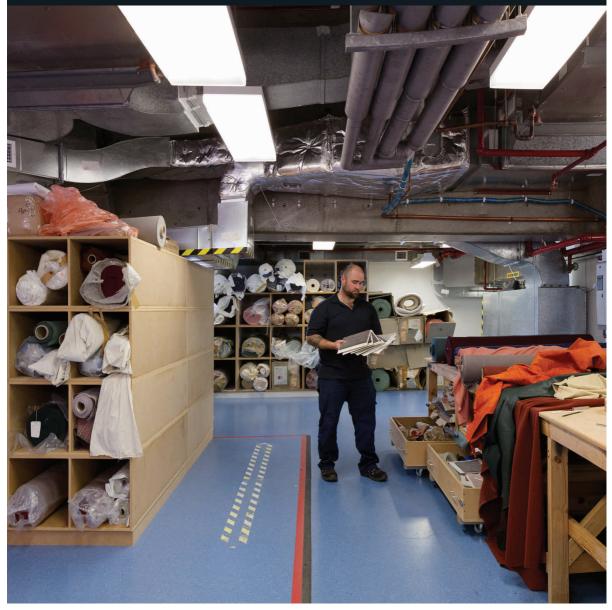
PART 8 REFERENCE MATERIAL





Anne ZAHALKA (1957–)

Assistant Maintenance Officer, Upholstery Workshop (2014)

Parliament House Art Collection,

Department of Parliamentary Services

Acronyms and abbreviations

Australian Associated Press AAP

AASB Australian Accounting Standards Board

AFM Advance to the Finance Minister

AFP Australian Federal Police

AGLIN Australian Government Libraries Information Network

AIATSIS Australian Institute of Aboriginal and Torres Strait Islander Studies

ANAO Australian National Audit Office

APLA Association of Parliamentary Libraries of Australasia

API AP Association of Parliamentary Librarians of Asia and the Pacific

APH Australian Parliament House **APS** Australian Public Service **AVS** Australian Valuation Solutions BCI **Building Condition Index BMS Building Monitoring System**

CDDA Compensation for Detriment caused by Defective Administration

CFO Chief Executive Officer

CHOGM Commonwealth Heads of Government Meeting

CIT Canberra Institute of Technology **CMP** Conservation Management Plan

CPI Consumer Price Index CSO Client Service Officer

CSS Commonwealth Superannuation Scheme

DCB Departmental Capital Budget

DHR Department of House of Representatives

DII Design Integrity Index

DPS Department of Parliamentary Services

DRC Depreciated Replacement Cost

FFGO Energy Efficiency in Government Operations

EMMS Electronic Media Monitoring Service **ERR** Electronic Resources Repository **FSCI** Engineering Systems Condition Index **ESD** Ecologically Sustainable Development

FBT Fringe Benefits Tax

FMO Finance Minister's Order FOI Freedom of Information
FTE Full Time Equivalent
GST Goods and Services Tax
HCO Harassment Contact Officer

HR Human Resources

HRC Health and Recreation Centre
HSR Health and Safety Representatives

ICT Information and Communication Technology

IPU Inter-Parliamentary Union

IFLA International Federation of Library Associations and Institutions

JHC Joint House Committee

LAST Library Authoring System and Thesaurus

LCI Landscape Condition Index MPK Main Production Kitchen

MYEFO Mid-year Economic and Fiscal Outlook

NCA National Capital Authority

NPI National Pollutant Inventory

OPA Official Public Account

PBO Parliamentary Budget Office

PCN Parliamentary Computing Network
PEL Parliamentary Executive Level
PHAC Parliament House Art Collection

PID Public Interest Disclosure
PSL Parliamentary Service Level
PSS Parliamentary Security Officer

