



PARLIAMENT OF AUSTRALIA

DEPARTMENT OF PARLIAMENTARY SERVICES



ANNUAL REPORT

2014-15



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Contact

Chief Operating Officer
Department of Parliamentary Services
PO Box 6000
CANBERRA ACT 2600
Phone: (02) 6277 5501

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PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

Letter of Transmittal from Secretary

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

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

Dear Mr President and Mr Speaker

Department of Parliamentary Services Annual Report 2014–15

I am pleased to present the Department of Parliamentary Services Annual Report 2014–15 in accordance with section 65 of the *Parliamentary Service Act 1999* (the Act).

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

As required by the Commonwealth Government Fraud Policy and in line with section 10 of the Public Governance, Performance and Accountability Rule 2014, I am satisfied that during 2014–15, the department had:

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

Yours sincerely

Dr Dianne Heriot
Acting Secretary



PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

Letter of Transmittal from Parliamentary Librarian

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

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

Dear Mr President and Mr Speaker

Parliamentary Library Annual Report 2014–15

In accordance with subsection 65(3) of the *Parliamentary Service Act 1999* (the Act), I am pleased to submit the annual report of the Parliamentary Library for the year ending 30 June 2015.

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 Act.

Section 38H of the Act 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 2014–15* has been prepared in accordance with the Department of the Prime Minister and Cabinet's *Requirements for Annual Reports for Departments, Executive Agencies*, issued 25 June, 2015 and the *Public Governance and Accountability Act 2013 (Cth)* (PGPA Act).

The annual report also includes the *Parliamentary Library Annual Report 2014–15*.

Part 1: Secretary's review provides an overview of the work of the Department of Parliamentary Services (DPS) in 2014–15.

Part 2: Departmental overview provides information on the role and functions of DPS and the DPS outcome and program structure. It also includes DPS' strategic direction statement, an overview of services provided by DPS and the departmental and organisational structures.

Part 3: Report on performance includes a summary of DPS' financial performance, a statement on security, a report on DPS' performance in maintaining Parliament House, providing heritage services and design integrity, visitor services and art services, information and communication technology, broadcasting and Hansard services; and information on DPS' commitment to reconciliation.

Part 4: The Parliamentary Library includes the Parliamentary Librarian's Review, an overview of library services, an explanation of governance, a summary of financial performance, achievements, performance results, work with clients and workforce issues.

Part 5: Management and accountability includes reporting on governance, external scrutiny, management of human resources, asset management, purchasing, consultants, Australian National Audit Office access clauses and exempt contracts.

Part 6: Financial statements includes an independent auditor's report, a statement by the Chief Finance Officer and financial statements for the department.

Part 7: Appendices contains information supplementary to the annual report including environmental management, advertising and market research, legal services expenditure and correction of material errors in the previous annual report.

Part 8: Reference material contains a list of acronyms and abbreviations, a glossary, a list of tables, a list of figures, a list of requirements and an index.

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DPS on a page

ROLE

The Department of Parliamentary Services (DPS) supports the work of the Australian Parliament, maintains Parliament House as a symbol of Australian democracy, and makes the building, and the important activity that takes place within it, accessible and engaging. DPS reports to the Presiding Officers of the Parliament (the President of the Senate and the Speaker of the House of Representatives).

DPS ACTIVITIES

In 2014–15 DPS undertook many activities to support its clients, stakeholders and customers. These activities included, but were not limited to:

- replacing 1,025 desk top PCs and 1,364 monitors in parliamentarians' offices
- repolishing 25,457 square meters of flooring
- recording and transcribing 4,216 hours of parliamentary proceedings
- transcribing 55,872 pages of parliamentary proceedings and committee hearings
- supporting 37 official visits
- providing security 24 hours a day, 365 days a year
- providing audio services for 245 interstate committee hearings and 4,216 hours of parliamentary proceedings
- completing 12,656 individual client requests
- adding 172,766 items to Library databases
- offering visitor events and programs, including behind-the-scenes tours, Floriade courtyard and garden tours, Enlighten and heritage tours
- maintaining 23 hectares of landscape in the Parliamentary Precinct and planting more than 7,000 annuals in the formal gardens
- implementing new finance, payroll and HR systems
- delivering foundation training in procurement and contract management, and
- implementing a new governance framework.

In 2014–15 there were:

- 759,483 visitors to the building
- 3,979,949 million virtual visitors to the website
- 196,058 participants on tours and 1,144 functions and events
- 63.1 million emails transmitted on the Parliamentary Computing Network

PART 1

SECRETARY'S REVIEW

PART 1

SECRETARY'S REVIEW



2014–15 was a year of review, critical scrutiny and challenge for the Department of Parliamentary Services (DPS). There were highly critical findings by the Australian National Audit Office (ANAO), further review of the performance of the department by the Senate Finance and Public Administration Legislation Committee, and an inquiry by the Senate Standing Committee of Privileges into the use of CCTV material in Parliament House. These are discussed below.

To improve our corporate governance and processes the department implemented new corporate systems to bring greater accountability and transparency and implemented a stronger governance framework.

Security issues also featured in 2014–15. Following the increased National Terrorism Alert Level in September 2014, the Presiding Officers gave the Australian Federal Police responsibility for operational security within Parliament House, and DPS embarked on a major program of security-related capital works, on a scale not previously pursued.

SUPPORTING THE WORK OF PARLIAMENTARIANS AND THE PARLIAMENT

Our overriding priority in 2014–15, as every year, was to support the functions of Parliament and meet the needs of parliamentarians and their offices. Services continued to be delivered while DPS responded to the challenges noted above. Among other things, this meant:

- transcribing 55,872 pages, and recording and broadcasting 4,216 hours, of chamber proceedings and committee hearings
- providing information, analysis and advice through the Parliamentary Library
- maintaining Parliament House and its grounds as a safe, secure and functional working building
- providing improved ICT services and support to building occupants
- providing art services to parliamentarians
- welcoming visitors to Parliament House and ‘virtual’ visitors experiencing the Parliament via the APH website, and
- managing the wide range of licences and contracts that give building occupants access to commercial services within the precinct.

DPS is responsible for the provision and support of dependable and diverse ICT options to parliamentarians and their staff – not just while they are in Parliament House, but in their electorate offices across the country, and on the road. DPS delivers ICT services to more than 5,400 registered users, and the standard we set ourselves is to provide ICT access and support ‘anytime, anywhere’.

As a result of work done in 2014–15, Parliamentary Library newspaper clippings and breaking news services, previously only available on the parliamentary computing network, can now be accessed on senators’ and members’ mobile devices.

Stability and reliability of core ICT systems improved in 2014–15, with email, Hansard, ParlInfo (the repository of parliamentary data) and chamber support systems available 100 per cent of the time.

SERVICES FOR NEW SENATORS

The changeover of the Senate in July 2014 saw 12 new state senators take their seats. In addition, four senators filled casual vacancies during the financial year.

All these new parliamentarians were provided with a comprehensive suite of support services by DPS, including ICT hardware, software and support in Parliament House and their electorate offices, an art allocation; and a welcome pack of material including APH maps, flip charts of available services and pocket guides of Parliament House. The Parliamentary Library provided new senators with a contact officer to familiarise them with library services.

SERVICES FOR VISITORS

Following the installation of assisted listening devices in the great hall, marble foyer and the great verandah in 2013–14, DPS completed the installation of assisted listening devices in all but one of the committee rooms in 2014–15, making the work of Parliament more accessible to visitors and building occupants with hearing impairments. Installation in the Main Committee Room was completed in early 2015–16.

The APH website makes the Parliament and its work more accessible to the community, including those who live outside the national capital. In 2014–15 the website offered 3.9 million visitors access to information ranging from Hansard transcripts and educational material to the individual pages about senators and members. On-demand streaming of parliamentary proceedings and historical footage became available to the community via smartphone, tablet or computer.

In 2014–15 work commenced on improving the design of the Visit Parliament section of the APH website and improving its functionality. This work will be completed in 2015–16.

Offerings for visitors continued to expand and improve in 2014–15, with new behind-the-scenes tours and special events designed to coincide with major local events, such as the Floriade, Enlighten and Canberra and Region heritage festivals. These special events were offered on a cost-recovery basis and achieved an average participation rate of between 75 and 90 per cent.

A thematic focus of our visitor service in 2014–15 was the 800th anniversary of Magna Carta—one of the most significant documents in the history of democracy. Australian Parliament House is home to one of only four remaining copies of the 1297 Inspecimus edition of Magna Carta, issued by King Edward I, and the only copy of Magna Carta in the southern hemisphere. The celebration of the 800th anniversary of Magna Carta in the second half of 2014–15 included special tours, film screenings, lectures, and a live television recording. The celebration of the anniversary continued into the first half of 2015–16.

RESPONDING TO AUDITS AND REVIEWS

A concerted focus for DPS in the latter part of 2014–15 was addressing findings of significant reviews and audits of our systems and processes. Many aspects of our work were scrutinised, including record-keeping, asset management, procurement, contract management, leadership and the use of CCTV footage in an internal disciplinary matter. One outcome of the Privileges Committee inquiry into CCTV use was the development by the Presiding Officers of a new code of practice for CCTV. In accordance with the Committee's recommendations, privileges training for DPS staff has been strengthened.

The wide ranging inquiry by the Senate Finance and Public Administration Legislation Committee had not yielded a final report by the end of the financial year, but the two interim reports the committee issued in April and June 2015 signalled serious concerns with key aspects of DPS' performance. The report on DPS' performance by the ANAO, *Performance Audit 2014–15 #24 Managing Assets and Contracts at Parliament House*, which was released in February 2015, similarly pointed to significant shortcomings.

The department worked hard to respond to the findings of each of the reviews and inquiries. More robust systems were put in place, to improve accountability and transparency, and to ensure that DPS employees better understand their obligations. While there is still some way to go, considerable progress has been made.

In particular, our 2014–15 work involved systematically and progressively responding to the recommendations of the ANAO report.

New procurement and contract management policies, and training modules for staff involved in procurement and contract management, have been developed and introduced. The suite of training now ranges from foundation training to quarterly procurement practitioners' forums which share learnings and reinforce best practice. Further advanced training will be introduced in 2015–16. By early 2015–16 a new Procure to Pay (P2P) system will complete the comprehensive reforms of DPS' procurement processes.

The majority of the ANAO's recommended reforms will have been implemented by December 2015.

A new DPS Risk Management Policy and Framework was also implemented in 2014–15, and work on a new fraud control plan was well advanced by the end of the financial year.

While there have been some sound achievements, there remains a significant program of work ahead to address findings in relation to records and asset management and to build on improvements in procurement and contract management.

FINANCIAL RESULTS

After two years of financial deficits, DPS received significant investment in the 2014–15 Budget, allowing it to begin to restore service levels. The total departmental operating expense was \$117.4 million for employee and supplier costs (excluding Electorate Office IT, former prime ministers' ICT expenses, AUSPIC and unfunded depreciation),

compared with \$120.8 million in 2013–14. In 2014–15, DPS recorded an operating surplus of \$10.9 million (excluding unfunded depreciation). Causes of the surplus were:

- delays in the implementation the Australian Parliament House Security Upgrade, which required long lead times to recruit suitable staff and get construction projects shovel-ready
- flow-on effects of the savings measures implemented in 2013–14 to minimise the operating deficit. These measures included halting recruitment, delaying maintenance activities and reductions in services. These activities were resumed during 2014–15. However, because of the lead times involved in this type of work, the earlier savings measures still had an impact on the 2014–15 result, and
- fewer voluntary redundancies than planned, with 11 of the 24 planned voluntary redundancies completed during 2014–15.

CUSTODIAN OF THE BUILDING

In 2014–15 industry experts were engaged to undertake a Building Condition Assessment Report (BCAR), which was completed in March 2015, along with a Strategic Asset Management Plan (SAMP).

All aspects of the building fabric and services were examined. The report recommended a 10-year asset replacement and refurbishment program to maintain the condition and functionality of the building, while the plan identified the additional funding that would be needed over the coming decade to address the issues raised in the report. The 2015–16 Budget provided an additional \$98 million in administered funding across the budget year (\$23 million) and forward estimates (\$25 million a year).

The BCAR and SAMP are now guiding the Prioritised Capital Works Plan commencing in 2015–16. Some of the key projects to commence during 2015–16 will include the upgrade of the lifts, electrical services and heating ventilation and air-conditioning systems throughout Parliament House, as well as the replacement of chillers. Fire systems upgrades and the working-at-heights project, which commenced in earlier years, will continue during 2015–16.

SECURITY AT PARLIAMENT HOUSE

Responsibility for the maintenance of security arrangements at Parliament House and the precinct is vested in the Presiding Officers. They receive specialist security advice from the Security Management Board (SMB), and day-to-day security is maintained under the direction of the SMB.

In late 2014 the Presiding Officers accepted the recommendations of a review of security arrangements at Parliament House and a multi-agency taskforce was established to advise on the delivery of these changes. The Presiding Officers also issued an Authorisation under the *Parliamentary Precincts Act* to place the control of day-to-day operational security and incident response under the Australian Federal

Police (AFP), to ensure a streamlined approach between daily business and major incident management. A Memorandum of Understanding between the AFP and DPS was established to ensure the agencies work in partnership.

DPS commenced a major program of work to improve physical security at APH. Funding for this work was provided in December 2014 and construction work began in early 2015, managed by a new Program Delivery Branch established in the Building and Asset Management Division. By Budget Day 2015 the construction of new physical security arrangements had been put in place at three entrances to the private areas of APH. Work will continue in 2015–16, with a program of security works around the Ministerial wing approved by the Parliament in March 2015.

BETTER CORPORATE SYSTEMS

As noted above, over the course of 2014–15 considerable work was done to strengthen DPS' governance framework and corporate systems, to improve efficiency, accountability and transparency and allow the department to better monitor its own performance.

Financial, recruitment, payroll and HR systems were all switched over to SAP. By the end of this three-year project, all workforce management, training, projects, procurement and asset management will have migrated to SAP.

DPS PEOPLE

DPS has undergone considerable structural change over the past two years. The benefits of this change are being incrementally realised.

In 2014–15 consolidation of the new senior executive service structure of DPS continued, with the permanent filling of a number of senior roles. Stability of the leadership team remains a challenge; the SES turnover rate continued to be high. A priority for the immediate future will be to ensure greater stability in the leadership team. The leadership cohort is dedicated to this task, and to giving clear direction to their teams for the coming years. Four senior staff from across the department departed during the year. In April 2015 Ms Carol Mills' term as Secretary of DPS ceased.

GRADUATE PROGRAMS A 'FIRST'

For the first time in 2014–15, DPS offered placements under the Parliament of Australia Graduate Program. This program offers valuable parliamentary experience and insights to graduates who have completed their graduate year in an Australian Government department or agency. In 2014–15, DPS welcomed graduates from the Department of Human Services, the Attorney-General's Department, Treasury and the Department of the Environment. Placements ranged from three to eight months.

In November 2014, DPS also welcomed two ICT graduates under a year-long program run by the University of Canberra. Parliament is a unique learning environment for early-career ICT professionals, giving the graduates an end-to-end perspective of systems and processes, and letting them see how their work assists the crucial work of the Parliament.

LOOKING AHEAD TO 2015–16

A key priority for the early part of 2015–16 was briefing and supporting the new Speaker of the House of Representatives.

On 27 August 2015, the Presiding Officers announced that they had asked the Parliamentary Service Commissioner to undertake a review of the capacity of DPS to fulfil its role to serve the Parliament of Australia efficiently and effectively. The review is to focus on the structures, systems and staffing profile of the Department, with a view to assessing whether or not the current structure is fit for purpose and recommending any changes considered necessary.

The Parliamentary Service Commissioner engaged Mr Ken Baxter, an eminent former public servant, to assist him in the matter. The Presiding Officers expect to receive the Commissioner's report in October 2015.

2015–16 will see the appointment of a new DPS Secretary. This process is being managed by the Parliamentary Service Commissioner.

Over the course of 2015–16 DPS will review the suite of services and products it used to support parliamentarians at the start of the 44th Parliament, and explore how these services and products can be improved and updated ahead of a federal election in either 2015–16 or early 2016–17.

Our focus on further improving internal DPS' governance framework, policies, guidelines and systems and record-keeping will continue. An updated and enhanced electronic records management system is being rolled out in the first half of the financial year, all record keeping policies and procedures will be reviewed, and work is being undertaken on business continuity planning.

Over the course of 2015–16 we will continue to implement actions arising from recent inquiries, the ANAO audit and the final report of the Senate Finance and Public Administration Committee which was tabled on 17 September 2015.

A new DPS Service Charter, Client Feedback Policy, quarterly survey of building occupants and Food, Beverage and Retail Strategy will be finalised in the first half of the year, to ensure that we are as responsive as possible to our key clients.

Work began in 2014 on the design principles, along with work on a five-year conservation management plan. An Expert Advisory Panel is guiding the development of both documents. Together, these documents will help the Presiding Officers and DPS take an integrated approach to the medium- and long-term management of Parliament

House, reflecting design intentions of the principal architect. Both documents are expected to be completed in 2015–16.

Prioritised capital works will be rolled out in 2015–16. Among these will be the continuation of the security upgrade program, especially the hardening of perimeter security around the ministerial wing. Other prioritised work will involve the replacement or refurbishment of ageing building systems, such as lifts, electrical systems and heating, ventilation and air-conditioning systems.

2015–2016 marks the mid-point of the Parliament of Australia’s ICT Strategic Plan and will be a year in which a number of crucial elements of that plan are delivered. Investment will be roughly double that of 2014–15. Work over the next 12 to 18 months will:

- enable parliamentarians to access the information they require in the Chamber via mobile devices, through the ParlWork project
- make Wi-Fi available in electorate offices
- strengthen ICT security, and
- deliver a new telephony system integrating desktop, voice and video across APH.

Improving ICT security will also be a priority in 2015–16, with a focus on a new ICT identity and access management system and a network segmentation project. Web and email filter replacements are scheduled, and there will be additional security awareness training delivered, and work to improve DPS’ cyber investigation capability.

Strengthening the technical capacity of the Building and Asset Management Division, with the recruitment of a chief engineer and fire engineer, will be a priority in the last quarter of 2015.

CONCLUSION

I thank the Presiding Officers for their support and guidance in 2014–15.

I wish to thank also Dr Rosemary Laing, Clerk of the Senate, Mr David Elder, Clerk of the House, and Mr Phil Bowen, Parliamentary Budget Officer, for their collegiate approach to the business of serving the Parliament and parliamentarians.

Finally, my thanks and appreciation to the SES leadership team and all DPS staff for their support during my period as Acting Secretary, and for their continuing commitment to their work to support the Parliament and to maintain Australian Parliament House and the Parliamentary Precinct.

PART 2

DEPARTMENTAL OVERVIEW

PART 2

DEPARTMENTAL OVERVIEW



ROLE AND FUNCTIONS

DPS is one of the four parliamentary departments which together comprise the Parliamentary Service. DPS operates under the *Parliamentary Service Act 1999* and the PGPA Act and reports jointly to the Presiding Officers of the Parliament.

The department is a support agency for APH, and exists to provide services to support the functioning of the Australian Parliament and individual parliamentarians. Working in collaboration with the parliamentary departments, DPS provides or facilitates the following:

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

OUTCOME AND PROGRAM STRUCTURE

The DPS outcome in 2014–15 was: “Occupants of Parliament House are supported by integrated services and facilities, Parliament functions effectively and its work and building are accessible to the public.”

In the 2014–15 Parliamentary Budget Statement DPS had two programs:

- Program 1: Parliamentary Services had the following program objectives:
 - strategically plan to maintain and upgrade Parliament House
 - provide a range of research, information and reporting services to support the work of the Parliament and engage the community
 - maintain Parliament House as a safe and accessible workplace and public building
 - provide services to building occupants and electorate offices to enable them to conduct their work
 - provide services and facilities for visitors to Parliament House.

- Program 2: Parliament House Works Program had the following program objective:
 - To plan, develop and deliver into service
 - a building works program
 - an artworks conservation and development program.
 - This program supports the operation of Parliament into the future, while at the same time preserving the design integrity of the architecture, engineering systems, art and landscape that make up Parliament House.

STRATEGIC DIRECTION STATEMENT 2014–15

As set out in the 2014–15 Parliamentary Budget Statement, the strategic direction statement was: “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.”

“Areas of priority for the department were to:

- support the work of Parliament to ensure its effective function
- strategically plan for and maintain and enhance Parliament House
- provide information and communication technologies that support the Parliament and connect with the wider community
- provide the opportunity for high quality experiences which support engagement with the Parliament by a diverse range of visitors, both physical and virtual, building occupants and the community
- ensure the Parliament’s assets are cared for and respected and its heritage value is maintained for future generations.”

SERVICES PROVIDED BY DPS

LIBRARY AND RESEARCH SERVICES

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

INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) SERVICES

DPS manages the infrastructure and delivery of ICT services to more than 5,400 registered users in Parliament House, Federal Electorate Offices and Commonwealth Parliamentary Offices. This includes service design, implementation and support in the form of a central help desk, training, the provision of software and hardware, and management of the department’s relationships with external ICT providers.

HANSARD AND AUDIO VISUAL SERVICES

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

SECURITY SERVICES

DPS, in partnership with the Australian Federal Police, plays a vital role in ensuring the safety and security of Parliament House and the diverse community of staff and visitors who occupy the building every day of the year.

BUILDING MANAGEMENT SERVICES

DPS is responsible for the maintenance of the exterior and interior of the building, and the parliamentary precincts landscape, as well as the provision of logistic services throughout the building. The department also manages utility services such as electricity and gas, heating and cooling systems, and hydraulic services including plumbing, drainage and water supply.

HERITAGE AND DESIGN INTEGRITY

Australian Parliament House is considered an important 20th century building. It is a place where major decisions are made that impact on the daily life of all Australians. DPS is charged with the management of the design integrity of Parliament House while ensuring its future as a working building. As custodian, DPS has a responsibility to manage the building for current and future generations. DPS maintains a record of all changes to the building and landscaping.

ART SERVICES

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

VISITOR SERVICES

DPS provides a range of visitor services and facilities including:

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

OTHER SERVICES TO SUPPORT PARLIAMENTARIANS, AND BUILDING OCCUPANTS

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

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

Additionally, DPS manages the licences for the members of the Press Gallery, who occupy space at Parliament House.

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 PGPA Act and a range of other legislative obligations, including human resources-related legislation. In addition, until 30 November 2014, ICT provided a range of corporate services to the Parliamentary Budget Office (PBO) on a fee-for-service basis. From 1 December 2014, those services were provided to the PBO by the Department of the Senate.

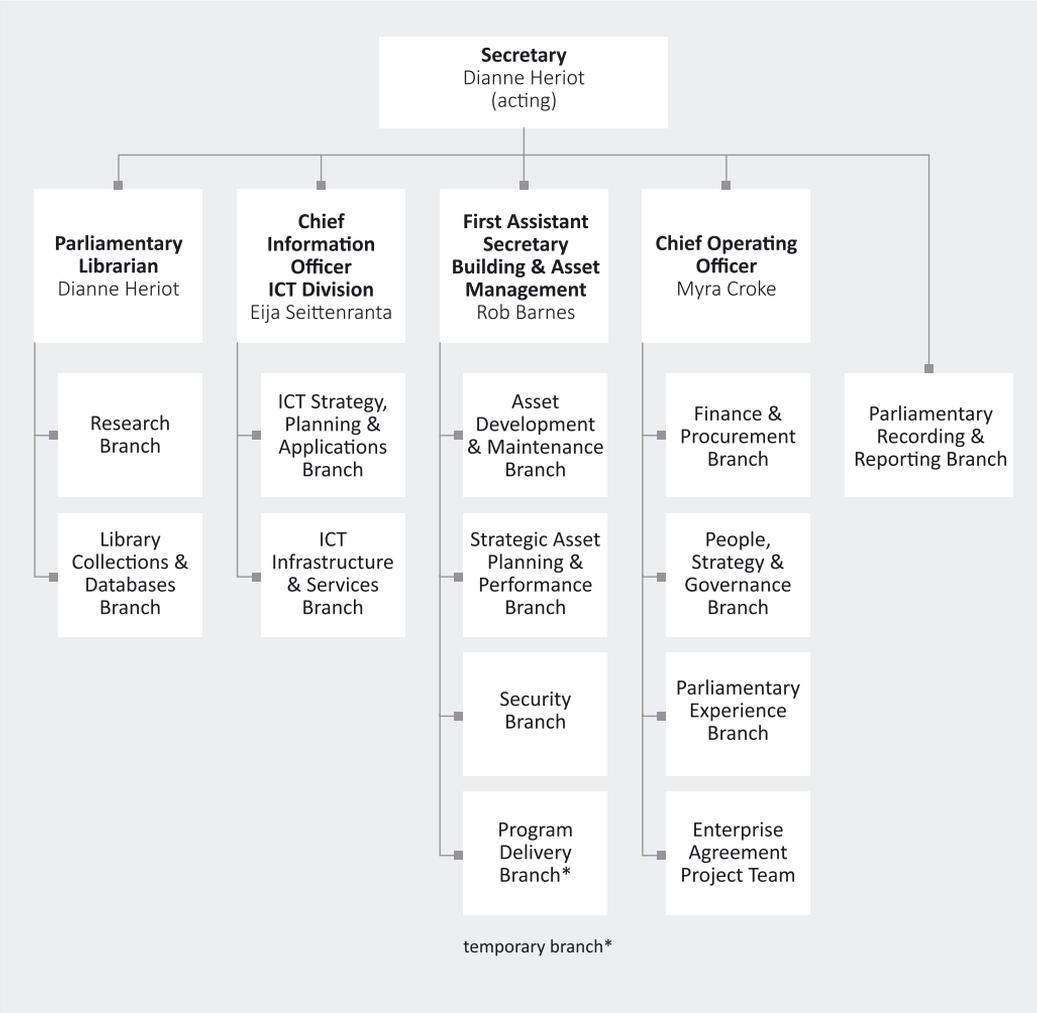
DEPARTMENTAL STRUCTURE

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

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

ORGANISATIONAL STRUCTURE

Figure 1: DPS organisational structure at 30 June 2015



DPS STRUCTURAL CHANGES

During 2014–15 there were slight changes to the department’s organisation structure. These included the formation of a temporary Program Delivery Branch as part of the Building and Asset Management Division, with a SES Band 1 Assistant Secretary appointed on a non-ongoing basis to lead the branch. Changes made also included both the transfer of Human Resources and Information Management functions to the People, Strategy and Governance Branch and the Parliamentary Experience Branch reporting to the Chief Operating Officer from April 2015. In addition to these changes, four branches changed their names to better reflect their functions, these are:

- the Strategy and Performance Branch, now the People, Strategy and Governance Branch
- the Corporate Services Branch, now the Finance and Procurement Branch
- the Information Access Branch, now the Library Collections and Databases Branch
- the Content Management Branch, now the Parliamentary Recording and Reporting Branch.

SENIOR EXECUTIVE AS AT 30 JUNE 2015

ACTING SECRETARY AND PARLIAMENTARY LIBRARIAN, DR DIANNE HERIOT

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

Dr Heriot was appointed as Acting Secretary of DPS on 16 March 2015.

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, ROB BARNES

Rob Barnes commenced with DPS on a non-ongoing basis as First Assistant Secretary Building and Asset Management in June 2015 following the transfer of Neil Skill to Australian Border Force. In this role Mr Barnes is responsible for the Asset Development and Maintenance Branch, the Strategic Asset Planning and Performance Branch, the Security Branch and the Program Delivery Branch. Mr Barnes brings to the department extensive managerial skills and a wealth of experience in project implementation in both the public and private sectors.

CHIEF OPERATING OFFICER, MYRA CROKE PSM

Myra Croke was appointed as Chief Operating Officer (COO) at DPS in December 2014. In this role she is responsible for departmental activities including human resource management, strategic planning, communications and media, governance, financial services, procurement management, compliance and audit, and performance reporting. Prior to joining DPS Ms Croke held a number of senior positions at the Department of the Prime Minister and Cabinet. Ms Croke was awarded the Public Service Medal in 2010 for outstanding public service in establishing and managing the secretariat for the National Security Committee of Cabinet.

PART 3

REPORT ON PERFORMANCE

PART 3

REPORT ON PERFORMANCE



SUMMARY OF FINANCIAL PERFORMANCE

After two years of financial deficits, DPS received significant investment in the 2014–15 Budget that enabled the department to provide improved services in 2014–15 and to continue to improve these services over the next four years. Adjustments to DPS appropriations in 2014–15 included:

DEPARTMENTAL

- \$15 million in departmental operating per annum to cover growth in contracts, employee cost growth and increased services to parliament
- \$2.6 million for voluntary redundancy funding
- \$6.8 million for additional security personnel (associated with the security upgrade budget measure)
- \$1.0 million for business continuity of existing functions impacted by the implementation of the security upgrade budget measure
- removal of funding for payments to the AFP for guarding services due to the AFP receiving a direct appropriation.

ADMINISTERED

- \$108.4 million for National Security – Australian Parliament House Security Upgrade project
- \$2.7 million for the operating costs associated with implementing the Australian Parliament House Security Upgrade Project
- \$1.7 million for the Parliament House maintenance and asset replacement – assessment and strategic review.

To utilise effectively the additional resources and improve the services provided, DPS has improved its financial and procurement policies and processes. This included the development, in the latter part of the financial year, of a new procurement framework, new Accountable Authority Instructions, an updated financial delegation manual, a new Capital Management Governance Framework, new financial reports to all executives and upgrades to the Enterprise Resource Management System.

These improvements address weaknesses identified in reviews of the department and will better position DPS to deliver sustainable services and a significant capital program over the next four years.

HOW DPS IS FUNDED

In 2014–15 DPS operating funds, including drawing rights, were \$149.7 million. This was made up of:

Operating Funds	Amount
Appropriated Revenue	\$120.5m
Own Source Revenues	\$7.8m
Total Departmental Revenue	\$128.3m
Electoral Office IT (drawing rights)	\$16.3m
Former PMs' expenses (drawing rights)	\$0.4m
AUSPIC (drawing rights)	\$0.3m
Administered operating appropriation	\$4.4m
Total Operating Budget	\$149.7m

HOW DPS SPENT THE FUNDING

Expenses	Amount
Supplier expenses	\$38.5m
Employee expenses	\$78.9m
Total Departmental expenses	\$117.4m

In 2014–15, total departmental operating expense was \$117.4 million for employee and supplier costs (excluding Electorate Office IT, Former PMs' expenses, AUSPIC and unfunded depreciation), compared with \$120.8 million in 2013–14. The net result of this was a decrease in expenditure of \$2.8 million, or 2 per cent.

In 2014–15, capital appropriations were made up of:

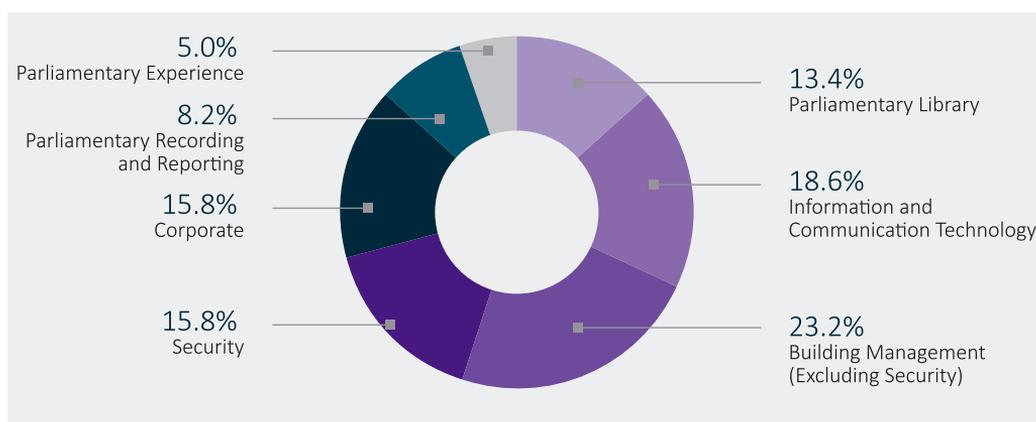
Capital Appropriations	Amount
Departmental Capital Budget	\$24.2m
Prior years Departmental Capital roll over	\$3.5m
Administered Capital Budget	\$122.2m
Prior years Administered Capital roll over	\$1.3m
Total Capital Budget	\$151.2m

In 2014–15, the Capital purchases were:

Capital Purchases	Amount
Departmental Capital Purchases	\$18.6m
Administered Capital Purchases	\$9.8m
Total Capital Purchases	\$28.4m

Total expenses for the key areas of the department’s operations are outlined in the graph following.

Figure 2: Departmental operating expenses by functional area 2014–15 (\$m)



OPERATING RESULT

In 2014–15, DPS recorded a departmental operating surplus of \$10.9 million (excluding unfunded depreciation).

Causes of the surplus were:

- flow-on effects of the savings measures implemented in 2013–14 to minimise the operating deficit. These measures included halting recruitment, delaying maintenance activities and the reduction of services. These reduced activities began to be reversed during 2014–15 after additional funding was allocated in the budget and at Additional Estimates. For example there was significant recruitment as DPS geared up for additional capital works. However, the lead time required for recruitment and other activities impacted on the 2014–15 result.
- fewer voluntary redundancies than planned with 11 of the planned 24 completed during 2014–15
- delays in the implementation the Australian Parliament House Security Upgrade Budget Measure

During 2014–15 DPS ceased payments to the AFP for their services at Parliament House. The AFP is now directly appropriated for its services to Parliament House and DPS returned \$6.7 million in supplier funding to government. This significantly reduced the total 2014–15 supplier expense when compared with the 2013–14 result.

AGENCY RESOURCE STATEMENT 2014–15

DEPARTMENT OF PARLIAMENTARY SERVICES	Actual available appropriation for 2014–15 \$'000	Payments made 2014–15 \$'000	Balance remaining 2014–15 \$'000
	(a)	(b)	(a) – (b)
Ordinary Annual Services¹			
Departmental appropriation ²	167,534	136,880	30,654
Administered annual appropriation	4,400	3,400	1,000
Total Ordinary Annual Services	A 171,934	140,280	31,654
Administered non-operating			
Administered Assets and Liabilities ³	134,019	9,764	124,255 ⁴
Total other services	B 134,019	9,764	124,255
Total net resourcing and payments for the Department of Parliamentary Services	A+B 305,953	150,044	155,909

1 *Appropriation (Parliamentary Departments) Act (No.1) 2014–15*. This includes Prior Year departmental appropriation, capital and s.74 relevant agency receipts.

2 Includes an amount of \$24.239m in 2014–15 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) 2014–15* and prior year appropriations.

4 The balance remaining includes \$104.4m for the APH Security Upgrade Project that has been approved to be moved into 2015–16 and 2016–17. The capital funding was originally all appropriated in 2014–15.

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 2014–15 \$'000	Actual Expenses 2014–15 \$'000	Variation 2014–15 \$'000
	(a)	(b)	(a) – (b)
Program 1: Parliamentary Services			
Departmental expenses			
Departmental appropriation ¹	127,339	117,378	9,961
Expenses not requiring appropriation in Budget year ²	22,840	22,549	291
Total for Program 1: Parliamentary Services	150,179	139,927	10,252
Program 2: Parliament House Works Program			
Annual Administered Appropriations	4,400	3,170	1,230
Expenses not requiring appropriation in the Budget year ²	31,100	28,802	2,298
Total for Program 2: Parliament House Works Program	35,500	31,972	3,528
Outcome 1: Totals by appropriation type			
Annual Administered Appropriations	4,400	3,170	1,230
Departmental appropriation ¹	127,339	117,378	9,961
Expenses not requiring appropriation in the Budget year ²	53,940	51,351	2,589
Total expenses for Outcome 1	185,679	171,899	13,780
Average staffing level (number): 2014–15	725	739.2	-14.2

1 Departmental appropriation combines 'Ordinary annual services (*Appropriation (Parliamentary Departments) Bill (No. 1) 2014–15*)' and 'Revenue from independent sources (s74)'.¹

2 Expenses not requiring appropriation in the Budget year comprise Depreciation Expense, Amortisation Expense and Audit fees.

ICT DIVISION

The ICT Division includes the ICT Strategy, Planning and Applications Branch and the ICT Infrastructure and Services Branch.

DIVISIONAL HIGHLIGHTS

- Parliamentarians' offices received replacement ICT equipment, selected from a wider range under a new model that allows parliamentarians to customise their ICT equipment to meet their individual requirements.
- Commdocs, senators and members Newspaper Clippings and Breaking News were able to be accessed for the first time on mobile devices, allowing parliamentarians and staff with DPS-provided mobile devices or devices enrolled under DPS' bring-your-own-device scheme to access content previously only available via office computers.
- ParlTV enhancements delivered in September 2014 now allow occupants of Parliament House to access the electronic program guide and radio via the in-house TV service.
- New intranet sites were developed for the parliamentary departments, as well as Senate Connect, a new portal for senators which allows them to access their Questions on Notice, and House Connect, a new portal for members which allows them to access information about outgoing delegations.
- Enhancements to the APH website now provide live streams and on demand historical footage of Parliament, improved search functionality and Web Content Accessibility Guidelines 2.0 (WCAG2.0) compliance to deliver parliamentarians and the public access to parliamentary proceedings anywhere, anytime on any capable smartphone, tablet or computer.
- DPS is committed to improving accessibility for Parliament House occupants and visitors requiring hearing assistance. Upgraded assisted listening device coverage now includes the Great Hall, Federation Chamber and the majority of committee rooms.
- Work was completed to install a new broadcasting master control system and video character generator to allow DPS to continue to capture, control and distribute parliamentary proceedings to the media, building occupants and provide audio-visual services to senators and members.

INFORMATION AND COMMUNICATION TECHNOLOGY

ICT is an essential business enabler for parliamentarians, their staff and the staff of the parliamentary departments, underpinning the execution of every aspect of the work of Parliament. Last financial year responsibility for the provision of ICT for the Parliament of Australia was consolidated under DPS following the recommendations of the Roche review. This review highlighted the need for a reduction in the fragmentation of responsibility in the delivery of ICT services to the Parliament. It concluded that a more consolidated ICT division would have the expertise, customer focus and scale to deliver more effective and efficient services to parliament and parliamentarians. The key internal business drivers for ICT in the parliamentary context as outlined in the Roche review are:

- the specific business requirements of the chambers to enable Parliament to function effectively
- the requirements of the parliamentary committees
- facilities and support to enable individual parliamentarians to carry out their duties, and
- corporate and administrative support required by parliamentarians and by the four parliamentary departments.

DPS now manages the infrastructure and delivery of ICT services to more than 5,400 registered users in Parliament House, Federal Electorate Offices and Commonwealth Parliamentary Offices. 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.

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. The peak body overseeing and guiding strategic elements of ICT service delivery is the Parliamentary ICT Advisory Board (PICTAB). PICTAB's membership comprises members of each house of parliament, representatives from each parliamentary department and the Parliamentary Service Commissioner.

One of the key enablers of service improvement is ICT innovation. An ICT project making a notable contribution to the innovative ICT service improvements is the ParlWork project. Purposely built for parliamentarians, the ParlWork application will provide a consolidated electronic view of the parliament business information. This will enable parliamentarians to access information in the live chamber relating to the current item under discussion and all associated information (e.g. Bills). This system will be progressively delivered with the initial release planned for early 2016.

REPLACEMENT OF END-OF-LIFE EQUIPMENT

DPS replaced end-of-life ICT equipment in senators' and members' Electorate Offices in October 2014 and in senators' and members' Parliament House Suites in December 2014.

Details of the replacement activity for parliamentarians' offices are shown in table 1 below:

Table 1: Replacement activity for parliamentarians' offices

	Parliament House Offices	Electorate Offices
Desktops	296	729
Monitors	294	1,070
Mono Printers	36	314
Colour Printers	3	39
Multi-function Printers	43	0
Laptops	151	111
Total	823	2,263

DPS also replaced end-of-life ICT equipment for the Department of the Senate, the Department of the House of Representatives and DPS from November 2014 to June 2015.

The number of devices upgraded for the parliamentary departments¹ is shown in table 2 below:

Table 2: Number of devices upgraded for parliamentary departments

	Department of the Senate	Department of the House of Representatives	Department of Parliamentary Services
Monitors	276	207	346
PCs	16	48	452
Laptops	7	29	19
Printers & Multi-function devices	16	18	0

MOBILE DEVICES

DPS' customers expect ICT to be available anytime, anywhere. DPS continues to meet this expectation with 889 mobile devices (586 smartphones and 303 ipads) and 1,011 devices enrolled under DPS' successful bring-your-own-device scheme.

¹ Note: ICT replacement activity did not include the PBO. PBO ICT equipment was not due for replacement at the time.

AVAILABILITY OF CORE ICT SYSTEMS

Stability of the core ICT systems improved in 2014–15 with email, Hansard, ParlInfo (searchable repository of all parliamentary data) and the chamber support systems each being available 100 per cent of the time.

Table 3: ICT critical system availability during scheduled service hours

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

ICT SECURITY

The integrity and security of the PCN underpins the Parliament’s ability to work with confidence.

DPS is committed to ensuring a secure ICT environment and in 2014–15:

- procured an identity access management solution through open tender for implementation in 2015–16 to enhance DPS’ capability to manage user identities and their access to ICT resources and deliver user self-service capabilities
- procured a new web, email and endpoint protection solution through open tender (also to be implemented in 2015–16)
- continued to provide security accreditation when commissioning new systems and security risk assessments for new software
- continued to implement Australian Signals Directorate (ASD) recommendations to harden the PCN and DPS client devices against cyber intrusions, including the capability to ensure only authorised software operates on the PCN.

DPS faced a new challenge in 2014–15, with 63.1 million emails transmitted across the PCN compared to 26.5 million emails in 2013–14. The increase can be attributed to both increased use of email generally and to the large volume of emails received from targeted political campaigns.

DPS will work with parliamentarians’ offices to identify suitable ways to allow them to manage political mass email campaigns more effectively.

A further 102 million emails were blocked in 2014–15 either because they were classified as spam or because they contained malicious content. This compared to 50 million emails blocked in 2013–14.

ICT SUPPORT SERVICES

Parliamentarians, their staff and the staff of the parliamentary departments require timely and dependable access to information delivered primarily through parliamentary ICT systems supported through the '2020 Support Desk'. DPS is pleased to note that efforts to improve dependability, customer satisfaction and timeliness have resulted in real service improvements for our clients.

Table 4: Client satisfaction and performance with DPS 2020 Support Desk and ICT support staff during 2014–15

Satisfaction 2020 Support Desk	
Unsolicited emails received	155
Positive	148
Negative	7
Overall positive feedback	95.00%
Performance	
Incidents resolved within timeliness targets	96.10%
Calls answered within 30 seconds	93.50%

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), 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 number of incidents is noticeably lower compared to previous years, while the proportion of service requests and information requests is higher. This is a positive trend indicating there are less ICT related work interrupting faults or bugs for DPS clients.

Table 5: Calls to 2020 Support Desk

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

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

'Thank you. You are the BEST IT team!

A special thank you to Ben who was incredibly patient and helpful.'

'I phoned this morning with a fairly complex issue (for me anyway!) and Greg was a wonderful help – he went away a number of times and dedicated a good deal of time and effort to ensure the information was correct and ultimately was able to get the issue resolved for me and my colleagues.

His assistance and manner in dealing with me was really appreciated.'

'Thanks so much Penny.

You guys are ALWAYS so helpful and patient. I really appreciate everything you do for all of all of us.

2020 rocks!'

ASSISTED LISTENING DEVICES THROUGHOUT PARLIAMENT HOUSE

At DPS, we are committed to improving disability access and providing services that assist all visitors and occupants in the building. Following from the installation of new upgraded assisted listening devices in the Great Hall, Marble Foyer and the Great Verandah the previous financial year, DPS completed the installation of assisted listening devices in all committee rooms with the exception of the main committee room, which was completed in July 2015.

The assisted listening system now provides full coverage of major public areas, including the public galleries; and has greatly improved the Parliament House experience for people with impaired hearing. The system provides a means of directly transmitting audio of proceedings to a hearing aid or other suitable receivers worn by the listener, eliminating background noise. The assisted listening system delivers exceptional audio quality for both voice and music transmission.

In 2015–16 we expect to install the upgraded system into the party rooms, the Cabinet Room, the executive press conference room and the Chambers.

VIRTUAL VISITORS TO PARLIAMENT HOUSE

With more than 3.979 million visitors during the year, the APH website remains a primary tool for the community to obtain information about and engage with Parliament. The APH website is currently ranked 16th² of all Australian Government websites in terms of visitation. Visitors to the site are able to access a large volume of

2 <http://www.alexa.com/topsites/category/Regional/Oceania/Australia/Government> (9/9/2015)

information about Parliament, including parliamentary business, Hansard transcripts, educational material, senators' and members' pages and parliamentary and Library publications. On demand streaming of parliamentary proceedings and historical footage can be accessed anywhere, anytime on any capable smartphone, tablet or computer, through DPS' innovative broadcast service ParView.

DPS analytics reveal a significant trend in how public access information on the APH website, with a 52 per cent growth in traffic from smartphones and a 21 per cent growth in traffic from tablets in 2014–15, compared to 2013–14.

ICT PROJECTS

A range of new capabilities were delivered in support of the Parliament in 2014–15.

In September 2014 enhancements to existing systems improved client access to information. A new electronic program guide and digital radio service were delivered on DPS' digital in-house TV system. The change was completed before Australian analogue TV signals ceased on 8 October 2014.

Changes were also introduced to allow parliamentarians to access the existing Commdocs, senators and members Newspaper Clippings and Breaking News services on their mobile devices.

Enhancements to the APH website were delivered, improving search functionality and compliance to the Web Content Accessibility Guidelines 2.0 (WCAG2.0)³, to improve accessibility for people with disabilities.

Clients can now access parliamentary proceedings and historical footage of parliament via DPS ParView service anywhere, anytime on any capable smartphone, tablet or computer.

From November 2014, as part of Australian Signals Directorate recommended measures to improve the security of the PCN, DPS rolled out security enhancements designed to mitigate targeted cyber intrusions.

On behalf of the Department of Senate, DPS created a new senators' portal to provide a single site that delivers access to resources and services for senators, including committee memberships and a database which will provide each senator's office with its questions on notice.

Additionally, work has commenced to deliver a new members' portal and new intranet site on behalf of the Department of the House of Representatives.

New intranet sites have been developed and were delivered in May 2015 on behalf of the Parliamentary Budget Office and the Department of the Senate. The sites support improved communication and easy access to online resources within each agency.

