



Parliament of Australia

Department of Parliamentary Services



BUDGET★

PORTFOLIO BUDGET STATEMENTS 2008-09
BUDGET RELATED PAPER NO. 1.18C

**BUDGET INITIATIVES AND EXPLANATIONS
APPROPRIATIONS SPECIFIED BY OUTCOMES
AND OUTPUTS BY AGENCY**

© Commonwealth of Australia 2008

ISBN 978-0-642-74463-0

This work is copyright. Apart from any use as permitted under the *Copyright Act 1968*, no part may be reproduced by any process without prior written permission from the Commonwealth. Requests and inquiries concerning reproduction and rights should be addressed to the:

Commonwealth Copyright Administration
Attorney-General's Department
Robert Garran Offices
National Circuit
Canberra ACT 2600

Website: www.ag.gov.au/cca



DPS ref: 08/837

9 May 2008

Senator the Hon Alan Ferguson
President of the Senate
Parliament House
CANBERRA ACT 2600

Hon Harry Jenkins MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Dear Mr President and Mr Speaker

Portfolio Budget Statement 2008-09

1 I hereby submit Portfolio Budget Statements in support of the 2008-09 Budget for the Department of Parliamentary Services.

2 These statements have been developed, and are submitted to the Parliament, as a statement on the outcomes for the department.

3 I present these statements to provide accountability to the Parliament and, through it, the public.

Yours sincerely



David Kenny
Acting Secretary

Abbreviations and conventions

The following notation may be used:

NEC/nec	not elsewhere classified
0	nil
na	not applicable (unless otherwise specified)
nfp	not for publication
\$m	\$ million
\$b	\$ billion

Figures in tables and in the text may be rounded. Figures in text are generally rounded to one decimal place, whereas figures in tables are generally rounded to the nearest thousand. Discrepancies in tables between totals and sums of components are due to rounding.

Enquiries

Should you have any enquiries regarding this publication please contact Mr Terry Crane, Assistant Secretary, Strategy and Business Services in the Department of Parliamentary Services on (02) 6277 8812.

A copy of this document can be located on the Australian Government Budget website at: <http://www.budget.gov.au>.

USER GUIDE TO PORTFOLIO BUDGET STATEMENTS

The purpose of the 2008-09 Portfolio Budget Statements (PB Statements) is to inform Senators and Members of Parliament of the proposed allocation of resources to Government outcomes by agencies within the portfolio. Agencies receive resources from the annual appropriations acts, special appropriations (including standing appropriations and special accounts), and revenue from other sources.

A key role of the PB Statements is to facilitate the understanding of proposed annual appropriations in Appropriation Bills No. 1 and No. 2 2008-09 (or Appropriation Bill [Parliamentary Departments] No. 1 2008-09 for the parliamentary departments). In this sense the PB Statements are Budget related papers and are declared by the Appropriation Acts to be 'relevant documents' to the interpretation of the Acts according to section 15AB of the *Acts Interpretation Act 1901*.

The PB Statements provide information, explanation and justification to enable Parliament to understand the purpose of each outcome proposed in the Bills.

As required under section 12 of the *Charter of Budget Honesty Act 1998*, non-general government sector entities are not consolidated into the Commonwealth general government sector fiscal estimates and accordingly, these entities are not reported in the PB Statements.

STRUCTURE OF THE PORTFOLIO BUDGET STATEMENTS

The Portfolio Budget Statements have been revised for the 2008-09 Budget, with significant changes made to reduce the work load on agencies and to provide Parliament with more targeted and comprehensive information on government expenditure.

Included below is a brief outline of each section of the revised document.

Departmental overview

The departmental overview is largely unchanged with a brief outline the responsibilities of the department and the resources available.

Agency Resources and Planned Performance

A statement by the agency.

Section 1: Agency overview and resources

This section includes three components:

- 1.1 Strategic Direction for 2008-09;
- 1.2 Resource Statement; and
- 1.3 Measures Table (if appropriate).

The intention of section one is to provide readers with an overview of the functions and responsibilities of the agency, its contribution towards its outcomes for the budget year and the resources available.

In the *Strategic Direction for 2008-09* agencies are to present a narrative approach rather than being restricted to a fixed number of headings. The key emphasis is on telling the agency 'story': the key strategies it is implementing to achieve its outcomes, what is involved and how success and progress are to be measured.

The agency resource statement and measures table summarise resource information into two tables. Agencies are to use the new agency resource statement which details the source and nature of the all resources available to the agency. Budget Measures information is to reflect the information covered in Budget Paper 2, with the output group against which the measures are to be pursued included to improve cross-referencing.

Agency Resources and Planned Performance (continued)	
Section 2: Outcomes and Planned Performance	<p>The outcomes section has undergone significant change to re-orientate agency reporting towards their results in contributing to outcomes and away from focusing on the activities and processes of agencies.</p> <p>The outcome resource statement provides lower level resourcing information for general users at the results level, grouped by output group rather than appropriation type as has been the case previously.</p> <p>Following the outcome resource statement agencies will use output groups for each outcome to group their intended contributions and the performance indicators used to assess the agency's effectiveness. By focusing on the results and impacts agencies are making towards outcomes, the revised PB Statements will be more focused on how agencies contribute to outcomes rather than detailing activities.</p>
Section 3: Explanatory tables and budgeted financial statements	<p>This section has been reworked to increase the readability of technical financial information. The section can include:</p> <ul style="list-style-type: none"> – an explanation of any differences at agency level between the information included in the Budget Papers and the PB Statements arising from the use of the GFS and AAS accounting methodologies; and – explanatory tables to provide supplementary information on the reconciliation between total available appropriation and outcome attribution, the re-phasing and use of appropriations, special account flows and Australian Government Indigenous Expenditure. <p>It should also be noted that the capital budget statement and the property, plant, equipment and intangibles statements are no longer mandatory in the financial statements. This change has been made because for the majority of agencies the information provided was of little value. Agencies with significant investment programs and/or balance sheets may continue using the statements to better explain their overall position.</p>
Glossary (Optional)	Explains key terms relevant to DPS.
Index (Optional)	Alphabetical guide to the Statements.