PSS Public Sector Superannuation Scheme

PSSap PSS accumulation plan
RAP Reconciliation Action Plan

RDA Resource Description and Access

RFT Request for Tender

RMS Rehabilitation Management System

RO Reverse Osmosis

SES senior executive service

SMB Security Management Board

UNDP United Nations Development Program

UPS Uninterrupted power supply WHS Work Health and Safety

Glossary

Term	Description
Administered items	Expenses, revenues, assets or liabilities managed by agencies on behalf of the Commonwealth. Agencies do not control administered items. Administered expenses include grants, subsidies and benefits. In many cases, administered expenses fund the delivery of third party outputs.
Agencies	The basic unit of organisation covered by the budget, and focus for assessing management performance and implementing government policy. Agencies are departments of state, parliamentary departments and other agencies prescribed under the Financial Management and Accountability Act 1997. Authorities are bodies corporate which are, for legal purposes, entities in their own right in that they are separate from the Commonwealth Government and are governed by the Commonwealth Authorities and Companies Act 1997.
Art Advisory Committee	This body assists the Presiding Officers in selecting artworks for the Parliament House Art Collection.
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
Building fabric	The basic elements making up a building; the structure without finishings or decoration.
Chamber departments	The Department of the Senate and the Department of the House of Representatives, so called because each supports a 'Chamber' of the Commonwealth Parliament.
Chief Executive Officer	The ultimate level of individual responsibility within an agency. In the case of DPS it is the Secretary.
Efficiency dividend	An annual reduction in funding for the overall running costs of an agency.
Enterprise Agreement	An agreement between DPS and its employees about terms and conditions of employment.
Federation Chamber	The second chamber of the House of Representatives.
Hansard	Hard copy and electronic reports of proceedings in the Senate, the House of Representatives and the Main Committee of the House of Representatives and transcripts of parliamentary committees and some ministerial or parliament-related conferences.

Term	Description
Heritage Advisory Board	This body provides advice to the Presiding Officers on the heritage management of Parliament House.
Parliament House Art Collection	Comprises a number of stand-alone collections (the Rotational Collection, the Architectural Commissions, the Architectural Design of the Building, the Historic Memorials Collection, the Gift Collection, the Constitutional Documents and the Archive).
Parliamentary precincts	The parliamentary precincts are defined in the Parliamentary Precincts Act 1988. In general terms they consist of the area within the inner kerb of Capital Circle, and all buildings, structures and works, and parts of buildings, structures and works, on, above or under that land.
Parliamentary ICT Advisory Board	A body established to oversee the development and progress of the Parliamentary ICT Strategic Plan and to provide guidance to the CIO on strategic objectives and outcomes.
ParlInfo	An online tool which enables the searching and downloading of parliamentary information including Hansard transcripts, Bills, Senate journals, votes and proceedings, notice papers, committee reports, the Parliamentary Handbook, newspaper clippings, media and publications.
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.
Presiding Officers	Two Members of Parliament elected to preside over, or be in charge of, the business, proceedings and administration of a House of Parliament. In the Senate the Presiding Officer is the President, and in the House of Representatives, the Speaker.
Security Management Board	This body is established by the <i>Parliamentary Service Act 1999</i> , and provides advice as required to the Presiding Officers on security policy, and the management of security measures, for Parliament House. The board has three members who may, with the Presiding Officers' permission, invite others to attend their meetings.
Virtual Desktop Interface	A system which allows users of the Parliamentary Computing Network (PCN) to view their PCN desktop on a range of devices.

Tables

- Table 1: Agency resource statement 2013-14
- Table 2: Budgeted and actual expenses and resources for Outcome
- Table 3: Building maintenance work in 2013–14
- Table 4: Parliament House Works Program—key performance indicators
- Table 5: Design Integrity Index by area
- Table 6: Building Condition Index by area
- Table 7: Landscape Condition Index by area
- Table 8: Energy consumed at Parliament House and by DPS transport
- Table 9: Number of visitors and visitor satisfaction
- Table 10: Total number of meals/beverages served at Parliament House in 2013-14
- Table 11: Artwork activity—2013–14
- Table 12: Electorate Offices' ICT upgrade
- Table 13: ICT critical system availability during scheduled service hours
- Table 14: Calls to 2020 Support Desk
- Table 15: Hours recorded and transcribed
- Table 16: Hours of parliamentary committee hearings for the last quarter
- Table 17: Access to Hansard on the Parlinfo search database
- Table 18: Hansard—accuracy
- Table 19: Hansard—timeliness
- Table 20: Parliamentary Services key performance indicators 2013–14
- Table 21: Parliament House Works Program key performance indicators 2013–14
- Table 22: Client requests completed in 2013-14
- Table 23: Staff separation summary—1 July 2013 to 30 June 2014
- Table 24: Research services deliverables
- Table 25: Research services—price indicators
- Table 26: Research services—key performance indicators
- Table 27: Information access services—deliverables
- Table 28: Information access services—price indicators
- Table 29: Information access services—key performance indicators
- Table 30: Financial report
- Table 31: Library staffing (full-time equivalents)
- Table 32: Audit Committee attendance 2013-14
- Table 33: Staffing headcount by classification at 30 June 2013
- Table 34: Staffing headcount by classification at 30 June 2014

