014

	On demand \$'000	within 1 year \$'000	between 1 to 2 years \$'000	between 2 to 5 years \$'000	more than 5 years \$'000	Total
At amortised cost						
Supplier payables	-	3 403	-	-	-	3 403
Total	-	3 403	-	-	-	3 403

Maturities for non-derivative financial liabilities 2013

	On demand \$'000	within 1 year \$'000	between 1 to 2 years \$'000	between 2 to 5 years \$'000	more than 5 years \$'000	Total
At amortised cost						
Supplier payables	-	6 807	-	-	-	6 807
Total	-	6 807	-	-	-	6 807

The department had no derivative financial liabilities in either 2014 or 2013.

Note 15D: 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 16: Financial Assets Reconciliation

		2014	2013
		\$'000	\$'000
	Notes		
Total financial assets as per statement of financial position		16 570	23 739
Less: non-financial instrument components			
Appropriations receivable	6B	14 226	20 696
GST receivable from the Australian Taxation Office	6B	684	849
Other	6B	59	93
Total non-financial instrument components		14 969	21 638
Total financial assets as per financial instruments note		1 601	2 101

Note 17: Administered - Expenses

	2014 \$'000	2013 \$'000
Note 17A: Depreciation and Amortisation		
Depreciation		
Property, plant and equipment	1 000	975
Buildings	27 508	26 118
Total depreciation	28 508	27 093
Total depreciation and amortisation	28 508	27 093
Note 17B: Losses from Asset Sales		
Property, plant and equipment		
Proceeds from sale	-	(2)
Carrying value of assets sold	50	5
Selling expense	-	1
Total losses from asset sales	50	4

Note 18: Administered - Income

	2014 \$'000	2013 \$'000
REVENUE		
Non-Taxation Revenue		
Note 18A: Other Revenue		
Other	8	9
Total other revenue	8	9
Gains		
Note 18B: Other Gains		
Resources received free of charge	7	68
Total other gains	7	68

Note 19: Administered - Fair Value Measurements

The following tables provide an analysis of assets and liabilities that are measured at fair value. The different levels of the fair value are defined below.

Level 1: Quoted prices (unadjusted) in active markets for identical assets or liabilities that the department can access at measurement date.

Level 2: Inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly or indirectly.

Level 3: Unobservable inputs for the asset or liability.

Note 19A: Fair Value Measurements

Fair value measurement at the end of the reporting period by hierarchy for non-financial assets in 2014.

Fair Value	Fair value measurements at the end of the reporting period using		
	Level 1 inputs	Level 2 inputs	Level 3 inputs
\$'000	\$'000	\$'000	\$'000
Non-financial Assets:			
Land	50,000	-	50,000
Buildings	2,073,824	-	2,073,824
Property, Plant and Equipment	6,365	4,929	1,436
Heritage and Cultural	84,138	59,138	25,000
Total non-financial assets	2,214,327	64,067	2,150,260

Current assets and liabilities in the statement of financial position are not measured at fair value. Non-financial assets not measured at fair value in the statement of financial position include work in progress. The department did not measure any non-financial assets at fair value on a non-recurring basis as at 30 June 2014.

Fair value Measurement - Highest & Best Use

The department's assets are held for operational purposes and not held for the purpose of deriving a profit. The current use of the assets is considered the highest and best use.

Note 19B: Level 1 and Level 2 Transfers for recurring fair value measurements

Recurring fair value measurements transfers for assets and liabilities

	Transferred from	
	Level 1 to Level 2 2014 \$'000	Level 2 to Level 1 2014 \$'000
Non-financial assets:	-	-
Land	-	-
Buildings	-	-
Property, Plant and Equipment	-	-
Heritage and Cultural	-	-
Total non-financial assets	-	-

There have been no transfers between levels of the hierarchy during the year.

The department's policy for determining when transfers are deemed to have occurred can be found in Note 1.

Note 19C: Valuation technique and inputs for Level 2 and Level 3 fair value measurements

Level 2 and 3 fair value measurements - valuation technique and the inputs used for assets in 2014.

	Category (Level 2 or Level 3)	Fair value	Valuation technique(s) ¹	Input used	Range (weighted average) ²
Non-financial assets:					
Land	3	50,000	Market Approach	Price per square meter	(5.00%) - 5.00%
Buildings	3	2,073,824	Depreciated Replacement Cost (DRC)	Replacement Cost New	\$2.496b - \$3.050b (\$2.781b)
Property, Plant and Equipment - All	2	4,929	Market Approach	Consumed economic benefit / Obsolescence of asset	0.90% - 1.04% (0.97% per annum)
Property, Plant and Equipment - Plant and Equipment	3	1,436	Depreciated Replacement Cost (DRC)	Adjusted market transactions Replacement Cost New	
Heritage and Cultural	2	59,138	Market Approach	Consumed economic benefit / Obsolescence of asset	3.33% - 20.00% (4.17% per annum)
Heritage and Cultural	3	25,000	Market Approach	Adjusted market transactions	\$25m - \$30m (\$25m)

1. There has been no changes to valuation techniques.

2. Significant unobservable inputs only. Not applicable for assets or liabilities in the Level 2 category.

There were no significant inter-relationships between unobservable inputs that materially affect fair value.

Recurring and non-recurring Level 3 fair value measurements - valuation processes

The department procured the service of Australian Valuation Solutions (AVS) to undertake comprehensive valuations, desktop reviews and materiality reviews for each sub-asset class that comprise the Property, Plant and Equipment asset class as at 30 June 2014. Comprehensive valuations are 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 depends upon the volatility of movements in market values for the relevant assets.

There is no changes in the valuation technique since the prior year.

Significant Level 3 inputs utilised by the department are derived and evaluated as follows.

Land - Price per square metre

The fair value of the land asset class has been determined using the market approach. Due to the restricted nature and unique characteristics of this land there was insufficient market evidence of directly comparable sales. Reference was made to sales of land with a limited level of comparability at distant locations and adjusted by the Valuer using professional judgement to take account of the differing characteristics.

Building - Replacement Cost New

Assets that do not transact with enough frequency or transparency to develop objective opinions of value from observable market evidence have been measured utilising the cost (Depreciated Replacement Cost or DRC) approach. Under the DRC approach the estimated cost to replace the asset is calculated and then adjusted to take into account its consumed economic benefit/asset obsolescence (accumulated depreciation). The replacement cost new has been determined by a Quantity Surveyor.

Buildings & Infrastructure, Plant and Equipment - Consumed economic benefit / Obsolescence of asset

Assets that do not transact with enough frequency or transparency to develop objective opinions of value from observable market evidence have been measured utilising the cost (Depreciated Replacement Cost or DRC) approach. Under the DRC approach the estimated cost to replace the asset is calculated and then adjusted to take into account its consumed economic benefit/asset obsolescence (accumulated depreciation). Consumed economic benefit/asset obsolescence has been determined based on professional judgment regarding physical, economic and external obsolescence factors relevant to the asset under consideration.

Cultural and Heritage - Adjusted market transactions

A specialist Valuer has been consulted to determine the fair value of the 1297 Inpeximus copy of the Magna Carter. Due to the historic nature of the asset observable market data is scarce and the Valuer used significant professional judgement in determining fair value.

Recurring Level 3 fair value measurements - sensitivity of inputs

Land - Price per square metre

The significant unobservable inputs used in the fair value measurement of the department's land asset class relate to the adopted price per square metre. A significant increase (decrease) in this input would result in a significantly higher (higher) fair value measurement.

Buildings - Replacement Cost New & Consumed economic benefit / Obsolescence of asset

The significant unobservable inputs used in the fair value measurement of the department's buildings asset class relate to the replacement cost new and consumed economic benefit/asset obsolescence. A significant increase (decrease) in the replacement cost new would result in significantly higher (lower) fair value measurement. A significant increase (decrease) in the consumed economic benefit/asset obsolescence would result in a significantly lower (higher) fair value measurement.