³ APH website meets the WCAG2.0 AA standard with the exception of captioning and historical PDFs

Some key projects have raised challenges for DPS and we anticipate delivery in 2015–16:

- ParlWork project: the ParlWork project will deliver an application that will provide parliamentarians with the information they require in the chamber electronically on their mobile devices. DPS is working to resolve issues extracting the required information from legacy systems. Information will include motions, orders of the day, bills and bill-related material. This application will be delivered in 2016.
- Video Conferencing project: a pilot of video conferencing facilities will be implemented in committee room 1R3 and 2S1. DPS is working with building heritage and moral rights specialists to select a suitable solution that meets the design intent of the building. DPS will work with suitable configurations to meet the needs of parliamentarians and the parliamentary departments.

What our clients said

‘I thank the IT service people; DPS; 2020; the International and Parliamentary Relations Office; the gardening, landscape, maintenance and art services; visitor services staff; our parliamentary house guides; the switchboard operators; and Hansard.’

The Hon Bronwyn Bishop MP, The House of Representatives, *Parliamentary Representation*, Thursday 4 December 2014, p.14242

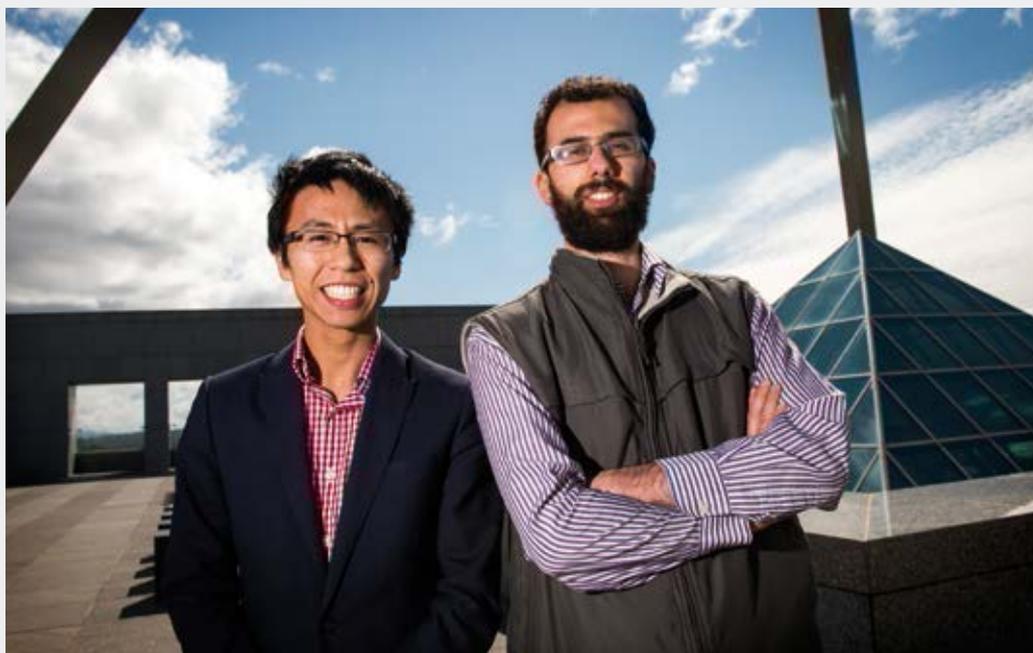
DPS WELCOMES ICT GRADUATES

In a first this year, DPS welcomed two ICT graduates under a program run by the University of Canberra. The graduate program is part of a Department of Finance Whole of Government initiative. The DPS ICT graduate program began in November 2014 and runs for 12 months.

Parliament is a unique environment for ICT graduates, because DPS ICT services and infrastructure are delivered under 'one roof'. This gives graduates an end-to-end perspective of systems and processes and allows them to see their work come to fruition while also providing them with the opportunity to contribute to the operation of Parliament.

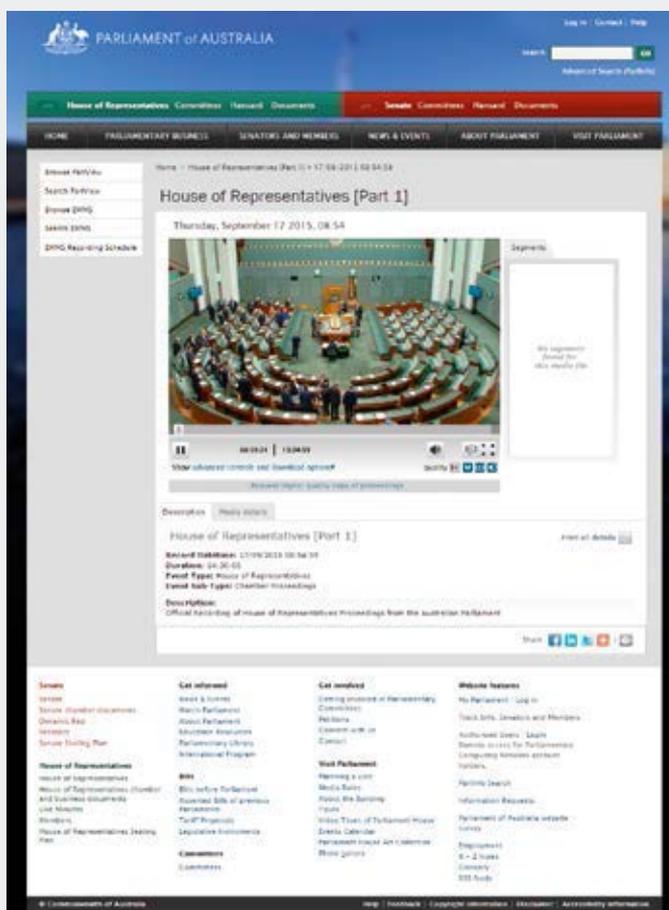
Adele, who has a Bachelor of Information Technology, and Khoa, who has a Bachelor of Science, both relocated to Canberra to be a part of the graduate program.

Both graduates have enjoyed their time in the program and remarked that colleagues and clients alike have been friendly and helpful. The two are looking forward to continuing to work for the department.



DPS new ICT graduates, Khoa (left) and Adele (right)

PARLIAMENT NOW LIVE AND ACCESSIBLE ON MOBILE DEVICES



Footage of the House of Representatives on the parlview.aph.gov.au website

Parliamentary proceedings and historical footage of parliament can now be accessed on demand via DPS ParView, anywhere, anytime on any capable smartphone, tablet or computer.

Mobile devices have proven to be an efficient and effective platform to deliver information. The improved search function queues video to match the search terms. This helps clients find the right results faster.

Enhancements to the APH website have also been introduced to deliver access to parliamentary proceedings on any platform on a range of devices (e.g. PC, laptop, tablet or smart phone) to parliamentarians and the public alike, making Parliament more accessible than ever.

BUILDING AND ASSET MANAGEMENT DIVISION

The Building and Asset Management Division comprises the Asset Development and Maintenance Branch, the Strategic Asset Planning and Performance Branch, the Security Branch and the Program Delivery Branch, and provides maintenance, heritage, security and program delivery services which benefit parliamentarians and their staff, Parliament House employees and visitors.

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 including plant, fixtures, fittings and operating equipment all of which are maintained by the division. These assets include 44 lifts, 1,900 temperature zones, approximately 750,000 square metres of plaster board and more than 40,000 lights. To these are added bespoke furniture and furnishings.

DIVISIONAL HIGHLIGHTS

- Commencement of a significant capital works program related to the physical security of Australian Parliament House in early 2015 with completion of the hardening of several entry points.
- Working with the Australian Federal Police (AFP) to provide an increased and enhanced guarding presence in and around the building, and implementation of more stringent building access provisions.
- Completion of the Building Condition Assessment Report (BCAR) which examined all aspects of the building fabric and services.
- Completion of the Strategic Asset Management Plan (SAMP) to guide future maintenance and capital work identified by the BCAR.
- Substantial design and early works for major infrastructure and building fabric upgrades.

MAINTAINING PARLIAMENT HOUSE

Essential maintenance, conservation and enhancement of the parliamentary precinct will ensure that Australian Parliament House remains operational and functional for its planned 200-year life.

The experience and knowledge of DPS staff has been built over the life of the building, with several employees still maintaining plant and equipment they installed during the building's construction, more than 27 years ago. Skilled craftsmen, such as joiners maintain bespoke elements, including parquetry flooring, suite furniture and

visitor seating and amenities. Retention and transfer of these skills is important. The department is reviewing the structure of trade groups within the Asset Development and Maintenance Branch, to ensure that training and apprenticeship programs can be supported into the future.

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. Maintenance teams include:

- Landscape Services – which maintains the 23 hectares of landscape, including 10 hectares of turf. This team also maintains indoor plants in the circulation areas of the building and external sporting facilities such as tennis courts, the netball/basketball court and the Senate oval
- Building Fabric Services – which maintains the internal and external surfaces within the building, such as 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 and 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’s environmental and thermal conditions
- the Logistics section – which is responsible for receiving and delivering goods around Parliament House and also manages the waste management contracts for Parliament House.

Table 6: Building maintenance work in 2014–15

Building maintenance work in 2014–15
12,712 square metres of painting
90 items of status A (commissioned) and B (global) furniture refurbished
All external glazing cleaned
25,457 square metres of parquetry floor repolished
31 bathrooms or ensuites re-tiled

BUILDING CONDITION ASSESSMENT REPORT

In 2014–15, DPS engaged industry experts to undertake a Building Condition Assessment Report (BCAR). This report examined all aspects of the building fabric and services to determine their current condition and ascertained the amount and type of maintenance and capital works required to maintain or bring the condition of the building back to an acceptable standard. While the BCAR has found that overall, the building fabric and services are in good condition, significant work is required over the next 10 years to ensure that the building maintains this condition. The report identified areas where plant and equipment was at the end of its life and requires replacing, as well as areas where increased maintenance is required due to the age of the building. The report also considered work required to address issues which have arisen due to changes to disability access, the building code and Work Health and Safety legislation since the building was constructed.

The BCAR was completed in March 2015. The main findings were that additional investment was required to support ageing plant and equipment as well as providing increased workplace safety and enhanced access for people with a disability. The report recommended a 10-year asset replacement and refurbishment program.

In conjunction with the BCAR, the consultants also developed a Strategic Asset Management Plan (SMAP), which determined the funding required to undertake the works identified in the BCAR. This found that approximately \$329 million in additional funding would be required over the next 10 years to address the issues identified in the BCAR. In the 25 June 2015 Presiding Officers' report to the Parliament the Presiding Officers stated 'We have considered the report and agree with its major findings. The essence of those findings is that the Parliament requires a ten-year program of replacement and refurbishment with the estimated current day value of the program being some \$329 million. Annualised, this equates to 3.8 per cent of the capital replacement cost of the building per year, which is slightly higher than an average commercial premise. This higher cost can be accounted for due to the unique characteristics and very high quality of workmanship required for Parliament House. To put this in context, the original cost of building Parliament House is estimated to be \$1 billion with the current estimated value of the building at \$2.1 billion.'

A request for additional funding was approved in the 2015–16 Budget and DPS received an additional \$98 million in administered funding across the Budget year (\$23 million) and the forward estimates (\$25 million a year).

DPS has developed a comprehensive capital works plan that will be rolled out from 2015–16.

The findings of the BCAR will continue to inform strategic direction and operational planning to ensure DPS is guided by comprehensive building assessments in planning maintenance works. Ensuring the health and safety of building occupants, and that design principles are considered, must be integral to all DPS' work practices and the plans and reports described above will help ensure significant improvements in our approach to maintenance in the future.

MAINTENANCE WORK

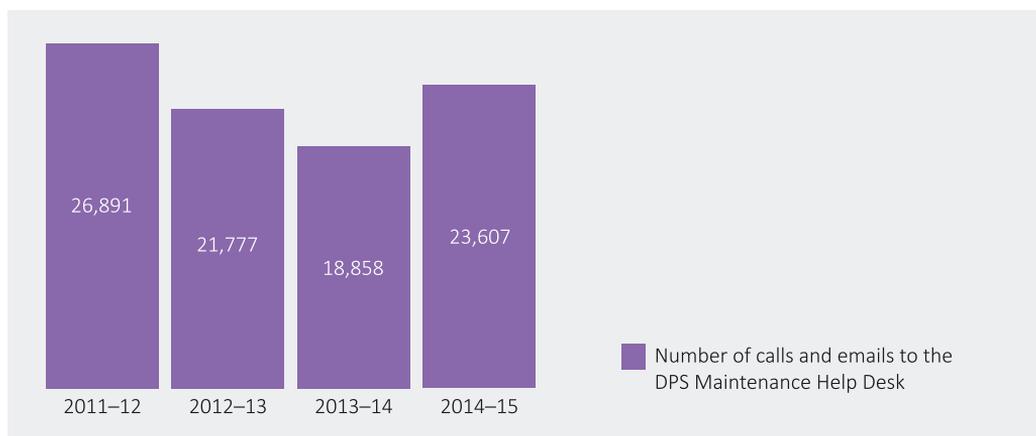
The work performed by DPS maintenance teams is scheduled to minimise inconvenience to building occupants. This includes, where safe and practical, scheduling overnight or early-morning activities and carrying out the majority of the work during non-sitting periods. In addition to the works highlighted above, in 2014–15 DPS also:

- resealed the House of Representatives chamber skylight
- completed a range of minor projects such as room fitouts
- replaced a number of glass panels which had cracked or delaminated.

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

The volume of requests to the Maintenance Help Desk shows an upward trend during 2014–15 (shown in Figure 3).

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



DELIVERY OF BUILDING UPGRADES AND PROJECTS

DPS continued to deliver capital building projects to improve the performance of the building, including a fire detection and alarm system upgrade and a height safety project. DPS has upgraded its scaffolding equipment and staff from the Maintenance Services Section have been trained in the safe use of the equipment.

The introduction of pay parking in the Parliament House public carpark in December 2014 required the installation of equipment including pay stations, boom gates and ticket machines.

In 2014–15 DPS assisted with the refurbishment of Westpac’s Parliament House branch, and the relocation of FcM Travel within Parliament House.

Major projects which commenced this year and will be completed in 2015–16 include the Emergency Warning and Intercommunication System Replacement, a Passive Fire System audit and rectification, and the Intermediate Distribution Frame (IDF) Telephony Rooms Modification which will address overheating of IDF rooms.

LANDSCAPING MAINTENANCE WORK

DPS maintains 23 hectares of landscape in the Parliamentary Precinct. This 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 2014–15, DPS planted more than 7,000 annuals in the formal gardens for the summer and winter displays, replaced four trees and replanted a Buxus hedge at the House of Representatives Rose Garden. DPS also installed drainage improvements and undertook minor regeneration works.

What our clients said

'I too want to thank the Clerk and the Clerk's office, all of the Senate staff, the Hansard staff, the Comcar drivers and, in particular, the gardeners. I really enjoy the gardens in this building. As you walk around during the year, being out there is something that brings joy to our lives. I want to thank them particularly.'

Senator the Hon Christine Milne, Senate, *Statements*, Thursday 4 December 2014, p.10377

ASSESSING THE CONDITION OF AUSTRALIAN PARLIAMENT HOUSE

The department conducts several activities to ensure regular and timely reporting on the asset custodianship measures.

The Building Condition Index (BCI) was designed for use at Parliament House in 1993. At that time, the Engineering Systems Condition Index (ESCI) and the Design Integrity Index (DII) were part of the BCI. In 2000, the building fabric, engineering and design integrity components were separated through the creation of the ESCI and the DII. This has allowed the department to distinguish building maintenance activities from the condition of the engineering systems and the design integrity.

The Design Integrity Index measures the current condition of the design integrity of Parliament House and the Parliamentary Precinct, expressed as a percentage of the original built form. The DII is prepared on an annual basis. Design forms part of the heritage values of Parliament House and the Parliamentary Precinct.

The Landscape Condition Index (LCI) was designed and structured to allow Landscape Services to measure the condition of the parliamentary landscape. The LCI provides for the landscape to be assessed in October every year and the results tabulated into a percentage rating. This percentage rating can then be tracked from year to year and trends, areas or individual elements can be evaluated.

The 2014–15 results for the asset custodianship indices are in the table below. While the BCI remained stable, there was slight improvement in the other three indices.

Table 7: Parliament House Works Program—Key Performance Indicators 2014–15

Asset custodianship	2012–13	2013–14	2014–15 Target in PBS	2014–15 Result
Building condition index	88.3%	88.5%	89–92%	88.5%
Landscape condition index	87.0%	81.0%	90%	82.0%
Engineering systems condition index	86.8%	88.6%	90%	88.7%
Design integrity index	89.8%	89.4%	90%	89.98%

REPORTING METHODOLOGY

Reporting on the asset custodianship indices requires inspections throughout the precinct to assess the condition of a particular area. In many cases, the department engages external experts to assist with this process.

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 2014–15, over 750 inspections were conducted throughout the eight zones of the building. For each area 34 building elements (carpet, furniture, painted surfaces, leather, lights, etc.) were assessed and ratings are given based on their actual condition. These scores were then compiled in order to obtain the total BCI score.

The overall score for 2014–15 remained the same as 2013–14. During the year there was a reduction in the carpeting and painting programs due to earlier decisions to reduce activity to tackle the departmental deficit. While additional resources were subsequently made available, the lead-time for works meant that the volume of activity in some areas in 2014–15 was still affected by earlier savings measures. However the suite re-tiling program increased, with 31 bathrooms or ensuites re-tiled.

Table 8: Building Condition Index by area (target 89–92%)

Zone	BCI Score 2012–13	BCI Score 2013–14	BCI Score 2014–15
Public areas	88.0%	88.5%	88.5%
Chambers	91.9%	91.7%	91.7%
Ministerial	89.0%	88.9%	88.8%
Senate	88.7%	88.7%	88.8%
House of Representatives	88.9%	89.1%	89.1%
Back of house	87.2%	87.6%	87.7%
Plant rooms	87.9%	88.0%	88.0%
External	86.7%	87.5%	87.4%
Total	88.3%	88.5%	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 9.

The overall 2014–15 LCI increased by 1 per cent from the 2013–14 score. This is due to all ponds being reinstated in the courtyards as well as some replacement of shrubs in the courtyards.

Table 9: Landscape Condition Index by area (target 90%)

Zone	LCI Score 2012–13	LCI Score 2013–14	LCI Score 2014–15
Native peripheral gardens	75.0%	68.0%	68.0%
Senate courtyards	91.0%	88.0%	91.0%
House of Representatives courtyards	91.0%	94.0%	94.0%
Ministerial courtyards	96.0%	86.0%	93.0%
Eastern Formal Gardens	96.0%	82.0%	79.0%
Western Formal Gardens	91.0%	81.0%	78.0%
Ramps	81.0%	75.0%	88.0%
Front of building	75.0%	71.0%	68.0%
Total	87.0%	81.0%	82.0%

In 2014–15 there was a decrease in the scores for the Eastern Formal Gardens (including the House of Representatives bank and entrance), the Western Formal Gardens (including the Senate bank and entrance) and the front of the building. The Eastern Formal Gardens had a decrease of 3 per cent from 2013–14 because the trees

at the House of Representatives entrance have declined in appearance and general tree health and the calcium staining on the formal gardens viewing platform has increased. The Western Formal Gardens, which includes the sports oval and the Senate bank and entrance, had a three per cent decrease.

Conversely, the growth of some courtyard trees has exceeded expectations, due to their protected microclimate and the irrigation and fertilisation of surrounding turf.

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 required operating condition (target 90 per cent). The ESCI rating process for 2014–15 was supported with data from the comprehensive BCAR. The overall result increased slightly compared to 2013–14. The improvement in this index was mainly due to the upgrading and replacement of fire safety and monitoring equipment.

Table 10: Engineering Systems Condition Index

	2012–13	2013–14	2014–15
Engineering Systems Condition Index (target: 90%)	86.80%	88.60%	88.70%

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 Precinct, expressed as a percentage of the original built form. In particular, it measures the extent to which change within the Parliament and the precinct impacts upon the original design.

For the purpose of measuring the DII, Parliament House and the precinct are divided into different zones. In each zone, the components of language, symbolism, design order, change and the overall impression are inspected and scored using a weighted set of criteria given a score from one to five against an agreed set of criteria. The outcomes for each component are added together to obtain a zone score. The zone scores are combined to obtain a building score. This score is then expressed as a percentage of the total possible score.

Each year a team of three assessors is assembled to undertake a building-wide assessment of all areas of the building and landscape. Due to the size of this task some spaces including parliamentarians’ suites, basement plant rooms, administrative office areas and the courtyards are not inspected in their entirety. Sample areas are chosen at random each year and inspected as a representative sample of these larger areas.

In 2014–15, the design integrity score increased by 0.56 percentage points from the previous year to 89.98 per cent. This reflects implementation of some like-for-like building fabric replacements, improvements in the presentation of four of the special suites inspected, and improved design integrity in the spaces managed by the chamber

departments. Building-wide issues that continue to negatively affect the DII rating include the increasing use of non-standard furniture, wear and tear on the building (especially caused by the bump-in and bump-out of functions in the ceremonial spaces) and the blocked skylight in the Great Hall. DPS management is currently looking at how these issues can be addressed.

Table 11: Design Integrity Index by area

Zone	DII Score 2012–13	DII Score 2013–14	DII Score 2014–15
Public and ceremonial areas	89.8%	89.6%	90.3%
House of Representatives wing	92.0%	91.3%	92.0%
Senate wing	93.4%	90.7%	91.8%
Ministerial wing	94.2%	91.1%	90.9%
Committee rooms and library	91.2%	91.7%	92.5%
Facilities areas and tenancies	84.3%	83.3%	85.7%
Circulation and basement areas	83.7%	85.7%	85.7%
Exterior: landscape and roadways	88.9%	89.05%	89.0%
Total score	89.8%	89.4%	89.98%

What our clients said

‘A number of routine maintenance matters have also been addressed. I am sure honourable members will agree that the chamber looks very sound and fresh. In closing, I would like to thank the staff of the office of the Serjeant-at-Arms and of the Department of Parliamentary Services for all their efforts in progressing this enhancement project. I am sure they will contribute to the continuing successful operation of this Federation Chamber. Many other parliaments around the world have now adopted the principle behind the Federation Chamber, which has now been successful for 20 years.’

The Hon BC Scott MP, Deputy Speaker, The House of Representatives, *Statements*, Monday 24 November 2014, p.12923

FLORIADE TOURS



A magnificent display of English Daisy (*Bellis perennis*) in the Formal Gardens of Parliament House.

Tours during the spring Floriade Festival were conducted again in 2014. The tours allowed visitors to explore 12 of the 17 private internal courtyards of Parliament House. Visitors saw wonderful spring flowering trees and shrubs such as the Mt Fuji weeping cherries, azaleas and flowering crab apples.

One-hour tours were conducted by DPS Visitor Services staff, and four two-hour tours were conducted by the Head Gardener and senior horticulturists from DPS Landscape Services. The tours were popular and sold out quickly.

ENVIRONMENTAL MANAGEMENT

Sustainability and 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 2014–15, energy consumed at Parliament House was 139,169 GJ, representing an increase of 1.5 per cent from the previous financial year. Electricity consumption increased by 3.3 per cent, natural gas consumption decreased by 1.5 per cent, diesel fuel energy (non-transport) increased by 5 per cent, and energy for DPS vehicles (gardening, maintenance services and logistics) decreased by 22 per cent compared with 2013–14. Energy used in 2014–15 was comparatively higher than 2013–14 due to the 2013 federal election, when building occupancy rates and associated energy use is typically lower.

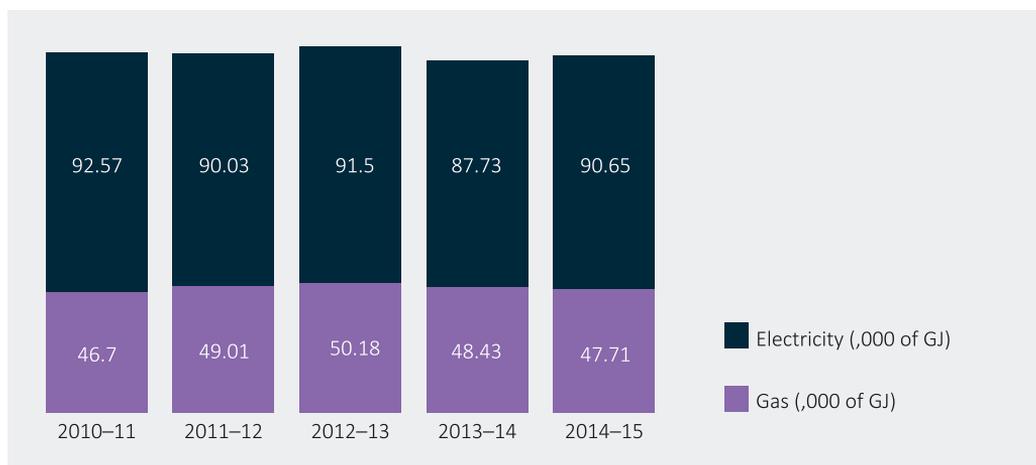
Table 12: Energy consumed at Parliament House and by DPS transport

Indicator	Energy consumption (GJ)		
	2012–13	2013–14	2014–15
Parliament House building ¹	142,226	136,450	138,669
Transport—passenger vehicles	644	261	199
Other transport ²	424	383	301
Total energy consumption	143,294	137,094	139,169

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

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

Figure 4: Annual electricity and gas consumption from 2010–11 to 2014–15



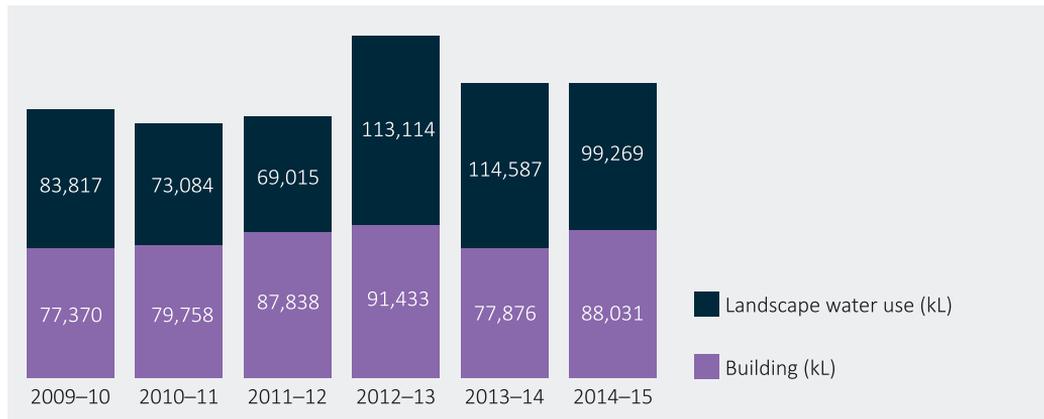
Alternative water supply for landscape irrigation

Landscape water consumption decreased from 114,587kL in 2013–14 to 99,269kL in 2014–15, representing a decrease of 13 per cent.

To minimise the amount of high quality potable (drinking) water used for irrigation, in 2014–15, DPS completed a feasibility study into abstracting water from Lake Burley Griffin for use in the landscape. The study confirmed that using lake water is a viable alternative to potable water and would provide a reliable, cost effective and long-term water source for Parliament House into the future.

An application for a Water Access Entitlement was successfully lodged with the ACT Government, which allows DPS to extract 115,000kL of water annually from the lake, and further work on the detailed design and documentation of an infrastructure solution will be completed in 2015–16.

Figure 5: Water usage since 2009–10



Bogong moths

Each year at Parliament House, large numbers of Bogong moths appear during their seasonal migration. Being attracted to the lights, they inhabit many parts of the building and necessitate a significant clean-up operation.

Various strategies are used to deter the moths from accessing the building, such as reducing the illumination of external lights including the main flag pole light, sealing gaps around the building, and reminding occupants to turn off lights, close blinds and keep external doors closed. Moths can enter the building through minute openings and it can be very difficult to keep them out.

A new initiative trialled in 2014–15 was the installation of 425 ultraviolet (UV) filters on the in-ground up-lights of Parliament House. The UV filters, made of clear polycarbonate, are thought to reduce the attractiveness of the lights to moths without affecting the building’s illumination.

The results of the trial appear promising, with significantly lower numbers of moths observed in the building compared to previous years, and only a minimal clean-up operation required. However, further testing of the filters will be necessary to discount other external factors such as prevailing weather patterns, which can influence moth numbers at Parliament House.

HERITAGE AND DESIGN INTEGRITY

In 2014 DPS commenced work on a five-year conservation management plan and a design principles document that sets out the key design philosophies of the principal architect, Mr Romaldo Giurgola AO to guide the continuing evolution of the building. An Expert Advisory Panel, chaired by the DPS Secretary, was established to 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 AM; Ms Oi Choong; Mr Keith Cottier AM; and Major-General Steve Gower AO (Mil Ret).

The plan will help deliver an integrated approach to the medium and long-term management and application of the design principles in Parliament House. It will set out the heritage and design integrity values for the building and its furnishings and establish supporting policies, strategies and monitoring and reporting regimes to ensure the building is managed appropriately to both sustain these design integrity values and to provide a functional environment which meets the evolving needs of a working Parliament.

Professor Richard Johnson AO MBE, the specialist consultant appointed in April 2014 as the primary author of the design principles document, has completed a second draft. The document, to be finalised in parallel with the plan, will become a permanent reference source for future work relating to the building, its contents and surrounds.

Both initiatives have been the subject of consultation with members of the original design team.

HERITAGE ASSESSMENTS

In 2014–15 DPS undertook a range of heritage assessments, including: heritage impact assessments on the works at Parliament House; heritage significance assessments on objects that may be subject to disposal; and other advice about potential impacts on heritage values arising from *ad hoc* requests.

COMMUNITY ENGAGEMENT

Staff from the DPS heritage team conducted in-depth specialist heritage tours of Parliament House as part of the Canberra and Region Heritage Festival. The 'Valuing Heritage' tours enabled the department to engage with visitors with a special interest in the tangible and intangible heritage of Parliament House. The tours were well subscribed and visitor feedback was positive.

SECURITY

A safe and secure environment is necessary to support the important work of Parliament.

In September 2014, the Prime Minister announced that the National Terrorism Public Alert Level had been raised from medium to high. This change, in conjunction with ongoing discussion with Australia's law enforcement and intelligence community, resulted in changes to the security posture and governance in the Parliamentary Precinct, with the Presiding Officers giving the AFP responsibility for operational security within Parliament House.

In December 2014, DPS entered into a Memorandum of Understanding with the AFP to ensure cooperation in the provision of security operations at Parliament House.

The Parliamentary Security Service (PSS) is DPS Security's physical security guard force. PSS officers provide expert security services for the building and are often the first point of welcome for visitors to Parliament House.

The PSS and the AFP employ a range of measures including identity verification, access control and screening at entrances to Parliament House, static guarding and mobile patrolling throughout the parliamentary precinct, and robust procedures regarding the management of staff and visitors. DPS also operates an extensive range of security systems across the parliamentary precinct, and plays a key coordination role in supporting major events and managing emergency procedures and exercises.

The changing security environment has also resulted in a major enhancement of internal and perimeter physical security at Parliament House. This work began in 2014–15 and will continue until 2018, with a one-year rectification period.

Further to these works, a range of additional controls have also been employed including:

- improved screening and detection systems
- additional armed personnel patrolling the precinct, and
- greater security awareness communications and exercises.

SECURITY POLICY AND GOVERNANCE

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

After the raising of the National Terrorism Public Alert Level, DPS was tasked, in consultation with stakeholders, with updating the framework, to ensure the policies and procedures were commensurate with the current security environment. DPS is

responsible for applying security risk management to the development and delivery of all security services and activities to minimise potential impacts on the Parliament.

BUILDING SECURITY PROJECTS

In October 2014, a multi-agency taskforce was established in response to the raising of the National Terrorism Public Alert Level from medium to high.

Part of the work of the taskforce was to recommend a series of improvements and enhancements to the security arrangements at Parliament House. The Presiding Officers assigned primary responsibility for improving the physical security at Parliament House to DPS. Funding for this work was provided in late 2014.

The security hardening project involves work inside the building as well as on the perimeter of the building.

To manage the security upgrade works the Program Delivery Branch was established in the Building and Asset Management Division in late 2014 and will remain in place while the works are being delivered. It consists of a mix of experienced senior staff seconded from other Commonwealth agencies.

The program of capital works was begun in 2014–15, with the suite of security-related works scheduled for completion in 2018, with a one-year rectification period.

In 2014–15 security upgrade works were completed on the first set of access points between the public and private areas of Australian Parliament House. Entrances off the Marble Foyer were opened by Budget night to accommodate the high volume of visitors to the House, with final works completed in June. Significant progress was made on works on perimeter security enhancements at the ministerial entrance. The proposal for a fence, gatehouse facility and additional vehicle bollards were approved by both Houses of Parliament on 26 March 2015. The works were also referred to the Finance and Public Administration Legislation Committee for inquiry. The committee reported in June 2015, noting that DPS would provide updates to the committee in relation to the works and indicating that the committee would maintain a watching brief on the works as part of its ongoing inquiry into DPS.

SECURITY REVIEWS

An independent review of the Parliament House Pass Policy was completed in 2014 with a number of recommendations provided for consideration by the SMB. The review by Directors Australia was completed in February 2014 and formed the basis of pass policy discussions at the SMB during 2014–15. Work is continuing in line with the anticipated delivery of a new Parliament House access control system, which is expected to provide additional access management capability and efficiencies.

Reviews of various policies and procedures to inform the Security Framework took into account the underlying threat environment and security risks to the Parliament, Parliament House and its occupants and were 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 in the precinct.

What our clients said

‘I want to personally thank the parliamentary security staff for their professional handling of the situation, and also take this opportunity to thank staff of both the Department of Parliamentary Services and the Department of House of Representatives for their diligent and conscientious work.’

The Hon Bronwyn Bishop MP, The House of Representatives, *Statements*, Thursday 28 August 2014, p.8973

SECURITY TRAINING

In 2014–15 approximately 160 DPS Security personnel undertook 8,055 hours of training and development. Training is developed in accordance with Australian regulations for security, workplace health and safety and legal liability, which require 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 Induction and Competency Maintenance Training, which includes:

- senators and members recognition
- advanced defensive tactics
- first aid
- powers and authorisations
- patrols and searches.

For PSS officers working in the Parliamentary Security Operations Room, where CCTV systems are managed and viewed, privileges training is incorporated into Induction and Competency Maintenance Training. Other officers do not currently receive this training but additional training is expected to become part of a suite of online training to ensure annual awareness strategies.

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. Eleven staff were enrolled in this qualification during 2014–15.

SECURITY FOR FUNCTIONS AND EVENTS

In 2014–15, DPS Security supported 37 official visits, including by the:

- Prime Minister of Japan
- Prime Minister of the United Kingdom
- President of the People's Republic of China
- Prime Minister of India
- President of France
- Prime Minister of Papua New Guinea
- King and Queen of Norway
- Prime Minister of the Socialist Republic of Vietnam, and
- Governor-General of New Zealand.

Significant planning and resourcing, including the development of risk management plans and rostering of additional security officers and concierge services is required to ensure a balance is struck between the day-to-day operations of the Parliament, and the requirements of major events. All events were held without incident or undue impact on the day-to-day operations of the Parliament in 2014–15.

PSS ROLE IN MEDICAL ASSISTANCE

DPS operates a Nurses Centre to provide First Aid services for all building occupants during sitting weeks. DPS' security service, PSS, provides a first aid service at all other times. PSS Officers are all certified in first aid and refresh their qualifications annually. The Nurses Centre also offers an annual influenza vaccination program for building occupants. In 2014–15, there were 793 vaccinations administered, a 21.4 per cent increase on the previous year.

CHIEF OPERATING OFFICER DIVISION

The Chief Operating Officer Division comprises the Finance and Procurement Branch, the People, Strategy and Governance Branch, the Parliamentary Experience Branch and the Enterprise Agreement Project Team. The division provides advice and services to DPS on governance, strategy, finance, procurement, human resources and records management. This ensures that DPS complies with its responsibilities under the *Parliamentary Service Act 1999*, the *Public Governance, Performance and Accountability Act 2013* and a range of other legislative obligations, including human resources-related legislation. It also provides visitor programs, licences and art services.

DIVISIONAL HIGHLIGHTS

- 2014–15 saw significant improvements in DPS' financial and procurement policies and processes, including the release of a new Procurement Manual to assist DPS officials to meet Commonwealth requirements in relation to procurement and contract management.
- New finance, payroll and HR systems were rolled out, including an e-recruitment system and standard SAP software. The department is undertaking a Corporate Systems Support project which has seen the implementation of a new Human Resources Management Information System in February 2015 that incorporates both the DPS payroll system and a new e-recruitment system.
- Our on-time payment rate for small business is now 95.6 per cent, above the Government's 90 per cent requirement, and up from 86.5 per cent last year.
- The DPS Risk Management Framework was reviewed and reissued.
- In 2014–15, DPS participated in the Parliamentary Graduate Program and ICT Graduate Program for the first time.
- DPS also maintained SafetyMAP certification of the department's Work Health & Safety Management System (WHSMS) to JAS-ANZ standards for the sixth year in a row. DPS is the only Commonwealth department with this level of certification for its entire WHSMS against the SafetyMAP audit tool.
- The programs for Floriade and Enlighten were expanded to include new offerings, such as the 'Spring Glory Courtyard Tour', 'Spring Tea', and 'Sunset on the Roof'. These events proved very popular and many sold out well in advance, with more than 900 people attending.
- Initiatives to mark the Centenary of Anzac included the exhibition 'First Landing to Last Post: contemporary perspectives on 100 years of service', a range of public programs and tours, and increased cooperation with the Australian War Memorial.
- Initiatives to commemorate the 800th anniversary of Magna Carta included a reception in the Great Hall hosted by the Presiding Officers; the launch of a limited edition \$5 silver rectangular collector's coin created by the Royal Australian Mint; a special edition of the ABC program Q&A; a range of merchandise, and a Magna Carta family tour.
- A number of significant acquisitions to the Parliament House Art Collection were made, including an artwork by Mavis Ngallametta which was unveiled during Reconciliation Week 2015.
- Communities@Work commenced as the new provider at the Capital Hill Early Childhood Centre in January 2015. The new service has been very well received.

CHIEF FINANCE OFFICER

During 2014–15 recruitment in the Finance and Procurement Team replaced contracted staff with new, ongoing staff. Significant work was undertaken to review DPS' financial and procurement documents. New delegations were issued, Accountable Authority Instructions were revised and a new Procurement Manual was released. Improvements were also made to internal budget planning and reporting.

More detailed information on the work of the Finance and Procurement Team is at Part 5.

PEOPLE, STRATEGY AND GOVERNANCE

In the second half of 2014–15 the DPS SES leadership team met to develop an action plan in response to the range of reviews, including the ANAO report into management of assets and contracts, and the results of the 2014 DPS/APS employee census. Subsequent meetings of the SES and their senior staff worked to develop the *2015–19 Corporate Plan*, and review DPS Enterprise Risks and how they are managed.

In April 2015 DPS commenced development of branch business plans, to bring together branch priorities, risks, business continuity, workforce planning, and budget into annual consolidated planning and activity documents. Branch business plans were developed for 2015–16 through a series of branch workshops and meetings, and are aligned to the *2015–19 Corporate Plan*. They were finalised in early 2015–16.

DPS also continued to develop its reporting against KPIs and provided regular monthly reporting to the DPS Executive Committee from December 2014. DPS will make further enhancements to its performance reporting framework in 2015–16 to continue to improve transparency of the department's operations.

Review of the DPS Fraud Control Policy, Fraud Risks and Fraud Risk Control Plan began in late 2014–15. All were finalised in early 2015–16. In addition to this review an assessment of the DPS Enterprise Risks against the new Corporate Plan commenced and was finalised in early 2015–16.

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

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

GOVERNANCE AND REPORTING TO PARLIAMENT

During the latter part of 2014–15, DPS focused on implementing a robust governance framework. Promoting good governance through robust practices and evidence-based decision-making has framed the development of new procedures and guidelines.

FINANCIAL DELEGATIONS AND GUIDANCE INSTRUCTIONS

Fresh financial delegations were issued in December 2014, and minor updates were made in April 2015. The Accountable Authority Instructions were issued in December 2014 and updated for minor changes in April 2015.

FINANCE, CONTRACTS AND PROCUREMENT

The department has completely overhauled its procurement processes, with the adoption of new procurement and contract management policies, including a centralised procurement policy and the establishment of an advisory team. These new procurement and contract management policies and guides include risk and performance measures and monitoring to ensure compliance with the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), PGPA Rules and Commonwealth Procurement Rules (CPRs).

A suite of new templates supporting the policies and guidelines was developed. The department will regularly review the procurement and contract management policies, guidelines and templates to ensure these accurately reflect legislative requirements, and provide workable guidance to the department in its day-to-day functioning.

Procurement and contract management foundation training has been delivered to staff with contract and procurement responsibilities. This training aims to develop a consistent skills base across the organisation, through detailed training about policy changes and the responsibilities of staff performing these functions. More complex training for senior practitioners is under development, and will be delivered quarterly.

A quarterly Contract and Procurement Practitioners' forum was established and met in May. Led by the CFO, this forum will discuss ongoing learnings with all staff responsible for contracts and procurement, share learnings from recent experience and reinforce good practice and the use of the policies and guidelines.

CORPORATE SYSTEMS PROGRAM

The department has systematically implemented a Corporate Systems Program, with new finance, payroll and HR systems—including an e-recruitment system—implemented in 2014–15. Further work on the program will continue in 2015–16.

CORPORATE PLANNING

As 2014–15 drew to a close DPS was finalising the *2015–19 Corporate Plan*, and the Business Plans 2015–16 for each branch. 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 *2015–19 Corporate Plan*, and branch plans for 2015–16. The *2015–19 Corporate Plan* is based on the commitments the department has made in the Portfolio Budget Statements for 2015–16, including Key Performance Indicators, measures and targets. It is compliant with the requirements of the PGPA Act, and will be reviewed annually. Branch business plans will be reviewed bi-annually as part of our mid-cycle review, to report progress against operational measures and review risks.

AUDIT, RISK, BUSINESS CONTINUITY AND FRAUD CONTROL

During 2014–15, the department updated the enterprise risk framework, ensuring compliance with the PGPA Act. The DPS Risk Management Policy and Risk Management Toolkit were approved on 30 June 2015 and released to staff in early July. The department's Audit Committee Charter was updated in February 2015, to ensure continued strong oversight by our Audit Committee, the membership of which was revised to ensure compliance with the PGPA Act. Work commenced on reviewing the Fraud Control Plan. This was completed in July 2015.

LEADERSHIP

DPS has implemented new forums for regular planning and discussion across the senior executive, with weekly operational planning meetings and strategic discussions for all SES officers on issues as they arise.

DPS participated in the 2014 APS/DPS Employee Census, becoming the first parliamentary department to do so. In May and June 2015, DPS participated in the 2015 APS/DPS Employee Census. The census provides a valuable opportunity for staff to express their views and gives impartial information to DPS managers. The response to the 2014 census included more regular SES leadership meetings to focus on the key and emerging issues for the department.

PARLIAMENTARY EXPERIENCE

VISITOR SERVICES

Visitor services staff of DPS, through the tour program, engage visitors with the work, stories and collections of Parliament House. During 2014–15 DPS developed and offered visitors nine new tours. These included a new free ‘Welcome’ tour and eight paid tours that explored the collections, unique spaces and stories of Parliament House. The ‘Exploring Magna Carta’ family role play tour and ‘Magna Carta to modern day: the path to Australian Democracy’ tour were specifically developed to celebrate the 800th anniversary of Magna Carta. Other new tours included ‘Parliament at War’ and ‘Discover Parliament House’.

DPS continued to strengthen its partnerships with other organisations including the Museum of Australian Democracy, the National Capital Authority and the National Archives of Australia to stage a variety of events while also showcasing staff expertise and the richness of the collections. More than 900 people were attracted to five events developed in collaboration with the Canberra Theatre. This included panel discussions with the creative teams behind Black Diggers, The Magic Flute, Bell Shakespeare Company and The Magic Hour.

In 2014–15, DPS developed new behind-the-scenes tours and participated in Canberra’s three major festivals: Floriade, the Canberra and Region Heritage Festival and Enlighten. DPS also offered free ‘Welcome’ tours and three paid tours to visitors each day. The paid tours and festival events were conducted on a cost recovery basis and achieved an average participation rate of between 75 and 90 per cent.

Highlights of the 2014–15 visitor programs included the following:

Floriade courtyard and garden tours

DPS expanded its 2014 Floriade festival program, offering more tours and new events. Visitor Services Officer (VSO) led ‘Spring Glory’ tours of the private courtyards at Parliament House attracted 573 visitors. The ‘Head Gardener’ two-hour tours were led by DPS Landscape Services Officers who shared their extensive knowledge of the gardens and horticulture, concluding with a delicious morning or afternoon tea. For the first time, two ‘Spring Tea’ events were held under the trees in one of the courtyards. Feedback from the 116 people who enjoyed an afternoon tea buffet was overwhelmingly positive, ensuring that the events were offered again in 2015.

What our visitors said:

‘Enjoyed immensely. Our guide was excellent. The building is absolutely beautiful and the courtyard gardens were exquisite.’ ‘Spring Glory’ tour participant, September 2014.

Enlighten

Enlighten 2015 heralded the beginning of the 800th anniversary of Magna Carta celebrations at Parliament House. Two new illuminations were presented on the façade of the building during the festival. Aboriginal artist Mavis Ngallametta’s work *Bushfire at Ngak-Pungarichan*, 2013 and a Magna Carta 800th anniversary image were appropriate additions to the existing popular giant images.

DPS offered an expanded program of tours and new events during Enlighten. Most of the behind-the-scenes tours were sold out, with ‘Unconformity’, ‘Beneath the House’ and the ‘White Glove’ art tours attracting 351 people. The ‘Beneath the House’ tour, led by VSOs, took visitors to behind-the-scenes areas, culminating in a special viewing of the unconformity rock formation in the basement. Renowned geologist Wolf Meyer led the two hour ‘Unconformity’ tour that examined the stone and rock featured in and below the building. Led by the Director of Content, Art Collection and Exhibitions, the new ‘White Glove’ art tour offered visitors a rare opportunity to visit the art store to examine some special objects.

