PART 5—Management and accountability

Overview

370   This Part provides information on the department's management and corporate governance practices, and how it meets its accountability obligations.

Corporate governance

Introduction

371   The Presiding Officers of the Parliament—the President of the Senate and the Speaker of the House of Representatives—have joint powers in relation to the Department of Parliamentary Services (**DPS**), similar, but not identical, to those of the Minister administering a Department of State.

372   The Presiding Officers are assisted by several committees, including the joint House Committee, the joint Library Committee and the Presiding Officers' Information Technology Advisory Group (**POITAG**). The role of each of these committees is outlined below.

Committees advising the Presiding Officers

Joint House Committee

373   The joint House Committee consists of the members of the House Committees of the Senate and the House of Representatives. Members of those committees are appointed under Senate Standing Order 21 and House of Representatives Standing Order 327 respectively. The two committees meet jointly as the joint House Committee.

374   The Committee advises the Presiding Officers on the provision of services and amenities to Senators, Members and staff located in Parliament House.

Joint Library Committee

375   The Senate and the House of Representatives choose their own Library Committees, which meet together as the joint Library Committee. Its terms of reference are to advise the Presiding Officers on major policy matters relating to the Parliamentary

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Library's role, including client services and corporate planning, and on performance and evaluation matters.

Presiding Officers' Information Technology Advisory Group

376   The Presiding Officers' Information Technology Advisory Group provides a forum for Senators and Members to contribute to and guide IT strategies and development in the Parliament

DPS committees

Audit Committee

377   One of the primary mechanisms for testing departmental frameworks and controls is through the internal audit program, overseen by the DPS Audit Committee. The Secretary has appointed an independent chair of the Committee and the Deputy Secretary and three Assistant Secretaries as members.

378   The functions of the Committee are set out in DPS Governance Paper No. 7, issued in August 2004. These are to:

(a)   request the preparation of any such audit plan as the Committee considers necessary, including the annual or strategic audit plans;

(b)   oversee internal audit programs and coordinate with the DPS audit programs conducted by the Australian National Audit Office (ANAO);

(c)   monitor external audit activities of the ANAO or special reviews such as those conducted by a parliamentary committee or the Ombudsman;

(d)   review any audit report that involves any matter of concern to the Secretary or other senior management in DPS, and advise the Secretary on action to be taken;

(e)   advise the Secretary on the preparation and review of DPS's financial statements;

(f)   monitor DPS's risk management framework, and the implementation of risk management principles and practices within DPS;

(g)   consider and contribute to the implementation of fraud control measures; and

    (h)   identify and disseminate good practices.

379   Much of the audit committee's work in 2004-05 has revolved around a compliance audit program that has reviewed most of the department's major control mechanisms. The program has tested both the policies and application of these control mechanisms and provided advice on improvements and further development.

Executive Committee

380   The Secretary is assisted in the management of the Department by the Executive Committee which includes all the SES staff of the department. This committee is the primary approving authority for the development and implementation of the DPS governance framework and associated processes, including risk management and business planning. The committee also deals with a range of policy matters in areas such as OHS, environmental issues, and departmental organisation.

The committee also acts as a communication tool and venue for discussing major departmental events.

Finance Committee

381   During the year a Finance Committee was established that consists of the Secretary, the Deputy Secretary and the Chief Financial Officer. The Parliamentary Librarian, when appointed, may become a member of that committee, but this will depend on the detail of the resource agreement between the Secretary and the Parliamentary Librarian, in particular the degree of integration of the Library's budget with the budget for the rest of DPS.

382   The role of the Committee is to:

    (a)   allocate annual budgets, and reallocate funding during the year as required;

    (b)   monitor financial performance, including consideration of monthly reports;

    (c)   allocate asset replacement and administered funds; and

    (d)   monitor the progress of approved projects for expenditure of asset replacement and administered funds.

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383   The committee commenced regular meetings in February 2005. Its first major tasks were decisions on project funding for 2005-06 and more generally the allocation of the 2005-06 DPS budget.