Buildings & Property, Plant and Equipment - Consumed economic benefit - Obsolescence of asset

The significant unobservable inputs used in the fair value measurement of the department's Buildings and Property, plant and equipment asset classes relate to consumed economic benefit / asset obsolescence. A significant increase (decrease) in this input would result in a significantly lower (higher) fair value measurement.

Cultural and Heritage - Adjusted market transactions

The significant unobservable inputs used in the fair value measurement of the department's cultural and heritage asset classes relate to the adjusted market transactions. As significant increase (decrease) in the input would result in a significantly higher (lower) fair value measurement.

Note 19D: Reconciliation for recurring Level 3 fair value measurements

Recurring level 3 fair value measurements - reconciliation for assets

	Non-financial assets					Total 2014 \$'000
	Land 2014 \$'000	Buildings 2014 \$'000	Property, Plant and Equipment 2014 \$'000	Heritage and Cultural 2014 \$'000		
Opening Balance ¹	50,000	2,057,544	5,986	83,748		2,197,278
Total gains/(losses) in accumulated depreciation	-	(27 509)	(1 000)	-		(28 509)
Purchases	-	25,174	1,194	390		26,758
Sales	-	-	-	-		-
Revaluations	-	18,615	185	-		18,800
Settlements	-	-	-	-		-
Transfers into Level ²	-	-	-	-		-
Transfers out of Level ²	-	-	-	-		-
Closing balance	50,000	2,073,824	6,365	84,138		2,214,327

1. Opening balance as determined in accordance with AASB 13.

2. There have been no transfers between levels of the hierarchy during the year.

The department's policy for determining when transfers between levels are deemed to have occurred can be found in Note 1.

Note 20: Administered - Financial Assets

	2014	2013
	\$'000	\$'000
Note 20A: Trade and Other Receivables		
Other receivables		
GST receivable from the Australian Taxation Office	392	69
Other	12	-
Total other receivables	404	69
Total trade and other receivables (gross)	404	69
Trade and other receivables are expected to be recovered		
No more than 12 months	404	69
Total trade and other receivables (gross)	404	69
Trade and other receivables (gross) aged as follows		
Not overdue	404	69
Total trade and other receivables (gross)	404	69

Credit terms for goods and services were within 30 days (2013: 30 days).

Note 21: Administered - Non-Financial Assets

	2014 \$'000	2013 \$'000
Note 21A: Land and Buildings		
Land		
Fair value	50 000	50 000
Total land	50 000	50 000
Buildings		
Work in progress	11 204	28 472
Fair value	2 781 021	2 722 938
Accumulated depreciation	(707 197)	(665 394)
Total buildings	2 085 028	2 086 016
Total land and buildings	2 135 028	2 136 016
Note 21B: Property, plant and equipment		
Heritage and cultural		
Work in progress	370	315
Fair value	84 138	83 747
Total heritage and cultural	84 508	84 062
Other property, plant and equipment		
Office machinery and furniture		
Fair value	10 092	8 798
Accumulated depreciation	(7 544)	(5 783)
Total office machinery and furniture	2 548	3 015
Plant and equipment		
Fair value	14 735	10 718
Accumulated depreciation	(10 919)	(7 747)
Total plant and equipment	3 816	2 971
Total other property, plant and equipment	6 364	5 986
Total property, plant and equipment	90 872	90 048

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. As at 30 June 2014, an independent valuer (Australian Valuation Solutions) conducted the revaluations (2013: the Australian Valuation Office).

Revaluation increments of \$18,615,369 for Buildings (2013: \$80,855,469), \$184,443 for Other Property, Plant and Equipment (2013: nil) and \$nil for Heritage and Cultural assets (2013: \$5,569,638) were credited to the asset revaluation surplus by asset class and included in the equity section of the Statement of Financial Position; no decrements were expensed (2013: nil).

Note 21C: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment 2014

	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 2013							
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 1 July 2013	50 000	2 086 016	2 136 016	84 062	5 986	90 048	2 226 064
Additions							
By purchase	-	7 905	7 905	439	1 193	1 632	9 537
By donation/gift	-	-	-	7	-	7	7
Revaluations and impairments recognised in other comprehensive income	-	18 615	18 615	-	185	185	18 800
Depreciation expense	-	(27 508)	(27 508)	-	(1 000)	(1 000)	(28 508)
Disposals							
Other	-	-	-	-	-	-	-
Net book value 30 June 2014	50 000	2 085 028	2,135,028	84 508	6 364	90 872	2 225 900
Net book value as of 30 June 2014 represented by:							
Gross book value	50 000	2 792 225	2 842 225	84 508	24 827	109 335	2 951 560
Accumulated depreciation and impairment	-	(707 197)	(707 197)	-	(18 463)	(18 463)	(725 660)
Net book value 30 June 2014	50 000	2 085 028	2 135 028	84 508	6 364	90 872	2 225 900

Note 21C (Cont'd): 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

Note 22: Administered - Payables

	2014	2013
	\$'000	\$'000

Note 22A: Suppliers

Trade creditors and accruals	764	669
Total supplier payables	764	669

Supplier payables expected to be settled within 12 months:

Related entities	-	-
External parties	764	669
Total suppliers	764	669

Settlement was usually made within 30 days.

Note 22B: Other payables

Other	392	24
Total other payables	392	24

Total other payables are expected to be settled in:

No more than 12 months	392	24
More than 12 months	-	-
Total other payables	392	24

Note 23: Administered - Cash Flow Reconciliation

	2014	2013
	\$'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	-	-

Reconciliation of net cost of services to net cash from operating activities:

Net cost of services	(28 543)	(27 020)
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Adjustments for non-cash items

Depreciation/amortisation	28 508	27 093
Loss on disposal of assets	50	4
Resources received free of charge - goods	(7)	(68)

Changes in assets/liabilities

Movement in GST Annotations Loan	(369)	611
Net cash from operating activities	(361)	620

Note 24: Administered - Contingent Assets and Liabilities**Quantifiable Administered Contingencies**

The department had no quantifiable administered contingencies as at 30 June 2014 (2013: nil).

Unquantifiable Administered Contingencies

The department had no unquantifiable administered contingencies as at 30 June 2014 (2013: nil).

Significant Remote Administered Contingencies

The department had no significant remote administered contingencies as at 30 June 2014 (2013: nil).

Note 25: Administered - Financial Instruments

	2014 \$'000	2013 \$'000
<u>Note 25A: Categories of financial instruments</u>		
Financial assets		
Loans and receivables		
Trade receivables	12	-
Total loans and receivables	12	-
Total financial assets	12	-
Financial liabilities		
At amortised cost		
Supplier payables	764	669
Total financial liabilities at amortised cost	764	669
Total financial liabilities	764	669

Note 25B: 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.

Maximum exposure to credit risk (excluding any collateral or credit enhancements)

	2014	2013
	\$'000	\$'000
Financial assets		
Loans and receivables:		
Trade receivables	12	-
Total	12	-
Financial liabilities		
At amortised cost:		
Supplier payables	764	669
Total	764	669

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
	2014	2013	2014
	\$'000	\$'000	\$'000
Loans and receivables:			
Trade receivables	12	-	-
Total	12	-	-

Ageing of financial assets that were past due but not impaired for 2014

	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	-	-	-	-	-
Total	-	-	-	-	-

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	-	-	-	-	-
Total	-	-	-	-	-

Note 25C: 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 2014

	On demand \$'000	within 1 year \$'000	1 to 2 years \$'000	2 to 5 years \$'000	>5 years \$'000	Total \$'000
At amortised cost:						
Supplier payables	-	764	-	-	-	764
Total	-	764	-	-	-	764

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	-	669	-	-	-	669
Total	-	669	-	-	-	669

The department had no derivative financial liabilities in either 2014 or 2013.