CONTENTS

Departmental Overview	11
Agency Resources and Planned Performance	13
Section 1: Agency overview and resources	13
1.1 Strategic direction	13
1.2 Agency resource statement	14
Section 2: Outcomes and planned performance	15
2.1 Outcomes and performance information	15
Section 3: Explanatory tables and budgeted financial statements	32
3.1 Explanatory tables	32
3.2 Budgeted Financial Statements.....	34
Glossary	43

DEPARTMENTAL OVERVIEW

DEPARTMENTAL RESPONSIBILITIES

The Department of Parliamentary Services (DPS) provides direct support to the Australian Parliament. The department reports to the Presiding Officers of the Parliament (the President of the Senate, Senator the Hon Alan Ferguson and the Speaker of the House of Representatives, the Hon Harry Jenkins MP).

DEPARTMENTAL SERVICES

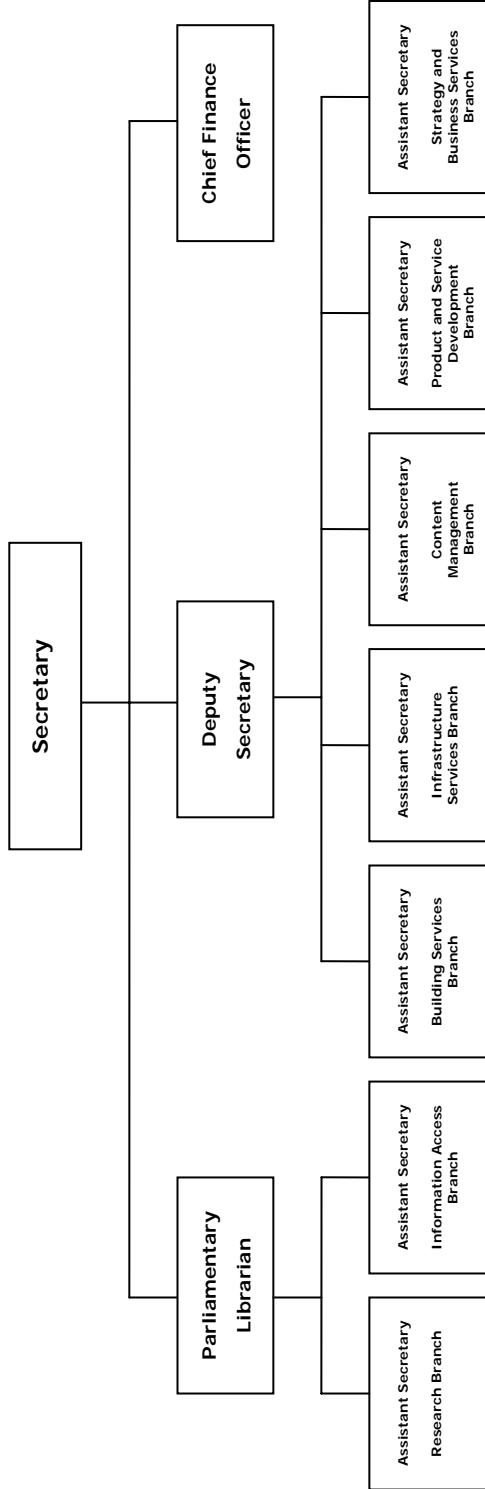
DPS provides a diverse range of services to Senators, Members, other building users and the general public, including:

- information, access, analysis and advice services;
- integrated reporting, information technology, broadcasting and communication services;
- building, systems, landscape, artworks and furniture maintenance, engineering and other building support services;
- visitor services, including management of The Parliament Shop and the Guide Service;
- food, health and recreation, cleaning and other housekeeping services; and
- support services to DPS and other parliamentary departments.

DEPARTMENTAL SENIOR MANAGEMENT STRUCTURE

Figure 1 shows the DPS senior management structure.

Figure 1: Department of Parliamentary Services Senior Management Structure



AGENCY RESOURCES AND PLANNED PERFORMANCE

Section 1: Agency overview and resources

1.1 STRATEGIC DIRECTION

The mission of the Department of Parliamentary Services (DPS) is:

“To serve the Australian people by supporting the Parliament and caring for Parliament House”.

DPS’s challenges relate to bringing together the three vital elements for our continued operations, namely the governance of the department, the continued development of our people, and the delivery of our services. These will be affected by changes in our external environment including:

- DPS’s funding;
- security challenges;
- environmental issues; and
- workforce issues, including an ageing workforce and skills shortages.

The main financial challenge for DPS in the year ahead is to manage the reduction in the appropriation from the additional 2% efficiency dividend while trying to maintain services. Although the cut is referred to as a “one-off”, the effect of the 2008-09 cut will continue to be felt in subsequent years, because the future years’ appropriations are effected by the reduction to the 2008-09 base funding.

The application of the additional 2% efficiency dividend has reduced the DPS 2008-09 departmental appropriation by \$2.373m. The efficiency dividend is not applied to DPS’s administered funds.

As part of the strategy to manage the reduction in appropriation, DPS is actively looking at the budget allocations between the major resource groups and is reviewing the maintenance plans and replacement cycles of our assets. DPS may have to consider cuts in services but will put any such proposals to the Presiding Officers.

1.2 AGENCY RESOURCE STATEMENT

Table 1.1 shows the total resources from all origins. The table summarises how resources will be applied by outcome and by administered and departmental classification.