Other governance matters

Risk management policy and framework

384   The former departments had varying levels of risk management integrated in their governance arrangements. In order to gain a common approach across DPS, the Secretary initiated development of a replacement risk management policy and framework. The aim is to ensure that:

> (a)   all significant risks faced by DPS are understood and properly managed;
>
> (b)   DPS's Executive and SES staff have a common understanding and approach to risk management;
>
> (c)   all staff are aware of DPS's risk management approach and practices; and
>
> (d)   risk assessment and risk management are integral parts of the decision-making process in DPS.

385   An extensive consultation process with the Groups, followed by Executive Committee consideration, has resulted in the development of an agreed risk management policy and framework. This was approved by the Executive Committee in June 2005.

386   Implementation of the policy and framework commenced concurrently with its development. The Executive Committee has so far met three times, and further meetings are scheduled, to consider strategic risks faced by the department. Risks identified have been documented and assessed, and further treatments are currently being considered.

387   Implementation also includes each Group undertaking risk assessments, and reconsidering previously identified risks, to ensure the assessments and controls remain valid, or are updated as required. This is an important ongoing process that is included in the DPS business planning and reporting framework.

388   Another important component of the policy and framework is the identification of 13 risk categories applicable to DPS, and the allocation of a risk category manager for each category. The manager is responsible for documenting existing arrangements in DPS for managing that broad risk category. This documentation provides important contextual information for staff undertaking risk assessments. The risk category manager is also available to provide specific advice to these staff.

389   The level of risk management training provided by the former departments varied. To address this situation, staff have had the opportunity to undertake training provided by Comcover on various aspects of implementing risk management principles and processes in public sector agencies. Since keeping records began in January 2005, 19 DPS staff members have attended five different risk management training courses conducted by Comcover.

390   Each of the former departments had fraud control mechanisms in place that met the needs of those agencies. During the year, work commenced on consolidating and reviewing those arrangements in order to create a single fraud control policy, framework and plan that meets the requirements of the department and complies with the Commonwealth Fraud Control guidelines. This work will be completed in 2005-06.

Corporate Plan

391   The DPS Corporate Plan 2004-07 was completed during the year and issued to staff on 10 September 2004. The plan provides strategic direction for DPS until 30 June 2007. It recognises that DPS is a new department and there is work required to establish systems and processes by which the organisation is directed and controlled.

Business planning policy and framework

392   A business planning policy and framework was developed during the year and finalised in July 2005. It will be implemented over the course of the 2005-06 financial year. The framework provides for the Executive Committee to decide strategic business direction and priorities each year, having regard to the Outcome Statement and the Corporate Plan. Each Group then develops a business plan that includes initiatives designed to implement the strategic direction, as well as deliver ongoing services and facilities.

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393   Groups will report on a quarterly basis to the Executive Committee, detailing progress against the business plan.

394   Existing performance indicators will be reviewed as part of the implementation process.

DPS service charter

395   DPS does not currently have a service charter. DPS did, however, develop and publish a comprehensive service directory for the 41st Parliament. The Directory is available in hard copy to all building occupants, and is also available electronically through a direct link on the Senators' and Members' services portal.

396   Development of a formal service charter will be a complex task, because many of the services currently provided have developed as a matter of custom and practice rather than through formal decision-making processes. It is not clear that DPS has ever been specifically funded to provide some of these services, but that will not make it any easier to resolve whether any, and if so which, services will need to be abandoned or restricted having regard to our current funding position.

Appropriate ethical standards

397   The standards embraced in DPS reflect the Parliamentary Service Values and Code of Conduct contained in the *Parliamentary Service Act 1999*. These are promoted in DPS corporate documents, eg the Corporate Plan 2004-2007 and guidelines on the acceptance of gifts and benefits, as well as other financial and human resource documents. Among other things, these documents outline the standards that are expected of employees in their day-to-day work and interactions with third parties, including tenderers and contractors.

Personnel management and support

Staffing, salary and classification structures

Remuneration for Senior Executive Service (SES) employees

398   The remuneration for all SES employees is prescribed in Australian Workplace Agreements (**AWAs**) and takes account of each employee's responsibilities within the department as well as SES pay levels elsewhere in the public sector.

399   Most of the current AWAs were negotiated between employees and the then Secretaries of the former departments. The level of remuneration and the conditions attaching to remuneration vary from employee to employee, but in general terms all salary increases provided to SES employees depend upon performance targets being satisfied. Salaries for SES staff range from $102,000 to $160,000.

