

## **PART 2—Departmental overview**

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#### **Introduction**

76 The Department of Parliamentary Services (**DPS**) is one of three departments which comprise the Parliamentary Service.

77 The Secretary, under the Presiding Officers of the Parliament (the President of the Senate and the Speaker of the House of Representatives), is responsible for managing DPS and providing advice to the Presiding Officers on matters relating to DPS.

#### **Departmental outcome statement**

78 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.

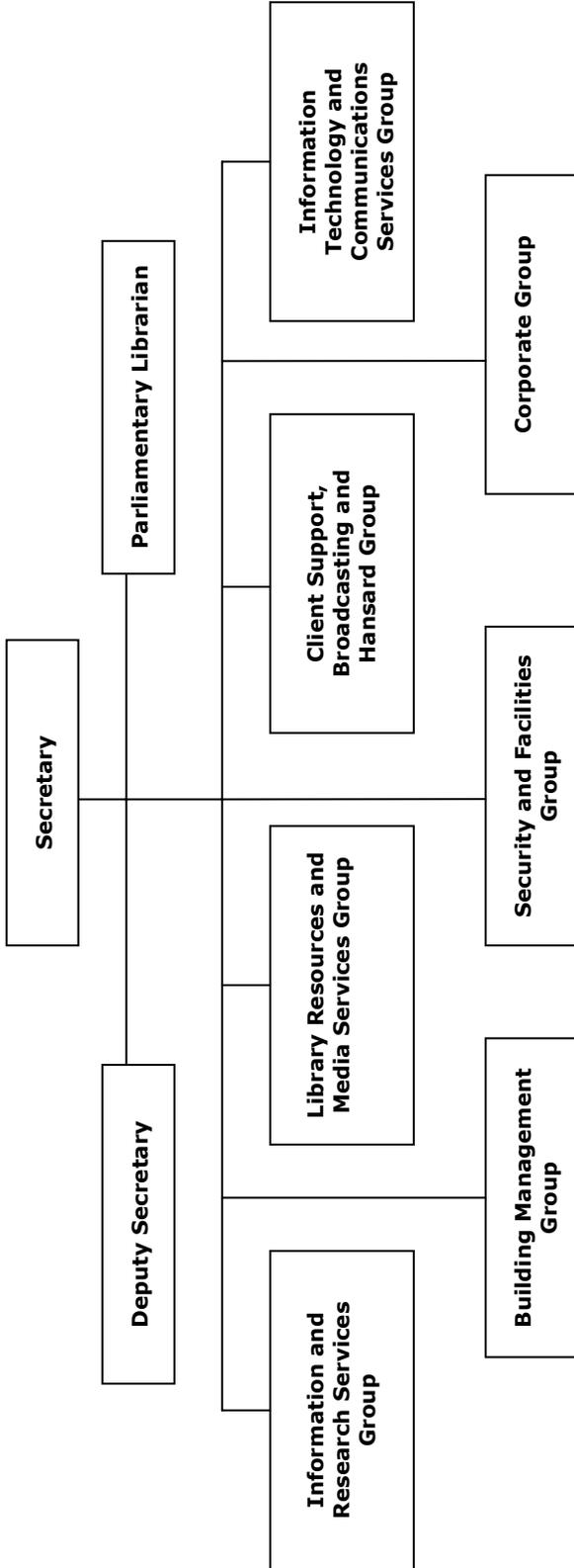
#### **Departmental structure**

*Departmental structure as at 30 June 2005*

79 The department consists of seven Groups as shown in the following diagram.

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**DPS Departmental structure June 2005**



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### *Departmental restructuring*

80 In March 2005 the Secretary proposed a restructure of the department. The restructure is focused on changing the way DPS develops and delivers its services, rather than on an examination of the services themselves.

81 The certified agreement approved in July 2005 provides for continuous improvement reviews of the operations and resources of each group within DPS, over the life of the agreement. It is anticipated that the restructure and improvement reviews will occur concurrently until completed, and that they will complement each other.

82 One of the fundamentals of the restructure is that similar processes such as project management should be consistently applied and managed. The outcome is expected to be greater transparency and accountability, better allocation of resources and improved flexibility, responsiveness and interaction with our clients.

83 A development and implementation team, made up of DPS staff seconded on either a permanent or part-time basis, is developing the details of the proposed restructure. An important first job was to establish an implementation plan setting out timelines, a list of factors critical to the success of the restructure, a list of potential implementation risks and an associated risk mitigation plan.

84 The team will also develop a staff management strategy. This strategy will define the process by which staff moves are handled as a result of the restructure.

85 Input from DPS staff will be sought as part of an ongoing consultation process. Progress will be reported to the DPS Consultative Forum for the life of the project.