Note 25D: 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 26: Administered - Financial Assets Reconciliation

		2014 \$'000	2013 \$'000
Financial assets	Notes		
Total financial assets per administered schedule of assets and liabilities	20A	404	69
Less: non-financial instrument components			
GST receivable from the Australian Taxation Office		392	69
Total non-financial instrument components		392	69
Total financial assets as per financial instruments note		12	-

Note 27: Appropriations

Table A: Annual Appropriations ('Recoverable GST exclusive')

	2014 Appropriation						Total appropriation \$'000	Appropriation applied in 2014 (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			
DEPARTMENTAL									
Ordinary annual services	116 872	-	-	-	11 888	-	128 760	(135 005)	(6 245)
Total departmental	116 872	-	-	-	11 888	-	128 760	(135 005)	(6 245)
ADMINISTERED									
Administered assets and liabilities	20 437	-	-	-	-	-	20 437	(9 459)	10 978
Total administered	20 437	-	-	-	-	-	20 437	(9 459)	10 978

Notes:

(1) Appropriations reduced under Appropriation Acts (No. 1.3.5) 2013-14 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 2014, 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&5) 2013-14 and section 12 of Appropriation Acts (Nos. 2.4&6) 2013-14, the appropriation is taken to be reduced to the required amount specified in this note once the annual report is tabled in Parliament. All administered appropriations may be adjusted by a Finance Minister's determination, which is disallowable by Parliament.

(2) Advance to the Finance Minister (AFM) - Appropriation Acts (Nos. 1&3) 2013-14: section 13 and Appropriation Acts (Nos. 2&4) 2013-14: section 15.

(3) The \$10.978m 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')

	2013 Appropriation							Total appropriation \$'000	Appropriation applied in 2013 (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				
DEPARTMENTAL										
Ordinary annual services	110 822	-	-	-	7 032	-	117 854	(119 096)	(1 242)	
Total departmental	110 822	-	-	-	7 032	-	117 854	(119 096)	(1 242)	
ADMINISTERED										
Administered assets and liabilities	12 896	-	-	-	-	-	12 896	(11 635)	1 261	
Total administered	12 896	-	-	-	-	-	12 896	(11 635)	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&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 this note once the annual report is tabled in Parliament. All administered appropriations may be adjusted by a Finance Minister's determination, which is disallowable by Parliament.
- (2) Advance to the Finance Minister (AFM) - Appropriation Acts (Nos 1&3) 2012-13: section 13 and Appropriation Acts (Nos 2&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 B: Departmental and Administered Capital Budgets ('Recoverable GST exclusive')

	2014 Capital Budget Appropriations				Capital Budget Appropriations applied in 2014 (current and prior years)			Variance \$'000
	Appropriation Act		FMA 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	9 789	-	-	9 789	(11 384)	-	(11 384)	(1 595)
ADMINISTERED								
Ordinary annual services -								
Administered Capital Budget ¹	20 437	-	-	20 437	(9 459)	-	(9 459)	10 978

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) 2013-14: 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.

Table B (Cont'd): 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		FMA 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	9 747	-	-	9 747	(6 584)	-	(6 584)	3 163	
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.

Table C: Unspent Annual Appropriations ('Recoverable GST exclusive')

	2014	2013
	\$'000	\$'000
DEPARTMENTAL		
Appropriation (Parliamentary Departments) Act (No. 1) 2013-14	14 773	-
Appropriation (Parliamentary Departments) Act (No. 1) 2012-13	-	21 751
Total	14 773	21 751
ADMINISTERED		
Appropriation (Parliamentary Departments) Act (No. 1) 2013-14	12 431	-
Appropriation (Parliamentary Departments) Act (No. 1) 2012-13	-	1 457
Total	12 431	1 457

Table D: Disclosure by Agent in Relation to Annual and Special Appropriations ('Recoverable GST exclusive')

	Department of Finance provides access to a special appropriation for the provision of electorate office IT services
2014	\$'000
Total receipts	18 952
Total payments	(18 952)
	Department of Finance 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 provides access to a special appropriation for the provision of Auspic services
2014	\$'000
Total receipts	198
Total payments	(198)
	Department of Finance
2013	\$'000
Total receipts	-
Total payments	-

Note 28: Compensation and Debt Relief

Compensation and Debt Relief - Departmental

No 'Act of Grace payments' were expended during the reporting period (2013: 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* (2013: No waivers).

No payments were provided under the Compensation for Detriment caused by Defective Administration (CDDA) Scheme during the reporting period (2013: No payments).

No ex-gratia payments were provided for during the reporting period (2013: 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 (2013: No payments).

Compensation and Debt Relief - Administered

No 'Act of Grace payments' were expended during the reporting period (2013: 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* (2013: No waivers).

No payments were provided under the Compensation for Detriment caused by Defective Administration (CDDA) Scheme during the reporting period (2013: No payments).

No ex-gratia payments were provided for during the reporting period (2013: 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 (2013: No payments).

Note 29: Assets Held in Trust

	2014	2013
	\$'000	\$'000
Heritage and cultural asset		
Total value at the beginning of the reporting period	4 600	4 200
Changes in fair value	-	400
Total	4 600	4 600

An independent valuation for the above asset was conducted as at 30 June 2013.

Heritage and cultural asset is comprised of a single artwork, Tom Roberts, *Opening of the First Parliament of the Commonwealth of Australia by H.R.H. The Duke of Cornwall and York (Later King George V), May 9, 1901*, 1903, oil on canvas. This item is on permanent loan from the British Royal Collection.

Note 30: Reporting of Outcomes

The department has one outcome, to which all expenses, income, assets and liabilities are attributed.

Note 30A: Net cost of Outcome Delivery

	Outcome 1	
	2014	2013
	\$'000	\$'000
Departmental		
Expenses	145 232	137 458
Own-source income	8 922	6 964
Administered		
Expenses	28 558	27 097
Own-source income	15	77
Net cost of outcome delivery	164 853	157 514

Note 30B: Major Classes of Departmental Expense, Income, Assets and Liabilities by Outcome

	Outcome 1	
	2014	2013
	\$'000	\$'000
Expenses		
Employee benefits	74 734	67 809
Suppliers	45 595	44 855
Depreciation and amortisation	24 423	24 593
Write-down and impairment of assets	58	2
Losses from asset sales	422	199
Total	145 232	137 458
Income		
Sale of goods and rendering of services	6 828	4 995
Rental income	1 510	1 587
Other revenue	543	381
Foreign exchange gains	1	1
Other gains	40	-
Revenue from Government	106 998	101 160
Total	115 920	108 124
Assets		
Cash and cash equivalents	547	223
Trade and other receivables	16 023	23 516
Property, plant and equipment	65 328	78 114
Intangibles	25 153	25 255
Inventories	173	173
Other non-financial assets	2 927	3 293
Total	110 151	130 574
Liabilities		
Suppliers	3 403	6 807
Other payables	2 767	2 129
Employee provisions	21 368	20 047
Total	27 538	28 983

Note 30C: Major Classes of Administered Expense, Income, Assets and Liabilities by Outcome

	Outcome 1	
	2014	2013
	\$'000	\$'000
Expenses		
Depreciation and amortisation	28 508	27 093
Losses from asset sales	50	4
Total	28 558	27 097
Income		
Other revenue	8	9
Other gains	7	68
Total	15	77
Assets		
Trade and other receivables	404	69
Land and buildings	2 135 028	2 136 016
Property, plant and equipment	90 872	90 048
Total	2 226 304	2 226 133
Liabilities		
Suppliers payable	764	669
Other payables	392	24
Total	1 156	693

Note 31: Net Cash Appropriation Arrangements

	2014	2013
	\$'000	\$'000
Total comprehensive income/(loss) less depreciation/ amortisation expenses previously funded through revenue appropriations¹	(5 413)	(1 488)
Plus: depreciation/amortisation expenses previously funded through revenue appropriation	<u>(24 423)</u>	<u>(24 593)</u>
Total comprehensive loss - as per the Statement of Comprehensive Income	<u>(29 836)</u>	<u>(26 081)</u>

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 32: Compliance with Statutory Requirements

During 2012-13 DPS received legal advice 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 has reviewed 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.