Performance-based pay arrangements for non-SES staff

400   The department does not provide performance-based bonuses for non-SES staff. However, salary advancement is based upon performance assessment of individuals required by the various certified agreements and performance management arrangements.

401   The certified agreements for the former Joint House Department (**JHD**) and Department of the Parliamentary Library (**DPL**) provide for an annual wage increase for staff covered by those agreements subject to the achievement of departmental performance indicators, including compliance with performance management arrangements.

402   Increases in salary and allowances were paid to staff as follows:

(a)   former DPL employees—5% increase from 1 January 2005;

(b)   former Department of the Parliamentary Reporting Staff employees—5% increase from 1 July 2004;

(c)   former JHD staff employed under the *Joint House Department (Parliamentary Security Service) Certified Agreement 2003-2005*—4% increase from 1 January 2005; and

(d)   other JHD staff—3% increase from 1 July 2004.

Overview of classification structures

403   Figure 38 sets out the DPS classifications and salary ranges as at 30 June 2005.

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Figure 38—Classification and salary ranges as at 30 June 2005

Classification	Salary range
Apprentice	$16,922 - $40,792
APS 1/2	$35,203 - $40,558
APS 1/PSL1/ POC1	$19,081 - $36,787
APS2/3	$43,589 - $49,549
APS2/PSL2/POC2	$36,056 - $40,349
APS3/PSL3/POC3	$41,073 - $44,393
APS4/PSL4/POC4	$44,979 –$49,522
APS5/PSL5/POC5	$50,415 - $53,848
APS6/PSL6/POC6	$53,725 - $62,876
Broadcast Service Officer Cl 1	$36,690 - $40,349
Broadcast Service Officer Cl 2	$45,741 - $49,398
Broadcast Service Officer Cl 3	$50,661 - $53,532
Broadcast Service Officer Cl 4	$54,469 - $62,109
Editor I	$50,661
Editor II	$57,820
Editor III	$62,109
Editor IV	$71,781
Information Tech Officer Cl 1	$44,393 - $49,398
Information Tech Officer Cl 2	$54,469 - $62,109
Information Tech Officer Cl 3	$68,954 - $74,210
Information Tech Officer Cl 4	$76,994
Junior Editor I	$41,361 - $45,659
PEL1/EL1/SOGC	$68,322 - $78,426
PEL2/EL2/SOGB	$79,052 - $93,540
Principal Editor	$84,363
PSS1/2	$19,148 - $37,662
PSS3	$40,666 - $42,867
Senior Editor	$76,994
SES Bands 1 and 3	$102,000 - $160,000
Snr Information Tech Off Gr A	$92,089
Snr Information Tech Off Gr B	$89,210
Snr Information Tech Off Gr C	$68,954 - $74,210
Snr Technical Officer Grade C	$68,954 - $74,210
SOGA	$92,089
Technical Officer Level 1	$37,836 - $39,586
Technical Officer Level 2	$44,393 - $47,098
Technical Officer Level 3	$48,242 - $54,469
Technical Officer Level 4	$55,747 - $62,109

404   All classifications except the SES ones will be replaced by a single eight-level classification structure created under the *Department of Parliamentary Services Certified Agreement 2005-2008*, which was certified in August 2005. Staff will translate into the new structure at their current salary and progression through a salary range will be based on performance.

405   Figure 39 sets out staffing numbers, by classification, as at 30 June 2005.

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Figure 39—Staff numbers as at 30 June 2005

