



Parliament of Australia

Department of Parliamentary Services

Annual Report 2006-07

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Other documents available on the department's internet site which will assist the reader in understanding the operations of the department are:

DPS Portfolio Budget Statement 2006-07
Parliamentary Service Act 1999



Parliament of Australia

Department of Parliamentary Services

16 October 2007

Hon David Hawker MP
Speaker of the House of
Representatives
Parliament House
CANBERRA ACT 2600

Senator the Hon Alan Ferguson
President of the Senate

Parliament House
CANBERRA ACT 2600

Dear Mr Speaker and Mr President

Annual Report 2006-07

1 I have pleasure in submitting the annual report of the Department of Parliamentary Services for the year ending 30 June 2007, as required by paragraph 65(1)(c) of the *Parliamentary Service Act 1999*. That provision requires the report to be presented to each House of the Parliament. The report includes the Annual Report of the Parliamentary Librarian under subsection 65(3) of the *Parliamentary Service Act 1999*.

2 The year covered in this report has seen consolidations of recent major changes in departmental operations and in Parliament House security arrangements, and the start of work on a number of other changes aimed at providing better services or providing current services more efficiently.

3 Funding for security services continues to be a concern, and options for addressing this concern will be considered in conjunction with the outcomes of a current review of all aspects of the security of Parliament House and the Parliamentary precincts.

4 As in previous years, DPS staff have worked tirelessly to maintain quality services to our clients and customers, and for that I thank them.

Yours sincerely

Hilary Penfold QC
Secretary

Parliament House
PO Box 6000
Canberra ACT 2600
Telephone: (61) 02 6277 7111

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Parliament of Australia

Department of Parliamentary Services

16 October 2007

Hon David Hawker MP
Speaker of the House of
Representatives
Parliament House
CANBERRA ACT 2600

Senator the Hon Alan Ferguson
President of the Senate

Parliament House
CANBERRA ACT 2600

Dear Mr Speaker and Mr President

Annual Report 2006-07

1 I have pleasure in submitting the annual report of the Parliamentary Library for the year ending 30 June 2007, as required by subsection 65(3) of the *Parliamentary Service Act 1999*.

2 That provision requires the report to be presented to the Presiding Officers after the end of each financial year, and be included in the report on the activities of the Department of Parliamentary Services made under paragraph 65(1)(c) of the *Parliamentary Service Act 1999*.

3 Section 38H of the *Parliamentary Service Act 1999* requires that the Parliamentary Librarian give a report on the performance of the functions of the Parliamentary Librarian to the Joint Standing Committee on the Parliamentary Library at least once every financial year. I confirm that this report has been provided to the Joint Standing Committee on the Parliamentary Library.

Yours sincerely

Roxanne Missingham
Parliamentary Librarian

Parliament House
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Canberra ACT 2600
Telephone: (61) 02 6277 7102

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Part 1—Secretary's review

Part 1—Secretary's review

1 The 2006-07 year was the third full year of operation for the Department of Parliamentary Services (**DPS**). Following some fairly significant structural and other changes for DPS in 2005-06, 2006-07 was a year for consolidation, but also for beginning the next stage of continuous improvement of our operations.

2 Consolidation activities in the governance area related to the departmental restructure implemented in early 2006 and the continuous improvement reviews begun under the 2005 and 2006 certified agreements. In the services area, we focused on consolidating security-related changes implemented in the Parliamentary precincts in early 2006, and the associated traffic management changes.

3 At the same time, work began on strategic planning covering various areas of activity. Changes were made to project approval and delivery processes resulting in an increase in approvals of asset replacement and other projects. Much progress was made on several substantial projects aimed at providing either improved customer service or more cost-effective service, or both. Responses were developed to actual or expected changes in our environment.

4 Late in the year, a comprehensive customer survey was undertaken. The survey was designed to provide both current feedback on our performance and information relevant to possible future directions for DPS. As well, DPS was again the subject of a post-amalgamation review, this one conducted by the Parliamentary Service Commissioner.

Consolidation

Restructure

5 Many elements of the 2006 departmental restructure were in place by the beginning of 2006-07, but associated staffing changes continued throughout the year. Four new Assistant Secretaries (SES Band 1) were appointed from outside DPS, and three DPS employees were promoted to SES Band 1 positions. There was also significant staff turnover of Executive Level 2 staff, with nine PEL2s (of a total establishment of 40 PEL2s) being appointed from outside DPS.

6 Significant work was done on developing a Services Catalogue identifying all DPS services and service levels. This catalogue will

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give our customers and other stakeholders a clear idea of their rights and our obligations, and will be a significant resource for DPS managers. As well, it will:

- (a) enable the Presiding Officers to make informed decisions about changes to service levels;
- (b) provide the basis for negotiations with the Department of Finance and Administration about funding increases that may be required for the continued provision of existing services at the same levels; and
- (c) provide a basis for discussions with the chamber departments, and other clients such as Finance, about changes to services and service levels.

Strategic planning

7 One important outcome of the restructure was the creation of a strategic planning capacity in the new Strategy and Business Services Branch. During the year, an Information Technology Strategy was finalised and progress was made on a departmental strategic plan as well as a People Strategy, an Energy Strategy and a Water Strategy.

Continuous improvement reviews

8 During 2006-07 much effort was invested in continuous improvement reviews (**CIRs**).

9 The CIRs are required by the department's two certified agreements (**CAs**), and savings identified through the CIRs help fund salary increases provided for in the CAs.

10 The objective of each CIR is to find more cost-effective and efficient means of delivering the services provided by DPS. Reviews are conducted by teams of operational staff from both the area under review and other parts of DPS. This ensures that each team has a mix of knowledge of the work area subject to the review, and new perspectives on how that work might best be delivered.

11 All DPS operations are being reviewed as part of this process and a total of 13 CIRs are being conducted.

12 As at 30 June 2007 four CIRs—Hansard, Research Branch, Information Technology and Loading Dock—had been completed. It

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is expected that the remaining CIRs will be finalised by the end of 2007.

13 During 2006-07, CIRs identified sufficient savings for staff to receive the maximum available salary increases in July 2007.

Security and related matters

14 Our focus during 2006-07 was mainly on consolidating significant security changes that had been made in 2005-06, and fine-tuning new arrangements with a view to minimising the impact of the changes on building occupants and visitors. As well, at the request of the Presiding Officers, we initiated a major review of all elements of building security as the first stage of developing a five-year security strategic plan.

15 The 2005-06 security change which most directly affected building occupants and visitors involved excluding most vehicles from the access roads to the Senate, House of Representatives and Ministerial Wing building entrances. The purpose of the change was to reduce Parliament House's vulnerability to attack using vehicle-borne improvised explosive devices (**VBIEDs**).

16 One impact of the change is that vehicles not carrying Parliament House passholders can only pick up or drop off passengers on Parliament Drive or in the public underground carpark. In particular, taxis can no longer meet their passengers at the building entrances, which affects the many non-Canberra-based staff who routinely use taxis to travel to and from Parliament House while they are in Canberra, as well as many business visitors to Parliament House.

17 The consolidation and fine-tuning process began in June 2006 with a security survey sent to as many building occupants and regular visitors as we could identify (around 3,000 in total).¹ We received 771 responses.

18 Of those respondents, 33% indicated that they had needed to change their behaviour as a result of the changes and 29% of respondents (90% of those who had changed their behaviour but

¹ The survey process revealed significant gaps in DPS's ability to contact all building occupants and other relevant building users, in particular Ministerial Wing staff and holders of lobbyist or contractor passes. These gaps have been partly addressed, and further work is planned for 2007-08.

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only around 8% of all survey recipients) indicated that the changes had created problems for them.²

19 Most of the problems identified arose from the fundamental aim of the new arrangements, namely to protect Parliament House from VBIEDs by keeping most vehicles at a greater distance from Parliament House than had been permitted in the past. Thus a direct solution to these problems (by abandoning or watering down the restrictions on vehicles approaching Parliament House) would negate the purpose of the changes.

20 Accordingly, our response to the survey results has focused on secondary aspects of the new arrangements where improvements might be available. Improvement opportunities identified, and our responses are described in paragraphs 21 to 26.

21 **Pick-up and drop-off arrangements are unsatisfactory, especially at night and during bad weather.** Responses include:

- (a) increased publicity about the availability of the public underground carpark (which has undercover, well-lit waiting areas and a 24-hour security presence) as a pick-up and drop-off point, and about how to reach this carpark from within Parliament House;
- (b) commissioning a review of the lighting on Parliament Drive, with a view to providing better-lit waiting areas for people who still prefer to be dropped off or picked up on Parliament Drive;
- (c) conversion of most of Parliament Drive into a one-way road (this change had already been decided on before the survey was issued, but implementation did address several of the concerns expressed in the survey)—this change:
 - (i) largely eliminates pick-ups and drop-offs on the far side of Parliament Drive;
 - (ii) makes crossing Parliament Drive safer for those who still have to do it; and
 - (iii) reduces the dangers of traffic congestion caused by vehicles queuing to enter the Senate and House

² One respondent indicated that the distinction implied by the survey questions between requiring a person to change behaviour and creating problems for the person was "an utterly spurious distinction".

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of Representatives carparks while other vehicles approach pick-up/drop-off points on Parliament Drive; and

- (d) improvements in the clarity of Parliament Drive signs about pick-up and drop-off arrangements.

22 **There are problems with pick-up arrangements for taxis.** Our response was to establish a taxi rank and taxi phone in the public underground carpark; however, the value of this initiative may have been affected by ongoing problems in the ACT taxi industry, and so far it is not clear whether the new arrangements are providing any significant benefits for building occupants who make use of them.

23 **There was inadequate communication of the changes and the rationale for those changes.** Responses include further work on DPS's methods for communicating with building occupants and frequent visitors. In particular, this has involved developing better email contact lists for different groups of building occupants (email contact with users of the Parliamentary Computing Network is easy, but contact with other significant groups of building users, such as Ministerial staff, Press Gallery members, and employees of important contractors such as the catering and cleaning firms servicing Parliament House, has been more problematic).

24 However, explaining the rationale for security-related changes, except at a general level, can be difficult without making disclosures that could themselves prejudice security. In such circumstances there is little that can be done in response to criticisms of inadequate consultation or communication.

25 **There are problems with the operations of the retractable bollards used to control use of the three Parliament House access roads.** Responses include installation of extra stop-go lights to make it easier for drivers using the access roads to see when it is safe to proceed past the bollards, and proper maintenance of the bollards (not provided for in the tender process to acquire the bollards).

26 Proper maintenance of the bollards has led to a significant reduction in bollard faults. Since the bollards were activated in January 2006, there has been a steady reduction in both mechanical (including software) faults and user errors, from a total of 74 faults in the first six months, to 49 faults in the second six months and only 19 faults in the six months from January to June 2007. In 2006-07

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there were 99,520 vehicle movements through the bollards (each vehicle movement involving three sets of bollards), and only 68 incidents in total (50 of them mechanical or software faults).

Parliament Drive

27 As mentioned in paragraph 21(c), most of Parliament Drive became a one-way road in August 2006. Although there were some early traffic problems, and some resistance to change among building occupants, the changes appear to have been implemented satisfactorily and broadly accepted. Traffic flows smoothly around Parliament House, apart from occasional brief queues building up on Melbourne Avenue.

28 The change to a one-way road was recommended by the Protective Security Coordination Centre in the course of a risk review of the security-related changes to vehicle access to Parliament House (see paragraph 15). The one-way road system does not have a direct security purpose, but addresses problems caused by security-related changes, in particular:

- (a) congestion caused at carpark entrances by the installation of boomgates operated by Parliament House passes; and
- (b) dangers to pedestrians as a result of increased drop-offs and pick-ups on Parliament Drive (in turn a result of limiting the ability of vehicles to use the access roads to the building entrances).

29 A post-implementation review of the one-way road change began early in 2007, and the final report was received in August 2007. The report recommended further improvements to drop-off and pick-up arrangements, signs, line-marking, pedestrian crossings and street lighting, which we will consider during 2007-08.

Loading dock vehicle barrier

30 Another element in protecting Parliament House from VBIEDs, namely the barrier installed to control vehicle access to the Parliament House loading dock, was put into operation full-time in November 2006. Deliveries now need to be scheduled and vehicle details notified in advance to loading dock staff. Unscheduled deliveries are only accepted after the bona fides of the delivery have been established.

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Security review

31 Early in 2007, security consultants Signet Group International began Stage 1 of a comprehensive review of security arrangements in the Parliamentary precincts (other than information technology security). The principals of the Signet Group include a former Director-General of the Australian Security Intelligence Service and a former Deputy Commissioner of the Australian Federal Police (**AFP**).

32 Several drafts of the Signet report have been produced and discussed with DPS staff, and a final report is expected shortly. Stage 2 of the review will involve a more detailed investigation of certain issues identified in Stage 1, and the making of recommendations to address those issues. The final outcome of the review process will be a five-year Security Strategic Plan.

Parliament House pass policy

33 The Parliament House pass policy has been under review for several years. In September 2006, the Presiding Officers gave in-principle approval for DPS to consult relevant groups on a new draft policy, which consolidated the many parts of the previous policy into a single document and proposed several significant policy changes.

34 In particular, the draft policy proposed the abolition of "unaccompanied visitor" passes for access to the non-public areas of Parliament House, and the introduction of police checks for almost all applicants for photographic passes (currently only staff of the parliamentary departments and some contractors' staff are subject to police checks, but staff of Senators and Members, Press Gallery members and lobbyists do not undergo police checks as a condition of obtaining such passes).

35 Following consultation with the Joint House Committee and the Press Gallery, and some discussions in Estimates hearings of the Senate Standing Committee on Finance and Public Administration, the Presiding Officers decided not to pursue abolishing "unaccompanied visitor" passes or extending the police check requirements. The Department of Finance and Administration has since recommended to Senators and Members that they should consider police checks for prospective employees, but such checks are not compulsory.

36 We expect that the President of the Senate will submit a revised version of the pass policy to the Senate Appropriations and Staffing Committee for consideration when that committee next meets.

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AFP policing model

37 A revised policing model for AFP-Uniform Protection guarding of Parliament House was proposed by the AFP. The new model reflects the AFP's current approach to security guarding, and involves fewer static patrols and a greater use of mobile response patrols. Before the AFP's proposal could be recommended to the Presiding Officers, DPS undertook a review of CCTV camera coverage of the Parliamentary precincts, and discussions with the Department of Finance and Administration about the impact of the new model on the Ministerial Wing. In September 2007, the Presiding Officers approved the proposed new model.

Continuous improvement

Customer survey

38 DPS conducted its first general customer survey at the end of 2006-07. Around 3,700 customers received the survey³, and 493 responded (around 13%). The survey closed on 20 August 2007, and a full analysis of results will be prepared in the next few months.

Areas of satisfaction

39 The survey indicated high levels of customer satisfaction with library services, broadcasting, Hansard and the telephone and fax systems (at least 90% of respondents were very satisfied or satisfied with those services and no more than 2% were dissatisfied or very dissatisfied).⁴

Areas of dissatisfaction

40 There were relatively high levels of customer dissatisfaction with project delivery, catering, functions management, cleaning and the loading dock. At least 10% of respondents were dissatisfied or very dissatisfied with these services, rising to 26% dissatisfaction for catering and 29% dissatisfaction for project delivery. At the same time, as few as 42% of respondents were satisfied or very satisfied with catering services, although 73% were satisfied or very satisfied with loading dock services.

³ Lessons learned from the access survey (see paragraph 17) were applied, and we were able to reach a larger proportion of our customers.

⁴ The remaining respondents were "somewhat satisfied". Survey respondents who did not express a view on a particular question have not been included in figures provided in this analysis. This approach has been applied throughout the analysis of survey results.

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41 Action has already begun to address problems in the project delivery area (see paragraphs 48 to 54), and customer views on catering will inform the next stage of work on new catering contracts (see paragraph 62). Other areas of relative dissatisfaction will be reviewed in the light of the detailed survey results.

Future needs and preferences

42 The survey also asked a number of questions about respondents' general views about Parliament House operations, and their needs and preferences for the future. These questions produced some interesting results.

43 Senators and Members and their staff appear to have embraced new technology, at least in relation to accessing extracts of broadcast records, with 51% of respondents preferring to receive the extract on DVD and 38% preferring to receive it online. Not one respondent still wanted to receive extracts on VHS tape.

44 Respondents were generally very supportive of paper recycling, and of the co-mingled recycling scheme that is currently operating in the Senate wing. Only one of the 122 respondents to the relevant question admitted not trying to recycle all paper waste, and only eight of 87 respondents admitted not using the co-mingled recycling bins in their work area. Perhaps more surprisingly, 85 of 101 respondents agreed that they would like to contribute to the recycling of compostable or putrescible waste (eg food scraps).

45 Answers to questions about the current approach to security around Parliament House indicated general support for that approach, but also reflected the struggle faced by DPS to balance competing aims relating to security and ease of access.

- (a) 80% of respondents agreed that "in Parliament House's security arrangements, the correct balance has been struck between protecting the building and its occupants and maintaining convenient access for occupants and visitors", but 31% felt that "security arrangements for Parliament House are over the top".
- (b) 43% of respondents agreed that they "worry about inadequacies in the security arrangements for Parliament House".
- (c) 75% of respondents said that it would be inconvenient if they could not sign people in for "unaccompanied

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visitor" passes, while 44% worried about the number of unaccompanied visitors they see in the building.

46 Respondents were also ambivalent in their attitudes to some aspects of the information technology (**IT**) services provided by DPS.

- (a) When respondents call the 2020 Client Support help desk with a problem, 87% want an immediate resolution rather than training, but 94% would like to learn how to solve the problem for themselves next time.
- (b) 84% of respondents agreed that a simple computing system was important to them, while 92% indicated that a computing system with a wide range of functions and options was important.

47 All this information will be considered in our next round of strategic planning.

Project delivery services

48 The departmental restructure brought together all project management expertise in a single branch, separate from those parts of DPS that manage IT, building and security systems. The purpose of this split was to ensure that the real "customers" (eg those who manage or use the IT, building and security systems) have an independent voice in dealing with those responsible for delivering projects, in turn ensuring that projects reflect the real needs of customers rather than the wishes of the service providers (ie the project managers).

49 The new structure is supported by a number of initiatives undertaken in 2006-07 to improve project development and approval mechanisms, raise the standard of project management across the department and improve project delivery.

Improved project management and delivery

50 Initiatives aimed at improving project management and delivery include the introduction of a single project management methodology—to ensure all projects are managed in a consistent and high quality manner—and a Project Management Office Portal to provide all project stakeholders with ready access to the new project processes, templates and guides, and up-to-date information on the status of all project activities.

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New project approval processes

51 A new Request Approval Process (**RAP**) has been developed to improve customer participation in service delivery and ensure better decision-making in project prioritisation and selection.

52 The RAP provides a central mechanism for initiating, prioritising and approving all customer requests for new, improved or modified DPS services where a project is required to deliver the product or service.

53 We intend that the RAP will be fully implemented by the end of 2007, with the establishment of the Project Assessment Committee (including representatives of the chamber departments and the Department of Finance and Administration) to approve the content of proposed projects and recommend to the DPS Finance Committee whether funds should be approved for the projects.

54 An unexpected outcome of consultation with the chamber departments and the Department of Finance and Administration about improved project management processes was an agreement to engage in regular "whole of Parliament" strategic planning. This will commence in 2007-08.

Environment—water use

55 In November 2006 the ACT authorities imposed Stage 2 water restrictions. These were upgraded to Stage 3 restrictions in December 2006. Under Stage 3 restrictions, DPS was expected to reduce its water use by 35% of its use for the equivalent season in 2005-06. In summer, in the absence of water restrictions, DPS has used roughly 76% of its total water consumption on landscape watering, 9% on the airconditioning system, 4% on water features, and 4% on the toilet flushing system.

56 DPS has taken several steps to respond to current and possible future water restrictions.

Water features and landscape watering

57 The biggest changes have affected the Parliament House landscape. All external water features in and around Parliament House have been turned off and emptied. Annual flower displays were not planted, and watering has been severely restricted in the grounds beyond Parliament Drive.

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Airconditioning temperatures

58 To identify the potential for water savings through adjustments to the airconditioning system, a trial of a higher temperature setting for airconditioning in Parliament House was undertaken in January 2007.

59 This trial resulted in a measurable reduction in cooling tower water consumption, as well as a reduction in energy use.

60 Following the trial, and having regard to feedback received from building occupants during and after the trial, the cooling set point⁵ has been raised 2°, to 24°, in large parts of the building, including public and non-public circulation areas and some office areas. Other office areas, particularly those on the eastern side of the building which seem to heat up in the mornings before the airconditioning can stabilise room temperatures, have been left at the lower cooling set point. During the forthcoming summer we expect to obtain more reliable information about the actual water and energy savings generated by the changes.

Review of landscape design

61 Work began on a project to redesign the Parliament House landscape to make it more resilient, and in particular more drought-tolerant, while preserving as far as possible the overarching philosophy and principles of the original design. The design consultants began work in September 2007.

Catering

62 The existing contracts for the provision of catering services in Parliament House expire in June 2008. Expressions of interest in tendering for a new catering contract were sought in June 2007, and four expressions of interest were received for each contract. The next step will be to run a select tender involving those who have already expressed interest in taking part in the tender process.

Parliament House Art Collection

63 Tenders were called for provision of ongoing advice on the acquisition of artworks for the Parliament House Art Collection, and a consultant was appointed. We expect that the first batch of new

⁵ The cooling set point is the temperature at which the airconditioning system starts to cool the building, and above which the system continues to cool the building.

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acquisitions will be considered by the Art Advisory Committee after the 2007 federal election.

Continuity of Parliament planning

64 During the year the Security Management Board identified a number of alternative venues in which Parliament could meet if Parliament House were unavailable for any reason, and work started on arrangements for convening Parliament urgently in an alternative venue. Progress was also made on developing or refining DPS's individual service continuity plans.

Childcare centre

65 During the year DPS sought expressions of interest in operating a childcare centre in a former bar area in Parliament House. Four expressions of interest were received and the four respondents were invited to lodge formal tenders. Three tenders were received in May 2007.