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* [2014] HCA 23, 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.

PART 7

APPENDICES





Anne ZAHALKA (1957–)
Head Pastry Chef and Assistant (2014)
Parliament House Art Collection,
Department of Parliamentary Services

APPENDIX 1

Environmental management

DPS reports annually on elements of environmental performance, in line with the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act), for the management of resources for which it is responsible.

DPS also reports under:

- the Energy Efficiency in Government Operations (EEGO) Policy
- the *National Environment Protection Measures (Implementation) Act 1998*
- the National Pollutant Inventory (NPI).

Ecologically sustainable development

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

DPS reports annually on ESD through this report.

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 outcomes
- developing plans to improve environmental sustainability.

Many activities at Parliament House—including maintenance, engineering, landscaping, ICT, catering and office-based services—have the potential to affect the environment through energy and water consumption, greenhouse gas emissions and waste generation. DPS works to improve outcomes in these areas in a number of ways.

In 2013–14, actions included:

- replacement of lights with more energy efficient lighting
- fine-tuning and optimisation of major energy consuming equipment
- investigative studies including a ‘Building Condition Assessment’ and a ‘Lake Water Supply Feasibility Study to Reduce Potable Water Usage’.

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
- energy, water and waste minimisation.

A major project completed in 2013–14 was the new Parliamentary Budget Office (PBO) which occupies 640m² of floor space. This refurbishment project incorporated:

- use of more energy efficient lighting and installation of occupancy sensors
- reuse of existing mechanical infrastructure and equipment
- reuse and recycling of construction waste where possible.

Communication and promotion

DPS provides information on its environmental performance and initiatives through its website, internal circulars and newsletters.

DPS promotes and participates in annual initiatives to encourage and educate building occupants to be more sustainable, including National Ride to Work Day and National Recycling Week.

In 2013–14, DPS showcased important sustainability initiatives at Parliament House during a site visit by the International Property Council—comprising government property representatives from the United States, Canada, the Netherlands, New Zealand and United Kingdom—and guests of the Department of Foreign Affairs and Trade.

Environmental performance

Water consumption

Total water consumption for 2013–14 was 192,463kL representing a decrease of 6 per cent on 204,547kL consumed the previous year. Landscape water consumption increased slightly from 113,114kL in 2012–13 to 114,587kL in 2013–14, representing an increase of 1 per cent. Annual water consumption for Parliament House is shown in Figure 16.

Figure 16: Annual water consumption from 1988–89 to 2013–14

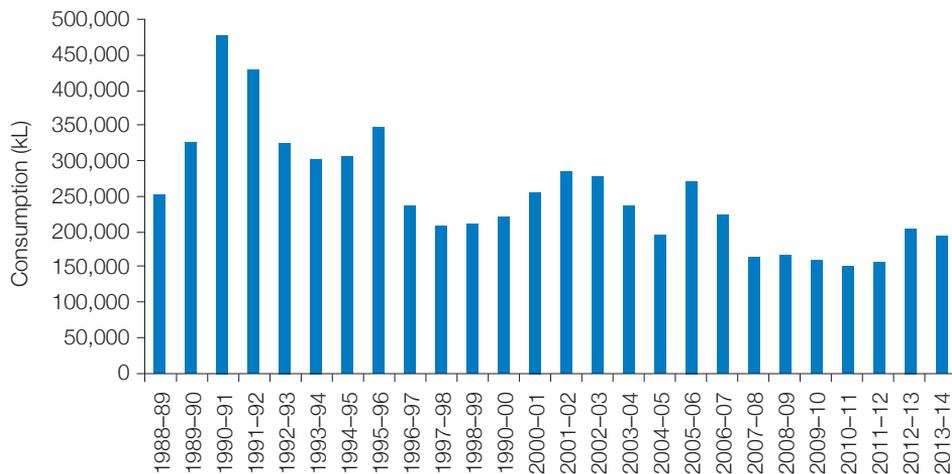


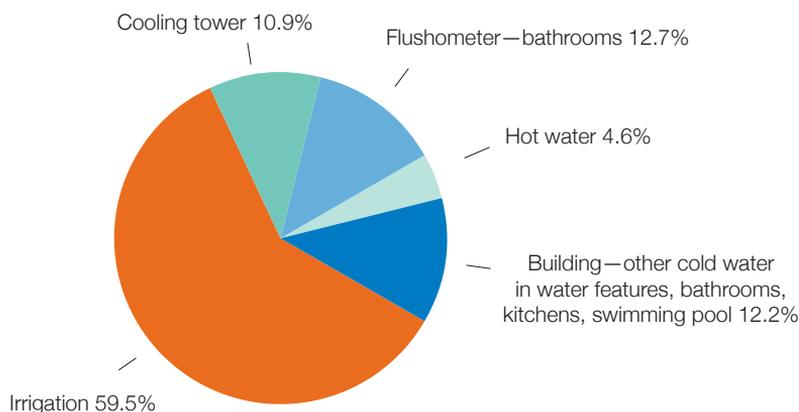
Figure 16 shows water consumption for the last two reporting periods has increased compared to previous years. This is attributable to recent high irrigation demands in the landscape which, as shown in Figure 17, accounts for almost 60 per cent of total water consumption.

High irrigation demands over the last two years are a result of extremely hot and dry weather conditions during the summer periods. Record breaking temperatures in Canberra over summer resulted in very high irrigation demands on the hottest days—up to one megalitre of water. The landscape irrigation system utilises soil moisture sensors to ensure the most precise and efficient use of water.

As warmer and drier climatic conditions are predicted to become more frequent in the Canberra region, landscape water requirements at Parliament House are expected to increase over time.

Figure 17 shows a breakdown of water use during 2013–14.

Figure 17: Water use during 2013–14



Building water consumption in 2013–14 was 77,876kL, a decrease of 15 per cent on 91,433kL consumed the previous year. The reduction in building water use was mainly due to the federal election period in late 2013, in which building occupancy rates were lower and water use associated with air-conditioning, toilet flushing, bathrooms and kitchens was less.

In June 2014, DPS reactivated a number of water features around the building that were previously decommissioned as part of ACT water restrictions. This will result in a small increase to annual building water consumption. DPS is currently supplying four water features including the Forecourt pond, with recycled water discarded from the cooling tower.

Water-saving initiatives

Alternative water supply

DPS is investigating ways to minimise the amount of high quality drinking water that is being utilised for the landscape which currently accounts for the majority of water use at Parliament House.

In 2013–14, DPS initiated a feasibility study into an alternative more sustainable water source to meet the irrigation demands of the Parliament House landscape. A report due in late 2014 will determine whether the extraction of water from Lake Burley Griffin to irrigate the landscape is viable. The report will consider aspects such as water quality issues, long-term supply needs, other uses of lake water, shared infrastructure in the Parliamentary Triangle, National Capital Authority (NCA) requirements, the Murray–Darling Basin Plan, and health and social considerations.

Water harvesting and recycling

Parliament House has three 45,000 litre rainwater harvesting tanks used to supply water to parts of the landscape and the Forecourt water feature.

Discarded water from the air-conditioning system cooling tower is recycled using a Reverse Osmosis (RO) system capable of treating 30,000 litres of water a day. The RO currently supplies recycled water to four water features including the main Forecourt pond.