Classification	Ongoing F/T		Ongoing P/T		Non-ongoing F/T		Non-ongoing P/T		Casuals		Total		
	M	F	M	F	M	F	M	F	M	F	M	F	Total
Apprentice					7	1					7	1	8
APS1/2	9				1	1					10	1	11
APS1/PSL1/POC1	15	1	1			2	2		2	7	20	10	30
APS2/3	24	1			2						26	1	27
APS2/PSL2/POC2	7	16	8	37		5	3	1	1	1	19	60	79
APS3/PSL3/POC3	25	30		8	1	2					26	40	66
APS4/PSL4/POC4	40	22	2	5	2	3		2		1	44	33	77
APS5/PSL5/POC5	29	16		4		1					29	21	50
APS6/PSL6/POC6	41	21	2	7		5				6	43	39	82
Broadcast Service Officer Cl 1									2		2	0	2
Broadcast Service Officer Cl 2	5	6							5	4	10	10	20
Broadcast Service Officer Cl 3	9	4							1		10	4	14
Broadcast Service Officer Cl 4	5										5	0	5
Editor I					3	7					3	7	10
Editor II	7	16		3							7	19	26
Editor III	1	10		3						4	1	17	18
Editor IV	2	8		7							2	15	17
Information Tech Officer Cl 1	12	2			2						14	2	16
Information Tech Officer Cl 2	21	5									21	5	26
Information Tech Officer Cl 3	7	1									7	1	8
Junior Editor I		6								8	0	14	14
PEL1/EL1/SOGC	62	32	5	7	3						70	39	109
PEL2/EL2/SOGB	21	10			2	1					23	11	34
Principal Editor	1	1									1	1	2
PSS1/2	72	6			17	2	19	2	16		124	10	134
PSS3	9	4									9	4	13

Classification	Ongoing F/T M	F	Ongoing P/T M	F	Non-ongoing F/T M	F	Non-ongoing P/T M	F	Casuals M	F	Total M	F	Total
Secretary		1									0	1	1
Senior Editor	3	2		1							3	3	6
SES Band 1	3	4									3	4	7
SES Band 3	1										1	0	1
Snr Information Tech Off Gr A	3	1									3	1	4
Snr Information Tech Off Gr B	10	2									10	2	12
Snr Information Tech Off Gr C	10					2					10	2	12
Snr Technical Officer Grade C	2										2	0	2
Technical Officer Level 1	2				1						3	0	3
Technical Officer Level 2	4										4	0	4
Technical Officer Level 3	7										7	0	7
Technical Officer Level 4	3										3	0	3
Totals	**472**	**228**	**18**	**82**	**41**	**32**	**24**	**5**	**27**	**31**	**582**	**378**	**960**

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Management of human resources

Introduction

406   The past year has been a year of consolidation for the Personnel Management and Support section (**PMAS**), with significant effort being put into the development and introduction of a range of policies and guidelines on personnel and workplace relations issues. Two projects that required significant effort from section were the negotiation of a new DPS certified agreement and the evaluation and selection of a new payroll/human resources system. Both these issues are covered in more detail in the Secretary's review in Part 1 of this report.

407   Staff departures over the year provided the opportunity to re-organise and reduce the internal reporting lines within the section so it now comprises three work units rather than four. The implementation of a single payroll/human resources system will provide the opportunity for further staff savings in payroll processing.

Workforce planning, staff retention and turnover

408   The department continues to have a stable workforce, with 10.53% net turnover of ongoing staff. Engagements of non-ongoing employees and contractors continued to be used as a means for managing fluctuating workloads and project activity.

409   During 2004-05, the Executive identified workforce planning as a risk category in DPS. High level documentation describing the risk has been developed, and further consideration will be given to the implementation of controls. In the interim, PMAS has developed and implemented standard monthly staffing reports, an exit interview follow-up process and regular reporting to the Executive.

Staff development and training

410   DPS provides a range of development opportunities to staff.

411   In the past, a key avenue for identifying development needs has been individual development plans prepared as part of the performance management processes used by the former departments. Funding for development activities has been concentrated at the Group level to enable managers to effectively target resources.

412   During the year a corporate learning and development framework was drafted to provide a systematic and coherent approach to this activity. This paper incorporates recommendations included in the Australian National Audit Office Better Practice Guide, *Building Capability—A framework for managing learning and development in the APS*, published in April 2003, including the adoption of a corporate training program that is centrally funded.

413   A performance management working party was formed to look at the development of a new scheme for DPS. The new scheme will be implemented as part of the new DPS certified agreement.

414   New staff attended the DPS induction and orientation program, which was conducted every three months.

415   Staff also continued to access a wide range of external training programs. These included training in management, communication and client service, and technical skills associated with specific area functions. Internal training activities were provided in team development, supervisor skills, application writing, and staff selection. Individual coaching was provided to staff in performance management and application writing.