66 The Tender Evaluation Committee, members of which are representatives of key stakeholders including DPS, the chamber departments, staff of Senators and Members and the Press Gallery, and a representative from ACT Children's Services, is currently evaluating the tenders.

67 The former Staff Bar and part of the adjacent courtyard have been identified as the location for the childcare centre. Substantial refurbishment of the area will be required to meet ACT Government requirements for licensed childcare centres in the ACT. The refurbishment requirements will be finalised in consultation with the childcare operator (when selected).

68 Concerns have emerged about the financial viability of the childcare centre. The centre will have the benefit of effectively free accommodation, but this benefit may be partly offset by the complexities of operating within Parliament House and by the irregular demand for childcare at Parliament House. The need for childcare varies significantly because the building operates at peak capacity for around 20 weeks each year, but has extended quiet periods when building occupancy may be reduced to less than half the peak-time occupancy.

Parliamentary Service Commissioner's review

69 In May 2007 the Presiding Officers agreed to terms of reference for a review by the Parliamentary Service Commissioner of

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the implementation of the 2004 amalgamation of three joint service departments—the Department of the Parliamentary Reporting Staff, the Department of the Parliamentary Library, and the Joint House Department—to form DPS.

70 The review is examining whether the administration of the Parliament is more efficient and effective than before amalgamation. It will also examine the implementation of the recommendations of the Podger Review that did not relate to amalgamation, and will take into account the findings of the Australian National Audit Office (**ANAO**) in its report *Implementation of the Parliamentary Resolutions Arising from the Review by the Parliamentary Service Commissioner of Aspects of Administration of the Parliament* (ANAO Report No. 51, 2005-06).

71 The Commissioner has received submissions from the heads of the three parliamentary departments, and we understand that she intends to provide her report to the Presiding Officers by December 2007.

Staff recognition

Australia Day Achievement Awards 2007

72 Each year DPS recognises outstanding performance by awarding Australia Day medallions to high-performing staff. These awards recognise the value of a diverse workforce consisting of skilled staff, and encourage their development and contribution to the work of the department.

73 The recipients of the 2007 awards were Lorelle Collins, Phil Kuczma, Gina Hall, Greg Hayes, Sheree Jan, Bob Wade and Jaan-Clare Witcombe. These staff all made a significant contribution to DPS's customer service, whether directly to our external customers, through the services they provide to other staff members, or through their role in the effective functioning of the department.

Community Service Award

74 The Community Service Award for 2007 was presented to Mark Aston, a member of the Parliamentary Security Service, for his fundraising work for the Make-a-Wish Foundation.

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Financial outcomes

Operating result

75 DPS recorded an operating surplus of \$3.505m for 2006-07. This result was derived from a savings against budgeted expenses of \$3.470m and a small increase against budgeted revenue from independent sources of \$0.035m.

76 The savings against budgeted expenses was derived from savings against depreciation of \$5.372m, offset by an excess of other expenditure, mainly employee and supplier expenses, of \$1.808m. A large component of employee expenses was \$2.574m paid to staff as one-off redundancy costs.

77 If the effect of the depreciation result is removed, the underlying result would be a deficit of \$1.867m in controllable costs, and if the effect of redundancies is removed, the controllable costs result would be a surplus of \$0.590m.

78 This result also reflects continuing internal supplementation of the security budget. The allocated security budget for the year was based on the recurrent funding transferred to DPS in July 2004 along with the security function, increased in line with overall DPS funding increases (that is, security was allocated the same proportion of DPS's budget as it received when the funding was originally transferred). However, Output Group 2.1—Security services, recorded \$29.640m of expenses against allocated revenue of \$27.564m, a deficit of \$2.076m. Underspending in the other output groups was sufficient to offset this deficit.

Asset replacement spending and depreciation

79 As indicated in paragraphs 48 to 54, new processes are being introduced for project initiation and approval, and the value of approved projects funded from asset replacement reserves is now building up after several years of low levels of project approvals. The recruitment of project management staff continues, and during the 2007-08 year we expect the pace of delivery of approved projects to increase substantially.

80 Major projects on which good progress has been made this year include:

- (a) several elements of a five-year strategy to renew the infrastructure that supports the recording and broadcasting of parliamentary proceedings;

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- (b) replacement of two major information systems supported by DPS, being:
 - (i) the system by which the chamber departments manage draft legislation (Bills) through the process of parliamentary consideration and Royal Assent (turning the Bill into an Act); and
 - (ii) the ParlInfo system, an information storage and retrieval system used to manage a wide range of parliamentary information, including Bills, Hansard, information collected or generated in the Library, and other Parliamentary papers;
- (c) refurbishment of public toilets in the Parliamentary precincts, including to install water-saving fittings;
- (d) replacement of CCTV cameras around Parliament House and the Parliamentary precincts;
- (e) replacement of fuel tanks in the Landscape Compound; and
- (f) replacement of lights to reduce energy use.

81 Departmental asset replacement approvals for the year totalled \$11.338m against a budget of \$23.240m, but the actual cash spent on the purchase of departmental assets was only \$6.511m.

82 The lower than budgeted spend on asset replacement over the past few years explains why the actual depreciation charge for 2006-07 was less than the budget estimate.

83 Administered asset replacement approvals for the year totalled \$15.160m against a budget of \$14.342m, but the actual spend on the acquisition of administered assets was only \$4.298m.

Certificate of Compliance

84 Developing and implementing an assurance framework that would enable me to sign the Certificate of Compliance (required of all agencies covered by the *Financial Management and Accountability Act 1997* for the first time in 2007) required substantial work by the Chief Finance Officer and her staff, and extra effort from all other areas in DPS.

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85 The process was valuable in that it identified a number of minor cases of non-compliance with relevant requirements, and a failure to give the Presiding Officers a particular fraud control report. It also provided useful insights and reminders for some staff exercising financial powers, whether as delegates or in their own right. On the other hand, as mentioned above, the process absorbed a substantial amount of staff time and energy across the department.

Coins in Parliament House water features

86 Last year DPS reported that we had reached agreement with the Department of Finance and Administration for the creation of a Special Account to hold amounts "donated" by visitors to Parliament House by means of depositing coins in any of the water features around the building. Money in the Special Account is then to be donated to charity.

87 We are still awaiting the creation of the Special Account by the Minister for Finance and Administration. The amount available to be deposited in that account as at 30 June 2007 was \$956.15.

Fraud control certification

88 For the purposes of paragraph 28 of the *Commonwealth Fraud Control Guidelines 2002*, I am satisfied that fraud risk assessments and fraud control plans have been prepared that comply with the Guidelines and that appropriate fraud prevention, detection, investigation, data collection and reporting procedures and processes are in place in the department. See paragraphs 502 to 504 in Part 5 for more details about fraud control in DPS.

Other matters

Accommodation reviews

DPS accommodation

89 DPS began reviewing its internal accommodation needs and use in February 2006, and has been working on returning outposted units (specifically information technology, financial and corporate areas) to accommodation within Parliament House, as well as more efficiently using available departmental space within the building.

90 In June 2007 the last of around 65 staff moved from West Block to Parliament House, with an associated annual saving on rental costs of \$675,000 (GST exclusive). This was accomplished

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through relocation of staff within Parliament House and reconfiguration of some DPS space to accommodate more staff.

Parliament House accommodation

91 A separate review into Parliament House accommodation generally was initiated by the Presiding Officers in February 2006, with a Steering Committee chaired by the Department of the House of Representatives and including members from DPS as well as the Department of the Senate and the Department of Finance and Administration (reflecting that department’s responsibility for the Ministerial Wing).

92 The committee engaged a consultant to review the current use of space in Parliament House and to provide short, medium and long term options for addressing accommodation pressures in Parliament House. The final report from the consultant was received by the Steering Committee in May 2007. The recommendations of the report are being evaluated and consultation is occurring with stakeholders.

2005 flu vaccinations

93 In recent years, DPS has arranged provision of an annual influenza vaccination program. Vaccines are provided by a contracted health services provider and are available to all building occupants.

94 After the 2005 vaccination program was conducted, four DPS employees reported illnesses that might have been associated with the vaccinations. As a result of media coverage in early 2007, DPS received reports from eight members of the public of significant adverse reactions to flu vaccinations, mainly the 2005 vaccinations.

95 In June 2007 DPS wrote to the contracted provider, Health Services Australia, seeking a review of the 2005 vaccine in the light of the number of cases brought to our attention.

96 Vaccination programs conducted in 2006 and 2007 have not generated any reports of significant adverse reactions.

Outlook for 2007-08

97 In addition to continuing to deliver ongoing services to Parliament House, our key areas of focus for the 2007-08 year include the following:

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- (a) finalising work on governance arrangements for DPS, including issuing all outstanding policy and procedural documents giving effect to current arrangements;
- (b) developing an electronic records management system;
- (c) finalising and implementing a People Strategy;
- (d) negotiating a new Certified Agreement with our staff to replace the two existing agreements, which expire at the end of June 2008;
- (e) finalising the remaining CIRs and implementing agreed recommendations;
- (f) finalising and fully implementing the new project initiation and delivery processes;
- (g) developing and implementing environmental management plans for Parliament House, including water and energy strategies;
- (h) developing a landscape renewal strategy for the Parliamentary precincts after receiving the report of the current landscape review;
- (i) finalising the tender process for contracts to provide catering services within Parliament House;
- (j) finalising the childcare tender process and establishing a financially-viable childcare centre;
- (k) renewing licence agreements with Press Gallery and commercial licensees of premises in Parliament House;
- (l) finalising, and beginning the implementation of, a Security Strategic Plan;
- (m) implementing contracts for the replacement of the Bills system and ParlInfo; and
- (n) re-establishing the Art Advisory Committee and the acquisitions program for the Parliament House Art Collection.

Part 2—Departmental overview

Part 2—Departmental overview

Introduction

98 The Department of Parliamentary Services (**DPS**) is one of three departments which comprise the Parliamentary Service, the other two being the Department of the Senate and the Department of the House of Representatives.

99 The Secretary, reporting to 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

100 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

101 The Department of Parliamentary Services comprises an Executive and eight branches, as illustrated in the DPS organisational chart provided at Figure 1.

102 The organisational structure reflects a business model that separates strategy and planning, capability development (capital investment) and service delivery.⁶ It was introduced in February 2006, replacing the silo-based functional model inherited from the amalgamation of three former parliamentary departments (Department of the Parliamentary Reporting Staff, Parliamentary Library and Joint House Department).

103 Supporting the business model are the core DPS business principles of continuous improvement, seamless service delivery and improved accountability. Specifically, the organisational structure is designed to improve management decision-making, improve transparency and accountability, better allocate resources, better

⁶ The business model is referred to as the “Plan/Build/Run” model, given its grouping of works units according to whether they contribute predominantly to business planning, building or operational running.

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interact with clients and customers to meet their needs, and improve overall DPS performance.

104 The Secretary is Chief Executive Officer (**CEO**) and the principal officer of the department's leadership team. Executive officers reporting directly to the Secretary are the Parliamentary Librarian, the Deputy Secretary and the Chief Finance Officer (**CFO**).

105 The office of Parliamentary Librarian is a statutory one created by the *Parliamentary Service Act 1999*. The Parliamentary Librarian is responsible for the Research Branch and the Information and Access Branch. Under the Act the Parliamentary Librarian is required to prepare an annual report. The Parliamentary Librarian's report is to be included in the DPS annual report and it forms Part 3 of this document.

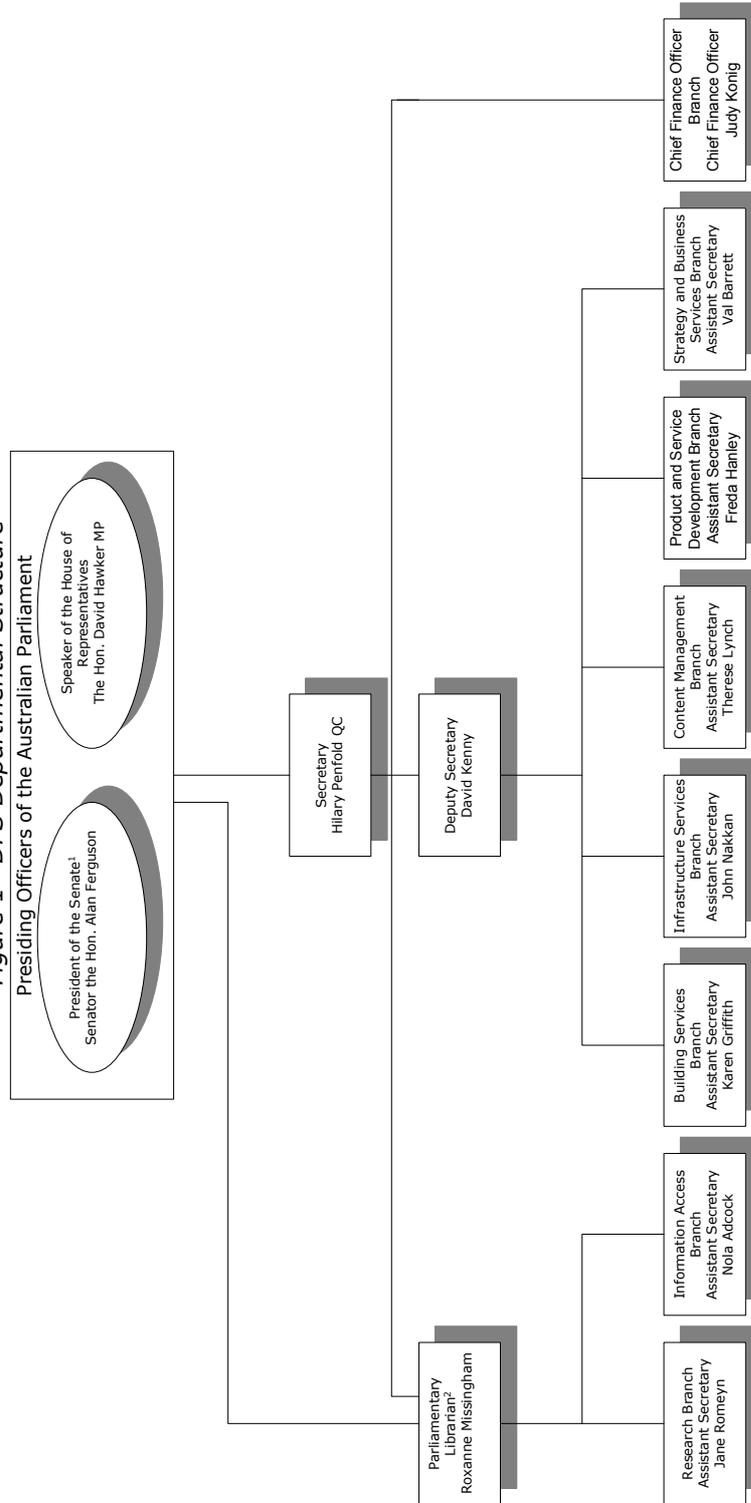
106 The Deputy Secretary is responsible for the activities of five branches (Strategy and Business Services, Building Services, Infrastructure Services, Content Management, and Product and Services Development).

107 The CFO is responsible for the activities of the Chief Finance Officer Branch.

108 Each branch within DPS is headed by an Assistant Secretary and is divided into sections. The roles and responsibilities of each branch are described further in "Departmental services" (see paragraphs 109 to 163).

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Figure 1—DPS Departmental Structure



Note 1: The President of the Senate until August 2007 was Senator the Hon. Paul Calvert.

Note 2: The Parliamentary Librarian reports to the Presiding Officers in respect of statutory functions detailed in the *Parliamentary Service Act 1999*. However, for the exercise of normal management functions, including as detailed in the *Financial Management Act 1997* and *Parliamentary Service Act 1999*, the Parliamentary Librarian reports to the Secretary.

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Departmental services

109 Services provided by DPS are broad-ranging, including information services (research, access and analysis), security management and provision, facilities management and provision, visitor services, building management and maintenance, landscaping, IT network management and maintenance, telecommunications management, broadcasting and Hansard services. The work of each branch is described below.

Parliamentary Library

110 The Parliamentary Library provides information, analysis and advice to the Parliament and comprises the Office of the Parliamentary Librarian and two branches, the Research Branch and the Information Access Branch.

111 Information, research and analytical services are provided by the Research Branch to Senators and Members (and their staff), parliamentary committees and the parliamentary departments to support parliamentary or representational duties.

112 The Information Access Branch selects, acquires, maintains and facilitates access to print and electronic resources in the Library's collections.

113 More detail on the role, functions and services provided by the Parliamentary Library can be found in Part 3 of this report (see paragraphs 164 to 273).

Building Services Branch

114 The Building Services Branch predominantly contributes to the "run" part of the business model. It comprises three sections delivering services to occupants of, and visitors to, Parliament House. These include security and emergency services, facilities contract management, visitor services and services relating to health and wellbeing. The key objectives of the Building Services Branch are to:

- (a) provide an appropriately secure environment for Senators, Members, building occupants and visitors to the building;

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- (b) manage security and emergency responses within the Parliamentary precincts;
- (c) issue passes to occupants and visitors allowing access to the building;
- (d) provide agency security advice;
- (e) manage facilities service contracts for cleaning and catering and licence agreements;
- (f) implement policies applying to the conduct of functions in Parliament House;
- (g) provide a Health and Recreation Centre that offers health and fitness programs and facilities for the wellbeing of occupants of Parliament House;
- (h) provide a first aid response to occupants and visitors and manage health promotion programs for occupants of Parliament House;
- (i) conduct tours of Parliament House for school groups, the public, and other visiting groups; and
- (j) provide a retail outlet for occupants and visitors to the building.

Security

115 Security services are provided by two sections:

- (a) The Security Operations Section provides operational security and emergency services, including the key roles of Agency Security Adviser, Fire Officer and Emergency Coordinator.
- (b) The Security Planning and Administration Section provides management functions for the Parliamentary Security Service (**PSS**), security training and administration, security systems administration and support and key and locks management. The section also includes the pass office and the PSS roster office.

116 The Protection portfolio of the Australian Federal Police (**AFP-Uniform Protection**) 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 dogs trained in explosives

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detection. AFP-Uniform Protection officers deal with security incidents within the precincts and provide an armed first-response capability for Parliament House. AFP-Uniform Protection also provides security services within the Ministerial Wing (except for entrance security screening, which is a PSS function) and provides security for the Prime Minister's Suite and the Cabinet Suite. The AFP officer-in-charge also undertakes the role of Parliament House Protective Security Controller.

117 PSS officers (who are DPS employees) 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. 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 a CCTV network and a variety of electronic security systems.

118 PSS officers provide security services to functions, visits and other significant activities within Parliament House in addition to their routine security tasks. The PSS provides an unarmed first-response capability to security incidents and duress alarms within the building (except for the Ministerial Wing, where first-response is provided by AFP-Uniform Protection), as well as providing first aid services to Senators, Members, other building occupants and visitors.

119 Emergency management within Parliament House is coordinated by the Emergency Control Committee, chaired by the Parliament House Protective Security Controller. Responses to particular incidents are supported by wardens from all parliamentary departments, as are emergency response exercises.

120 Both security sections contribute to the development of security policy through the Security Management Board, and the implementation of security and emergency policy, procedures and response protocols for Parliament House.

Facilities

121 The Facilities Section administers the Presiding Officers' policies on the use of Parliament House facilities by building occupants and members of the public. It also provides catering, cleaning and pest control services in the building through contracts with outsourced providers. In addition, the section manages licence agreements relating to those parts of the building which are occupied by licensees under commercial rental arrangements, including the

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Press Gallery, bank, travel agency, Aussie's General Store, post office, hairdresser, physiotherapist, Australian Government Photographic Service (AusPic) and florist.

122 The section provides a range of visitor services (including guided tours for building visitors and presentations for school groups) as well as operating The Parliament Shop, which sells a range of Parliament House souvenirs and Australian-made specialty goods.

123 The Nurses Centre provides first aid and a limited range of other health services to building occupants. The Health and Recreation Centre offers building occupants access to recreational and wellbeing facilities including a gymnasium, squash courts, tennis courts, a swimming pool and fitness classes.

Infrastructure Services Branch

124 The five sections within this branch are responsible for providing day-to-day support to Parliament House, building occupants and visitors through maintaining the building and its systems. While the branch is primarily part of the "run" component of the business model, it is also responsible for some capital investment work (a "build" activity), generally involving replacement of existing infrastructure such as carpet, furniture and landscape.

Maintenance Services

125 The purpose of maintenance services is to maintain the building's services, fabric and landscape to an appropriate level. The aim of the Maintenance Services Section is to provide premium quality preventative maintenance and breakdown rectification services to Parliament House, and to provide these services at a cost that takes account of the expected life of the building. Services maintained include:

- (a) high and low voltage electrical power distribution;
- (b) fire and security monitoring and control systems;
- (c) airconditioning, hydraulic and pneumatic systems;
- (d) the building's structure, fabric and fit-out; and
- (e) the landscape.

126 The Maintenance Services Section is responsible for the development and management of long and short-term maintenance

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plans for Parliament House, and plant maintenance history, management and analysis. The section also maintains the building's engineering drawings and technical manual library and supports the department's corporate Financial Management Information System.

IT Operations (Support and Maintenance)

127 The purpose of the IT Operations (Support and Maintenance) Section is to provide quality support and assistance to customers using IT and broadcasting services.

128 An important and highly used service is the Client Support help desk (2020). This is the client gateway, or first-line support, for information and communications technology (**ICT**), broadcasting and Hansard services, and ICT training, assistance and advice.

129 The section also provides second-line software and hardware support for desktop and mobile computing devices, printers, televisions and pagers.

Computing Services

130 The Computing Services Section is responsible for the operation of central computer facilities, including:

- (a) the computer room;
- (b) server and storage hardware;
- (c) system and data backup and restoration;
- (d) server software such as Windows and UNIX, backup and management software, and email systems;
- (e) database software (SQL-Server, Oracle, Sybase);
- (f) ICT security operations;
- (g) software installation on servers, and automated software distribution and installation on desktops; and
- (h) coordination of changes, and administration of the change management function, for parliamentary ICT and broadcasting systems.

131 In addition, the section provides the Information Technology Security Adviser (**ITSA**) role for the department, and assists the chamber departments with their ITSA functions.