Energy consumption

In 2013–14, energy consumed at Parliament House and by DPS vehicles was 137,094 GJ, representing a decrease of 4.3 per cent from the previous year. Electricity and gas consumption decreased by 4 per cent, transport energy decreased by 40 per cent, and diesel fuel energy reduced by 47 per cent compared with 2012–13. Table 42 shows Parliament House building energy consumption and by DPS vehicles.

Building energy use comprises:

- natural gas for heating, general hot water and in kitchens
- electricity to power office lighting, mechanical services, lifts, cooling and ICT equipment
- a small amount of diesel mainly used for testing the emergency backup generators.

Figure 18 shows annual gas and electricity consumption since the building opened in 1988.

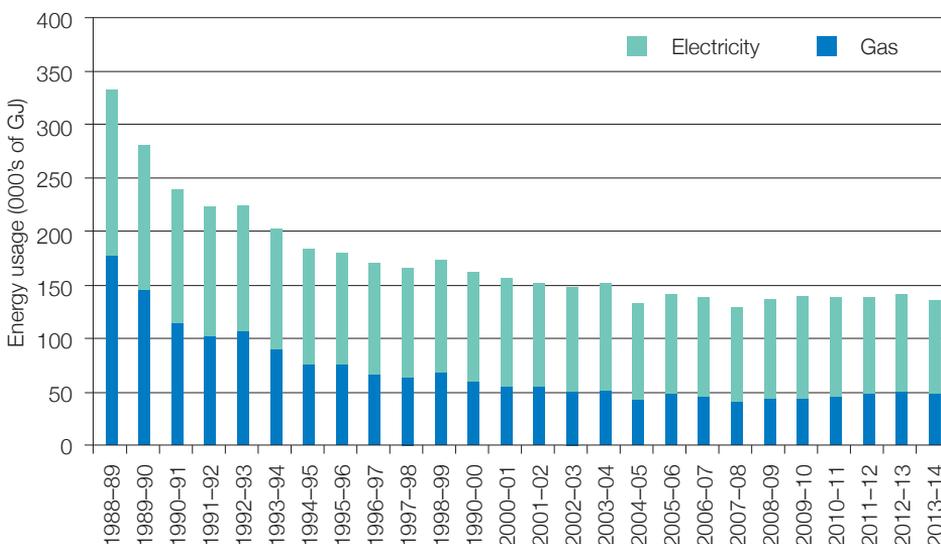
Table 42—Energy consumed at Parliament House and by DPS transport

Indicator	Energy Consumption (GJ)		
	2011–12	2012–13	2013–14
Parliament House building ¹	139,563	142,226	136,450
Transport–passenger vehicles	1,625 ²	644	261
Other transport ³	441	424	383
Total energy consumption	141,629	143,294	137,094

¹ Includes electricity, natural gas and diesel (non-transport).

² Includes previously collected vehicle data of other Parliamentary Departments not under DPS management.

³ Includes LPG, diesel and petrol used for maintenance and loading dock vehicles.

Figure 18: Annual electricity and gas consumption from 1988–89 to 2013–14

Electricity, gas and diesel consumption

Figure 18 shows Parliament House electricity and gas usage has plateaued in recent years. Contributing factors include increasing building operational requirements, higher gas usage, pressures on space, and competing priorities within the capital works budget to effect new energy efficiency measures.

Although overall energy use has plateaued, electricity consumption in 2013–14 was the lowest achieved at Parliament House since the building opened—a reduction of 44 per cent since 1988–89.

Higher gas consumption, which has increased by 18 per cent since 2007–08, is a main contributor to the recent energy plateau and has offset positive electricity savings. The increase in gas consumption is mainly due to ageing infrastructure such as the large boilers and associated infrastructure required for heating the building.

In 2013–14, diesel fuel consumption has declined due to maintenance activity on the high-voltage diesel generator resulting in less frequent operation during the year.

Energy intensity

Energy intensity is a key indicator in the ‘Energy Efficiency in Government Operations’ (EEGO) Policy. As a unique building, Parliament House is difficult to benchmark against other office buildings, and for reporting purposes energy intensity is compared to other public buildings such as museums, galleries and libraries.

Table 43 shows energy intensity for Parliament House and DPS passenger vehicles.

Table 43: Energy intensity for Parliament House and passenger vehicles

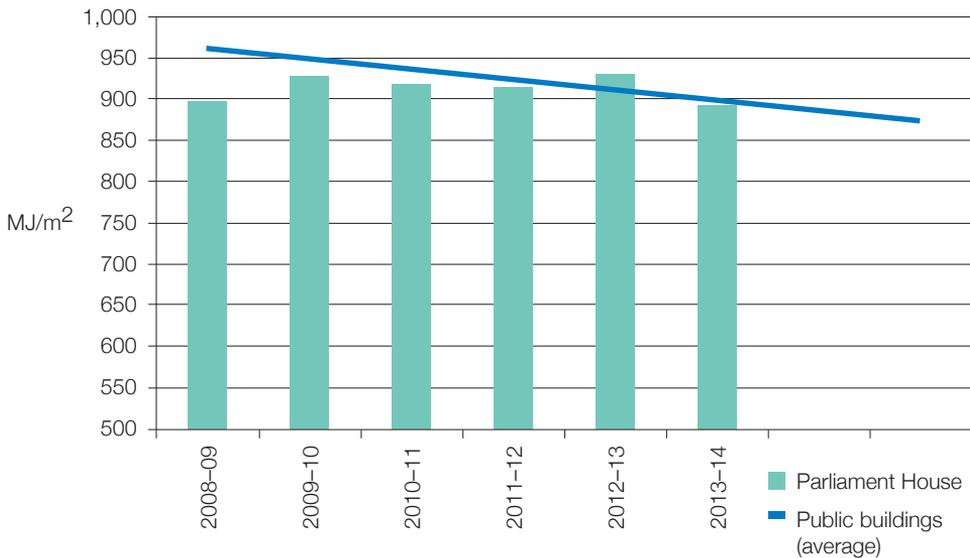
Indicator	Energy intensity		
	2011–12	2012–13	2013–14
Parliament House building (MJ/m²)	912	930	892
Transport–passenger vehicles (MJ/km)	3.61	3.57	3.85

In 2013–14, Parliament House energy intensity reduced by 4.1 per cent compared with 2012–13 and plateaued. It has, however, remained below the average trending energy intensity of public buildings in Australia.

Figure 19 shows annual energy intensity of Parliament House since 2008–09 and average trending energy intensity of public buildings.

Passenger vehicle energy intensity increased slightly in 2013–14 compared with the previous year due to the addition of larger fleet vehicles and a reduction in E10 biofuel purchased.

Figure 19: Annual energy intensity (MJ/m²) of Parliament House and average trending energy intensity of public buildings¹



¹Public buildings energy trends sourced from report 'Baseline Energy Consumption and Greenhouse Gas Emissions in Commercial Building in Australia: (November 2012).

Transport energy use

In 2013–14, there was a 50 per cent reduction in transport energy use compared with 2012–13. This is due to fewer vehicles being leased. Other transport energy consists of fuel used in DPS maintenance and loading dock vehicles, many of which, however, operate on electric power to reduce emissions.

Energy-saving initiatives

In 2013–14, no major energy reduction projects were undertaken at Parliament House due to ongoing fiscal constraints. However, DPS has continued to achieve energy savings through ongoing maintenance programs, office refurbishments, and IT software upgrades.

In 2013–14, measures that contributed to energy savings included:

- upgrade of 500 lights to a more energy efficient light type
- further optimisation of new chillers to improve performance
- upgrade of kitchens incorporating energy efficient equipment and utilising waste heat to heat the swimming pool
- review of the building's heating and cooling equipment time-settings
- upgrade of IT desktop operating software with improved energy management.