Table 35: Employee separation by age and gender

Table 36: Staff turnover and separation figures by type

Table 37: Employee commencement figures

Table 38: Commencements by age and gender

Table 39: Number of DPS employees covered by industrial instruments at

30 June 2014

Table 40: Senior executive service remuneration at 30 June 2014

Table 41: Salary ranges by classification for Parliament Service Level (PSL)

officers and Parliamentary Executive Level (PEL) officers

Table 42: Energy consumed at Parliament House and by DPS transport

Table 43: Energy intensity for Parliament House and passenger vehicles

Table 44: Parliament House emissions (direct and indirect, including passenger

and operational vehicle fleets)

Table 45: Annual emissions of air pollutants and particulates

Table 46: Advertising and market research expenditure

Table 47: Legal services expenditure

Table 48: Glossary

Figures

- Figure 1: DPS organisational structure at 30 June 2014
- Figure 2: Departmental operating expenditure by functional area 2013–14
- Figure 3: Number of calls and emails to the DPS Maintenance Help Desk
- Figure 4: Annual electricity and gas consumption from 1988–89 to 2013–14
- Figure 5: Water usage since 2010-11
- Figure 6: Parliamentary Library organisational chart at 30 June 2014
- Figure 7: Parliamentary Library appropriation for expenditure on goods and services
- Figure 8: Wordle representing issues raised by Library clients during 2013-14
- Figure 9: Client requests—relative indicators
- Figure 10: Use of the print collection
- Figure 11: Age profile for Parliamentary Library and APS
- Figure 12: Distribution of client service hours by service type
- Figure 13: Newspaper clips added to ParlInfo by source
- Figure 14: DPS governance structure
- Figure 15: Department of Parliamentary Services Corporate Plan 2013–14
- Figure 16: Annual water consumption from 1988–89 to 2013–14
- Figure 17: Water use during 2013-14
- Figure 18: Annual electricity and gas consumption from 1988-89 to 2013-14
- Figure 19: Annual energy intensity (Mi/m2) of Parliament House and average trending energy intensity of public buildings
- Figure 20: Annual waste disposed to landfill and paper recycled
- Figure 21: Annual quantity of landscape waste (tonnes)
- Figure 22: Annual co-mingled and organic waste recycled (tonnes)
- Figure 23: Annual greenhouse gas emissions from electricity and gas, and carbon savings from purchase of accredited green power and on-site solar panels

269

Compliance index

Description	Requirement	Page
Letter of transmittal	Mandatory	iii, v
Table of contents	Mandatory	vii-viii
Index	Mandatory	275–280
Glossary	Mandatory	265–266
Contact officer(s)	Mandatory	Inside front cover
Internet home page address and internet address for report	Mandatory	Inside front cover
Review by Secretary		
Review by Departmental secretary	Mandatory	5–8
Summary of significant issues and developments	Suggested	5–8, 23–25
Overview of department's performance and financial results	Suggested	23–75
Outlook for following year	Suggested	7
Significant issues and developments —portfolio	Portfolio departments —suggested	Not applicable
Departmental overview		
Role and functions	Mandatory	11–15
Organisational structure	Mandatory	15–17
Outcome and programe structure	Mandatory	11
Where outcome and programme structures differ from PB Statements/PAES or other portfolio statements accompanying any other additional appropriation bills (other portfolio statements), details of variation and reasons for change	Mandatory	Not applicable
Portfolio structure	Portfolio departments – mandatory	Not applicable
Report on performance		
Review of performance during the year in relation to programs and contribution to outcomes	Mandatory	23–155
Actual performance in relation to deliverables and KPIs set out in PB Statements/PAES or other portfolio statements	Mandatory	23–75, 116–124