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Telecommunications

132 The Telecommunications Section provides data network and voice communications services to building occupants.

133 Data network services supported include:

- (a) the connectivity from the desktop to the network servers, and to applications such as ParlInfo, digital audio and the Table Office and Hansard systems; and
- (b) the gateway to the internet and connections to electorate offices.

134 Voice communications services supported include:

- (a) the Alcatel telephone system;
- (b) voicemail;
- (c) the broadcast facsimile gateway; and
- (d) mobile phone coverage within Parliament House.

Broadcasting Infrastructure and Support

135 The purpose of the Broadcasting Infrastructure and Support Section is to support the broadcasting systems deployed in Parliament House. The major systems are:

- (a) television and radio production facilities in the chambers, committee rooms, and production control rooms;
- (b) broadcast cameras and camera robotics;
- (c) sound reinforcement systems in chambers and committee rooms;
- (d) the House Monitoring Service;
- (e) the Emergency Warning and Intercommunications System;
- (f) the Master Clock System;
- (g) division bells and lights; and
- (h) video tape recorders and tape storage systems.

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Content Management Branch

136 The Content Management Branch (**CMB**) has four sections. It is responsible for broadcasting and archiving the audio-visual record of chamber and committee proceedings of the Parliament, and for producing a Hansard record of those proceedings. The branch coordinates the management of departmental records and knowledge and is responsible for developing and implementing the department's eBusiness strategy.

Broadcasting Content

137 The Broadcasting Content Section produces and distributes annually up to 1,500 hours broadcasting of the Senate and House of Representatives chambers and the Main Committee of the House of Representatives, and up to 2,500 hours of committee proceedings. These services are sound reinforced, include systems for the hearing-impaired in certain locations and are broadcast via TV, radio and the internet. The section also provides the House Monitoring Service, a multi-channel radio and television system available within Parliament House.

138 This section offers a range of television and radio production services to Senators and Members through a fully-equipped studio complex with video editing, audio production and post production facilities. Other services provided include audio-visual support services for parliamentary events, video conferencing and teleconferencing facilities, provision of video and audio copies of parliamentary proceedings, and television replays of those proceedings.

Hansard

139 The two Hansard sections (Hansard Operations Section and Hansard Support Section) transcribe and publish reports of proceedings in the Senate, the House of Representatives and the Main Committee of the House of Representatives, as well as transcripts of parliamentary committee hearings and some ministerial or parliament-related conferences. Hansard transcripts are available in hard copy, and electronically via the internet (www.aph.gov.au) and on the internal Parliamentary Computing Network (**PCN**).

Knowledge Management

140 The Knowledge Management Section is responsible for the creation, capture, control, retention, archiving and reuse of

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information and records. Its responsibilities include managing records disposal processes, Hansard and broadcasting retention and preservation policies, and the DPS document and records management systems.

Web Content

141 The Web Content Section manages the DPS web presence across all levels of online service delivery, including the development and implementation of an eBusiness strategy. The section also develops and disseminates policy and guidelines aimed at ensuring compliance with legislation and web content standards.

Product and Service Development Branch

142 The purpose of the Product and Service Development Branch (**PSDB**) is to manage and deliver projects to support the operations of Parliament House. As such, it primarily delivers the “build” part of the business model.

143 The branch also maintains the Parliament House Art Collection.

144 PSDB has responsibility for the management and delivery of all projects within DPS. The projects are managed by staff in three sections:

- (a) Building and Security Projects;
- (b) Broadcasting and Digital Media Projects; and
- (c) IT Projects.

Building and Security Projects Section

145 The Building and Security Projects Section is responsible for managing the delivery of building, engineering and security projects related to refurbishment, modification, upgrade, replacement or new works in Parliament House and the Parliamentary precincts.

Broadcasting and Digital Media Projects Section

146 The Broadcasting and Digital Media Projects Section undertakes a range of projects in relation to development and implementation of broadcasting, IT, communication and security camera infrastructure.

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IT Projects Section

147 IT Projects Section is responsible for managing the delivery of projects related to the installation and implementation of new IT systems and infrastructure. Other roles undertaken by the section include enterprise test management, ICT procurement, and the provision of third-line support to IT applications.

Project Management Office

148 In addition to project delivery sections, the Project Management Office is also located within PSDB and is responsible for:

- (a) ensuring all projects are undertaken using a consistent project management methodology;
- (b) providing project management best practice guidance and support to all project stakeholders;
- (c) ensuring groups of related projects are managed in a coordinated way to obtain benefits and control not available from managing them individually;
- (d) providing performance reporting on project progress; and
- (e) facilitating project management training.

Art Services Section

149 The Art Services Section manages the Parliament House Art Collection. This includes coordinating the acquisition of artworks, and providing access to works for display in the offices of Senators and Members and elsewhere in Parliament House and the Parliamentary precincts. The section manages collection conservation and administers Historic Memorials (under the Historic Memorials Committee) and Gifts Collections.

Strategy and Business Services Branch

150 The purpose of the five sections comprising Strategy and Business Services Branch (**SBSB**) is to provide appropriate and cost-effective strategic planning and business services that support DPS's operations and strategic aims. SBSB primarily contributes "plan" services as well as general corporate support to the department.

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Strategic Planning and Policy

151 The Strategic Planning and Policy Section develops strategic plans and policies on a range of issues, including information and communications technology, building security, ICT security and digital media, as well as developing memoranda of understanding between DPS and other organisations for services provided, for instance with the AFP.

152 Included within the section is the role of the Parliamentary Service Liaison Officer (**PSLO**), a position funded by all three parliamentary departments. The PSLO provides advice to the parliamentary departments on service-wide issues and matters related to the *Parliamentary Service Act 1999*.

Strategic Planning and Policy (Building and Energy)

153 The Strategic Planning and Policy (Building and Energy) Section provides:

- (a) technical advice on building issues and development of long-term strategies for the preservation and effective operation of Parliament House;
- (b) strategic and technical input into the delivery of building and security projects;
- (c) engineering advice to other sections such as Maintenance Services and Planning;
- (d) advice on building standards and compliance with the Building Code of Australia and other standards and regulations;
- (e) advice on the heritage considerations relating to Parliament House; and
- (f) advice on Parliament House environmental matters including energy, water consumption and waste disposal.

People Management and Strategy

154 The primary function of the People Management and Strategy Section (**PMAS**) is to provide payroll and associated services to DPS staff. It also supports staff recruitment and maintains the Human Resource Management Information System.

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155 PMAS develops policy, provides advice and reports, and ensures compliance with legislative requirements on all human resource issues including:

- (a) training and development;
- (b) performance management;
- (c) workplace diversity, including implementation of the Commonwealth Disability Strategy;
- (d) occupational health and safety; and
- (e) workplace relations.

Governance and Business Management

156 The Governance and Business Management Section contributes to DPS's corporate planning, decision-making processes and statutory compliance through the provision of governance and business services across the department.

157 The key functions of the section include:

- (a) co-ordinating business planning;
- (b) internal performance reporting;
- (c) external statutory reporting (including portfolio budget statements and annual reports);
- (d) risk management and business continuity planning;
- (e) audit and fraud control;
- (f) insurance and legal liaison; and
- (g) secretariat services to the Audit and Joint House Committees.

Customer Services and Communication

158 The Customer Services and Communication Section has responsibility for:

- (a) establishing a single point of contact for DPS services (other than 2020 Client Support help desk services);
- (b) developing and maintaining the DPS Services Catalogue;

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- (c) client consultation, feedback and surveys;
- (d) Department of Finance and Administration account management; and
- (e) marketing and public relations.

Chief Finance Officer Branch

159 The Chief Finance Officer Branch consists of three sections providing advice to the Executive, Assistant Secretaries and other managers on a range of financial issues including compliance with statutory requirements. It manages the Chief Executive's Instructions and various financial delegations and procedures for this purpose. In addition, the branch coordinates preparation of all departmental budgets and provides monthly management reporting and statutory reporting, including annual financial statements.

Procurement

160 The Procurement Section provides advice on a range of procurement issues. It develops and issues procurement and contract management policies to ensure legislative, regulatory and procedural obligations are 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.

161 Procurement also provides a service to the department in relation to specialised purchasing, contract development and tendering to ensure that value for money is being achieved. Procurement advice is also available to the chamber departments.

Finance

162 The Finance Section provides financial information that supports internal management decision-making. The key services of the Finance Section are:

- (a) preparation of the monthly and annual financial statements and monthly management reports;
- (b) development and maintenance of internal accounting policies and procedures;
- (c) performing the treasury function;

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- (d) asset and taxation management;
- (e) managing accounts payable and receivable;
- (f) development and maintenance of Chief Executive's Instructions, Chief Executive's Procedures and procedural guides; and
- (g) preparation of departmental budgets.

Support Services

163 The Support Services Section provides general office services to the department, including coordinating furniture movements, managing leased vehicles and arranging telephone installations and repairs. The section also coordinates capital equipment procurements for office equipment assets and provides loading dock and distribution services for Parliament House, including the management of off-site storage.

Part 3—Parliamentary Library

Part 3—Parliamentary Library

Parliamentary Librarian's review

Introduction

164 The Australian Parliamentary Library's services are established under the statutory office of the Parliamentary Librarian which has the following functions⁷:

- (a) to provide high quality information, analysis and advice to Senators and Members of the House of Representatives in support of their parliamentary and representational roles; and
- (b) to undertake such other responsibilities within the joint Department, consistent with the function set out in paragraph (a), as are conferred in writing on the Parliamentary Librarian by the Secretary of the joint Department with the approval of the Presiding Officers.

165 The Parliamentary Library is composed of the Parliamentary Librarian and the employees of the Department of Parliamentary Services (**DPS**) assisting the Parliamentary Librarian.

166 The Parliamentary Library Executive was in place for the reporting year. The Executive comprises Ms Roxanne Missingham, Parliamentary Librarian, Dr Jane Romeyn, Assistant Secretary, Research Branch (**RB**) and Ms Nola Adcock, Assistant Secretary, Information Access Branch (**IAB**).

167 During the year the Library consolidated its new governance and operational arrangements. A major evaluation of client needs was conducted.

Joint Standing Committee on the Parliamentary Library

168 An important governance arrangement for the Parliamentary Library is the Joint Standing Committee on the Parliamentary Library (the **Library Committee**).

169 The Library Committee membership is:

The Hon Dick Adams MP (Joint Chair)

⁷ *Parliamentary Service Act 1999*, subsection 38B(1).

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Senator Russell Trood (Joint Chair)

Senator Lyn Allison

The Hon John Anderson MP

Senator the Hon George Brandis (to 12 March 2007)

Mr Russell Broadbent MP

Mr Petro Georgiou MP

Mr Michael Hatton MP

Senator Steve Hutchins

Senator Julian McGauran (from 23 March 2007)

Senator Fiona Nash

Mr Brendan O'Connor MP

Mr Barry Wakelin MP

Senator Ruth Webber



Joint Chairs of the Library Committee and the Parliamentary Librarian:
Senator Russell Trood, Ms Roxanne Missingham, The Hon Dick Adams MP.

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- 170 The terms of reference of the Library Committee are to:
- (i) consider and report to the Presiding Officers on any matters relating to the Parliamentary Library referred to it by the President or the Speaker;
 - (ii) provide advice to the President and the Speaker on matters relating to the Parliamentary Library;
 - (iii) provide advice to the President and the Speaker on an annual Resource Agreement between the Parliamentary Librarian and the Secretary of the Department of Parliamentary Services; and
 - (iv) receive advice and reports, including an annual report, directly from the Parliamentary Librarian on matters relating to the Parliamentary Library.

171 The Library Committee met on 13 September 2006, 6 December 2006, 28 February 2007 and 20 June 2007. It approved the 2007 Australian Parliamentary Fellowship. The committee also discussed collection development, particularly the need to increase the range of electronic resources directly available to Senators and Members; oral histories of Parliamentarians; access to regional newspapers; the Continuous Improvement Review of the Research Branch; policies on *Copyright, confidentiality and attribution, Communication by Parliamentary Library staff with Government agencies* and *Accessing child pornography or child abuse material by Library staff*; providing access to the Electronic Media Monitoring Service (**EMMS**) to Electorate Offices of Senators and Members; changes to services on sitting nights; and the Library's client survey (see paragraph 178).

172 The Committee considered the Resource Agreement and resolved that the Joint Chairs write to the Presiding Officers recommending the adoption of the draft Resource Agreement as the agreement for 2007-08.

Resource Agreement

173 The Parliamentary Librarian and Secretary of the Department of Parliamentary Services (**DPS**) developed a Resource Agreement (the **Agreement**) as required under the *Parliamentary Service Act 1999*.

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174 The Agreement identifies the resources provided to the Parliamentary Librarian by DPS to enable the provision of Library services to clients. It also details the services provided by DPS to the Librarian. In addition it describes the resources in terms of services provided by the Library to the rest of DPS.

175 It has been developed in light of the DPS budget, the relationship between the Library and the rest of DPS in delivering services to clients, and the *Department of Parliamentary Services Certified Agreement 2005-2008* (the **DPS CA**).

176 The major budget pressures are the need for additional resources to increase the electronic resources available to Library clients, and increases in salary costs. The review of the staffing of the Research Branch has provided an opportunity to explore greater efficiencies through a structure which better reflects the work requirements.

177 The budget contained in the agreement is a 4.75% increase on the Library's expenditure in 2005-06. It includes a mid-term review of the budget by the Parliamentary Librarian and the Secretary of DPS to establish whether any variation is required.

Assessment of clients' needs and Library performance

178 The Parliamentary Library reviews the needs of clients once in each Parliament. The information gathered enables the Library to review existing services, assess changes in information needs and consider planning for any new services in its role of providing information, analysis and advice to the Parliament.

179 The 2007 review was based on a survey of clients, focus groups and an analysis of the use of services delivered by the Library, including the collection. The full report is available online at http://www.aph.gov.au/library/pubs/survey_report.doc.

180 Overall, clients who responded to the survey were very satisfied with Library services. The satisfaction rate increased slightly compared to the previous client survey (89% as compared to 85%). Most significantly, 99% of those who responded expressed the view that they would recommend the service to colleagues.

181 Despite the high level of satisfaction, areas for improvement were identified by many clients through both the survey and the focus groups. The key areas to address were identified as:

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- (a) achieving greater consistency and quality of service in responses to individual client requests;
- (b) improving, if possible, the timeliness of Library publications, particularly *Bills Digests*;
- (c) reviewing and establishing communication activities to improve the understanding of Library services available to clients;
- (d) improving online services—extending access to the Electronic Media Monitoring Service to Electorate Offices and replacing the ParlInfo system;
- (e) continuing to improve the online resources available to clients at their desktop (or devices), particularly regional newspapers; and
- (f) improving means of alerting clients to new relevant resources available from the Library.

182 Some insights were obtained into the information collection and research behaviour and expectations of clients in this increasingly online world. The Library's key advantages were identified by our clients as:

- (a) saving the client time in information-seeking and analysis;
- (b) providing high quality information, research and analysis that is tailored to client needs, in a form that can be readily understood and used by the client; and
- (c) enabling access to information resources (particularly through ParlInfo, EMMS and the Library's web site), which can be accessed at any time directly by clients.

183 The client survey has been discussed with the Library Committee and has been a key document in shaping Library business planning for 2007–08.

184 In addition to the review of Library services, DPS conducted a customer survey in 2007 which covered a number of DPS services and included a small number of questions relating to the Library. The DPS Customer Survey 2007 attracted 493 individual respondents of whom 139 were primary clients of the Library (Ministers, other Senators and Members, and their staff). However, not all respondents answered all questions.

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185 Preliminary results from the DPS survey confirm the generally favourable results of the Library review. Findings included the following:

- (a) The Library was the DPS service most used by Senators and Members and their staff in the past 12 months (76, or 55% of respondents). It was the equal second most used service by Chamber department staff in this period (the most used was the Pass Office, by 52 respondents or 48%, with the Library and the 2020 Client Support help desk equal at 50 respondents or 46%).
- (b) Senators, Members and their staff were highly satisfied with the Library service. 94% of respondents in this category were "very satisfied" or "satisfied".
- (c) The service was considered important. To the question "Which DPS services are most important to you (please identify up to 5)?", Senators, Members and their staff rated the 2020 Client Support help desk first at 88%, with the Library second at 81%.
- (d) To the question "Which DPS services are least important to you (please identify up to 5)?", the Library received the lowest proportion of "least important" rankings from Senators, Members and their staff (less than 2%).

Continuous Improvement Review of the Research Branch

186 Continuous improvement reviews (**CIRs**) have been established for all areas in DPS under the two DPS certified agreements, including the DPS CA which covers Library staff.

187 The objective of the CIRs is to "find more cost-effective and efficient means of delivering services provided by DPS". CIRs are conducted using a two-tier structure, including a Review Group and a Steering Committee.

188 The Research Branch CIR was conducted by staff volunteers from both the Branch and other parts of DPS (including advisers from the human resources area), and a union representative.

189 The CIR of the Research Branch was completed in February 2007. The Review Group made 29 recommendations. The Steering Committee accepted 27 recommendations in principle, and did not agree to two recommendations. The recommendations that were not agreed to related to the broadbanding of Support Assistants, and the

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relocation of the Central Enquiry Point (**CEP**). However, the Steering Committee did agree to revisit the CEP issue in 18 months.

190 The Review Group recommended that efficiencies could be achieved by moving from a “flat” to an “inverted pyramid” structure. It was considered that the revised structure would enable the delivery of the same high-quality services in a more efficient and cost effective manner, because:

- (a) the portion of lower-level work required of the Research Branch would be done by staff at those levels and not by staff at higher levels; and
- (b) as a result, staff at higher levels would be free to undertake more work at their own level.

191 The Review Group also recommended that the Branch adopt uniform job titles for all client service positions at each level—discontinuing the parallel streams of Information Specialist and Research Specialist positions.

192 The Report confirmed the continuing need for staff specialisation, but also noted the need for the Research Branch to be able to respond flexibly to new issues and subjects as they emerge.

193 The Report was provided to the Library Committee, together with the implementation plan approved by the Steering Committee.

194 As part of the implementation process, consistent selection criteria and duty statements have been developed in consultation with staff and the People Management and Strategy Section to reflect the positions in the new structure. Performance agreement documents have been revised and implemented. A proposal for broadbanded PSL4/5 positions was approved by the Secretary after consultation with all staff in the Library and the relevant union. A review of the classification level for some staff has commenced, after consultation with the Community and Public Sector Union. Training needs are being reviewed in the context of the CIR and the Library’s draft Workforce Plan. Coaching training was trialled for five Research Branch PEL1s during May, and leadership training was undertaken for SES, Directors, around 20 Senior Researchers and senior staff from IAB during June 2007.

195 No staff will be made excess in implementing the CIR recommendations. New positions will be created by taking advantage of vacancies that arise, not by creating involuntary redundancies. The overall number of funded positions classified as senior Research

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Specialist prior to the restructure will not be reduced in implementing the new PSL4/PSL5 positions.

196 The review resulted in some delays to recruitment to Research Branch vacancies. This arose because implementation could not take place until the report, including the Steering Committee response, was finalised, new selection criteria and duty statements were in place, and discussions focusing on the work requirements of specific sections were undertaken.

Continuous Improvement Review of the Information Access Branch

197 The Review Group and Steering Committee for the Information Access Branch CIR were established in late 2006. Considerable work has occurred with extensive staff consultation and a discussion paper prepared for further consultation. A report and implementation plan will be prepared in 2007-08.

Australian Parliamentary Fellowship

198 The Library has, on behalf of the Parliament, managed the Australian Parliamentary Fellowship since 1970. The Fellowship provides support for 12 months to undertake a research project, prepare a monograph on the project and undertake client work in the Library.

199 In April 2007 the monograph of the 2002 fellow, Dr Maurice Rickard, was published; *Principle and pragmatism: a study of competition between Australia's major parties at the 2004 and other recent Federal elections*.

200 The monograph of the 2005 Fellowship holder, Dr Sophia Dimitriadis, *Water recycling: a national perspective of choice and perception*, remains to be completed.

201 Dr Timothy Kendall is the recipient of the 2007 Fellowship. His topic is *Australia's China—China through the eyes of Parliament*. His research includes a survey of Senators and Members and in-depth interviews.

Significant improvement in services and systems

202 During the year the most significant changes to services have been changes to the access to Library information services and the development of an index to the bound volumes of Hansard.

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203 Senators and Members can now access radio and television news and current affairs programs through the Library's EMMS in their Electorate Offices. An extensive pilot was conducted from December 2006 and the evaluation found no significant issues associated with providing the service to these offices. The service became accessible to Electorate Offices on 14 June 2007.

204 Access to EMMS in Electorate Offices was one of the major requirements identified in the client survey. Achieving this access has significantly improved the usefulness of the service.

205 Indexes for bound volumes of Hansard recommenced in 2007, filling a gap created when indexing ceased in late 2004. A fully automated approach was adopted, with programming and some manual editing producing indexes for late 2004, 2005 and 2006. The indexes, which will now enable users to find speeches on a topic listed together, rather than under the type of parliamentary speech, should be distributed to recipients of the bound volumes early in 2007-08. Further improvements have been identified for future indexes.

Accommodation

206 The Parliamentary Library released space in the Ground and Second Floor libraries towards the end of 2006-07 to enable the accommodation of DPS staff relocated from West Block and elsewhere in the Parliament. The space was provided with some reorganisation and a small reduction in the reading area in the Ground Floor Reading Room.

207 The redesigned reading area in the Ground Floor Reading Room is able to accommodate clients without inconvenience. The accommodation changes contributed to the ability of DPS to cease renting space in West Block, leading to a considerable saving to the Department.

