

## PART 2 – DEPARTMENTAL OVERVIEW

## Part 2—Departmental overview

### 2.1 Introduction

The Department of Parliamentary Services (DPS) is one of three departments which comprise the Parliamentary Service and directly support the operation of Parliament. The President of the Senate and the Speaker of the House of Representatives (the Presiding Officers) have joint responsibility for the department under the *Parliamentary Service Act 1999*.

The Secretary, Ms Hilary Penfold QC, is responsible to the Presiding Officers for the management of the department.

### 2.2 Departmental Outcome Statement

The Presiding Officers have approved the following Outcome statement for DPS:

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

### 2.3 Departmental structure

Before the amalgamation, each of the three joint departments was organised into groups headed by executives at the SES 1 level, as follows:

Department of the Parliamentary Library (DPL)

- Information and Research Services
- Resource Management

Department of the Parliamentary Reporting Staff (DPRS)

- Client Services
- Technical Services
- Corporate and Strategic Development

Joint House Department (JHD)

- Operations
- Security
- Corporate

The Secretary of DPRS also acted as the Secretary of DPL.

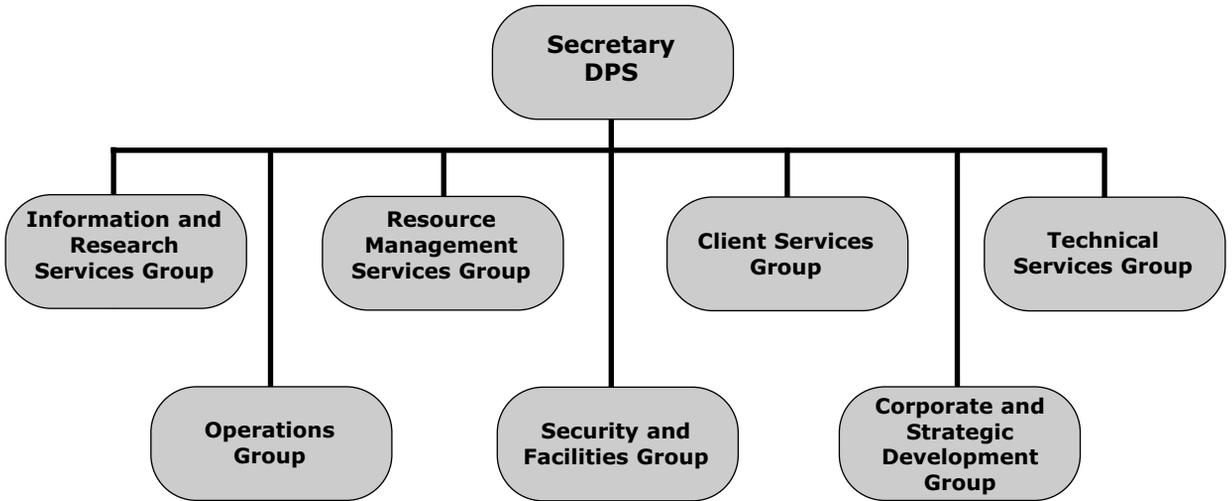
On the abolition of the three joint departments, the SES head of the JHD Corporate Group accepted a voluntary redundancy, and the Facilities Management section of that group was transferred to the Security group; and the SES head of the DPL Resource Management group (which had corporate services responsibilities for DPL) agreed to accept a voluntary redundancy with effect from July 2004. At that stage it seemed possible that a Parliamentary Librarian would be appointed by July.

On the creation of the new department, the corporate services staff from each of the three former departments were moved into a single group headed by Mr John Walsh, who had been Group Manager, Corporate and Strategic Development in DPRS.

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### Departmental Structure

The department consists of seven groups as shown in the diagram below.



Some of these group names were changed at the end of the year, as follows (the old names are used throughout this report):

**Figure 1—Group Name Changes**

Former Name	New Name
Resource Management Services	Library Resources and Media Services
Client Services	Client Support, Broadcasting and Hansard
Technical Services	Information Technology and Communications Services
Operations	Building Management
Corporate and Strategic Development	Corporate

Apart from this restructure, many of the arrangements in place in the former departments have been maintained while integration issues are worked through carefully and with appropriate consultation. For instance:

- Chief Executive Instructions (CEIs) and Chief Executive Procedures (CEPs) in place in the former departments have remained in effect for the transactions to which they would have applied apart from the amalgamation, while new CEIs and CEPs are prepared. These will take account of our new financial management arrangements.