Description	Requirement	Page
Where performance targets differ from the PBS/PAES, details of both former and new targets, and reasons for the change	Mandatory	Not applicable
Narrative discussion and analysis of performance	Mandatory	23–155
Trend information	Mandatory	23–155
Significant changes in nature of principal functions/services	Suggested	60
Performance of purchaser/provider arrangements	If applicable, suggested	Not applicable
Factors, events or trends influencing departmental performance	Suggested	23–155
Contribution of risk management in achieving objectives	Suggested	134–135
Performance against service charter customer service standards, complaints data, and the department's response to complaints	If applicable, mandatory	70–71, 74–75, 120, 123–124
Discussion and analysis of the department's financial performance	Mandatory	23– 24, 89–90, 125
Discussion of any significant changes in financial results from the prior year, from budget or anticipated to have a significant impact on future operations.	Mandatory	23–24, 89– 90,
Agency resource statement and summary resource tables by outcomes	Mandatory	26–27,
Management and accountability		
Corporate governance		
Agency heads are required to certify that their agency complies with the 'Commonwealth Fraud Control Guidelines'.	Mandatory	iii, 135
Statement of the main corporate governance practices in place	Mandatory	85, 129–139
Names of the senior executive and their responsibilities	Suggested	18 – 19
Senior management committees and their roles	Suggested	85, 130–133,
Corporate and operational plans and associated performance reporting and review	Suggested	134, 136–137

Description	Requirement	Page
Internal audit arrangements including approach adopted to identifying areas of significant financial or operational risk and arrangements to manage those risks	Suggested	133, 134
Policy and practices on the establishment and maintenance of appropriate ethical standards	Suggested	138–139
How nature and amount of remuneration for SES officers is determined	Suggested	147
External scrutiny		
Significant developments in external scrutiny	Mandatory	139–140
Judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner	Mandatory	139
Reports by the Auditor-General, a Parliamentary Committee. the Commonwealth Ombudsman or an agency capability review	Mandatory	140
Management of human resources		_
Assessment of effectiveness in managing and developing human resources to achieve departmental objectives	Mandatory	113–115, 141–145
Workforce planning, staff retention and turnover	Suggested	113–115, 141–145
Impact and features of enterprise or collective agreements, individual flexibility arrangements (IFAs), determinations, common law contracts and Australian Workplace Agreements (AWAs)	Suggested	146–147
Training and development undertaken and its impact	Suggested	148–149
Work health and safety performance	Suggested	151–152
Productivity gains	Suggested	23, 61–62, 111–112, 152–153
Statistics on staffing	Mandatory	141–145,
Enterprise or collective agreements, IFAs, determinations, common law contracts and AWAs	Mandatory	146–147
Performance pay	Mandatory	148

Description	Requirement	Page
Assets management		
Assessment of effectiveness of assets management	If applicable, mandatory	153
Purchasing		
Assessment of purchasing against core policies and principles	Mandatory	153–155
Consultants		
The annual report must include a summary statement detailing the number of new consultancy services contracts let during the year; the total actual expenditure on all new consultancy contracts let during the year (inclusive of GST); the number of ongoing consultancy contracts that were active in the reporting year; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST). The annual report must include a statement noting that information on contracts and consultancies is available through the AusTender website.	Mandatory	154–155
Australian National Audit Office		
Absence of provisions in contracts allowing access by the Auditor-General	Mandatory	155
Contracts exempted from publication in AusTender	Mandatory	155
Financial statements		
Financial statements	Mandatory	157–239
Other mandatory information		
Work health and safety (Schedule 2, Part 4 of the Work Health and Safety Act 2011)	Mandatory	151–152
Advertising and Market Research (Section 311A of the Commonwealth Electoral Act 1918) and statement on advertising campaigns	Mandatory	256
Ecologically sustainable development and environmental performance (Section 516A of the Environment Protection and Biodiversity Conservation Act 1999)	Mandatory	42–44, 243–255

Description	Requirement	Page
Compliance with the agency's obligations under the Carer Recognition Act 2010	If applicable, mandatory	Not applicable
Grant programs	Mandatory	Not applicable
Disability reporting – explicit and transparent reference to agency-level information available through other reporting mechanisms	Mandatory	258
Information Publication Scheme statement	Mandatory	139
Correction of material errors in previous annual report	If applicable, mandatory	259
Agency Resource Statements and Resources for Outcomes	Mandatory	26–27
List of requirements	Mandatory	270–274