Table 1.1: Department of Parliamentary Services resource statement — as at 2008-09 Budget Estimate Update

	Estimate of prior ⁺ year amounts available in 2008-09 \$'000	Proposed at Budget ⁼ 2008-09 \$'000	Total Estimate 2008-09 \$'000	Estimated Appropriation Available 2007-08 \$'000
Ordinary Annual Services				
Departmental outputs				
Departmental outputs ¹	64,375	116,852	181,227	115,780
s31 Relevant agency receipts ²	0	6,130	6,130	6,276
Total ordinary annual services	64,375	122,982	187,357 ⁴	122,056
Other services				
Departmental non-operating				
Previous years' outputs ³	0	469	0	0
Administered non-operating				
Administered Assets and Liabilities	14,484	11,446	25,930	11,168
Total other services	14,484	11,915	26,399	11,168
Total Available Annual Appropriations	78,859	134,897	213,756	133,224
Special Accounts⁵				
Opening balance	0	0	0	0
Non-Appropriation receipts to Special Accounts	0	0	0	0
Total Special Account	0	0	0	0
Total resourcing	78,859	134,897	213,756	133,224

¹Appropriation (Parliamentary Departments) Bill No.1 2008-09

²s31 Relevant Agency receipts - estimate

³Estimated adjusted balance carried from previous year for Annual Appropriations

⁴The total available departmental operating appropriation (outputs) will not equal the total of all outputs in the Outcome Budgets, for the reconciliation see Table 3.1.1 Reconciliation of Total Available Appropriation and Outcome Budgets

⁵Estimated opening balance for special accounts. For further information on special accounts see Table 3.1.2.

Reader note: All figures are GST exclusive.

Section 2: Outcomes and planned performance

2.1 OUTCOMES AND PERFORMANCE INFORMATION

The Australian Government requires agencies to measure their intended and actual performance in terms of outcomes. Government outcomes are the results, impacts or consequences of actions by the Government on the Australian community. Agencies are required to identify the output groups which demonstrate their contribution to Government outcomes over the coming year.

DPS's outcome is described below by output groups, specifying the performance indicators and targets used to assess and monitor the performance of DPS in achieving its outcome.

2.1.1 Outcome 1

Outcome statement

The Presiding Officers of the Parliament have approved the following Outcome statement for the Department of Parliamentary Services:

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

Resource statement

Table 2.1 provides additional detail of Budget appropriations and the total resourcing for DPS.

Table 2.1: Total resources available for Outcome

Outcome 1: Occupants of Parliament House are supported by integrated services and facilities, Parliament functions effectively and its work and building are accessible to the public.	2008-09	2007-08
	Total estimate of available resources \$'000	Estimated actual \$'000
Administered appropriations		
Asset replacement	11,446	11,168
Total administered appropriations	11,446	11,168
Output Group 1 - Library Services		
Output 1.1 - Research Services		
Departmental Outputs	10,185	10,092
Revenues from other sources (s.31)	0	0
Subtotal for Output 1.1	10,185	10,092
Output 1.2 - Information Access Services		
Departmental Outputs	9,809	9,719
Revenues from other sources (s.31)	0	0
Subtotal for Output 1.2	9,809	9,719
Subtotal for Output Group 1	19,994	19,811
Output Group 2 - Building and Occupant Services		
Output 2.1 - Security Services		
Departmental Outputs	30,183	29,906
Revenues from other sources (s.31)	294	279
Subtotal for Output 2.1	30,477	30,185
Output 2.2 - Facilities Services		
Departmental Outputs	10,303	10,209
Revenues from other sources (s.31)	2,821	2,957
Subtotal for Output 2.2	13,124	13,166
Subtotal for Output Group 2	43,601	43,351
Output Group 3 - Infrastructure Services		
Output 3.1 - Building infrastructure Services		
Departmental Outputs	21,519	21,322
Revenues from other sources (s.31)	250	277
Subtotal for Output 3.1	21,769	21,599
Output 3.2 - IT Infrastructure Services		
Departmental Outputs	20,672	20,482
Revenues from other sources (s.31)	2,544	2,553
Subtotal for Output 3.2	23,216	23,035
Subtotal for Output Group 3	44,985	44,634

Table 2.1: Total resources available for Outcome (continued)

Output Group 4 - Parliamentary Records Service		
Output 4.1 - Broadcasting Services		
Departmental Outputs	5,287	5,238
Revenues from other sources (s.31)	221	210
Subtotal for Output 4.1	5,508	5,448
Output 4.2: - Hansard Services		
Departmental Outputs	8,894	8,812
Revenues from other sources (s.31)	0	0
Subtotal for Output 4.2	8,894	8,812
Subtotal for Output Group 4	14,402	14,260
Total price of departmental outputs	122,982	122,056
Total estimated resourcing for Outcome 1	134,428	133,224
	2008-09	2007-08
Average staffing level (number)	780	785

Contributions to Outcome

Output Group 1: Library Services

Output 1.1: Research services
Research services provided to the Parliament include responding to requests from individual clients for information and research services, and the production of general distribution briefs and publications.

Key Performance Indicators – Output 1.1	2008-09 Target/Measure
Quality	
Client satisfaction with requests and general briefs and publications (GBPs)	High level of client satisfaction (target: 90%). Client service delivered to timeliness service standard (target: 90%). Number of complaints from clients.
Quantity	
Individual client requests	Percentage of primary clients (Senators' and Members' offices, including Ministers' offices) using the service (target: 98%). Number of individual client requests (target: 19,000, based on trends in requests since 2002-03).
Self-service requests	Number of online uses of the Parliamentary Library's publications, including the Parliamentary Handbook and General Briefs and Publications, through ParlInfo and the Internet (target: 4,500,000).
General Briefs and Publications	Number of General Briefs and Publications produced (target: 220).
Client training and seminars	Attendance at training courses and events (eg Vital Issues seminars) (target: 400 attendees).
Price	
Cost of research services	Average cost per individual client request. Average cost per self-service client request. Total cost of sub-output.