416   Staff continued to receive support for tertiary study. Support included time to attend study activities and financial assistance towards compulsory costs.

417   The department continued to provide long-term development opportunities for staff. Three employees participated in the Public Sector Management program in 2004-05.

Workplace relations

418   As foreshadowed in last year's Annual Report, the focus of activity in this year has been the development of a certified agreement for all employees of the department, except for Parliamentary Security Service employees who currently have a separate agreement. Full details can be found at paragraphs 32 to 35 of the Secretary's review in Part 1 of this report.

Workplace diversity

419   PMAS has developed a workplace diversity plan for 2005-07, which has been endorsed by the Executive Committee. The Plan's

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focus is to embed and build on existing activities which support workplace diversity, that include, but are not restricted to:

    (a) promoting the Parliamentary Service Values, Code of Conduct, and diversity practices and principles to staff through a variety of communication methods;

    (b) embedding the Parliamentary Service Values and diversity principles in the DPS employment framework and people management policies, practices and processes;

    (c) promoting the DPS harassment contact officer network and anti-discrimination principles to staff (the department has 18 harassment contact officers who provide advice and assistance to employees on workplace issues); and

    (d) where operationally possible, supervisors facilitating the use of flexible work practices allowed for in the certified agreements to support staff in achieving a balance between work and family or personal responsibilities.

Occupational health and safety (OHS)

420   In August 2004, an OHS agreement was signed between the department and the principal unions with coverage of employees. The agreement established a DPS OHS Committee and ratified designated work groups across DPS. Each designated work group has an elected health and safety representative.

421   The OHS Committee is chaired by an Assistant Secretary and membership comprises a management representative from each Group, and a health and safety representative from each designated work group. The Committee met on four occasions during the year. The work of the Committee has primarily been directed at reviewing and rationalising existing OHS policies and procedures to ensure that they meet the requirements of a larger and more diverse department.

422   The OHS Committee has also commissioned a group to review the use of SafetyMAP as the department's OHS management system auditing tool. The group will report in November 2005.

423   During the year, 23 incidents were notified to Comcare in accordance with section 68 of the *Occupational Health and Safety*

(Commonwealth Employment) Act 1991 (the **OHS Act**). The incidents reported include 2 dangerous occurrences and 21 injuries defined as serious personal injuries. The reported incidents ranged in severity from a potentially dangerous occurrence where electricity was restored to a pump room prior to scheduled maintenance being undertaken by a contractor, to a more minor incident where a gardener sustained a cut to his hand which became infected. All reportable notifications were investigated by the department and remedial action taken where necessary. Comcare undertook a formal investigation in relation to one incident and concluded that there were no contraventions of the OHS Act in relation to the incident.

424   There were no Provisional Improvement Notices issued under section 29 of the OHS Act and no directions or notices given under section 45, 46 or 47 of the OHS Act.

Commonwealth Disability Strategy

425   DPS has three roles under the Commonwealth Disability Strategy.

Provider Role

426   DPS is the principal support agency for the operations of Parliament. To help disabled people access the Parliament and the services offered by the department, the following activities were undertaken during the year:

> (a)   provision of induction loops in various areas of the building for people using hearing aids;
>
> (b)   coordination of the provision of induction loops at parliamentary committee hearings conducted interstate, where requested by committees;
>
> (c)   encouraging the Australian Broadcasting Commission to provide captioning during broadcasts of parliamentary proceedings;
>
> (d)   provision of broadcasting and Hansard services, via the Parliament House website, which comply with the W3C rating standards;
>
> (e)   provision of designated disabled parking bays in Parliament House parking areas;

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    (f)   provision of ramped access from all levels of the public car park to the lift;

    (g)   provision of disabled toilets in the public areas (ground and first floor);

    (h)   provision of wheelchair access to the Great Hall first floor tour gallery and the public galleries of the chambers;

    (i)   provision of electronic scooters and wheelchairs for loan;

    (j)   publication of *Parliament House Visitor Guide for People with Disabilities*, and a Braille *Visitor Guide*;

    (k)   awareness training for Parliament House guides in the needs of visitors with vision and hearing impairments;

    (l)   facilitating the provision of an Auslan interpreter for school groups on request;

    (m)   refurbishment of the Health and Recreation Centre offering:

        (i)   disabled toilets and change room;

        (ii)   a wheelchair accessible reception desk; and

        (iii)   a chair lift for disabled access to the swimming pool.