INDEX

A	Briefing Book, 81, 97
accommodation, 6, 37, 41, 65, 244	broadcasting services, 13, 66-69
administrative tribunal decisions, 139	Building and Asset Management Division, 7,
advertising, 53, 256	18, 33
agency resource statement, 26	Building Condition Index, 39, 75
annual report 2012–13, correction of material errors, 259	building management services, 14, 33–44 accommodation review, 41
Architectural Commissions Collection, 57, 59	building condition assessment, 41, 250
Archival Collection, 57	building maintenance, 34-36, 39
Art Advisory Committee, 131	building upgrades and projects, 36-37
art services see Parliament House Art	Works Program, 38–41, 75
Collection	Building Monitoring System, 250
asset management, 33, 153	business continuity management, 139 see
assistive listening system, 37, 51, 151	also plans and planning
audio visual services see broadcasting	
services	C
audio-visual archives, 69, 104-105	Cambridge, Duke and Duchess of, 76
Audit Committee, 133	Canberra and Region Heritage Festival, 48,
audits	49, 50
ANAO, 140	capability reviews see reviews and
internal, 133, 134	evaluations
WHS, 152	case studies see DPS@Work case studies
Auspic, 76	catering, 53–55
Australian Disability Enterprises, 154	ceremonial events, 51
Australian Federal Police, 31	Certificate III in Security Operations, 31, 150
Australian Government Libraries Information	Chief Financial Officer, 134
Network, 109	Chief Information Officer, 18
Australian Institute of Aboriginal and Torres	Chief Operating Officer, 19
Strait Islander Studies, 49, 72	Chief Operating Officer Division, 7
Australian National Audit Office, 140, 155	client satisfaction
Australian Parliament House see Parliament	building maintenance, 74
House	ICT services, 64–65, 74
Australian Parliamentary Fellowship scheme, 93, 94	Parliamentary Library, 74, 80, 91, 92, 98, 101, 106, 108, 120, 123, 124
Australian Workplace Agreements, 146	visitor satisfaction, 52, 74
automated systems	clients, 2, 85
building automation, 35	code of conduct, 138-139
subject indexing, 111-112	Comcare, 141, 152
temperature monitoring (food storage and preparation), 36, 55	Comcover Risk Management Benchmarking Survey, 135
_	committees
В	advising the Presiding Officers, 130-132
Bible, 101	Departmental committees, 133
Bills Digests, 118	WHS, 151
Bogong moths, 44	Commonwealth Disability Strategy, 258

Duchess of Cambridge, 76 community engagement, 48, 106 see also visitor services When travelling to work means flying competitive tendering or contracting, 154 thousands of kilometres, 68 see also procurement complaints handling, 123-124 Е Conrad Gargett Riddel Ancher Mortlock ecologically sustainable development, Woolley (firm), 47 243-245 Conservation Management Plan, 7, 46-47 Electorate Offices ICT, 61-62 Constitutional Documents Collection, 57 emissions and effluents, 252-255 consultants, 154-155 employees see staff consultative arrangements, 134, 149, 151 energy consumption, 42-43, 246-250 contracts see procurement energy intensity, 247-248 corporate and strategic services, 15 Engineering Systems Condition Index, 40, corporate governance see governance 75 corporate planning, 134, 136-137 see also Enlighten festival, 49, 50 plans and planning enterprise agreement, 89, 146-147 correction of material errors, 259 environmental management, 42-44, court decisions, 139 client service model, 6, 20, 98, 148 see also ethical standards and behaviour, 138-139 services evaluations see reviews and evaluations Executive Committee, 133 exempt contracts, 155 Department of Parliamentary Services exhibitions and displays, 57-58 see also Enterprise Agreement, 89, 146 functions and events Department of the House of expenses and resources for Outcome, 27 Representatives, 11, 45 Expert Advisory Panel on heritage matters, Department of the Senate, 11 46, 47 Departmental committees, 133 external scrutiny, 139-140 see also reviews Departmental structure, 15-17 and evaluations Design Integrity Index, 38-39, 75 Design Principles document, 46-47 digitisation, 59, 104-105, 123 Fair Work Commission, 140 disability access Fair Work Ombudsman, 140 assistive listening system, 37, 51, 151 Fiji parliament building, 45 building modifications, 151 Finance and Public Administration disability reporting, 258 Legislation Committee, 140 support for Australian Disability financial management Enterprises, 154 agency resource statement, 26 DPS@Work case studies budget and funding, 2, 5, 7, 23-24, 41 Client service excellence @ DPS, 20 budget and funding (Parliamentary DPS develops CIT accredited training Library), 82, 83, 84, 89–90, 103, 125 course, 150 expenses and resources for Outcome, 27 DPS improves visitor experience at financial performance, 23-27 Parliament House, 56 financial performance (Parliamentary DPS provides parliamentary infrastructure advice to Fiji, 45 Library), 89–90, 125 financial statements, 140, 157-239 Flexible ICT solutions proving popular with fraud control, 135 parliamentarians, 63 Parliament House welcomes Duke and see also fraud prevention and control;