The ‘Dining in the House’ event in the Members’ and Guests’ Dining Room was again fully booked with 100 diners enjoying a special menu designed by InterContinental Hotels Group’s (IHG) executive chef. The hottest festival ticket was held by the 200 people who attended the ‘Sunset on the Roof’ event. For two hours they sipped drinks and nibbled from mezze platters, with the best view in Canberra. DPS recorded a significant increase in visitation to Parliament House during the Festival, from 1,916 visitors in 2014 to 2,663 visitors in 2015. Families particularly enjoyed the season of free Robin Hood films and the Magna Carta family tour.

What our visitors said:

‘The tour was thoroughly enjoyed by the four people I was with. The tour guide was most interesting and informative. Would thoroughly recommend it.’ ‘Beneath the House’ tour participant, February 2015

HERITAGE TOURS

The 2015 Canberra and Region Heritage Festival theme focussed on commemorating the centenary of Anzac and World War One. The popular tours from 2014, 'Feel the Heritage' and 'Valuing Heritage', were again offered in April 2015 and attracted 252 people. The 'Valuing Heritage' tours, led by DPS Heritage staff, offered a special opportunity to visit the Speaker's and President's suites.

What our visitors said:

'Best tour I have ever been on in all of the Capital Buildings I have visited world-wide.' 'Feel the Heritage' tour participant, April 2015

COMMUNITY EVENTS

Approximately 380 children from six choirs, plus their families, came to Parliament House to perform during the Christmas season.

On 8 December 2014 there was a special performance by the Kadavu Choir from Kadavu Island which is off the main island of Fiji.

During 2014–15 Parliament House also hosted school and community performance groups from remote and regional areas including:

- the Divine Divas from Sunbury
- Bendigo Youth Choir
- Alstonville Public School Senior Band, and
- Moorambilla Voices from remote western NSW.

CEREMONIAL EVENTS

Parliament House hosted three Guest of Government visits during November 2014:

- the Rt Hon David Cameron, Prime Minister of the United Kingdom;
- His Excellency Mr Xi Jinping, President of the People's Republic of China; and
- Mr Narendra Modi, Prime Minister of India.

The ceremonial welcomes on the forecourt attracted hundreds of people, especially from the Indian community, which turned out in force to welcome Prime Minister Modi.

VISITOR NUMBERS

During 2014–15, the number of visitors recorded through the main entry was 759,483, a significant increase on the 677,932 recorded in 2013–14. There was an increase of more than 9,200 school students in 2014–15 compared to the previous year.

Table 13: Visitor Numbers 2014–15

	2012–13	2013–14	2014–15
Number of visitors	898,927	677,932	759,483
Number of tour participants			
General public tours	62,595	66,696	55,893
School tours ¹	126,128	123,507	132,781
Other tours	6,508	7,622	7,384
Total participants in tours	195,231	197,825	196,058
Number of virtual visitors (visitors to APH website)	2,428,000	3,500,000	3,979,949

¹ includes students, teachers and accompanying adults on the tour.

PROMOTION

DPS advertised its events, programs and visitor experiences in Canberra through:

- flyer distribution to tourism and community venues across Canberra
- advertising in local press
- email direct marketing to a visitor mailing list including building occupants, and
- radio and print editorial.

Parliament House also participated in VisitCanberra's 101 Humans social media campaign, targeting local community advocates.

THE PARLIAMENT SHOP

The Parliament Shop has continued to develop and offer new product lines that either reflect the exhibition program or feature the Parliament House collections or regional and nationally recognised artists and artisans. A new range of Parliament House products has been created featuring the 1297 Magna Carta, including a lens cloth and hand-printed tea towel.

Revenue from The Parliament Shop increased, from \$841,486 in 2013–14 to \$1,029,859 in 2014–15 (GST inclusive), due to the new, quality product lines as well as higher visitor numbers. The average spend per transaction was \$19.77.

CATERING

DPS, through its contracted caterers, delivers a wide range of catering services to meet the needs of Parliament House occupants, guests and visitors. Catering staff start cooking at 6.30am and catered functions can finish well after midnight. On Budget Day 2015, the coffee machines were turned on at 6.30am in Aussies Cafe and General Store, with two teams of three baristas working consecutive eight hour shifts, to meet demand. Another 140 catering staff were needed on Budget Day to meet food and beverage needs at events ranging from the Budget lock-up to formal functions in the Great Hall.

In 2014–15, emphasis has been placed on improving the quality and diversity of the food and beverage service at Parliament House. Feedback on inconsistent portion sizes has been addressed, with new serving processes in place. In response to feedback, the brand and mix of roasted coffee beans has been changed in all of the Parliament House caterer’s venues. DPS has also worked with the parliamentary caterer to refresh menus. The Queen’s Terrace Café has introduced a rolling quarterly change to its menu, while a new 2015 winter menu was introduced in the Staff Dining Room. These changes represent a concerted effort to improve choice, quality and consistency of product.

Demand for food and beverage services at Parliament House increased in 2014–15. The total number of covers¹ served increased by 16.25 per cent on the 2013–14 figure, in part due to 2013–14 being an election year. Table 14 shows a breakdown of the covers by location.

Table 14: Total number of meals/beverages served at Parliament House in 2014–15

Area	Covers ¹ 2013–14	Covers ¹ 2014–15	% increase on 2013–14
Functions	61,768	67,787	9.74%
Room service	132	174	31.82%
House services (catering service—morning and afternoon teas, light meals and hot and cold beverages)	17,462	22,028	26.15%
Members’ Club	1,047	1,327	26.74%
Members’ and Guests’ Dining Room	5,818	7,677	31.95%
Staff Dining Room	199,868	206,932	3.53%
Queen’s Terrace Café	63,457	90,691	42.92%
Schools hospitality	104,505	109,494	4.77%
Coffee cart	29,106	55,581	90.96%
Total	483,163	561,691	16.25%

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.

Many community, business and government organisations choose Parliament House as a prestige venue for their events. In 2014–15, the scope of events ranged from university graduation ceremonies to state dinners with G20 attendees. In 2014–15, Parliament House hosted 800 functions. Large scale events in 2014–15 included the dinner for the Chinese President, His Excellency Mr Xi Jinping, and the Press Gallery’s Mid-Winter Ball.

MAIN PRODUCTION KITCHEN

In September 2014, the Main Production Kitchen project received its certificate of practical completion. The Main Production Kitchen serves as the primary point

of food preparation for the parliamentary caterer. The upgrade delivered the following benefits:

- compliance with current Food Safety Standards and ACT Health requirements
- a reduction in maintenance and cleaning costs
- improved contractor safety and health outcomes, and
- the implementation of a computerised quality system, which monitors food quality from preparation through to serving, using cook/chill technology.

In June 2015, the Great Hall Kitchen had cook/chill banqueting equipment installed to complement the cook/chill system in the Main Production Kitchen. This will enable the banquets prepared in the Main Production Kitchen to be reheated from a chilled state in the kitchen immediately adjacent to the Great Hall. This will reduce the time taken to deliver the meals from reheat to table, improving the quality of the meals served in the Great Hall. Commissioning and testing of the equipment is expected to be completed in August 2015.

HEALTH AND RECREATION CENTRE

DPS manages the Health and Recreation Centre (HRC) at Parliament House. The HRC provides a variety of equipment, offers exercise classes and develops tailored individual fitness programs. In 2014–15, the HRC expanded the number of weekly classes to 20, delivering a mix of ‘Circuit’, ‘Boot Camp’, ‘Weight Circuit’, ‘Definition’, ‘Stretch’, ‘Boxing’, ‘Spin’, ‘Abdominal’, ‘Back’, ‘Core’ and ‘Yoga’ classes.

During the 2014–15 summer parliamentary recess, DPS undertook a major refurbishment of the HRC pool. The pool was fully drained, repairs were made to cracked tiling and the pool’s expansion joints were replaced. New waterproof lighting was installed.

As at 30 June 2015, the HRC had 560 members. Eighty-nine of the HRC members were senators or members. In addition, there were 2,055 casual visits to the HRC during 2014–15. In November 2014, DPS introduced a 10 visit pass to the HRC, which gives greater flexibility to non-Canberra-based pass holders and casual visitors.

OTHER SERVICES

In December 2014, DPS and the Westpac bank agreed to a new five-year licence for the Westpac branch at Parliament House. In April 2015, Westpac undertook a complete refurbishment of the Parliament House branch office and installed a current generation automatic teller machine and video conferencing equipment. This will allow Westpac to deliver a greater range of financial services to parliamentarians and pass holders.

In January 2015, Communities@Work commenced as the new childcare provider at Parliament House. A smooth transition from the previous childcare provider, Anglicare, took place with no interruption of services.

Beginning in January 2015, DPS has been renegotiating licences with the Press Gallery. Rates have been updated to reflect the 2014–15 Canberra commercial leasing market and the 2014–15 Parliament House operating costs.

ART COLLECTION & EXHIBITIONS

DPS is the custodian of a remarkable collection of Australian art, comprising more than 6,000 contemporary and historical artworks valued in excess of \$80 million.

The collection was created specifically for Parliament House, as an essential element of the building's architectural fabric. 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. 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
- Architectural Commissions — consisting of artworks commissioned as an integrated part of the architectural design of the building
- Historic Memorials Collection — consisting of portraits of officeholders and paintings of significant parliamentary events since 1911. It is the longest continuous commissioning program in Australia
- Official Gifts Collection — consisting of gifts presented to the Parliament since 1901
- Constitutional Documents — a group of significant archival documents
- Archival Collection — a range of historic and archival materials about Parliament, the art collection and the construction of Parliament House.

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. A small team of specialist DPS staff manages these assets—cataloguing, researching, digitising, conserving, preparing and presenting works of art to the highest possible museum standards

LOANS

During 2014–2015, a number of artworks were lent to exhibitions across Australia, including a retrospective of the work of Vicki Varvaressos, at Maitland Gallery. A newly acquired still life by Margaret Olley was lent to the Tweed Regional Gallery and Margaret Olley Centre, and a Patsy Hely tea set was lent to the Canberra Museum and Art Gallery for an exhibition of Canberra ceramics. The two large Federal Capital Site paintings continued their journey around Australia as part of the National Gallery of Australia's major travelling exhibition, *Capital and Country*. Several significant works from the Parliament House Art Collection continue to be on long-term loan to a number of institutions, including the National Portrait Gallery of Australia, the National

Archives of Australia and the Museum of Australian Democracy, at Old Parliament House. At the request of the Presiding Officers, DPS began negotiations to facilitate the return of eight official prime ministerial portraits from the Museum of Australian Democracy for display within Parliament House.

EXHIBITIONS

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

Another bunch of flowers: works from the Parliament House Art Collection

This exhibition featured a selection of artworks exploring the ways artists have been inspired by and celebrated Australia's wonderful flora. It included works by some of Australia's most significant and best-loved artists, including Grace Cossington Smith, Margaret Preston, Charles Blackman, John Perceval, Margaret Olley and Tim Maguire.

Namatjira to Now: Five Generations of Watercolours from the Central Desert

Presented in conjunction with the Ngurratjuta Iltja Ntjarra Many Hands Art Centre and Big hART, this exhibition presented spectacular landscapes of the Hermannsburg watercolour movement by Albert Namatjira, his descendants and members of the Hermannsburg community.

First Landing to Last Post: contemporary perspectives on 100 years of service

Featuring works from the Parliament House Art Collection, the Australian War Memorial and selected loans from artists, this exhibition included contemporary artworks depicting the work of Australian Defence Force personnel in conflict and peacekeeping operations over the past 100 years. This exhibition was a major contribution to Parliament's commemoration of the Centenary of ANZAC.

ACQUISITIONS

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

- the Rotational Collection continues to represent diverse aspects of contemporary Australian life and culture and showcases the very best in Australian art and craft
- the Historic Memorials Collection continues its 104-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 2014–15, a total of 28 works of art were acquired: 23 were added to the Rotational Collection and five to the Gifts Collection. Works added to the Rotational Collection included major Indigenous works by Mavis Ngallametta and Helen S. Tiernan,

and works by a number of artists previously unrepresented in the collection, including John Kelly, Baden Pailthorpe, Erica Seccombe, Sophia Szilyagi and Nick Howson. Eighteen works were by Aboriginal and Torres Strait Islander artists.

A number of significant gifts were also accepted into the collection during the year. These included archival materials from Ms Kay Lawrence AM, which related to the creation of the Red Gorge tapestry, originally commissioned for the Prime Minister’s Dining Room. Other gifts included a limited edition print by Robert Juniper from former Senator Dr Alan Eggleston and an Esme Timbery shell work *Sydney Harbour Bridge* gifted by Mr Patrick Corrigan AM. Two official parliamentary gifts were accessioned into the Gifts Collection— a Steuben glass bowl from former US President George W. Bush, presented during a 2003 visit, and a crystal plaque received from current US President Barack Obama, during a visit in 2011.

There were no additions to the Historic Memorials Collection during 2014–15; however the portrait commissions for former Speakers Mr Peter Slipper and Ms Anna Burke MP are progressing and will be delivered in 2015–16 for approval by the Historic Memorials Committee. Discussions are continuing with the offices of former Prime Ministers, the Hon Kevin Rudd and the Hon Julia Gillard, regarding the final selection of an artist to undertake their respective portrait commissions.

A number of conservation projects were conducted during 2014–15, including major restoration work to the frame for the Historic Memorials portrait of The Hon Albert John Gould VD, the second President of the Senate. Following the completion of this work, this portrait was installed in the Senate Wing.

A number of minor preventative treatments were also undertaken during the year, including re-stretching of a number of Indigenous canvases and some minor repairs to damaged works.

During 2014–15 DPS also commenced planning for a three-year project to digitise the entire collection, implement radio frequency identification tracking for artworks, and undertake a comprehensive condition assessment and 100 per cent stocktake. As a result of this major project, DPS will create an online catalogue for the collection to enhance public accessibility.

Table 15: Artwork activity 2014–15

	2012–13	2013–14	2014–15
Extent to which the art collection is developed (number of new artworks acquired)	53	59	28
Cost of acquisitions (art collection development)	\$284,715	\$237,590	\$127,548
Number of artworks receiving preservation	8	10	14
Cost of preservation	\$44,602	\$19,277	\$14,903

MAGNA CARTA

In June 2015, Parliament House was host to a range of activities to celebrate the 800th anniversary of Magna Carta.

On 15 June in the Great Hall, the Presiding Officers hosted a reception to celebrate the anniversary. The Prime Minister launched a limited edition \$5 silver rectangular collector's coin inspired by the Parliament's 1297 Magna Carta and created by the Royal Australian Mint. More than 250 guests attended the reception in the Great Hall, including 29 students from Boggabri Public School. Entertainment was provided by the Royal Military College Woodwind Quintet.

On 19 June Her Excellency Mrs Menna Rawlings CMG, British High Commissioner, presented a lecture on the Magna Carta as part of the Australian Senate Occasional Lecture Series in the Main Committee Room. This was followed on 24 June by the Prime Minister, the Hon Tony Abbott MP, presenting the British High Commission Magna Carta Lecture in the Great Hall. Quality Magna Carta memorabilia was created for the Parliament Shop.



Staff from Building Fabric Services and Art Collection and Exhibitions installing the 1297 Magna Carta in the Great Hall as part of the 800th anniversary celebration event

TRIPADVISOR REVIEWERS GIVE PARLIAMENT HOUSE THEIR SEAL OF APPROVAL



Australian Parliament House's TripAdvisor Certificate of Excellence

Australian Parliament House has been honoured with a Certificate of Excellence by the TripAdvisor website in 2015. TripAdvisor is the world's largest travel site. Collectively, TripAdvisor branded sites reach 315 million unique monthly visitors.

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

Reviewers often comment on the professional and friendly service provided by Visitor Services Officers, the impressive building design, and the unique opportunity to see Parliament in session.

"One of the great world houses of democracy."

"What struck us immediately was how accessible the various areas were and how welcome we were made to feel."

"Loved the architecture, tours and displays."

VISITORS EMBRACE NEW EVENTS AT PARLIAMENT HOUSE



Children enjoying the Enlighten Festival at Parliament House. Artwork by Electric Canvas

In 2014–15, DPS gave visitors new and unique opportunities to engage with the building through expanded programs for the Floriade and Enlighten festivals. In 2015 Parliament House offered five new events for the Enlighten Festival. The Beneath the House tour and the White Glove art tour almost sold out and the Exploring Magna Carta role-play tour and Robin Hood Film Festival were popular with families.

To supplement annual tours of the courtyards, DPS collaborated with catering partner IHG to host spring tea in the gardens over two Saturdays during Floriade. Visitors enjoyed a delicious range of sweet and savoury treats in the picturesque setting of the Parliament House gardens. Feedback from attendees was overwhelmingly positive, and both the weather and resident magpies were well behaved!

“A wonderful afternoon, lovely food, excellent staff looking after us, great atmosphere.”

“Gorgeous setting, great food—what a treat! Great, friendly staff, wonderful weather.”

“A lovely way to see one of the gardens not open to [the] public.”

DPS continued its support of the annual Enlighten Festival in 2015. Sunset on the Roof was attended by 200 guests, who enjoyed spectacular views of Canberra as they mingled beneath the building’s iconic flag mast.

PARLIAMENTARY RECORDING AND REPORTING

The work of parliament and parliamentarians relies 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.

External audiences such as government bodies, the media, academics, interest groups, businesses and others also rely on broadcasts and transcripts of parliament to follow the debate of bills, Question Time, press conferences and parliamentary committee hearings. Availability of broadcasts and transcripts on the APH website are key features of parliament’s engagement with the community.

In 2014–15, the Parliamentary Audio Visual Services and Hansard teams recorded and transcribed 4,216 hours of chamber and parliamentary committee proceedings, an increase of 1,381 hours from 2013–14 (an election year) and 572 hours more than 2012–13.

1,381 extra hours equates to recording and transcription services for an additional 568 hours of chamber proceedings and an additional 813 hours of parliamentary committee proceedings, compared to 2013–14.

Table 16: Hours recorded and transcribed

Activity	Number of hours recorded and transcribed		
	2012–13	2013–14	2014–15
Parliamentary proceedings in the Senate, House of Representatives and Federation Chambers	1,437	1,044	1,612
Parliament House committee hearings	1,441	1,132	1,567
Interstate committee hearings	766	659	1,037
Total	3,644	2,835	4,216

Table 17: Hours of parliamentary committee hearings for the last quarter

Final quarter of financial year	2012–13	2013–14	2014–15
Parliament House committees	498	580	549
Interstate committees	198	439	229
Total	696	1019	778

HANSARD

HANSARD ONLINE

Hansard is available through the ParlInfo search database and as PDF documents on the APH website.

The average number of hits per month to access Senate and House of Representative Hansards on the ParlInfo database decreased from 444,646 in 2013–14 to 314,578 in 2014–15.

Table 18: Access to Hansard on the ParlInfo Search database

Average number of hits per month	2012–13	2013–14	2014–15
Senate Hansard	130,162	170,138	117,425
House of Representatives Hansard	202,711	274,508	197,153
Total	332,873	444,646	314,578

Table 19: Hansard—Accuracy

Accuracy		Error rate		
Type of transcription	Service standard	2012–13	2013–14	2014–15
Chamber proceedings	5 or fewer errors per 100 pages transcribed	4.4 errors	2.5 errors	1.75 errors
Committee hearings (Parliament House and interstate)	5 or fewer errors per 100 pages transcribed	9.3 errors	7.4 errors	6.36 errors

The levels of accuracy achieved for Hansard records of chamber and committee proceedings differ because the challenges of preparing an accurate record also differ markedly.

Chamber transcripts are often prepared with the benefit of speech notes provided by the relevant parliamentarian, who can assess the accuracy of the transcription of their speech after Hansard staff have edited it, to ensure it reflects the parliamentarian's speech and meets the standard of a grammatically correct written document. In addition, certain elements of Chamber proceedings are more formulaic and therefore easier to transcribe.

In contrast, Hansards of committee hearings are transcribed verbatim. DPS staff strive to reproduce the speech and testimony of witnesses as accurately as possible but witness testimony is unable to be cross-checked against notes for clarity. Witnesses are given the opportunity to correct their evidence but may not add or delete information.

In 2014–15, DPS produced 55,872 pages of Hansard—17,592 pages more than in 2013–14. Of the 55,852 pages, 25,377 pages were chamber Hansards and 30,495 pages were committee Hansards. Accuracy, measured as the number of errors per 100 pages, continued to improve across both chamber and committee Hansards.

Hansard transcripts move through three stages:

- draft
- proof
- official.

Draft Hansard transcripts are sent to senators and members within two hours of their delivering a chamber speech. This gives sufficient time to identify possible corrections for incorporation into the next stage, the 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.

The proof Hansard is checked and made official within 15 non-sitting days following the last day of the sitting period.

PROJECT TIMELINESS

Table 20: Hansard—Timeliness – Chambers

Type of transcript	Service standard	Percentage delivered within service standards		
		2012–13	2013–14	2014–15
Individual draft speeches—delivered within two hours of speech finishing	85.00%*	65.70%	89.30%	86.50%
Electronic proof Hansard reports—delivered within three hours of the House rising	95.00%	83.50%	95.30%	94.40%
Electronic official Hansard—delivered within 15 non-sitting working days following the last sitting day in the week	95.00%	100.00%	95.50%	78.35%

* The key performance indicator for individual draft speeches for the parliamentary chambers has been changed from 95 per cent to 85 per cent. This is to reflect the effect of the scheduled delays in delivery of senators’ and members’ draft speeches on Monday and Wednesday mornings.

Of the 142 electronic proof Hansards produced during 2014–15, 134 were delivered within three hours of the House rising.

Of the remaining eight, there were seven instances where, due to extended sitting hours in the chamber, the proof Hansards were part-published and completed the following day and one instance where there was a technical issue with the Hansard Production System publishing function and the proof Hansard was not delivered within the expected timeframe.

There was a reduction of timeliness in relation to the delivery of electronic official Hansards being delivered within 15 non-sitting working days following the last sitting day.

Of the 77 House of Representatives Hansards, 12 proof Hansards were made official after the 15 non-sitting days period. Similarly, of the 65 Senate Hansards, 18 Senate proof Hansards were made official after the 15 non-sitting days period.

The processing of a proof Hansard before it becomes official is typically the focus of non-sitting periods. However, Hansard's capacity to progress this work was impacted by the increased committee workload during 2014–15.

Table 21: Hansard – Timeliness – committees

Committee-agreed timeframe	Service Standard	Percentage delivered within service standards		
		2012–13	2013–14	2014–15
Delivery by next business day	95.00%	100.00%	100.00%	100.00%
Delivery within 1–3 business days	95.00%	99.10%	100.00%	100.00%
Delivery within 3–5 business days	95.00%	99.70%	100.00%	97.20%

Delivery targets for Hansard transcripts of parliamentary committee proceedings exceeded service standards. This was despite an increase of 813 hours in the number of committee hours over the previous year and an increase in committee meetings outside Canberra.

CONSULTATION WITH SENATORS AND MEMBERS

Consultation with senators and members regarding Hansard products and services commenced in April 2015. Hansard wrote to all senators and members seeking to meet and discuss their views on the current Hansard product and services.

As at 30 June 2015, 58 responses had been received. Of these, 12 senators and members elected to provide general feedback, without face-to-face meetings. During May and June, meetings were held with 39 senators, members or their staff, and further meetings were scheduled to take place during July and August.

To date, overall feedback has been positive with senators and members indicating a high level of satisfaction with the Hansard product and the services provided. Positive feedback was also received in relation to the ParView video on demand service, with a high number of senators and members indicating that they regularly access the audio-visual footage.

The consultation process will continue for the remainder of 2015 and the feedback received will be used to inform future improvements.

What our clients said:

'I thank the attendants, the Hansard staff, the Parliamentary Library, everyone at Aussies, the COMCAR staff and the wonderful cleaners.'

The Hon Anthony Burke, Member of Parliament, The House of Representatives, Parliamentary Representation, Thursday 4 December 2014, p.14292

PARLIAMENTARY AUDIO VISUAL SERVICES

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

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

During 2014–15, in addition to providing audio-visual services for 4,216 hours of parliamentary proceedings, DPS provided 1,848 patches and 1,108 multimedia services, including requests for extracts of parliamentary broadcast material, 845 television and audio productions and managed 1,397 audio-visual services requests for a range of items such as data projectors, lecterns and PA systems.

Audio services were provided for 245 interstate committee hearings held in locations varying from capital cities to regional and remote centres including Christmas and Groote Islands, Geraldton, Mt Isa and Coober Pedy.

In 2014–15 DPS broadcast a number of major events, including parliamentary addresses by: the Rt Hon David Cameron MP, Prime Minister of the United Kingdom; His Excellency Mr Xi Jinping, President of the People's Republic of China; and Mr Narendra Modi, Prime Minister of India.

PARLVIEW: DPS' ONLINE BROADCAST SERVICE

ParlView online broadcast services enable users to view, search and download broadcasts of senators and members at work in the chambers and parliamentary committees, with footage available just six minutes after live recording.

During 2014–15, there were 237,935 hits on the ParlView service—an average of 4,575 a week. This represents an increase of 128,697 hits to those made in 2013–14.

In time, ParlView will give access to more than 60,000 hours of archived parliamentary audio-visual records dating from 1991. The migration of this material has been occurring progressively since 2013 and is expected to be completed during 2015–16.

GETTING THERE IS ONLY HALF THE FUN...

Parliamentary Audio Visual Services (ParlAV) provides support for federal parliamentary committee hearings throughout Australia and its territories, capturing the audio from these hearings for both transcription and transmission purposes. These hearings, termed 'away committees' are conducted in capital cities, country towns, rural and regional centres, as well as quite remote locations. ParlAV's priority is to seamlessly support away committees — on time, every time.

Planning includes managing the bookings (which can be received within days of the committee hearing), organising a staff member to undertake the work, booking flights, accommodation, car hire, charter flights, organising venue access, liaising with committee secretariats regarding specific committee requirements and ensuring that all the audio equipment is functioning before leaving Canberra.

ParlAV has a range of specialist equipment and the total weight of the kit used to support away committees is about 70kg. The equipment is transported, set up and operated by one ParlAV operator. It includes an audio mixing desk, microphones and cables, digital recorders, a sound reinforcement system, a press split, a teleconferencing system and a codec to stream the audio back live to Parliament House (where possible) for distribution via HMS and webcast.

Some locations for parliamentary committee hearings are regularly used venues. For example, committee rooms in state parliaments are purpose-built and consequently have in place facilities that make it easier for staff to operate — known power, phone and internet points as well as in-house PA systems.

Other venues are less well-known and a ParlAV operator will need to conduct an assessment. Is there safe power available? Is there an active phone line available for teleconferences? Is there 3G mobile phone service coverage? Is the room available prior to the hearing so the ParlAV operator can set up the equipment, test it and do remote checks with ParlAV's Master Control back in Canberra?

Some venues do not have walls — hearings have been held on open-air stages, in outdoor courtyards and in the desert under a tree. These venues have their own challenges. Will all the red dust get into the audio mixer? Is it going to rain and will the kit get wet?

If there are any problems on an away committee caused by, for instance, technology or the weather, the ParlAV officer is the first (and sometimes the only) line of defence. ParlAV operators must be able to resolve any problem that arises to ensure that the hearing is recorded so it can be transcribed at a later date. ParlAV is proud of its record of always bringing home the audio.

KEY PERFORMANCE INDICATORS

A summary of all results against all KPIs in the 2014–15 Parliamentary Budget Statement is set out below. Discussion about these results, including reasons for variations against the previous year or the target is set out in the preceding pages 37 to 41.

Table 22: Program 1: Parliamentary Services

	2012–13	2013–14	2014–15
KPI 1			
Number of visitors			
Number of visitors	898,927	677,932	759,483
Participants in general public tours	62,595	66,696	55,893
Participants in school tours	126,128	123,507	132,781
Participants in other tours	6,508	7,622	7,384
Total tour participants	195,231	197,825	196,058 ¹
KPI 2			
Number of virtual visitors to Parliament House			
Total virtual visitors	2,428,000	3,500,000	3,979,949
KPI 3			
Number of functions and events held in Parliament House			
Official visits	39	15	37
Parliamentary	352	327	331
Non-parliamentary	935	703	813
KPI 4			
Visitor satisfaction (target–85%)			
Visitor services – tours and information, The Parliament Shop and visitor catering, building access and parking	Not surveyed	75.00%	84.74%
Website	Not surveyed	65.00%	65.49%
KPI 5			
Building Occupant satisfaction (target–85%)			
IT services	84.00%	97.00%	95.00%
Parliamentary Library	93.00%	93.00%	93.00%
Hansard	Not surveyed	Not surveyed	97.00%
Broadcasting	Not surveyed	Not surveyed	87.00%

	2012–13	2013–14	2014–15
Security	Not surveyed	Not surveyed	91.00%
Building maintenance	88.00%	87.00%	75.00%
Other services	Not surveyed	Not surveyed	
Cleaning			87.00%
Gardens and Landscaping			94.00%
Art Services			75.00%
Heritage Management			69.00%
KPI 6			
Timeliness targets met in service delivery			
IT services—incident resolution	84.00%	93.00%	96.10%
Help Desk calls (answered before 30 seconds)	80.00%	85.00%	93.50%
Hansard	Hansard uses several different indicators to measure timeliness. Full details are available at pages 66–69.		
Library services (research services)	90.00%	90.00%	89.76%
Maintenance services	Not surveyed	Not surveyed	78.40%

1 includes students, teachers and accompanying adults on the tour.

Table 23: Program 2: Parliament House Works Program

	2012–13	2013–14	2014–15
KPI 1			
Design Integrity Index (target: 90%)	89.80%	89.40%	89.98%
KPI 2			
Building Condition Index (target: 89–92%)	88.3%	88.50%	88.50%
KPI 3			
Landscape Condition Index (target: 90%)	87.00%	81.00%	82.00%
KPI 4			
Engineering Systems Condition Index (target: 90%)	86.80%	88.60%	88.70%

BUILDING OCCUPANT SATISFACTION

DPS is responsible for the delivery of a broad range of services directly and through facilitated contract arrangements. To continue to improve our services, DPS values feedback from building occupants and continually looks to improve how we operate. DPS believes it is important to gauge building occupant satisfaction to assess the timeliness and quality of our services.

In previous years, DPS has conducted a client satisfaction survey once per Parliament. The survey of the 43rd Parliament took place in 2012. It was reported in last year’s annual report that the survey for the 44th Parliament would be conducted in 2014–15. In September 2014, the ANAO and DPS conducted a joint survey of all parliamentarians in relation to DPS’ services. This survey is discussed further below.

Table 24: Building occupant satisfaction results for the 2014–15 Key Performance Indicators

Key performance indicator	2011–12	2012–13	2013–14	2014–15
Building occupant satisfaction: Target—85%				
IT services	57%	84% ¹	97% ¹	95% ¹ (ICT emails)
IT Help Desk	71%			
Parliamentary Library	93%	93%	93%	93% (Library 2015 client evaluation survey)
Hansard	86%	Not surveyed ²	Not surveyed ²	97% (ANAO/DPS survey results)
Broadcasting	88%	Not surveyed ²	Not surveyed ²	87% (ANAO/DPS survey results)
Security	84%	Not surveyed ²	Not surveyed ²	91% (ANAO/DPS survey results)
Building maintenance	86%	88%	87%	75% (ANAO/DPS survey results)
Other services		Not surveyed ²	Not surveyed ²	Cleaning – 87% Gardens and Landscaping – 94% Art Services – 75% Heritage Management – 69% (ANAO/DPS survey results)

- 1 ICT satisfaction in 2012–13, 2013–14 and 2014–15 was measured as a proportion of positive feedback received overall and did not distinguish between IT services and the 2020 Help Desk.
- 2 Not surveyed as DPS’ past practice has been to conduct a client satisfaction survey once per Parliament.

AUSTRALIAN NATIONAL AUDIT OFFICE SURVEY

In September 2014, the ANAO and DPS conducted a joint survey in relation to DPS services to both inform the ANAO performance audit and assist the department to improve the services it provides. All 226 parliamentarians were invited to participate in the survey and 33 responded. The survey indicated 73.4 per cent of respondents rated DPS as effective or highly effective in managing services at Parliament House.

LIBRARY 2015 CLIENT EVALUATION SURVEY

The 2015 Parliamentary Library client service evaluation survey was very positive. Satisfaction among senators, members and their staff rated highly at 93 per cent, with 97 per cent of these respondents indicating they would recommend the Library's services to a colleague. Both of these figures are consistent with the results from the 2012 client service evaluation survey.

HANSARD CONSULTATION

In 2014–15, the department commenced a formal process of consultation with senators and members to seek feedback on Hansard activities. As at 30 June 2015, the department had received responses from 58 senators and members and had meetings scheduled and/or held with 46 senators, members and/or their staff. Feedback received to date has been positive with very little negative feedback provided. The consultation process will be finalised at the beginning of 2015–16. Once complete, recommendations will be provided to the DPS Executive to improve the ongoing delivery and quality of Hansard services into the future.

NEW FEEDBACK MECHANISMS IN 2015–16

New feedback mechanisms will give the department the ability to better understand the changing needs of parliamentarians, their staff and other building occupants. More timely and regular engagement with building occupants will provide a mechanism for DPS to gauge its service delivery on an ongoing basis.

As such, in 2015–16 the department will develop a Client Feedback Policy and Service Charter that outlines what our clients, stakeholders and customers can expect from our service delivery and it will also outline how they interact with the department. In addition, the department is considering a new quarterly survey aimed at obtaining regular feedback from building occupants. The surveys could seek feedback about a number of services or activities including:

- cleaning
- building maintenance
- parliamentary broadcasting and recording
- management of the Parliament House Art Collection
- garden and landscaping
- parking
- heritage
- gym and sporting fields
- security

* *The Parliamentary Library will not be included in the new process as they will continue to conduct their own 'client evaluation survey' once per Parliament.*

DPS' COMMITMENT TO RECONCILIATION

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

Central to this effort is the need to build stronger relationships with, and promote enhanced respect between, Aboriginal and Torres Strait Islander peoples and other Australians. The RAP provides the foundation for building understanding and respect for the culture and histories of Aboriginal and Torres Strait Islander people, and recognising their contribution to Australian life. In 2014–15, DPS was involved in a wide range of activities to support the RAP.

RAP ANNIVERSARY LECTURE

To mark the one-year anniversary of the Parliamentary Services RAP, DPS invited Dr Tom Calma AO, Co-Chair of Reconciliation Australia, to share with us his people's vision and aspirations for Reconciliation in Australia, in an all-staff presentation in the Parliament House Theatre on 11 September 2014.

Ngunnawal elder Aunty Agnes Shea OAM opened the event by performing a traditional 'Welcome to Country'. In his presentation, Dr Calma focused particularly on the 'recognise' and the 'Close the Gap' campaigns as important stepping stones on the path to reconciliation. He spoke about the importance of RAP documents leading to action, and how we can all contribute to reconciliation in our day-to-day lives.

NATIONAL RECONCILIATION WEEK LECTURE

In May 2015, the Parliamentary Library presented its National Reconciliation Week Lecture *Aboriginal Advantage: An insider look at an Aboriginal community*. The lecture was presented by Dr Lawrence Bamblett, Research Fellow at the Australian Institute of Aboriginal and Torres Strait Islander Studies, and author of *Our stories are our survival*. Mr Bamblett is a Wiradjuri man and Adjunct Research Fellow at the National Centre for Indigenous Studies at the Australian National University. His research interests include the ways that representations of identity affect engagement between Indigenous communities and mainstream institutions and services. Feedback from attendees at the lecture was that Mr Bamblett was inspirational in his description of his upbringing and how he viewed Aboriginal advantage.

INDIGENOUS ART PROTOCOLS, PRACTICES AND NETWORKS

The Parliament House Art Collection is a significant public collection of Australian art and DPS is committed to applying best practice policies and procedures in all aspects of its dealings with Indigenous artists and their works of art. DPS has become a member of the Indigenous Art Code, which promotes industry best practice in upholding

Indigenous Australian artists' rights. DPS has also adopted the Charter of Principles for Publicly Funded Collecting Institutions in managing the Parliament House Art Collection. The charter promotes professional best practice in the acquisition and management of artworks by Indigenous artists.

In October 2014, DPS Art Collection and Exhibitions staff conducted a special tour of Parliament House for participants in the Wesfarmers Indigenous Arts Leadership program, hosted by the National Gallery of Australia. The program helps Indigenous people who work or want to work in the visual arts industry explore the diversity of careers available and build networks.

INDIGENOUS ART EXHIBITIONS AND DISPLAYS

From November 2014 to February 2015, the Presiding Officers' Exhibition Area hosted the exhibition *Namatjira to Now: Five Generations of Watercolours from the Central Desert*, an exhibition of works by Albert Namatjira and successive generations of watercolour artists. The exhibition was presented in conjunction with the Ngurratjuta Iltja Ntjarra Many Hands Art Centre and Big hART. Five senior artists from the Hermannsburg school and three younger artists from the Ntaria school travelled from the Northern Territory to Canberra to attend the launch of the exhibition. DPS Art Collection & Exhibitions staff facilitated the exhibition, which included works on loan from the Parliament House Art Collection.

During Reconciliation Week 2015, DPS announced a major Indigenous art acquisition for the Parliament House Art Collection—a painting by Mavis Ngallametta, *Bushfire at Ngak-Pungarichan*, 2013. The painting was unveiled on 3 June by the Speaker of the House of Representatives, Mr Ken Wyatt AM MP and Mr Warren Entsch MP. The painting is displayed in the public area of Parliament House.

COMMUNITY ENGAGEMENT

Throughout the year DPS offered a program of free community events on Sunday afternoons, with several featuring the theatre productions of Indigenous performing artists, directors, writers and researchers. These included panel discussions for the plays: *The Magic Hour*, addressing the different forms of Indigenous and non-Indigenous story-telling; *Black Diggers*, which tells the moving stories of Aboriginal Diggers' contribution to the First World War effort, and *Coranderrk—we will show the country*, a powerful play on the evidence given by the Aboriginal people of Coranderrk to a Victorian parliamentary inquiry in 1881.

EMPLOYMENT STRATEGY AND SHARE OUR PRIDE LEARNING MODULE

DPS recognises the value of having a staff profile which reflects the community at large, and the benefits this provides both to its operations and supporting mutual engagement between the community and the Parliament. DPS commenced the development of an Aboriginal and Torres Strait Islander employment strategy and accompanying action plan. The Share our Pride online learning module, developed by Reconciliation Australia, was made available to all DPS staff as the first step towards cultural awareness training.

PART 4

THE PARLIAMENTARY LIBRARY

PART 4

THE PARLIAMENTARY LIBRARY



PARLIAMENTARY LIBRARIAN'S REVIEW

The Library's role is to provide high quality information, analysis and advice to senators and members in support of their parliamentary and representational roles, and to do so in a timely, impartial and confidential manner, while maintaining the highest standards of scholarship and integrity.

While the Library's goal has remained constant since its establishment 114 years ago, the nature and scale of its services has changed immeasurably. Today they are delivered in an environment which is ever more information rich and in which technology is both ubiquitous and rapidly changing. While we can't predict what the next great step will be, or what services the Library may offer in 10 years' time, we need to be nimble, remaining abreast both of policy and research and of emerging technologies, if we are to retain our position as our clients' preferred and trusted source of information and advice.

Evaluation and strategic planning have, therefore, been priorities throughout 2014–15.

CLIENT EVALUATION OF LIBRARY SERVICES FOR THE 44TH PARLIAMENT

The Library conducts a formal client evaluation of its services once in every Parliament. The evaluation for the 44th Parliament was conducted in the latter part of the 2014–15 financial year. Pleasingly, the overall result was very positive, particularly among senators, members and their staff. Our services were again both well used (by 100 per cent of senators and members) and well regarded. Satisfaction rates among senators, members and their staff remained high (93 per cent), with the Library seen to do well against all measures of service delivery. Interestingly, the use of Library services as a whole had increased, and we continued to be regarded very highly as a source of trusted information.

In previous annual reports, I have noted that the budgetary constraints within which the Library was operating would necessarily affect services to senators and members, notwithstanding our best endeavours to minimise the impact. Maintaining such high levels of satisfaction is, therefore, a significant achievement, and one for which Library staff are to be commended. However, the evaluator (Uncommon Knowledge) found that behind positive satisfaction ratings there were indications that the impacts of past budget cuts have been felt by all client groups. Ratings for proactivity, for quality and consistency of services had declined since the last evaluation (in 2012); and satisfaction rates among parliamentary staff were less positive than those of senators and members (78 per cent for committee staff and 86 per cent for other parliamentary

staff). While the very welcome additional funding provided in the 2014–15 Resource Agreement has enabled the Library to begin to address capacity gaps, this remained a work in progress throughout the reporting period. The benefits of this investment will be realised in 2015–16 and beyond.

Improving services to parliamentary staff, particularly committee secretariats, will be a focus of the coming year. This work has already commenced, with the Library engaging pro-actively with the committees of both Houses, both parliamentarians and secretariats, to discuss how we might better support their work. Recent feedback from committee secretaries in response to these initiatives has been positive.

PLANNING FOR THE FUTURE

Late last year the Library was set a challenge by the Joint Standing Committee on the Parliamentary Library: to envision what library services would look like in 10 years' time. An early outcome of the project was the appointment of an Innovation Manager whose job it is to keep abreast of developments in library systems and data management and to work with colleagues to develop new or enhanced services. The benefits of this initiative are already being felt. Other ideas arising from this project, together with the findings of the client service evaluation, have been embodied in the Library's new strategic plan. The *Strategic Plan 2015–16 to 2019–20* continues the Library's focus on supporting Parliament's engagement with the community, on service quality and also on increasing digital access and service. However, it adds a new priority: strengthening the capacity of our staff, increasing our investment in their training and development and ensuring that they are supported effectively. Of immediate concern is addressing the consequences of the turnover caused by the Library's ageing workforce and past budget-driven downsizing.

INFORMATION, ANALYSIS AND ADVICE

The Library's research output comprises both individualised and confidential client research and general distribution publications. Last financial year, the Library produced 328 research publications, including 134 Bills Digests. The 33rd edition of the Parliamentary Handbook was also published.

Over the past year, the Library has been exploring the potential for greater use of data visualization and geospatial applications to present information. This is itself a reflection of the increasing public availability of large data sets and location based information. In addition to purchasing new data sources (notably HILDA⁴ and ABS microdata), the Library is beginning to review and restructure our existing data holdings to improve our ability to deliver information quickly and accurately. Appropriately, given 2015 is its centenary year, work on the Parliamentary Handbook dataset has been a focus, with work already well advanced.

4 The Household, Income and Labour Dynamics in Australia (HILDA) Survey is run by the University of Melbourne.

In 2014–15, Library staff completed 12,656 individual client requests, slightly up from the 12,507 completed in the previous financial year. In last year's annual report, I noted that, while the number of client requests responded to each financial year had declined significantly over the past 10 to 15 years, there had been 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 seemed to be increasing in complexity, taking longer to compete and often requiring considerable work across disciplines and sections to answer. This trend continued in 2014–15, with the average time to complete a client request rising from 2.5 hours to 3.3 hours (with the associated price indicator also increasing). Since 2000–01, the average time spent on a client request per FTE has more than doubled.

CREATING THE LIBRARY OF THE 21ST CENTURY

In 2014–15, the Library continued to focus on digital delivery of its services and products. The percentage of our collection available in digital form increased to over 38 per cent (as at 30 June 2015). In the reporting period there were 4.55 million uses of the Library's online collections and databases. Significant progress was made in the Library's preservation digitisation, with two million pages of our archive of information files plus 1,200 hours of electronic media archives digitised, including the files on Australian prime ministers.

The Library also began to make 'Condolence packs' available digitally (previously they were only available in hard copy and had to be collected or ordered from the Library).

However, perhaps our most notable improvements in online services were two initiatives in the delivery of news and media monitoring services, which are among our most frequently and heavily used services. This year the Library was able to address a long-standing gap in Library services and provide access to a much wider range of regional press, online news and regional radio and television news. And, through the 'Web at Work' browser, clients are now able to read the senators' and members' news clips of the day and the breaking news feed on their mobile devices without having to be connected to the Parliamentary Computing Network.

WELCOMING NEW SENATORS

July 2015 saw 12 new senators take their seats for the first time following the 2013 election, with four other senators appointed to casual vacancies during the year. Assisting new senators to settle into their parliamentary roles was a priority for Library staff. The Library presented at orientation and information sessions co-ordinated by the Department of the Senate. Contact officers were also assigned to help guide the new senators and their staff through the range of Library products and services, and to demonstrate how we could support them in their day-to-day work.

BUDGET

As the Parliament intended, the Resource Agreement helps maintain the Parliamentary Library's independence by providing annual budget surety. The 2014–15 Budget provided DPS additional funding to support its operations. As a result, the 2014–15 Resource Agreement began the process of returning the Library to a sustainable budget base, addressing a number of capacity gaps (particularly in Research Branch) and maintaining its annual subscriptions for information resources and news services for senators and members. Increases in capital funding in 2014–15 enabled the Library to initiate a program of digitisation of vulnerable paper and pre-digital media archives.

While recruitment in some cases took longer than anticipated, by 30 June 2015 the Library's FTE had increased to 129.6 from a low of 118.2 on 30 June 2014. This process will continue in 2015–16. The Resource Agreement for 2015–16 contains a funding projection across the forward estimates, which will greatly assist the Library's longer term business planning.

OUTLOOK

2015–16 will see the Library continuing to focus on improving its capacity to deliver consistent and high quality services.

A priority for the year will be implementing the broader recommendations of the client service evaluation.

We will also continue to innovate to increase digital access and services. To underpin this work, we will develop and implement a digital preservation strategy.

Budgetary issues will continue to be closely managed to ensure we deploy our resources to greatest effect.

The Library will also develop a workforce plan and staff development plan to help us recruit and retain people with expertise and commitment to excellence in client service and to improve succession planning and knowledge transfer.

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

In conclusion, I would like to thank the Presiding Officers, and the members of the Joint Standing Committee on the Parliamentary Library for their support and guidance through what has been a challenging year. My thanks go also to colleagues in DPS and in the other parliamentary departments. And, finally, my thanks to all the Library staff for their dedication to and enthusiasm for their work to support the Parliament and parliamentarians.

THE LIBRARY ON A PAGE

ROLE

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

CLIENTS

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

GOVERNANCE

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

Joint Standing Committee on the Parliamentary Library: comprises senators and members of the House of Representatives, 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
- Library Collections and Databases Branch

THE LIBRARY IN NUMBERS: 2014–15

- 12,656 individual client requests completed
- 328 research publications released, including 134 Bills Digests
- 418 clients attended training and seminars
- 6,530 new books and serial titles added to the catalogue
- 38.2 per cent of titles available on-line in full text
- 172,766 items added to Library databases

BUDGET 2014–15 (RESOURCE AGREEMENT)

\$16.348m operational; \$1.240m capital, plus a further \$388,000 from DPS' capital works plan

STAFFING

2014–15 123.7 FTE (average).