Assistance to parliamentary libraries in the region

208 The Library is committed to supporting parliamentary libraries in the region, particularly in Pacific countries and those in emerging democracies. This year the Library provided:

- (a) support for visits organised by the Parliamentary Relations Office and the Inter-Parliamentary Study Program;

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- (b) information and training for visitors—the Library hosted a two-week visit by five staff from the Sri Lankan Parliamentary Library, as well as shorter visits by librarians from the Vanuatu and Fiji Islands parliaments;
- (c) resources to increase the collections of these libraries (during the financial year the Library donated or purchased material for the Solomon Islands, Timor and Samoa with support from the Commonwealth Parliamentary Association);
- (d) support for reference/research services by encouraging libraries to pass on any relevant questions to us (during the year the Library answered a small number of enquiries from libraries in the region);
- (e) support for staff in regional parliamentary libraries with skills for specific tasks such as assisting the Kiribati Parliament to set up their web site; and
- (f) support for libraries by providing free access to material on the Library’s web site and free Parliamentary Library publications such as the Parliamentary Handbook.

209 During the year *Strengthening the Research and Information Capacity of Pacific Island Countries' Parliamentary Libraries—a basic manual* prepared by a Library staff member, Michael Ong, with support by AusAID and the United Nations Development Programme, continued to be used by Pacific parliamentary libraries as a manual for service development and delivery.

Strategic Planning

210 The Senior Management Group of the Library met to develop the Library plan for 2007–08. Initiatives identified for particular action in the year include:

- (a) implementing the recommendations of the Research Branch Continuous Improvement Review;
- (b) improving the process for forecasting emerging issues;
- (c) increasing cross-Library communication;
- (d) ensuring the Library concentrates on “adding value”, particularly by conducting effective client communication and concentrating on the analysis component of client responses;

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- (e) exploring the opportunities of Library 2.0 technologies including shared work spaces—such as wikis and social tagging;
- (f) improving the ease of access to Library collections, reducing duplication of program notes and transcripts and enhancing access to the Electronic Media Monitoring Service by means of the new ParlInfo;
- (g) developing and reviewing policies, including developing a new policy on the digital collection;
- (h) reviewing newspaper access online and implementing the outcomes of the news tender;
- (i) using technology more efficiently; and
- (j) promoting the Library's collection and services.

211 Another important strategic initiative for the Library during this period was the development of a workforce plan. The plan introduces a number of strategies and activities to ensure the Library is best prepared to attract, recruit, develop and retain an appropriately skilled workforce now and into the future.

212 The research highlighted that the Library has a staff age profile which is significantly older than that of many organisations, in particular the Australian Public Service (**APS**). Using for comparison the "mature aged" category in the Australian Public Service Commission's *State of the Service Report 2005-06*⁸ of staff 45 years and over who are eligible to retire in the next ten years, the Library has 71% of its workforce in this category. The APS has 40.8%. This potentially exposes the Library to a significant loss of corporate knowledge and expertise within a short period of time.

213 During 2006–07, 26 staff left the Library, a separation rate of 18.7%, which is just below the DPS rate of 19.8% for the same period. The main reasons for separation from the Library were:

- (a) resignation (eight staff, 31% of separations);
- (b) permanent transfer (eight staff, 31% of separations); and
- (c) voluntary retirement (six staff, 23% of separations).

⁸ Australian Public Service Commission, *State of the Service Report 2005-06*, <http://www.apsc.gov.au/stateoftheservice/index.html>

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214 The category of “resignations” includes those who elected to leave employment shortly before they turned 55. Staff who are members of the Commonwealth Superannuation Scheme may have a financial advantage if they retire just before their 55th birthday. Resignations also included staff who had been on extended periods of leave without pay, usually working for other organisations, who elected to resign rather than return to the Library when their period of discretionary leave expired.

Parliamentary Library overview

Office of the Parliamentary Librarian

215 The Office of the Parliamentary Librarian comprises the Parliamentary Librarian, an Executive Assistant and the Director, Client Relations.

216 Relations with clients are managed by the Director, Client Relations, who provides orientation and training services for Senators, Members, their staff and other parliamentary staff. The Vital Issues Seminar series, a program for visitors, and oversight of the editorial and promotional processes for Library publications are also managed by this officer.

217 Administrative support to the Parliamentary Librarian, including support for the Library Committee, is also provided from the Office.

Research Branch

218 The Research Branch (**RB**) provides information, research and analytical services to Senators and Members and their staff, parliamentary committees and the parliamentary departments, to support parliamentary or representational duties (services are not provided to constituents or for commercial purposes).

219 These services are provided by the staff in seven subject sections:

- (a) Economics;
- (b) Foreign Affairs, Defence and Trade;
- (c) Law and Bills Digest;
- (d) Politics and Public Administration;

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- (e) Science, Technology, Environment and Resources;
- (f) Social Policy; and
- (g) Statistics and Mapping.

220 The range of services provided includes commissioned information, research and advisory services, and the production of research publications.

221 Commissioned information and research services involve responses to individual requests for information, research and/or critical analysis on subjects, issues and policies of interest to parliamentarians. Responses may be delivered as oral or written briefs or as documentation from source materials.

Information Access Branch

222 The Information Access Branch (**IAB**) develops and manages access to print and electronic resources. These resources include monographs⁹, serials, information databases, electronic publications developed both within the Department of Parliamentary Services and acquired externally, off-air recordings, transcripts and related materials.

223 Access to services is also provided through the Parliamentary Library's Central Enquiry Point. Staff in this area provide services through the Ground Floor Reading Room and the inquiry desk in the Main Library, and also obtain inter-library loans for clients. This function transferred from RB to IAB in February 2006.

224 IAB selects, acquires and provides access to monographs, serials, electronic publications and external databases through the Library's catalogue. IAB maintains the Library's physical collection of approximately 115,000 titles and an up-to-date electronic index to the Parliamentary Papers Series.

225 In addition to managing the physical and electronic collection, IAB also selects and indexes material for the Library's information databases available through ParlInfo. The databases provided by the Library include:

- (a) selected news clippings from newspapers;

⁹ "Monographs" are non-journal publications complete in one volume or a finite number of volumes.

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- (b) selected journal articles relevant to the interests of the Parliament from journals acquired by the Library;
- (c) political party documents;
- (d) press releases from the Governor General, Ministers, Senators and Members, political parties and selectively from other organisations;
- (e) the Library's own publications; and
- (f) radio and television transcripts.

226 IAB produces *It's New*, which advertises print and electronic material recently added to the Library's collections.

227 Access to radio and television news and current affairs programs is provided through the Electronic Media Monitoring Service. It gives Senators, Members and parliamentary staff immediate online access to these programs.

228 IAB is responsible for publishing DPS materials both in print and electronically on the Parliamentary web site (<http://www.aph.gov.au/>) and on the parliamentary and DPS intranets. This includes Hansard and Library publications.

Report on performance

Introduction—Output 1—Library Services

229 Output 1 aims to provide an effective knowledge centre for the Parliament through the provision of information, analysis and advice. These services are provided through two sub-outputs:

- (a) Sub-output 1.1—Research services. These services include responding to requests from individual Parliamentary clients for information and research, and the production of general distribution briefs and publications.
- (b) Sub-output 1.2—Information access services. Information services are provided to the Library's clients by acquiring and providing access to information resources in the collection and Library catalogue, through the selection, processing and indexing of

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material for Library and media databases in ParlInfo, and by publishing print and electronic works.

230 Performance is assessed using indicators that cover quality, quantity and price. Indicators, performance results and relevant comments are shown against each of the sub-outputs.

Sub-output 1.1—Research services

231 The services contributing to this sub-output are as follows:

- (a) Commissioned information, research and advisory services—these are tailored responses prepared following requests from individual Senators, Members and their staff, and other parliamentary clients.
- (b) Research publications (**Publications**)—these are prepared where strong client demand is anticipated for briefing on specific policy issues. Publications include Bills Digests, Research Briefs, Research Notes, Chronologies, Electronic Briefs, Background Notes and internet Resource Guides. Publications are generally available to clients and to the public, through the internet. A small number of publications are not available through the internet because they contain content which the Library is only licensed to make available to members of Parliament.

232 During the year, Library induction and orientation sessions were held for clients. These continued to be successful in providing, through individual and small group sessions, a timely and detailed introduction to Library services. *This Sitting Week*, provided to all clients electronically on the first day of each sitting week, was revamped and used to more effectively promote specific Library services, events and publications.

233 A communications and marketing plan was prepared in February 2007 to more effectively promote Library use to clients. It will be reviewed in the light of the findings of the client survey and new promotional activities will be initiated in 2007-08.

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Figure 2—Sub-output 1.1—Research services—quality indicators

Quality indicator	Measure	Performance	
		2005-06	2006-07
Client satisfaction with requests, publications and media services	High level of client satisfaction (target 90%)	85% ¹⁰	89% ¹¹
	Client service delivered to timeliness service standard (target 90%)	Not available ¹²	97%
	Number of complaints from clients	10	5

Indicator—Client satisfaction with requests, publications and media services

234 Three key quality indicators measure satisfaction with requests for client services:

- (a) an overall measure of client satisfaction with requests, publications and media services derived from the client survey;
- (b) a timeliness measure introduced in 2006-07, which measures the responses to individual client requests completed to the originally agreed or renegotiated deadline; and
- (c) the number of complaints made by clients.

235 Overall client satisfaction with requests, publications and media services at 89% for 2006-07 was just below the target of 90%, but above the 85% achieved in 2003.

236 The new timeliness target of 90% was exceeded, with 97% of individual requests being provided by the originally agreed or renegotiated deadline.

¹⁰ The previous client satisfaction survey was conducted in 2003 by Maitland Tanner and Library scored 8-9 on a 10 point scale, which has been converted here to 85%.

¹¹ Source: 2007 Library client survey (see paragraph 179).

¹² This is a new measure. Comparative data is not available for the 2005-06 year.

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237 There were five complaints made by clients during 2006-07, compared with ten for the previous year. Each of these complaints was investigated and followed through with the client, as required. In some cases modifications were made to publications, or other action was taken to improve services.

238 In addition, feedback from clients was provided by email and telephone. Issues which aroused considerable feedback this year included the Vital Issues Seminars on particular topics, particularly in relation to the prohibition of human cloning for reproduction and the regulation of associated research. Some feedback was also provided by officials of government agencies and members of State Parliaments in relation to the content of publications. Such feedback was considered and in some cases modifications were made to publications.

239 Feedback from clients (received through the client survey and other means) was taken into account in the reviews during the year of policies and procedures on publications and responses to client requests. These reviews resulted in the redevelopment of the relevant policies. Further action will be taken in 2007-08 to embed the changed practices, including through business planning, workshops and client service training.

Figure 3—Sub-output 1.1—Research services—quantity indicators

Quantity indicator	Measure	Performance	
		2005-06	2006-07
Client requests	Percentage of primary clients (Senators' and Members' offices, including Ministers' offices) using the service (target: 98%)	100%	100%
	Number of individual client requests (target: 19,000)	20,346	19,819

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Quantity indicator	Measure	Performance	
		2005-06	2006-07
	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)	3,983,981	4,349,240
Publications	Number of Publications produced (target: 190)	262	275
Client training and seminars	Attendance at training courses and events (eg Vital Issues seminars) (target: 380)	345	448

Indicator—Client requests

240 As Figure 3 shows, during 2006-07, consistent with 2005-06, all of the Library's primary clients (Senators' and Members' offices, including Ministers' offices) used the client request service at least once—exceeding the target of 98%.

241 For 2006-07 there was a small decrease (2.6%) in the total number of individual client requests¹³, but the target for this measure (19,000) was exceeded. For 2006-07 there was also a decrease (9.4%) in the number of hours spent meeting client requests.

242 The small reduction in client requests probably resulted from changes in both demand and supply. A reduction in demand could have been due to the increased availability of electronic resources, and changes in parliamentary work, such as a reduction in the number and duration of Parliamentary committee inquiries. The retirement during the year of a number of longstanding staff with

¹³ Note that the number of "client requests" referred to here and in Figure 3 includes all requests by Senators and Members and their staff, Ministers and their staff, House of Representative and Senate Committees and Parliamentary departments.

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established client relationships, and delays in filling some vacancies due to the implementation of the Research Branch CIR, may have led to some requests not being made.

Indicator—Publications

243 The number of publications (which include Bills Digests, Research Briefs, Research Notes, Monthly Economic and Social Indicators, E-Briefs and Chronologies) produced was 5% higher than the previous year, although the number of hours spent on publications decreased (by around 4,000 hours). The increase in the number of publications in part reflects the fact that the number of Bills Digests published increased from 164 in 2005-06 to 191 in 2006-07.

244 The number of online uses of the Parliamentary Library's publications through ParlInfo and the internet reached 4,349,240. This was only slightly below the target set for 2006-07, and is a 9% increase on the use achieved in the previous year.

Bills Digests

245 During 2006-07, an increase in the number of Bills tabled in Parliament, combined with a number of cases where there were relatively short periods between tabling and debate, created significant challenges for staff involved in the production of digests. In this context, it was sometimes necessary to prioritise Bills Digests for production.

246 Bills are received by the Library after they have been tabled in Parliament. Scheduling of parliamentary debate on a Bill can follow quickly after tabling, and a significant number of Bills can be considered in any sitting period. Bills Digests are prioritised taking into account:

- (a) the expected parliamentary interest in the Bill;
- (b) the complexity of the Bill and the need for explanatory information to assist the debate;
- (c) whether the explanatory memorandum and second reading speech give a balanced view of the Bill and associated issues;
- (d) whether the bill is part of a suite of Bills—in which case the parent Bill may be given priority;
- (e) the availability of resources; and

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- (f) the time between introduction and debate in the second chamber.

247 Digests were not produced for 13 of the Government Bills introduced in 2006–07, and a further 14 digests were not completed in time for parliamentary debate on the bill concerned. However, where it was not possible to produce digests in time for debates, clients were generally provided with draft digests or other briefing material on request.

248 During the year, staff across the Research Branch discussed areas for improvement in the content and production of publications, including Bills Digests. Two documents in the DPS Operating Policies and Procedures series were developed to implement the outcomes of these reviews. The changes to workflows, the structure and content of publications, and clearance and quality control processes aim to address issues relating to the quality, consistency and timeliness of publications. The need to improve the timeliness of digests, in particular, was an issue identified in the client survey. Further work will occur in 2007–08, including a workshop on Bills Digest processes.

Budget 2007–08

249 In 2007 the Library focused on publishing rapid accessible analytic information on the 2007–08 Budget. The publication *Budget Review 2007–08* was published as Research Brief No. 12, 2006–07 on 21 May 2007.

250 The themes chosen for analysis in 2007 reflected the structure of the budget and included the following:

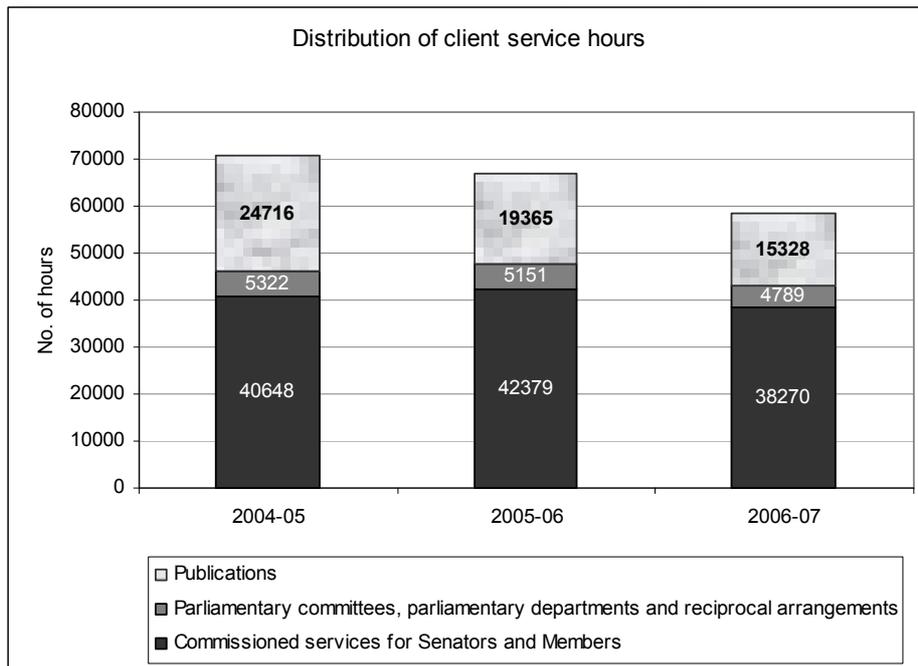
- (a) Industry Statement—re-commitment to current policy settings.
- (b) Personal income tax and superannuation.
- (c) GST concessions for business in the 2007-08 Budget.
- (d) Income Support and Family Assistance.
- (e) Film, Arts and Culture.
- (f) National Plan for Water Security.
- (g) Funding measures to protect national security and combat serious and organised crime.

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251 In addition to the brief, newspaper articles including editorials, opinion pieces, and media releases were selected from the Library’s media collection and made available through the internet to clients, with an introduction by a Senior Researcher from the Economics Section.

Hours spent on research services

Figure 4—Distribution of client service hours by service type



252 Figure 4 shows the distribution of client service hours for each of the three major service categories over the last three years. The total hours spent on client service has fallen over the three-year period by 17%. The largest decrease in client service hours, however, affected the time spent producing Publications, which fell by 38% from 2004-05 to 2006-07. The time spent on commissioned services for Senators and Members has fluctuated—increasing in 2005-06, but for 2006-07 falling below the levels reached in either of the two previous years. The relatively small proportion of hours spent on Parliamentary committee and Parliamentary department work decreased in 2005-06 and 2006-07. Possible explanations for the decrease in hours spent meeting client requests are outlined in paragraph 242.

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Indicator—Client training and seminars

253 Attendance at Parliamentary Library lectures, Vital Issues Seminars and orientation training increased this year by 30%. A series of three Parliamentary Library lectures on stem cell issues was very well attended, with an audience of approximately 150 in total for the three lectures. Approximately 85% of those attending events were clients (Senators and Members, their staff and staff from the chamber departments).

Figure 5—Sub-output 1.1—Research services—price indicator

Price indicator	Measure ¹⁴	Performance	
		2005-06	2006-07
Cost of research services	Average direct cost per request (staff time only)	<i>\$128</i>	\$115
	Average cost per request (total cost including overheads)	<i>\$287</i>	\$296
	Average direct cost per self-service client request (staff time only) ¹⁵	<i>\$0.26</i>	\$0.19
	Average cost per self-service client request (total cost including overheads)	<i>\$0.57</i>	\$0.48
	Total cost of sub-output 1.1	<i>\$11,525m¹⁶</i>	\$10,764m

¹⁴ The basis for calculation of average costs changed in 2006-07 to include in "overheads" only those overheads within the Parliamentary Library and to exclude DPS overheads (such as the cost of people management and governance areas). The recalculated figures for 2005-06 are italicised.

¹⁵ For self-service client requests, staff time is the time taken to put together and provide self-service access to databases and publications.

¹⁶ Revised from the figure reported for 2005-06 to take account of the organisational restructure. The recalculated figures for 2005-06 are italicised.

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Sub-output 1.2—Information access services

- 254 The services contributing to this sub-output are as follows:
- (a) the Library collection—development of the collection to meet client needs and provision of access through the catalogue and ParlInfo;
 - (b) online full-text content—news clippings; journal articles; political party documents; press releases and Library publications available through ParlInfo;
 - (c) media services—desktop access to television and radio news and current affairs programs broadcast in Canberra, provided to Senators and Members for their parliamentary duties;
 - (d) commercial databases—including online full text journal and newspaper services available through the Library intranet and the Senators’ and Members’ Services Portal; and
 - (e) client services—including the Central Enquiry Point and self-help services.

255 As far as possible, usage rates of all of these services are monitored to ensure that the services remain relevant and are of practical assistance to Senators, Members and their staff.

256 To help clients use these services effectively, the Library provides orientation and training courses as well as individual tuition and tip sheets.

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Figure 6—Sub-output 1.2—Information access services—quality indicator

Quality indicator	Measure	Performance	
		2005-06	2006-07
Client satisfaction with information access services	High level of client satisfaction (target: 90%)	85.0% ¹⁷	89.0% ¹⁸
	New resources added to the Library's collection within timeliness service standard (target: 85%)	Not available ¹⁹	70.0%
	Percentage of titles in Library collection available to clients online in full text	15.4%	17.3%
	Number of complaints from clients	0	0

257 For 2006–07, a new timeliness service standard was introduced, measuring the percentage of titles added to the Library's collection within defined turnaround times. There are four categories of priority titles received:

- (a) critically urgent—to be catalogued within one hour;
- (b) urgent—to be catalogued within one day;
- (c) reference books—to be catalogued within two days; and
- (d) requested by clients—to be catalogued within one week.

258 For non-priority items, the performance standard is within two weeks of receipt. The percentage of non-priority titles at the end of each month that had not been catalogued within two weeks after receipt was measured throughout the year. 70% of non-priority titles were catalogued within the response time standard, which was below the 85% target.

¹⁷ The previous client satisfaction survey was conducted in 2003 by Maitland Tanner and the Library scored 8-9 on a 10 point scale, which has been converted here to 85%.

¹⁸ Source: 2007 Library client survey (see paragraph 179).

¹⁹ This is a new measure and comparative data is not available for 2005–06.

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259 All priority titles were catalogued within their target turnaround times. In 2007–08, the measure will be refined to include the turnaround time for cataloguing priority titles.

260 Increasing the number of electronic resources available to clients through their computers was a priority for collection development. The Library client survey and discussion at Library Committee meetings identified this as an area of collection development which needs to be given a very high priority.

261 The current budget provides limited opportunities to increase electronic resources, but the increases possible through collaborative purchasing with other libraries, such as through the Australian Government Librarians’ Information Network, and reallocation of resources used for print serials, have enabled the collection to increase in this area in 2006-07. The total number of electronic monographs and serials in the collection increased from 18,783 to 21,312 at 30 June 2007. The percentage of titles available to clients in electronic full text increased by 2%.

Indicator—Use of the Library’s collection and databases

Figure 7—Sub-output 1.2—Information access services—quantity indicator—use of the Library’s collection and databases

Quantity indicator	Measure	Performance	
		2005-06	2006-07
Use of the Library’s collection and databases	Use of the collections and databases including loans from the collection, use of electronic journals, Electronic Media Monitoring Service and Library contributions to resources in ParlInfo (target: 2,100,000)	2,174,147	2,281,750

Increased use of Library databases

262 Clients can access the Library’s databases through ParlInfo either through a Windows-based interface, which is only available to users of the parliamentary computing network, or through the publicly available web interface.