Output 1.2: Information access services

The provision of information services to the Library's clients includes:

- acquiring and providing access to information resources in the collection and the Library catalogue;
- selecting, processing and indexing material for library and media databases in ParllInfo; and
- publishing print and electronic works of DPS, including the web sites and the Library's catalogue.

Key Performance Indicators – Output 1.2	2008-09 Target/Measure
Quality	
Client satisfaction with information access services	High level of client satisfaction (target: 90%). New titles (books and serials) added to the Library's catalogue within timeliness service standard (target: 90%). New items added to the Library's Electronic Media Monitoring Service and the ParllInfo newspaper clippings database within timeliness service standard (target: 95%). Number of complaints from clients.
Quantity	
Material added to Library databases	Number of items added to the Library's Electronic Media Monitoring Service and to ParllInfo databases (target: 170,000).
Material added to Library collection	Number of new titles (books and serials) added to the Library's catalogue (target: 4,600). Percentage of titles (books and serials) in Library's collection available to clients online in full text (target: 25%).
Use of the Library's 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 ParllInfo databases (target: 2,500,000 searches).
Price	
Cost of information access services	Average cost per item added to the Library's catalogue. Average cost per item added to the Library's databases. Average cost per use of the Library's databases and catalogue. Total cost of sub-output.

Output Group 2: Building and Occupant Services

Output 2.1: Security services
Provision of security and emergency services to occupants of, and visitors to, Parliament House.

Key Performance Indicators – Output 2.1	2008-09 Target/Measure
Quality	
Extent to which security procedures are followed	Percentage of reported security incidents dealt with in accordance with agreed procedures (target: 100%).
Validation of security procedures	The extent to which each validation was successful (target: 100%).
Quantity	
Validation of security procedures	Percentage of security validation program achieved (target: 100%).
Security incidents	Number of reported security incidents.
Security services	<p>Number of hours of internal guarding (PSS).</p> <p>Number of hours of external guarding (AFP-UP).</p> <p>Number of parliamentary functions requiring additional security resources.</p> <p>Number of non-parliamentary functions requiring additional security resources.</p> <p>Number of official visits requiring additional security resources.</p> <p>Number of scheduled emergency evacuation exercises completed.</p>
Price	
Security services	<p>Staff costs for:</p> <ul style="list-style-type: none"> a) internal guarding (PSS); b) external guarding (AFP-UP); c) additional PSS guarding for parliamentary functions; d) additional PSS guarding for non-parliamentary functions; and e) additional PSS or AFP-UP guarding for official visits. <p>Direct costs of Pass Office operations.</p> <p>Total cost of sub-output.</p>

Output 2.2: Facilities services

Provision of facilities management, health and wellbeing services and visitor services to occupants of, and visitors to, Parliament House.

Key Performance Indicators – Output 2.2	2008-09 Target/Measure
Quality	
Customer satisfaction	<p>High level of building occupant and/or user satisfaction with facilities contracts for catering, cleaning, pest control and sanitary services.</p> <p>Number of complaints about facilities contracts for catering, cleaning, pest control and sanitary services.</p>
Visitor satisfaction	<p>Number of complaints about Guide services.</p> <p>Number of complaints about the Parliament Shop.</p> <p>Number of complaints about facilities contracted for catering, cleaning, pest control and sanitary services.</p>
Quantity	
Facilities Management	<p>Number of Parliamentary functions supported by Facilities Management.</p> <p>Number of Official Visits supported by Facilities Management.</p> <p>Number of non-Parliamentary functions supported by Facilities Management.</p> <p>Number of Parliamentary and non-Parliamentary catered functions held at Parliament House.</p> <p>Total number of catered and non-catered Parliamentary and non-Parliamentary functions held at Parliament House.</p> <p>Number of contracted labour hours used for Official Visits and Parliamentary functions.</p>
Nurses Centre	<p>Number of incidents and accidents (including requests for first aid) managed by the Nurses Centre.</p> <p>Number of vaccinations delivered under influenza vaccination program.</p>
Health and Recreation Centre	<p>Number of members, by category:</p> <p>a) Senators and Members;</p> <p>b) staff of Senators and Members; and</p>

Key Performance Indicators – Output 2.2	2008-09 Target/Measure
	<p>c) others.</p> <p>Number of casual visits by category of user:</p> <p>a) Senators and Members;</p> <p>b) staff of Senators and Members; and</p> <p>c) others.</p> <p>Classes conducted:</p> <p>a) total number of classes;</p> <p>b) total number of places in classes; and</p> <p>c) total number of attendees at classes.</p>
<p>Community engagement with Parliament House</p>	<p>Total number of visitors.</p> <p>Total number of general (public) tours conducted.</p> <p>Total number of school tours conducted.</p> <p>Total number of special tours conducted.</p> <p>Total number of paid tours conducted.</p> <p>Total number of participants in general (public) tours.</p> <p>Total number of participants in school tours.</p> <p>Total number of participants in special tours.</p> <p>Total number of participants in paid tours.</p> <p>Total number of participants in Garden tours.</p> <p>Total number of filming and photographic requests processed.</p>
<p>Parliament Shop customers</p>	<p>Total number of visitors to the Parliament Shop.</p> <p>Total number of purchases from the Parliament Shop.</p>
<p>Price</p>	
<p>Facilities services</p>	<p>Cleaning costs under contracts:</p> <p>a) internal cleaning costs;</p> <p>b) industrial cleaning costs; and</p> <p>c) cost of additional labour (including function set up).</p> <p>Waste management costs under contracts.</p> <p>Gross revenue from non-catered functions.</p> <p>Gross revenue from:</p> <p>a) Press Gallery licensees;</p>

Key Performance Indicators – Output 2.2	2008-09 Target/Measure
	<p>b) catering contractors; and c) other licensees.</p> <p>Management fee paid to catering contractor(s).</p> <p>Nurses Centre: Direct costs.</p> <p>Health and Recreation Centre: Net costs (direct costs less revenue).</p> <p>Parliament House Guides services: Net costs (direct costs less revenue received from paid tours).</p> <p>Parliament Shop: Revenue (target: \$1.3m).</p> <p>Parliament Shop: Net profit (target: 10% of revenue).</p>
Facilities services	Total cost of sub-output.