SERVICES

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

OVERVIEW

GOVERNANCE

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

The Library's services are established under the statutory office of the Parliamentary Librarian whose primary function is 'to provide high quality information, analysis and advice to senators and members of the House of Representatives in support of their parliamentary and representational roles'.⁵

These services are to be delivered:

- in a timely, impartial and confidential manner
- maintaining the highest standards of scholarship and integrity
- on the basis of equality of access for all senators, members of the House of Representatives, parliamentary committees and staff acting on behalf of senators, members or parliamentary committees, and
- having regard to the independence of Parliament from the Executive Government of the Commonwealth.⁶

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

The Library's primary clients are senators 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 *Parliamentary Library Statement of Client Services* approved by the JSCPL.

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

⁵ *Parliamentary Service Act 1999* subsection 38B(1).

⁶ *Parliamentary Service Act 1999* subsection 38B(2).

- provide advice to the President and the Speaker on matters relating to the Parliamentary Library
- provide advice to the President and the Speaker on an annual Resource Agreement between the Parliamentary Librarian and the Secretary of DPS, and
- receive advice and reports, including an annual report, directly from the Parliamentary Librarian on matters relating to the Parliamentary Library.

The JSCPL for the 44th Parliament was established by motion by the House of Representatives and Senate on 21 November and 2 December 2013 respectively. The Library Committee membership in 2014–15 was:

- Senator Zed Seselja (Joint Chair)
- Ms Gai Brodtmann MP (Joint Chair)
- Senator Chris Back
- Mr Russell Broadbent MP
- Hon Michael Danby MP
- Ms Jill Hall MP
- Mr Steve Irons MP
- Senator Sue Lines
- Senator James McGrath
- Senator Claire Moore (appointed 27 August 2014)
- Mr Angus Taylor MP, and
- Mr Rick Wilson MP.

What our clients said

‘I thank the Parliamentary Library for the work they do to make us better informed and sometimes even wiser than we might otherwise be.’

The Hon Tony Abbott, House of Representatives, *Debates*, 4 December 2014 p.14237

Photo 1: The Joint Standing Committee on the Parliamentary Library



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

The committee met privately on 25 September 2014, 27 November 2014, 19 March 2015 and 18 June 2015.

At its September 2014 meeting, the committee elected Senator Zed Seselja to join Ms Gai Brodtmann as Joint Chair. At its meetings the committee also discussed:

- Library resourcing and the Resource Agreement between the Parliamentary Librarian and Secretary of the DPS for 2015–16
- the client evaluation of Library services for the 44th Parliament and other client feedback
- the Parliamentary Library Summer Research Scholarship and the Parliamentary Fellowship
- the asset value and depreciation of the Library collection
- use of the senators' and members' Reading Room
- future directions in research and library services for parliaments, and
- a Library lecture series.

STRUCTURE

The Parliamentary Library comprises the Parliamentary Librarian and the employees of DPS assisting the Parliamentary Librarian.⁷

The Parliamentary Library Executive is:

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

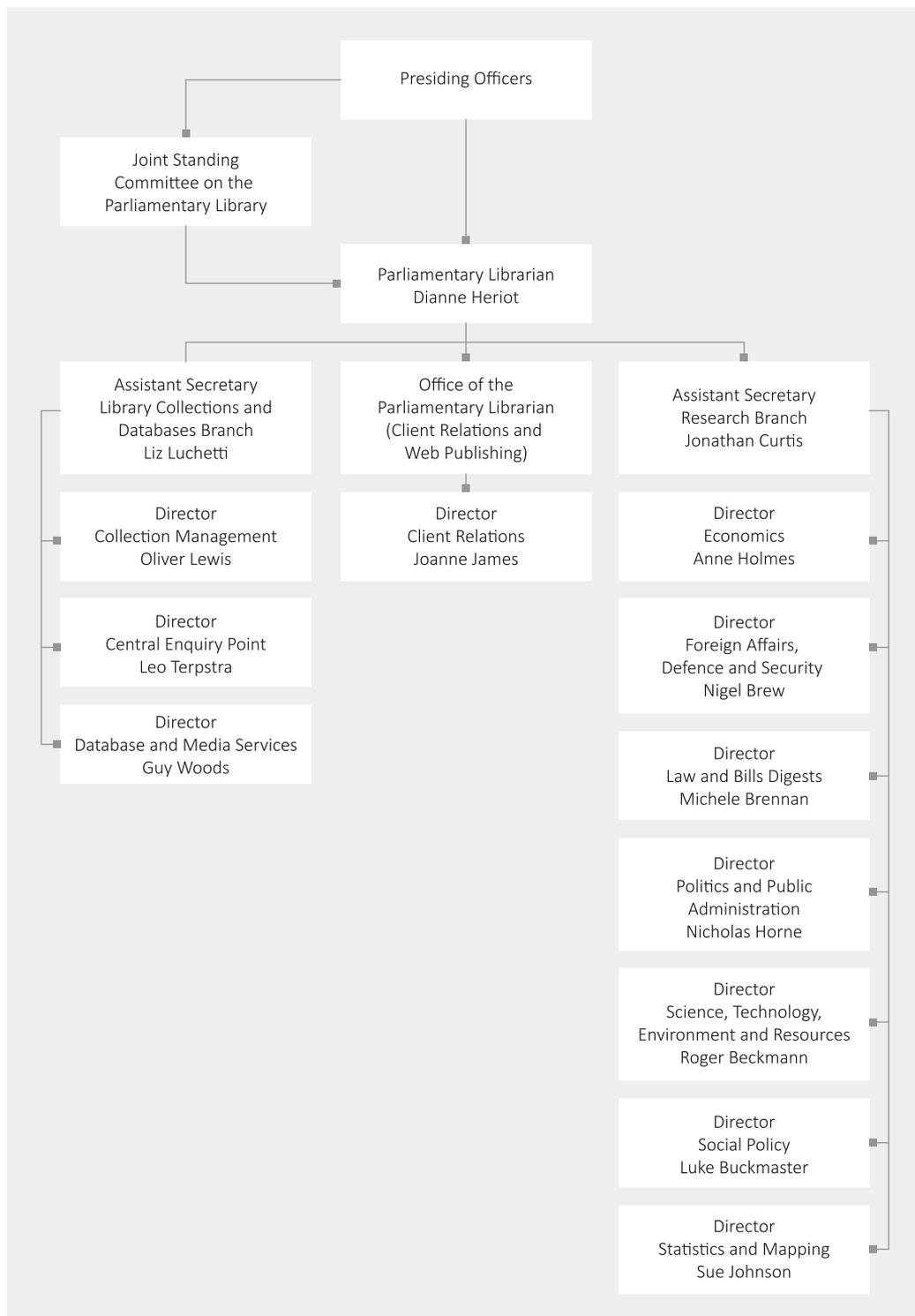
The Library's structure comprises:

- the Office of the Parliamentary Librarian – a small unit comprising the Parliamentary Librarian, executive support officers, the Library Publishing Unit and the Director, Client Relations, who provides orientation and training services for senators, members, their staff and other parliamentary staff
- Research Branch – which provides information, research and analytical services including individually commissioned research, publications and statistical and mapping services, and
- Library Collections and Databases Branch⁸ – 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.

⁷ *Parliamentary Service Act 1999* subsection 38A(2).

⁸ Formerly Information Access Branch; the name was changed effective 1 July 2014 to better describe the nature of the services the branch provides.

Figure 6: Parliamentary Library Organisation Chart (as at 30 June 2015)



SUMMARY OF FINANCIAL PERFORMANCE

RESOURCE AGREEMENT 2014–15

To help to ensure the independence of the Library, the *Parliamentary Service Act 1999* provides that the Librarian and the Secretary of DPS will make an annual Resource Agreement detailing the funds available for the Library for the ensuing year.⁹ The Act provides that the agreement must be:

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

The agreement identifies the resources 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.

What our clients said...



⁹ *Parliamentary Service Act 1999* section 38G.

The 2014–15 agreement was developed in light of the DPS budget, the relationship between the Library and the rest of DPS in delivering services to clients and the *Department of Parliamentary Services Enterprise Agreement 2011–14*.

The JSCPL considered the *Resource Agreement 2014–15* at its meeting of 29 June 2014 and resolved that the Joint Chairs write to the Presiding Officers recommending the adoption of the agreement.

The Presiding Officers approved the *Resource Agreement 2014–15* on 25 June 2014.

FINANCIAL PERFORMANCE

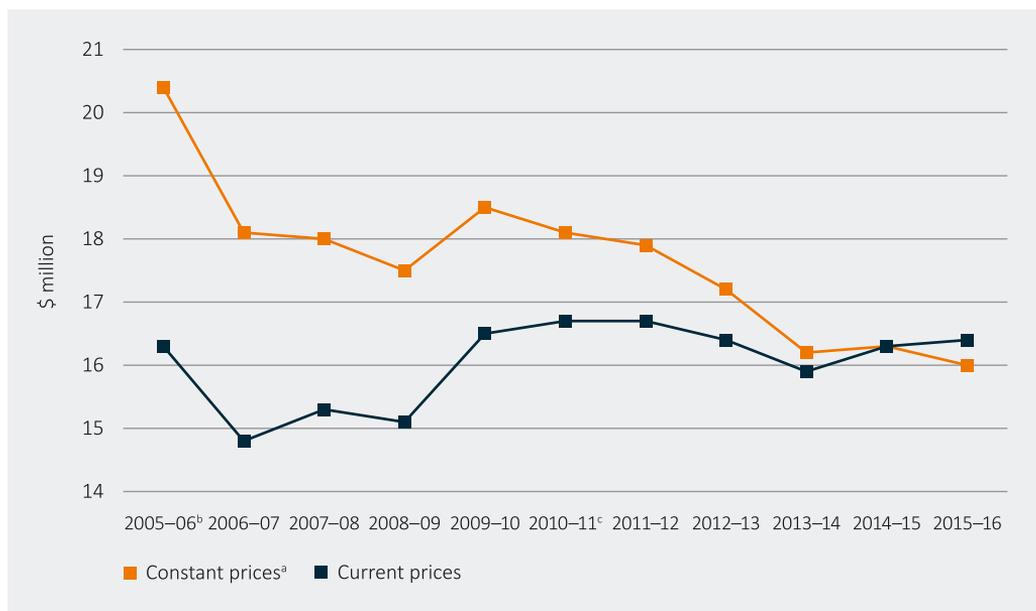
Staffing costs account for the majority of the Library's budget, with the remaining funding largely spent on the collection. The major pressures on the Library's budget in 2014–15 were increases in costs for Library collection resources (of between 7 and 10 per cent since the last financial year) and falls in the value of the Australian dollar, both of which decreased the Library's purchasing power.

The *Resource Agreement 2014–15* provided the Library an operating budget of \$16.348 million and a capital budget (used for the Library collection and minor capital projects) of \$1.240 million. A further \$0.388 million was subsequently allocated from DPS' capital works plan to enable the Library to increase the rate of digitisation of its paper and analogue tape archives.

Actual expenditure was \$15.729 million in operational funding (including capitalised salaries) and \$1.532 million in capital funding (see the detailed Financial Report at page 137).

The under-expenditure related primarily to employee costs. (The budget set out in the Resource Agreement is negotiated on the basis of an agreed staffing establishment for the Library.) After several years of budget-driven downsizing, the Library embarked upon a program of recruitment, primarily to address capacity gaps in Research Branch to enable it to better meet the need of clients, particularly in periods of peak demand. As a result, between 30 June 2014 and 30 June 2015 the Library workforce increased its headcount from 132 to 139 employees and the FTE increased from 118.2 to 129.6. However, in some cases recruitment was slower than anticipated, and the nature of the job market made it difficult to fill these positions on a short term basis while recruitment processes were underway. The Library Collections and Databases Branch continued its process of rolling work reviews to improve productivity, with subsequent recruitment occurring either late in the financial year or early in 2015–16. Another factor leading to the under-spend was that the Parliamentary Librarian was acting as Secretary of DPS for the final quarter of the year.

Figure 7: Parliamentary Library appropriation for expenditure on goods and services



- a. Expressed in June 2015 prices using the Consumer Price Index. Index numbers for June 2015 and June 2016 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.

Operational funds not needed for employee costs were in large part redirected to the information resources budget. Total expenditure on the Library collection in 2014-15 was:

- information resources (including database subscriptions and news services) —\$1.970 million (operational funding)
- reference serials and monographs—\$0.611 million (capital funding), and
- digitisation \$0.800 (capital funding).

THE YEAR AHEAD

On 24 June 2015 the Presiding Officers approved the Parliamentary Library *Resource Agreement 2015-16*. It provides that the Parliamentary Librarian receive for 2015-16:

- operational funding of \$16.428 million, and
- capital funding of \$2 million.

It also contains a funding projection across the forward estimates to assist the Library's longer term business planning.

ACHIEVEMENTS 2014–15

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

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.

What our clients said...

'and I am grateful to the researchers of the Parliamentary Library—we are all grateful for the researchers of the Parliamentary Library—for their dispassionate, considered and objective approach to their research'

Senator Nick Xenophon, Senate, *Debates*, 22 June 2015, p.105

Following a Request for Quotation, the contract for the Library's evaluation for the 44th Parliament was awarded to Uncommon Knowledge, a Canberra based consultancy.

Uncommon Knowledge conducted face-to-face interviews with 12 senators, 14 members, two staff of senators, the Clerk Assistants (Committees) of the House of Representatives and the Senate, and a focus group with six parliamentary department staff working with committees. This was followed by an online survey that was completed by 148 senators, members and their staff, and 67 parliamentary department staff.

In addition to the evaluation, the consultants developed a toolkit for the Library to use in the 2nd and 3rd years ahead of the next independent evaluation to enable it to gauge the ongoing satisfaction of clients.

Pleasingly, the overall response—both to Library staff and services—was very positive.

What our clients said...

'I thank the Parliamentary Library as they are always a source of incredibly pertinent and succinct information.'

Senator Alex Gallacher, Senate, *Debates*, 4 December 2014, p.9528

The Library's success in meeting the diverse needs of senators, members and their staff is reflected in the fact that satisfaction rates remain high (93 per cent). Most considered Library staff to be hard-working, professional and friendly and our services to be of a high quality. The Library was seen to perform very well on all measures of service delivery. Importantly, 97 per cent said they would recommend the Library's services to a colleague.

This is consistent with the findings of the client evaluation of library services for the 43rd Parliament conducted in 2012. It is also consistent with the results of joint survey conducted in September 2014 by the Australian National Audit Office (ANAO) and DPS to inform the ANAO's performance audit. (Although the number of respondents was small, that survey found that 93 per cent of respondents were very satisfied (70 per cent) or satisfied (23 per cent), with the rest neither satisfied nor dissatisfied.)¹⁰

Signing the Parliament's Bible

In February 2015, Senator the Hon Stephen Parry, President of the Senate, participated in an important but little known piece of parliamentary tradition by signing the Parliament's Bible.

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

¹⁰ Australian National Audit Office, *Managing contracts and assets at Parliament House*, Canberra 2014, pp. 117–118. Thirty-three senators and members responded to the survey—a response rate of 15 per cent. However, only 30 responded to the questions on the Library.

Uncommon Knowledge found that satisfaction among parliamentary staff (Department of the House of Representatives, Department of the Senate and the Parliamentary Budget Office) was significantly lower (75 per cent). However, 93 per cent still indicated they would recommend the Library to a colleague.

The evaluation found that the Library was used regularly by most respondents. The research service in particular was seen as a key service; and the evaluators noted that its value-add would be difficult if not impossible to obtain from anywhere else.

News services continued to be highly used with 'sometimes, frequent and heavy' use having increased from 63 per cent in 2012 to 73 per cent. However, many senators and members interviewed did not realise that media monitoring was provided through the Library. The Library's use of new technology was commented on positively and much appreciated, particularly the extent of the online services.

The evaluation found that the great majority of clients used Google as one of their first information sources, followed by news services and Government websites. However, Library services were the most trusted source of information for senators, members and their staff and parliamentary department staff. Of these, research services were most trusted with a 'very reliable' score of 82 per cent, online resources at 63 per cent and the print collection at 57 per cent. These ranked ahead of government websites and ministerial/party resources at 35 per cent.

The Library performed well against all measures of service delivery. However, since 2012 ratings for confidentiality and impartiality had increased but ratings for quality and consistency decreased.

Use of Library publications (including Bills Digest) by senators, members and their staff was largely unchanged (89 per cent in 2015, 91 per cent in 2012). Slightly fewer parliamentary department staff used our publications (80 per cent). Most respondents spoke positively of Bills Digests and used them regularly; however, the timeliness of digests was consistently raised as an issue by committee staff (on behalf of themselves and the parliamentarians).

Three key issues emerged from the research and were raised in both the qualitative and quantitative responses.

The most significant issue was concern expressed about the variability in quality of research services.

The timeliness of the Bills Digests was raised as a concern by parliamentary department staff working for committees. When a Bills Digest was issued in time for committee discussions it was considered very valuable; when it arrived too late to inform these discussions, its value was perceived to be greatly reduced.

There was also a call for greater clarity in the way client requests were assigned and prioritised.

The evaluation report was discussed by the JSCPL at its meeting of 18 June 2015 and was also provided to the Presiding Officers. The findings were discussed at a whole of Library meeting in early July. The report will be published on the Australian Parliament House website to help ensure transparency in the Library's operations.

Responding to the recommendations arising from the evaluation is a priority in the Library's business plan for 2015–16.

ENVISIONING THE FUTURE

The Library exists to serve the Parliament. Since its establishment in 1901, the Library has continued to evolve to meet the needs of senators and members: as their needs changed, so too did what they required of the Library. We provide 'traditional' library services such as books, journals and newspapers, as well as online media monitoring, specialist databases, ebooks and statistical and mapping services. However, many services we deliver to our clients today were not available 10 years' ago, and our suite of service offerings will continue to evolve at an increasing pace. Continued innovation is critical to the Library's future success and sustainability.

What our clients said...

'I also must thank the Parliamentary Library for their fantastic research efforts'.

The Hon Jason Wood, House of Representatives, Debates, 9 February 2015, p.200

In September 2014, the JSCPL asked the Library to examine and report back on the question 'what will the Library look like in 10 years' time?' Following the meeting, the Library established a project to explore, predict and plan for the future parliamentary environment, including a group of Library staff representing the various work areas and levels of the Library.

The project examined major trends in the global, political, parliamentary and information environment and formulated a variety of strategies to ensure the Library remains relevant to Parliament, and that our clients continue to receive high quality information, analysis and advice.

The results of this project, set out in the '10-year Vision' report have fed into the Library's four-year strategic plan. As an early outcome of the project, the Library has engaged a Library Innovation Manager to liaise with other libraries, vendors, DPS ICT, and staff to identify and implement ways to better deliver our services and products.

NEW FOUR-YEAR STRATEGIC PLAN

In 2014–15 the Library developed a new multi-year strategic plan (2015–16 to 2019–20) and a business plan for 2015–16. The plans draw upon the input of Library staff (via a planning workshop), the findings of the 2015 client evaluation of Library services, and the report from the envisioning project discussed above.

What our clients said...

‘Thank you and your staff for all your work’

Senator the Hon Penny Wong, Finance and Public Administration Committee, 23 February 2015 p.59

To ensure that the Library remains as relevant to the working lives of parliamentarians of today and tomorrow as it was to their predecessors, over the next four years the Library will focus on the following strategic priorities:

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

The Strategic Plan also sets out the Library’s outcomes under each strategic priority and its key performance indicators (KPIs). The associated Business Plan sets out the Library’s major areas of work for 2015–16. The Strategic Plan and Business Plan were endorsed by the JSCPL at its meeting of 18 June 2014 and approved by the Presiding Officers on 24 June 2015 (as an annexure to the Resource Agreement).

The Librarian will report against these new strategic priorities and KPIs in her next annual report.

SUMMER RESEARCH SCHOLARSHIP

Established in 2013, the Parliamentary Library’s Summer Research Scholarship offers honours and post-graduate tertiary students the opportunity to undertake a research project at the Parliamentary Library.

What our clients said...

'I do like to thank all those people in this building who make us look as good as we do and make the democracy work. The librarians—I still like to ring the library myself when I want something and I am not absolutely sure that my staff will necessarily be able to put it in the words I want it. It does sometimes surprise the librarians to hear my voice on the end of the phone, but my view is that we need to stay in touch with the people who make this place work.'

The Hon Christopher Pyne, House of Representatives, Debates, 4 December 2014, p. 14289

Scholars are able to research a subject that is relevant to the Parliament, and which is of mutual interest to both the scholars and the Parliamentary Library. Scholarship recipients undertake a six-week placement in the Library during the summer academic break. They receive access to the Library's collections and facilities, the opportunity to interact with expert librarians and researchers, mentoring for their research project, and a small honorarium. The objectives of the scholarships are to support research by a postgraduate student examining an aspect of policy, lawmaking, governance, democracy, politics or parliament, on a topic of direct relevance to the Australian Parliament to:

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

Nineteen applications were received for the 2015 Summer Research Scholarship round. Following a merit-based selection process, the Parliamentary Librarian awarded scholarships to:

- Peter Burnett, a PhD candidate in the College of Law at the Australian National University, to compile a history of environmental policy objectives in Australia since 1970
- Christine Reghenzani, a PhD candidate in the School of Arts and Social Sciences at James Cook University, to examine six decades of policy change relating to women in the Australian Defence Force, and
- Scarlet Wilcock, a PhD candidate in the Faculty of Law at the University of New South Wales, to undertake research on welfare fraud and overpayment in Australia.

The three 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.

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. As in previous years, the Library provided access to its collection to summer scholars from the Museum of Australian Democracy.

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

Feedback from the 2015 scholars was highly positive, with all three commending the Library's resources and staff expertise.

The 2016 round was advertised in August 2015.

What our clients said...



AUSTRALIAN PARLIAMENTARY FELLOWSHIP PROGRAM

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

In 2014–15 the Fellowship was offered for the first time in several years. Applications were open to individuals who had completed a PhD within the past three years. The Fellowship was advertised on the Australian Parliament website, as well as *Australian Policy Online* and *The Conversation*. In addition, the Parliamentary Librarian wrote to the heads of schools of politics at Australian universities. The Library received seven applications which were considered by a subcommittee of the JSCPL, comprising:

- Ms Gai Brodtmann MP
- Mr Angus Taylor MP, and
- Dr Dianne Heriot, Parliamentary Librarian.

The successful candidate was Dr Edward Scarr, whose research project is ‘*The 44th Parliament and the mental health of military personnel and veterans: attitudes, beliefs, intentions*’. The topic represents a broad issue in national politics that is of considerable significance and interest to parliamentarians and the community more broadly. Dr Scarr’s placement continued until September 2015.

Photo 2: The 2015 Summer Scholars and the Australian Parliamentary Fellow with the Presiding Officers, February 2015



PARLIAMENTARY LIBRARY ASSOCIATES

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

Two Library Associates were appointed in 2014–15. One was a retired Library staff member, Ms Janet Vallee, formerly a senior researcher in the Politics and Public Administration Section. In June 2015, the Librarian appointed the first ‘external’ associate, Dr David Headon, a historian and Visiting Fellow at the Research School of Humanities and the Arts at ANU. Dr Headon will prepare a history of the private and public lives of Australia’s first seven Prime Ministers, Edmund Barton to Billy Hughes.

PARLIAMENTARY LIBRARY INTERN PROGRAMS

The Library this year trialled two intern programs—one in Research Branch and one in Library Collections and Databases Branch, with the objectives of:

- fostering relationships between the Parliamentary Library and Australian tertiary institutions
- providing interns with an opportunity to develop their skills, and
- promoting the work of the Parliamentary Library and its potential as a future employer of choice.

The Research Branch brought six legal interns into the Law and Bills Digest section, selected from the ANU and the University of Canberra law schools. Interns were required to write a research paper on an agreed topic in areas relevant to the parliamentary context.

The Library also has had three interns selected from students studying librarianship, who spent a four-week work experience placement in Library Collections and Databases. The placement offered students an opportunity to develop their skills in a well-regarded Library with highly professional and experienced staff. In turn, the Library benefited from an increase in work capacity and the next-generation skills brought by the students.

PARTICIPATION IN THE AUSTRALIAN PUBLIC SERVICE GRADUATE PROGRAM

The Research Branch also this year hosted two officers who undertook secondments as part of the Australian Public Service Graduate Program.

One, from the Department of the Environment, had a three-month rotation in the Economics Section, while the second, from the Department of Social Services, had a

four-month placement with the Social Policy Section. The program was a success. The Library for its part benefited from the assistance of the graduates in work ranging across preparation of Bills Digests, client research and publications; and the graduates reported gaining new skills in complex research and writing as well as broadening their knowledge of Parliament. The Library looks forward to participating in the program in future years.

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 our clients to deal effectively with the diverse range of tasks and issues which they encounter each day.

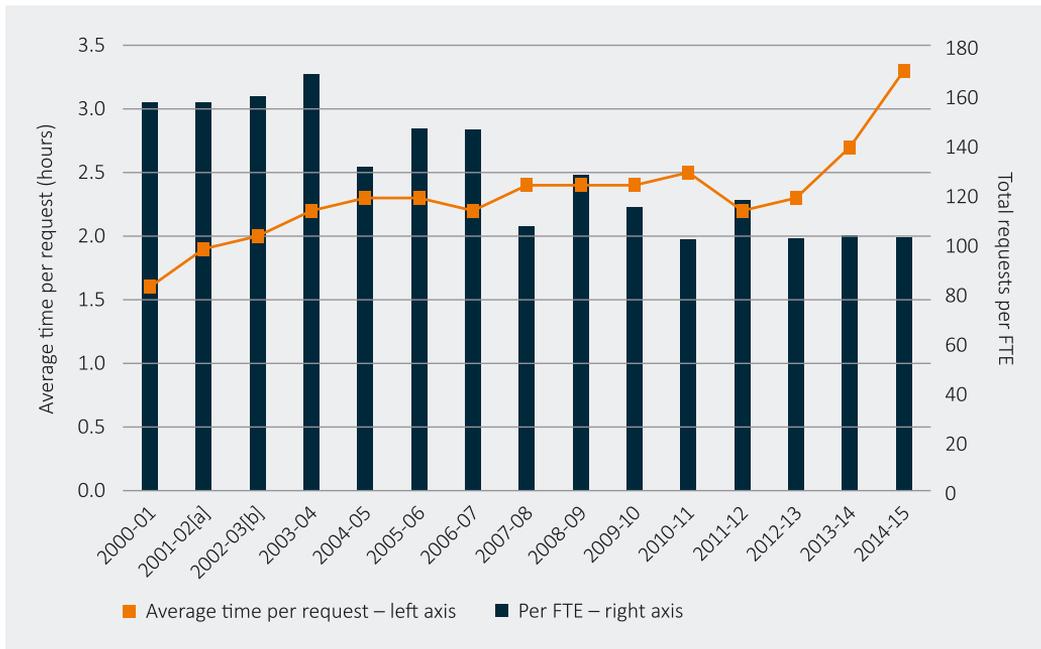
In 2014–15, Library staff responded to 12,656 such requests, providing confidential briefing papers on complex policy issues, face-to-face briefings, statistics and other research for chamber debates and speeches, and analysis and information in support of committee inquiries.

All senators and members used our services across the reporting period to a greater or lesser extent—even ministers, notwithstanding the access they enjoy to the resources of the public service.

Several trends were evident over the past financial year. Overall, there is a continuing shift towards larger and more complex research requests from clients, with an emphasis on analysis rather than simply finding information. This reflects clients' ability to use the internet for straightforward queries; as the findings of the client survey show, the Library's value to clients lies in the capacity to analyse information, assess its accuracy and contrast it critically with other sources.

A related trend is that clients increasingly seek analysis that covers both historical background to an issue, as well as international comparisons—a factor that has implications for the Library's skills profile. Perhaps more specific to this Parliament is the unusually long duration of debates associated with the 2014–15 Budget measures, which brought a long 'tail' of associated requests.

Figure 9: Client Requests – relative indicators



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 that provide senators and members with an impartial and independent explanation and commentary on Bills as they come before the Parliament.

The Library issued 328 research publications in 2014–15 including 134 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. The 2015 client evaluation of Library services reported that 89 per cent of senators, members and their staff and 80 per cent of departmental staff make use of research publications, particularly Bills Digests. Web usage data also indicates that Library publications continue to be widely accessed (based on the number of page visits) as shown in the table below.

Table 26: Page views by publication type

Product type	Page views
Bills Digests	174,024
Other research publications	1,703,779
FlagPost blogs	1,666,610

The research papers most downloaded during the period were:

- *Chronology of same sex marriage bills introduced into the federal parliament: a quick guide*, Deirdre McKeown, 29 June 2015
- *Domestic violence in Australia: a quick guide to the issues*, Janet Phillips 26 March 2015
- *Boat arrivals in Australia since 1976*, Janet Phillips and Harriet Spinks 23 July 2013
- *Asylum seekers and refugees: what are the facts?*, Janet Phillips, 2 March 2015, and
- *The subclass 457 visa: a quick guide*, Gareth Larsen, 11 November 2013.

WELCOMING NEW SENATORS

The 2014–15 financial year saw 12 new senators take their seats following the 2013 Federal election and the April 2014 re-run of the WA Senate election.

What our clients said...

‘I have to say that, as a new senator coming in and having had dealings with different parts of DPS, I have certainly been very well looked after by Hansard, the library and staff in the building.’

Senator Katy Gallagher, Finance and Public Administration Committee, 25 May 2015 p.105

A further four senators were appointed to casual vacancies (including Senator O’Neil who was on 2 July appointed to the vacant position created by former Senator Bob Carr’s double resignation from the Senate, thereby having ceased to be a senator for a single day).¹¹

Assisting new senators to settle into their parliamentary roles was a priority for Library staff. Each new senator was assigned a contact officer from within the Library to help them to become familiar with information resources we offer, and to help channel research enquiries correctly. Each new senator was also given a customised information pack which included maps and statistics relevant to their state, an example of a research paper relevant to their region or individual interests, and a guide to Library services.

¹¹ See Department of the Senate, *Procedural Information Bulletin* No. 284, 19 July 2014.

PARLIAMENTARY HANDBOOK

The Parliamentary Library publishes a Handbook for each Parliament which has become a comprehensive reference work on the Commonwealth Parliament and the Australian political system.

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.*¹²

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 Search. Online access enables the Australian community to obtain information on their local senators and members and the work of the Parliament.

The 33rd edition was launched by the then Speaker of the House of Representatives, the Hon Bronwyn Bishop MP, and the President of the Senate, Senator the Hon Stephen Parry, in November 2014. The event was hosted by the joint chairs of the JSCPL, Senator Zed Seselja and Ms Gai Brodtmann MP, in the presence of members of the JSCPL, Library staff, and a small number of invited guests. By tradition, the Presiding Officers received specially bound and embossed editions of the Handbook, which were presented at the launch.

¹² Parliament of Australia, Report from the Joint Library Committee, 1915, p. 2.

Photo 3: Launch of the Parliamentary Handbook for the 44th Parliament



Left to right: Ms Gai Brotdmann MP (Joint Chair, JSCPL); the Hon Bronwyn Bishop MP (Speaker of the House of Representatives); Martin Lumb, Handbook editor; Senator the Hon Stephen Parry (President of the Senate); Senator Zed Seselja (Joint Chair, JSCPL).

What our clients said...

‘I would like to extend the delegation’s thanks to officers of the Department of Foreign Affairs and to staff of the Parliamentary Library for providing comprehensive and timely briefing materials prior to the departure of the delegation.’

The Hon Bronwyn Bishop, House of Representatives, Debates, 10 February 2015, p.303

WHAT’S NEW AND EZINE ‘OFF THE SHELF’

The 2015 client evaluation found that the Library’s eNewsletter—*What’s New*—is clearly the preferred source of information about Library services, with around two thirds of senators, members and their staff as well as staff of parliamentary departments reporting it as their source. Responses in the qualitative phase of the research, however, suggest that while most people are aware of *What’s New*, they do not always read it or only skim the first few lines. The evaluators observed that *What’s New* would probably gain the best readership in a busy environment if it was produced often but kept brief, with contents and links to information quickly identifiable.

In December 2013, the Library commenced publishing a new ‘ezine’—a magazine in electronic format—called ‘Off the Shelf’. The ezine is published three times each year, corresponding to the three parliamentary sessions, and contains a range of short articles covering current issues of interest. Issue four was published in April 2015. While aiming to be interesting and relevant to our parliamentary clients, the ezine is also a response to the 2012 client satisfaction survey undertaken by Leapfrog Consultants, who found relatively low usage of research publications and recommended efforts to increase awareness of research and promote Library staff specialisations. The 2015 evaluation of Library services found low awareness of the publication among clients (3 per cent).

The Library will review both publications in 2015–16 as part of a new client communication strategy.

BUDGET SEMINAR AND BUDGET REVIEWS

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 124 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.

What our clients said...

‘I am pleased to be able to make a contribution to this debate. I want to thank the people in the Library for their Bills Digest which gives us all the information we need to be able to make a meaningful contribution.’

The Hon Warren Snowdon, House of Representatives, *Debates*, 16 July 2014, p.8244

The Parliamentary Library also produced its annual Budget Review to assist parliamentarians consider the key issues posed by the 2015–16 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; parliamentary scrutiny of payments to the states and territories; forecasting risks and uncertainties; and a discussion of previous measures, including those revised in the 2015–16 budget and those not yet proceeded with. The Budget briefs section

provided background information and analysis of some 60 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.

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 36 per cent at the end of June 2014 to 38.2 per cent at the end of June 2015. Within the serials collection alone, the number of titles available in electronic form increased to 87.6 per cent with some 24.5 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 2014–15.

IMPROVING OUR MAPPING SERVICES

In 2014–15 the Library's mapping team printed and delivered over 700 large format maps for clients, and a similar number in Adobe PDF only format. Processes put in place in 2013–14 to create a full set of templates for individual electorate mapping paid dividends this year, vastly reducing the time taken to create the majority of individual map requests. In addition, the Library started to build a collection of pre-made national scale maps, some readily available, some original, which have proved popular with clients. We have also completed the process of digitising the complete history of electoral boundary redistributions since 1901; this resource will be incorporated into interactive mapping products during 2015–16.

Work is well underway to redevelop ParlMap, the Library's online self-service mapping system that allows users to create their own maps using census and election results. The updated version will provide access to a wider range of data, as well as an improved interface and functionality. We expect it to be available through the Library's portal in the second quarter of 2015–16.

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 33,475 individual print and electronic journal titles, including those contained in the large aggregated subscription services. New material is acquired and outdated, damaged or redundant material is discarded regularly. 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 2014–15 were electronic resources.

During 2014–15, the Library spent \$1.97 million on information resources. Of this \$0.614 million was allocated to news services (including daily press clips, breaking news, social media monitoring, iSentia Mediaportal, Library Press Display, NewsBank, ProQuest ANZ Newstand and hard copy newspapers). In addition, capital funding of \$0.611 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 cost pressures on the collection budget, 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.

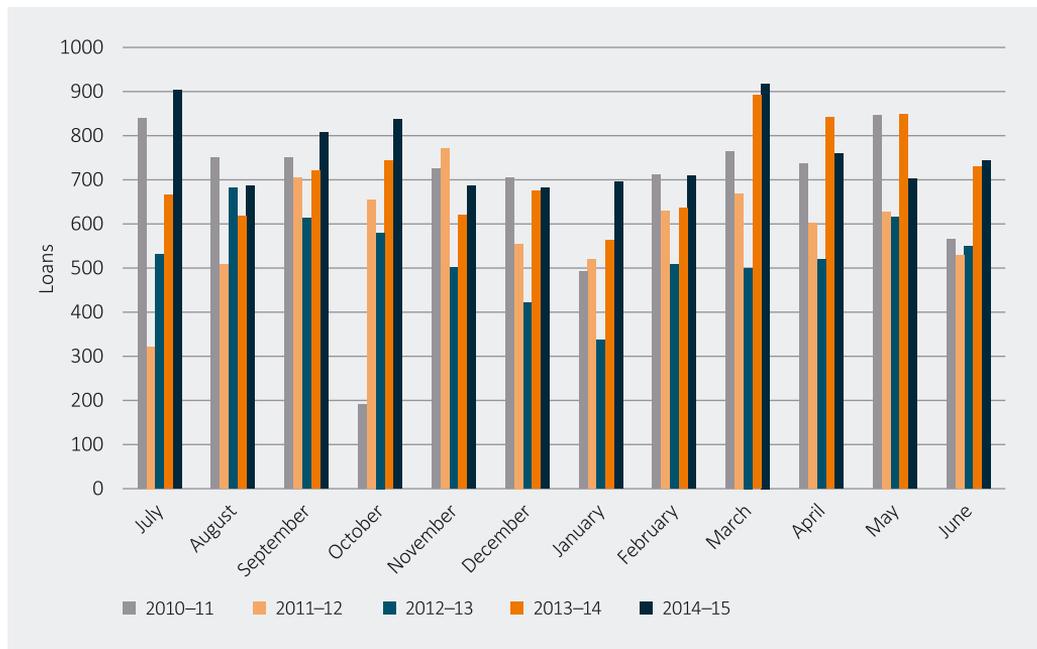
The Library has, in recent years, increased the range of digital resources so that senators and members have access to this information regardless of time or location. This has meant reducing expenditure on print materials, especially news media, which continue to be preferred by some clients.

Use of the print collection also continues to increase and is at its highest level since 2010–11. (The 2015 client evaluation of Library services similarly found that use of the Library’s print collection had increased significantly—from 61 per cent in 2012 to 85 per cent in 2015.) Both point to the strengthening of the Collection Development Policy and the expertise of the Library Acquisitions team in selecting items to add to the collection. However, feedback from parliamentary staff in the 2015 evaluation of Library Services has pointed to a possible gap in collection coverage and a desire for ‘[e]xpansion of online journals and new books’. The Library will consult further on this issue in 2015–16 to identify potential gaps and how they might be able to be addressed within the collection budget.¹³

¹³ *Australian Parliamentary Library Client service evaluation 2015*, p. 25, see also p. 22.

As part of the Library’s on-going commitment to collection maintenance, an evaluation of the senators’ and members’ Reading Room was implemented in November 2014 in accordance with the Library’s Collection Development Policy (Governance Paper No. 5.3) and covered fiction and non-fiction monograph titles. Several hundred titles were weeded from the collection and several subject areas were refreshed.

Figure 10: Use of the print collection



CONTINUITY OF SERVICE

During 2014–15 the Library began the development of a new business continuity plan (BCP) identifying the arrangements that the Parliamentary Library would put in place to maintain the continuity of its key services after a major, unexpected disruptive incident. It has been developed by drawing upon a range of better practice guides and the Australian National Audit Office’s *Business Continuity Management: building resilience in public sector entities*. The plan will be finalised early in the 2015–16 financial year.

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

The Library also developed a disaster recovery plan for the collection, setting out policies and procedures to help prevent, prepare for and respond to disaster events.

The Library is committed to ensuring the continuity of Library services to support the operation of the Australian Parliament through business continuity management, risk management and good governance practices.

DIGITISATION

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

NEWS ARCHIVES

The Parliamentary Library has been compiling information files from newspaper clippings, press releases and journal articles since the 1950s. These days this is done digitally with the aid of an automated system. The Library also has a digitisation team that processes press releases and journal articles for its databases.

However, the Library still 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.

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. There still remain some 10 million pages of hardcopy information files, stored within two kilometres of shelving.

In order to improve access and to ensure this resource is preserved for future generations of parliamentarians, the Library has begun digitising the contents of the print based information files. The Library digitised two million pages (at a cost of \$490,000 in capital funding) in 2014–15.

The Library aims to digitise a further two million pages in 2015–16.

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.

What our clients said...

'Members, I would just like to add a few words of thanks to all those who make this place run....We have the committee office and committee secretaries and their staff, the research services of members, the Library and the Parliamentary Budget Office—all indispensable to the work we do.'

The Hon Bronwyn Bishop, MP, House of Representatives, *Debates*, 4 December 2014, p.14242

During 2014–15, the Electronic Media Monitoring Service (EMMS) also commenced digitising ABC analogue content dating from 1990. This project was funded from the 2014–15 DPS capital program (that is, funding additional to that provided in the Resource Agreement). To date over 1,200 hours of content has been digitised. The Library plans to escalate this project next financial year with the aim of digitising a further 5,000 hours of analogue content.

'CONDOLENCE PACKS'

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

However, in 2014–15 the Library began to make these packs digitally available in ParlInfo Search (with access limited to parliamentary clients for reasons of copyright). The first digital pack was for the former Minister for Finance, Peter Walsh. In addition to making any new packs digitally available, during 2015–16 the Library will digitise its historical collection of condolence packs.

SURFING THE INFORMATION WAVE—LIBRARY 'DROP IN' CENTRE IN THE SENATORS' AND MEMBERS' READING ROOM.

To bring its staff and its services closer to clients, the Library began conducting occasional morning and evening drop in centres in the senators' and members' Reading Room during sitting weeks. The sessions provided an opportunity for Library clients to drop in and learn about Library services and see products and services in action. Library research specialists also walked clients through some of the Parliamentary Library's specialist publications, gave briefings on key issues and answered questions. The sessions also focussed on clients getting the most from their mobile devices as well as using the Library's specialised media, mapping and statistics tools. The Library will continue to hold these sessions during 2015–16.

What our clients said...

'I have been trying to get some information from the Parliamentary Library about this, and they have been incredibly fantastic'.

Senator Sam Dastyari, Foreign Affairs, Defence and Trade Legislation Committee, 6 June 2015, p.52

SUPPORT THE PARLIAMENT'S ENGAGEMENT WITH THE COMMUNITY AND DEMOCRACY

TROVE

During 2014–15, the Parliamentary Library worked with the National Library of Australia (NLA) to expand Australian political history coverage in Trove. ([Trove](#) is an online discovery service developed by the NLA that covers Australian content from the NLA, the National Archives of Australia, state and territory libraries, galleries and museums, and over 1,000 other libraries around Australia.)

What our clients said...

'I would like to acknowledge and thank all of those people who have helped inform this inquiry. In particular ... the Parliamentary Library and the Parliamentary Budget Office for their efficient professionalism'

Ms Kelly O'Dwyer, Standing Committee on Economics, 27 November 2014, p.13432

For many years the Parliamentary Library has been collecting and digitising press releases issued by federal politicians. To enhance public access to this collection, the Library has allowed [Trove](#) to harvest this information from its databases. The bulk of the collection comprises releases from the 1990s to the present day. However, there are a number of earlier documents, including Sir Henry Parkes' famous [Tenterfield address](#) and [Robert Menzies' 1945 speech](#) on international affairs (featuring his analyses of responses to Hitler's announcement that he would re-militarise Germany). Over 200,000 press releases and transcripts of more than 13,000 broadcast news and current affairs programs from the Library's collections are now available via Trove, including a 1975 ABC AM interview with Gough Whitlam and Vincent Lingiari on the handover of part of [Wave Hill Cattle Station](#).

In May 2015, the Library also agreed to the NLA regularly harvesting senators' and members' biographies from its Parliamentary Handbook data base for inclusion in Trove.

While all of these documents were already available to the public through the Parliament's own website, inclusion in Trove will make them much more readily accessible. (In 2013–14, Trove had more than 131,000 registered users and averaged

66,000 visitors each day.)¹⁴ The records are updated in Trove three times per week so new releases are readily available.

PARLIAMENT SHOP

Since July 2014, the Library has been responsible for selecting and recommending politically themed book titles within the Shop. The Library’s acquisitions team has recommended over 190 titles during this period, and the initiative has proved successful. By utilising the Library’s extensive acquisitions expertise, the Shop’s staff have been able to capture relevant titles in a timely and effective manner. The aim is for the Shop to be recognised as a primary source for politically themed books throughout Australia, and this initiative has greatly assisted them in achieving this goal.

WORLD WAR I CENTENARY

Around the world, individuals, community organisations and institutions are commemorating the centenary of the First World War. As its contribution, the Parliamentary Library is featuring 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 focus of the program is the profound influence that the war had in shaping the Australian nation and its institutions of government.



What our clients said...

‘Thanks of course to the Department of Parliamentary Services, especially the Parliamentary Library’
 Senator the Hon Stephen Conroy, Senate, Debates 4 December 2014, p.10376

In addition to the annual updating of the Anzac Day Kit (*Anzac Day 2015* by David Watt), four publications in this series were released in 2014–15:

¹⁴ National Library of Australia, *Annual Report 2013–14* p63.

- *'To the last man—Australia's entry to war in 1914* (Jonathan Curtis)
- *Commonwealth Members of Parliament who have served in war: Colonial Wars and the First World War* (Nathan Church, Hannah Gobbett, Martin Lumb and Rob Lundie)
- *Commonwealth Parliament 1901 to World War I* (Rob Lundie and Joy McCann), and
- *Index of Victoria Cross recipients by electorate* (update, Nathan Church).

In August 2014 Dr David Stevens, Director Strategic and Historical Studies, Sea Power Centre, presented a Parliamentary Library lecture, 'A small navy in a Great War'. (The lecture may be viewed from the link on the [APH webpage](#)).

As a companion to its research paper, the Library has also developed an exhibition entitled *Members who Served*, commemorating the 199 members of the Australian Parliament identified as having served in the First World War. The exhibition features 16 of these men who were also members of Parliament during the war years, including nine who served in Parliament while at the same time being engaged in war service. The exhibition is expected to be launched in November 2015.

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.

REGIONAL ENGAGEMENT

Pacific Parliamentary Scholars

In 2014–15, the Parliamentary Library again participated in the Pacific Parliamentary Scholarships Scheme, which is part of the Pacific Parliamentary Partnerships initiative funded under the Pacific Women Shaping Pacific Development Initiative (2012–22).

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 November 2014, the Library was pleased to host three scholars:

- Sally Itaea from the Parliament of Kiribati whose research focused on the 'Economic empowerment of women in Kiribati to raise their economic and social status'
- Silvia 'Atiola from the Legislative Assembly of Tonga whose project was to look at 'Advancing domestic violence victims' access to justice in Tonga', and
- Deborah Kanu from Papua New Guinea who explored the 'Creation of a Gender Office at Parliament House' PNG.