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- The two different Financial Management Information Systems (FMISs) used in the former departments (SAP and Oracle) continued to be used by different parts of the department during the year. On 1 July 2004 the whole department adopted SAP as our FMIS. This decision was influenced by JHD's use of SAP, not just as an FMIS but also as a Corporate Management Information System, using SAP's maintenance management and project management modules.
- The four Certified Agreements (CAs) covering different groups of staff (two from JHD and one each for the other departments) will continue to cover relevant groups of staff until they expire in 2005 or early 2006.
- The two different HR information systems (HRIS) used in the former departments (CHRIS and PeopleSoft) continued to be used by different parts of the department during the year. We are close to making a choice between the two systems, but will probably continue to use the two systems while we continue to work under multiple CAs.
- Management reporting arrangements used in each of the former departments have continued to be used. New arrangements will depend on our new governance and business planning arrangements.

### **2.4 Departmental services**

The work done, and services provided, by each of the seven groups, is set out below.

#### *2.4.1 Information and Research Services Group*

The Information and Research Services Group (IRS) provides information, analysis and advice to the Parliament. Provision of these services is facilitated through the Central Enquiry Point.

Information, research and analysis services are provided to Senators and Members and their staff, committees and the parliamentary departments to support parliamentary or representational duties (services are not provided to constituents or for commercial or educational purposes). Information, research and analysis services are provided in three ways.

Commissioned information and research services are individually tailored responses to requests for background information or critical analysis or policy development on any issue before the Parliament. Responses may be requested as oral briefings or brief memoranda or analytical papers. The responses are prepared by researchers in seven subject sections:

- Economics, Commerce and Industrial Relations
- Foreign Affairs, Defence and Trade
- Law and Bills Digest
- Politics and Public Administration
- Science, Technology, Environment and Resources
- Social Policy
- Statistics.

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As well as responding to individually-commissioned requests, IRS staff prepare briefs (including Bills Digests and research briefs, chronologies, electronic briefs and Internet Resource Guides) which are available to all parliamentary clients and generally through the Internet to the public.

IRS also provides specialist help for parliamentary clients by supplying information on any issue, either directly, or by identifying resources for self-help access. The information may be supplied in a variety of electronic and print formats and is drawn from newspapers, television and radio programs, journals, books, in-house and commercial databases, the Internet and intranet and, if necessary, through inter-library loans. Significant parliament-specific resources have been developed in all subject areas; most of these resources are accessible to clients through ParlInfo (the parliamentary database) or the intranet, including, for example, The Electorate Atlas. Print collections are maintained of pre-2000 newspaper clippings, Commonwealth legislative and parliamentary materials, historic Hansards, bills and explanatory memoranda and party political material.

IRS provides an alert service to clients based on personal subject profiles, and also provides seminars, displays and systems and content training as required.

### *2.4.2 Resource Management Services Group*

The Resource Management Services Group (RMS) acquires, maintains and facilitates access to the library's electronic and print information resources. Information resources include monographs, serials, information databases, Internet-based publications, off-air recordings, transcripts and related materials. RMS also maintains the physical collection, including an electronic index to Parliamentary Papers.

RMS provides the Electronic Media Monitoring Service, which enables Senators, Members and parliamentary committees to access the content of broadcast news and current affairs programs that relate to their parliamentary and representational duties.

RMS selects, compiles, maintains and indexes material for the 10 library information databases on ParlInfo, an Australian Parliamentary information service on the Internet. RMS produces a weekly list of significant new material received and assists with client and staff training and orientation.

RMS develops, maintains and administers the library's dedicated Information and Communications Technology (ICT) systems. This includes managing the Parliament House, DPS and library Internet and intranet sites, and providing project management and advice on ICT and information management to the library.

### *2.4.3 Client Services Group*

The Client Services Group (CSG) is the first point of contact for first line support for information technology, broadcasting and Hansard services. The Client Services Desk operates from Monday to Friday from 8.00 am to 7.00 pm.

CSG produces and distributes an annual average of 1,500 hours of television, radio and webcast content of the Senate and House of Representatives chambers and the Main Committee of the House of Representatives, and an annual average of 2,500 hours of committee proceedings. It also produces the House Monitoring Service (HMS), a multi-channel radio and television system available within Parliament House.

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These services are sound reinforced, and include systems for the hearing impaired in certain locations.

CSG offers television and radio production facilities to Senators and Members; these include a fully equipped studio complex and video editing facilities, audio-visual support services for parliamentary events, video conferencing and teleconferencing facilities, and video and audio copies of parliamentary proceedings.

CSG staff transcribe and publish Hansard reports of proceedings in the Senate, the House of Representatives and the Main Committee of the House of Representatives, and produce transcripts of parliamentary committee hearings and some ministerial or parliament-related conferences. CSG also produces media transcripts for Senators and Members on request.