Output Group 3: Infrastructure Services

Output 3.1: Building infrastructure services
The provision of building and security infrastructure, maintenance services and landscape services, and customer support for these services.

Key Performance Indicators – Output 3.1	2008-09 Target/Measure
Quality	
Extent to which the building condition is maintained	<i>Building Condition Index</i> – the current condition of the building fabric of Parliament House, expressed as a percentage of the original condition (target: 89-92%).
Extent to which the landscape condition is maintained	<i>Landscape Condition Index</i> – the current condition of the landscape surrounding Parliament House expressed as a percentage of the total possible condition (target: 90%).
Condition and ageing of engineering systems	<i>Engineering Systems Condition Index</i> – the current operation and condition of the engineering systems in Parliament House against the expected decline of those systems through their life cycles (target: 90%).
Performance of security systems	Scheduled availability of operational systems: a) card management system (target: 100%); b) radio communications equipment (target: 100%); c) x-ray equipment/walk-through metal detection (target: 95%); d) CCTV system (target: 98%); e) electronic door locks (target: 99.8%); and f) alarms (target: 99.9%).
Quantity	
Managing the potential impact on the environment	Electricity consumption (target: 88,345 Gj). Gas consumption (target: 42, 659 Gj). Greenhouse gas emissions (target: 23,428 tonnes CO ²).

Key Performance Indicators – Output 3.1	2008-09 Target/Measure
	Water consumption: Total (target: 190,858kL ¹): a) landscape water consumption; and b) building water consumption. Waste recycled as a percentage of total waste generated (target: 45%).
Maintenance of plant and building fabric	Percentage of planned maintenance achieved (target: 85%).
Maintenance help desk requests	Total number of calls.
Price	
Maintenance	Target: Maintenance costs reduced by 1.25% from previous year.
Energy	Target: Energy cost reduced by 1.25% from previous year.
Water	Target: Water cost reduced by 1.25% from previous year. Cost of water: \$/ha landscape. Cost of water: building.
Building infrastructure services	Total cost of sub-output.

¹ Assuming the continuation of Stage 3 water restrictions.

Output 3.2: IT infrastructure services
The provision and maintenance of information technology, broadcasting and telecommunications infrastructure, and customer support for these services.

Key Performance Indicators – Output 3.2	2008-09 Target/Measure
Quality	
Customer satisfaction	High level of user satisfaction. Number of user complaints.
High level of critical systems availability ²	<p>The total time that critical systems are unavailable during scheduled service hours, and critical system availability expressed as a percentage of scheduled services hours:</p> <ul style="list-style-type: none"> a) information technology infrastructure (computing services) (target: 100% availability); b) information technology infrastructure (network) (target: 100% availability); c) broadcast support infrastructure (target: 100% availability); and d) telecommunications infrastructure (target: 100% availability). <p>Critical systems are defined as:</p> <ul style="list-style-type: none"> a) House of Representatives applications: <ul style="list-style-type: none"> ▪ Chamber applications; and ▪ Table Office applications; b) Senate applications: <ul style="list-style-type: none"> ▪ Chamber applications; and ▪ Table Office applications; c) Hansard applications; d) OneOffice; e) Building Management System (BMS); f) Parliamentary Computing Network (PCN); g) home servers; h) printer servers;

² Availability is defined as critical systems being operational and useable during scheduled service hours.

Key Performance Indicators – Output 3.2	2008-09 Target/Measure
	i) e-mail; j) sound reinforcement; and k) DPS applications: <ul style="list-style-type: none"> ▪ SAP; and ▪ PeopleSoft.
Timeliness of incident resolution	Percentage of support requests resolved within service standards as follows (target: 95%): <ul style="list-style-type: none"> a) immediate priority – response 15 minutes, resolution 2 hours; b) high priority – response 30 minutes, resolution 4 hours; c) medium priority – response 30 minutes, resolution 8 hours; and d) as agreed – response 60 minutes, resolution as agreed.
Quantity	
Support services	Number of support services, by category: <ul style="list-style-type: none"> a) support desk calls; b) training services; c) consultations; d) total number of registered users on Parliamentary Computing Network (PCN); e) amount of storage under management; f) emails transmitted across Internet; g) external web accesses from PCN; h) number of telephone calls made; and i) number of facsimiles sent.
Volume of IT services required	Number and percentage change in registered users supported on the PCN.
Price	
IT support infrastructure	Cost per registered user.
Broadcasting support infrastructure	Cost per broadcast hour.
Telecommunications infrastructure	Total costs.
IT infrastructure services	Total cost of sub-output.

Output Group 4: Parliamentary Records Services

Output 4.1: Broadcasting services
Production of an audio-visual record of proceedings of Parliament (including committees) available for broadcasting and archiving.

Key Performance Indicators – Output 4.1	2008-09 Target/Measure
Quality	
Customer satisfaction	High level of customer satisfaction. Number of customer complaints.
Quantity	
Broadcasting services	Hours of material captured on audio-visual record, by category: a) chambers; b) committees (ACT hearings); and c) committees (interstate hearings). Number of other productions. Number of audio-visual services. Number of master control services. Number of requests for extracts of parliamentary broadcast material.
Price	
Broadcasting services	Cost per hour of material captured on audio-visual record, by category: a) chambers; b) committees (ACT hearings); and c) committees (interstate hearings). Cost of other productions. Cost recovery from other productions. Total cost of sub-output.