procurement; remuneration Financial Management and Accountability Act 1997, 2, 11, 15, 133 flag pole lighting system, 37, 44 FlagPost blog, 112, 118 Floriade garden tours, 49 Foote, David, 76 fraud prevention and control, 135 freedom of information, 139 fuel consumption, 246-250 functional and capability reviews see reviews and evaluations functions see role and functions functions and events, 32, 49-51, 52, 54, 76 see also exhibitions and displays future see outlook

gardens see landscape and garden management Giurgola, Romaldo, 47 governance, 2, , 85-87, 129-139 greenhouse gas emissions, 252-255 gym, 55

Hansard, 13, 66-67, 69-71, 259 harassment contact officers, 151 Health and Recreation Centre, 55 health and safety representatives, 151 see also work health and safety Heriot, Dianne, 18 heritage, 7, 14, 34, 46-48, 50, 101, 132 Heritage Advisory Board, 46-47, 132 Historic Memorials Collection, 57, 58-59 Historical Records of Australia, 107 human resources management, 113-115. 141-153 see also staff

incident reporting, 30, 152 indexing and metadata, 111-112, 152-153 information and communication technology, 12, 60-65 amalgamation of services into DPS, 60, 63 Chief Information Officer, 18 client satisfaction, 74

critical systems availability, 62 Electorate Offices ICT, 61-62 mobile office services and support, 6, 7, 60-61, 63 strategic plan, 7, 12, 60-61 support services, 64-65, 75 Information Publication Scheme, 139 insect management, 44 internal audit, 133, 134 International Federation of Library Associations and Institutions, 108

J

Johnson, Professor Richard, 47 Joint House Committee, 130-131 Joint Standing Committee on the Parliamentary Library, 15, 83, 84, 85–87, 89, 131 judicial decisions, 139

key performance indicators, 74-75 building occupant satisfaction, 74-75 Parliament House Works Program, 38, 75 Parliamentary Library, 116-124 visitor numbers and visitor satisfaction, 52, 74

L

landscape and garden management, 34, 38, 40, 42-43, 75, 251 Landscape Condition Index, 40, 75 legal services expenditure, 257 legislation, 2, 15 letters of transmittal, iii, v library services see Parliamentary Library lighting, 37, 44, 249 Lumb, Martin, 106

Main Production Kitchen, 36, 54-55 maintenance see building management services Makasini, Sulia, 108 market research, 256 meals and beverages see catering media monitoring see news services medical services, 32

Merit Protection Commissioner, 140 Parliamentary committees, 140 metadata and indexing, 111-112, 152-153 Parliamentary Computing Network see information and communication Mills, Carol, 18 technology mission statement, 136 Parliamentary Handbook, 80, 99 Parliamentary ICT Advisory Board, 60, Ν 131-132 NAIDOC Week, 49, 72 parliamentary infrastructure advice to Fiji, 45 National Reconciliation Week, 49 Parliamentary Librarian, 15, 18, 85, 87 new Parliament/parliamentarian support, 6, review of year, 79-83 64, 81, 92, 97-99, 119 parliamentary libraries, engagement with, news services, 82, 110-111, 124 108-109 non-salary benefits, 148 Parliamentary Library, 77-126 Nurses Centre, 32 2012-13 report, correction of errors, 259 2013-14 achievements, 91-112 budget and funding, 82, 83, 84, 89-90, Oakley, Gary, 72 103, 125 Office of the Merit Protection Commissioner, client requests, 80, 94-96, 99, 117-118 client satisfaction, 74, 80, 91, 92, 98, 101, Official Gifts Collection, 57, 58 106, 108, 120, 123, 124 Olley, Margaret, 58 collection and collection usage, 80-82, organisational structure, 15-17, 87-88 102-105, 110-112, 121-123 outcome and program structure, 11, 27 Contact Officer Program, 98 outlook, 7, 8, 83 cost indicators, 117, 122 engagement with professional bodies, 108-109 evaluation of services, 91-93 Pacific Parliamentary Partnerships Program, 45, 108 Federal Budget seminar and reviews, Pacific Parliamentary Scholarships Scheme. 100–101 governance, 85-87 parliament building, Fiji, 45 information access services, 13, 121-124 Parliament House 25th anniversary, 1, 7, intern programs, 109 58.59 news services, 82, 110-111 Parliament House Art Collection, 1, 7, 14, organisational structure, 87-88 57-59, 131 outlook, 83 activity statistics, 59 output and publications, 80, 96-97, exhibitions and displays, 57-58, 72 99–100, 106, 112, 117–119 Parliament House at Work series, 1, 3, 4, 6, overview, 12-13, 84, 85-88 9, 21, 58, 77, 127, 157, 241, 261 productivity gains, 111-112, 152-153 Parliament House complex, 33 see also report on performance, 116-125 building management services research services, 12, 116-120