Employer Role

427   DPS's employment policies and procedures comply with the requirements of the *Disability Discrimination Act 1992.*

428   All press and gazette advertising now includes a reference to a TTY number for potential applicants with hearing or speech disabilities. The "reasonable adjustment" principles are followed in the recruitment and management of staff. DPS has not needed to apply these principles in any recruitment process in 2004-05.

429   Staff development programs take account of the needs of people with disabilities, and individual needs are accommodated on a case-by-case basis before the commencement of the program.

430   DPS has a number of mechanisms in place—both informal and formal—to manage complaints and grievances. Access is available to

Workplace Harassment Contact Officers, the Employee Assistance Program and the Parliamentary Service Merit Protection Commissioner.

Purchaser Role

431   All departmental tender documents include provisions requiring contractors to comply with their obligations, if applicable, under the *Disability Discrimination Act 1992*.

Purchasing

Overview

432   The purchasing of property and services by DPS during 2004-05 was undertaken with the aim of realising core business objectives, while achieving operational effectiveness and value-for-money outcomes. Purchasing was managed in accordance with the *Commonwealth Procurement Guidelines* (**CPGs**) and internally by Chief Executive's Instructions and supporting procedures.

433   DPS's primary purchasing objectives were:

    (a) to ensure the principle of value for money was consistently observed through:

        (i)   encouraging competition;

        (ii) promoting efficiency, effectiveness and ethical conduct in the use of resources; and

        (iii) conducting our business in an environment of accountability and transparency;

    (b) to support the business requirements of each Group within the department through a focus on better practice procurement; and

    (c) to involve small to medium enterprises wherever practicable.

434   As a consequence of the Free Trade Agreement between Australia and the United States, a new procurement framework was introduced to ensure the Commonwealth was able to meet its obligations under the agreement. Revised CPGs took effect from 1 January 2005 and included a greater focus on open and non-

discriminatory tendering. Mandatory Procurement Procedures were also introduced for acquisitions above $80,000.

435   In the period leading up to and following the introduction of the January 2005 CPGs, departmental resources were assigned to:

> (a) review DPS's purchasing practices and procedures; and

> (b) ensure documentation (including tendering and contracting templates) conformed with contemporary policies and obligations.

436   DPS has in place an Accredited Procurement Unit to facilitate and monitor contracting and tendering activity across the department. The Procurement Unit acts to ensure that established guidelines and procedures are observed and statutory reporting responsibilities are met.

Consultants

437   During 2004-05, 14 new consultancy contracts and standing offers were entered into involving total expenditure of $215,684 (GST inclusive). In addition, 44 ongoing consultancy contracts and standing offers were in place from previous years. Of these 44, 16 were not used, while activities under the other ongoing contracts and standing offers incurred expenditure of $1,137,776 (GST inclusive) during the reporting year.

438   DPS used a combination of in-house resources and external consultants to deliver services, according to the nature of each requirement. Private sector specialists were engaged under panel or individual contract arrangements when unique skills and expertise were necessary to assist with the achievement of core business objectives.

439   It is the policy of DPS to engage the services of external consultants where such a course of action can add genuine value to the operational effectiveness of the department. Each proposal to engage a consultant is carefully scrutinised and considered on its individual merits, and justifying reasons include:

> (a) limited or one-time use of specialised skills;

> (b) requirement for unique areas of expertise;

    (c)   specialist knowledge or resources not available from within the department;

    (d)   need for an independent study;

    (e)   requirement for a change agent or facilitator;

    (f)   requirement for rapid access to the latest technology and experience in its application; and

    (g)   limitations on executive time.

440   The method of procurement for consultants is determined by the complexity, nature and value of each specific requirement. The methods used include open tendering, select tendering or quotation, or a direct sourcing arrangement. The method chosen is that which will achieve the best value-for-money outcome in each circumstance, and the choice is subject to the Mandatory Procurement Procedures within the CPGs (where applicable).