Lighting

In 2013–14, DPS upgraded a number of the building's lights to more energy efficient types, including:

- Parliament Budget Office—116 fluorescent lights were replaced and occupancy sensors were installed (the new fluorescent lights consume 60 per cent less energy than the old type)
- Cabinet Room—84 lights in the Cabinet Room and adjacent areas were upgraded to high efficiency LED lamps, representing an 85 per cent reduction in energy
- Members' Guests Dining Room—192 lights were upgraded to high efficiency LED lamps, representing an 85 per cent reduction in energy
- ground floor bathrooms and toilets—108 light fittings were upgraded to energy efficient LED type fittings, representing a 40 per cent reduction in energy.

With more than 35,000 luminaires installed throughout the site, DPS regularly reviews lighting efficiency opportunities through its in-house maintenance program, to reduce energy and operational costs while also considering building heritage and design integrity.

Heating and cooling equipment optimisation

The large chillers used for cooling the building are the single largest energy consuming items of equipment in the building. In 2010–11, three heavily utilised chillers were upgraded to a more efficient type, and in 2013–14, DPS performed further fine-tuning to improve their efficiency and maximise energy savings. This project has been a key contributor to the recent electricity savings achievements at Parliament House.

Building Monitoring System

The Building Monitoring System (BMS) at Parliament House is the prime tool for supervising and controlling the building's vast energy and water consuming systems, comprising over 50,000 individual software points to manage heating and cooling, ventilation, lighting, hydraulics, security and life-support.

DPS has a dedicated team to oversee BMS functions, including implementing new strategies to reduce energy and water use in the building. In 2013–14, BMS staff started a trial of CO² air sensors connected to the air-conditioning that will fine-tune fresh-air volumes in the building and ensure that energy required for heating, cooling and ventilation is optimised.

In 2013–14, BMS staff conducted a comprehensive review of the building's heating and cooling equipment time-settings. As a result, many equipment time parameters have been adjusted and optimised to prevent unnecessary energy wastage.

Building Condition Assessment

In 2014, DPS is delivering a comprehensive 'Building Condition Assessment' of Parliament House that will guide future maintenance activity, equipment replacement and upgrade strategies. A key component of the new strategies will be incorporating energy and water efficiency to improve building sustainability.

Sustainable transport

DPS provides bike storage, shower and change room facilities for people who cycle or walk to Parliament House and encourages bus travel through promotion of bus services and timetables in departmental newsletters. In 2013, DPS promoted the annual 'Ride2Work' day, and a number of building occupants joined other Parliamentary Triangle workers at a Ride2Work breakfast event at the National Library of Australia.

Recycling and waste management

Parliament House waste is generated from a diverse range of activities within the building. Quantities and types of waste fluctuate throughout the year depending on building occupancy, sitting patterns, construction projects, office refurbishments, and election reshuffles.

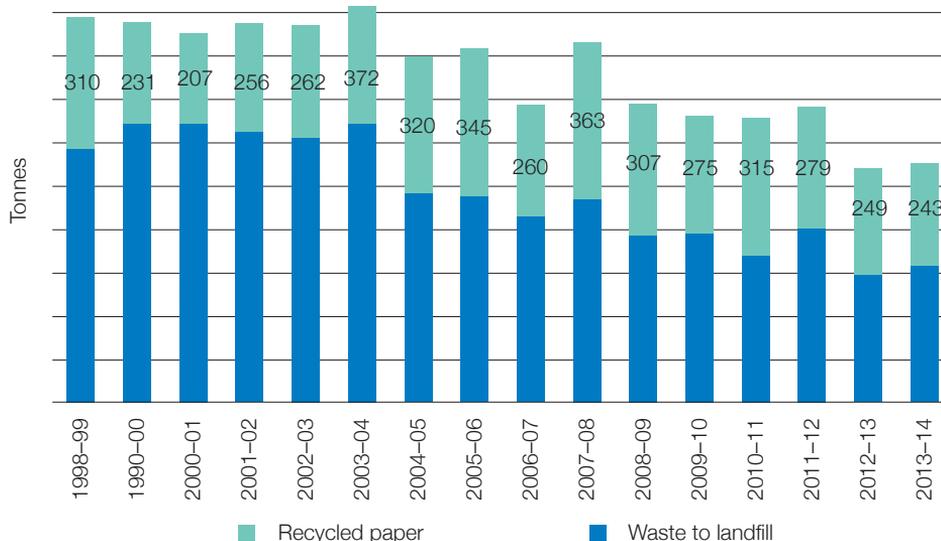
DPS provides facilities to recycle paper, cardboard, printer cartridges, lamps, used oil, grease, batteries, landscape material, metal, organic food waste and co-mingled waste.

In 2013–14, the amount of general waste (excluding construction waste) sent to landfill was 311 tonnes. This is an increase of 6 per cent compared with the 293 tonnes sent in 2012–13. The increase was mainly due to a change of government that resulted in additional waste being generated during office reshuffles and clean-outs.

In 2013–14, a total of 243 tonnes of paper was recycled—a decrease of 2 per cent compared with the 249 tonnes in 2012–13. The amount of paper and cardboard recycled varies annually depending on purchasing requirements, parliamentary business and other building activity.

Construction waste is managed under project contracts and where possible and appropriate, construction materials are reused, recycled or disposed of in an environmentally friendly manner.

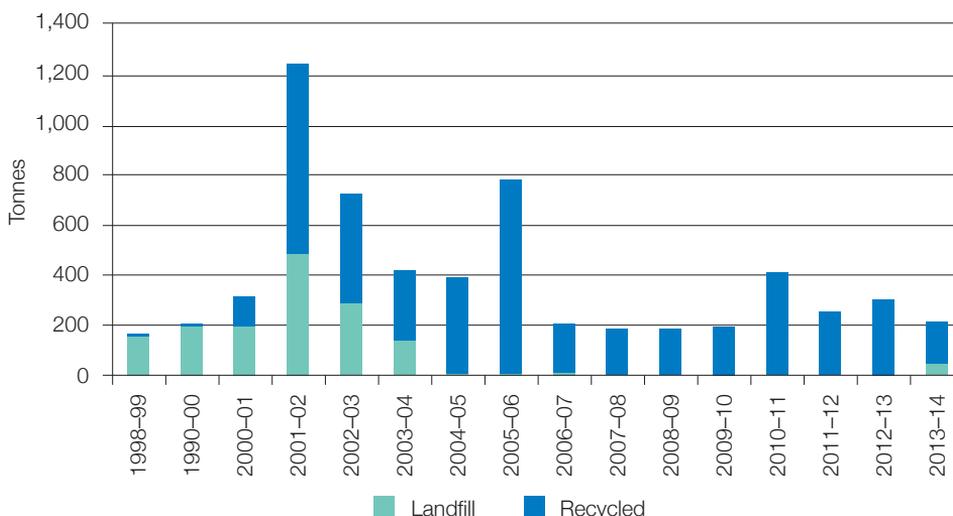
Figure 20: Annual waste disposed to landfill and paper recycled



The preferred method for disposing of green landscape waste at Parliament House is to chip the material on site and re-use it in the gardens. When waste generated in the landscape cannot be chipped on site the material is taken off site to be recycled or sent to landfill. During 2013-14, 167 tonnes of landscape waste was sent for recycling and 48 tonnes of non-recyclable soil was sent to landfill.

Figure 21 shows annual trends in landscape waste and recycling rates.