Sally Itaea, whose project was carried out on behalf Kiribati MPs, Minister Maere Tekanene and the Hon Rerero Eria, also visited the ACT Legislative Assembly (twinned with Kiribati).

Silvia 'Atiola spent time in both the Australian Parliamentary Library and the South Australian Parliament (twinned with Tonga) to explore Australian federal and state responses to domestic violence. The Parliamentary Library appreciates the generous participation of the Attorney-General's Department, the Australian Institute of Family Studies, the Family Court of Australia, the Magistrates' Court of Victoria, and Relationships Australia in Ms 'Atiola's study program.

In addition to her work with Parliamentary Library staff, Deborah Kanu met with academics at the Australian National University and met with the then Speaker of the House of Representatives, the Hon Bronwyn Bishop MP, and Senator Claire Moore to discuss her ideas.

All three presented their papers to an appreciative audience of parliamentary staff on their final day and said how much they enjoyed their time at Australia's Parliament House.

The Library anticipates hosting further Pacific Parliamentary scholars in 2015–16.

Photo 4: The 2014 Pacific Parliamentary Scholars



Left to Right: Deborah Kanu, Sally Itaea and Silvia 'Atiola in the Parliamentary Library

GENDER EQUITY PROJECT

The Parliamentary Library also worked with the Pacific Women's Partnership Program (PWPP) secretariat to help develop a learning program to provide greater understanding of equity in Pacific parliaments. (The Pacific region has the lowest percentage of female parliamentarians globally, and some nations have consistently had no women members of parliament.)

In February 2015, Library researcher Dr Joy McCann participated in a workshop with Dame Carol Kidu from Papua New Guinea to draft booklets for five modules on: culture and leadership; politics and parliament; parliamentary procedure; making equality work; and a political survival kit. The kit was the subject of discussion and critique by participants at a plenary session on the last day of a PWPP forum hosted by the Fiji Parliament in May 2015. The forum, coordinated by the Australian Parliament, included 63 parliamentarians and participants from 15 Pacific jurisdictions. Recommendations arising from this session will be incorporated in the draft and the revised version will be further reviewed at a Parliamentary Educators' Conference to be held in New Zealand in October 2015. To assist the project, Dr McCann compiled a 'virtual library' of key reports and research papers relating to gender equality in Pacific parliaments. Such electronic resources are important as some of the Pacific parliamentary staff have limited or no access to the internet. Once the Learning Program is completed, the Library will provide a similar resource to each of the Clerks of the Pacific parliaments to assist them in implementing the Learning Program.

OTHER REGIONAL ACTIVITIES

In August 2014, 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 France. 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. As well as delivering a paper at the pre-conference, the Librarian helped deliver a training workshop for legislative libraries and research services. In May 2015, the Librarian was re-elected 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.

The Parliamentary Librarian was elected as the President of the Association of Parliamentary Librarians of Asia and the Pacific (APLAP) at the Association's 2013 business meeting. In support of this role, the Library worked with APLAP's Executive to build an APLAP website to bring together for the first time all of the Association's resources and papers in one place. It, together with a closed Facebook page, serves as a communication hub for parliamentary libraries across the Asia-Pacific region. The website was launched in June 2014 and the Facebook group in September 2015.

The Library will host an APLAP meeting and training workshop in December 2015.

OTHER

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 for part of 2014–15.

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. Guy Woods presented two papers at APLA's annual conference in Brisbane in July 2014.

In October 2014, the Library hosted a delegation of staff from the NSW Parliamentary Library who were exploring options for implementing an automated press clipping service for the NSW Parliament.

During the year, Library staff presented to parliamentary delegations from: Bahrain, Bougainville, Bhutan, Fiji, Indonesia, Kenya, Myanmar and Papua New Guinea. Library staff also met with a delegation from the Fudan University in China and the Korean Copyright Commission.

Recognising the importance of supporting the development of professional skills in the library community, the Library once again hosted a group of 32 library students from Charles Sturt University.

USE TECHNOLOGY TO SUPPORT BETTER SERVICES

THE NEW ONLINE PARLIAMENTARY HANDBOOK PROJECT

This year, the Library has been engaged on a body of work that will significantly improve our ability to rapidly deliver information about the Parliament, parliamentarians, and their service.

The first stage of this project involved taking a diverse range of information sources, including from printed papers and a diverse set of databases, and turning them into a consistent machine readable digital format. Interestingly, this exercise revealed a significant number of inconsistencies between published sources which led us to verify and cross check the information with other institutions including the Australian Electoral Commission, and the Senate and House of Representatives.

The second stage uses this information and ties it into a single searchable system that includes:

- Personal information—date of birth, place of birth, age, death, honorifics and postnominals, history of electoral service, party representation, electorates/states, events (election, by-election, casual vacancy) educational qualifications, occupations, military service and digital photographs

- Parliamentary service—ministerial and shadow positions, parliamentary positions (speaker, president etc.) and committee memberships, and
- Electorate profiles—electorate representation history, electorate boundaries 1901–1989 and associated elector counts, redistribution dates, electorate profile histories, election results and maps of electorates.

This work will bring benefits for both the Library and our clients.

For the Library, it means we have a ‘single point of truth’ for information. With an integrated system, when changes occur we only need to update the information once, rather than across numerous special-purpose databases.

For our clients, as the project unfolds and incorporates other data, it will be possible to link all the various types of information relating to the history and operations of the Parliament, enabling easier searches and analysis—work that until now often required time-consuming manual searches and counts.

Stages one and two are largely complete. The third and final aspect of the project will build on these information foundations and involve the release of a new digital version of the Parliamentary Handbook. The Handbook, as well as being published in book-form once every Parliament, is already available on the Parliament’s website. However, the new version will provide major improvements in functionality, including a version optimised for use on mobile devices, as well as the capacity for easy and customisable searches across the new range of information sources covering from 1901 to the present.

NEWS SERVICES

The Parliamentary Library has been monitoring the content of the major national and metropolitan newspapers for over 60 years. In 2014 this service was expanded (via the iSentia Mediaportal) to cover national, metropolitan and regional newspapers, online news, regional radio and TV news broadcasts. Using the Mediaportal, senators and members can now search for content and set up alerts covering local and national media outlets. Access to such a comprehensive range of regional press was particularly important and addressed a long-standing gap in the Library’s services.

The Mediaportal has proved to be extremely popular with senators and members. Almost 80 per cent of offices have at least one logon for the service, and these users have created over 720 alerts.

Improving digital access

In May 2015, the Parliamentary Library announced the inclusion of several of our news services on the Web@Work browser. Clients can now access the senators’ news clips of the day, the members’ news clips of the day and the breaking news feed on their mobile devices, without the need to be connected to the Parliamentary Computing Network (PCN). The Library will continue to work with DPS ICT to deliver more Library services via the Web@Work browser.

The Library has been endeavouring throughout the year to negotiate agreements that enable clients to access paywall news content from the major Australian dailies. This has proved challenging given the immaturity of the market and the fact that vendors were slow to develop appropriate corporate licences. In 2014 News Limited introduced institutional licensing arrangements for libraries; and since July 2014 the Parliamentary Library has been able to offer each senator and member a corporate subscription which provides digital access to *The Australian* and *Business Spectator*.

Broadcast news

The Parliamentary Library's Electronic Media Monitoring Service (EMMS) has been monitoring radio and television broadcasts in Canberra for 25 years. For broadcasts outside of Canberra, the EMMS team previously relied on the assistance of their colleagues in the state parliamentary libraries.

This year the service has expanded its reach to cover radio broadcasts across the country. Through the VAST (Viewer Access Satellite Television) service, it now covers the main ABC FM radio stations in the state and territory capital cities. For coverage of radio broadcasts outside the capital cities, the Library has negotiated an agreement with the Fairfax Radio Monitoring service. With this agreement EMMS can monitor and archive radio programs from anywhere in Australia an hour after they have been broadcast.

The Library's suite of news services now includes:

- senators' news clips of the day, and the equivalent members' news clips of the day
- an Electronic Media Monitoring Service (EMMS)
- newspaper clippings in ParlInfo Search
- newspaper clippings from national, metropolitan and regional newspapers through the iSentia MediaPortal
- regional radio and television news broadcasting through the iSentia MediaPortal
- a breaking news service
- a social media monitoring service, and
- digital access to *The Australian*, *Business Spectator*, *Crikey* and the *New York Times*.

The Library also subscribes to news service databases providing current and archival full text searchable articles from Australian and International sources, including:

- ProQuest ANZ Newstand
- Library Press Display (Press Reader), and
- NewsBank.

USING TECHNOLOGY TO IMPROVE PRODUCTIVITY

Wherever possible, the Library employs the latest technological innovations to improve productivity and service delivery. An excellent example of this was the introduction of an automated selection and indexing system for the Library's newspaper clippings database in 2010.

The Library processes and indexes around 10,000 newspaper clippings a month and these clippings account for around 85 per cent of content added to the Library's databases and 95 per cent of the content that is indexed.

Since the introduction of the automated system in 2010, the Library has been able to provide access to the latest newspaper clippings by 7.30am seven days a week. Recent figures demonstrate that the introduction of LAST (Library Authoring System and Thesaurus) has resulted in almost a 50 per cent reduction in time spent selecting items for the database, and a 30 per cent reduction in the time spent indexing. Overall there has been almost a 40 per cent reduction in the time spent providing content for this database. We have also seen a significant increase in the selection and indexing rates. The selection rate has increased by 59 per cent, the indexing rate by 18 per cent and the overall rate by 32 per cent.

The newspaper clippings database remains one of the most frequently selected databases. In 2014–15 it was selected 286,770 times.

Thesaurus Review

The Parliamentary Library indexes articles for its ParlInfo Search databases using subject terms from the Parliamentary Library thesaurus. The thesaurus has been designed to provide a consistent and controlled language around subjects of interest to the Parliament. Using these subject terms users can retrieve articles on the subject they are interested in regardless of the different words used by the journalists and authors writing on that subject.

The thesaurus was created in 1989. In that time it has grown and the way it is used has changed. In 2010 the thesaurus was incorporated into an automatic indexing system which is used to assign subject terms for the newspaper clippings database as they are published into ParlInfo Search. With 19,156 subject headings the system and users struggle to find the appropriate terms.

In February 2015 the Library commenced the first systematic review of the thesaurus in its 26-year history. The aim of the review is to reduce the number of subject terms and simplify the thesaurus structure. This will help the end user more easily identify appropriate terms for retrieval. It will also improve the effectiveness of the computer assisted indexing of newspaper clippings.

Of those areas of the thesaurus that have been reviewed to date the reduction of terms is between 37 to 75 per cent. For example, the Education hierarchy originally contained 407 terms, and with the advice of the subject researcher, was reduced to 256 subject headings, a 37 per cent reduction.

WORKFORCE ISSUES

Since 30 June 2014, the Library workforce:

- increased in headcount from 132 to 139 employees and in FTE from 118.2 to 129.6
- reduced its permanent workforce from 90 per cent of total staff positions to 83 per cent, and
- decreased its average age from 47 years to 46 years.

At 30 June 2015, the Library had a head count of 139 employees (FTE 129.6):

- Office of the Parliamentary Librarian—9
- Collections and Databases Branch—42, and
- Research Branch—88.

SEPARATIONS

Thirty-three staff left the Library in 2014–15, a separation rate of 24 per cent. Of these, 13 were ongoing employees (39 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 2014–15 were:

- end of contract (16 staff)
- resignation (10 staff – 6 ongoing and 4 non-ongoing staff)
- voluntary retrenchment (3 staff)
- age retirement (2 staff), and
- permanent transfer and invalidity retirement (1 staff member in each category).

The 2014–15 separation rate for ongoing Library staff was 11 per cent, a slight increase compared with the previous financial year.

At 30 June 2015, the non-ongoing workforce made up 17 per cent of the total Library workforce, an increase from 10 per cent as at 30 June 2014.

Non-ongoing staff have been engaged for a variety of reasons.

Some are backfilling the positions of staff who took extended leave (including maternity and long- service leave and extended sick leave).

To the extent possible, the Library also engaged non-ongoing staff and sessional staff to bolster staff numbers in periods of peak demand and while recruitment processes were underway. This was again made difficult by the nature of the Canberra job market, with both individuals and agencies reluctant to pursue or enable short-term appointments. However, the availability of such a 'surge capacity' is important to enable us to meet client demand at peak periods. In 2015–16 the Library will be refreshing its temporary employment register regularly to facilitate this.

Finally, to ensure there is sufficient flexibility to redirect resources according to business needs as new areas of interest to the Parliament emerge, a small number of positions across the Library were filled on a fixed term basis (one or two years).

Table 27: Staff separation summary—1 July 2014 to 30 June 2015

Separation method	Section	Non-ongoing	Ongoing	Total
Age Retirement	Library Collections and Databases		2	2
End of contract/End of temporary transfer	Library Collections and Databases	2		2
	Research Branch	13		13
	Office of Parliamentary Librarian	1		1
Invalidity retirement	Office of the Parliamentary Librarian		1	1
Permanent transfer	Library Collections and Databases		1	1
Resignation	Library Collections and Databases		1	1
	Research Branch	4	5	9
Voluntary retrenchment (Vol Ret Excess EA279 (b))	Parliamentary Library		3	3
Total		20	13	33

RECRUITMENT

In the period 1 July 2014 to 30 June 2015, there were 43 new external employees hired of whom eight were ongoing and 35 were non-ongoing.

- Research Branch employed 32 new employees: five ongoing employees (three PEL1, PEL2 and PSL 4/5) and 27 non-ongoing employees. These commencements were across the branch with Economics and Social Policy each recruiting six new employees, Laws & Bills Digests recruiting five new employees, and Statistics & Mapping and Foreign Affairs, Defence & Security each recruiting four new employees.
- Library Collections and Databases Branch employed eight new employees: three ongoing (PSL 6, PSL 5, and PSL 2) and five non-ongoing employees (PSL6, two PSL4 and two PSL2). Two of the five non-ongoing employees initially engaged on temporary employment contracts were later successful applicants in permanent positions.
- The Office of the Parliamentary Librarian employed three new non-ongoing employees (two PSL 5 to bolster our digital publishing capacity and one part time PSL 1 to assist with administration).

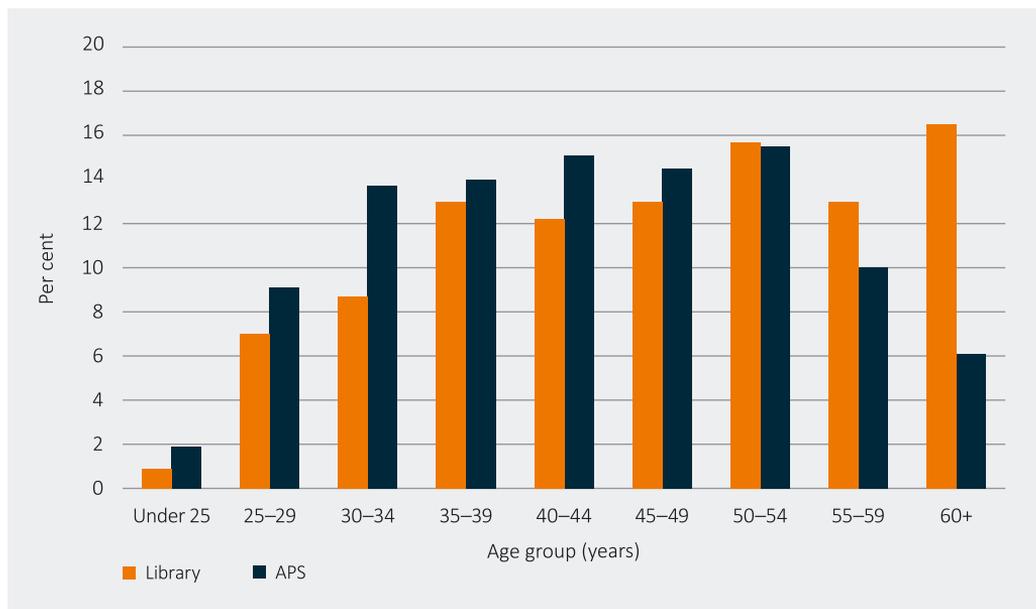
AGE PROFILE

As at 30 June 2015, 30 per cent of the Library’s ongoing staff were eligible to retire (that is, aged 55 years and over). A further 29 per cent will become eligible for retirement over the next 10 years. This potentially exposes the Library to a significant loss of corporate knowledge and expertise within a short period of time. However, this is not a new issue. In fact the Library’s ageing workforce rate has slowed over recent years. The proportion of staff under the age of 45 has increased to 42 per cent as at 30 June 2015 from 36 per cent as at 30 June 2014. In 2007, staff aged 45 years and older accounted for 71 per cent of the Library’s workforce.¹⁵ At June 2015, the total ongoing workforce who may retire in the next five years was 45 per cent—down from

¹⁵ Department of Parliamentary Services Annual Report and Financial Statements 2008–09, p.41

50 per cent in 2014. However, as shown in the following graph, the Library's age profile remains much older than that for the Australian Public Service.

Figure 11: Age Profile for Parliamentary Library and APS



ABS data is at December 2014.

Source: <http://www.apsc.gov.au/publications-and-media/parliamentary/aps-statistical-bulletin/snapshots-december-2014>

PERFORMANCE RESULTS

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 print and electronic publications.
- library collections and databases—information services are provided to the Library's clients by acquiring and providing access to information resources, through the selection, processing and indexing of material for library and media databases in ParInfo Search.

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

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

The Library uses the RefTracker Information Request Management System to manage client requests and other client related work. This records, among other things, the number of requests/publications and the time spent on them. The time attributed reflects only the direct time spent on each. However, the ability to provide effective and timely delivery of publications 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 28: Research services—deliverables

Deliverable	Measure	Performance		
		2012–13	2013–14	2014–15
Individual client requests	Percentage of primary clients using the service target: 100%	98.6%	97.41%	100%
	Number of individual client requests target: 13,000	12,957	12,507	12,656
Self-service requests	Number of online uses of the Parliamentary Library's publications, including the Parliamentary Handbook, through ParlInfo and the Internet target: 5,400,000	5.3m	8.04m ¹	9.14m
Publications	Number of publications produced target: 260	421	350	328
Client training and seminars	Attendance at training courses and events (e.g. Vital Issues Seminars) target: 500	601	641	418

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 29: Research services—Price indicators

Deliverable	Measure	Performance		
		2012–13	2013–14	2014–15
Cost of research services	Average cost per individual client request	\$483	\$408.74	\$500.87
	Average direct cost per self-service client request (staff time only)	N/A	\$0.14	\$0.11

CLIENT REQUESTS

During 2014–15, 100 per cent of the Library’s primary clients (senators’ and members’ offices, including ministers’ offices) 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 increased slightly compared to the previous financial year.

PUBLICATIONS

In 2014–15, the Library produced 328 publications. This included 98 FlagPost blog posts and 56 research papers.

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, and
- 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 the 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 134 Bills Digests in 2014–15. One of these related to a Private Members’ Bill (the Parliamentary Service Amendment Bill 2014).

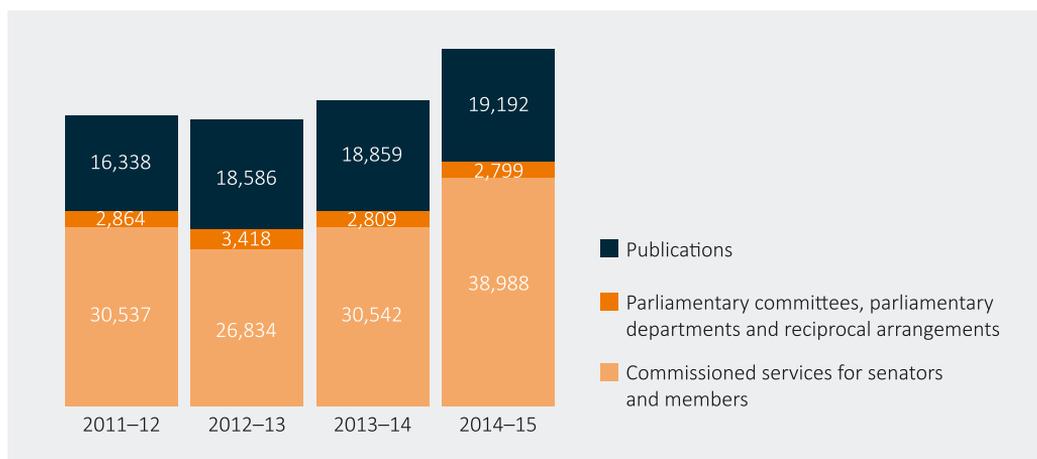
Digests were not produced for 26 Government Bills. Of these Bills, 17 were introduced in Parliament and passed both Houses in a week (five passed both Houses within a day of introduction). Digests had been written for earlier versions of nine of these Bills—when the Bills were reintroduced, they passed both Houses within three days of introduction.

Digests were not completed in time for debate for a further two Bills.

In 2014–15 Library staff hours spent on publications increased slightly (by 1.76 per cent) and hours spent responding to enquiries placed directly by senators and members increased by 27.6 per cent.

Hours on client services to parliamentary committees, parliamentary departments and reciprocal arrangements were largely stable (decreasing by 0.3 per cent).

Figure 12: Distribution of client service hours by service type



Client training and seminars

During the year, Library induction and orientation services were held for 115 clients (down from the post-election high of 272 in 2013–14). These continued to be successful in providing, through individual and small group sessions, a timely and detailed introduction to Library services. This included targeted information sessions conducted in client’s offices.

Library staff were also appointed as contact officers for senators whose terms commenced on 1 July 2015 as well as those subsequently appointed to casual vacancies.

Since 1986, the Library has been running a program of lectures and seminars that bring notable speakers to the Parliament to give senators and members and their staff the opportunity to hear, first hand, expert opinion on a range of currently relevant topics.

Parliamentary Library Lectures attracted 303 attendees in 2014–15 (down from 369 in 2013–14), 124 of whom were attendees at the Library’s annual budget seminar. A decision was made to reduce slightly the number of Library lectures in 2014–15 in recognition of the program of events scheduled in association with the Magna Carta anniversary. Six lectures were held covering a diverse range of subjects: the Australian Navy in World War One; integrity, anti-corruption and the G20; security and privacy challenges associated with drones; should we trust science?; and, the Reconciliation Week Lecture entitled *Aboriginal advantage*. The lectures are available for download from the APH website.

Attendance at Library lectures has been decreasing over recent years; and responses to the 2015 client evaluation of Library services indicated that while the Library lectures were highly regarded, most people were too busy to attend.¹⁶ The Library will review the program in the 2015–16 financial year to determine how best to proceed.

Client satisfaction with requests and publications

Table 30: Research services—Key Performance Indicators

Key performance Indicator	Measure	Performance		
		2012–13	2013–14	2014–15
Client satisfaction with requests and publications	High level of customer satisfaction target: 95%	93%	93%	93% ¹
	Client service delivered to timeliness service standard target: 90%	90%	90%	89.76%
	Number of complaints from clients	2	0	2

¹ As measured in Uncommon Knowledge, *Australian Parliamentary Library Client service evaluation 2015*

The 2015 client service evaluation found the general response to the Library was very positive. Satisfaction among senators, members and their staff is high at 93 per cent, with 97 per cent of respondents indicating they would recommend the Library’s services to a colleague (both figures are consistent with results in the 2012 survey). Most respondents considered Library staff to be hard-working, professional and friendly and services to be of a high quality.

¹⁶ *Australian Parliamentary Library Client service evaluation 2015*, p. 7.

However, satisfaction among parliamentary staff (Department of the House of Representatives, Department of the Senate and the Parliamentary Budget Office) was lower. The satisfaction rate among Committee staff was 78 per cent (n=27) and among non-Committee staff, 86 per cent (n=29). The consultants note that the overall satisfaction level was brought down by the Parliamentary Budget Office respondents (n=9) who showed overall less familiarity with Library services, but that with such small numbers it was not possible to draw firm conclusions.¹⁷ However the likelihood of parliamentary staff recommending the Library to a colleague remains high (93 per cent).

In addition to the evaluation, Uncommon Knowledge have developed a toolkit for the Library to use in the 2nd and 3rd years ahead of the next independent evaluation to enable it to gauge the ongoing satisfaction of clients.

In September 2014 a joint survey of parliamentarians' satisfaction with DPS services was undertaken by DPS and the ANAO as part of the ANAO's audit of asset and contract management at Parliament House. While all senators and members were invited to participate in the survey, 33 responded to the survey and 30 answered questions regarding the Library's services. Of these, 93 per cent indicated they were very satisfied (70 per cent) or satisfied (23 per cent) with the Library's services. The remaining 7 per cent were neither satisfied nor dissatisfied.¹⁸

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.

In 2014–15, as part of the Library's commitment to ongoing service improvement, the Librarian initiated a program of consultation with parliamentary committees. The Librarian initially wrote to the Clerks of the Senate and of the House of Representatives and met with senior representatives from both departments. In September 2014, the Librarian began a program of consultation with committee chairs to seek their views

¹⁷ *Australian Parliamentary Library Client service evaluation 2015*, p.4. The research suggests that the timeliness of the Bills Digests was the main area of concern for parliamentary staff and this was seen to be a consequence of reduced staffing levels.

¹⁸ Australian National Audit Office, *Managing Assets and Contracts at Parliament House: Department of Parliamentary Services*, 2015, p 118.

on the extent and quality of the Library's services to parliamentary committees and how these might be enhanced. The meetings also offered an opportunity to talk to the chairs and committee staff about recent additions/changes to Library services, particularly news services. The Librarian and senior staff met with 12 committee chairs/members of committees and seven others provided written feedback.

A number of common themes emerged from the discussions. Chairs tended to use Library services for their own purposes rather than in relation to their committee role, with committee requests generally channelled through the secretariat. Where the Library's input was sought, researchers have generally proven helpful in providing initial briefings and annotated bibliographies that enable the inquiry to get off to a quick start and approach the right stakeholder groups and experts. However, there is room for improvement in the consistency and quality of the Library's responses to such requests. Secretariats and committee members are not always aware that committees have the formal status of Library clients and can request briefings and research in support of committee work.

The results of this consultation process are consistent with the findings of the client evaluation of Library services; Uncommon Knowledge noted a perception among parliamentary staff that the Library does not see their work as important as that of senators, members and their staff, even when they were doing work on behalf of a committee. Improving services to and communication with committees will be a priority for the Library in 2015–16.

Research Branch received two complaints in 2014–15. One related to a research publication. The other related to the level of assistance provided by a researcher to a committee secretary.

LIBRARY COLLECTIONS AND DATABASES

The services contributing to this program include:

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

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

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

Table 31: Information access services—deliverables

Deliverable	Measure	Performance		
		2012–13	2013–14	2014–15
Material added to Library databases	Number of items added to the Library’s Electronic Media Monitoring Service and to ParlInfo databases target: 150,000	181,578	158,556	172,766
	Material added to Library collection			
	Number of new titles (books and serials) added to the Library’s catalogue target: 4,000	4,168	3,915	6,530
	Percentage of titles (books and serials) in Library’s collection available to clients online in full target: 38%	34.3%	36%	38.2%
Use of the Library collection and databases	Use of the collections and databases, including loans from the collection, radio and television programs from the Electronic Media Monitoring Service, and from ParlInfo databases target: 4 million searches	3.20m	4.66m	4.55m

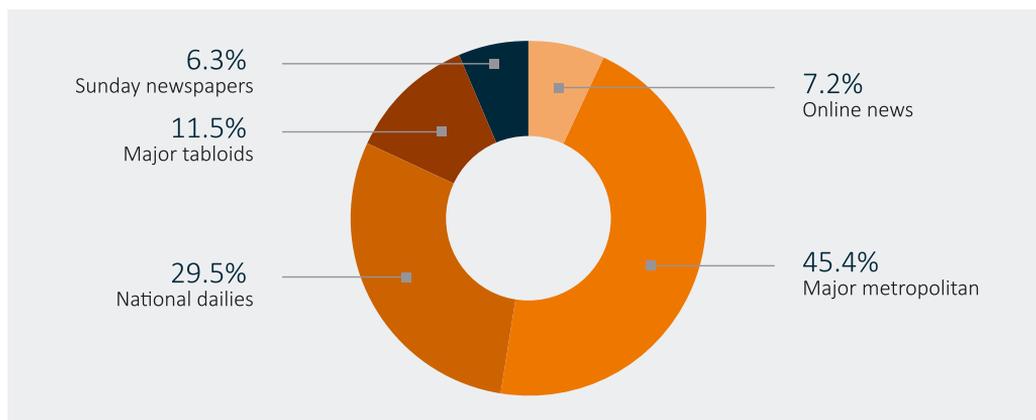
Table 32: Information access services—price indicators

Deliverable	Measure	Performance		
		2012–13	2013–14	2014–15
Cost of information access services	Average cost per item added to the Library’s collection	\$366	\$264.30	\$162.85
	Average cost per item added to the Library’s databases	\$20.76	\$18.81	\$14.79
	Average cost per use of the Library’s databases and collection	\$2.28	\$1.37	\$1.42

Material added to Library databases

The target for the number of items added to the Library’s Electronic Media Monitoring Service and to Library databases in ParlInfo was decreased to 150,000 in 2013–14 from 190,000 the previous financial year due to tightening of the selection guidelines. This target was met with 172,766 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 significantly exceeded the 4,000 target at 6,530. The improved performance is the result of the cataloguing team's returning to its full complement of staff (the 2013–14 performance was affected by the absence of key staff due to illness).

The percentage of titles available online (full-text) increased from 36 per cent to 38.2 per cent.

The Library collection was revalued by Australian Valuation Solutions. As at 30 June 2015, the fair value of the collection was \$4.478 million and the replacement value was \$13,345,980.

Use of the Library's collection and databases

The target figure of four million uses of the Library's collection and databases was met, with 4.55 million uses reported. The increased use of Library databases in ParInfo Search indicates that the services are valuable and relevant. 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, condolence motions and the prime ministers' information files will further increase use of the Library's collection and databases.

Table 33: Subprogram 2—Information access services—Key Performance Indicators

Key performance indicator	Measure	Performance		
		2012–13	2013–14	2014–15
Client satisfaction with information access services	High level of client satisfaction target: 95%	93%	93%	93%
	New titles (books and serials) added to the Library’s catalogue within timeliness service standard target: 100%	78%	96%	100%
	New items added to the Library’s Electronic Media Monitoring Service and the ParInfo newspaper clippings database within timeliness service standard target: 95%	96%	94%	96%
	Number of complaints from clients	0	4	1

Client satisfaction with Library Collection and Databases

See the discussion on client satisfaction indicators above and at page 131.

The key performance indicator for ‘new titles (books and serials) added to the Library’s catalogue within timeliness service standard’ was changed with effect from 2013–14. It now measures timeliness in relation to cataloguing direct client requests (with a turnaround deadline of 24 hours). These items are classed as urgent and are catalogued as a priority by Collection Management staff. This change was made in recognition of the impact of budget driven reductions in staff numbers in the cataloguing team at the end of 2012–13 and the emphasis of treating client driven requests as a priority. The cataloguing team met both its timeliness target for direct client requests and significantly exceeded the target (4,000) for the number of new titles (books and serials) added to the Library’s catalogue by processing 6,530 titles. As a result of the greatly increased number of titles processed, the 85 per cent target for adding routine items (those selected by acquisitions staff) to the catalogue within the service standard (two weeks) was not reached, with 57 per cent of material being added within this time frame.

For the Electronic Media Monitoring Service and the ParInfo newspaper clippings database, the targets for timeliness in adding new items to the Library’s collections were met.

The Library Collections and Databases Branch received one complaint in 2014–15 relating to the Librarian’s decision in 2012–13 to discontinue the great majority of hard copy subscriptions to overseas newspapers previously available in the Newspaper Reading Room. The Library regrets the inconvenience caused to its clients. The decision was budget driven and resulted in savings of some \$50,000 per annum that were redirected to other, more business-critical subscriptions. The newspaper titles are available online.

FINANCIAL REPORT

	2014–15	2014–15
	Budget (\$)¹	Actual (\$)²
Income		
Operating appropriation	16,347,833	15,728,671
Capital	1,240,000	1,531,632²
Expenditure – Operating appropriation		
Employee (including entitlements)		
Research Branch	9,396,068	9,128,617
Library Collections and Databases Branch	3,843,403	3,301,568
Office of the Parliamentary Librarian	993,892	908,264
Total employee	14,233,363	13,338,449
Employee related expenses (includes staff training and other expenses)	214,346	108,113
Collection (information resources)	1,580,852	1,970,177
Other expenses	195,215	216,362
Asset maintenance (software licences/maintenance)	124,061	95,570
Total operational expenditure³	16,347,833	15,728,671
Expenditure – Capital⁴	1,240,000	1,531,632
Summary by organisational unit (includes capital)		
Parliamentary Librarian	1,259,782	1,016,783
Research Branch	9,789,468	9,401,608
Library Collections and Databases Branch	6,538,583	6,841,912
Total expenditure (including expenditure from capital funding)	17,587,833	17,260,303

1 As set out in the *Resource Agreement 2014–15*.

2 Includes additional funding from DPS capital plan 2014–15.

3 Discrepancies in tables between totals and sums of components are due to rounding.

4 Includes digitisation project \$799,685, Library collection acquisitions \$611,116, Parliamentary Handbook \$101,155 and Small Library Systems \$19,677.

PART 5

MANAGEMENT AND ACCOUNTABILITY

PART 5

MANAGEMENT AND ACCOUNTABILITY



GOVERNANCE

The Department of Parliament Services (DPS) is established under the *Parliamentary Service Act 1999* and is part of the Parliamentary Service. The Act states that the 'Parliamentary Service serves the Parliament by providing professional support, advice and facilities to each House of the Parliament, to parliamentary committees and to senators and members of the House of Representatives, independently of the Executive Government of the Commonwealth'.

The DPS Secretary is the principal adviser to the Presiding Officers on matters relating to the department and, as the department's leader, provides stewardship in the department and, in partnership with other department heads, across the Parliamentary Service.

The Presiding Officers act jointly in exercising their responsibilities in relation to DPS under the *Parliamentary Service Act 1999*. The Presiding Officers also have responsibilities under the *Parliamentary Precincts Act 1988*.

STRUCTURE AND PROCESSES

COMMITTEES ADVISING THE PRESIDING OFFICERS

Joint House Committee

The Joint House Committee (JHC) comprises members of the House Committees of the Senate and the House of Representatives. It is the role of the Joint House Committee to consider matters which affect joint services.

Chair: The Speaker of the House of Representatives¹⁹

Members:

- Senator the Hon Stephen Parry
- Mr Russell Broadbent MP
- Senator Carol Brown
- Senator David Bushby
- Senator the Hon Jacinta Collins
- Ms Jill Hall MP
- Mr Chris Hayes MP
- Senator Gavin Marshall
- Senator Anne McEwen
- Mr Ken O'Dowd MP
- The Hon Philip Ruddock MP

¹⁹ As senior Presiding Officer at 30 June 2015 the Speaker of the House was chair.

- Senator Anne Ruston
- Ms Joanne Ryan MP

The Committee met three times in 2014–15.

Joint Standing Committee on the Parliamentary Library

Details on the Joint Standing Committee on the Parliamentary Library can be found at page 87.

Art Advisory Committee

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

Chairs: Presiding Officers

Members: Deputy President, Deputy Speaker, Secretary DPS

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 2014–15. Matters considered included:

- the purchase of two works of art by Helen S. Tiernan and Nick Howson
- the acceptance of a number of gifts offered to the collection, and
- the proposed digitisation program.

Parliamentary Information and Communication Technology Advisory Board (PICTAB)

PICTAB is the peak body overseeing and guiding all strategic elements of ICT service delivery within Parliament House and across the electorate offices. It was established following 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.

Chair: Secretary DPS

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

The board met four times in 2014–15. 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*:
 - ParlWork Project
 - Video Conferencing Project
 - Transcription and Captioning Project
- ICT security matters in the parliamentary context
- annual AGIMO ICT benchmarking results.

Security Management Board (SMB)

The SMB was formally established in 2005 under section 65A of the *Parliamentary Service Act 1999*.

The function of the SMB is to provide specialist security advice and support to the Presiding Officers on security policy and the management of security measures for Parliament House.

Chair: Secretary DPS

Members: Serjeant-at-Arms, Usher of the Black Rod, Deputy Commissioner Australian Federal Police (from 1 April 2015)

The board met eight times in 2014–15.

DEPARTMENTAL COMMITTEES

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

Executive Committee

Chair: Secretary DPS

Members: Parliamentary Librarian and division heads

The Executive Committee considers the development and implementation of the DPS governance framework and associated strategies, including financial planning and budgeting, performance, risk management, business planning and organisation issues and other matters relating to the management of the department.

The committee meets fortnightly.

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 systems of internal control and compliance.

In 2014–15, 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. Dr Heriot absented herself from three meetings while acting as Secretary.

Representatives of the ANAO and the department's contracted internal auditors KPMG attend DPS Audit Committee meetings to provide information and advice to committee members. A number of departmental officials, including the COO, the CFO and others attend as observers and on occasion provide additional information and advice to the committee.

The committee meets once each quarter and holds an additional meeting to consider the department's financial statements. Table 34 shows the attendance figures for 2014–15.

Table 34: Audit Committee attendance

Member	Meeting attendance	
	Attended	Number of meetings
Mr Michael Harris—Chair	5	5
Mr Darren Box	5	5
Dr Dianne Heriot ¹	1	2
Ms Eija Seittenranta	5	5
Ms Karen Greening	4	5

¹ While Acting DPS Secretary, Ms Heriot was not eligible to attend three meetings.

To meet the majority independent membership requirements of the PGPA Act, a third independent member will be appointed early in 2015–16 to replace one of the departmental representatives.

DPS Work Health and Safety (WHS) Committee

Chair: Assistant Secretary, Strategic Asset Planning and Performance

Members: The WHS Committee is made up of the chair, one management representative from the Parliamentary Library, one from each of the other branches and one Health and Safety Representative from each branch, with the exception of

Asset Development & Maintenance Branch where there is provision for two Health and Safety Representatives.

The committee's terms of reference are to:

- advise the Secretary on WHS policy matters concerning our employees and other parties, and assist in the development and review of related policies and practices
- make recommendations to the Secretary on projects and programs to implement relevant departmental policies and practices on WHS matters, including priorities and awareness-raising for all staff
- review and report on the implementation of the *Work Health and Safety Act 2011* (WHS Act), and departmental WHS policies and practices
- regularly review and report on departmental trends in accidents, injuries and diseases, including usage of DPS' Employee Assistance Program, and recommend appropriate policy responses
- consider and attempt to resolve, from a policy viewpoint, WHS matters referred to it which cannot be resolved at the branch level and escalate to the DPS Executive any matter that cannot be resolved by the committee
- liaise with relevant departmental employees, other parties and agencies on WHS matters.

The committee meets once each quarter.

DPS Consultative Forum

Chair: Chief Operating Officer (from December 2014)

Members: the DPS Consultative Forum consists of management representatives, union representatives and staff representatives as provided for in the certified agreement.

The role of the DPS Consultative Forum is to provide a forum for consultation and discussion between management, staff and unions representing staff on matters affecting the workplace.

The objectives of the DPS Consultative Forum are to promote good employee relations in DPS, improve mutual understanding between management and staff, provide a forum for consultation and open discussion between management and staff aimed at resolving different points of view in a mutually acceptable manner, and facilitate the mutual exchange of information.

DPS is committed to communicating, consulting and cooperating with employees on matters that affect them in their workplace.

The Forum met three times in 2014–15. Quarterly meetings have been scheduled for the future.

DEPARTMENTAL GOVERNANCE

SENIOR EXECUTIVE

The names of the senior executive and their responsibilities are detailed on pages 15 and 16 in Part 2 of this report.

CORPORATE PLANNING

In 2014–15, the DPS planning framework continued to evolve with the introduction of the PGPA Act. The department strengthened its internal planning, processes and controls to support broader corporate planning requirements. In addition, the department worked on developing a new *2015–19 Corporate Plan* in accordance with the PGPA Act, building strong alignment with the department's outcome statement in the 2015–16 Portfolio Budget Statements (PBS).

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 new corporate plan and branch business plans. Risk assessments were conducted as part of the business plans, which also inform DPS Enterprise Risks and identify risk treatment strategies.

As 2014–15 drew to a close, DPS was finalising the *2015–19 Corporate Plan*, and the business plans 2015–16 for each branch.

The new *2015–19 Corporate Plan* clearly outlines the Department's priorities and the strategic themes which will be used to guide our decision making and our activities over the next four years. It was finalised in mid-2015 and will be reviewed annually.

The corporate plan themes are underpinned by branch business plans, outlining how each branch will specifically contribute to the achievement of the strategic themes and priorities. These key documents can then be linked to individual performance agreements which clearly articulate expectations of managers in contributing to the achievement of DPS' goals.

INTERNAL AUDIT

Primary responsibility for internal audit functions within the department rests with the head of internal audit, the Assistant Secretary, People, Strategy and Governance Branch. The head of internal audit provides the independent assurance to the Secretary and Executive Committee, through the Audit Committee, that internal controls designed to manage organisational risks and achieve the department's objectives are operating in an efficient, effective and ethical manner. The head of internal audit also implements the internal audit program endorsed by the Audit Committee and the Executive Committee before being approved by the Secretary, and manages liaison with the Australian National Audit Office as the external auditor.

DPS has engaged KPMG to provide internal audit services. During 2014–15, the internal audit program was delivered in line with the annual internal audit plan.

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.

In 2014–15, the department's risk management policy and framework, was reviewed against the enhanced risk obligations contained in the PGPA Act and the Commonwealth Risk Management Policy (CRMP), and updated to ensure consistency with those requirements.

The revised DPS Risk Management Policy and DPS Risk Management Toolkit were approved in late June 2015. The approach taken in the documents is embedded in DPS' procurement documentation.

Enterprise risks

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 requirements of the PGPA Act, the CRMP and Australian and New Zealand Risk Management Standard ISO31000:2009.

Reviews of the department's enterprise risks were undertaken in mid-2014 and in June 2015, resulting in an Enterprise Risk Treatment Plan that will be managed through an executive reporting process.

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

Fraud prevention and control

DPS has a Fraud Control Plan that complies with the *Commonwealth Fraud Control Policy*, issued under s.21 of the PGPA Act. 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. A complete review of the plan began in 2015. A Fraud Risk Assessment was completed in June 2015 and the Fraud Control Plan 2015–17, together with the revised Fraud Control Policy, was approved in the first quarter of 2015–16.

Risk management training

The development of a comprehensive Risk Management Training Strategy began in late 2014–15. Implementation of the strategy will begin in 2015–16, with risk awareness training and the introduction of fraud and ethics training.

Comcover Risk Management Benchmarking Survey

DPS participated in the Comcover 2015 Risk Management Benchmarking Survey which measured Commonwealth agencies' risk management capability maturity over

the nine elements contained in the CRMP. DPS achieved an overall maturity rating of 'Integrated', which was consistent with the average maturity rating of the majority of Commonwealth agencies.

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:

- services to the Parliament
- services to the building
- services to support DPS activities.

Each critical service 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.

A comprehensive review of the DPS Business Continuity and Disaster Recovery Policy and Framework was undertaken in the last quarter of 2014–15. The review made a number of recommendations for improvement, and a revised policy and framework will be issued in early 2015–16.

ETHICAL STANDARDS AND BEHAVIOURS

DPS is committed to the standards of integrity, good governance and ethical practices set out in the *Parliamentary Service Act 1999*, the Parliamentary Service Values and Parliamentary Service Code of Conduct. To support the department's commitment to ethical and lawful behaviour the department developed and provided an in-house training course for staff, 'Being Professional in the Parliamentary Service'; six sessions were attended by 63 staff.

DPS takes allegations of inappropriate behaviour seriously. In 2014–15, three allegations of potential breaches of the Parliamentary Service Code of Conduct were investigated and finalised. All of the investigations were found to involve breaches of the code of conduct. As a result, one employee was reprimanded and two employees were reprimanded and had their salary reduced. Only one of the investigations finalised in 2014–15 related to bullying and harassment.

Public Interest Disclosure Act 2013

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

The department continues to provide readily accessible information to staff about the PID Act, including recorded video presentations by the Commonwealth Ombudsman, available via the department's intranet.

In 2014–15 there were two trained DPS Authorising Officers available to handle public interest disclosures.

EXTERNAL SCRUTINY

DPS' operations are subject to scrutiny from a number of sources, including the Australian National Audit Office (ANAO), judicial decisions, decisions of administrative tribunals, and various parliamentary committees. As noted earlier, the department has been the subject of a number of inquiries in 2014–15. This section reports on inquiries, audits, reviews and legal actions relevant to DPS in 2014–15.

REPORTS BY THE ANAO

On 26 February 2015, the ANAO Performance Audit 2014–15 *No. 24 Managing Assets and Contracts at Parliament House* was tabled. The objective of the audit was to assess the effectiveness of the department's management of assets and contracts to support the operations of Parliament House. The audit made six recommendations, and DPS anticipates most of the recommended improvements will be implemented by December 2015.

The following improvements arising from the six recommendations were completed in 2014–15:

- the Building Condition Assessment Report and Strategic Asset Management Plan were completed and informed the development of a four year administered capital works plan (which was finalised in early 2015–16)
- creation of a centralised contract register in the financial management information system
- a new procurement and contract management policy, manual and templates (which incorporate risk and performance measures, with monitoring to ensure compliance with the PGPA Act, PGPA Rules and the Commonwealth Procurement Rules)
- training for staff responsible for contracts and procurement together with the establishment of a quarterly DPS Procurement and Contracting Practitioners' Forum to exchange ongoing learning
- release in May 2015 of the approach to market for the food, beverage and retail strategy (with consultants engaged in August for delivery of a strategy by December 2015), and
- development with staff of the Corporate Plan (which was published in August 2015).

At the request of DPS, the ANAO has included a follow-on audit, to cover more recent contract and asset management activities within the department, in its 2015–16 work schedule. It is expected that the follow-on audit will occur in the first half of 2016.

There were no other ANAO reports during 2014–15 that directly involved DPS.

PARLIAMENTARY INQUIRIES

DPS appeared before Senate Finance and Public Administration Legislation Committee Estimates hearings on three occasions during 2014–15:

- Supplementary Budget Estimates—20 November 2014
- Additional Estimates—23 February 2015
- Budget Estimates—25 May 2015.