441   DPS currently has in place standing offer panel arrangements for the following consultancy services:

    (a)   legal;

    (b)   architectural;

    (c)   engineering;

    (d)   audit; and

    (e)   building management.

442   Particulars of consultancy contracts and standing offers awarded to the value of $10,000 or more during 2004-05 are shown at Appendix A.

Competitive tendering and contracting

443   During 2004-05, DPS undertook minimal new outsourcing activities, and no new outsourcing arrangements were initiated for $100,000 or more. However, many activities have been outsourced to external providers under standing offers and contracts, including:

    (a)   internal audit;

    (b)   project management;

(c)   maintenance painting;

(d)   heating, ventilation and air conditioning maintenance;

(e)   engineering advice;

(f)   courier services;

(g)   architectural advice;

(h)   selected information technology and communications services;

(i)   indexing;

(j)   transcriptions and audio recordings; and

(k)   specialist trade activities.

Exempt contracts

444   During 2004-05, no DPS contracts or standing offers were exempted by the Chief Executive from being published via AusTender on the basis that they would disclose exempt matters under the *Freedom of Information Act 1982*.

Asset management

445   The Parliament House building has a current replacement cost of $1.3 billion and a remaining life of 183 years. The building represents a significant public investment, is a major national and international tourist attraction and is an eminent work of architecture. The building is expected to accommodate growth and to adapt to the changing functional requirements of Parliament.

446   DPS is responsible for asset management of Parliament House. We have implemented sophisticated asset management systems to ensure that the building fulfils its role as a functional parliamentary building, an office for the executive government and a tourist attraction.

447   The asset management systems used by DPS include a building management system, a maintenance management system, life cycle management, condition monitoring, 100-, 20- and 5-year asset management plans, performance standards and benchmarking. These systems are used in combination to ensure that appropriate levels of condition and serviceability are maintained in a cost-

effective manner. The systems are supported by a team of professional engineers, architects and facility managers who continually develop their skills in asset management.

448   The department uses a series of performance indices to measure asset management performance, including the Building Condition Index (**BCI**). The performance against these indices is reported separately in Figure 31 in Part 3.

449   The DPS maintenance services team used a combination of in-house and contracted personnel to ensure timely cost-effective maintenance service provision. Working with maintenance planning personnel, the maintenance services team achieved a ratio of 84% planned preventative maintenance to 16% reactive maintenance. Their efforts ensured that the building achieved a BCI of 89% for a cost of $47.76/m².

450   Managing the landscape has been difficult during the year because of the ongoing drought. ACT level 3 restrictions, requiring a 40% reduction in water use, were in place for six months from 1 September 2004. In difficult circumstances, DPS managed to maintain a generally high standard of landscape while achieving the required water savings. During the year 3ha of turf, which were in any case due for replacement because of infestation with winter grass, were left to die to ensure other higher priority landscape assets were watered.

451   Once the drought is over, some elements of the Parliament House landscape will need repairing. The longer the drought lasts, the higher the costs of this repair will be.

452   The amount of energy used within the building was the lowest since the building opened in 1988. A combination of energy savings measures and an election year saw energy use per square metre drop to just 167 kWhrs/m². DPS is reviewing its energy strategy with a view to further reducing long-term energy use and greenhouse gas emissions. The strategy is expected to be completed in 2005-06 (see paragraphs 300 to 336).

Accountability

External scrutiny

453   During 2004–05, DPS was the subject of external performance and compliance audits by the ANAO in relation to its financial

statements for the period ending 30 June 2005. These audits were unqualified.

454   The ANAO audits the compliance of agencies with the *Senate Order for Departmental and Agency Contracts* (the **Senate Order**) that requires the listing of contract details on the Internet. DPS is not a Department of State, and is therefore not required to comply with the Senate Order, but has chosen to do so. The last audit to be completed, for the 2004 calendar year, was tabled on 29 September 2005. DPS was not one of the agencies selected for review.

455   DPS was not subject to any judicial decisions or decisions of administrative tribunals, nor did the Ombudsman report on activities of DPS in 2004–05. The Ombudsman sought information from DPS in relation to one complaint, made by a former supplier to a departmental contractor.