CSG also provides classroom and one-to-one training and documentation for supported information technology products and those developed specifically for Parliament; courses are also developed to meet the needs of specific groups. CSG staff provide personalised assistance on request to Senators and Members, their staff and staff of the parliamentary departments to help them to make more productive and efficient use of the IT services that DPS supports. The bureau service is a self-help facility which provides Senators and Members with access to certain software and hardware which may not be available in their own offices. Services include scanning, creation of CDs and DVDs and file conversion.

### *2.4.4 Technical Services Group*

The Technical Services Group (TSG) is responsible for providing technical support for the Parliament's information and communications (ICT) and broadcasting systems. TSG is also responsible for the delivery and maintenance of new or enhanced systems. CSG provides first line client support for these systems.

TSG provides Parliament-wide ICT infrastructure and systems. This allows over 4,000 registered users of the parliamentary network to have secure access to parliamentary resources, documents and materials through integrated desktop facilities, email, intranet and the Internet. TSG also provides remote and mobile access to the central computing networks and manages the gateway to the network that connects Senators' and Members' Parliament House offices to their electorate offices (this network is managed by the Department of Finance and Administration).

Telecommunications services are managed by TSG, supporting 4.7 million telephone calls and 3.9 million faxed pages annually.

Technical support for television, radio and internet broadcast systems is provided by TSG, which also supports the sound reinforcement systems in the Senate and House of Representatives chambers, and the committee rooms.

TSG supports other electronic services including division lights, bells, clocks, Senators' and Members' pagers and the public address and emergency warning intercom systems.

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### 2.4.5 Operations Group

The Operations Group (OG) provides asset and environmental management services for Parliament House.

OG provides strategic direction for the maintenance and development of Parliament House, primarily through a 100-year strategic plan (with more detailed 20- and 5-year plans) for replacing administered asset components, changing assets to suit changing use requirements and/or extending the useful life of assets. It also develops specific strategic plans that flow out of this master document, for example the furniture management strategy. This strategy combines furniture maintenance, conservation and replacement programs for furniture that was designed and built specifically for Parliament House.

OG develops annual building work programs and specifications based on the strategic plans and client requirements. The work programs are delivered using various approaches including project management, construction management and lump sum contracts. Operations Group manages all work programs to ensure that works are delivered on time and within budget, and meet the client's needs, and that the design integrity of Parliament House is maintained appropriately.

OG prepares an annual preventative maintenance program that is delivered through a combination of in-house staff and contracted service providers. This includes maintenance of the major building systems such as air conditioning, lighting systems, lifts, emergency power systems, building management systems and the maintenance of building fabric.

Building systems are monitored by OG to ensure that they are progressing through their life cycle as expected, and that back-up systems are available to provide support if needed. Building fabric condition is monitored to ensure that it remains within a specified range of its original condition. Detailed information on the building and its systems is maintained by OG.

OG also provides a breakdown repair and maintenance service including a 24 hour a day, 7 day a week help desk.

OG has a lead role in the management of the Parliament House environment. It develops and implements strategies to reduce the impact that Parliament House has on the environment, including putting in place measures from the energy and water strategies to ensure that greenhouse gas emission targets and water restriction levels are met. OG coordinates the environmental effort of the department, and increasingly of the whole of Parliament.

OG provides a high-quality working environment for all Members, Senators, staff and visitors by monitoring and controlling air quality and by maintaining 23 hectares of landscape.

OG coordinates the acquisition of works for the Parliament House Art Collection, manages conservation of the Collection, and provides access to artwork for the offices of Senators and Members, and for staff and visitors through the circulation and public area displays. It also administers the Historic Memorials Collection, under the Historic Memorials Committee, and the Gift Collection.

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### 2.4.6 Security and Facilities Group

The Security and Facilities Group (SFG) provides a range of services to occupants and visitors to Parliament House. The range includes security and emergency services, facilities management, information and promotional services and a variety of occupant services including health and wellbeing and the storage and movement of goods.

#### **Security**

SFG provides security services through a layered approach.

Externally, the Australian Protective Service (APS) is contracted to provide a constant presence of mobile and static patrols. Mobile patrols are provided by officers in vehicles, on bicycles and using explosive detection dogs. APS officers deal with protests and demonstrations within the precincts and also provide an armed first response capability for Parliament House.

Internally, Parliamentary Security Service (PSS) officers provide access control and security screening at the seven entrance points and a mobile and static security presence throughout the building including the chambers and the public galleries. Access control and security screening involves the use of metal detectors and x-ray machines to screen all incoming people, goods and mail. Internal and external security is supported by closed-circuit television (CCTV) and a variety of electronic security systems.