Output 4.2: Hansard services
Provision of an accurate Hansard record of proceedings of Parliament (including committees).

Key Performance Indicators – Output 4.2	2008-09 Target/Measure
Quality	
Customer satisfaction	High level of customer satisfaction. Number of customer complaints.
Accuracy of transcription	Error rate as notified by customers: a) chambers; and b) committees. (target: maximum of 5 errors per 100 pages transcribed).
Timeliness of transcription	Percentage of transcripts delivered for chambers within the following standards: a) individual draft speeches – two hours after speech finishes; b) electronic proof Hansard reports – within three hours after House rises; c) hard copy proof Hansard reports – available in Parliament House by 8.30am the following sitting day; d) electronic official Hansard – 15 non sitting working days following the last sitting day in the week; and e) hard copy official Hansard – delivered to publisher within 15 non sitting working days following the last sitting day in the week. (target: 95%) Percentage of transcripts delivered for committees within the following standards: a) within 24 hours; b) 1-3 days; c) 3-5 days; and d) over 5 days. (target: 95%). Committee transcripts for priority committees ((a) and (b) above) are negotiated with the Clerk Assistant, Committees.

Key Performance Indicators – Output 4.2	2008-09 Target/Measure
Quantity	
Transcription services	Number of hours transcribed, by category: a) chambers; b) committees (ACT hearings); and c) committees (interstate hearings).
Questions on Notice	Number of pages of answers to Questions on Notice or Questions in Writing in proof Hansard.
Price	
Hansard services	Cost per hour transcribed, by category: a) chambers; b) committees (ACT hearings); and c) committees (interstate hearings). Total cost of sub-output.

Administered items

Administered items – Works programs
<p>Plan, develop and deliver into service:</p> <p>a) a building works program; and</p> <p>b) an artworks conservation and development program.</p> <p>These programs are to support 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.</p>

Key Performance Indicators – Administered items	2008-09 Target/Measure
Quality	
Extent to which design integrity is preserved	<i>Design Integrity Index</i> – the current design features of Parliament House and surrounds, expressed as a percentage of the original design intent (target: 90%).
Extent to which building projects meet agreed objectives	Client acknowledgement that a project has delivered 90% of agreed business objectives (target: 100% of projects).
Extent to which the art collection is developed	Acquisition proposals approved by Art Advisory Committee (target: 100%).
Quantity	
Extent to which building projects are completed on time	Projects are delivered to agreed timetables (target: 100% of projects).
Extent to which the art collection is developed	Number of new art works acquired.
Extent to which art collection is conserved	Number of art works receiving preservation.
Price	
Extent to which building projects are completed on budget	Projects are completed within approved total budget (target: 100%).
Extent to which administered funds are expended on the art collection	Cost of art works preservation. Cost of art collection development.
Extent to which administered funds are expended on building projects	Cost of building projects.

Section 3: Explanatory tables and budgeted financial statements

Section 3 presents budgeted financial statements which provide a comprehensive snapshot of agency finances for the budget year 2008-09.

3.1 EXPLANATORY TABLES

3.1.1 Reconciliation of total available appropriation and outcomes

The Agency Resource Statement (Table 1.1) details the total available appropriation available to an agency from all sources. For departmental operating appropriations (outputs) this includes carry-forward amounts as well as amounts appropriated at Budget. As agencies incur and are funded for future liabilities, generally depreciation and employee entitlements, the total amount of departmental operating appropriation available to an agency is unlikely to be fully utilised in the Budget year. Outcome resource statements include details of the expected use of available resources in contributing towards outcomes in the Budget year. The difference between the agency level resource statement and the sum of all outcome resource statements is the expected carry-forward amount of resources for the 2009-10 Budget year, including amounts related to meeting future obligations to maintain the agency's asset base and to meet employee entitlement liabilities. Table 3.1.1 reconciles the total available departmental appropriation and amounts attributable to all outcomes.

Table 3.1.1: Reconciliation of total available appropriation and outcomes

	\$'000
Total available departmental operating appropriation (outputs)	187,357
Less total attributed in outcome resource statements	122,982
Estimated departmental operating appropriation carry-forward for 2009-10 (outputs)	64,375

3.1.2 Special Accounts

Special accounts provide a means to set aside and record amounts used for specified purposes. Special Accounts can be created by a Finance Minister's Determination under the *Financial Management and Accountability Act 1997* or under separate enabling legislation. Table 3.1.2 shows the expected additions (receipts) and reductions (payments) for each account used by DPS.

Table 3.1.2: Estimates of Special Account cash flows and balances

		Opening balance 2008-09 2007-08	Receipts 2008-09 2007-08	Payments 2008-09 2007-08	Adjustments 2008-09 2007-08	Closing balance 2008-09 2007-08
	Outcome	\$'000	\$'000	\$'000	\$'000	\$'000
Service for other Governments and Non- Agency Bodies (D)	DPS01	0 0	0 0	0 0	0 0	0 0
Total special accounts						
2008-09 Budget estimate		0	0	0	0	0
Total special accounts 2007-08 estimate actual		0	0	0	0	0

(D) = Departmental

3.2 BUDGETED FINANCIAL STATEMENTS

3.2.1 Analysis of budgeted financial statements

Departmental appropriation

The DPS appropriation for 2008-09 is \$116.852m, an increase of \$1.072m over the 2007-08 appropriation of \$115.780m. On the face of these figures it appears that DPS has had an increase in appropriation rather than a reduction from the application of the additional 2% efficiency dividend.