456   The 40th report of the Appropriations and Staffing Committee dated May 2004 concerned the funding arrangements and other matters relating to DPS providing security for Parliament House and surrounds. The Committee resolved as follows:

(a)   The committee recommend that, conditional on the Department of the House of Representatives taking identical steps:

(i)   approximately $11m of the amount allocated to the provision of security currently shown for the Department of the Senate in the 2004-05 budget papers and out years be transferred to the Department of Parliamentary Services (DPS);

(ii)   the security assets of the Department of the Senate be transferred to DPS with effect from 1 July 2004, and that the Clerk and the Secretary of DPS conclude an agreement on the transfer of an appropriate amount of depreciation reserves;

(iii)   any expenditure on security services for the Parliament incurred by DPS from 1 July 2004 (including under the agreement with the Australian Federal Police) not be billed to the Department of the Senate.

(b)   The President direct, for his part, that any advice on security matters affecting senators, Parliament House

and the parliamentary precincts tendered by the Secretary or another officer of DPS shall be co-signed by the Usher of the Black Rod or another officer of the Department of the Senate nominated by the Clerk, and, unless it is so co-signed, it shall not constitute satisfactory advice to the President.

(c)   The committee recommend that the Senate amend the committee's terms of reference to give the Committee responsibility for oversight of expenditure and administration of security measures affecting the Senate.

(d)   The committee recommend that the Parliamentary Service Act be amended to provide for the continuation of the Security Management Board to advise the Presiding Officers on security management and policy issues.

457   The transfer of funds and the amendment of the *Parliamentary Service Act 1999* were effected during the reporting year. A process to give effect to paragraph (b) was implemented.

Freedom of information

458   While DPS is not subject to the provisions of the *Freedom of Information Act 1982* (the **FOI Act**)*,* the department generally tries to respond to requests for information in accordance with the spirit of the legislation.

459   DPS maintains documentation on its daily operations, the Parliamentary Library catalogue, the Hansard record, a large number of systems manuals, the "as-constructed" drawings of Parliament House, and the Central Reference Document (a document that describes the principles underpinning the design of Parliament House).

460   As DPS is not a policy department, it has no policy documents other than those affecting its own operations.

461   Because DPS is not subject to the FOI Act, no facilities are provided to enable members of the public to obtain physical access to its documents. When inquiries for information are made, such requests are referred to the Director, Governance.

PART 5—Management and accountability

462   In 2004–05, one request for information was received and information was provided.

Discretionary grants

463   DPS does not administer any discretionary grant programs.

Advertising costs 2004-05

464   All Commonwealth departments and agencies are required, under section 311A of the *Commonwealth Electoral Act 1918*, to provide a statement setting out particulars of all amounts over $1,500 paid to:

> (a) advertising agencies;
>
> (b) market research organisations;
>
> (c) polling organisations;
>
> (d) direct mail organisations; and
>
> (e) media advertising organisations.

465   Figure 40 sets out amounts paid by DPS during the reporting year. No money was paid to any organisation covered in paragraph 464 (b), (c) or (d).

Figure 40—Advertising costs

Supplier	Item	Cost $
HMA Blaze	Recruitment advertisements	62,775
HMA Blaze	Tender advertisements	12,977
HMA Blaze	Advertising for Open Day, Floriade and flag raising	6,168
Canberra Times	Advertising in the quarterly *See Canberra* magazine to promote Parliament House	3,243
Australian Capital Tourism Corporation	Advertisements for 2005 holiday planner and ACTC visitor centre	7,150
Bytes N Colour	Design and printing services for advertisements for Floriade, flag raising, a holiday planner, flyers, the Open Day book, the *Big Book of Australia* and *See Canberra*	3,569
Canberra Convention Bureau	Advertising in the 2005 *Meeting Planners Guide* to promote Parliament House	3,190
National Capital Attractions	Advertising in the NCAA brochure to promote Parliament House	2,000
Sampson Carrol Aust Pty Ltd	Strip advertising for the *Big Book of Australia*	4,538
ZOO	Visitors' Guide reprint	45,713
ZOO	Visitors' Guide foreign languages	26,150
ZOO	Parliament House—Energy and Greenhouse Reduction banners for Open Day	4,008
ZOO	Environment brochure	1,926
ZOO	Promotional bookmarks for visitors	3,061
Total		**186,468**