In addition, as outlined in the Secretary's review DPS was the subject of the following parliamentary inquiries:

- The Senate Finance and Public Administration Legislation Committee commenced an inquiry on 26 June 2014 into:
 - a. progress in implementing the recommendations of the committee's 2012 reports into the performance of DPS, with particular reference to:
 - i. workplace culture and employment issues,
 - ii. heritage management, building maintenance and asset management issues, and
 - iii. contract management;
 - b. the senior management structure of DPS and arrangements to maintain the independence of the Parliamentary Librarian;
 - c. oversight arrangements for security in the parliamentary precinct and security policies;
 - d. progress in consolidating ICT services and future directions;
 - e. the future of Hansard within DPS;
 - f. the use of Parliament House as a commercial venue;
 - g. further consideration of budget-setting processes for the Parliament and the merits of distinguishing the operating costs of the parliamentary institution and such direct support services such as Hansard, Broadcasting and the Parliamentary Library, from the operations and maintenance of the parliamentary estate;
 - h. consideration of whether the distinction between the operations of the parliamentary institution and its direct support services, and the operations and maintenance of the parliamentary estate, is a more effective and useful foundation for future administrative support arrangements, taking into account the need for the Houses to be independent of one another and of the executive government;
 - i. and any related matters.

On 26 March 2015 the Senate agreed that the Committee also inquire into the proposed Parliament House security upgrade works, including perimeter fencing, internal infrastructure changes and CCTV cameras, with particular reference to:

- a. security and safety considerations
- b. project management
- c. value for money
- d. design integrity
- e. heritage impact
- f. moral rights
- g. impacts on building occupants and visitors, and
- h. any related matters.

DPS attended hearings on:

- 17 November 2014
- 2 March 2015
- 16 March 2015
- 13 May 2015
- 14 May 2015.

Interim reports were tabled on 28 April 2015 and 25 June 2015; and the Committee's final report was issued on 17 September 2015.

- On 18 June 2014, the Senate agreed that the Senate Privileges Committee inquire and report in the following terms:

In relation to the use of closed circuit television footage by officers of the Department of Parliamentary Services (DPS) for internal investigations involving DPS staff:

- a. whether there was any improper interference, or attempted improper interference, with the free performance by Senator Faulkner or any other senator of their duties as a senator;
- b. whether disciplinary action was taken against any person in connection with the provision of information to Senator Faulkner or any other senator; and
- c. if so, whether any contempts were committed in respect of those matters.

The Committee tabled its report on *The use of CCTV material in Parliament House 160th Report* on 5 December 2014.

The department's response to these parliamentary inquiries is addressed in the Report in particular at the Secretary's Review and Report on Performance.

JUDICIAL DECISIONS, DECISIONS OF ADMINISTRATIVE TRIBUNALS

During 2014–15, there was one application filed in the Federal Circuit Court under the *Administrative Decisions (Judicial Review) Act 1977*, which was finalised. There were no other judicial or administrative tribunal decisions relating to DPS.

FREEDOM OF INFORMATION

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

OFFICE OF THE MERIT PROTECTION COMMISSIONER

During 2014–15, one application for review was made to the Office of the Merit Protection Commissioner. This matter is still under consideration.

FAIR WORK OMBUDSMAN

No matters were referred to the Fair Work Ombudsman for review.

FAIR WORK COMMISSION

During 2014–15, there were three outstanding matters from 2013–14 that were finalised with the Fair Work Commission. In addition, two further matters were referred to the Commission for review in 2014–15. Both of these matters were also finalised.

MANAGEMENT OF HUMAN RESOURCES

In 2014–15, a major focus of the human resources team was the implementation of a new human resource management information system, with modules implemented for payroll, recruitment and learning management. Other activities to build capability included:

- two audits of DPS’ Work Health and Safety Management System and one audit of its Rehabilitation Management System (RMS). These were carried out by independent external consultants

- development of a *DPS Absence Management Toolkit for Team Leaders*, including a *DPS Absence Management Guide*, a team leader’s quick reference guide, and access to the APSC’s better practice absence management guides
- introduction of ‘Share our Pride’—an online learning tool developed by Reconciliation Australia as a first step in cultural awareness training for the department
- a revised *DPS Workplace Diversity Policy* which is supported by the *Fostering Inclusion and Respect @DPS 2014–2017* strategy and the *Promoting Appropriate Workplace Behaviour @DPS* guide
- development of corporate performance measures for unplanned leave, WHS incidents and training, which are reported monthly to the Executive Committee.

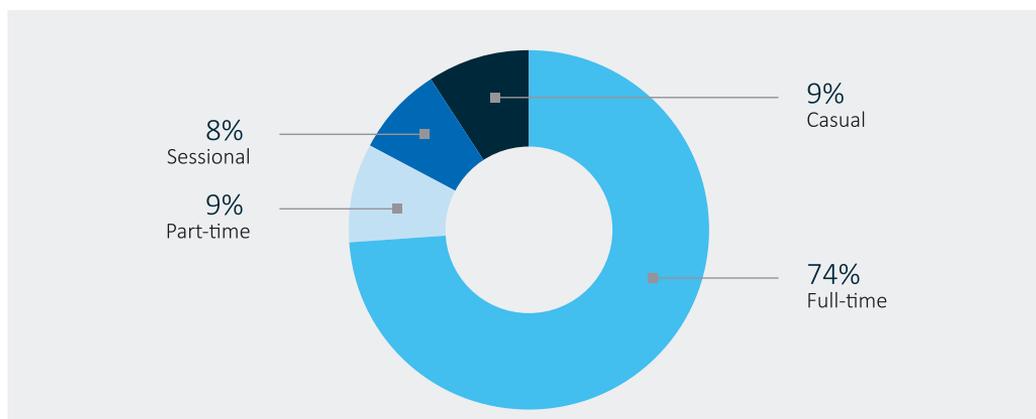
WORKFORCE PLANNING, STAFF RETENTION AND TURNOVER

DPS WORKFORCE COMPOSITION

As at 30 June 2015, DPS employed 862 staff (including staff on leave, secondment and inoperative staff). The DPS workforce comprised 721 ongoing employees (84 per cent) and 141 non-ongoing employees (16 per cent). Of the 141 non-ongoing employees, 62 are engaged for a ‘specified term or a specified task’ and 79 are engaged in ‘irregular or intermittent’ duties.

The DPS workforce comprised full-time, part-time, sessional and casual work arrangements — 74 per cent full-time; 9 per cent part-time; 8 per cent sessional and 9 per cent casual. These types of employment arrangements are used by the department to support the nature of parliamentary sitting patterns.

Figure 14: Composition of DPS Workforce – at 30 June 2015



The total number of employees rose by 40 employees or 5 per cent (from 822 employees at 30 June 2014 to 862 employees) in 2014–15. Ongoing employment increased by 3 per cent in 2014–15, from 701 employees at 30 June 2014 to 721 employees at 30 June 2015, while non-ongoing employment increased by 17 per cent, from 121 employees at 30 June 2014 to 141 employees at 30 June 2015.

As at 30 June 2015, 63 per cent of the DPS workforce was male and 37 per cent was female. The proportions remained largely unchanged from the previous three years.

Table 35: Staffing headcount by classification at 30 June 2015 (figures include both acting and nominal employees).

Classification	Ongoing						Non-ongoing								Total
	Full Time		Part Time		Sessional		Fixed Term FT		Fixed Term PT	Fixed Task FT	Irregular / Intermittent		Sessional		
	M	F	M	F	M	F	M	F	F	F	M	F	M	F	
APPPSL1/2 ¹							1								1
PSL1	6								1		1	7			15
PSL1/2 ¹	63	5	1	1	32	7	2	1			22	3	2	1	140
PSL1/2/3 ¹	1														1
PSL2	13	6	5	7	1	5	1	1	2		9	7			57
PSL2/3 ¹	20						1								21
PSL3	21	15		2		1					7	8			54
PSL4	58	23	1	5	1	1	1	1			6	3			100
PSL4/5 ¹	10	6		1			3	1							21
PSL5	32	16		5			5	3		1					62
PSL5/6 ¹	11	15		8	6	15					2	1			58
PSL5/6E ¹				1											1
PSL6	72	29	3	4		1	4	2	3			2			120
PEL1	60	38	5	13			9	8	2	1	1				137
PEL2	32	18		4			1	1							56
SES1	7	6					1								14
SES2		1		1			1								3
Parliamentary Librarian ²															
SEC								1							1
Total	406	178	15	52	40	30	30	19	8	2	48	31	2	1	862

1 Indicates a broadband position. Under the *Parliamentary Service Classification Rules 2010*, the Secretary may allocate more than one classification (a broadband) to a group of duties if the group of duties involves work value applying to more than one classification.

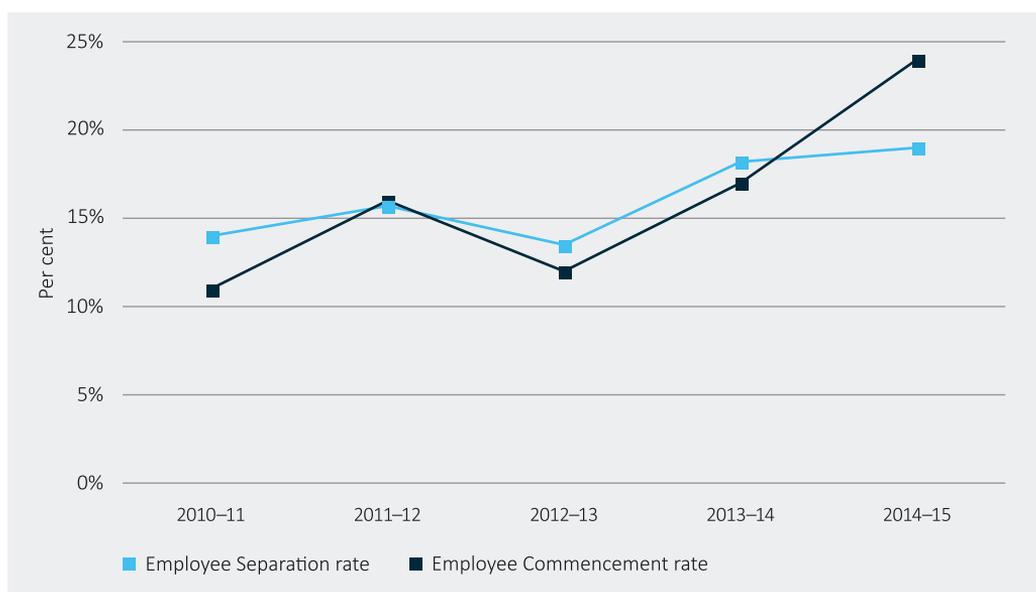
2 The Parliamentary Librarian was Acting Secretary at 30 June 2015.

EMPLOYEE COMMENCEMENTS AND SEPARATIONS

During 2014–15 there were a total of 204 employee commencements and 164 employee separations. The department’s commencement rate for all employees increased by seven per cent from 17 per cent in the previous year to 24 per cent in 2014–15, as did all employee turnover which increased by 0.8 per cent over the same period from 18.2 per cent to 19 per cent (for the total workforce).

DPS employee separations have generally remained above employee commencements over the last four years. This year however, employee commencements have exceeded employee separations by five per cent.

Figure 15: DPS Employee commencements and separation rates, 2010–11 to 2014–15



Employee commencements

DPS continued to maintain a close watch on the filling of existing and essential ongoing vacancies to ensure the continuation of support services for the Parliament, Parliament House and its visitors. Most of the department’s ongoing recruitment focussed on acquiring capability in areas to support:

- Information Communication and Technology — as part of its direction under the *Parliament of Australia ICT Strategic Plan 2013–2018*, and the continued roll-out of ICT security projects and improvements, deployment of new ICT equipment, and in striving to achieve better value for money by replacing contracted with permanent staffing to better support client services for senators and members
- Finance and Procurement — where additional funding was provided to allow the department to target our capability gaps and build ongoing expertise in place of contracted staff

- Parliamentary Security Service (PSS) staff — where additional funding for increased staffing was approved following the increase in national threat level and changed security arrangements at APH
- Hansard Editors and Operations support staff — to fill existing and anticipated vacancies caused by retirements and resignations and build future capacity to service and support the operations of the chambers and committees.

A total of 91 ongoing employees were recruited in 2014–2015.

More than half of the department’s recruitment activity in 2014–2015 was for non-ongoing employment. Non-ongoing employment assists DPS to supplement its core workforce to meet service delivery demands during parliamentary sitting periods. DPS primarily uses non-ongoing employment in key customer service areas (i.e. Parliamentary Library, Security, Parliamentary Reporting and Recording and Visitor Services) to provide flexibility and assurance to manage peaks in service delivery and to maintain a high quality level of service to the Parliament, parliamentarians and their staff, and APH visitors. A total of 113 staff were engaged on non-ongoing employment contracts in 2014–2015.

This number includes individuals who were contracted on more than one occasion for short-term projects during the financial year.

Table 36 shows the employee commencement figures for 2014–15 while Table 37 shows a breakdown of commencements by age and gender for 2014–15.

Table 36: Employee commencement figures – ongoing and non-ongoing 2014–15 (by head count)

	2012–13	2013–14	2014–15
Commencements (all)	96	140	204
Commencement rate (all)	11.5%	17%	24%

Table 37: Commencements by age and gender 2014–15 (by head count)

Age Group	Female	Male	Total
<25 years	8	13	21
25–34 years	31	39	70
35–44 years	18	21	39
45–54 years	22	21	43
55+ years	13	18	31
Total	92	112	204

Employee separations

During 2014–15, there were 164 employee separations. Of these 93 were ongoing employee separations, an increase of eight employees on the 85 separations in 2013–14, which resulted in an employee turnover rate of 12.8 per cent, up from 12.1 per cent in 2013–14.

There were also 71 separations of non-ongoing employees in 2014–15, as follows:

- 39 separations were the end of temporary contracts
- 30 separations were employee-initiated early contract cessations
- two separations were employer-initiated terminations of contracts

The highest numbers of separations in 2014–15 were employee-initiated resignations, of which there were 27. There were also 22 age retirements (i.e. 55+ years) which represented 24 per cent of separating ongoing workforce. Capability reviews and subsequent structural realignment resulted in 15 redundancies, nine fewer than in 2013–14.

Separations also included movements between the Parliamentary Service and the Australian Public Service. During 2014–15 there were 24 transfers at level or promotion to a higher level from DPS to other agencies outside the Parliamentary Service.

During 2014–15 employer-initiated terminations decreased by 4 per cent to 2 per cent, down from 6 per cent the previous year.

The majority of non-ongoing separations were in the Library and Parliamentary Recording and Reporting Branch. These areas use non-ongoing employment arrangements to supplement their workforce to meet peak workload and service delivery demands, to ensure essential services are available for the effective operation of the Parliament.

Table 38 shows employee separation by age and gender, while Table 39 shows staff turnover and separation figures by type.

Table 38: Employee separation by age and gender (by head count)

Age group	Female	Male	Total	Percentage
< 25 years	5	8	13	8%
25–34 years	12	14	26	16%
35–44 years	11	14	25	15%
45–54 years	20	14	34	21%
55+ years	33	33	66	40%
Total	81	83	164	100%

Table 39: Staff turnover figures by type (by head count)

	2012–13	2013–14	2014–15
Staff numbers	832	822	862
Staff separations (total)	112	150	164
Staff separations (ongoing employees)	64	85	93
Turnover rate (ongoing employees)	9%	12.1%	12.8%
Separations by type: ongoing			
Age retirements	15	15	22
Invalidity retirements	1	2	1
Resignations	17	24	27
Transfers/promotions	12	13	24
Voluntary redundancy	18	24	14
Involuntary redundancy	0	1	1
Employment terminations	1	5	2
Death	0	1	2
Separations by type: non-ongoing			
Employee-initiated – early contract cessation	12	17	30
Employer-initiated – early termination of contract	0	0	2
End of temporary contract term	36	47	39

SES employment

The formation of the new Chief Operating Officer Division saw the recruitment of one new ongoing SES Band 2 and two ongoing SES Band 1s (to existing positions) to oversee the financial, governance, HR and other corporate support functions. Two SES Band 1s were recruited to fill vacancies in Security Branch and Asset Development and Maintenance. Two non-ongoing SES were recruited in the role of First Assistant Secretary, Building and Asset Management Division and Assistant Secretary Program Delivery Branch. The latter position is attached to the temporary Program Delivery Branch, which was established to undertake the suite of security upgrade construction works.

Four SES employees left the department in 2014–2015. Three employees transferred to the APS and one employee resigned. As at 30 June 2015 the SES turnover rate for the year was 25 per cent (four staff out of 16 substantive SES positions). This compares to a turnover rate of 27 per cent in 2013–14, when there were three separations.

In addition, one short-term non-ongoing Band 2 was engaged on a short-term specialist contract and is not counted for separation rate purposes.

REMUNERATION FRAMEWORK

ENTERPRISE AGREEMENTS AND INDIVIDUAL FLEXIBILITY ARRANGEMENTS

The *DPS Enterprise Agreement 2011–2014* sets out DPS’ classification structures, performance management framework, remuneration, flexible working conditions, leave, consultative arrangements, and other working conditions and allowances.

The agreement nominally expired on 30 June 2014. The terms and conditions in the agreement will remain in force until a new agreement is formally approved. The department commenced formal bargaining in December 2014.

The enterprise agreement allows the department to provide individual flexibility agreements to employees to recognise particular skills, capabilities or additional responsibilities or to help meet special workplace circumstances and/or operational requirements. At 30 June 2015, seven DPS employees had these agreements in place.

DPS’ classification scale is divided into PSL 1–6, PEL 1 and 2 and SES Bands 1 and 2. The PSL1–6 levels equate approximately to Australian Public Service (APS) levels 1–6, while PEL 1 and 2 equate approximately to Executive Levels 1 and 2 in the APS. Table 40 shows the number of employees covered by industrial instruments.

Table 40: Instruments of employment at 30 June 2015

	DPS Enterprise Agreement 2011–14	Section 24 determinations	Individual flexibility agreement
APPPSL1/2	1		
PSL1	15		
PSL1/21	140		
PSL1/2/3 ¹	1		
PSL2	57		
PSL2/3 ¹	21		
PSL3	54		
PSL4	100		
PSL4/5 ¹	21		
PSL5	62		
PSL5/6 ¹	59		
PSL6	120		
PEL1	137		
PEL2	49		7
SES Band 1	3 ²	11	
SES Band 2		3	

1 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.

2 The 3 people are PEL2s who were Acting as SES Band 1s at 30 June 2015.

REMUNERATION FOR 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 varies for individuals but is applied within a bandwidth. Remuneration is based on a base salary and other conditions added as part of a package, including superannuation.

Generally, salary increases provided to SES employees are assessed through the SES performance management arrangements. Table 41 shows base salary and total remuneration for SES. Note: DPS has no employees at the SES Band 3 level.

Table 41: SES base salary at 30 June 2015

SES Level	Base Salary	Total Remuneration
Band 1	\$178,330	\$203,150
Band 2	\$229,949	\$252,303

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 42 shows salary ranges by classification for non-SES staff. No DPS employee receives a bonus or performance pay.

Table 42: Salary ranges by classification for PSL officers and 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 DPS employees may include influenza vaccinations and the payment by DPS of membership fees for those wishing to join the Parliament House Health and Recreation Centre. Employees are also able to access the Employee Assistance Scheme at no cost. Parking is available at no cost to employees for onsite undercover parking in the private carparks at APH.

STAFF DEVELOPMENT AND TRAINING

Learning and development continued to be a focus throughout 2014–15 to ensure employees maintained the key skills and knowledge to undertake their duties and meet their responsibilities.

DPS organised 36 in-house training sessions, which were attended by 294 employees, see table 43 for details.

Table 43: DPS in-house training sessions

Program	No. of participants
Being Professional in the Parliamentary Service	63
Information and Records Management in DPS	56
Performance Management Conversations	45
Selection Advisory Committee Training	8
WHS Awareness	86
WHS for DPS Supervisors	23
Writing Executive and Senate Estimate Briefs	13
Procurement and contract management	63

Other training provided to staff during 2014–15 included:

- ICT
- Security Induction and Competency Maintenance Training
- Parliament House-specific Certificate III in Security Operations
- Enhanced finances
- DPS reporting and budget planning
- Share our Pride learning module
- Occupation-specific WHS.

The above training was corporately provided. Individual work areas have provided technical and professional training to their staff throughout the year.

STUDIES ASSISTANCE

The department provides advice and information to staff on requirements for applying for studies assistance and the appropriate approval process. Applications for studies assistance by 27 staff were supported in 2014–15.

APS DPS EMPLOYEE CENSUS

In 2014, DPS participated in the annual Australian Public Service Employee Census (the census). This was the first time a non-APS agency and parliamentary department had participated in the census, a development welcomed by the Australian Public Service Commission (APSC).

The department's participation in the annual census allows DPS to regularly measure the level of employee engagement, morale and other aspects of departmental culture and workplace design.

A total of 445 DPS staff participated in the APS employee census, a 56 per cent response rate — which the APSC noted was a good result for the first year of participation.

The census found that employees' engagement levels with their job, their supervisor and their team were comparable to levels in the APS. The level of engagement with DPS (as a department) however, was lower than the Australian Public Service result. Factors influencing the result related to senior leadership, communication, approaches to managing change, employee recognition and the provision of learning and development opportunities.

The department's results are not included in the APSC's annual *State of the Service Report*, as the department is administered under the *Parliamentary Service Act 1999*.

In 2015, the department again participated in the 2015 APS Employee Census. A total of 443 DPS staff responded to the census, a 53 per cent response rate.

WORKFORCE DIVERSITY AND INCLUSION

DPS continued its focus on raising awareness across the department of the importance of workplace diversity and inclusion. The 'Share our Pride' online learning module, developed by Reconciliation Australia, was made available to all staff via the DPS portal as a first step towards cultural awareness training. The learning module was launched and promoted to all staff via internal communications and is included in induction training for new employees.

As at 30 June 2015, DPS had a 0.92 per cent representation of Indigenous employees across the department. During 2015–16, DPS is developing an Indigenous Employment Strategy to support the goal of meeting the Government's target of 2.5 per cent.

WORK HEALTH AND SAFETY

WORK HEALTH AND SAFETY IMPROVEMENTS TO PARLIAMENT HOUSE

In 2013–14, DPS received additional administered funding to address height safety issues in Parliament House for both visitors and staff working in, and around, the building. The work associated with this funding continued during 2014–15, and included the purchase of mobile plant and equipment to provide safer access for maintenance purposes, and the design and installation of fall prevention and protection equipment such as fixed ladders, staircases, platforms and handrails.

DPS conducted a large number of risk assessments across Parliament House in 2014–15, including:

- a comprehensive task analysis across DPS Maintenance Services
- a noise risk assessment in the Loading Dock
- chemical safety risk assessments
- plant and equipment safety risk assessments
- an ergonomic risk assessment of the Hansard work area
- a risk assessment of the Visitor Services section
- an electrical risk assessment of the Parliament House Data Centre
- a risk assessment of slip, trip and fall hazards in Parliament House.

Additional risk controls identified from these assessments have been implemented.

CONSULTATION ON WHS ISSUES

DPS maintains a high level of consultation on WHS issues. Staff are represented in health and safety committees that monitor and advise on WHS programs.

Information about the DPS Peak WHS Committee is at page 143. 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 quarterly.

The DPS Contractors' WHS Subcommittee met four times. This forum provides a valuable mechanism to address WHS issues related to the work performed by the large number of contractors at 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). As at 30 June 2015, DPS had 20 HSRs and deputies and 16 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 PSS 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 2014–15, 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 the Joint Accreditation System of Australia and New Zealand standards since its initial certification in November 2009.

In November 2014, DPS underwent its second Rehabilitation Management System (RMS) Audit. DPS improved its performance in the second audit, achieving 88 per cent compliance in 2014 as opposed to 72 per cent in 2013. DPS has implemented the report's recommendations, which focused mainly on improvements to rehabilitation policies and procedures.

INCIDENT REPORTING AND INVESTIGATION

Sixty-seven incident reports were submitted by DPS employees during 2014–15. One incident was notified to Comcare in accordance with section 35 of the *Work Health and Safety Act 2011* (WHS Act). Incidents were examined by DPS and remedial action was taken where necessary. Comcare did not formally investigate any of the incidents.

There were no Provisional Improvement Notices issued under section 90 of the WHS Act and no notices or enforceable undertakings were issued under Parts 10 or 11 of the WHS Act.

ASSET MANAGEMENT

The department manages departmental and administered property, plant and equipment and intangible assets with a net book value of \$2,309.1 million (2013–14: \$2,316.4 million). Administered assets of \$2,220.5 million (2013–14: \$2,225.9 million) primarily relate to Parliament House, incorporating the building, land and heritage and cultural assets. Departmental assets of \$88.6 million (2013–14: \$90.5 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 its assessment of the annual financial statements.

PURCHASING

OVERVIEW

DPS sought to improve the framework and guidance in 2014–15 to ensure the procurement of property and services was conducted and managed in accordance with the Commonwealth Procurement Rules (CPRs) and DPS' Accountable Authority Instructions (AAIs) and supporting procedures. DPS' primary procurement objectives are to:

- ensure the principle of value for money is consistently obtained through:
 - encouraging competition
 - promoting efficient, effective, economical and ethical use of resources
 - conducting our business in an environment of accountability and transparency
- support the business requirements of each branch within the department through a focus on better practice procurement
- involve small and medium enterprises wherever practicable.

DPS has a specialist procurement unit to ensure that:

- established guidelines and procedures are observed by DPS staff undertaking procurement and contract management activities
- statutory reporting responsibilities are met, and
- contracting and tendering activities are monitored.

Advice on legal matters relating to DPS procurement was provided by the DPS Legal Unit.

CONSULTANTS

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

During 2014–15, DPS engaged 33 new consultants under contract to a total actual expenditure of \$2,301,053.20 (GST inclusive). In addition, 10 ongoing consultancy contracts were active during the 2014–15 year, involving total actual expenditure of \$441,992.78 (GST inclusive). Refer to table 44.

Table 44: Consultancy cost for the last three years

2012–13	2013–14	2014–15
\$2,270,978	\$2,592,250	\$2,743,046

The method of procurement for consultancy arrangements is determined by the complexity, nature and value of each individual requirement to achieve a value for money outcome that supports DPS' business requirements.

Consultants were engaged by DPS via approaches to the market and through DPS' access to consultancy panels and multi-use lists established by other departments for:

- ICT
- strategic business planning
- economic and financial evaluation
- human resources.

Of the consultants contracted by DPS during the 2014–15 reporting period, 58 per cent were engaged to provide strategic planning, and 36 per cent for financial and audit services. These reflect activity required within DPS to implement and comply with the PGPA Act. The remainder related to miscellaneous business management consultancy services to DPS.

Annual reports contain information about actual expenditure on contracts for consultancies. Information on the value of contracts and consultancies is available on the AusTender website www.tenders.gov.au.

AUSTRALIAN NATIONAL AUDIT OFFICE ACCESS CLAUSES

All DPS contracts allow access for audit purposes.

EXEMPT CONTRACTS

During 2014–15, no DPS contracts or standing offers were exempted by the Secretary from being published via AusTender on the basis that they would disclose exempt matters under the FOI Act.

PROCUREMENT INITIATIVES TO SUPPORT SMALL BUSINESS

The department supports small business participation in the Commonwealth procurement market. Small and Medium Enterprises (SMEs) and Small Enterprise participation statistics are available on the Department of Finance’s website: www.finance.gov.au/procurement/statistics-on-commonwealth-purchasing-contracts/

With a focus on achieving the best value for money outcome in each circumstance, DPS supports engagement with SMEs wherever practicable.

Consistent with paragraph 5.4 of the CPRs to ensure that SMEs can engage in fair competition for Commonwealth business, DPS applies the following procurement practices:

- the Commonwealth Contracting Suite for low-risk procurements valued under \$200,000
- payment cards to facilitate on-time payment performance.

To achieve best practice procurement processes the relevant divisions of the CPRs are applied as appropriate.

The department recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on Treasury’s website: www.treasury.gov.au/.

PART 6

FINANCIAL STATEMENTS

PART 6

FINANCIAL STATEMENTS





INDEPENDENT AUDITOR'S REPORT

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

I have audited the accompanying annual financial statements of the Department of Parliamentary Services for the year ended 30 June 2015, which comprise:

- Statement by the Accountable Authority 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;
- Administered Schedule of Commitments; and
- Notes comprising a Summary of significant accounting policies and other explanatory information.

Accountable Authority's Responsibility for the Financial Statements

The Secretary of the Department of Parliamentary Services is responsible under the *Public Governance, Performance and Accountability Act 2013* for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards and the rules made under that Act. The Secretary is also responsible for such internal control as is necessary to enable the preparation and fair presentation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

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

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of the accounting policies used and the reasonableness of accounting estimates made by the

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

Accountable Authority of the entity, as well as evaluating the overall presentation of the financial statements.

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

Independence

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

Opinion

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

- (a) comply with Australian Accounting Standards and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and
- (b) present fairly the financial position of the Department of Parliamentary Services as at 30 June 2015 and 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
17 September 2015

DEPARTMENT OF PARLIAMENTARY SERVICES
STATEMENT BY THE ACCOUNTABLE AUTHORITY AND CHIEF FINANCE OFFICER

In our opinion, the attached financial statements for the year ended 30 June 2015 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.



Dianne Heriot
Acting Secretary

17 September 2015



Ross Lawler
Acting Chief Finance Officer

17 September 2015

Statement of Comprehensive Income

for the year ended 30 June 2015

	Notes	2015 \$'000	2014 \$'000
NET COST OF SERVICES			
Expenses			
Employee benefits	4A	78 908	74 734
Suppliers	4B	38 421	45 591
Depreciation and amortisation	4C	22 549	24 423
Write-down and impairment of assets	4D	2	58
Foreign exchange losses	4E	14	4
Losses from asset sales	4F	33	422
Total expenses		139 927	145 232
Own-Source Income			
Own-source revenue			
Sale of goods and rendering of services	5A	5 561	6 828
Rental income	5B	1 557	1 510
Other revenue	5C	633	543
Total own-source revenue		7 751	8 881
Gains			
Foreign exchange gains	5D	-	1
Other gains		-	40
Total gains		-	41
Total own-source income		7 751	8 922
Net cost of services		132 176	136 310
Revenue from Government	5E	120 519	106 998
Deficit attributable to the Australian Government		(11 657)	(29 312)
OTHER COMPREHENSIVE INCOME			
Items not subject to subsequent reclassification to net cost of services			
Changes in asset revaluation reserve		2 248	(524)
Total comprehensive loss attributable to the Australian Government		(9 409)	(29 836)

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

Statement of Financial Position

as at 30 June 2015

	Notes	2015 \$'000	2014 \$'000
ASSETS			
Financial assets			
Cash at bank	7A	432	547
Trade and other receivables	7B	31 759	16 023
Total financial assets		32 191	16 570
Non-financial assets			
Property, plant and equipment	8A,B	63 638	65 328
Intangibles	8C,D	24 993	25 153
Inventories	8E	275	173
Other non-financial assets	8F	3 423	2 927
Total non-financial assets		92 329	93 581
Total assets		124 520	110 151
LIABILITIES			
Payables			
Suppliers	9A	3 262	3 403
Other payables	9B	2 443	2 818
Total payables		5 705	6 221
Provisions			
Employee provisions	10	21 370	21 317
Total provisions		21 370	21 317
Total liabilities		27 075	27 538
Net assets		97 445	82 613
EQUITY			
Non-controlling interest			
Contributed equity		199 101	174 862
Reserves		20 331	18 083
Accumulated deficit		(121 987)	(110 332)
Total non-controlling interest		97 445	82 613
Total equity		97 445	82 613

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

Statement of Changes in Equity
for the year ended 30 June 2015

	Notes	Accumulated deficit		Asset revaluation reserves		Contributed equity		Total equity	
		2015 \$'000	2014 \$'000	2015 \$'000	2014 \$'000	2015 \$'000	2014 \$'000	2015 \$'000	2014 \$'000
Opening balance									
Balance carried forward from previous period		(110 332)	(81 020)	18 083	18 607	174 862	164 004	82 613	101 591
Adjustment for errors		2	-	-	-	-	-	2	-
Adjustment for changes in accounting policies		-	-	-	-	-	-	-	-
Adjusted opening balance		(110 330)	(81 020)	18 083	18 607	174 862	164 004	82 615	101 591
Comprehensive income									
Deficit for the period		(11 657)	(29 312)	-	-	-	-	(11 657)	(29 312)
Other comprehensive income		-	-	2 248	(524)	-	-	2 248	(524)
Total comprehensive income		(11 657)	(29 312)	2 248	(524)	-	-	(9 409)	(29 836)
Total comprehensive income attributable to Australian Government		(11 657)	(29 312)	2 248	(524)	-	-	(9 409)	(29 836)
Transactions with owners									
Contributions by owners									
Departmental capital budget		-	-	-	-	24 239	9 789	24 239	9 789
Restructure	11	-	-	-	-	-	1 069	-	1 069
Total transactions with owners		-	-	-	-	24 239	10 858	24 239	10 858
Closing balance as at 30 June		(121 987)	(110 332)	20 331	18 083	199 101	174 862	97 445	82 613

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

Cash Flow Statement

for the year ended 30 June 2015

	Notes	2015 \$'000	2014 \$'000
OPERATING ACTIVITIES			
Cash received			
Appropriations		109 966	111 873
Sale of goods and rendering of services		8 064	11 804
Net GST received		5 103	4 963
Other		492	383
Total cash received		123 625	129 023
Cash used			
Employees		79 310	72 751
Suppliers		44 420	55 968
Total cash used		123 730	128 719
Net cash from/(used by) operating activities	12	(105)	304
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment		31	20
Total cash received		31	20
Cash used			
Purchase of property, plant and equipment		9 540	5 470
Purchase of intangibles		9 013	5 914
Total cash used		18 553	11 384
Net cash used by investing activities		(18 522)	(11 364)
FINANCING ACTIVITIES			
Cash received			
Departmental capital budget		18 512	11 384
Total cash received		18 512	11 384
Net cash from financing activities		18 512	11 384
Net increase/(decrease) in cash held		(115)	324
Cash and cash equivalents at the beginning of the reporting period		547	223
Cash and cash equivalents at the end of the reporting period	7A	432	547

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

Schedule of Commitments

as at 30 June 2015

	2015 \$'000	2014 \$'000
BY TYPE		
Commitments receivable		
Sublease rental income	(1 374)	(839)
Net GST recoverable on commitments	<u>(3 754)</u>	<u>(4 124)</u>
Total commitments receivable	<u>(5 128)</u>	<u>(4 963)</u>
Commitments payable		
Capital commitments		
Property, plant and equipment	7 890	2 160
Intangibles	<u>2 385</u>	<u>3 629</u>
Total capital commitments	<u>10 275</u>	<u>5 789</u>
Other commitments		
Operating leases	2	18
Other	<u>32 389</u>	<u>40 262</u>
Total other commitments	<u>32 391</u>	<u>40 280</u>
Total commitments payable	<u>42 666</u>	<u>46 069</u>
Net commitments by type	<u>37 538</u>	<u>41 106</u>
BY MATURITY		
Commitments receivable		
Operating lease income		
Within 1 year	(293)	(821)
Between 1 to 5 years	<u>(1 081)</u>	<u>(18)</u>
Total sublease rental income	<u>(1 374)</u>	<u>(839)</u>
Other commitments receivable		
Within 1 year	(3 295)	(2 970)
Between 1 to 5 years	(447)	(1 154)
More than 5 years	<u>(12)</u>	<u>-</u>
Total other commitments receivable	<u>(3 754)</u>	<u>(4 124)</u>
Total commitments receivable	<u>(5 128)</u>	<u>(4 963)</u>
Commitments payable		
Capital commitments		
Within 1 year	6 896	4 488
Between 1 to 5 years	3 232	1 301
More than 5 years	<u>147</u>	<u>-</u>
Total capital commitments	<u>10 275</u>	<u>5 789</u>
Operating lease commitments		
Within 1 year	2	16
Between 1 to 5 years	<u>-</u>	<u>2</u>
Total operating lease commitments	<u>2</u>	<u>18</u>

Other commitments		
Within 1 year	29 629	28 839
Between 1 to 5 years	2 760	11 423
Total other commitments	32 389	40 262
Total commitments payable	42 666	46 069
Net commitments by maturity	37 538	41 106

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 year ended 30 June 2015*

	Notes	2015 \$'000	2014 \$'000
NET COST OF SERVICES			
Expenses			
Employee benefits	17A	540	-
Suppliers	17B	2 604	-
Depreciation and amortisation	17C	28 802	28 508
Losses from asset sales	17D	26	50
Total expenses		31 972	28 558
Income			
Revenue			
Non-taxation revenue			
Other revenue	18A	-	8
Total non-taxation revenue		-	8
Total revenue		-	8
Gains			
Other gains	18B	1	7
Total gains		1	7
Total income		1	15
Net cost of services		31 971	28 543
Deficit		(31 971)	(28 543)
OTHER COMPREHENSIVE INCOME			
Items not subject to subsequent reclassification to net cost of services			
Changes in asset revaluation reserve		13 654	18 800
Total comprehensive (loss)		(18 317)	(9 743)

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

Administered Schedule of Assets and Liabilities*as at 30 June 2015*

	Notes	2015 \$'000	2014 \$'000
ASSETS			
Financial assets			
Trade and other receivables	20A	<u>212</u>	<u>404</u>
Total financial assets		<u>212</u>	<u>404</u>
Non-financial assets			
Land and buildings	21A,C	<u>2 129 397</u>	<u>2 135 028</u>
Property, plant and equipment	21B,C	<u>91 090</u>	<u>90 872</u>
Total non-financial assets		<u>2 220 487</u>	<u>2 225 900</u>
Total assets administered on behalf of Government		<u>2 220 699</u>	<u>2 226 304</u>
LIABILITIES			
Payables			
Suppliers	22A	<u>502</u>	<u>764</u>
Other payables	22B	<u>202</u>	<u>392</u>
Total payables		<u>704</u>	<u>1 156</u>
Total liabilities administered on behalf of Government		<u>704</u>	<u>1 156</u>
Net assets		<u>2 219 995</u>	<u>2 225 148</u>

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

Administered Reconciliation Schedule

	2015 \$'000	2014 \$'000
Opening assets less liabilities as at 1 July	2 225 148	2 225 440
Adjusted opening assets less liabilities	2 225 148	2 225 440
Net cost of services		
Income	1	15
Expenses	(31 972)	(28 558)
Other comprehensive income		
Revaluations transferred to/(from) reserves	13 654	18 800
Transfers (to)/from the Australian Government		
Appropriation transfers from Official Public Account		
Administered assets and liabilities appropriations	9 770	9 468
Administered annual appropriations	3 406	-
Appropriation transfers to OPA		
Administered receipts	(12)	(17)
Closing assets and liabilities as at 30 June	2 219 995	2 225 148

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

Administered Cash Flow Statement*for the year ended 30 June 2015*

	Notes	2015 \$'000	2014 \$'000
OPERATING ACTIVITIES			
Cash received			
Sale of goods and rendering of services		12	-
Net GST received		179	468
Other		-	8
Total cash received		<u>191</u>	<u>476</u>
Cash used			
Suppliers		2 860	837
Employees		540	-
Total cash used		<u>3 400</u>	<u>837</u>
Net cash from/(used by) operating activities	23	<u>(3 209)</u>	<u>(361)</u>
INVESTING ACTIVITIES			
Cash used			
Purchase of property, plant and equipment		9 764	9 459
Total cash used		<u>9 764</u>	<u>9 459</u>
Net cash from/(used by) investing activities		<u>(9 764)</u>	<u>(9 459)</u>
Net increase/(decrease) in cash held		<u>(12 973)</u>	<u>(9 820)</u>
Cash and cash equivalents at the beginning of the reporting period		-	-
Cash from Official Public Account			
Appropriations		13 176	10 305
Total cash from official public account		<u>13 176</u>	<u>10 305</u>
Cash to the Official Public Account			
Appropriations		(191)	(468)
Administered receipts		(12)	(17)
Total cash to official public account		<u>(203)</u>	<u>(485)</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 2015

	2015 \$'000	2014 \$'000
BY TYPE		
Commitments receivable		
Net GST recoverable on commitments	(110)	(225)
Total commitments receivable	(110)	(225)
Commitments payable		
Capital commitments		
Property, plant and equipment	765	1 450
Total capital commitments	765	1 450
Other commitments		
Other	450	1 026
Total other commitments	450	1 026
Total commitments payable	1 215	2 476
Net commitments by type	1 105	2 251
BY MATURITY		
Commitments receivable		
Other commitments receivable		
Within 1 year	(102)	(201)
Between 1 to 5 years	(8)	(24)
Total other commitments receivable	(110)	(225)
Total commitments receivable	(110)	(225)
Commitments payable		
Capital commitments		
Within 1 year	760	1 185
Between 1 to 5 years	5	265
Total capital commitments	765	1 450
Other commitments		
Within 1 year	366	1 026
Between 1 to 5 years	84	-
Total other commitments	450	1 026
Total commitments payable	1 215	2 476
Net commitments by maturity	1 105	2 251

Note: Commitments are GST inclusive where relevant.

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

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

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 a Australian Commonwealth 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 the Parliament and on continuing funding by Parliament for its administration and programs.

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

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

Parliament House Works Program: Supports the operation of Parliament into the future, while preserving the design integrity of the architecture, engineering systems, art and landscape that make up Parliament House.

1.2 Basis of Preparation of the Financial Statements

The financial statements are general purpose financial statements and are required by section 42 of the *Public Governance, Performance and Accountability Act 2013*.

The financial statements have been prepared in accordance with:

- a) Financial Reporting Rule (FRR) for reporting periods ending on or after 1 July 2014; 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 FRRs, 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 contingencies note.

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:

- (a) The fair value of land has been determined with reference to sales of land, with a limited level of comparability, at distant locations, and adjusted using professional judgement to take in to account the differing characteristics and the impact of the restricted use clause, as determined by an independent valuer (see Note 1.15 for further information);
- (b) The fair value of Parliament House (buildings) has been based on depreciated replacement cost as determined by an independent valuer. In determining fair value, the valuer engaged the services of qualified quantity surveyors to provide current costing for Parliament House. Professional judgement has been used by the valuer in determining physical depreciation and obsolescence factors. The valuer also reviewed annual capital replacements, upgrades and maintenance works for the financial year in forming their opinion (see Note 1.15 for further information); and
- (c) 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.

The following new standards, revised standards, interpretations and amending standards were issued prior to the signing of the statement by the accountable authority and chief finance officer, were applicable to the current reporting period and had a material effect on the entity's financial statements:

Standard/Interpretation	Nature of change in accounting policy, transitional provisions, and adjustment to financial statements
AASB 1055 Budgetary Reporting	Major variance explanation disclosures have been included in the notes to the accounts where a budgeted statement of financial position, comprehensive income, changes in equity or cash flows, has presented to Parliament.

All other new standards, revised standards, amending standards and interpretations that were issued prior to the sign-off date and are applicable to the current reporting period did not have a material effect, and are not expected to have a future material effect, on the department's financial statements.

Future Australian Accounting Standard Requirements

All new standards, revised standards, amending standards and interpretations that were issued prior to the sign-off date and are applicable to future reporting period(s) are not expected to have a future material impact on the department's financial statements.

Standard/Interpretation	Nature of change in accounting policy, transitional provisions, and adjustment to financial statements
AASB 9 Financial Instruments	Reduced disclosure for financial instruments has decreased the disclosure from four notes to two.
AASB 2015-6 Related Party Disclosures	Related party disclosures will need to be disclosed in the financial statements for the reporting period beginning on 1 July 2016.

All other new standards, revised standards, amending standards and interpretations that were issued prior to the sign-off date and are applicable to the current reporting period did not have a material effect, and are not expected to have a future material effect, on the department's financial statements.

1.5 Revenue

Revenue from the sale of goods is recognised when:

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

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

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

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

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

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

Revenue from Commonwealth

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Commonwealth when the department gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned. Appropriations receivable are recognised at their nominal amounts.

1.6 Gains

Resources Received Free of Charge

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

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

Contributions of assets at no cost of acquisition or for nominal consideration are recognised as gains at their fair value when the asset qualifies for recognition, unless received from another Commonwealth 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 Commonwealth 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 Commonwealth entity under a restructuring of administrative arrangements are adjusted at their book value directly against contributed equity.

Other Distributions to Owners

The FRR 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 2015. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Separation and Redundancy

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

Superannuation

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

The CSS and PSS are defined benefit schemes for the Australian Commonwealth. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Commonwealth and is settled by the Australian Commonwealth in due course. This liability is reported in the Department of Finance's administered schedules and notes.

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

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

1.9 Fair Value Measurement

The entity deems transfers between levels of fair value hierarchy to have occurred at the end of the reporting period.

1.10 Cash

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

- a) cash at bank and on hand.

1.11 Financial Assets

The department classifies its financial assets in to the following categories:

- a) financial assets at fair value through profit or loss; and
- b) loans and receivables.

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

Effective Interest Method

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

Loans and Receivables

Trade receivables, loans and other receivables that have fixed or determinable payments that are not quoted in an active market are classified as 'loans and receivables'. Loans and receivables are measured at amortised cost using the effective interest method less impairment. Interest is recognised by applying the effective interest rate.

Impairment of Financial Assets

Financial assets are assessed for impairment at the end of each reporting period.

Financial assets held at amortised cost - if there is objective evidence that an impairment loss has been incurred for loans and receivables the amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate. The carrying amount is reduced by way of an allowance account. The loss is recognised in the Statement of Comprehensive Income.

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

1.12 Financial Liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities. Financial liabilities are recognised and derecognised upon 'trade date'.

Financial Liabilities at Fair Value Through Profit or Loss

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

Other Financial Liabilities

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

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

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

1.13 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.

1.14 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.

1.15 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 latest valuation less accumulated depreciation and accumulated impairment losses. Valuations were conducted with sufficient frequency to ensure that the carrying amounts of assets did not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depended upon the volatility of movements in market values for the relevant assets.

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

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset is restated to the revalued amount.

For the financial year ending 30 June 2014, any accumulated depreciation as at the revaluation date was 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. This represents a change in accounting policy for asset revaluations from the gross method to the net method for the current reporting period.

Depreciation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the department using the straight-line method of depreciation. (2014: Depreciable assets were written off using both the straight-line method and the diminishing value method of depreciation).

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date.