### **Departmental services**

86 The work done, and services provided, by each of the seven Groups as they were organised during the reporting year is set out below.

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*Information and Research Services Group*

87 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.

88 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.

89 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:

- (a) Economics, Commerce and Industrial Relations;
- (b) Foreign Affairs, Defence and Trade;
- (c) Law and Bills Digest;
- (d) Politics and Public Administration;
- (e) Science, Technology, Environment and Resources;
- (f) Social Policy;
- (g) Statistics.

90 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.

91 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

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resources have been developed in all subject areas; most of these resources are accessible to clients through ParlInfo (the parliamentary database) or the intranet. Print collections are maintained of pre-2000 newspaper clippings, Commonwealth legislative and parliamentary materials, historic Hansards, bills and explanatory memoranda and party political material.

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

### *Library Resources and Media Services Group*

93 The Library Resources and Media Services Group (**LRMS**) 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. LRMS also maintains the physical collection, including an electronic index to Parliamentary Papers.

94 LRMS 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.

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

96 LRMS 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.

### *Client Support, Broadcasting and Hansard Group*

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

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(8.00pm during Daylight Saving in Canberra, to ensure that service is available until 5.00pm in Western Australia).

98 CSBH 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, a multi-channel radio and television system available within Parliament House. These services are sound reinforced, and include systems for the hearing impaired in certain locations.

99 CSBH 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.

100 CSBH 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. CSBH also produces media transcripts for Senators and Members on request.

101 CSBH 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. CSBH 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 ICT 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.

### *Information Technology and Communications Services Group*

102 The Information Technology and Communications Services Group (**ITACS**) is responsible for providing technical support for the Parliament's information, communications and broadcasting systems. ITACS is also responsible for the delivery and maintenance of new or

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enhanced systems. CSBH provides first line client support for these systems.

103 ITACS 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. ITACS 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).

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

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

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

### *Building Management Group*

107 The Building Management Group (**BMG**) provides asset and environmental management services for Parliament House.

108 BMG 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 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.

109 BMG develops annual building work programs and specifications based on the strategic plans and client requirements.

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The work programs are delivered using various approaches including project management, construction management and lump sum contracts. Building Management 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.

110 BMG 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.

111 Building systems are monitored by BMG 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 BMG.

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

113 BMG 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. BMG coordinates the environmental effort of the department, and increasingly of the whole of Parliament.

114 BMG 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.

115 BMG 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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### *Security and Facilities Group*

116 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**

117 SFG provides security services through a layered approach.

118 The Protective Service section of the Australian Federal Police (AFP-PS) is contracted to provide a security service within the Parliamentary Precincts which consists of a constant presence of mobile and static patrols. Mobile patrols are provided by officers in vehicles, on bicycles and using explosive detection dogs. AFP-PS officers deal with security incidents within the precincts and provide an armed first response capability for Parliament House. The AFP-PS also provides security services within the Ministerial Wing (except for entry screening procedures at the entrances) and provides security to the Prime Minister's Suite and the Cabinet Suite.

119 The Parliamentary Security Service (**PSS**) officers provide access control and security screening at all entrance points and a mobile and static security presence throughout the remainder of 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 incoming people, goods and mail. Internal and external security is supported by closed-circuit television (**CCTV**) and a variety of electronic security systems.

120 Emergency responses within Parliament House are managed by the security section, supported by wardens from all parliamentary departments. Members of the security section chair and provide secretariat support to the Emergency Control Committee, and maintain the Building Emergency Procedures. 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.

121 SFG administers the Parliament House pass system, and acquires and maintains a range of security and emergency equipment, including access control systems, CCTV, electronic

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security equipment, and fire fighting systems. SFG is also responsible for developing security policy through the Security Management Board, for implementing security and emergency policy, procedures and response protocols for Parliament House, and for pursuing any capital works required by the changing security environment or new security policies.

### **Facilities**

122 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, TQ3 Navigant travel agent, Aussie's General Store, the Post Office, a hairdresser, a physiotherapist and a florist.

123 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.

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

125 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.

### *Corporate Group*

126 The Corporate Group (**CG**) provides services in support of the other Groups that make up DPS.

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127 CG 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.

128 CG maintains the HRMIS 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.

129 CG 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. CG manages the Employee Assistance Program contract.

130 CG supports the Certified Agreement and Australian Workplace Agreement 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 and any other discipline matters.

131 CG 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. CG develops and reviews corporate strategies and is responsible for developing and implementing a continuous improvement framework. CG supports the Audit Committee and other committees.

132 CG 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's

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Instructions and delegations for this purpose. It coordinates external and internal budgeting and provides monthly management reporting and statutory reporting, including annual financial statements.

133 CG 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) and records management.

134 CG 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.

135 CG 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.