There is a complication in these figures due to an error in the amount appropriated in 2007-08. The amount that should have appeared in the 2007-08 Appropriation Bill was \$116.786m, however there was an error at the then Department of Finance and Administration and the amount included in the Bills was \$0.469m less than the agreed amount ie \$116.317m. The \$0.469m has now been added back to the DPS base in 2008-09 making the 2008-09 appropriation artificially higher by that amount. The 2007-08 appropriation was further reduced by \$0.537m from the application of the increased efficiency dividend on a pro-rata basis ie a reduction of 0.46%.

The net effect of the error, the pro-rata efficiency dividend and the change in the supplementation for depreciation between the two years, explains this apparent "increase" in appropriation. The DPS base appropriation has been reduced in line with the application of the additional 2% efficiency dividend.

Asset replacement

Departmental asset replacement purchases have not been at expected levels over the last few years. However, DPS expects the pace of delivery of approved projects to increase substantially, and up until the end of April 2008 \$15.2m of replacement projects had been approved with a further \$12m set aside for additional stages of those projects.

The lower than budgeted spend on asset replacement explains why the estimated actual depreciation charge for 2007-08 is down on the 2008-09 and forward years' budget estimates.

Administered appropriation

The funding for the asset replacement and refurbishment of Parliament House is provided as assets and liability funding. The funding for 2008-09 reflects the general application of the 2008-09 deflator (allowance for inflation), the efficiency dividend is not applied to these funds. Funding of \$11.446m has been provided in 2008-09 - see Table 1.1.

The slow down in asset replacement has extended to our administered projects. DPS also expects the pace of delivery of administered projects to increase substantially

following the introduction of a new project delivery model and the recruitment of several new project managers.

3.2.2 Budgeted financial statements tables

**Table 3.2.1: Budgeted departmental income statement
(for the period ended 30 June)**

	Estimated actual 2007-08 \$'000	Budget estimate 2008-09 \$'000	Forward estimate 2009-10 \$'000	Forward estimate 2010-11 \$'000	Forward estimate 2011-12 \$'000
INCOME					
Revenue					
Revenues from Government	115,780	116,852	118,266	119,935	120,378
Goods and services	5,021	4,890	5,149	5,480	5,640
Rents	1,200	1,240	1,280	1,310	1,350
Total revenue	122,001	122,982	124,695	126,725	127,368
Gains					
Sale of assets	40	40	40	40	40
Other	179	179	180	180	180
Total gains	219	219	220	220	220
Total income	122,220	123,201	124,915	126,945	127,588
EXPENSE					
Employees	64,800	63,223	63,871	64,856	65,307
Suppliers	41,775	42,001	42,367	42,920	44,057
Depreciation and amortisation	13,000	17,798	18,497	18,989	18,044
Other	179	179	180	180	180
Total expenses	119,754	123,201	124,915	126,945	127,588
Surplus (deficit) attributable to the Australian Government	2,466	0	0	0	0

Prepared on Australian Accounting Standards basis.

**Table 3.2.2: Budgeted departmental balance sheet
(as at 30 June)**

	Estimated actual 2007-08 \$'000	Budget estimate 2008-09 \$'000	Forward estimate 2009-10 \$'000	Forward estimate 2010-11 \$'000	Forward estimate 2011-12 \$'000
ASSETS					
Financial assets					
Cash and equivalents	1,457	1,457	1,457	1,457	1,457
Trade and other Receivables	64,808	57,633	50,227	43,655	37,104
Total financial assets	66,265	59,090	51,684	45,112	38,561
Non-financial assets					
Infrastructure, plant and equipment	41,482	49,884	58,674	66,858	74,853
Inventories	233	200	200	200	200
Intangibles	5,516	5,314	4,827	4,054	3,714
Other	950	934	936	936	936
Total non-financial assets	48,181	56,332	64,637	72,048	79,703
Total assets	114,446	115,422	116,321	117,160	118,264
LIABILITIES					
Provisions					
Employees	18,534	19,504	20,383	21,224	22,321
Total provisions	18,534	19,504	20,383	21,224	22,321
Payables					
Suppliers	2,574	2,580	2,600	2,598	2,605
Total payables	2,574	2,580	2,600	2,598	2,605
Total liabilities	21,108	22,084	22,983	23,822	24,926
Net assets	93,338	93,338	93,338	93,338	93,338
EQUITY*					
Parent entity interest					
Contributed equity	85,976	85,976	85,976	85,976	85,976
Reserves	1,378	1,378	1,378	1,378	1,378
Retained surpluses or accumulated deficits	5,984	5,984	5,984	5,984	5,984
Total equity	93,338	93,338	93,338	93,338	93,338
Current assets	67,448	60,224	52,820	46,248	39,697
Non-current assets	46,998	55,198	63,501	70,912	78,567
Current liabilities	19,039	19,920	20,731	21,487	22,483
Non-current liabilities	2,069	2,164	2,252	2,335	2,443

* 'Equity' is the residual interest in assets after deduction of liabilities.

Prepared on Australian Accounting Standards basis.

**Table 3.2.3: Budgeted departmental statement of cash flows
(for the period ended 30 June)**

	Estimated actual 2007-08 \$'000	Budget estimate 2008-09 \$'000	Forward estimate 2009-10 \$'000	Forward estimate 2010-11 \$'000	Forward estimate 2011-12 \$'000
OPERATING ACTIVITIES					
Cash received					
Goods and services	6,236	6,130	6,430	6,790	6,990
Appropriations	109,024	123,897	125,671	126,507	126,930
Other	5,006	6,724	6,691	6,708	6,751
Total cash received	120,266	136,751	138,792	140,005	140,671
Cash used					
Employees	62,869	62,253	62,992	64,015	64,209
Suppliers	46,437	48,538	49,040	49,630	50,802
Total cash used	109,306	110,791	112,032	113,645	115,011
Net cash from or (used by) operating activities	10,960	25,960	26,760	26,360	25,660
INVESTING ACTIVITIES					
Cash received					
Proceeds from sales of property, plant and equipment	40	40	40	40	40
Total cash received	40	40	40	40	40
Cash used					
Purchase of property, plant and equipment	11,000	26,000	26,800	26,400	25,700
Total cash used	11,000	26,000	26,800	26,400	25,700
Net cash from or (used by) investing activities	10,960	25,960	26,760	26,360	25,660
Net increase or (decrease) in cash held	0	0	0	0	0
Cash at the beginning of the reporting period	1,457	1,457	1,457	1,457	1,457
Cash at the end of the reporting period	1,457	1,457	1,457	1,457	1,457

Prepared on Australian Accounting Standards basis.