Figure 21: Annual quantity of landscape waste (tonnes)



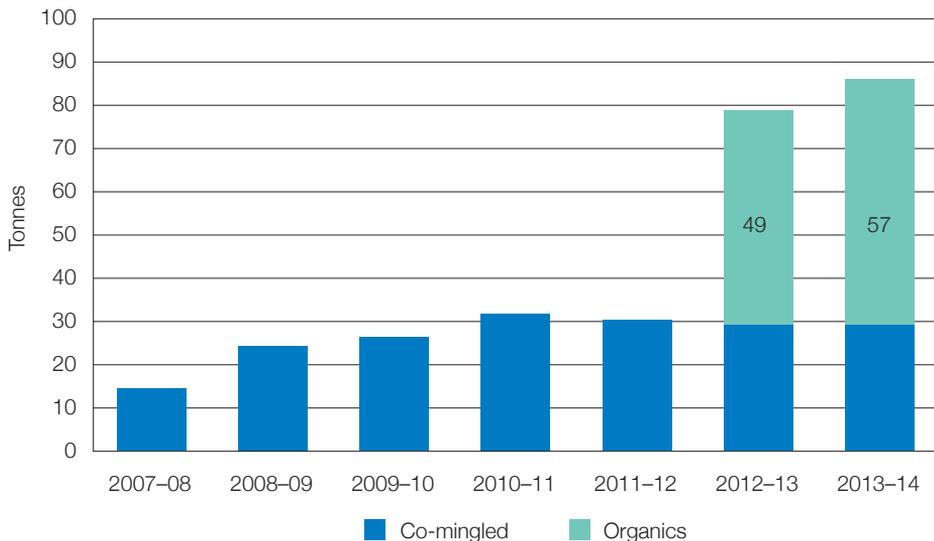
Co-mingled and organic waste recycling

Co-mingled waste includes metal cans, glass bottles, milk cartons and plastic which are collected in a common bin. During 2013–14, a total of 29 tonnes of co-mingled waste was collected and recycled, which was equivalent to the amount collected in 2012–13.

DPS collects organic food waste from catering operations in the building for recycling at a local worm farm. Since being introduced in 2012, the initiative has helped reduce the burden on ACT landfill sites and reduce emissions (methane) caused by the breakdown of food waste.

During 2013–14, a total of 57 tonnes of organic waste was diverted from landfill and converted into garden compost material using the worm farm—an increase of 16 per cent on the 49 tonnes collected in 2012–13. Figure 22 illustrates annual co-mingled and organic recycling rates.

Figure 22: Annual co-mingled and organic waste recycled (tonnes)



Emissions and effluents

Greenhouse gas emissions

During 2013–14, a total of 26,554 tonnes of carbon dioxide equivalent (CO₂-e) was generated from Parliament House operations, representing a 4 per cent decrease from 2012–13. Electricity and gas consumption at Parliament House comprised 99 per cent of total greenhouse gas emissions (26,487 tonnes CO₂-e).

In 2013–14, greenhouse gas emission offsets included 2,590 tonnes CO₂-e from 10 per cent accredited green power purchased through the whole-of-government electricity contract, and a further 65 tonnes CO₂-e from clean electricity generated from the roof-top solar panels at Parliament House.

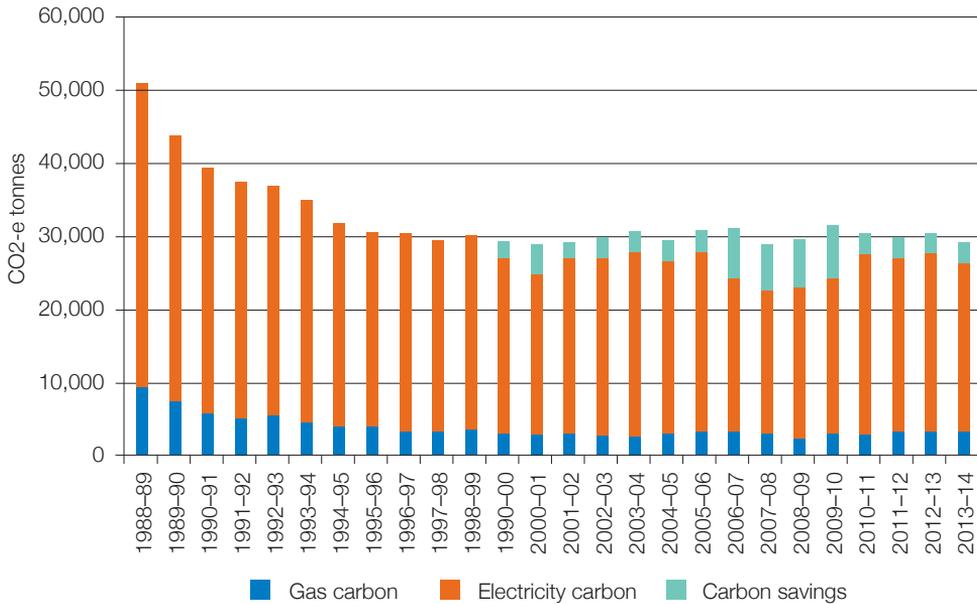
Table 49 shows the breakdown of emissions within various categories.

Table 49: Parliament House emissions (direct and indirect, including passenger and operational vehicle fleets)

Emission category	Comment	2011–12 (tonnes CO ₂ e)	2012–13 (tonnes CO ₂ e)	2013–14 (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)	2,688	2,684	2,548
Scope 2	Emissions generated elsewhere (for example, by the power plants that produce the electricity used at Parliament House)	20,046	20,371	19,533
Scope 3	Indirect emissions, meaning emissions generated during the delivery of electricity, gas and fuel to Parliament House, over which DPS has little control	4,593	4,665	4,473
Scopes 1 and 2 total	DPS has direct responsibility for these emissions	22,734	23,055	22,081
Total net emissions (Scopes 1, 2 and 3)	Direct and indirect emissions including offsets	27,327	27,720	26,554

Figure 23 shows annual greenhouse gas emissions since Parliament House opened in 1988.

Figure 23: Annual greenhouse gas emissions from electricity and gas, and carbon savings from purchase of accredited green power and on-site solar panels.



Emission reductions from recycling

In 2013–14, DPS diverted 57 tonnes of organic food waste from landfill to a local recycling facility—equivalent to reducing lifetime landfill CO2 emissions by 91 tonnes.¹

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.

In 2013–14, DPS reduced the total refrigerants purchased by 44 per cent compared to the previous year. All refrigerants purchased were free of ozone depleting substances.

Air pollutants

The combustion of natural gas at Parliament House for heating, hot water and cooking purposes generates oxides of nitrogen (NOx), oxides of sulphur (SOx) and other air pollutants. DPS reports annually on these emissions to the National Pollution Inventory (www.npi.gov.au). In 2013–14, air pollutants from Parliament House decreased in line with a reduction in natural gas consumed—a 3.5 per cent reduction compared with the previous year. Table 45 lists annual emissions of air pollutants.

¹ Conversion factor equals 1.6 tonnes CO₂ per ton of solid food waste—National Greenhouse Accounts (NGA) Factors (2013–14).

Table 45: Annual emissions of air pollutants and particulates

Air pollutants	2011–12 (kg)	2012–13 (kg)	2013–14 (kg)
Carbon monoxide	2,009	2,057	1,984
Oxides of nitrogen	2,389	2,448	2,358
Particulate matter (PM10)	177	181	175
Particulate matter (PM2.5)	176	180	174
Total volatile organic compounds	131	134	130
Sulphur dioxide	26	27	26
Polycyclic aromatic hydrocarbons	<1(0.015)	<1(0.016)	<1(0.015)

Discharges to water

Sewage from Parliament House is required, under a trade waste agreement, to be equivalent to domestic strength (a domestic equivalent is a concentration or level the same as would be found in household waste water). To ensure these requirements are met, the following facilities are in place:

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

Significant spills of chemicals, oils and fuels

In 2013–14, there were no significant spills of chemicals, oils or fuels from Parliament House.

APPENDIX 3

Advertising and market research

In accordance with Section 311A of the *Commonwealth Electoral Act 1918*, DPS annually reports expenditure on advertising and market research. Expenditure by DPS in 2013–14 was as follows:

Table 46: Advertising costs

Supplier	Description	Cost (GST exclusive)
Universal McCann	Media placement	\$19,812.59
Adcorp	Recruitment advertising	\$14,780.57

During 2013–14, DPS did not conduct any advertising campaigns.