role and objectives, 84, 85, 116

seminar program, 100, 119-120

summary ('The Library on a page'), 84

Parliamentary Service Act 1999, 2, 11, 15,

Parliamentary Service Values and Code of

staffing, 89-90, 113-115, 126

129, 133, 138

Conduct, 138-139

accommodation, 6, 37, 65, 244

Parliamentary Budget Office, 11

Parliament Shop, 53, 56

Parliament House Open Day, 7, 49

Parliament House Security Framework, 29

Parliament House Works Program, 38-41,

75 see also building management services

Parliament House website see website

reviews and evaluations, 7 accommodation, 41
ICT, 60, 63
security, 29, 31–32
visitor experience, 48, 56
risk management, 134–135, 151
role and functions, 2, 11–15
Rotational Collection (Australian artworks),
57, 58
Russell, Dr Roslyn, 47-48
S
Secretary, 15, 18, 133
review of year, 5-8
security, 28-32
ICT, 65
incidents, 30
pass holder screening, 31–32
policy and governance, 28–29
resourcing, 30
reviews, 29, 31–32
training, 30–31, 150
visitor screening, 52
Security Management Board, 132 security services, 13
Seittenranta, Eija, 18
Senate Committee of Privileges, 140
Senate Finance and Public Administration
Committee report into the performance of
DPS, 31, 41
Senate Finance and Public Administration
Legislation Committee Estimates hearings, 140
senior executive, 18-19
senior executive service (SES) remuneration, 147
senior management committees, 130-133
service standards see key performance
indicators
services
client service officers, 20
client service model, 6, 20, 98, 148
DPS, 2, 6, 11, 12–15
Parliamentary Library, 85, 94–112, 116–124
Sharp, Martin, 58
Skill, Neil, 18
social media, 53, 82, 110, 112

Special Suites, 35 staff values, 138-139 age profile, 115, 145 average staffing level, 27 classifications and employment status, 141-143 website, 51 consultative arrangements, 134, 149, 151 employment arrangements, 146-147 numbers, 23, 27, 141-143 Parliamentary Library, 89–90, 113–115, 126 waste management, 250-255 recruitment, 113, 115, 145 remuneration, 146-148 website, 51, 69 senior executive, 18-19 Wilson, Janet, 98 separations, 114, 144 workforce planning, 73, 141-145 staff development and training, 148–149 workforce see staff Library programs for clients, 92 Library staff, 92-93 procurement processes, 103, 148 Works Program security operations, 30-31, 150 WHS, 151-152 strategic direction statement, 12 structure see organisational structure year in review Summer Research Scholarships, 93 Supply Nation, 73, 154 Secretary, 5-8 sustainability see ecologically sustainable development Z

Т

Teece, Jenny, 19 television see broadcasting services Tonga, 108 tourism see visitor services tours see visitor numbers training see staff development and training tribunal decisions, 139

'Unconformity' tour, 50 United Nations Development Programme, 45

video-conferencing, 67 visitor numbers, 23, 28, 32, 46, 49, 50, 52, visitor satisfaction, 52, 74 visitor services, 15, 48-56

water supply and usage, 43, 244-246 work health and safety, 151-152 Work Health and Safety Committee, 151 workplace relations, 149 Works program see Parliament House World War I centenary, 106

Parliamentary Librarian, 79-83 Yirrkala Bark Petitions, 72

Zahalka, Anne, 1, 58