Table 3.2.4: Departmental statement of changes in equity — summary of movement (Budget year 2008-09)

	Retained earnings	Asset revaluation reserve	Other reserves	Contributed equity/capital	Total equity
	\$'000	\$'000	\$'000	\$'000	\$'000
Opening balance as at 1 July 2008					
Balance carried forward from previous period	5,984	1,378	0	85,976	93,338
Surplus (deficit) for the period	0	0	0	0	0
Estimated closing balance as at 30 June 2009					
	5,984	1,378	0	85,976	93,338

Prepared on Australian Accounting Standards basis.

Table 3.2.5: Schedule of budgeted income and expenses administered on behalf of Government (for the period ended 30 June)

	Estimated actual 2007-08 \$'000	Budget estimate 2008-09 \$'000	Forward estimate 2009-10 \$'000	Forward estimate 2010-11 \$'000	Forward estimate 2011-12 \$'000
INCOME ADMINISTERED ON BEHALF OF GOVERNMENT					
Revenue					
Gains					
Sale of assets	1	1	1	1	1
Total income administered on behalf of Government	1	1	1	1	1
EXPENSES ADMINISTERED ON BEHALF OF GOVERNMENT					
Depreciation and amortisation	18,534	18,618	18,772	18,927	19,074
Total expenses administered on behalf of Government	18,534	18,618	18,772	18,927	19,074

Table 3.2.6: Schedule of budgeted assets and liabilities administered on behalf of Government (as at 30 June)

	Estimated actual 2007-08 \$'000	Budget estimate 2008-09 \$'000	Forward estimate 2009-10 \$'000	Forward estimate 2010-11 \$'000	Forward estimate 2011-12 \$'000
ASSETS ADMINISTERED ON BEHALF OF GOVERNMENT					
Financial assets					
Receivables	14,582	9,621	4,879	140	102
Total financial assets	14,582	9,621	4,879	140	102
Non-financial assets					
Land and buildings	1,636,594	1,634,316	1,631,932	1,629,655	1,622,825
Infrastructure, plant and equipment	4,453	3,649	2,838	2,022	1,159
Other	59,819	60,729	61,639	62,549	63,459
Total non-financial assets	1,700,866	1,698,694	1,696,409	1,694,226	1,687,443
Total assets administered on behalf of Government	1,700,866	1,698,694	1,696,409	1,694,226	1,687,443
LIABILITIES ADMINISTERED ON BEHALF OF GOVERNMENT					
Payables					
Suppliers	24	63	63	66	28
Total payables	24	63	63	66	28
Total liabilities administered on behalf of Government	24	63	63	66	28

**Table 3.2.7: Schedule of budgeted administered cash flows
(for the period ended 30 June)**

	Estimated actual 2007-08 \$'000	Budget estimate 2008-09 \$'000	Forward estimate 2009-10 \$'000	Forward estimate 2010-11 \$'000	Forward estimate 2011-12 \$'000
OPERATING ACTIVITIES					
Cash received					
Net GST received	700	1,645	1,649	1,674	1,229
Total cash received	700	1,645	1,649	1,674	1,229
Cash used					
Suppliers	700	1,645	1,649	1,674	1,229
Total cash used	700	1,645	1,649	1,674	1,229
Net cash from or (used by) operating activities	0	0	0	0	0
INVESTING ACTIVITIES					
Cash received					
Proceeds from sales of property, plant and equipment and intangibles	1	1	1	1	1
Total cash received	1	1	1	1	1
Cash used					
Purchase of property, plant and equipment and intangibles	7,000	16,446	16,487	16,744	12,291
Total cash used	7,000	16,446	16,487	16,744	12,291
Net cash from or (used by) investing activities	-6,999	-16,445	-16,486	-16,743	-12,290
Net increase or (decrease) in cash held	-6,999	-16,445	-16,486	-16,743	-12,290
Cash at beginning of reporting period	0	0	0	0	0
Cash from Official Public Account for:					
- Assets and liability appropriations	7,000	16,446	16,487	16,744	12,291
Cash to Official Public Account for:					
- Other	1	1	1	1	1
Cash at end of reporting period	0	0	0	0	0

Prepared on Australian Accounting Standards basis.

GLOSSARY

Term	Meaning
AFP-UP	AFP-Uniformed Protection – A part of the AFP's Protection portfolio, AFP-Uniformed Protection (AFP-UP) ensures that individuals and interests identified, by the Commonwealth, to be at risk are kept safe and have their dignity preserved. AFPUP provides protective security for Commonwealth Government facilities (including Parliament House) and personnel in a variety of locations throughout Australia and overseas.
ParlInfo	An information storage and retrieval system used to manage and provide public access to a wide range of parliamentary information, including Bills, Hansard, information collected or generated in the Library, and other Parliamentary papers.
PSS	The Parliamentary Security Service – PSS staff provide access control and security screening at all entrance points and a mobile and static security presence throughout the rest of Parliament House, including the chambers and the public galleries. The PSS also provide security services to functions, visits and other significant activities within Parliament House.