APPENDIX 4

Legal services expenditure

This is a statement of legal services expenditure by the Department of Parliamentary Services for 2013–14, published in compliance with paragraph 11.1 (ba) of the Legal Services Directions 2005.

Table 47: Legal services expenditure 2013–14

Description	Cost (excluding GST)
Total legal services expenditure	\$543,621.38
Total internal legal services expenditure	\$368,765.00
Total external legal services expenditure	\$174,856.38

APPENDIX 5

Disability reporting

Since 1994, Commonwealth departments and agencies have reported on their performance as policy adviser, purchaser, employer, regulator and provider under the Commonwealth Disability Strategy.

In 2007–08, reporting on the employer role was transferred to the Australian Public Service Commission’s State of the Service Report and the APS Statistical Bulletin. These reports are available at www.apsc.gov.au. From 2010–11, departments and agencies have no longer been required to report on these functions.

The Commonwealth Disability Strategy has been overtaken by the *National Disability Strategy 2010–2020*, which sets out a ten year national policy framework to improve the lives of people with disability, promote participation and create a more inclusive society. A high level two-yearly report will track progress against each of the six outcome areas of the strategy and present a picture of how people with disability are faring. The first of these reports will be available in late 2014, and can be found at www.dss.gov.au.

APPENDIX 6

Correction of material errors in previous annual report

Page 54, Figure 6

The figure for 'Hours on commissioned services for Senators and Members' was incorrectly reported as 30,537 for 2012–13 in the 2012–13 Annual Report. The correct figure is 26,834.

Page 56, Table 4.4

The vendor-provided data for 'Use of the Library's collection and databases' has been reassessed by the Parliamentary Library and duplication removed. The figure for 2012–13 was reported as 3.29m in the 2012–13 Annual Report. The correct figure is 3.20m.

Page 58, Figure 4.6

The figure for 'New titles (books and serials) added to the Library's catalogue' within timeliness service standard for 2012–13 was incorrectly reported as 72 per cent in the 2012–13 Annual Report. The correct percentage is 78 per cent.

Page 58, 4.6

The percentage for 'New items added to the Library's Electronic Media Monitoring Service and the ParlInfo newspaper clippings database' within the timeliness service standard target for 2012–13 was incorrectly reported as 95 per cent in the 2012–13 Annual Report. The correct percentage is 96 per cent.

Page 182

The number of errors in Hansard transcripts is normally measured per 100 pages. In the 2012–13 Annual Report, the number of errors was measured per single page, which resulted in an incorrect result being recorded in the performance information table. The correctly calculated figures appear below.

Hansard – Accuracy

Accuracy				
Type of transcription	Service standard	Error rate		
		2011–12	2012–13	2013–14
Chamber proceedings	5 or less errors per 100 pages transcribed	2.9 errors	4.4 errors	2.5 errors
Committee hearings (Parliament House and interstate)	5 or less errors per 100 pages transcribed	11 errors	9.3 errors	7.4 errors

PART 8

REFERENCE MATERIAL





Anne ZAHALKA (1957–)

Assistant Maintenance Officer, Upholstery Workshop (2014)

Parliament House Art Collection,

Department of Parliamentary Services

Acronyms and abbreviations

AAP	Australian Associated Press
AASB	Australian Accounting Standards Board
AFM	Advance to the Finance Minister
AFP	Australian Federal Police
AGLIN	Australian Government Libraries Information Network
AIATSIS	Australian Institute of Aboriginal and Torres Strait Islander Studies
ANAO	Australian National Audit Office
APLA	Association of Parliamentary Libraries of Australasia
APLAP	Association of Parliamentary Librarians of Asia and the Pacific
APH	Australian Parliament House
APS	Australian Public Service
AVS	Australian Valuation Solutions
BCI	Building Condition Index
BMS	Building Monitoring System
CDDA	Compensation for Detriment caused by Defective Administration
CEO	Chief Executive Officer
CHOGM	Commonwealth Heads of Government Meeting
CIT	Canberra Institute of Technology
CMP	Conservation Management Plan
CPI	Consumer Price Index
CSO	Client Service Officer
CSS	Commonwealth Superannuation Scheme
DCB	Departmental Capital Budget
DHR	Department of House of Representatives
DII	Design Integrity Index
DPS	Department of Parliamentary Services
DRC	Depreciated Replacement Cost
EEGO	Energy Efficiency in Government Operations
EMMS	Electronic Media Monitoring Service
ERR	Electronic Resources Repository
ESCI	Engineering Systems Condition Index
ESD	Ecologically Sustainable Development
FBT	Fringe Benefits Tax
FMO	Finance Minister's Order

FOI	Freedom of Information
FTE	Full Time Equivalent
GST	Goods and Services Tax
HCO	Harassment Contact Officer
HR	Human Resources
HRC	Health and Recreation Centre
HSR	Health and Safety Representatives
ICT	Information and Communication Technology
IPU	Inter-Parliamentary Union
IFLA	International Federation of Library Associations and Institutions
JHC	Joint House Committee
LAST	Library Authoring System and Thesaurus
LCI	Landscape Condition Index
MPK	Main Production Kitchen
MYEFO	Mid-year Economic and Fiscal Outlook
NCA	National Capital Authority
NPI	National Pollutant Inventory
OPA	Official Public Account
PBO	Parliamentary Budget Office
PCN	Parliamentary Computing Network
PEL	Parliamentary Executive Level
PHAC	Parliament House Art Collection
PID	Public Interest Disclosure
PSL	Parliamentary Service Level
PSS	Parliamentary Security Officer
PSS	Public Sector Superannuation Scheme
PSSap	PSS accumulation plan
RAP	Reconciliation Action Plan
RDA	Resource Description and Access
RFT	Request for Tender
RMS	Rehabilitation Management System
RO	Reverse Osmosis
SES	senior executive service
SMB	Security Management Board
UNDP	United Nations Development Program
UPS	Uninterrupted power supply
WHS	Work Health and Safety

Glossary

Term	Description
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	This body assists the Presiding Officers in selecting artworks for the Parliament House Art Collection.
Auspice	Provides photographic services under the Parliamentarians' entitlement and to other government entities on a fee-for-service basis.
Bills Digest	A guide written to assist members of Parliament when they consider a Bill
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.

Term	Description
Heritage Advisory Board	This body provides advice to the Presiding Officers on the heritage management of Parliament House.
Parliament House Art Collection	Comprises a number of stand-alone collections (the Rotational Collection, the Architectural Commissions, the Architectural Design of the Building, the Historic Memorials Collection, the Gift Collection, the Constitutional Documents and the Archive).
Parliamentary precincts	The parliamentary precincts are defined in the 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	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.
ParlInfo	An online tool which enables the searching and downloading of parliamentary information including Hansard transcripts, Bills, Senate journals, votes and proceedings, notice papers, committee reports, the Parliamentary Handbook, newspaper clippings, media and publications.
ParView	An online broadcast service which enables the viewing, searching and downloading of parliamentary broadcasts, special parliamentary events and press conferences as well as some historical records.
ParlTV	Parliament House internal television and digital radio service.
Presiding Officers	Two Members of Parliament elected to preside over, or be in charge of, the business, proceedings and administration of a House of Parliament. In the Senate the Presiding Officer is the President, and in the House of Representatives, the Speaker.
Security Management Board	This body is established by the <i>Parliamentary Service Act 1999</i> , and provides advice as required to the Presiding Officers on security policy, and the management of security measures, for Parliament House. The board has three members who may, with the Presiding Officers' permission, invite others to attend their meetings.
Virtual Desktop Interface	A system which allows users of the Parliamentary Computing Network (PCN) to view their PCN desktop on a range of devices.

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