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263 To measure access, the Library relies on usage data logged whenever ParlInfo or the internet or intranet is accessed. A new web analytic system was implemented in June 2007.

264 While a slight decrease in use was expected due to the number of other news services available through the Senators' and Members' services portal and the Library intranet, the actual result (an increase over the previous year's use) demonstrates that the service continues to be heavily used by clients.

265 The continuing increased use of Library databases in ParlInfo by Senators, Members and their staff indicates that the services are valuable and relevant to their needs, even though the search systems need improvement. The increased use reflects the growing success of the Library's efforts to introduce and promote self-help services at the desktop.

266 The ParlInfo replacement project progressed through a shortlisting of tenderers to a Request for Tender issued on 28 May 2007. It is expected that more efficient and more effective use of ParlInfo will be achieved in the new system. It should also enable greater efficiencies in data entry.

Electronic Media Monitoring Service (EMMS)

267 The automated EMMS has been operating since November 2004. In June 2007 access was extended to Electorate Offices of Senators and Members. As a consequence, usage is expected to increase in 2007-08.

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Figure 8—Sub-output 1.2—Information access services—quantity indicators

Quantity indicator	Measure	Performance	
		2005-06	2006-07
Material added to Library databases	Number of items added to databases created by the Library, including television and radio programs and transcripts in the Electronic Media Monitoring Service, and Library contributions to resources in ParlInfo (target: 205,000) ²⁰	189,391	187,926
Material added to Library collection	Number of new titles (monographs and serials) added to the Library's collection (target: 4,800) ²¹	4,850 ²²	4,418

Indicator—Material added to Library databases

268 Clients of the Library require access to accurate and up-to-date information. Because electronic material can be made accessible to clients 24 hours a day, seven days a week, greater emphasis is being placed on collecting material in an electronic format and making it accessible through easy-to-use interfaces such as the Senators' and Members' Services Portal.

269 The number of newspaper clippings added to the database remained fairly constant (121,882 in 2005-06 compared with 121,672 in 2006-07). The newspaper database is a heavily used database in ParlInfo, which indicates its relevance and usefulness to the Library's clients. Overall, the number of items added to the Library's databases in this period was slightly below the number added in 2005-06.

²⁰ The measure has changed from 2005-06 and now includes EMMS material. The 2005-06 figure has been recalculated and is italicised.

²¹ "Monographs" are non-journal publications complete in one volume or a finite number of volumes.

²² In the 2005-06 Annual Report the higher figure 5,406 was reported for 2005-06. This figure represented the number of copies added, not the number of new titles.

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270 The Library completed a tender for the purchase of online news services. This resulted in the purchase of subscriptions to Factiva’s news service (with a 30-day archive of over 7,000 leading news and business publications, including selected Australian regional newspapers), and *Newspaper Direct Press Display* (with over 400 newspapers from over 65 countries in over 35 languages) for direct access by clients.

271 The number of items added to the Library’s databases is a consequence of the coverage of issues relevant to the Parliament in newspapers and journals. The slight decline in clippings this year reflects the amount of relevant material published.

Indicator—Material added to Library collection

272 The Library’s physical collection of monographs and journals is constantly updated in accordance with the Library’s *Collection Development Policy*. The Library aims to keep the collection at around 110,000 monograph titles. It has around 8,000 journal titles. New material is acquired; outdated, damaged or redundant material is discarded regularly. Material on Australian politics, legislation and constitutional matters are retained permanently.

273 Increasingly, the collection emphasis is on acquiring current, up-to-date information through serial and other subscriptions, particularly online resources. Fewer print monographs are being requested for purchase by clients and staff.

Figure 9—Sub-output 1.2—Information access services—price indicator

Price indicator	Measure	Performance	
		2005-06	2006-07
Cost of information access services	Average cost per item added to the Library’s collection	\$348	\$362
	Average cost per item added to the Library’s databases	\$23.38	\$19.98
	Average cost per use of the Library’s databases and collection	\$3.72	\$3.36

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Price indicator	Measure	Performance	
		2005-06	2006-07
	Total cost of sub-output 1.2	<i>\$9.360m²³</i>	\$10.027m

²³ Revised from the figure reported for 2005-06 to take account of the organisational restructure. The recalculated figures are italicised.

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Parliamentary Library Financial Report²⁴

Income	2005-06	2006-07
	\$	\$
DOFA/DPS	16,288,201	14,751,936
Depreciation	1,784,617	1,784,617
Expenditure	2005-06	2006-07
	\$	\$
Total Salaries	12,137,306	12,220,319
Research Branch	7,685,044	7,498,398
Information Access Branch	4,321,499	4,303,104
Office of the Parliamentary Librarian	130,763	418,817
Other employee expenses	142,759	141,201
Collection (information resources)	856,696	1,499,346
Collection (monographs and reference collection)	505,866	536,368
Other Expenses	636,634	492,402
Asset maintenance (software licenses/maintenance)	255,649	263,314
Total expenditure (including expenditure from depreciation funds)	14,534,910	15,152,950
Total expenditure (excluding expenditure from depreciation funds)	14,029,044	14,616,582
Staffing levels	2005-06	2006-07
Research Branch	79.03 ²⁵	75.25 ²⁶
Information Access Branch	57.97	57.39
Office of the Parliamentary Librarian	2.00	3.00
Total	139.00	132.64

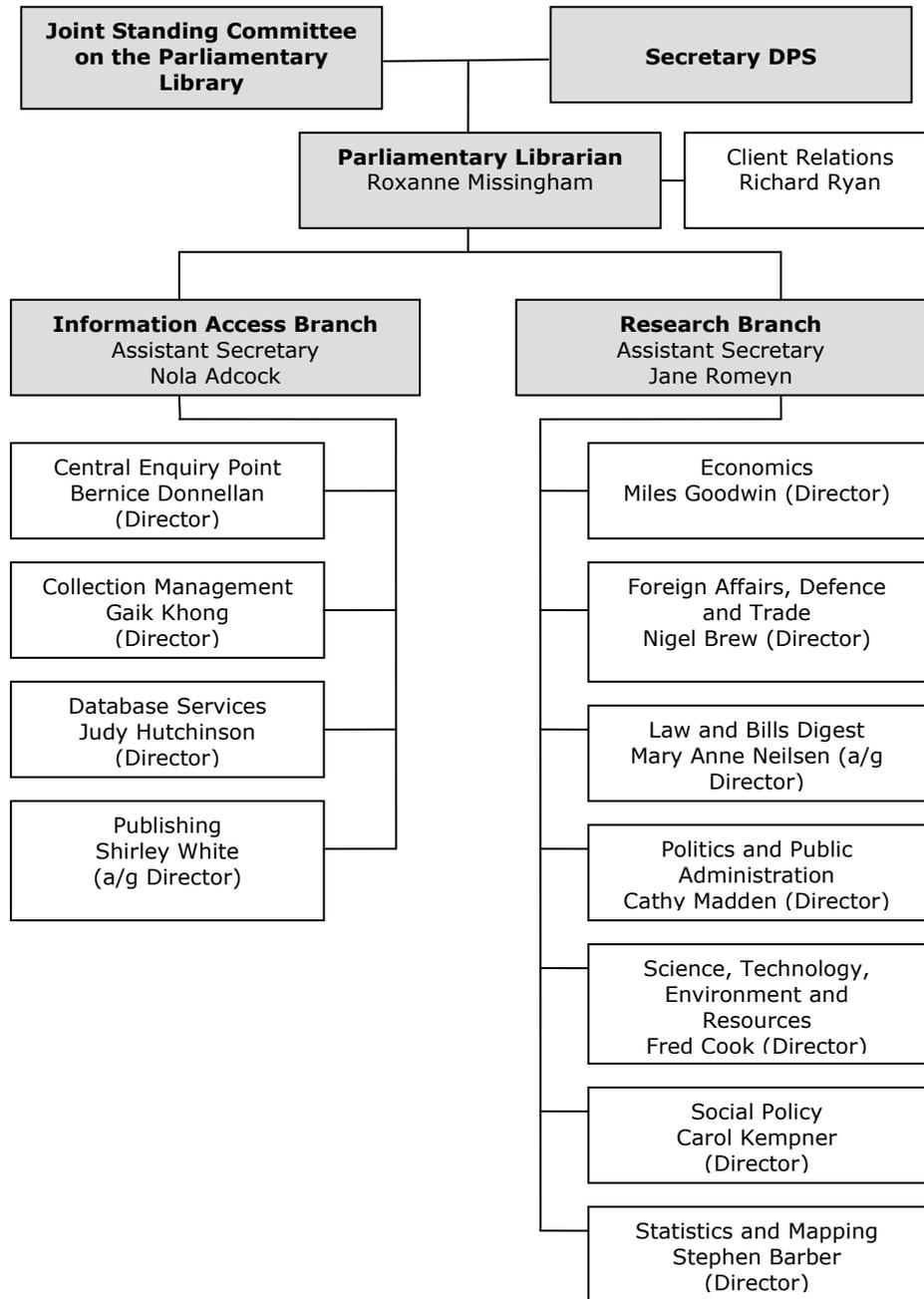
²⁴ The Parliamentary Library Financial Report contains cash figures (as at 30 June 2007) for all expenses except depreciation, which is an estimated accrued expense.

²⁵ 2005-06 figures following restructure. Under the restructure the Client Relations and Central Enquiry Point staff moved from the Information and Research Branch, which became the Research Branch. Client Relations became directly responsible to the Parliamentary Librarian. The Central Enquiry Point function moved to the Information Access Branch.

²⁶ During 2006-07 a number of positions in the Research Branch were held vacant following the draft report of the Continuous Improvement Review of the Branch structure, pending finalisation of the report and implementation plan.

Part 3—Parliamentary Library

Figure 10—Parliamentary Library Organisation Chart



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Overview

Performance information and reporting model

274 As foreshadowed in the Department of Parliamentary Services (**DPS**) 2005-06 Annual Report, the department's outcome and outputs framework, and associated performance indicators, were refined in the 2006-07 Portfolio Budget Statement (**PBS**).

275 The 2006-07 PBS aligned the outcome and outputs framework with the February 2006 organisational restructure (further information on the current structure of DPS can be found in Part 2 of this report). The most significant change is the move from the three-output model reported on in 2005-06 to a new four-output model.

276 In addition, the performance indicators in the 2006-07 PBS were revised as necessary to report on the new output structure, and as a result of the performance information review.

277 The indicators cover the quality, quantity and price aspects of the department's outputs or services.

278 Refinements to the indicators mean that some comparative data for the 2005-06 year is not readily available. To provide comparative data for changed indicators for 2005-06, results have been recalculated, where possible, using the new indicator. Where data has been recalculated this is noted in the associated text.

279 The 2006-07 DPS outcome and outputs framework is summarised in Figure 11.

280 In this part of the report, performance results and relevant comments are shown against each of the department's sub-outputs.

Output cost attribution

281 DPS operates through a branch structure that is aligned to its output structure.

282 Each branch comprises a number of cost centres that collect all direct operating costs, including depreciation, on an accrual basis. The internal overheads attribution process is completed in a number of steps. First, the costs of all corporate cost centres are allocated to sub-outputs. Then, the cost of providing internal services (IT,

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communications and accommodation) is attributed to those sub-outputs that receive the services. This methodology ensures that the department reports the total cost of services provided to clients for each sub-output.

283 However, for each sub-output report, costs shown for particular services do not include all attributable overheads. Where overheads are included, these are identified in the report.

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Figure 1.1—Relationship between Outcome and Outputs

OUTCOME

<p>Occupants of Parliament House are supported by integrated services and facilities, Parliament functions effectively and its work and building are accessible to the public.</p>				
<p>OUTPUT 1</p>	<p>OUTPUT 2</p>	<p>OUTPUT 3</p>	<p>OUTPUT 4</p>	<p>ADMINISTERED ITEM</p>
<p>Library services An effective knowledge centre for the Parliament through the provision of information, analysis and advice. 1.1 Research services 1.2 Information access services</p>	<p>Building and occupant services An efficiently functioning, safe and secure environment for Senators, Members, other building occupants and visitors. 2.1 Security services 2.2 Facilities services</p>	<p>Infrastructure services Integrated services and facilities through the provision of maintenance, infrastructure and support services. 3.1 Building infrastructure services 3.2 IT infrastructure services</p>	<p>Parliamentary records services Access to the work of the Parliament through the provision of audio-visual and Hansard records of proceedings of Parliament. 4.1 Broadcasting services 4.2 Hansard services</p>	<p>Works programs Preservation of the heritage value of Parliament House and surrounds. • Building • Furniture • Artworks • Gardens and landscapes</p>

Effectiveness in achieving the planned Outcome

284 DPS's outcome is that occupants of Parliament House are supported by integrated services and facilities, Parliament functions effectively, and its work and building are accessible to the public.

Occupants of Parliament House are supported by integrated services and facilities, ...

285 DPS provides occupants and other users of Parliament House with a wide range of services and facilities. These are described in general terms in Parts 2 and 3. The performance reports in Parts 3 (Parliamentary Library) and 4 measure and discuss the DPS performance in delivering those services and facilities.

286 The results demonstrate success in a variety of areas, but less than satisfactory performance in others. Because of the ongoing nature of the outcome, and the scope for providing our services more efficiently and effectively, DPS will continue to look for further improvements.

287 The services and facilities provided by DPS are reviewed on a regular basis. The February 2006 departmental restructure, and the Continuous Improvement Reviews required under the DPS certified agreements, are providing opportunities to review services and make changes where this is appropriate.

Parliament functions effectively ...

288 Parliament's operations have continued to run smoothly to the extent that this is within the control of DPS. Our contribution includes:

- (a) ensuring the security of the building, including the chambers in particular, and of building occupants;
- (b) providing a suitable venue for parliamentary activity through building maintenance and provision of building services and information and communications technology services; and
- (c) providing Hansard and library services to enable members of Parliament to contribute effectively to parliamentary activities.

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... and its work and building are accessible to the public.

289 In 2006-07, DPS facilitated access for the general public to the work of the Parliament and its building by:

- (a) providing 1,448 hours of chamber broadcasts;
- (b) providing 1,995 hours of committee broadcasts;
- (c) providing print-ready Hansard transcripts on the DPS internet site and the web interface to ParlInfo; and
- (d) hosting 889,115 visitors, including 107,980 school children.

290 The effectiveness of our services is assessed through a customer survey conducted each Parliament that collects customer views on:

- (a) the appropriateness of, and satisfaction with, existing services;
- (b) problems with service delivery;
- (c) identification of service gaps; and
- (d) the extent to which services and facilities are appropriately and conveniently integrated and accessible to assist the user.

291 The DPS Customer Survey 2007 found generally high levels of customer satisfaction, but identified some areas where improvements are needed—see paragraphs 38 to 47 in Part 1 for further analysis of survey results.

Output 1—Library Services

Introduction

292 Output 1 is the provision of an effective knowledge centre for the Parliament through the provision of information, analysis and advice.

293 Performance reports for the Parliamentary Library sub-outputs 1.1 and 1.2 are set out in Part 3 of this report.

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Output 2—Building and Occupant Services

Introduction

294 Output 2 is the provision of an efficiently functioning, safe and secure environment for Senators, Members, other building occupants and visitors.

295 Two sub-outputs, Security services and Facilities services, contribute to Output 2.

Sub-output 2.1—Security services

296 DPS provides security and emergency services to occupants of, and visitors to, Parliament House.

Figure 12—Sub-output 2.1—quality indicators

Quality indicator	Measure	Target	Performance 2006-07
1. Extent to which security procedures are followed	Percentage of reported security incidents dealt with in accordance with agreed procedures	100%	100%
	Percentage of threat image projections (TIPS) correctly identified by Parliamentary Security Service officers conducting x-ray security screening duties	85%	81%
2. Performance of security systems	Scheduled availability of operational systems:		
	a) card management system	100%	100%
	b) radio communications equipment	100%	100%
	c) x-ray equipment/walk-through metal detection	95%	100%
	d) CCTV	98%	Not available
	e) electronic door locks	99.8%	100%

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Quality indicator	Measure	Target	Performance 2006-07
	f) satellite stations	99.9%	100%
	g) alarms	99.9%	100%

Indicator—Extent to which security procedures are followed

297 All 263 reported security incidents were responded to in accordance with established procedures.

298 The Threat Image Projection System (**TIPS**) is a system that projects threat images onto random items as they pass through the x-ray screening equipment, in order to test the effectiveness of x-ray operators.

299 The 2.6 million images screened by Parliamentary Security Service (**PSS**) staff during 2006-07, 4,948 included randomly projected TIPS images. Of these, 81% were correctly identified by PSS personnel.

300 TIPS will continue to be used in 2007-08 as a means to gauge the effectiveness of staff performing x-ray screening functions.

Indicator—Performance of security systems

301 The card management system, closed circuit television system (**CCTV**), radio network, electronic doors, satellite stations and alarms are connected to a single security network. Overall, the security network is very stable, and there are a range of built-in redundancies to ensure the system continues to function, even through a critical equipment failure.

302 The CCTV system comprises a large number of components, including individual camera units.

303 Reliable statistics on CCTV performance are not currently available due to insufficient data capture systems. However, CCTV performance is crucial to the delivery of effective security services to the parliament, and anecdotal evidence indicates that performance is close to 100%. Reliable performance statistics will be available for the 2007-08 Annual Report.

304 Standard security foot patrols are backed up by daily camera coverage checks and weekly camera maintenance. Performance checks are conducted on all CCTV cameras to ensure they are operational. From time to time these routine checks identify individual camera units that require some form of maintenance, but

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this does not detract from the overall performance of the CCTV system. Faults with individual camera units are generally rectified within acceptable timeframes.

305 A tender to replace the x-ray screening equipment was released on 9 July 2007.

306 Options for upgrading the locking cylinder and master keying system within Parliament House have been developed in consultation with the chamber departments in preparation for a tender process to be conducted in 2007-08.

Figure 13—Sub-output 2.1—quantity indicators

Quantity indicator	Measure	Target	Performance 2006-07
1. Validation of security procedures	Percentage of security validation program achieved	100%	92%
Quantity indicator	Measure	Performance 2005-06	Performance 2006-07
2. Security incidents	Number of reported security incidents	AFP-UP: 216	AFP-UP: 177
		PSS: 193	PSS: 86
3. Security services	Number of hours of internal guarding (PSS)—monthly average hours	18,586	20,527
	Number of hours of external guarding (AFP-UP)—monthly average hours	164,720	155,785
	Number of Parliamentary functions (including official visits) requiring extra security	200 functions (Number requiring additional security not available)	199 functions (30 requiring additional security)

Indicator—Validation of security procedures

307 Security validation exercises are conducted separately by the PSS and the Australian Federal Police-Uniform Protection (**AFP-UP**). These exercises are conducted monthly to test how well procedures work. Of the 12 security validation exercises scheduled in 2006-07, only one was not conducted. That exercise was cancelled due to pre-

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approval delays, which resulted in modification of the DPS validation exercise approval procedures.

308 Joint exercises are also conducted from time to time between the PSS and AFP-UP. In 2006-07 one joint exercise was conducted.

Indicator—Security incidents

309 Security incident reports are completed in response to events and incidents such as protests, threatening telephone calls, non-compliance with security screening, unattended or suspect items or any other incident that may require follow-up action. Reports are completed by AFP-UP or PSS personnel.

310 The number of incidents in a year is outside the control of DPS. Refinements to the data collection procedures used, including reduction of duplicate AFP-UP and PSS reports covering the same incident, are likely to have contributed to the reduction from the previous year's reported figure.

Indicators—Security services

311 The number of PSS hours used each month varies depending on the number of sitting days and, to a lesser extent, the number of functions held in Parliament House. In 2006-07, 246,333 hours in total (a monthly average of 20,527 hours) were used, a 10% increase on the 2005-06 figure.

312 The increase in the number of hours is primarily attributable to an increase in the number of functions requiring additional security resources. Other functional changes, such as the extended opening hours of the basement security checkpoint, also contributed to the increase.

313 There is no cost recovery applied to security services provided for official visits, or to Parliamentary functions. The cost of security services for non-Parliamentary functions is recovered from function organisers.

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Figure 14—Sub-output 2.1—price indicators

Price indicator	Measure	Performance	
		2005-06	2006-07
Cost-effective security services	Staff costs for:		
	a) internal guarding (PSS)	\$8,370,829	\$10,441,498
	b) external guarding (AFP-UP)	\$9,976,904	\$10,073,710
	c) guarding for standard operations (not including overheads)	\$17,964,406	\$20,145,143
	d) additional guarding for parliamentary functions	\$64,236	\$10,565
	e) additional guarding for non-parliamentary functions	\$319,091	\$359,500
	Direct costs of Pass Office operations	Not available	\$221,994
	Total cost of sub-output 2.1	\$30.262m ²⁷	\$29.640m

Indicators—Cost-effective security services

314 Although salary costs increased during 2006-07, the total cost for the sub-output has decreased. This is largely due to a reduction in depreciation costs. The reduced requirement for additional guarding for parliamentary functions may reflect a more rigorous approach to the classification of functions as parliamentary, and a more sophisticated approach to determining the additional guarding requirements for individual functions.

²⁷ Sub-output 2.1—Security services and Sub-output 2.2—Facilities services were both reported under Sub-output 3.1—Occupant services in the 2005-06 Annual Report. Sub-output costs for 2005-06 have been recalculated for comparative purposes for this year's report. The recalculated 2005-06 figures are italicised.

Part 4—Report on performance*Sub-output 2.2—Facilities services*

315 DPS provides facilities management, health and wellbeing and visitor services, to occupants of, and visitors to, Parliament House.

Figure 15—Sub-output 2.2—quality indicators

Quality indicator	Measure	Target	Performance 2006-07
1. Customer satisfaction	High level of building occupant and/or user satisfaction with facilities management services	Not applicable	See paragraph 316
	Number of complaints about facilities management services	Not applicable	19
2. Visitor satisfaction	Visitor satisfaction measured through visitor surveys	85.0%	96.5%
	Number of visitor services complaints	Not applicable	3

Indicator—Customer satisfaction (facilities management)

316 The DPS Customer Survey 2007 asked customers to rate their level of satisfaction with a range of DPS services. The results for the components of Facilities services surveyed are provided in Figure 16.