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

	2015	2014
Buildings	5 – 200 years	5 – 200 years
Furniture and equipment	5 – 30 years	5 – 30 years
Information and communications technology	1 – 40 years	1 – 40 years
Library collection	3 – 30 years	3 – 30 years
Other property, plant and equipment	2 – 47 years	2 – 47 years

Impairment

All assets were assessed for impairment at 30 June 2015. 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 of disposal 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

1.16 Intangibles

The department's intangibles comprise software and other intangibles (digitised Hansard records and digitised audio visual records). These assets are carried at cost less accumulated amortisation and accumulated impairment losses.

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 (2014: 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 (2014: 100 years).

All software and other intangible assets were assessed for indications of impairment as at 30 June 2015.

1.17 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.

1.18 Taxation/Competitive Neutrality

The department is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and the Goods and Services Tax (GST).

Revenues, expenses and assets are recognised net of GST except:

- a) where the amount of GST incurred is not recoverable from the Australian Taxation Office; and
- b) for receivables and payables.

1.19 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 Commonwealth rather than the entity is administered revenue. Collections are transferred to the Official Public Account (OPA) maintained by the Department of Finance. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of the Commonwealth. These transfers to and from the OPA are adjustments to the administered cash held by the entity on behalf of the Commonwealth and reported as such in the schedule of administered cash flows and in the administered reconciliation schedule.

Revenue

All administered revenues are revenues relating to ordinary activities performed by the department on behalf of the Australian Commonwealth. As such, administered appropriations are not revenues of the department that oversees distribution or expenditure of the funds as directed.

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.

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: Net Cash Appropriation Arrangements

	2015 \$'000	2014 \$'000
Total comprehensive income/(loss) less depreciation/amortisation expenses previously funded through revenue appropriations¹	13 140	(5 413)
Plus: depreciation/amortisation expenses previously funded through revenue appropriation	<u>(22 549)</u>	<u>(24 423)</u>
Total comprehensive (loss) - as per the Statement of Comprehensive Income	<u>(9 409)</u>	<u>(29 836)</u>

¹ Commonwealth entities receive a separate capital budget provided through equity appropriations. Capital budgets are to be appropriated in the period when cash payment for capital expenditure is required.

Note 4: Expenses

	2015	2014
	\$'000	\$'000
Note 4A: Employee Benefits		
Wages and salaries	59 187	55 395
Superannuation		
Defined contribution plans	4 088	3 308
Defined benefit plans	6 690	7 987
Leave and other entitlements	7 166	6 299
Separation and redundancies	1 221	1 663
Other	556	82
Total employee benefits	78 908	74 734
Note 4B: Suppliers		
Goods and services supplied or rendered		
Professional services	2 955	3 141
Contractors	6 888	13 069
Information resources	2 004	1 860
Communications	1 520	2 216
Office equipment and supplies	709	605
Training and other personnel expenses	1 332	1 811
Travel	524	335
Utilities	5 695	5 919
Maintenance	7 027	7 503
Other property operating expenses	7 232	6 660
Other	606	644
Total goods and services supplied or rendered	36 492	43 763
Goods supplied in connection with		
Related parties	32	24
External parties	4 543	4 331
Total goods supplied	4 575	4 355
Services rendered in connection with		
Related parties	4 288	11 504
External parties	27 629	27 904
Total services rendered	31 917	39 408
Total goods and services supplied or rendered	36 492	43 763
Other suppliers		
Operating lease rentals in connection with		
External parties		
Contingent rentals	-	-
Workers compensation expenses	1 929	1 828
Total other suppliers	1 929	1 828
Total suppliers	38 421	45 591

Note 4: Expenses

	2015 \$'000	2014 \$'000
Note 4C: Depreciation and Amortisation		
Depreciation¹		
Property, plant and equipment	13 343	15 520
Total depreciation	13 343	15 520
 ¹ Depreciation for all depreciable assets was calculated using the straight-line method for the financial year (2014: straight-line method and diminishing value method). The change in accounting policy was made to ensure depreciation more closely reflects the pattern of economic benefit derived from use of assets subject to change.		
Amortisation		
Computer software	9 161	8 375
Other Intangibles	45	528
Total amortisation	9 206	8 903
Total depreciation and amortisation	22 549	24 423
 Note 4D: Write-Down and Impairment of Assets		
Impairment on trade and other receivables	2	58
Total write-down and impairment of assets	2	58
 Note 4E: Foreign Exchange Losses		
Non-speculative	14	4
Total foreign exchange losses	14	4
 Note 4F: Losses from Asset Sales		
Property, plant and equipment		
Proceeds from sale	(58)	(20)
Carrying value of assets sold	64	434
Selling expense	26	8
Total losses from asset sales	32	422

Note 5: Own-Source Income

Own-Source Revenue	2015	2014
	\$'000	\$'000

Note 5A: Sale of Goods and Rendering of Services**Sale of goods in connection with**

Related parties	-	1
External parties	1 031	842
Total sale of goods	1 031	843

Rendering of services in connection with

Related parties	3 488	5 149
External parties	1 042	836
Total rendering of services	4 530	5 985
Total sale of goods and rendering of services	5 561	6 828

Note 5B: Rental Income

Operating lease		
Contingent Rentals	147	104
Rentals	1 410	1 406
Total rental income	1 557	1 510

Note 5C: Other Revenue

Resources received free of charge

Provision of library services	-	20
Remuneration of auditors	141	141

Other

Public carpark	161	-
Project recovery	292	325
Other	39	57
Total other revenue	633	543

Gains**Note 5D: Foreign Exchange Gains**

Non-speculative	-	1
Total foreign exchange gains	-	1

Note 5E: Revenue from Government

Appropriations

Departmental appropriations	120 519	106 998
Total revenue from Government	120 519	106 998

Note 6: Fair Value Measurement

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 entity can access at measurement date.
- Level 2: Inputs other than quoted prices included within Level 1 that are observable for the asset or liability, either directly or indirectly.
- Level 3: Unobservable inputs for the asset or liability.

Note 6A: Fair Value Measurements, Valuation Techniques and Inputs Used

	Fair value measurements at the end of the reporting period		For Levels 2 and 3 fair value measurements				
	2015 \$'000	2014 \$'000 (Level 1, 2 or 3 ^{1,4})*	Category	Valuation technique(s) ²	Inputs used	Range (weighted average)	Sensitivity of the fair value measurement to changes in unobservable inputs
Non-financial assets³							
Property, plant and equipment	7 430	5 925	Level 2	Market Approach	Adjusted market transactions		
Property, plant and equipment	46 490	49 906	Level 3	Depreciated Replacement Cost (DRC)	Replacement Cost New	Consumed economic benefit / obsolescence of asset	A significant increase (decrease) in the consumed economic benefit / obsolescence of the asset would result in a significantly lower (higher) fair value measurement.
Property, plant and equipment -Library	4 478	4 182	Level 3	Market Approach	Average market price per item	\$22 - \$176 (\$110) per item	A significant increase (decrease) in the average price per item would result in a significantly higher (lower) fair value measurement.
Total non-financial assets	58 398	60 013					

1 The department did not measure any non-financial assets at fair value on a non-recurring basis as at 30 June 2015.

2 The library collection has been revalued utilising a market based approach as it is considered to be more appropriate than the previously adopted depreciated replacement cost approach. There have been no transfers between level 1 and level 2 in the fair value hierarchy.

3 The department's assets are held for operational purposes and not held for the purposes of deriving a profit. The current use of all NFAs is considered their highest and best use.

4 The department procured the service of Australian Valuation Solutions (AVS) to undertake a comprehensive valuation and desktop review for each asset class as at 30 June 2015. 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.

Note 6: Fair Value Measurement

Note 6A: Fair Value Measurements, Valuation Techniques and Inputs Used continued

The department did not measure any non-financial assets at fair value on a non-recurring basis as at 30 June 2015.

There have been no transfers between level 1 and level 2 in the fair value hierarchy.

Significant Level 3 inputs utilised by the entity are derived and evaluated as follows:

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 judgement regarding physical, economic and external obsolescence factors relevant to the asset under consideration.

Property, Plant and Equipment (Library) - Average market price per item

The fair value of the library collection has been determined using the market approach. Estimated average market prices have been applied having regard to the quantity and nature of the collection. The Valuer has utilised professional judgement to account for these differing characteristics.

Note 6: Fair Value Measurement**Note 6B: Level 1 and Level 2 Transfers for Recurring Fair Value Measurements**

There have been no transfers between level 1 and level 2 during the year.

Note 6C: 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	
	2015	2014	2015	2014
	\$'000	\$'000	\$'000	\$'000
As at 1 July	54 088	43 872	54 088	43 872
Total gains/(losses) in accumulated depreciation	(11 502)	(10 719)	(11 502)	(10 719)
Revaluation	2 258	(232)	2 258	(232)
Purchases	5 974	21 167	5 974	21 167
Disposals	(43)	-	(43)	-
Transfers into Level 3 ¹	193	-	193	-
Transfers out of Level 3 ²	-	-	-	-
Total as at 30 June	50 968	54 088	50 968	54 088

¹ The Valuer was unable to identify sufficient observable inputs to determine fair value without the use of significant professional judgement for certain property, plant and equipment assets. These assets have been transferred into level 3 during the year.

² There have been no assets transferred out of level 3 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 7: Financial Assets

	2015	2014
	\$'000	\$'000
Note 7A: Cash and Cash Equivalents		
Cash on hand or on deposit	432	547
Total Cash and Cash Equivalents	432	547
Note 7B: Trade and Other Receivables		
Goods and services receivables in connection with		
Related parties	111	898
External parties	256	156
Total goods and services receivables	367	1 054
Appropriations receivables		
Existing programs	30 654	14 226
Total appropriations receivables	30 654	14 226
Other receivables		
GST receivable from the Australian Taxation Office	730	684
Other	8	59
Total other receivables	738	743
Total trade and other receivables	31 759	16 023
Trade and other receivables expected to be recovered		
No more than 12 months	31 759	16 017
More than 12 months	-	6
Total trade and other receivables	31 759	16 023

Credit terms for goods and services were within 30 days (2014: 30 days).

Note 8: Non-Financial Assets

	2015 \$'000	2014 \$'000
Note 8A: Property, Plant and Equipment		
Property, plant and equipment		
Information and communications technology		
Work in progress	4 703	5 036
Fair value	145 415	150 397
Accumulated depreciation ¹	<u>(105 392)</u>	<u>(109 127)</u>
Total information and communication technology	<u>44 726</u>	<u>46 306</u>
Furniture and equipment ²		
Work in progress	391	233
Fair value	14 151	100 343
Accumulated depreciation ¹	<u>(255)</u>	<u>(85 869)</u>
Total furniture and equipment	<u>14 287</u>	<u>14 707</u>
Library collection		
Work in progress	146	45
Fair value	5 022	11 838
Accumulated depreciation ¹	<u>(543)</u>	<u>(7 568)</u>
Total library collection	<u>4 625</u>	<u>4 315</u>
Total Property, plant and equipment	<u>63 638</u>	<u>65 328</u>

¹ Revaluation of assets for the year ending 30 June 2015 was accounted for using the net method (2014: gross method) which represents the difference in accumulated depreciation. Refer Note 1.15.

² Asset items were reclassified for the financial year ending 30 June 2015. Furniture and equipment includes security infrastructure disclosed as a separate line item in 2014.

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 2015 by Australian Valuation Solutions (2014: Australian Valuation Solutions).

A revaluation increment of \$2,248,111 for plant and equipment (2014: decrement of \$524,282) was credited to the asset revaluation reserve by asset class and included in equity within the Statement of Financial Position; no decrements were expensed (2014: \$nil expensed).

Note 8: Non-Financial Assets

Note 8B: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment

Reconciliation of the opening and closing balances of property, plant and equipment for 2015

	Information and communication technology \$'000	Furniture and equipment ¹ \$'000	Library collection \$'000	Total property, plant and equipment ¹ \$'000
As at 1 July 2014				
Gross book value ²	155 433	100 576	11 883	267 892
Accumulated depreciation and impairment ²	(109 127)	(85 869)	(7 568)	(202 564)
Total as at 1 July 2014	46 306	14 707	4 315	65 328
Reclassification ¹	-	(79)	-	(79)
Additions				
By purchase	7 950	835	712	9 497
Revaluations and impairments recognised in other comprehensive income	-	1 291	957	2 248
Depreciation	(9 533)	(2 471)	(1 339)	(13 343)
Other movements - Transfer	47	4	-	51
Disposals	(44)	-	(20)	(64)
Total as at 30 June 2015	44 726	14 287	4 625	63 638
Total as at 30 June 2015 represented by				
Total book value ²	150 118	14 542	5 168	169 828
Accumulated depreciation and impairment ²	(105 392)	(255)	(543)	(106 190)
Total net book value as at 30 June 2015	44 726	14 287	4 625	63 638

¹ Information and Communication Technology items have been reclassified as computer software and other intangibles for the financial year ending 30 June 2015.

² Revaluation of assets for the year ending 30 June 2015 was accounted for using the net method (2014: gross method) which represents the difference in accumulated depreciation. Refer Note 1.15.

Note 8: Non-Financial Assets

Note 8B: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment continued

Reconciliation of the opening and closing balances of property, plant and equipment for 2014					
	Information and communication technology \$'000	Furniture and equipment \$'000	Library collection \$'000	Monitoring assets \$'000	Total property, plant and equipment \$'000
As at 1 July 2013					
Gross book value	156 301	101 067	11 371	831	269 570
Accumulated depreciation and impairment	(100 133)	(83 617)	(6 892)	(814)	(191 456)
Total as at 1 July 2013	56 168	17 450	4 479	17	78 114
Additions					
By purchase	5 627	282	670	-	6 579
Revaluations and impairments recognised in other comprehensive income	(302)	(222)	-	-	(524)
Depreciation	(12 871)	(2 268)	(793)	412	(15 520)
Other movements	(2 244)	(224)	-	(419)	(2 887)
Disposals	(72)	(311)	(41)	(10)	(434)
Total as at 30 June 2014	46 306	14 707	4 315	-	65 328
Total as at 30 June 2014 represented by					
Gross book value	155 433	100 576	11 883	-	267 892
Accumulated depreciation and impairment	(109 127)	(85 869)	(7 568)	-	(202 564)
Total as at 30 June 2014	46 306	14 707	4 315	-	65 328

Note 8: Non-Financial Assets

	2015	2014
	\$'000	\$'000
Note 8C: Intangibles		
Computer software		
Internally developed - in use	-	25
Purchased - in progress	4 188	4 295
Purchased - in use	69 335	60 689
Accumulated amortisation	<u>(53 694)</u>	<u>(44 534)</u>
Total computer software	<u>19 829</u>	<u>20 475</u>
Other intangibles		
Internally developed - in progress	-	126
Internally developed - in use	6 540	5 883
Accumulated amortisation	<u>(1 376)</u>	<u>(1 331)</u>
Total other intangibles	<u>5 164</u>	<u>4 678</u>
Total intangibles	<u>24 993</u>	<u>25 153</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 8: Non-Financial Assets**Note 8D: Reconciliation of the Opening and Closing Balances of Intangibles****Reconciliation of the opening and closing balances of intangibles for 2015**

	Computer software \$'000	Other intangibles \$'000	Total intangibles \$'000
As at 1 July 2014			
Gross book value	65 009	6 009	71 018
Accumulated amortisation and impairment	(44 374)	(1 491)	(45 865)
Total as at 1 July 2014	20 635	4 518	25 153
Reclassification ¹	235	(155)	80
Additions			
By purchase	8 167	846	9 013
Amortisation	(9 161)	(45)	(9 206)
Other movements - Transfer	(47)	-	(47)
Total as at 30 June 2015	19 829	5 164	24 993
Total as at 30 June 2015 represented by			
Gross book value	73 523	6 540	80 063
Accumulated amortisation and impairment	(53 694)	(1 376)	(55 070)
Total as at 30 June 2015	19 829	5 164	24 993

¹ Information and Communication Technology items have been reclassified as computer software and other intangibles for the financial year ending 30 June 2015.

Note 8: Non-Financial Assets**Reconciliation of the opening and closing balances of intangibles for 2014**

	Computer software \$'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)
Total as at 1 July 2013	20 616	4 639	25 255
Additions			
By purchase	5 507	407	5 914
Amortisation	(8 375)	(528)	(8 903)
Other movements	2 887	-	2 887
Total as at 30 June 2014	20 635	4 518	25 153
Total as at 30 June 2014 represented by			
Gross book value	65 009	6 009	71 018
Accumulated amortisation and impairment	(44 374)	(1 491)	(45 865)
Total as at 30 June 2014	20 635	4 518	25 153

Note 8: Non-Financial Assets

	2015	2014
	\$'000	\$'000
Note 8E: Inventories		
Inventories held for sale		
Finished goods	275	173
Total inventories held for sale	275	173
Total inventories	275	173

During 2015, \$522,580 of inventory held for sale was recognised as an expense (2014: \$457,948).

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 8F: Other Non-Financial Assets

Prepayments	3 423	2 927
Total other non-financial assets	3 423	2 927
Other non-financial assets expected to be recovered		
No more than 12 months	2 832	2 400
More than 12 months	591	527
Total other non-financial assets	3 423	2 927

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

Note 9: Payables

	2015 \$'000	2014 \$'000
Note 9A: Suppliers		
Trade creditors and accruals	3 262	3 403
Total suppliers	3 262	3 403
Suppliers expected to be settled		
No more than 12 months	3 262	3 403
Total suppliers	3 262	3 403
Suppliers in connection with		
Related parties	619	712
External parties	2 643	2 691
Total suppliers	3 262	3 403

Settlement was usually made within 30 days.

Note 9B: Other payables

Wages and salaries	1 902	1 993
Superannuation	377	347
Separations and redundancies	-	393
Unearned income	63	14
Other	101	71
Total other payables	2 443	2 818
Other payables expected to be settled		
No more than 12 months	2 443	2 818
Total other payables	2 443	2 818

Note 10: Provisions

	2015 \$'000	2014 \$'000
Employee provisions		
Leave	21 370	21 317
Total employee provisions	21 370	21 317
Employee provisions expected to be settled		
No more than 12 months	7 232	6 635
More than 12 months	14 138	14 682
Total employee provisions	21 370	21 317

Note 11: Restructuring

There were no restructuring activities for the financial year ending 30 June 2015.

During the 2014 financial 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).

	2014			Total \$'000
	DHR \$'000	ICT functions 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 ^{1,2}	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 The total net assets assumed by the department was \$1,069,000.

² In respect of functions assumed, the net book values of assets and liabilities were transferred to the department for no consideration.

Note 12: Cash Flow Reconciliation

	2015 \$'000	2014 \$'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	432	547
Statement of financial position	<u>432</u>	<u>547</u>
Discrepancy	<u>-</u>	<u>-</u>
Reconciliation of net cost of services to net cash from/(used by) operating activities		
Net cost of services	(132 176)	(136 310)
Revenue from Government	120 519	106 998
Adjustments for non-cash items		
Depreciation/amortisation	22 549	24 423
Net write down of non-financial assets	2	-
Loss on disposal of non-financial assets	64	422
Gain on sales of assets	-	-
Gain on foreign currency exchange	-	(1)
Other gains	-	(40)
Movements in assets and liabilities		
Assets		
(Increase)/decrease in net receivables	(10 002)	5 891
Decrease in inventories	(102)	-
(Increase)/decrease in prepayments	(496)	366
Liabilities		
Increase in employee provisions	53	1 321
(Decrease) in suppliers payables	(141)	(3 404)
Increase/(decrease) in other payables	(375)	638
Net cash from/(used by) operating activities	<u>(105)</u>	<u>304</u>

Note 13: Contingent Assets and Liabilities

The department had no quantifiable or unquantifiable contingencies as at 30 June 2015 (2014: nil).

Note 14: Senior Management Personnel Remuneration

	2015 \$'000	2014 \$'000
Short-term employee benefits		
Salary	3 282	2 869
Other	76	59
Total short-term employee benefits	3 358	2 928
Post-employment benefits		
Superannuation	522	450
Total post-employment benefits	522	450
Other long-term employee benefits		
Annual leave	233	215
Long-service leave	105	97
Total other long-term employee benefits	338	312
Termination benefits		
Redundancy payments	379	-
Total termination benefits	379	-
Total senior management personnel remuneration	4 597	3 690

Number of senior management personnel by band of total remuneration:

less than \$195,000	13	9
\$195,000 to \$224,999	6	4
\$225,000 to \$254,999	-	2
\$255,000 to \$284,999	2	1
\$285,000 to \$314,999	-	1
\$315,000 to \$344,999	1	-
\$345,000 to \$374,999	-	-
\$375,000 to \$404,999	1	1

The total number of senior management personnel that are included in the above table are 23 individuals (2014: 18 individuals).

The Department has included all Senior Management Personnel that were in acting arrangements throughout the financial year for a minimum period of three months.

Notes:

1. The note is prepared on an accrual basis.
2. 'Other' includes vehicle and other allowances and associated fringe benefits tax.

Note 15: Financial Instruments

	2015	2014
	\$'000	\$'000
Note 15A: Categories of Financial Instruments		
Financial Assets		
Loans and receivables		
Cash and cash equivalents	432	547
Trade and other receivables	367	1 054
Total loans and receivables	799	1 601
Total financial assets	799	1 601
Financial Liabilities		
Financial liabilities measured at amortised cost		
Suppliers	3 262	3 403
Total financial liabilities measured at amortised cost	3 262	3 403
Total financial liabilities	3 262	3 403

The fair value of the department's financial assets and liabilities equal the carrying amount in the current and preceding financial year.

Note 15: Financial Instruments**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.

	2015	2014
	\$'000	\$'000
Maximum exposure to credit risk (excluding any collateral or credit enhancements)		
Financial assets carried at amount not best representing maximum exposure to credit risk		
Loans and receivables		
Cash and cash equivalents	432	547
Trade and other receivables	367	1 054
Total financial assets carried at amount not best representing maximum exposure to credit risk	799	1 601
Financial liabilities carried at amount not best representing maximum exposure to credit risk		
At amortised cost:		
Suppliers	3 262	3 403
Total financial liabilities carried at amount not best representing maximum exposure to credit risk	3 262	3 403

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.

Note 15: Financial Instruments**Note 15B: Credit Risk****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	
	2015	2014	2015	2014	2015	2014
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Loans and receivables						
Cash and cash equivalents	432	547	-	-	-	-
Trade and other receivables	315	826	52	228	52	228
Total	747	1 373	52	228	52	228

Ageing of financial assets that were past due but not impaired for 2015

	0 to 30 days		31 to 60 days		61 to 90 days		90+ days	
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Loans and receivables								
Trade and other receivables	43	1	-	1	-	-	8	8
Total	43	1	-	1	-	-	8	8

Ageing of financial assets that were past due but not impaired for 2014

	0 to 30 days		31 to 60 days		61 to 90 days		90+ days	
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Loans and receivables								
Trade and other receivables	174	29	12	13	12	13	13	13
Total	174	29	12	13	12	13	13	13

Note 15: Financial Instruments**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 2015

	On demand \$'000	within 1 year \$'000	between 1 to 2 years \$'000	between 2 to 5 years \$'000	more than 5 years \$'000	Total
At amortised cost						
Supplier payables	-	3 262	-	-	-	3 262
Total	-	3 262	-	-	-	3 262

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

The department had no derivative financial liabilities in either 2015 or 2014.

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

		2015 \$'000	2014 \$'000
	Notes		
Total financial assets as per statement of financial position		32 191	16 570
Less: non-financial instrument components			
Appropriations receivable	7B	30 654	14 226
GST receivable from the Australian Taxation Office	7B	730	684
Other	7B	8	59
Total non-financial instrument components		31 392	14 969
Total financial assets as per financial instruments note		799	1 601

Note 17: Administered - Expenses

	2015	2014
	\$'000	\$'000
Note 17A: Employee Benefits		
Wages and salaries	431	-
Superannuation		
Defined contribution plans	36	-
Defined benefit plans	31	-
Leave and other entitlements	42	-
Total employee benefits	540	-
Note 17B: Suppliers		
Goods and services supplied or rendered		
Professional services	1 756	-
Contractors	841	-
Office equipment and supplies	4	-
Work health and safety	1	-
Travel	2	-
Total goods and services supplied or rendered	2 604	-
Goods supplied in connection with		
Related parties	3	-
Total goods supplied	3	-
Services rendered in connection with		
Related parties	85	-
External parties	2 516	-
Total services rendered	2 601	-
Total goods and services supplied or rendered	2 604	-
Note 17C: Depreciation and Amortisation		
Depreciation		
Property, plant and equipment	1 062	1 000
Buildings	27 740	27 508
Total depreciation	28 802	28 508
Total depreciation and amortisation	28 802	28 508
Note 17D: Losses from Asset Sales		
Property, plant and equipment		
Proceeds from sale	-	-
Carrying value of assets sold	26	50
Total losses from asset sales	26	50

Note 18: Administered - Income

	2015	2014
	\$'000	\$'000
Revenue		
Non-Taxation Revenue		
Note 18A: Other Revenue		
Other	-	8
Total other revenue	-	8
Gains		
Note 18B: Other Gains		
Resources received free of charge	1	7
Total other gains	1	7

Note 19: Fair Value Measurement

The following tables provide an analysis of assets and liabilities that are measured at fair value.

Note 19A: Fair Value Measurements, Valuation Techniques and Inputs Used

	Fair value measurements at the end of the reporting period		For Levels 2 and 3 fair value measurements				Sensitivity of the fair value measurement to changes in unobservable inputs
	2015	2014	Valuation technique(s) ¹	Inputs used	Range (weighted average)	Inputs used	
	\$'000	\$'000					
			Category (Level 1, 2 or 3) ^{1*}				
Non-financial Assets²							
Land	50 000	50 000	Level 3	Market Approach	Price per square metre	(5.0%) - 5.0%	A significant increase (decrease) in the price per square metre for the land would result in a significantly higher (lower) fair value measurement.
Buildings	2 065 132	2 073 824	Level 3	Depreciated Replacement Cost (DRC)	Replacement Cost New	\$2.75b - \$3.04b (\$2.90b)	A significant increase (decrease) in the replacement cost would result in a significantly higher (lower) fair value measurement.
Property, plant and equipment	4 119	4 929	Level 2	Market Approach	Adjusted market transactions		
Property, plant and equipment -Furniture	775	-	Level 3	Market Approach	Adjusted market transactions	0.91% - 1.06% (0.98%) per annum	A significant increase (decrease) in the consumed economic benefit/obsolescence of the asset would result in a significantly lower (higher) fair value measurement.
Property, plant and equipment	1 330	1 436	Level 3	Depreciated Replacement Cost (DRC)	Replacement Cost New	(10.0%) - 10.0%	A significant increase (decrease) in adjusted market price would result in a significantly higher (lower) fair value measurement.
Heritage and Cultural	59 523	59 138	Level 2	Market Approach	Adjusted market transactions	3.3% - 6.7% (4.0%) per annum	A significant increase (decrease) in the consumed economic benefit/obsolescence of the asset would result in a significantly lower (higher) fair value measurement.
Heritage and Cultural	25 000	25 000	Level 3	Market Approach	Adjusted market transactions	\$25m - \$30m (\$25m)	A significant increase (decrease) in adjusted market price would result in a significantly higher (lower) fair value measurement.
Total Non-financial Assets	2 205 879	2 214 327					

- ¹ Change in valuation technique – library collection: Certain furniture assets have been revalued utilising a market based approach as it is considered to be more aligned with the exit price than the previously adopted depreciated replacement cost approach. This revised approach seeks to maximise the use of observable inputs.
- ² The department's assets are held for operational purposes and not held for the purposes of deriving a profit. The current use of all NFAs is considered their highest and best use.
- ³ The department procured the service of Australian Valuation Solutions (AVS) to undertake comprehensive valuation and desktop review for each asset class at 30 June 2015. 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.

The department did not measure any non-financial assets at fair value on a non-recurring basis as at 30 June 2015.

There have been no transfers between level 1 and level 2 in the fair value hierarchy.

Significant Level 3 inputs utilised by the entity 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 & 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 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.

Property, Plant & Equipment – Adjusted Market Transactions

The fair value of the furniture asset class has been determined using the market approach. Due to the unique characteristics of the Ministerial furniture there was insufficient evidence of directly comparable market transactions to determine fair value. Reference was made to market evidence with limited levels of comparability and adjusted by the Valuer using professional judgement to take account the differing characteristics.

Cultural and Heritage – Adjusted market transactions

A specialist Valuer has been consulted to determine the fair value of the 1297 Inspecimus copy of Magna Carta. Due to the historic nature of the asset observable market data is scarce and the Valuer has used significant professional judgement to determine fair value.

Note 19B: Level 1 and Level 2 Transfers for Recurring Fair Value Measurements

Note 6B: Level 1 and Level 2 Transfers for Recurring Fair Value Measurements

There have been no transfers between level 1 and level 2 during the year.

Note 19C: Reconciliation for Recurring Level 3 Fair Value Measurements

Recurring Level 3 Fair Value Measurements - Reconciliation for Assets

	Land		Buildings				Non-Financial Assets Property, Plant and Equipment				Heritage and Cultural				Total	
	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014	2015	2014
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
As at 1 July	50 000	50 000	2 073 824	2 057 544	1 436	1 555	25 000	25 000	25 000	25 000	2 150 260	2 134 099				
Total gains/(losses) recognised in Net Cost of Service ¹	-	-	(27 740)	(27 509)	(160)	(274)	-	-	-	-	(27 900)	(27 783)				
Total gains/(losses) recognised in Other Comprehensive Income ²	-	-	13 564	18 615	(2)	155	-	-	-	-	13 562	18 770				
Purchases	-	-	5 484	25 174	-	-	-	-	-	-	5 484	25 174				
Disposals	-	-	-	-	-	-	-	-	-	-	-	-				
Transfers into Level 3 ³	-	-	-	-	831	-	-	-	-	-	831	-				
Transfers out of Level 3 ⁴	-	-	-	-	-	-	-	-	-	-	-	-				
Total as at 30 June	50 000	50 000	2 065 132	2 073 824	2 105	1 436	25 000	25 000	25 000	2 142 237	2 150 260					

¹ These gains/(losses) are presented in the Statement of Comprehensive Income under Note 17C.

² These gains/(losses) are presented in the Statement of Comprehensive Income under Other Comprehensive Income.

³ The Valuer was unable to identify sufficient observable inputs to determine fair value without the use of significant professional judgement for certain property, plant and equipment assets. These assets have been transfers into level 3 during the year.

⁴ There have been no transferred out level 3 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

	2015	2014
	\$'000	\$'000
Note 20A: Trade and Other Receivables		
Other receivables		
GST receivable from the Australian Taxation Office	212	392
Other	-	12
Total other receivables	212	404
Total trade and other receivables	212	404
Total other receivables	212	404
Trade and other receivables expected to be recovered		
No more than 12 months	212	404
Total trade and other receivables	212	404

Credit terms for goods and services were within 30 days (2014: 30 days).

Note 21: Administered - Non-Financial Assets

	2015 \$'000	2014 \$'000
Note 21A: Land and Buildings		
Land		
Fair value	50 000	50 000
Total land	50 000	50 000
Buildings		
Work in progress	14 265	11 204
Fair value	2 065 215	2 781 021
Accumulated depreciation ¹	(83)	(707 197)
Total buildings	2 079 397	2 085 028
Total land and buildings	2 129 397	2 135 028
Note 21B: Property, plant and equipment		
Heritage and cultural		
Work in progress	255	370
Fair value	84 523	84 138
Total heritage and cultural	84 778	84 508
Other property, plant and equipment		
Work in progress	88	-
Fair value	6 246	24 827
Accumulated depreciation ¹	(22)	(18 463)
Total other property, plant and equipment	6 312	6 364
Total property, plant and equipment	91 090	90 872

¹ Revaluation of assets for the year ending 30 June 2015 was accounted for using the net method (2014: gross method) which represents the difference in accumulated depreciation. Refer Note 1.15.

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 2015, an independent valuer (Australian Valuation Solutions) conducted the revaluations (2014: Australian Valuation Solutions).

Revaluation increments of \$13,563,682 for Buildings (2014: \$18,615,369), \$90,649 for Other Property, Plant and Equipment (2014: \$184,443) and \$nil for Heritage and Cultural assets (2014: nil) 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 (2014: nil).

Note 21: Administered - Non-Financial Assets

Note 21C: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment

Reconciliation of the opening and closing balances of property, plant and equipment for 2015

	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 2014							
Gross book value ¹	50 000	2 792 225	2 842 225	84 508	24 827	109 335	2 951 560
Accumulated depreciation and impairment ¹	-	(707 197)	(707 197)	-	(18 463)	(18 463)	(725 660)
Total as at 1 July 2014	50 000	2 085 028	2 135 028	84 508	6 364	90 872	2 225 900
Additions							
By purchase	-	9 276	9 276	270	218	488	9 764
Revaluations and impairments recognised in other comprehensive income	-	13 564	13 564	-	91	91	13 655
Depreciation expense	-	(27 740)	(27 740)	-	(1 062)	(1 062)	(28 802)
Disposals	-	-	-	-	(26)	(26)	(26)
Other	-	(731)	(731)	-	727	727	(4)
Total as at 30 June 2015	50 000	2 079 397	2,129,397	84 778	6 312	91 090	2 220 487
Total as at 30 June 2015 represented by							
Total book value ¹	50 000	2 079 480	2 129 480	84 778	6 334	91 112	2 220 592
Accumulated depreciation and impairment ¹	-	(83)	(83)	-	(22)	(22)	(105)
Total net book value as at 30 June 2015	50 000	2 079 397	2 129 397	84 778	6 312	91 090	2 220 487

¹ Revaluation of assets for the year ending 30 June 2015 was accounted for using the net method (2014: gross method) which represents the difference in accumulated depreciation. Refer Note 1.15.

Note 21: Administered - Non-Financial Assets

Reconciliation of the opening and closing balances of property, plant and equipment for 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)
Total as at 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)
Other movements							
Total as at 30 June 2014	50 000	2 085 028	2 135 028	84 508	6 364	90 872	2 225 900
Total as at 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)
Total as at 30 June 2014	50 000	2 085 028	2 135 028	84 508	6 364	90 872	2 225 900

Note 22: Administered - Payables

	2015 \$'000	2014 \$'000
Note 22A: Suppliers		
Trade creditors and accruals	502	764
Total suppliers	<u>502</u>	<u>764</u>
Suppliers expected to be settled		
No more than 12 months	502	764
Total suppliers	<u>502</u>	<u>764</u>
Suppliers in connection with		
External parties	502	764
Total suppliers	<u>502</u>	<u>764</u>
Settlement was usually made within 30 days.		
Note 22B: Other Payables		
Other	202	392
Total other payables	<u>202</u>	<u>392</u>
Other payables expected to be settled		
No more than 12 months	202	392
Total other payables	<u>202</u>	<u>392</u>

Note 23: Administered - Cash Flow Reconciliation

	2015 \$'000	2014 \$'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	-	-
Discrepancy	<u>-</u>	<u>-</u>
Reconciliation of net cost of services to net cash from/(used by) operating activities		
Net cost of services	(31 971)	(28 543)
Adjustments for non-cash items		
Depreciation/amortisation	28 802	28 508
Gain/Loss on disposal of assets	26	50
Resources received free of charge	(1)	(7)
Movements in asset and liabilities		
Liabilities		
Increase/(decrease) in supplier payables	(256)	-
Movement in GST Annotations Loan	191	(369)
Net cash from/(used by) operating activities	<u>(3 209)</u>	<u>(361)</u>

Note 24: Administered - Contingent Assets and Liabilities

The department had no quantifiable or unquantifiable administered contingencies as at 30 June 2015 (2014: nil).

Note 25: Administered - Financial Instruments

	2015 \$'000	2014 \$'000
Note 25A: Categories of Financial Instruments		
Financial Assets		
Loans and receivables		
Trade receivables	-	12
Total loans and receivables	<u>-</u>	<u>12</u>
Total financial assets	<u>-</u>	<u>12</u>
Financial Liabilities		
Financial liabilities measured at amortised cost		
Supplier payables	502	764
Total financial liabilities measured at amortised cost	<u>502</u>	<u>764</u>
Total financial liabilities	<u>502</u>	<u>764</u>

Note 25: Administered - Financial Instruments**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)	2015	2014
	\$'000	\$'000
Financial assets carried at amount not best representing maximum exposure to credit risk		
Loans and receivables		
Cash and cash equivalents	-	-
Trade receivables	-	12
Total financial assets carried at amount not best representing maximum exposure to credit risk	-	12
Financial liabilities carried at amount not best representing maximum exposure to credit risk		
At amortised cost		
Supplier payables	502	764
Total financial liabilities carried at amount not best representing maximum exposure to credit risk	502	764

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.

Note 25: Administered - Financial Instruments

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

	Not Past Due Nor Impaired 2015 \$'000	Not Past Due Nor Impaired 2014 \$'000	Past due or impaired 2015 \$'000	Past due or impaired 2014 \$'000
Loans and receivables				
Cash and cash equivalents	-	-	-	-
Trade receivables	-	12	-	-
Total	-	12	-	-

Ageing of financial assets that were past due but not impaired for 2015

	0 to 30 days \$'000	31 to 60 days \$'000	61 to 90 days \$'000	90+ days \$'000	Total \$'000
Loans and receivables					
Cash and cash equivalents	-	-	-	-	-
Trade receivables	-	-	-	-	-
Total	-	-	-	-	-

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					
Cash and cash equivalents	-	-	-	-	-
Trade receivables	-	-	-	-	-
Total	-	-	-	-	-

Note 25: Administered - Financial Instruments

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 2015

	On demand \$'000	within 1 year \$'000	between 1 to 2 to		more than 5 years \$'000	Total
			2 years \$'000	5 years \$'000		
At amortised cost						
Supplier payables	-	502	-	-	-	502
Total	-	502	-	-	-	502

Maturities for non-derivative financial liabilities 2014

	On demand \$'000	within 1 year \$'000	between 1 to 2 to		more than 5 years \$'000	Total
			2 years \$'000	5 years \$'000		
At amortised cost						
Supplier payables	-	764	-	-	-	764
Total	-	764	-	-	-	764

The department had no derivative financial liabilities in either 2015 or 2014.

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

		2015 \$'000	2014 \$'000
	Notes		
Total financial assets as per administered schedule of assets and liabilities		212	404
Less: non-financial instrument components			
GST receivable from the Australian Taxation Office	20A	<u>212</u>	<u>392</u>
Total non-financial instrument components		<u>212</u>	<u>392</u>
Total financial assets as per administered financial instruments note		<u>-</u>	<u>12</u>

Note 27: Appropriations

Table A: Annual Appropriations ('Recoverable GST exclusive')

	2015 Appropriation			Variance ¹ \$'000
	Appropriation Act	PGPA Act	Total Appropriation \$'000	
	Annual Appropriation \$'000	Section 74 \$'000		
Departmental				
Ordinary annual services	144 758	7 798	152 556	15 676
Total departmental	144 758	7 798	152 556	15 676
Administered				
Ordinary annual services	126 612	-	126 612	113 448
Total administered	126 612	-	126 612	113 448

Notes:

¹ The \$15.676m and \$113.448m variance between departmental and administered appropriation provided and applied relates to the underspend for 2014-15.

Table A (Cont'd): Annual Appropriations ('Recoverable GST exclusive')

	2014 Appropriation			Variance ¹ \$'000
	Appropriation Act	FMA Act	Total Appropriation \$'000	
	Annual Appropriation \$'000	Section 31 \$'000		
DEPARTMENTAL				
Ordinary annual services	116 872	11 888	128 760	(6 245)
Total departmental	116 872	11 888	128 760	(6 245)
ADMINISTERED				
Administered assets and liabilities	20 437	-	20 437	10 978
Total administered	20 437	-	20 437	10 978

Notes:

¹ 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.

Note 27: Appropriations

Table B: Departmental and Administered Capital Budgets ('Recoverable GST exclusive')

	2015		Capital Budget Appropriations applied in 2015		Variance \$'000	
	Capital Budget Appropriations		Total Capital Budget Appropriations \$'000	Payments for non-financial assets ² \$'000		Total payments \$'000
	Appropriation Act	Annual Capital Budget \$'000				
DEPARTMENTAL						
Ordinary annual services - Departmental Capital Budget ¹		24 239	24 239	(18 553)	5 686	
ADMINISTERED						
Ordinary annual services - Administered Capital Budget ¹		122 212	122 212	(9 764)	112 448	

Notes:

¹ Departmental and Administered Capital Budgets are appropriated through Appropriation Act (No.1). 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 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')

	2014		Capital Budget Appropriations applied in 2014		Variance \$'000	
	Total Capital Budget Appropriations \$'000		Total Capital Budget Appropriations \$'000	Payments for non-financial assets ² \$'000		Total payments \$'000
	Appropriation Act	Annual Capital Budget \$'000				
DEPARTMENTAL						
Ordinary annual services - Departmental Capital Budget ¹		9 789	9 789	(11 384)	(1 595)	
ADMINISTERED						
Ordinary annual services - Administered Capital Budget ¹		20 437	20 437	(9 459)	10 978	

Notes:

¹ Departmental and Administered Capital Budgets are appropriated through Appropriation Act (No.1). 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 Payments for non-financial assets include purchases of assets, expenditure on assets which has been capitalised.

Note 27: Appropriations

Table C: Unspent Annual Appropriations ('Recoverable GST exclusive')

	2015	2014
	\$'000	\$'000
DEPARTMENTAL		
Appropriation (Parliamentary Departments) Act (No. 1) 2014-15	28 379	-
Appropriation (Parliamentary Departments) Act (No. 2) 2014-15	2 707	-
Appropriation (Parliamentary Departments) Act (No. 1) 2013-14	-	9 414
Appropriation (Parliamentary Departments) Act (No. 2) 2013-14	-	5 359
Total	31 086	14 773
ADMINISTERED		
Appropriation (Parliamentary Departments) Act (No. 1) 2014-15	11 154	-
Appropriation (Parliamentary Departments) Act (No. 2) 2014-15	111 046	-
Appropriation (Parliamentary Departments) Act (No. 1) 2013-14	3 056	12 431
Total	125 255	12 431

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	
2015	\$'000
Total receipts	15 252
Total payments	(15 252)
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 Auspic services	
2015	\$'000
Total receipts	210
Total payments	(210)
Department of Finance	
provides access to a special appropriation for the provision of electorate office IT services	
2014	\$'000
Total receipts	198
Total payments	(198)

Note 28: Assets Held in Trust

	2015 \$'000	2014 \$'000
Heritage and cultural asset		
Total value at the beginning of the reporting period	4 600	4 600
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 29: Reporting of Outcomes

The department has one outcome, to which all expenses, income, assets and liabilities are attributed.

Net cost of Outcome Delivery

	Outcome 1	
	2015 \$'000	2014 \$'000
Departmental		
Expenses	139 927	145 232
Own-source income	7 751	8 922
Administered		
Expenses	31 972	28 558
Income	1	15
Net cost of outcome delivery	164 147	164 853

Note 30: Budgetary Reports and Explanations of Major Variances

The following tables provide a comparison of the original budget as presented in the 2014-15 Portfolio Budget Statements (PBS) and the revised budget as presented in the 2014-15 Portfolio Additional Estimates Statements (PAES) (where presented) to the 2014-15 final outcome as presented in accordance with Australian Accounting Standards for the entity.

The Budget is not audited.

Statement of Comprehensive Income for the year ended 30 June 2015

	Actual	Budget estimate	
		Original ¹	Variance ²
	2015	2015	2015
	\$'000	\$'000	\$'000
NET COST OF SERVICES			
Expenses			
Employee benefits	78 908	73 757	5 151
Suppliers	38 421	49 995	(11 574)
Depreciation and amortisation ³	22 549	22 700	(151)
Write-down and impairment of assets ³	2	-	2
Foreign exchange losses ³	14	-	14
Losses from asset sales ³	33	-	33
Total expenses	139 927	146 452	(6 525)
Own-Source Income			
Own-source revenue			
Sale of goods and rendering of services	5 561	5 100	461
Rental income ³	1 557	1 600	(43)
Other revenue	633	120	513
Total own-source revenue	7 751	6 820	931
Gains			
Foreign exchange gains	-	-	-
Other gains	-	140	(140)
Total gains	-	140	(140)
Total own-source income	7 751	6 960	791
Net contribution by services	132 176	139 492	(7 316)
Revenue from Government	120 519	116 792	3 727
Deficit attributable to the Australian Government	(11 657)	(22 700)	11 043
OTHER COMPREHENSIVE INCOME			
Items not subject to subsequent reclassification to net cost of services			
Changes in asset revaluation surplus	2 248	-	2 248
Total comprehensive (loss) attributable to the Australian Government	(9 409)	(22 700)	13 291

¹ The entity's original budgeted financial statement that was first presented to parliament in respect of the reporting period (i.e. from the entity's 2014-15 Portfolio Budget Statements (PBS)).

² Between the actual and original budgeted amounts for 2015. Explanations of major variances are provided further below.

³ Variance not material.

As a general rule explanations are provided where a variation is more than 10% of the line item or 2% of the categories (eg. Expenses / Assets). There are a number of exceptions to this rule, which are based on judgement of materiality.

DPS Employee expenses were \$5.2 million more than originally budgeted. This variation is primarily due to a requirement for increased security personnel following the raising of the National Terrorism Alert Level in 2014. The need for additional employees was recognised at the Mid Year Economic Forecast Outcome where DPS received an additional \$5.1 million for security personnel costs. DPS also incurred \$1.2 million in redundancy expenses that were not budgeted in the 2014-15 PBS. The estimate was updated in the 2014-15 Portfolio Additional Estimates Statements (PAES).

DPS Supplier expenses were \$11.6 million less than originally budgeted. The variation was primarily caused by DPS no longer making payments to the Australian Federal Police from 11 September 2014 for their Services at Parliament House. The AFP is now directly appropriated for these services and accordingly, DPS spent \$6.7 million less than planned. DPS also spent \$1.5 million less on maintenance and cleaning activities in 2014-15. DPS had reduced the level of cleaning and maintenance activities in 2013-14 to assist in reducing the operating deficit for the Department. These activities were not increased until after the finalisation of the report into the Australian Parliament House Building Condition Report late in the Financial year. DPS spent \$0.5 million less on utility costs than originally budgeted due to lower electricity prices and lower gas consumption.

Sales of Goods and Services revenue was \$461,000 higher than originally budgeted. This variation was primarily due to catering revenue being \$326,000 more than originally budgeted. The original PBS budget did not include the caterers contribution to DPS for variable outgoings, maintenance and repairs, therefore, DPS received more revenue for events than planned. The estimate was updated in the 2014-15 estimated result within the 2015-16 PBS.