Emergency responses within Parliament House are managed by the security organisation, supported by wardens from all parliamentary departments. PSS officers operate a central control facility that monitors the security systems and coordinates all security and emergency responses. PSS officers are also trained to provide emergency first aid.

SFG administers the Parliament House pass system, and acquires and maintains a range of security and emergency equipment, including access control systems, CCTV, electronic security equipment, and fire fighting systems. SFG is also responsible for developing and implementing security and emergency policy and response protocols for Parliament House, and for pursuing any capital works required by the changing security environment or new security policies.

#### **Facilities**

Facilities management involves administering the Presiding Officers' policies on the use of Parliament House facilities by building occupants and members of the public. It also covers providing catering and cleaning services and pest control in the building through contracts with outsourced providers. SFG also manages the licences relating to those parts of the building which are occupied by tenants under commercial rental arrangements. Tenants include the Press Gallery, Westpac Bank, Synergi travel agent, Aussie's General Store, the Post Office, a hairdresser and a florist.

SFG provides a range of visitor services including regular and special guided tours for visitors to the building and tours and presentations for visiting school groups. SFG coordinates events such as the annual Parliament House Open Day and Floriade tours. SFG also operates the Parliament Shop, which sells a range of Parliament House souvenirs and other specialty Australian-made goods.

SFG provides a limited range of health services to building occupants through the Nurses Centre and operates the Health and Recreation Centre, which offers building occupants access to a gymnasium and other facilities such as squash courts, tennis courts,

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swimming pool, fitness classes and other health-related activities. SFG is currently examining options to improve the availability of childcare services to building occupants.

SFG manages the Parliament House Loading Dock, which is responsible for the distribution of incoming goods throughout the building and the storage of surplus furniture and equipment. The Loading Dock also provides recycling and waste disposal services for the building.

### *2.4.7 Corporate and Strategic Development Group*

The Corporate and Strategic Development Group (CSD) provides services in support of the other Groups that make up DPS.

CSD develops policy and provides advice on a range of human resource issues including pay and conditions of service, recruitment, training and development, performance management, workplace diversity, implementation of the Commonwealth disability strategy, occupational health and safety (OHS), workplace relations and codes of conduct. It provides relevant analysis and reports on these issues, and ensures compliance with legislative requirements.

CSD maintains the HRIS system and administers pay and conditions of services for DPS staff. It supports line areas in the recruitment of staff by advertising vacancies, assisting with interview and selection, coordinating induction and probation arrangements and conducting exit interviews. It provides training and development opportunities by a combination of in-house and external providers. It develops tools and provides advice to assist line areas fulfil performance management and succession planning responsibilities.

CSD coordinates the departmental OHS effort through the use of the SafetyMap system, for which it has external accreditation. It also provides secretariat support to the OHS committee. It coordinates workers' compensation claims, compensation case management and return-to-work programs, and administers the Comcare trust account. CSD manages the Employee Assistance Program contract.

CSD supports the CA and Australian Workplace Agreement (AWA) processes, and handles other workplace relations issues. It maintains the position classification standards that assist line areas in job design and determining competency requirements. The section administers grievance matters, reviews of actions and code of conduct/discipline matters.

CSD coordinates the development of Portfolio Budget Statements and Annual Reports. It coordinates and advises on the development and implementation of corporate and business planning and risk management processes, including through preparation of a range of plans, reports and other documents. CSD develops and reviews corporate strategies and is responsible for developing and implementing a continuous improvement framework. CSD supports the Audit Committee and other committees.

CSD provides advice to the Executive, Assistant Secretaries and other managers on a range of financial issues including compliance with statutory requirements. It promulgates the Chief Executive Instructions and delegations for this purpose. It coordinates external and internal budgeting and provides monthly management reporting and statutory reporting, including annual financial statements.

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CSD receives and pays accounts, manages cash and payment of travel allowance, and tracks and reports on departmental assets. It also provides office services (including providing office equipment from endorsed suppliers) and records management.

CSD provides advice on a range of procurement issues. It develops, implements and interprets procurement and contract management policies, and ensures that legislative, regulatory and procedural obligations are consistently observed. This includes statutory reporting obligations covering gazettal of purchases, Senate Order listings, annual report consultancy listings, maintenance of the contracts database and monitoring *Financial Management and Accountability Act 1997* Regulation 10 matters.

CSD also provides a service to operational areas of the department in relation to specialised purchasing, contract development, procurement advice and tendering to ensure that value for money is being achieved.