Figure 16—Sub-output 2.2—High level of building occupant and/or user satisfaction with facilities management services

Facilities services	Very satisfied or Satisfied	Somewhat satisfied	Dissatisfied or Very dissatisfied
Catering	42%	32%	26%
Cleaning	66%	24%	10%
Health and Recreation Centre	85%	11%	4%
The Parliament Shop	89%	10%	1%
Nurses Centre	88%	9%	3%
Visitor services (Parliament House Guides)	86%	11%	3%

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317 Customer views on catering will inform the next stage of work on new catering contracts; the new contracts will be in place by 1 July 2008.

318 DPS is developing an improved customer feedback process for cleaning services. The new process aims to capture more customer comments or complaints about the quality of cleaning services, so that issues can be addressed with the contractor.

319 The number of formal complaints is low and may be a reflection on the quality of services being provided or may reflect that building occupants and users of Parliament House are not aware of complaint procedures. Recording of complaint information began in July 2006.

Indicator—Visitor satisfaction

320 Surveys indicate a 2.5% increase in visitor satisfaction compared to 2005-06. Three complaints were received from visitors to Parliament House during 2006-07. Having regard to the number of visitors to the building (889,115 in 2006-07) the rate of complaints is very low.

Figure 17—Sub-output 2.2—quantity indicators

Quantity indicator	Measure	Performance	
		2005-06	2006-07
1. Nurses Centre	Number of requests for first aid	1,473	1,042
	Number of health promotion programs conducted	Not available	4
	Number of vaccinations delivered under influenza vaccination program	575	547
	Number of incidents and accidents reported	185	177
	Number of health support services delivered (see paragraph 322)	Not available	421

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Quantity indicator	Measure	Performance	
		2005-06	2006-07
2. Health and Recreation Centre	Number of members, by category:		
	a) Senators and Members	66	65
	b) staff of Senators and Members	20	27
	c) others	578	534
	Number of casual visits by category of user:		
	a) Senators and Members	1,033	78
	b) staff of Senators and Members		1,140
	c) others		276
	Classes conducted:		
	a) total number of places in classes	5,729	6,424
	b) total number of attendees at classes	3,673	4,209
3. Community engagement with Parliament House	Total number of visitors	880,046	889,115
	Total number of general (public) tours conducted	Not available	5,055
	Total number of school tours conducted	3,160	3,379
	Total number of special tours conducted	675	719
	School tours – total number of participants	105,355	107,980
	Special tours – total number of participants	8,912	11,659
	Open day – total number of visitors	3,734	Not applicable ²⁸

²⁸ No Open Day was held in 2006-07.

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Quantity indicator	Measure	Performance	
		2005-06	2006-07
	Garden tours – total number of participant	394	251
4. Parliament Shop customers	Total number of customers	72,634	68,541

Indicator—Nurses Centre

321 The role of the Nurses Centre is to deliver health services as situations arise.

322 Until the second quarter of 2006-07, statistics for health support services delivered were included in the first aid statistics.

323 The health promotion programs delivered during 2006-07 were about Breast Cancer, Influenza Pandemics, Organ Donation and Diabetes. The program was halted pending approval of the program from the OHS Committee.

Indicator—Health and Recreation Centre

324 Since 2005-06:

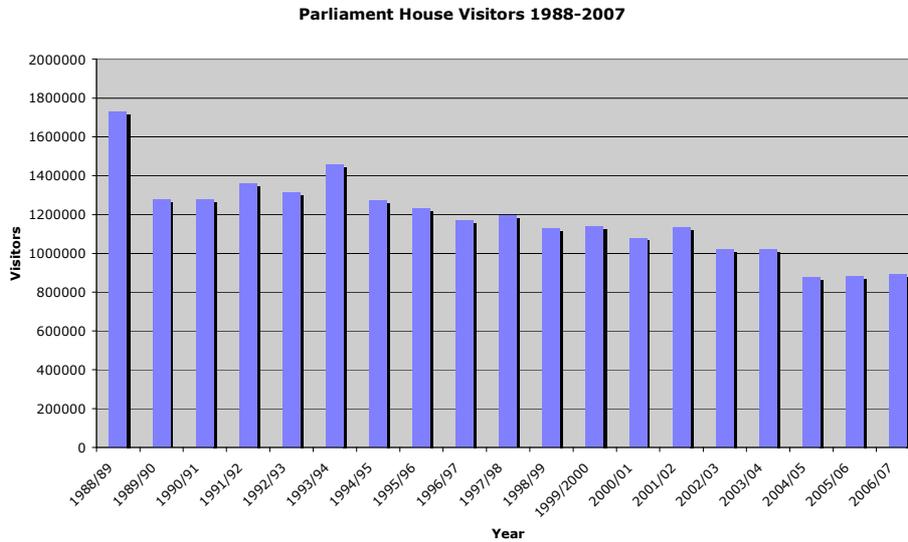
- (a) the number of people joining the Health and Recreation Centre has decreased by 5% but usage by members has increased by 4%;
- (b) the number of class participants has increased by 15% due to an increase in the number of classes held, while the participation rate (ie percentage of available class places used) has remained stable at around 65%; and
- (c) the total number of casual visits has increased by 48% (recording casual visits by category of visitor began in July 2006); this may partly reflect a decision by the Presiding Officers to reduce the casual visit fees for non-Canberra-based staff of Senators and Members.

Indicator—Community engagement with Parliament House

325 During 2006-07 overall visitor numbers to Parliament House increased by 1%, and the number of school students participating in educational programs in Parliament House increased by 2.5% compared to 2005-06.

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Figure 18—Sub-output 2.2—Parliament House visitors 1988-2007



326 There was a 6.5% increase in the number of special tours conducted compared with 2005-06. No 2005-06 data is available for the public tour performance indicator, as recordkeeping for this indicator only started during 2006-07.

Indicator—Parliament House Shop

327 While there was a slight increase in visitor numbers to Parliament House during 2006-07, the number of people entering the Parliament Shop declined by approximately 6% over the previous financial year. A review will be undertaken of the appropriateness of stock sold in the Parliament Shop to try to increase visitors to, and sales at, the shop.

Figure 19—Sub-output 2.2—price indicators

Price indicator	Measure	Performance	
		2005-06	2006-07
Facilities services	Cleaning costs under contracts:		
	a) internal cleaning costs	\$3,401,728	\$3,467,400
	b) external cleaning costs	\$1,074,810	\$1,081,736
	Waste management costs under contracts	\$140,042	\$131,704

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Price indicator	Measure	Performance	
		2005-06	2006-07
	Gross revenue from non-catered functions	\$5,765	\$17,115
	Gross revenue from:		
	a) Press Gallery licensees	\$959,564	\$996,300
	b) catering contractors	\$469,351	\$467,850
	c) other licensees	\$183,594	\$177,524
	Administration fee paid to catering contractors	\$274,308	\$274,309
	Nurses Centre: Direct costs	\$183,738	\$217,826
	Health and Recreation Centre: Net costs (direct costs less revenue)	\$227,816	\$145,118
	Parliament House Guides services: net costs (direct costs less revenue)	\$1,513,153	\$1,403,076
	Parliament Shop: Revenue (target: \$1.42m)	\$1,263,000	\$1,245,142
	Parliament Shop: Net profit (revenue less stock and direct staff costs)(target: 12% of revenue)	\$140,000 11.1%	\$244,325 19.6%
	Total cost of sub-output 2.2	\$10.471m ²⁹	\$9.968m

Indicator—Facilities services

328 Cleaning services at Parliament House are performed under two contracts—one for internal cleaning and the second for external cleaning.

329 The internal cleaning contract covers routine daily office cleaning including vacuuming, dusting and the removal of waste to

²⁹ Sub-output 2.1—Security services and Sub-output 2.2—Facilities services were both reported under Sub-output 3.1—Occupant services in the 2005-06 Annual Report. Sub-output costs for 2005-06 have been recalculated for comparative purposes for this year's report. The recalculated 2005-06 figures are italicised.

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the basement, as well as periodic cleaning such as carpet shampooing and parquetry cut-back and polish.

330 The external cleaning contract covers industrial cleaning, such as cleaning of ductwork (internal and external), carpark and the external surfaces of the building including the building façade. Included in the costs reported under external cleaning are costs for the maintenance of soap dispensers in the bathroom facilities at Parliament House, and the provision of labour for events such as State visits.

331 The cost of external cleaning increased for CPI during 2006-07. However, this was offset by a reduction in cleaning costs as work requiring the use of water has not been undertaken since the implementation of Stage 3 water restrictions.

332 The apparent reduction in revenue from other licensees reflects only that a prepayment of a 2006-07 monthly fee was recorded in 2005-06 and not transferred to the 2006-07 accounts.

333 There was an increase of around \$34,000 in the direct costs of the Nurses Centre during 2006-07. This was due to combination of staff costs and the purchase of medical equipment.

334 During 2006-07 DPS began charging individual cost centres within DPS for staff memberships of the Health and Recreation Centre, which are available free to staff under the DPS certified agreements. This had the effect of increasing the Centre's recorded revenue by around \$60,000, with a corresponding reduction in the net costs of the Centre. In 2006-07 DPS purchased gym equipment which replaced equipment previously leased by the Centre. This has resulted in a further \$20,000 decrease in the net costs of the Health and Recreation Centre.

335 Revenue is generated by the Parliament House Guide Service through the provision of tours for commercial tour operators and Floriade courtyard tours. During 2006-07 net costs associated with the Guide Service decreased. This was largely attributable to reduced staff costs and a reduction in printing, promotional and uniform expenditure.

336 The Parliament Shop recorded an increased net profit in 2006-07 despite a decrease in revenue. This was largely attributable to a significant decrease in staff costs.

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Output 3—Infrastructure Services

Introduction

337 Output 3 is the supply of integrated services and facilities through the provision of maintenance, infrastructure and support services.

338 This output comprises two sub-outputs—Building infrastructure services and IT infrastructure services.

Sub-output 3.1—Building infrastructure services

339 This sub-output involves the provision of building and security infrastructure, maintenance services and landscape services.

Figure 20—Sub-output 3.1—quality indicators

Quality indicator	Measure	Target	Performance	
			2005-06	2006-07
1. Extent to which the building condition is maintained	Building Condition Index	89-92%	89.7%	89.1%
2. Extent to which the landscape condition is maintained	Landscape Condition Index	90%	87.0%	89.0%
3. Condition and ageing of engineering systems	Engineering Systems Condition Index	90%	89.0%	88.7%

Explanation of indicators

340 The Building Condition Index (**BCI**) measures the current condition of the building fabric of Parliament House, expressed as a percentage of the original condition.

341 The Landscape Condition Index (**LCI**) measures the current condition of the landscape surrounding Parliament House, expressed as a percentage of the total possible condition.

342 The Engineering Systems Condition Index (**ESCI**) measures the current operation and condition of the engineering systems in Parliament House against the expected decline of those systems through their life cycles. The system of scoring has been designed so

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that the optimum target of 90% is achieved if all systems are ageing through their life cycle as expected.

Indicator—Extent to which building condition is maintained

343 Parliament House is divided into seven zones, as shown in Figure 21, to measure the BCI. The seven zones have different condition targets that combine to give an overall score for the BCI. The target range of 89-92% has been determined, based on external benchmarks, as the optimum balance of condition and cost.

Figure 21—Building Condition Index score by zone

Zone	Score % 2005-06	Score % 2006-07
Public Areas	89.0	89.2
Parliamentary Chambers	92.7	92.1
Ministerial Wing	89.8	89.5
Senate Wing	90.1	89.0
House of Representatives Wing	90.0	89.2
Back of House	86.5	85.2
Plant Rooms	89.5	89.4
Total	89.7	89.1

344 There has been a 0.6% decrease in the overall Building Condition when compared to 2005-06. Throughout the year all zones have been routinely measured to ensure the areas most in need of maintenance are receiving the appropriate level of activity.

Indicator—Extent to which landscape condition is maintained

345 The parliamentary landscape has been divided into eight zones for the purpose of measuring the LCI. The zones have different targets that combine to give an overall score.

346 There was a 2% increase in landscape condition in 2006-07, with the result being only 1% below the target. This measurement is taken in October each year and at the time in 2006, there were no water restrictions. The rehabilitation work that was undertaken during the first half of 2006 had time to establish good growth.

347 The Australian Capital Territory experienced below-average rainfall for 2005-06, and Spring 2006 was the second driest Spring on record. Stage 2 Water Restrictions were implemented in November 2006 and Stage 3 in December 2006. Since that time there has been significant deterioration in the landscape with large

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areas of turf and a number of trees dying (see also paragraphs 55 to 61 in Part 1 and paragraphs 572 to 573 in Part 5).

Indicator—Condition and ageing of engineering systems

348 To arrive at the ESCI, 24 engineering systems—including airconditioning, hydraulic, power, fire and security systems—are monitored for reliability, life cycle progress and actual versus expected condition.

349 The ESCI is slightly below the target for the 2006-07 year. The majority of systems are either at or above their expected condition for their age but airconditioning chiller #2 and emergency generator #1 have both experienced significant downtime during 2006-07.

350 Several systems are approaching the end of their life and preparations are underway for their replacement over the next few years. These systems include the base-load chillers, irrigation system, boilers, kitchen hood fire suppression system and major fire doors.

Figure 22—Sub-output 3.1—quantity indicators

Quantity indicator	Measure	Target	Performance 2006-07
1. Managing the potential impact on the environment	Electricity consumption	96,951 Gj	93,984 Gj
	Gas consumption	48,641 Gj	45,382 Gj
	Greenhouse gas emissions	28,845 tonnes CO ² e	24,147 tonnes CO ² e
	Water consumption	240,000 kL	224,006kL
	Waste recycled as a percentage of total waste generated	35%	39.0%
2. Maintenance of plant and building fabric	Percentage of planned maintenance achieved	85%	88.8%
3. Maintenance help desk requests	Total number of calls	Not applicable	4,286

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Indicator—managing the potential impact on the environment

Electricity consumption

351 The annual electricity consumption was within the target for 2006-07. Initiatives to conserve electricity included the continual monitoring and adjustment of the high electrical load plant, implementing more energy-efficient lighting schemes, and a trial of reduced airconditioning in summer.

Gas consumption

352 Gas consumption was more than 6% below the annual target. This was mainly due to the milder temperatures experienced in Autumn 2007.

Greenhouse gas emissions

353 The reductions in energy use mentioned above, combined with the purchase of 25% green energy (see paragraph 571 in Part 5), enabled DPS to reduce its greenhouse gas emissions.

354 Emissions were reduced to 24,147 tonnes CO²e, which was 16% less than the target of 28,845 tonnes CO²e. In 2005-06, greenhouse gas emissions were 27,891 tonnes CO²e.

Water consumption

355 Water consumption was 16,000 kL below the target, due to the measures taken to comply with water restrictions from November 2006 (Stage 3 from December 2006).

356 The majority of water-saving initiatives undertaken by DPS were related to reducing landscape irrigation. Other initiatives included closure of all the building's external water features and a trial to reduce the amount of water evaporating from the cooling tower by raising the building's cooling set-point by 2°C.

357 A review of the Parliament House landscape will be undertaken during 2007-08 to determine the most appropriate design for the future needs of the building while ensuring water usage is sustainable (see paragraph 61 in Part 1).

Waste management

358 DPS recycled 39% of total waste generated in 2006-07, exceeding the target by 4%. However, this is a decrease compared to the 42% of waste recycled during 2005-06, which was

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significantly affected by the recycling of 3,000 tonnes of turf in that year.

359 The co-mingling trial conducted in the Senate wing contributed to the recycling outcome, and co-mingling will be implemented for all areas of Parliament House in 2007-08.

Indicator—Maintenance of plant and building fabric

360 The Maintenance Services Section achieved 88.8% of the planned maintenance for 2006-07 against a target of 85%. This reflects a year where operations continued as expected. During the year there were no significant issues affecting preventative maintenance services.

Indicator—Maintenance help desk requests

361 The number of calls to the Maintenance Services Help Desk has fallen by 7% compared with 2005-06. The number of calls from major client areas (Senate, House of Representatives, Ministerial Wing and others) has not changed. The main source of reduction in calls was from the maintenance section itself.

362 This year maintenance services staff have made an effort to consider the urgency of a job before calling the help desk. Non-urgent jobs that staff become aware of during their normal activities are now referred through the planned maintenance processes instead of being logged with the help desk.

Figure 23—Sub-output 3.1—price indicators

Price indicator	Measure	Performance	
		2005-06 ³⁰	2006-07
1. Maintenance	Maintenance costs reduced by 1.25% from previous year	<i>\$17,235,621</i>	\$18,324,796 (+6.4%)
2. Energy	Energy cost reduced by 1.25% from previous year	<i>\$2,573,238</i>	\$2,863,839 (+11.3%)
3. Water and sewage services	Water and sewage cost reduced by 1.25% from previous year	<i>\$789,613</i>	\$824,590 (+4.4%)

³⁰ This indicator changed between the 2005-06 and 2006-07 years. The 2005-06 performance has been re-calculated using the new indicator to allow for comparison to be made between years. The re-calculated figures are italicised.

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Price indicator	Measure	Performance	
		2005-06 ³⁰	2006-07
4. Building infrastructure services	Total cost of sub-output 3.1	\$19.045m	\$20.347m (+6.8%)

Indicator—maintenance costs

363 The maintenance costs shown for 2006-07 reflect the first reporting year of the new organisational structure in the Maintenance Services Section.

364 In February 2006 the Maintenance Services Section became responsible for all building infrastructure maintenance and operation. Salary and contract budgets were amalgamated into this section to ensure activities that contributed to the same output had a common management structure.

365 The 2005-06 amounts shown in Figure 23 have been calculated from available 2005-06 data. The actual costs for 2006-07 are an accurate record of building infrastructure support costs and will be a sound basis for comparison in future years.

Indicator—energy costs

366 Despite a 1.3% reduction in actual consumption, energy costs for 2006-07 rose by 11.3% compared to 2005-06.

367 In 2006-07 DPS commenced a new contract for electricity supply. This contract was negotiated during a time of price increase in the electricity market and represents an approximate 10% increase on the previous contract's terms. Since the contract has been implemented, there have been further significant increases in the market price of electricity.

368 The DPS electricity contract runs until June 2009 and will insulate DPS from ongoing significant price increases during this time. The contract terms include agreed fixed consumption pricing in the second and third years.

Indicator—water and sewage costs

369 Expenditure on water increased by 4.4% when compared to 2005-06. Although the actual consumption has been well under the target, the price of water increased significantly during 2006-07. It is likely that similarly large increases in the price of water will be incurred in 2007-08.

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Indicator—total sub-output costs

370 The total cost of providing building infrastructure services has increased by 6.8% compared with 2005-06. This includes previously-mentioned increases in the cost of water and electricity, CPI increases in other contracts, and salary increases provided for in the DPS certified agreement.

371 Several high-cost maintenance contracts will expire during 2007-08, and DPS is currently reviewing how these services are provided. The aim is to ensure that the appropriate levels of service are provided as efficiently as possible.

372 With several major elements of the building infrastructure nearing their end of life, asset replacement will provide opportunities to review the approach to maintaining these assets. While some savings are expected, they may not be realised for several years.

Sub-output 3.2—IT infrastructure services

373 The IT infrastructure services provided are the maintenance of information technology, broadcasting and telecommunications infrastructure, and customer support for these services.

Figure 24—Sub-output 3.2—quality indicators

Quality indicator	Measure	Target	Performance 2006-07
1. Customer satisfaction	High level of user satisfaction	Not applicable	See paragraph 374
	Number of user complaints	Not applicable	33
2. High level of critical systems availability	Number and percentage of hours of systems unavailable during scheduled service hours:		
	a) information technology infrastructure (computing services)	100% availability	99.98% (unavailable for 2.53hrs)
	b) information technology infrastructure (network)	100% availability	99.85% (unavailable for 13.5hrs)
	c) broadcasting infrastructure	100% availability	99.99% (unavailable for 1.13hrs)

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Quality indicator	Measure	Target	Performance 2006-07
	d) telecommunications infrastructure	100% availability	some components unavailable for 28hrs
2. Timeliness of problem resolution	Percentage of support requests resolved within service standards as follows:		
	a) immediate priority – response 15 minutes, resolution 2 hours	95%	92.7%
	b) high priority – response 30 minutes, resolution 4 hours	95%	98.4%
	c) medium priority – response 30 minutes, resolution 8 hours	95%	98.2%
	d) as agreed – response 60 minutes, resolution as agreed	95%	98.5%

Indicator—Customer satisfaction (IT Infrastructure)

374 The DPS Customer Survey 2007 asked customers to rate their level of satisfaction with a range of DPS services. The results for the components of IT infrastructure services surveyed are shown in Figure 25.

Figure 25—Sub-output 3.2—High level of user satisfaction

IT Infrastructure	Very satisfied or Satisfied	Somewhat satisfied	Dissatisfied or Very dissatisfied
2020 Client Support Desk	76%	15%	9%
Information technology	77%	18%	5%
Communications (phones and faxes)	90%	8%	2%

375 As this is the first year that client complaint information has been collected for this area, there are no previous year's figures for comparison purposes.

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376 Slightly more than half the complaints recorded were related to IT products, software or hardware. The remaining complaints related to IT service issues such as resolution or response times or concerns about internal resolution procedures.

Indicator—High level of critical systems availability

377 Critical systems are defined as:

- (a) House of Representatives applications:
 - (i) Chamber applications;
 - (ii) Table Office applications;
- (b) Senate applications:
 - (i) Table Office and Procedures Office;
- (c) Hansard applications;
- (d) OneOffice;
- (e) Building Management System (BMS);
- (f) Parliamentary Computing Network (PCN);
- (g) home servers;
- (h) print servers;
- (i) email; and
- (j) DPS applications:
 - (i) SAP; and
 - (ii) PeopleSoft.

378 Critical systems availability is defined as critical systems being operational and useable during scheduled service hours.