Other Revenue was \$513,000 higher than originally budgeted. This variation was primarily due to \$292,434 in IT cost recovery activities conducted on behalf of the Chamber departments. The revenue was not originally budgeted in the 2014-15 PBS but was included in the estimated result in the 2015-16 PBS. The remaining variation is due to revenue from the visitor car park where paid parking was introduced in December 2014. An estimate for this activity was included in the 2014-15 estimated result in the 2015-16 PBS.

Note 30: Budgetary Reports and Explanations of Major Variances (Cont.)

Statement of Financial Position

as at 30 June 2015

	Actual	Budget estimate	
	2015	Original ¹	Variance ²
	\$'000	\$'000	\$'000
ASSETS			
Financial assets			
Cash and cash equivalents	432	201	231
Trade and other receivables	31 759	17 997	13 762
Total financial assets	32 191	18 198	13 993
Non-financial assets			
Property, plant and equipment	63 638	70 153	(6 515)
Intangibles	24 993	20 724	4 269
Inventories ³	275	200	75
Other non-financial assets ³	3 423	3 000	423
Total non-financial assets	92 329	94 077	(1 748)
Total assets	124 520	112 275	12 245
LIABILITIES			
Payables			
Suppliers ³	3 262	3 980	(718)
Other payables ³	2 443	2 800	(357)
Total payables	5 705	6 780	(1 075)
Provisions			
Employee provisions ³	21 370	22 700	(1 330)
Total provisions	21 370	22 700	(1 330)
Total liabilities	27 075	29 480	(2 405)
Net assets	97 445	82 795	14 650
EQUITY			
Non-controlling interest			
Contributed equity	199 101	198 031	1 070
Reserves	20 331	18 607	1 724
Accumulated deficit	(121 987)	(133 843)	11 856
Total non-controlling interest	97 445	82 795	14 650
Total equity	97 445	82 795	14 650

¹ The entity's original budgeted financial statement that was first presented to Parliament in respect of the reporting period (i.e. from the entity's 2014-15 Portfolio Budget Statements (PBS)).

² Between the actual and original budgeted amounts for 2015. Explanations of major variances are provided further below.

³ Variance not material.

The cash and cash equivalents balance is \$231,000 higher than originally budgeted due to the 2013-14 closing balance being \$346,000 higher than forecast in the 2014-15 PBS.

The Trade Receivable balance is \$13.8 million higher than originally budgeted. This variation is due to the departmental underspend in operating (\$10.3 million) and capital (\$9.2 million) which has increased the end of year Appropriation Receivable balance. This increase is partially offset by the Appropriation Receivable balance in 2014-15 being \$5.5 million lower than forecast at the time the 2014-15 PBS was published. This variation in the opening balance was caused by the operating deficit in 2013-14.

The Property, Plant and Equipment balance was \$6.5 million lower than originally budgeted primarily due to the 2013-14 closing balance being \$1.7 m less than forecast in the 2014-15 PBS as a well as due to the 2014-15 underspend in the capital program.

The Intangibles balance was \$4.3 million higher than was originally budgeted. This was due to the 2013-14 closing balance being \$6.3m higher than forecast in the 2014-15 PBS due to an overspend in departmental capital in 2013-14. This was partially offset by an underspend in the 2014-15 capital program.

Note 30: Budgetary Reports and Explanations of Major Variances (Cont.)**Statement of Changes in Equity
for the year ended 30 June 2015**

	Accumulated deficit		Asset revaluation surplus		Contributed equity/capital		Total equity	
	Actual	Budget estimate Original ¹	Actual	Budget estimate Original ¹	Actual	Budget estimate Original ¹	Actual	Budget estimate Original ¹
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Opening balance								
Balance carried forward from previous period	(110 332)	(111 143)	18 083	18 607	174 862	173 792	82 613	81 256
Adjustment for errors	2	-	-	-	-	-	2	-
Adjustment for changes in accounting policies	-	-	-	-	-	-	-	-
Adjusted opening balance	(110 330)	(111 143)	18 083	18 607	174 862	173 792	82 615	81 256
Comprehensive income								
Surplus/(Deficit) for the period	(11 657)	(22 700)	2 248	-	-	-	(11 657)	(22 700)
Other comprehensive income	-	-	-	-	2 248	-	2 248	-
Total comprehensive income	(11 657)	(22 700)	2 248	-	2 248	-	(9 409)	(22 700)
Transactions with owners								
Contributions by owners	-	-	-	-	24 239	24 239	24 239	24 239
Departmental capital budget Restructuring	-	-	-	-	-	-	-	-
Total transactions with owners	-	-	-	-	24 239	24 239	24 239	24 239
Closing balance at 30 June	(121 987)	(133 843)	20 331	18 607	199 101	198 031	97 445	82 795
				1 724		1 070		14 650

¹ The entity's original budgeted financial statement that was first presented to parliament in respect of the reporting period (i.e. from the entity's 2014-15 Portfolio Budget Statements (PBS)).

² Between the actual and original budgeted amounts for 2015. Explanations of major variances are provided further below.

Refer to Income statement variation explanations for the Accumulated deficit and asset revaluation surplus.

Note 30: Budgetary Reports and Explanations of Major Variances (Cont.)

Cash Flow Statement

for the year ended 30 June 2015

	Actual	Budget estimate	
	2015	Original ¹	Variance ²
	2015	2015	2015
	\$'000	\$'000	\$'000
OPERATING ACTIVITIES			
Cash received			
Appropriations	109 966	120 292	(10 326)
Sale of goods and rendering of services	8 064	7 382	682
Net GST received	5 103	7 077	(1 974)
Other	492	120	372
Total cash received	123 625	134 871	(11 246)
Cash used			
Employees	79 310	73 757	5 553
Suppliers	44 420	57 614	(13 194)
Total cash used	123 730	131 371	(7 641)
Net cash from/(used by) operating activities	(105)	3 500	(3 605)
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment	31	-	31
Total cash received	31	-	31
Cash used			
Purchase of property, plant and equipment	9 540	27 739	(18 199)
Purchase of intangibles	9 013	-	9 013
Total cash used	18 553	27 739	(9 186)
Net cash from/(used by) investing activities	(18 522)	(27 739)	9 217
FINANCING ACTIVITIES			
Cash received			
Departmental Capital Budget	18 512	24 239	(5 727)
Total cash received	18 512	24 239	(5 727)
Net cash from/(used by) financing activities	18 512	24 239	(5 727)
Net increase/(decrease) in cash held	(115)		
Cash and cash equivalents at the beginning of the reporting period	547	201	346
Cash and cash equivalents at the end of the reporting period	432	201	346

¹ The entity's original budgeted financial statement that was first presented to parliament in respect of the reporting period (i.e. from the entity's 2014-15 Portfolio Budget Statements (PBS)).

² Between the actual and original budgeted amounts for 2015. Explanations of major variances are provided further below.

Note 30: Departmental Major Budget Variances for 2015

Explanations of major variances	Affected line items (and statement)
The actual appropriation was \$10.3m below than the budget due to the department operating underspend. Refer to income statement variation explanations for further details	Appropriations
Refer to income statement variation explanations.	Sale of goods and rendering of services
Net GST received is \$2.0m less than originally budgeted due to the operating and capital underspends in 2014-15.	Net GST received

Note 31: Budgetary Reports and Explanations of Major Variances**Administered Budgetary Reports³****Statement of Comprehensive Income**
for the year ended 30 June 2015

	Actual	Budget estimate	
	2015 \$'000	Original ¹ 2015 \$'000	Variance ² 2015 \$'000
NET COST OF SERVICES			
Expenses			
Employee benefits	540	-	540
Suppliers	2 604	1 670	934
Depreciation and amortisation ³	28 802	27 191	1 611
Losses from asset sales ³	26	-	26
Total expenses	31 972	28 861	3 111
Income			
Revenue			
Gains			
Other gains ³	1	-	1
Total gains	1	-	1
Total income	1	-	1
Net (cost of) services	(31 971)	(28 861)	(3 110)
Deficit	(31 971)	(28 861)	(3 110)
OTHER COMPREHENSIVE INCOME			
Items not subject to subsequent reclassification to net cost of services			
Changes in asset revaluation surplus	13 654	-	13 654
Total comprehensive loss	(18 317)	(28 861)	10 544

¹ The entity's original budgeted financial statement that was first presented to parliament in respect of the reporting period (i.e. from the entity's 2014-15 Portfolio Budget Statements (PBS)).

² Between the actual and original budgeted amounts for 2015. Explanations of major variances are provided further below.

³ Variance not material.

Note 31: Budgetary Reports and Explanations of Major Variances (Cont.)**Statement of Financial Position**

as at 30 June 2015

	Actual	Budget estimate	
	2015 \$'000	Original ¹ 2015 \$'000	Variance ² 2015 \$'000
ASSETS			
Financial assets			
Trade and other receivables ³	212	1 526	(1 314)
Total financial assets	212	1 526	(1 314)
Non-financial assets			
Land and buildings	2 129 397	2 114 715	14 682
Property, plant and equipment ³	91 090	91 348	(258)
Total non-financial assets	2 220 487	2 206 063	14 424
Total assets	2 220 699	2 207 589	13 110
LIABILITIES			
Payables			
Suppliers ³	502	530	(28)
Other payables ³	202	163	39
Total payables	704	693	11
Total liabilities administered on behalf of Government	704	693	11
Net assets/(liabilities)	2 219 995	2 206 896	13 099

¹ The entity's original budgeted financial statement that was first presented to parliament in respect of the reporting period (i.e. from the entity's 2014-15 Portfolio Budget Statements (PBS)).

² Between the actual and original budgeted amounts for 2015. Explanations of major variances are provided further below.

³ Variance not material.

Administered | Major Budget Variances for 2015

Explanations of major variances	Affected line items (and statement)
The Employee Expense was \$540,000 higher than originally budgeted due to the National Security - Australian Parliament House Security Upgrade Budget Measure that was approved at the 2014-15 Mid Year Economic Forecast Outcome. This project was not funded at the 2014-15 PBS and costs started in December 2014 and represent project initiation and support.	Employee Expense - Operating Statement
The Supplier Expense was \$934,000 higher than originally budgeted due to the National Security - Australian Parliament House Security Upgrade Budget Measure that was approved at the 2014-15 Mid Year Economic Forecast Outcome. This project was not funded at the 2014-15 PBS and costs started in December 2014 and represent project initiation and support.	Supplier Expense - Operating Statement
The Land and Buildings balance is \$14.7 million higher than originally budgeted primarily due to the revaluation increment of \$13.7 million applied to the asset following the valuation program.	Land and Buildings - Balance Sheet

PART 7

APPENDICES



APPENDIX A: 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’²⁰.

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 2014–15, actions included:

- completing a Building Condition Assessment Report to inform infrastructure upgrades
- upgrades and improvements to lighting and air-conditioning
- upgrades to ICT equipment to improve efficiency, air quality, and reduce consumables, and

²⁰ *National Strategy for Ecologically Sustainable Development 1992*

- progressing the Lake Water Supply Project to reduce potable water usage in the landscape.

DPS incorporates environmental guidelines and checklists in the procurement of products and services and in the planning and delivery of projects, including consideration of:

- whole-of-life principles
- sustainable procurement principles
- reuse and recycling of materials
- energy, water and waste minimisation.

COMMUNICATION AND PROMOTION

DPS provides information on its environmental performance and promotes sustainability initiatives through the APH website, internal circulars and departmental newsletters. DPS encourages participation in annual environmental events such as National Recycling Week.

ENVIRONMENTAL PERFORMANCE

WATER CONSUMPTION

Total water consumption for 2014–15 was 187,300kL, representing a decrease of 2.7 per cent on the 192,463kL consumed the previous year. Landscape water consumption decreased from 114,587kL in 2013–14 to 99,269kL in 2014–15, representing a decrease of 13 per cent. Annual water consumption for Parliament House is shown in Figure 16.

Figure 16: Annual water consumption 2005–15

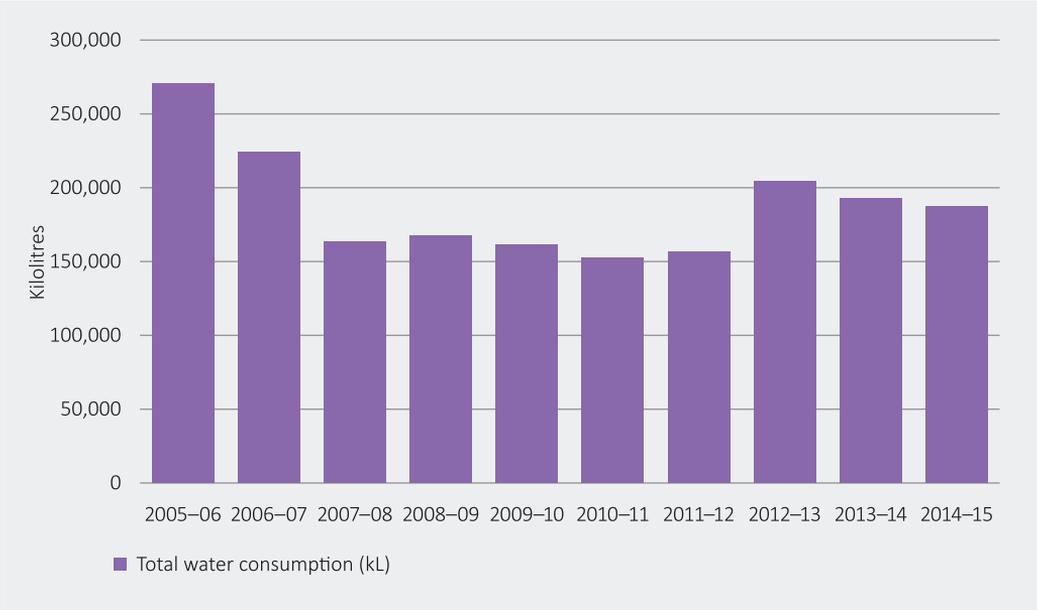
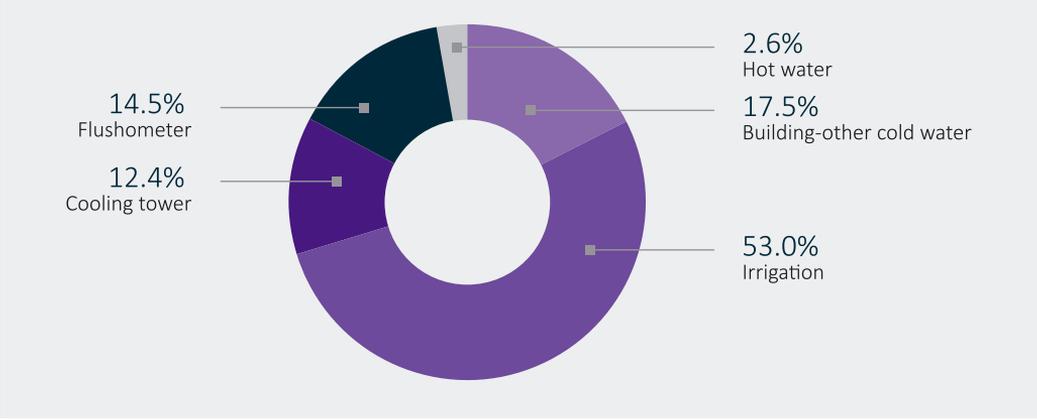


Figure 16 shows water consumption for 2014–15 has decreased slightly compared to the previous two years. This is attributable to higher than average rainfall during the summer period which meant less water for irrigation was required.

Figure 17 shows a breakdown of water use during 2014–15.

Figure 17: Water use during 2014–15



Building water consumption in 2014–15 was 88,031KL, an increase of 13 per cent on 77,876KL consumed the previous year. The increase in building water use was mainly due to the reactivation of additional water features from June 2014, and comparatively less water consumed in 2013–14 as a result of the federal election, when the building was less frequently occupied.

WATER SAVING INITIATIVES

Lake water supply initiative

The ongoing reliance on potable (high-quality drinking) water for maintaining the Parliament House landscape is expected to be problematic for DPS in the coming years as water utility costs increase and drier weather conditions are expected to become more frequent, resulting in higher water consumption.

A feasibility study completed in late 2014 concluded that water sourced from Lake Burley Griffin could provide a safe and reliable alternative water supply for landscape irrigation with a favourable return on investment. Landscape irrigation at Parliament House accounts for 50–60 per cent of total water use—approximately 110,000KL per annum.

An application for a Water Access Entitlement was successfully lodged with the ACT Government, which allows DPS to extract 115,000KL of water annually from the lake. Further work on the detailed design and documentation of an infrastructure solution will be completed in 2015.

ENERGY CONSUMPTION

In 2014–15, energy consumed at Parliament House and by vehicles managed by DPS was 139,169 GJ, representing an increase of 1.5 per cent from the previous year. Electricity consumption increased by 3.3 per cent, natural gas consumption decreased by 1.5 per cent, diesel fuel energy (non-transport) increased by 5 per cent, and energy for DPS vehicles decreased by 22 per cent compared with 2013–14.

Table 45 shows energy consumption by the Parliament House building and DPS vehicles.

Building energy use comprises:

- natural gas for heating, general hot water and in kitchens
- electricity to power office lighting, mechanical services, lifts, cooling and ICT equipment
- a small amount of diesel mainly used for testing the emergency backup generators.

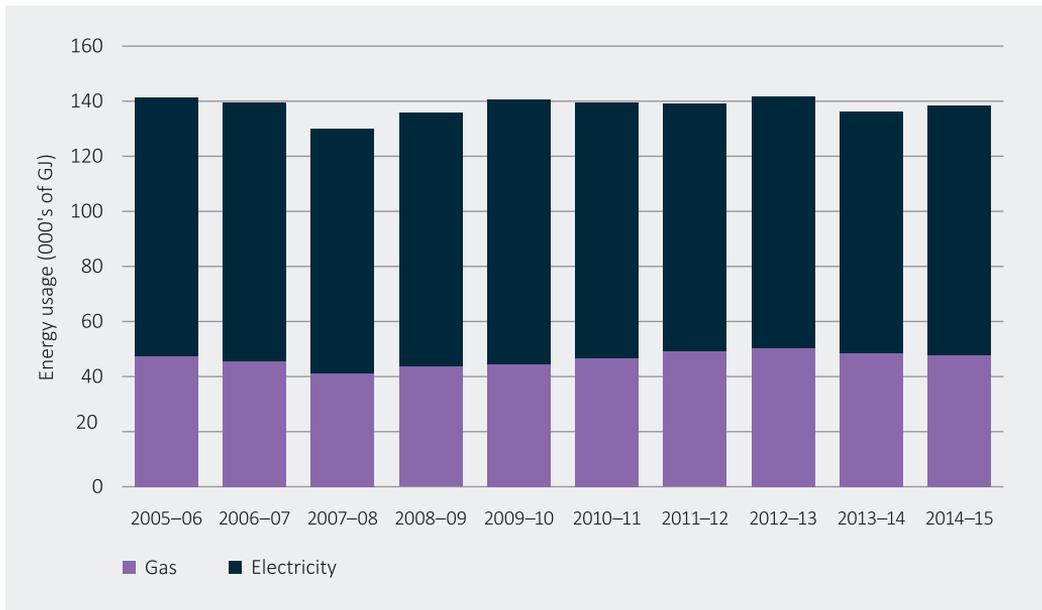
Table 45: Energy consumed at Parliament House and by DPS transport

Indicator	Energy Consumption (GJ)		
	2012–13	2013–14	2014–15
Parliament House building ¹	142,226	136,450	138,669
Transport—passenger vehicles	644	261	199
Other transport ²	424	383	301
Total energy consumption	143,294	137,094	139,169

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

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

Figure 18: Annual electricity and gas consumption from 2005–06 to 2014–15



Electricity, gas and diesel consumption

Figure 18 shows Parliament House electricity and gas usage in 2014–15 was consistent with previous years—only slightly above the average consumption of 138 mega joules over the past 10 years. Energy use in 2014–15 was comparatively higher than 2013–14 due to the 2013 federal election, when building occupancy rates and associated energy use is typically lower.

In 2014–15, a fault with the building’s small central electric chiller—typically used for cooling the building during off-peak periods—meant a larger chiller was in operation, contributing to the 3.3 per cent increase in electricity consumption.

TRANSPORT ENERGY USE

In 2014–15, there was a 22 per cent reduction in energy use associated with DPS vehicles (e.g. gardening, maintenance and logistics vehicles) compared with 2013–14. The DPS Executive Vehicle Scheme was abolished in 2014–15. Other transport energy was also lower, consisting of fuel and gas used in DPS maintenance and loading dock vehicles, many of which operate on electric power to reduce emissions.

ENERGY SAVING INITIATIVES

Building Condition Assessment Report

In 2014–15, DPS completed a major Building Condition Assessment to guide strategies and actions for building refurbishments, upgrades and maintenance over the coming years. Strategies will be developed to ensure future building assets, equipment, and engineering support systems are reliable, efficient and contribute to improved environmental outcomes where possible.

A major equipment upgrade planned for 2015–16 is the replacement of two large central chillers used for cooling the building. The existing 25-year-old chillers will be upgraded to energy-efficient models—completing the chiller upgrade program which commenced in 2010.

In 2014–15, DPS is trialling the use of carbon dioxide (CO₂) sensors connected to the air-conditioning system. By monitoring the CO₂ levels, the external air louvres can be closely controlled to optimise fresh air in the building and reduce energy wastage from over-heating and over-cooling.

Lighting

Since Parliament House opened in 1988, DPS Electrical Services has employed a continuous program of lighting upgrades to ensure more energy-efficient technology is introduced into the building in a timely manner. With over 35,000 lights and 400 different types, DPS is continually reviewing and trialling new lighting technology to improve efficiency and reliability, while also ensuring the building heritage and design aspects are considered.

In 2014–15, DPS performed the following lighting upgrades and trials:

- approximately 250 internal ‘PAR 38’ flood lights (used for artwork and wall lighting) upgraded to energy-efficient LED technology
- further upgrades to bathroom and toilet lights with LED technology
- gradual upgrade of compact fluorescent lamps with LED technology
- trialling of LED technology on:
 - external sloping wall lights (Forecourt)
 - internal ‘PAR 56’ flood lights (used in high roof lighting)
 - Senate lounge areas and swimming pool.

Compared to compact fluorescent lamps—which make up the majority of lights at Parliament House—LED lighting typically requires half the power, has six times the life expectancy, and contains no toxic mercury.

ICT Sustainability

In 2014–15, DPS replaced ageing ICT desktop equipment in the building with more energy efficient technology and completed an audit of all DPS-owned printing devices with a view to identifying efficiencies.

In 2014–15, DPS installed approximately 1,800 new energy-efficient LED computer monitors to replace less efficient LCD monitor technology, and installed 1,700 new desktop computers with improved environmental performance.

In 2014–15, an audit of 270 DPS print devices was completed to identify efficiencies. In 2015, the fleet will be upgraded through a new managed print service which will have positive environmental benefits, including:

- rationalisation and consolidation of printers (reduction in energy)
- greater energy efficiency
- reduction in paper consumption through default double-sided printing
- ‘Follow-me’ printing which will reduce paper wastage (future option)
- reduced ink cartridge wastage through improved monitoring and management
- improved air-quality through lower emissions plastics.

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 2014–15, the amount of general waste (excluding construction waste) sent to landfill was 299 tonnes. This is a decrease of 4 per cent compared with the 312 tonnes sent in 2013–14.

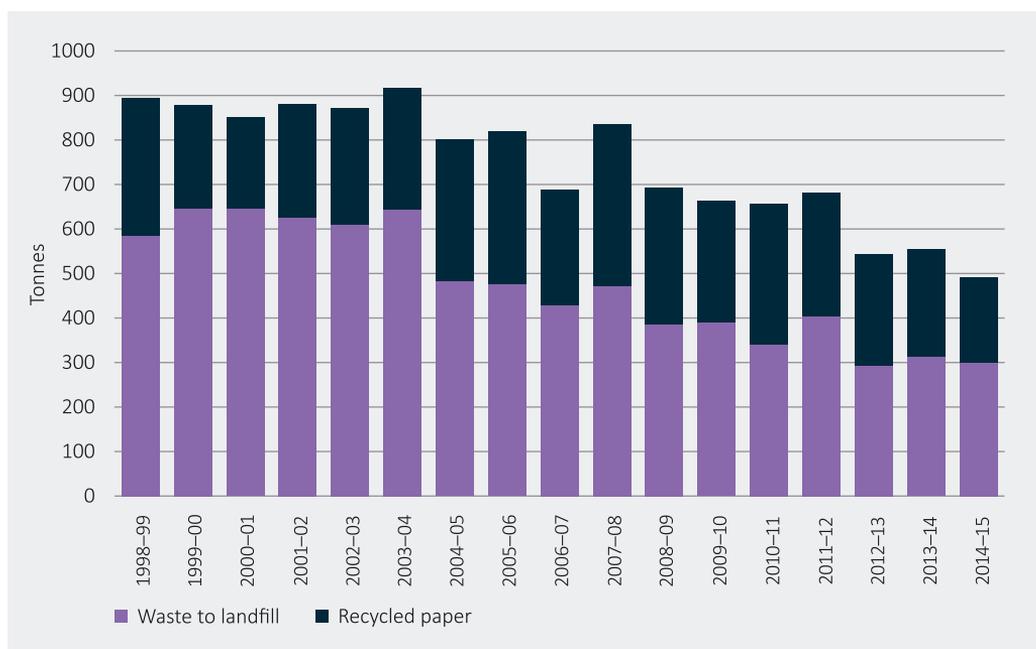
In 2014–15, a total of 192 tonnes of paper was recycled—a decrease of 21 per cent compared with the 243 tonnes in 2013–14. The amount of paper and cardboard recycled varies annually depending on purchasing requirements, parliamentary business and other building activity. Digital device usage has likely contributed to reduced paper consumption and recycling quantities.

General (landfill) waste and paper waste are the highest components of waste generated at Parliament House, and in 2014–15, the total amount from these two streams was 491 tonnes—the lowest since the building opened and a 55 per cent reduction since 1988–89.

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 19 shows annual waste disposed to landfill and paper recycled.

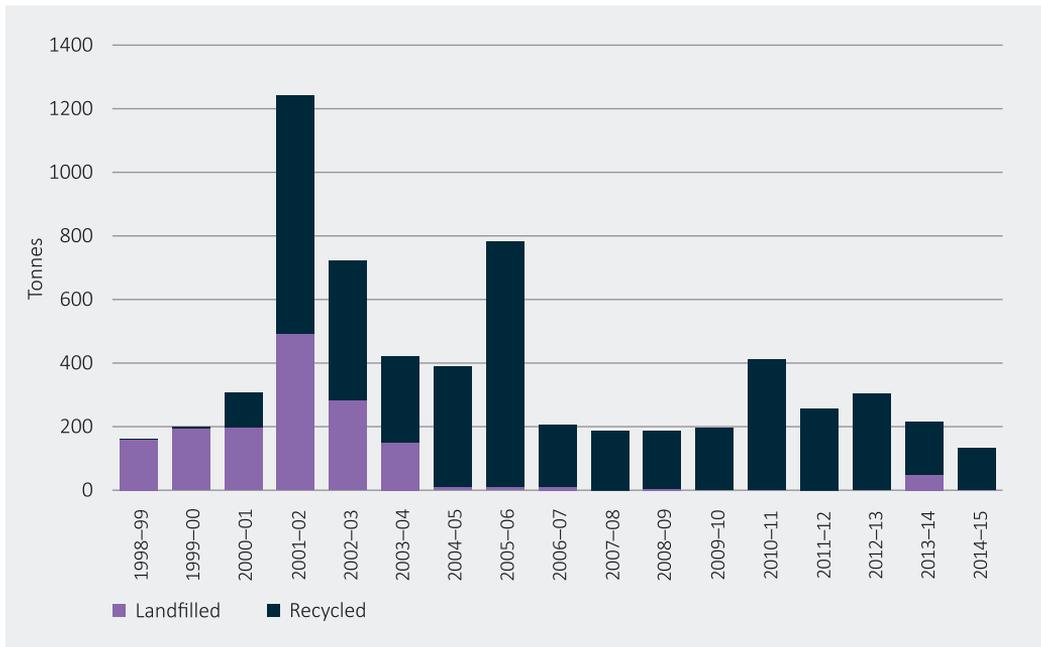
Figure 19: Annual waste disposed to landfill and paper recycled



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 2014–15, 132 tonnes of landscape waste was sent for recycling. No landscape waste was sent to landfill.

Figure 20 shows annual trends in landscape waste and recycling rates.

Figure 20: Annual quantity of landscape waste (tonnes)



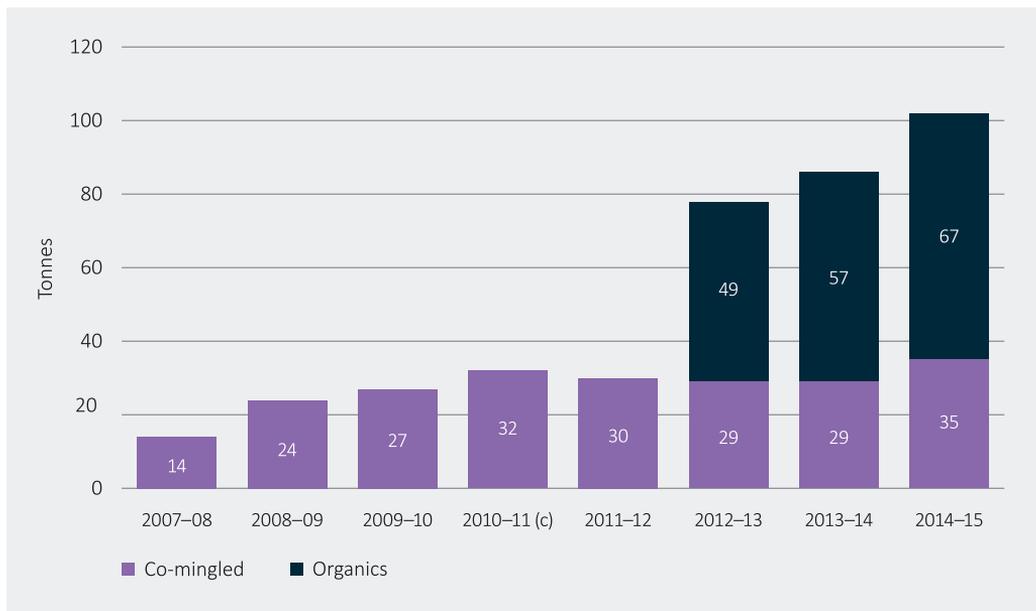
CO-MINGLED AND ORGANIC WASTE RECYCLING

Co-mingled waste includes metal cans, glass bottles, milk cartons and plastic which is collected in a common bin. During 2014–15, a total of 35 tonnes of co-mingled waste was collected and recycled, an 18 per cent increase compared to the amount collected and recycled in 2013–14.

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 2014–15, a total of 67 tonnes of organic waste was diverted from landfill and converted into garden compost material using the worm farm—an increase of 18 per cent on the 57 tonnes collected in 2013–14. Figure 21 illustrates annual co-mingled and organic recycling rates.

Figure 21: Annual co-mingled and organic waste recycled (tonnes)



EMISSIONS AND EFFLUENTS

Greenhouse gas emissions

During 2014–15, a total of 25,505 tonnes of carbon dioxide equivalent (CO₂e) was generated from Parliament House operations, representing a four per cent decrease from 2013–14. Electricity and gas consumption at Parliament House comprised 99 per cent of total greenhouse gas emissions (25,446 tonnes CO₂e). The reduction in emissions from 2013–14 is attributed to changes in *National Greenhouse Accounts Factors* which are published annually. In 2014–15, lower emissions were generated from electricity production in NSW and ACT.

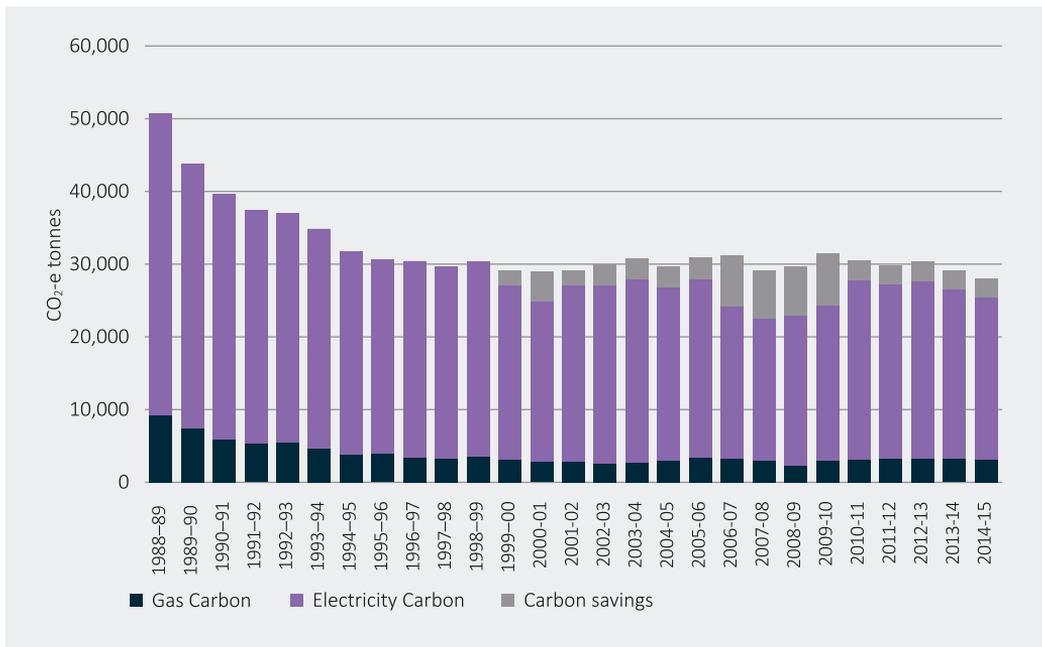
In 2014–15, greenhouse gas emission offsets included 2,487 tonnes CO₂e from 10 per cent accredited green power purchased through the whole-of-government electricity contract, and a further 56 tonnes CO₂e from clean electricity generated from the roof-top solar panels at Parliament House.

Table 46 shows the breakdown of emissions within various categories.

Table 46: Parliament House emissions (direct and indirect, including passenger and operational vehicle fleets)

Emission category	Comment	2012–13 (tonnes CO ₂ e)	2013–14 (tonnes CO ₂ e)	2014–15 (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)	2,684	2,548	2,504
Scope 2	Emissions generated elsewhere (for example, by the power plants that produce the electricity used at Parliament House)	20,371	19,533	19,374
Scope 3	Indirect emissions, meaning emissions generated during the delivery of electricity, gas and fuel to Parliament House, over which DPS has little control	4,665	4,473	3,627
Scopes 1 and 2 total	DPS has direct responsibility for these emissions	23,055	22,081	21,878
Total net emissions (Scopes 1, 2 and 3)	Direct and indirect emissions including offsets	27,720	26,554	25,505

Figure 22: 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 2014–15, DPS diverted 67 tonnes of organic food waste from landfill to a local recycling facility—equivalent to reducing lifetime landfill CO₂ emissions by 107 tonnes.²¹

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 2014–15, 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 (NO_x), oxides of sulphur (SO_x) and other air pollutants. DPS reports annually on these emissions to the National Pollution Inventory (www.npi.gov.au).

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 2014–15, there were no significant spills of chemicals, oils or fuels from Parliament House.

²¹ Conversion factor equals 1.6 tonnes CO₂ per tonne of solid food waste—National Greenhouse Accounts (NGA) Factors (2013–14).

APPENDIX B: 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 2014–15 was as follows:

Table 47: Advertising costs

Description	Cost (GST exclusive) 2014–15
Dentsu Mitchell	\$29,864.43
Adcorp Australia Pty Ltd	\$314.80
Australian Public Service Commission	\$11,245.00
National Capital Educational Tourism Project	\$1,000.00

During 2014–15, DPS did not conduct any government advertising campaigns.

APPENDIX C: LEGAL SERVICES EXPENDITURE

Table 48: Legal services expenditure

Description	cost (excluding GST) 2014–15
Total external legal services expenditure	\$263,406.75
Total internal legal services expenditure	\$616,522.64
Total legal services expenditure	\$879,929.39

APPENDIX D: 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 superseded by the *National Disability Strategy 2010–2020*, which sets out a 10-year national policy framework to improve the lives of people with disability, promote participation and create a more inclusive society. The *National Disability Strategy 2010–2020* can be found at www.dss.gov.au.

APPENDIX E: CORRECTION OF MATERIAL ERRORS IN PREVIOUS ANNUAL REPORT

Inside front cover, Image caption

Should read 'Courtesy of the artist, Anne Zahalka' and not 'Parliament House Art Collection'.

Page 78, Image caption

Should read 'Parliamentary Library Collection' and not 'Parliament House Art Collection'.

Pages 158, 242 and 262, Image captions

Should read 'Courtesy of the artist, Anne Zahalka' and not 'Parliament House Art Collection'.

PART 8

REFERENCE MATERIAL

PART 8

REFERENCE MATERIAL



ACRONYMS AND ABBREVIATIONS

ABS – Australian Bureau of Statistics
ACT – Australian Capital Territory
AFP – Australian Federal Police
AGIMO – Australian Government Information Management Office
AGLIN – Australian Government Libraries Information Network
AM – Member of the Order of Australia
ANAO – Australian National Audit Office
AO – Officer of the Order of Australia
APH – Australian Parliament House
APLA – Association of Parliamentary Libraries of Australasia
APLAP – Association of Parliamentary Librarians of Asia and the Pacific
APS – Australian Public Service
APSC – Australian Public Service Commission
ASD – Australian Signals Directorate
BCAR – Building Condition Assessment Report
BCI – Building Condition Index
CCTV – Closed Circuit Television
CEO – Chief Executive Officer
CIO – Chief Information Officer
CIT – Canberra Institute of Technology
COO – Chief Operating Officer
CPRs – Commonwealth Procurement Rules
CRMP – Commonwealth Risk Management Policy
DPS – Department of Parliamentary Services
EEGO – Energy Efficiency in Government Operations
EMMS – Electronic Media Monitoring Service
EPBC Act – *Environment Protection and Biodiversity Conservation Act 1999*
ESCI – Engineering Systems Condition Index
ESD – Ecologically Sustainable Development
ESS – Employee Self Service
FOI Act – *Freedom of Information Act 1982*
FTE – Full Time Equivalent
GST – Goods and Services Tax
HCOs – Harassment Contact Officers
HILDA – the Household, Income and Labour Dynamics Australia
HR – Human Resources
HRC – Health and Recreation Centre
HSRs – Health and Safety Representatives
ICT – Information and Communication Technology
IDF – Intermediate Distribution Frame
IFLA – International Federation of Library Associations and Institutions

IHG – InterContinental Hotels Group
JSCPL – Joint Standing Committee on the Parliamentary Library
KPIs – Key Performance Indicators
KPMG – Klynveld Peat Marwick Goerdeler
LCI – Landscape Condition Index
MBE – Member of the Most Excellent Order of the British Empire
MP – Member of Parliament
MSS – Manager Self Service
NLA – National Library of Australia
NPI – National Pollutant Inventory
NPP – New Policy Proposal
ORC – Opinion Research Corporation
P2P – Procure to Pay
ParlAV – Parliamentary Audio Visual Services
PBO – Parliamentary Budget Office
PCN – Parliamentary Computing Network
PDF – Portable Document Format
PEL – Parliamentary Executive Levels
PGPA Act – *Public Governance, Performance and Accountability Act 2013*
PICTAB – Parliamentary ICT Advisory Board
PID Act – *Public Interest Disclosure Act 2013*
PSL – Parliamentary Service Levels
PSM – Public Service Medal
PSS – Parliamentary Security Service
PWPP – Pacific Women’s Partnership Program
Q&A – Question and Answer
RAP – Reconciliation Action Plan
RMS – Rehabilitation Management System
SAMP – Strategic Asset Management Plan
SES – Senior Executive Service
SMB – Security Management Board
SMEs – Small and Medium Enterprises
TV – Television
US – United States
UV – Ultra Violet
VD – Volunteer Officers’ Decoration
VSO – Visitor Services Officer
WANTS – Web Accessibility National Transition Strategy
WCAG2.0 – Web Content Accessibility Guidelines 2.0
WHS – Work, Health and Safety
WHS Act – *Work Health and Safety Act 2011*
WHSMS – Work Health & Safety Management System

GLOSSARY

Term	Description
Accountable Authority	The accountable authority of DPS (a non-corporate Commonwealth entity under the PGPA Act) is the Secretary of the department who has responsibility for, and control over, the entity's operations.
Activities	The actions/functions performed by agencies to deliver government policies.
Administered items	Expenses, revenues, assets or liabilities managed by agencies on behalf of the Commonwealth. Agencies do not control administered items. Administered expenses include grants, subsidies and benefits. In many cases, administered expenses fund the delivery of third party outputs.
Appropriation	An amount of public money Parliament authorises for spending with funds to be withdrawn from the Consolidated Revenue Fund (CRF). Parliament makes laws for appropriating money under the Annual Appropriation Acts and under Special Appropriations, with spending restricted to the purposes specified in the Appropriation Acts.
Agencies	<p>A Department of State, Department of Parliament and prescribed agency under the <i>Public Governance, Performance and Accountability Act 2013</i> (PGPA).</p> <p>OR</p> <p>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 <i>Public Governance, Performance and Accountability Act 2013</i> (PGPA). 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.</p>
Art Advisory Committee	This body assists the Presiding Officers in selecting artworks for the Parliament House Art Collection.
AUSPIC	Provides photographic services under the Parliamentarians' entitlement and to other government entities on a fee-for-service basis.
Bills Digest	A guide written to assist members of Parliament when they consider a Bill.

Term	Description
Budget	The Australian Government Budget sets out the fiscal and economic outlook for Australia, and includes expenditure and revenue estimates for the current financial year, the budget year and the three forward financial years.
Building fabric	The basic elements making up a building; the structure without finishings or decoration.
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.
Commonwealth Procurement Rules (CPRs)	Establish the core procurement policy framework and articulate the Government's expectations for all agencies subject to the <i>Public Governance, Performance and Accountability Act 2013</i> (PGPA) and their officials, when performing duties in relation to procurement.
Corporate Governance	The process by which agencies are directed and controlled. It is generally understood to encompass authority, accountability, stewardship, leadership, direction and control.
Departmental Item	Resources (assets, liabilities, revenues and expenses) that agency chief executive officers control directly. This includes outsourced activities funded and controlled by the agency. Examples of departmental items include agency running costs, accrued employee entitlements and net appropriations. A departmental item is a component of a departmental program.
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.
Financial Results	The results shown in the financial statements of an agency.
Hansard	Hard copy and electronic reports of proceedings in the Senate, the House of Representatives and the Main Committee of the House of Representatives and transcripts of parliamentary committees and some ministerial or parliament-related conferences.
Heritage Advisory Board	This body provides advice to the Presiding Officers on the heritage management of Parliament House.
Key Performance Indicators (KPIs)	KPIs are used to assess and monitor the department's performance and to provide a record of our progress towards supporting the Government to meet its policy objectives, how public money was spent and whether planned achievements were on track.

Term	Description
Mid-Year Economic and Fiscal Outlook (MYEFO)	The MYEFO provides an update of the Government's budget estimates by examining expenses and revenues in the year to date, as well as provisions for new decisions that have been taken since the Budget. The report provides updated information to allow the assessment of the Government's fiscal performance against the fiscal strategy set out in its current fiscal strategy statement.
Operations	Functions, services and processes performed in pursuing the objectives or discharging the functions of an agency.
Parliament House Art Collection	Comprises a number of stand-alone collections (the Rotational Collection, the Architectural Commissions, the Architectural Design of the Building, the Historic Memorials Collection, the Gift Collection, the Constitutional Documents and the Archive).
Parliamentary precincts	The parliamentary precincts are defined in the <i>Parliamentary Precincts Act 1988</i> . In general terms they consist of the area within the inner kerb of Capital Circle, and all buildings, structures and works, and parts of buildings, structures and works, on, above or under that land.
Parliamentary ICT Advisory Board	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.
ParlView	An online broadcast service which enables the viewing, searching and downloading of parliamentary broadcasts, special parliamentary events and press conferences as well as some historical records.
ParlTV	Parliament House internal television and digital radio service.
Performance Information	Evidence about performance that is collected and used systematically, which may relate to appropriateness, effectiveness and efficiency and the extent to which an outcome can be attributed to an intervention. While performance information may be quantitative (numerical) or qualitative (descriptive), it should be verifiable.
PLS Employee	A person engaged under section 22, or a person who is engaged as an PLS employee under section 72, of the <i>Parliamentary Service Act 1999</i> .

Term	Description
Portfolio Budget Statements (PBS)	Budget-related paper detailing budget initiatives and explanations of appropriations specified by outcome and program by each agency within a portfolio.
Presiding Officers	Two members of Parliament elected to preside over, or be in charge of, the business, proceedings and administration of a House of Parliament. In the Senate the Presiding Officer is the President, and in the House of Representatives, the Speaker.
<i>Public Governance, Performance and Accountability Act 2013 (PGPA)</i>	The <i>Public Governance, Performance and Accountability Act 2013</i> replaced the <i>Financial Management and Accountability Act 1997</i> (FMA Act) and the <i>Commonwealth Authorities and Companies Act 1997</i> (CAC Act) on 1 July 2014. The PGPA Act sets out main principles and requirements Commonwealth Resource Management Framework. Rules and other legislative instruments establish the requirements and procedures necessary to give effect to the governance, performance and accountability matters covered by the Act.
Security Management Board	This body is established by the <i>Parliamentary Service Act 1999</i> , and provides advice as required to the Presiding Officers on security policy, and the management of security measures, for Parliament House. The board has three members who may, with the Presiding Officers' permission, invite others to attend their meetings.
Status A furniture	The Commissioned furniture collection consists of approximately 400 'one-off' furniture items produced by professional craftspeople engaged in fabricating site-specific works in close collaboration with the architects. Commissioned furniture items are located in the Senate and House of Representative Chambers, Prime Minister's Suite, President's Suite, Speaker's Suite, Cabinet Suite, Leader of the Opposition's Suite and in general circulation areas throughout the building.
Status B furniture	The Global furniture collection which comprises more than 25,000 pieces was commercially manufactured using high quality joinery techniques, integrating timeless design and function capable of gracefully withstanding decades of use. Design elements of the Global furniture collection include extensive use of natural materials such as stone, Australian timbers, specially designed fabrics, leather and bronze furniture. The Global collection is located in the general circulation areas of the building including lunch rooms, committee rooms, Senator and Members' offices and outdoor courtyards.
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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