379 Although the 100% target for critical systems availability was not met, overall performance achieved high levels of availability. The responses to the interruptions were timely and technical staff had the skills and resources to diagnose and correct the faults quickly.

380 IT infrastructure (computing services) critical systems were unavailable for 152 minutes, representing 0.015% of business or sitting hours during 2006-07. The contributing events were as follows:

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- (a) Email servers and home servers—the central information store for individual users—were unavailable for 96 minutes on January 12, 2007. This was due to electrical power supply problems affecting the supply authority, which caused the computer room airconditioning systems to shut down. DPS then shut down home and email servers to prevent overheating and damage.
- (b) In December 2006 one email server had a software failure resulting in six minutes of unavailability.
- (c) The SAP system had a software failure in September 2006 and required a reboot which took five minutes.
- (d) On nine occasions PeopleSoft pay processing stalled and the PeopleSoft server needed rebooting during business hours. These occasions lasted 45 minutes in total.

381 Some aspects of broadcasting infrastructure were unavailable for a total of 68 minutes during required operating hours in 2006-07. Service interruptions were as follows:

- (a) Three minutes of audio was lost in Committee Room 2R3 in September 2006 when an audio switch failed.
- (b) The video synchronisation signal failed in the House of Representatives chamber for six minutes in October 2006. This was due to a loose cable connection in the control room.
- (c) In December 2006 the vision mixer failed in Committee Room 2R3, causing a six-minute interruption to the visual record.
- (d) 20 minutes of audio in Committee Room 2R3 was lost when a software problem occurred in an audio switch during April 2007.
- (e) A fault in the House Monitoring System caused three minutes of HMS audio to be lost from Committee Room 2S3 in May.
- (f) Division bells in the ground floor library were inadvertently isolated by construction workers for 30 minutes during May 2007.

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382 The infrastructure in Committee Room 2R3 will be reviewed in 2007-08, having regard to the multiple equipment failures in 2006-07.

383 IT infrastructure (network) down time was largely due to the failure of small-scale communications devices that connect PCs and printers from office areas to the network. During business and sitting periods these failed devices are quickly replaced, but outside these times the failed device might only be restored before the commencement of the next business day.

384 On 11 occasions either a network access layer switch, gateway layer switch or network distribution layer switch failed. These devices affect a limited number of users. Network-wide interruptions included two external network provider failures and an electricity supply interruption which caused some switch rebooting failures.

385 Major network components have a high degree of fault tolerance, with most of the critical systems being connected to the network via two communication paths. Faults that are detected in the major network switches can therefore be bypassed without affecting the overall performance of the network.

386 Telecommunications infrastructure down time was mostly attributed to the failure of individual handsets. The PABX system has a backup processor which takes over when any system faults occur.

Indicator—Timeliness of problem resolution

387 Service standards for resolution of Client Support help desk requests with high, medium or as agreed priority, totalling 53,354, or 98.6% of all calls, were met comfortably. Responses to immediate priority requests did not meet the 95% target for the 2006-07 year; only 92.7% of immediate priority requests were handled within the service standard. This failure was attributable to the significant increase in call volumes combined with staff turnover.

388 The 2020 Client Support help desk area typically experiences a higher turnover of staff than other areas in DPS. This is consistent with the call-centre and IT help desk industries. New recruitment initiatives are being planned for the IT Operations (Support and Maintenance) Section throughout 2007-08 which will include greater trainee and entry-level recruitment, as well as regular recruitment exercises to maintain a regular stream of new staff.

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Figure 26—Sub-output 3.2—quantity indicator

Quantity indicator	Measure	Performance	
		2005-06	2006-07
1. Support services	Number of support services, by category:		
	a) support desk calls	46,372	54,134 (+16.7%)
	b) training services	208 student days	355.5 student days (+70.9%)
	c) consultations	4,343 hours	2,374 hours (-45.3%)
	d) total number of registered users on the Parliamentary Computing Network (PCN)	4,374	4,416 (+1%)
	e) amount of storage under management	6,601 GB	7,852 GB (+18.9%)
	f) emails transmitted across internet	17,190,000	19,196,371 (+11.67%)
	g) external web accesses from PCN	9,663 GB downloaded	14,187 GB downloaded (+46.8%)
	h) number of telephone calls made ³¹	4,206,749	4,217,582 (+0.26%)
	i) number of facsimiles sent	1,665,528	1,409,975 (-15.3%)
2. Volume of IT services required	Number and percentage change in registered users supported on the PCN	4,374 users	4,416 users (+1%)

Indicator—Support services

389 The demand for IT resources and support services continues to increase at significant rates. From time to time this creates staffing and infrastructure resource issues. Infrastructure Services Branch regularly monitors demand on services, and industry trends, to enable DPS to anticipate future needs of the users of the Parliamentary Computing Network (**PCN**).

³¹ Only telephone calls that leave Parliament House.

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390 In 2006-07 two quantitative performance indicators recorded significant reductions when compared to the previous year's results.

391 The number of consultation hours shows a 45% reduction. This is due to a change in the definition of a consultation, which now only relates to providing assistance beyond the first level of help desk support and excludes planned maintenance, quality assurance, research and testing.

392 The other reduction (by 11%) was in the number of facsimiles sent via the broadcast fax gateway. This reduction is to be expected, with the internet and email offering alternative ways of sharing information.

Figure 27—Registered PCN users

Registered PCN users						
Users	2002-03	2003-04	2004-05	2005-06	2006-07	Change since 2005-06
Department of Parliamentary Services	1,129	1,376	1,350	1,315	1,054	-19.9%
Department of the Senate	322	222	232	224	244	+8.9%
Department of the House of Representatives	403	270	264	255	281	+10.2%
Senators and staff	645	672	718	742	892	+20.2%
Members and staff	1,491	1,591	1,531	1,425	1,636	+14.8%
Other clients (Department of Finance and Administration)	40	443	450	413	309	-25.2%
Total	4,030	4,574	4,545	4,374	4,416	+1%

Indicator—Volume of IT services required

393 This year saw a 1% increase in the total number of PCN users from 2005-06. There were fewer DPS and Finance users, but this was offset by increases in Senators' and Members' staff and chamber department staff.

394 The number of DPS PCN users fell during 2006-07 as a result of some reduction in staff numbers and general house-keeping of

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registered user names. The numbers of Senators' and Members' staff using the PCN increased as a result of new staffing entitlements being announced during the year. The new entitlement permitted an additional Electorate Office staff member for each Senator and Member. Senate and House of Representatives departmental user numbers also increased.

395 During the year a user account maintenance program was undertaken by DPS to ensure all accounts remained valid. This resulted in 104 accounts (mostly Finance and contractors) being removed from the PCN.

Figure 28—Sub-output 3.2—price indicators

Price indicator	Measure	Performance	
		2005-06	2006-07
1. IT support infrastructure	Cost per registered user	\$3,685	\$2,609 (-29%)
2. Broadcasting support infrastructure	Cost per broadcast hour	\$1,176	\$1,455 (+24%)
3. Telecommunications infrastructure	Total costs	\$4,037,449	\$3,664,608 (-9%)
4. IT infrastructure services	Total cost of sub-output 3.2	\$21.597m	\$20.751m (-4%)

Indicator—IT support infrastructure

396 The apparently substantial reduction in the cost of IT support per registered user results partly from reductions in costs associated with the maintenance of older technology, and partly from a clearer separation between operating costs and development costs.

Indicator—Broadcast support infrastructure

397 The increase in the cost of broadcast infrastructure support per broadcast hour is largely due to a 22% reduction in broadcast hours without any reduction in the overall support requirement for the infrastructure. Because of its age, the infrastructure generally requires the same amount of maintenance and support regardless of the total broadcast time. A number of asset replacement activities will be completed in 2007-08 and it is expected that the newer equipment will require less maintenance per broadcast hour.

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Indicator—Telecommunications support infrastructure

398 The 9% reduction in telecommunication costs was due partly to a minor reduction in staff numbers within the telecommunications area, and partly due to negotiating a new voice services contract which provided significantly lower pricing from January 2007.

399 The contract for the facility management of the telephony system and the switchboard operators will be tendered during 2007-08.

Output 4—Parliamentary Records Services

Introduction

400 Output 4 is the access to the work of the Parliament through the provision of audio-visual and Hansard records of proceedings of Parliament.

401 Two sub-outputs, Broadcasting services and Hansard services, contribute to Output 4.

Sub-output 4.1—Broadcasting services

402 Broadcasting services involve the production of an audio-visual record of proceedings of Parliament (including committees) which is available for broadcasting and archiving.

Figure 29—Sub-output 4.1—quality indicators

Quality indicator	Measure	Target	Performance
Customer satisfaction	High level of customer satisfaction	Not applicable	90%
	Number of customer complaints	Not applicable	7

Indicator—Customer satisfaction (Broadcasting services)

403 The DPS Customer Survey 2007 asked customers to rate their level of satisfaction with a range of DPS services. Survey results indicate high levels of satisfaction with broadcasting services. At least 90% of respondents were satisfied or very satisfied and only 1% were dissatisfied with broadcasting services. The remaining 9% were somewhat satisfied.

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404 During 2006-07 a total of seven formal complaints and seven accolades were received. The complaints were due to human errors and technical failures which adversely affected broadcasting services. To ensure the problems do not occur in the future, operational procedures have been revised.

Figure 30—Sub-output 4.1—quantity indicators

Quantity indicator	Measure	Performance	
		2005-06 ³²	2006-07
Broadcasting services	Hours of material captured on audio-visual record, by category:		
	a) chambers	1,354	1,448
	b) committees (ACT hearings)	1,388	1,357
	c) committees (interstate hearings)	1,050	638
	d) client-specific	422	303

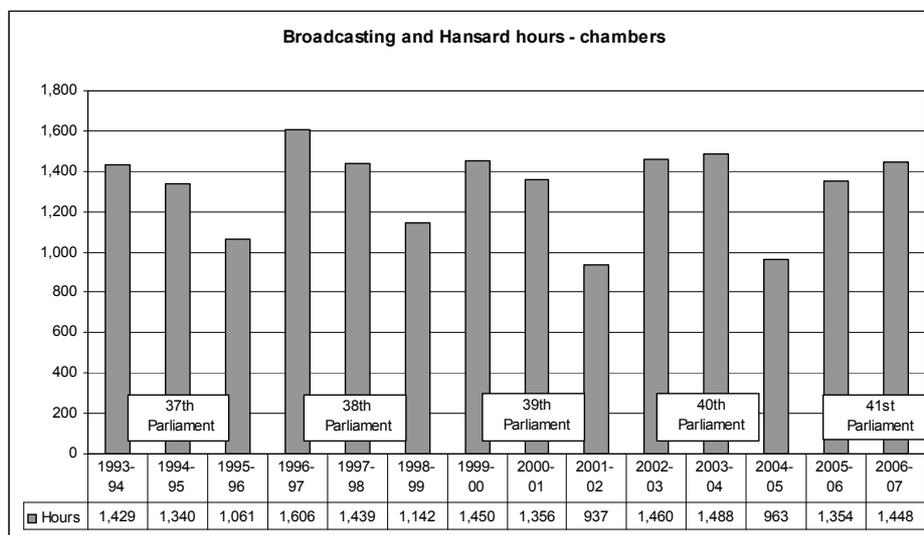
Indicators—Quantity (Broadcasting services)*Chambers*

405 There were 1,448 hours of broadcast chamber proceedings (television and audio) in 2006-07. This is a slight increase over 2005-06 (1,354 hours) but is consistent with the activity levels in the financial year preceding the 2004 election (2003-04, 1,488 hours).

³² Figures in italics have been re-calculated since the 2005-06 year.

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Figure 31—Broadcasting and Hansard—Chamber Hours 1993-94 to 2006-07
Sub-outputs 4.1 and 4.2



Committees

406 In 2006-07, 1,357 hours of committee hearings in the ACT were recorded, a small reduction from 2005-06 (1,388 hours). However, there was a 40% reduction in the number of recorded hours for interstate committee hearings (down from 1,050 hours in 2005-06 to 638 hours in 2006-07).

407 The reduced interstate committee workload provided an opportunity for staff to participate in broadcast system asset replacement projects, and in training courses designed to improve skill levels across all broadcasting production areas.

408 As in previous years, Senate Estimates hearings (**Estimates**) placed considerable pressure on broadcasting resources. During each week of Estimates, four committees sit concurrently from 9am until 11pm. This is usually in addition to sittings of the House of Representatives, the Main Committee of the House of Representatives and, on occasion, House of Representatives Standing Committees.

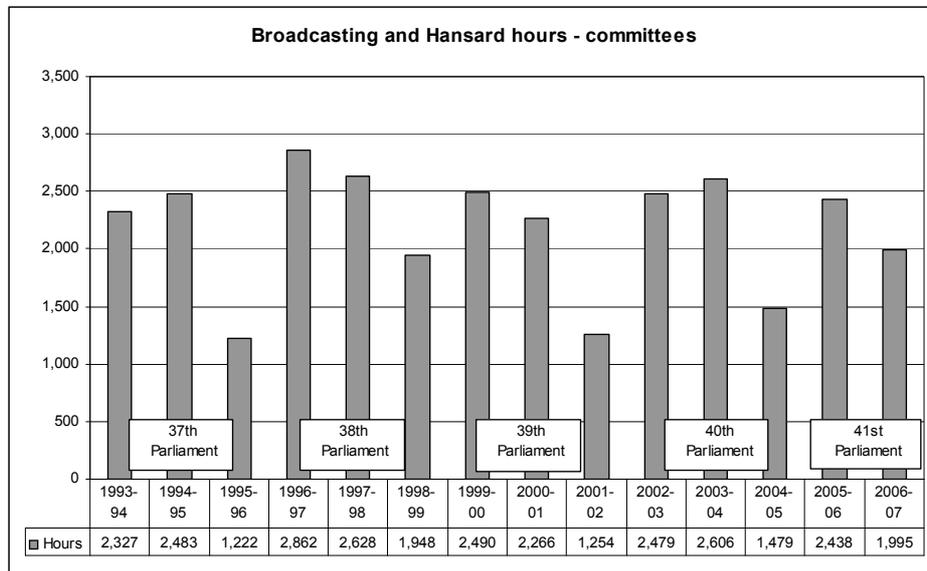
409 In May 2007, 11 House of Representatives Standing Committees sat concurrently with the Estimates hearings. In order to meet the demand for broadcasting services, additional personnel were drawn from Broadcasting’s temporary employment register. Permanent staff were also required to work approximately 440 hours

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of overtime (averaging more than 17 hours per staff member over the two weeks of hearings).

410 The May Estimates hearings also coincided with two State visits to the Australian Parliament, one by the Prime Minister of the Hellenic Republic and the other by the President of the Republic of the Philippines. Broadcasting provided multi-camera coverage of the State visits, which further increased the already high workload during the sitting period.

Figure 32—Broadcasting and Hansard—Committee Hours 1993-94 to 2006-07, Sub-outputs 4.1 and 4.2



Client-specific services

411 The televised or audio recording of Parliamentary proceedings forms the major part of the broadcasting section’s activity. However, other services are provided to Senators and Members, such as recording of press conferences, pieces-to-camera, and the provision and operation of audio-visual equipment.

412 In previous years the number of “operator hours” required to produce all client-specific services was reported. For 2006-07, the number of hours (303) of material actually captured on audio-visual record has been reported. The number of hours captured on the audio-visual record in 2005-06 was 422.

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Figure 33—Sub-output 4.1—price indicators

Price indicator	Measure	Performance	
		2005-06	2006-07
Broadcasting services	Cost per hour of material captured on audio-visual record, by category: ³³		
	a) chambers	\$479	\$497 (+4%)
	b) committees (ACT hearings)	\$438	\$600 (+37%)
	c) committees (interstate hearings)	\$515	\$689 (+34%)
	d) client-specific	\$932	\$1,351 (+45%)
	Total cost of sub-output 4.1	\$5.061m	\$5.762m

Indicators—Broadcasting services

413 The 37% increase in cost per hour for ACT committee hearings is largely attributable to a change in the way data was collected in 2006-07. Costs previously allocated as an overhead for audio recording of committees have been included as a direct cost in the 2006-07 figures. If these costs are removed from the figures, the cost per hour for committees (ACT hearings) would show an increase of 3.2%, which is a little less than the salary increases over 2006-07.

414 The reduction in the number of interstate committee hearing hours from 1,050 in 2005-06 to 638 hours in 2006-07 contributed significantly to increased hourly costs for these services.

415 Overall the total cost for broadcasting services in 2006-07 decreased by \$135,914, due to staff vacancies during the year and efficiencies achieved through improved rostering and staff allocation.

416 Costs of material captured on audio-visual record (client-specific services) increased significantly from \$932 per hour in 2005-06 to \$1,351 per hour in 2006-07. The total number of hours

³³ While the number for committee hours reported in the 2005-06 Annual Report was correct, the broadcasting services direct costs per hour for committees were incorrect as they were based on an inaccurate record of total committee hours. The 2005-06 figures in this Annual Report have been corrected to reflect the actual costs.

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captured on the audio-visual record is not necessarily an indicator of total effort required to produce the final product.

Sub-output 4.2—Hansard services

417 Hansard services comprise transcribing and publishing reports of proceedings in the Senate, the House of Representatives and the Main Committee of the House of Representatives. Hansard also provides transcription services for Parliamentary committees and some ministerial or Parliament-related conferences.

Figure 34—Sub-output 4.2—quality indicators

Quality indicator	Measure	Target	Performance 2006-07
1. Customer satisfaction	High level of customer satisfaction	Not applicable	88%
	Number of customer complaints	Not applicable	5
2. Accuracy of transcription	Error rate as notified by customers:		
	a) chambers	5 per 100 pages transcribed	3.7 errors
	b) committees	5 per 100 pages transcribed	0.7 errors
3. Timeliness of transcription	Percentage of transcripts delivered for chambers within service standards:		
	a) individual draft speeches (2 hours after speech finishes)	95%	97%
	b) electronic proof Hansard reports (within 3 hours after house rises)	95%	81%
	c) hard copy proof Hansard reports (available in Parliament House by 8:30am the following sitting day)	95%	98%

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Quality indicator	Measure	Target	Performance 2006-07
	d) electronic official Hansard (10 working days following the last sitting day in the week)	95%	15%
	e) hard copy of official Hansard (delivered to publisher within 10 working days following the last sitting day in the week)	95%	3%
	Number of transcripts delivered for committees within the following standards. Transcripts for priority committees are negotiated with the Clerk Assistant, Committees:		
	a) within 24 hours	95%	82%
	b) 1-3 days	95%	90%
	c) 3-5 days	95%	81%
	d) over 5 days	95%	96%

Indicator—Customer Satisfaction (Hansard)

418 The DPS Customer Survey 2007 asked customers to rate their level of satisfaction with a range of DPS services. Survey results indicate high levels of satisfaction with Hansard services. At least 88% of respondents were satisfied or very satisfied and only 2% were dissatisfied with Hansard services. The remaining 10% were somewhat satisfied.

419 Hansard received only five customer complaints during 2006-07 even though some 3,479 hours of proceedings were transcribed. The most significant complaint concerned the late delivery of Estimates committee transcripts in October-November 2006, which was directly related to workloads during the Estimates period.

420 While a significant amount of transcription work is carried out by external service providers and casual staff in periods of peak workload, the concurrent sittings of chambers, Estimates hearings and other parliamentary committees can make it difficult to achieve target delivery standards. However, performance has improved markedly since October 2006, with all transcripts from the February

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2007 and May-June 2007 Estimates hearings being delivered in accordance with the service standard.

421 Other complaints received concerned the delayed publication of Answers to Questions in Writing. Hansard management is addressing the technical and workflow issues which caused delays, but these are not likely to be completely resolved until the Hansard Production System is replaced, probably in 2008-09.

Indicator—Accuracy of transcription (Hansard)

422 Hansard error rates are based on the number of corrections to pinks and greens (draft chamber speeches) returned by Senators and Members, or corrections to committee transcripts made by witnesses, and accepted as Hansard errors.

423 The combined chamber error rate of 3.7 errors per 100 pages for 2006-07 shows a slight increase over 2005-06 (3.3 errors), while the committee transcripts error rate of 0.7 errors per 100 pages shows a significant improvement in accuracy over last year (1.8 errors). Both figures are well below the target figure of five errors per 100 pages and demonstrate a very high standard of accuracy.

Indicator—Timeliness of transcription (Hansard)

Chambers

424 The service delivery standards for chamber transcripts are in five categories, as listed at Figure 34. As the delivery of draft speeches gives Senators and Members their first opportunity to review the Hansard transcript, delivery time is critical, and Hansard achieved a 97% result against this standard. While down 1% on 2005-06, this was still above the target of 95%.

425 The Hansard Production System does not capture delivery times for complete speeches. These figures are therefore based on delivery of Hansard "turns", or sections of proceedings allocated to editors. The delivery standard of two hours for speeches is the same as the Hansard standard of two hours for the completion of turns.

426 The service standard for loading electronic proof Hansard reports was met on 81% of sitting days, an improvement of 12% on the 2005-06 figure of 69%. Delays are experienced for two main reasons—technical difficulties in loading, due often to the processing of Answers to Questions on Notice or in Writing, and the supervision required for trainee turns. The delivery standard for hard copy proof

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Hansard reports delivered to Parliament House was met for 98% of sitting days.

427 Loading the electronic Official Hansard (**Officials**) (15% loaded within the delivery standard) and delivery of the hard copy Official Hansard to the publisher (3% delivered within the standard) were well below set targets. This was due to the production of proof committee transcripts receiving priority over the processing and publishing of official chamber Hansards. These production priorities enable clients to receive transcripts of committee meetings in a more timely manner, facilitating the work committee secretariats have to do, for example, on committee reports about legislation before the Parliament.

428 In 2006-07 the delivery standard for Officials was ten working days following the last sitting day in the week. This standard has not been realistic having regard to workloads across chambers and committees.

429 In the 2007-08 Portfolio Budget Statement the delivery standard has been revised to 15 non-sitting business days after the end of the sitting week, which provides a more appropriate target by recognising the impact of sitting days on Hansard workloads. Hansard also plans to institute a process whereby the corrections Senators and Members submit for the Officials can be made and reloaded to the internet within three days after the sitting day concerned. Further Hansard quality assurance processes can take place before the report reaches the Official stage.

430 From 2005-06, to provide more opportunity for Senators and Members to detect any further possible errors in Hansard before Officials are processed, Officials were sent to the publisher in batches of several weeks at a time. However, this had an impact on delivery standards and late in 2006-07, Hansard reverted to sending Officials to the publisher in accordance with service standards wherever possible.

Committees

431 The service delivery standards for committee transcripts are in four categories: within 24 hours (priority), within 1-3 days (priority), within 3-5 days and over 5 days. Delivery times for priority hearings are negotiated with the relevant Clerk Assistant, Committees.

432 For committees, Hansard achieved these standards 87% of the time, a drop from 96% in 2005-06. Hansard management will

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more closely monitor committee processing in the future, especially during peak estimates and sitting times, but notes that the total transcription workload at peak times can simply overload the available resources (ie trained staff and outsourced providers).

433 Hansard employs sessional editors—sessional staff are those only employed during Parliamentary sitting periods—to address peak workloads during chamber sittings and Estimates periods. Four sessional editors are already in training with four more being recruited.

434 Where necessary, external transcript providers are used to assist with Hansard transcription and to meet transcript delivery standards. A temporary employment register of casual transcription and editing staff also assists Hansard to meet its production requirements.

435 For committee transcripts with a delivery standard of over five days, the actual delivery deadline is negotiated with the client, and the performance result is the percentage of transcripts delivered within the agreed deadlines. In 2006-07 96% of these transcripts were delivered within the agreed deadlines.

Figure 35—Sub-output 4.2—quantity indicators

Quantity indicator	Measure	Performance	
		2005-06	2006-07
Transcription services	Number of hours transcribed, by category:		
	a) chambers	1,354	1,448
	b) committees (ACT hearings)	1,388	1,357
	c) committees (interstate hearings)	1,050	638

Indicator—Transcription services*Chambers*

436 There were 1,448 hours of chamber proceedings in 2006-07. This is a slight increase over the 2005-06 year (1,354 hours) but is consistent with the activity levels in the financial year preceding the 2004 election (2003-04, 1,488 hours) (see Figure 31).

437 Transcripts were provided to occupants of Parliament House in hard copy, and were also available electronically through ParlInfo,

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the parliamentary database. Transcripts were provided to the general public through:

- (a) the Australian Parliament House website (including a search option using ParlInfo Web);
- (b) libraries and educational institutions, through the Legal Deposit and Commonwealth Library Deposit and Free Issue Schemes; and
- (c) direct subscriptions.

Committees

438 There were 1,995 hours of committee hearings transcribed in 2006-07. This is an 18% decrease when compared with 2005-06 (2,438 hours) and is also lower than recent pre-election financial years—2,266 hours in 2000-01 and 2,606 hours in 2003-04 (see Figure 32).

439 As has been the case in recent years, Estimates hearings (which accounted for 35% of total committee hours) generally took place concurrently with House of Representatives sittings. This presented significant workload challenges for Hansard. In 2005-06, interstate committee hearings accounted for around 43% of the total committee hours transcribed, but in 2006-07 the figure returned to a more traditional 32%.

440 Senate committee hearings, including Estimates hearings, made up 66% of the total workload, up from 58% in 2005-06. House of Representative committees made up 16% and joint committees 18%.

441 In 2006-07 DPS continued to use external transcript providers to manage its peak workload. These providers accounted for 297 hours, or 15% of the total committee hours transcribed, in 2006-07—the same percentage as in 2005-06. External providers are engaged on occasions to record and transcribe parliamentary committee hearings held interstate and to assist with the transcription of committee hearings in the ACT.

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Figure 36—Sub-output 4.2—price indicators

Price indicator	Measure	Performance	
		2005-06	2006-07
Hansard services	Cost per hour transcribed, by category: ³⁴		
	a) chambers	<i>\$3,175</i>	\$2,339 (-26%)
	b) committees (ACT hearings)	<i>\$1,716</i>	\$1,819 (+6%)
	c) committees (interstate hearings)	<i>\$1,931</i>	\$2,731 (+41%)
	Total cost of sub- output 4.2	\$11.362m	\$10.877m (-4.3%)

442 The decrease in the hourly cost for chamber transcription is due to substantial cost savings following a reduction in the number of Official Hansards produced. Increased chamber sitting hours in 2006-07 also brought down the cost per hour for services. The significant rise in hourly costs for interstate committee hearings is a result of the marked reduction in interstate hours compared with the previous year—638 hours in 2006-07 compared with 1,050 hours in 2005-06.

Administered items*Introduction*

443 DPS uses administered funds to plan, develop and deliver into service:

- (a) a building works program; and
- (b) an artworks conservation and development program.

444 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.

³⁴ While the number for committee hours reported in the 2005-06 Annual Report was correct, the cost per hour transcribed was incorrect and was based on an inaccurate record of total committee hours. The 2005-06 figures in the current Annual Report have been updated to reflect the revised costs based on the actual number of committee hours in 2005-06. Recalculated figures are italicised.

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Performance

Figure 37—Administered items—quality indicators

Quality indicator	Measure	Target	Performance 2006-07
1. Extent to which design integrity is preserved	Design Integrity Index	90%	90.6%
2. Extent to which projects ³⁵ meet objectives	Client acknowledgement that project has delivered business objectives	100%	93.8%
	Findings of post-implementation reviews	Not applicable	See paragraph 451
3. Extent to which the art collection is preserved	Percentage of artworks conservation program achieved	85%	67%

Indicator—Extent to which design integrity is preserved

445 Parliament House is divided into eight zones, as shown in Figure 38, for the purpose of measuring the Design Integrity Index (**DII**).

Figure 38—Design Integrity score by area

Area	Score (%) 2005-06	Score (%) 2006-07
Public and Ceremonial areas	93.1	92.3
House of Representatives Wing	92.9	93.1
Senate Wing	94.3	93.9
Ministerial Wing	89.4	89.8
Committee Rooms and Library	97.2	96.3
Facilities Areas and Tenancies	80.5	80.5
Circulation and Basement Areas	86.0	84.1
Exterior: Landscape and Roadways	93.8	92.9
Total Score	91.0	90.6

³⁵ Building and security projects only.

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446 In each zone, the components of language, symbolism, design order, change and overall impression are examined and given a rating score from one to five. The outcomes for each component are added together to obtain a zone score, and the zone scores added to obtain a building score. This score is then expressed as a percentage of the total possible score.

447 The DII for 2006-07 is assessed at 90.6%, which is a slight decrease of 0.4% from the previous year, although still above the target of 90%.

448 The calculation of the DII has been made using the same simplified data-gathering process as has been used since 2004 (that is, between full building assessments which are carried out every five years, assessments are only undertaken on areas that have had work done to them). Full inspections of all eight Design Integrity (**DI**) zones are next due to take place in 2008-09.

449 The DII assessment this year reflects a slight overall decrease, with some projects not reaching expected standards, lacking detail quality, or inconsistent with original design intent. As the final assessed score suggests, these elements have only minor significance when compared to the overall DI condition of Parliament House.

Indicator—Extent to which projects meet objectives

450 This indicator refers to building and security projects only (it does not include art projects).

451 During 2006-07 one out of 16 building projects did not meet the client's objectives at completion. This was the Major Doors project which replaced door closers on four doors. The client was dissatisfied that the works were limited to door closers and did not include door frames. This problem appears to have arisen under the previous project delivery processes, which allowed an unclear Statement of Requirement to be used without being properly agreed with the client (see paragraphs 48 to 54 in Part 1 for comments on new project delivery processes).

Indicator—Extent to which the art collection is preserved

452 The result of 67% of the artworks conservation program being achieved in 2006-07 against the target of 85% reflects the completion of only two out of three planned conservation projects for the reporting period. Conservation efforts have been hampered by a number of administrative factors, including a reorganisation of the

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Art Services section, and associated recruitment processes to fill a number of vacant positions.

453 The primary focus in the reporting year was on reviewing and updating policies and procedures relating to the care and management of the Parliament House Art Collection. The project relating to conservation of outdoor sculptures continued, and planning was completed for the second stage of the major conservation project for key elements of the art collection to commence in 2007-08.

Art acquisitions and commissions

454 In 2006-07, a new policy for art acquisitions was approved and DPS called for tenders for a consultant to advise on artworks suitable for acquisition for the collection. The acquisitions program, which has been on hold since the review of the collection undertaken by the former Director of the National Gallery of Australia, Mrs Betty Churcher AO, will re-commence in 2007-08.

455 Two artists were commissioned to paint portraits for the Historic Memorials Collection, and have commenced work on their portraits of the current Governor-General and Speaker of the House of Representatives.

Figure 39—Administered items—quantity indicators

Quantity indicator	Measure	Target	Performance 2006-07
Extent to which projects ³⁶ are completed on time	Projects are delivered to agreed timetables	100%	90%

Indicator—Extent to which projects are completed on time

456 Three Art Services projects were planned for the 2006-07 year. The two that were completed were continuations of work commenced in earlier years. One relates to the preservation of 35 outdoor sculptures permanently located in the courtyards and gardens of Parliament House. The second relates to the continued monitoring of 20 significant and valuable artworks requiring ongoing conservation assessment.

457 The third project, to undertake conservation of an additional group of works as a second stage of the key elements program, was

³⁶ Art, building and security projects.

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planned to commence in 2007, but was delayed, primarily for staffing reasons.

458 Out of 17 building and security projects, 16 were completed on time. The late project related to works establishing a taxi rank in the public basement car park. The project was originally scheduled for completion on 31 March 2007 but it was finally completed on 7 July 2007.

Figure 40—Administered items—price indicators

Price indicator	Measure	Target	Performance 2006-07
1. Extent to which projects are completed within budget	Total expenditure is within the original approved total budget, subject to increases for latent conditions or change of scope	100%	100%
2. Extent to which administered funds are expended	Percentage of available administered funds expended	100%	30%

Indicator—Extent to which projects are completed within budget

459 All administered items projects for the 2006-07 year were completed within their total budget allocation. All projects were completed within approved budgets. In some cases, the first approved budgets needed to be significantly revised when proper specifications were available, and these revised budgets have been treated as original budgets for the purposes of assessing performance. New project approval process (see paragraphs 48 to 54 in Part 1) will provide for seed funding only in the design phase, and will ensure that full project funding is not approved until the details of the project are clear and that funding can be estimated more accurately.

Indicator—Extent to which administered funds are expended

460 The low percentage of administered funds expended on building and security projects is due to :

- (a) delays in completing the design documentation for various projects;

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- (b) delays in making sites available to commence the construction works; and
- (c) some projects being cancelled.

461 During the year there were difficulties recruiting and retaining suitably skilled staff to undertake building and security project work.

462 At the end of the year several recruitment activities were underway, and these will provide some new staff for the Building and Security Projects Section.

Other reporting requirements

Purchaser-provider arrangements

463 Arrangements under which the outputs of one agency are purchased by another agency to contribute to its outcomes are called purchaser-provider arrangements. Purchaser-provider arrangements can occur between Commonwealth agencies or between Commonwealth agencies and state or territory government or private sector bodies.

464 Under a purchaser-provider arrangement between DPS and the Department of Finance and Administration (**Finance**), DPS is the provider of information technology support to Senators and Members and their staff in electorate offices.

Electorate Office support

465 The Presiding Officers and the Special Minister of State signed a Service Level Agreement on 14 May 2003 in respect of IT support to electorate offices on behalf of Finance, which meets agreed costs of this support. The original agreement covered the period from 1 July 2003 until 30 June 2006. The 2003-06 agreement will remain in force until a replacement agreement is negotiated, and it is expected that the new agreement will be completed in 2007-08.

466 Under this agreement:

- (a) DPS (in consultation with Finance) develops and maintains the Standard Operating Environment which is used in Parliament House and electorate offices, and for mobile use;

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- (b) DPS provides help desk and remote desktop support services for fixed and mobile access to the Parliamentary Computing Network; and
- (c) Finance engages external contractors to supply, maintain and support on-site hardware in electorate offices, to maintain communication links to Parliament House from electorate offices and to provide training for electorate office staff.

467 Management meetings between Finance, DPS and the external contractor (Volante) responsible for managing the services were held monthly during 2006-07. In these meetings, DPS and Finance:

- (a) reviewed procedures and processes and determined what improvements should be made to improve service delivery;
- (b) reviewed the impact of the on-site provider (Volante) on DPS's service delivery; and
- (c) reviewed the impact of DPS on Volante's service delivery.

468 During 2006-07, DPS performed a range of electorate office support activities, including:

- (a) support and maintenance of the Standard Operating Environment;
- (b) various software upgrades;
- (c) a trial of a new Mobile Messaging Service to replace the existing Personal Digital Assistants issued to Senators and Members; and
- (d) the implementation of a project to install new file servers in the electorate offices.

469 The workload for 2006-07 of 24,651 calls to the 2020 Client Support help desk represents a 39.5% increase on the 17,667 calls received in 2005-06.

470 DPS met all Service Level Agreement targets for electorate office support in 2006-07.

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471 The cost recovered by DPS from the Department of Finance for providing core electorate office support services for the 2006-07 financial year was \$1.885 million (GST exclusive), an increase of 2.4% on the 2005-06 cost of \$1.842 million.

Cost recovery arrangements

472 Under the Finance Minister's Order 121.53, agencies are required to disclose cost recoveries. DPS cost recoveries are disclosed in the Financial Statements accompanying this Annual Report.

473 Finance's Financial Management Guidance Paper No. 4 (*Cost Recovery Guidelines July 2005*) requires additional information to be provided about "significant" cost recovery arrangements. DPS does not have any significant cost recovery arrangements.

Part 5—Management and accountability

Part 5—Management and accountability

Part 5—Management and accountability

474 This Part provides information on Department of Parliamentary Services (**DPS**) management and corporate governance practices, and how DPS meets its accountability obligations. It includes several specific reports required under Commonwealth legislation.

Corporate governance

Introduction

475 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 DPS similar, but not identical, to those of a Minister administering a Department of State (parliamentary departments are distinct from government departments, in that they are created to serve the Parliament, not the government, and operate under the *Parliamentary Service Act 1999*, not the *Public Service Act 1999*).

476 The Presiding Officers are assisted by the Joint House Committee, the Joint Standing Committee on the Parliamentary Library, and the Presiding Officers' Information Technology Advisory Group. The role of each of these committees is outlined below.

Committees advising the Presiding Officers

Joint House Committee

477 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 together as the Joint House Committee.

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

Joint Standing Committee on the Parliamentary Library

479 The Joint Standing Committee on the Parliamentary Library was established by motions of the Senate and the House of

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Representatives on 7 December 2005. The terms of reference of the committee are to:

- (a) consider and report to the Presiding Officers on any matters relating to the Parliamentary Library referred to it by the President or the Speaker;
- (b) provide advice to the President and the Speaker on matters relating to the Parliamentary Library;
- (c) provide advice to the President and the Speaker on an annual resource agreement between the Parliamentary Librarian and the Secretary of the Department of Parliamentary Services; and
- (d) receive advice and reports, including an annual report, directly from the Parliamentary Librarian on matters relating to the Parliamentary Library.

480 At the commencement of each Parliament, six Senators and seven Members of the House of Representatives are appointed to meet as the Joint Standing Committee on the Parliamentary Library.

481 Additional information about the role and functions of the Joint Standing Committee on the Parliamentary Library can be found in Part 3 of this report (see paragraphs 168 to 172).

Presiding Officers' Information Technology Advisory Group

482 The Presiding Officers' Information Technology Advisory Group (**POITAG**) provides a forum for Senators and Members to contribute to and guide IT strategies and development in the Parliament.

DPS committees

Audit Committee

483 One of the primary mechanisms for testing departmental frameworks and controls is through the internal audit program, overseen by the DPS Audit Committee.

484 The Audit Committee comprises an independent chair, Mr Will Laurie, and between three and five DPS Senior Executive Service (**SES**) officers appointed for two-year terms.

485 In 2006-07, there were four DPS members—the Deputy Secretary, the Parliamentary Librarian, and Assistant Secretaries

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from the Research Branch and the Product and Service Development Branch.

486 The DPS Chief Finance Officer, and representatives of the Australian National Audit Office, also attend Audit Committee meetings.

487 The functions of the Committee are set out in DPS Governance Paper No. 7, last issued in September 2006. These are to:

- (a) approve DPS's annual or strategic audit plans, and request the preparation of any such audit plan as the Committee considers necessary;
- (b) ensure flexibility in such audit plans as to accommodate additional audits that the Secretary or the Executive Committee may commission from time to time;
- (c) review any audit report that involves any matter of concern to the Secretary or other senior management in DPS, and identify and disseminate good practices;
- (d) advise the Secretary on action to be taken on matters of concern raised in any report of an internal auditor or in a report about DPS by the ANAO;
- (e) coordinate, as far as practicable, internal audit programs and the DPS audit programs conducted by the ANAO; and
- (f) advise the Secretary on the preparation and review of DPS's financial statements.

488 In 2006-07, the Audit Committee continued the work started in the previous two years, in particular by reviewing and proposing refinements to the fraud control, risk management, and control frameworks.

489 The Audit Committee also used internal audit resources and review to provide advice to the Secretary on signing the Certificate of Compliance, which was required by the Department of Finance and Administration for the first time in 2007.

490 The Audit Committee met four times during 2006-07. Members' attendance at the meetings was as follows:

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Figure 41—Audit Committee attendance

Member	Position	Meeting attendance	
		attended	out of
Will Laurie	Independent Chair	4	4
David Kenny	Deputy Secretary	4	4
Roxanne Missingham	Parliamentary Librarian	3	4
Freda Hanley	Assistant Secretary, Product and Service Development Branch	4	4
Jane Romeyn	Assistant Secretary, Research Branch	4	4

Executive Committee

491 The Secretary is assisted in the management of the Department by the Executive Committee, which includes all DPS SES officers. The Executive Committee advises the Secretary on policy and operational matters affecting DPS as a whole or affecting significant parts of DPS.

492 This committee is the primary approving body 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.

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

Finance Committee

494 The Finance Committee is an essential part of DPS's corporate governance arrangements, and consists of the Secretary, the Deputy Secretary, the Parliamentary Librarian and the Chief Finance Officer. The role of the Finance Committee is recognised in the Resource Agreement made between the Secretary and the Parliamentary Librarian (see paragraphs 173 to 177 in Part 3 of this report).

495 The Finance Committee's role is to:

- (a) allocate annual budgets, and reallocate funding during the year if necessary;

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- (b) monitor financial performance, including consideration of monthly reports;
- (c) allocate asset replacement and administered funds;
- (d) approve significant items of expenditure; and
- (e) monitor the progress of approved projects for expenditure of asset replacement and administered funds.

Other governance matters

Risk management

496 The application of the DPS Risk Management Policy and Framework continued during 2006-07. Each branch considered its operational environment to ensure that existing risk assessments and controls remained current and that all new risks were assessed and proposed treatments identified. Reporting of the implementation of proposed treatments was incorporated into the quarterly business reporting cycle in 2006.

497 The DPS Risk Register portal has been established for use by staff assessing and managing risk. The portal provides convenient access to all departmental risk assessments as well as links to risk management templates.

498 To improve awareness of the risk management practices, DPS staff have also undertaken training provided by Comcover on various aspects of risk management.

499 The Risk Management Policy and Framework will be reviewed in 2007-08.

500 During 2006-07 progress was made in the development of a DPS-wide business continuity plan. A number of existing plans were updated and new plans developed. As part of this process, the drafting of a Business Continuity Planning policy and framework document is well advanced. This work will continue in 2007-08.

501 Work also continued on developing a Parliament-wide business continuity plan (see paragraph 64 in Part 1).

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Fraud control

502 Work on consolidating the fraud control plans of the former departments to create a single Fraud Control Policy and Framework and Fraud Control Plan for DPS was finalised in October 2006.

503 In May 2007 DPS staff received fraud awareness training. The training covered the definition of fraud, responsibilities for fraud management and the investigation process.

504 DPS submitted responses to the 2006-07 Commonwealth Fraud Control Guidelines Annual Reporting Questionnaire in accordance with the Guidelines.

Corporate plan

505 The DPS Corporate Plan 2004-07 provides the broad strategic direction for DPS. It recognises that DPS is a relatively new department and that work is required to establish systems and processes by which the organisation is directed and controlled.

506 The development of a three-year strategic plan to replace the existing Corporate Plan commenced in early 2007, and is expected to be finalised early in 2007-08.

Business planning

507 The DPS Business Planning Policy and Framework provides for the Executive Committee to decide strategic business directions and priorities each year. Each branch then develops an annual business plan that includes initiatives designed to implement strategic directions, as well as deliver ongoing services and facilities. The framework will be reviewed during 2007-08.

508 Branches report on a quarterly basis to the Executive Committee, detailing progress against the business plan and the implementation status of risk treatments and audit report recommendations.

509 Existing performance indicators were reviewed during 2006-07, and some changes were made to the indicators used in the 2007-08 Portfolio Budget Statement. The recommendations and findings from the review will be further considered in the context of a recent internal audit report on the DPS control framework.

510 A key outcome of the review was the development of a single source repository for all externally-reported performance data,

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including information on data sources and collection, analysis and reporting procedures. The repository has been tested in the preparation of this report, and will be further refined in 2007-08.

DPS services catalogue

511 DPS developed a draft services catalogue covering all services provided by the department, and began consultations with the chamber departments about the contents of the catalogue. Our current aim is to finalise and publish the catalogue early in the 42nd Parliament.

512 The catalogue will provide a comprehensive overview of all services DPS provides to its customers and will include instructions on how to access these services, together with associated service levels (see paragraph 6 in Part 1 for further information about the intended uses of the catalogue).

Appropriate ethical standards

513 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 including the Corporate Plan 2004-2007, Fraud Control Policy and Framework, guidelines on the acceptance of gifts and benefits, procurement procedures, and 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.

People management and strategy

Staffing, salary and classification structures

Remuneration for Senior Executive Service (SES) employees

514 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.

515 Current AWAs were negotiated between employees and the Secretary of DPS. The level of remuneration, and in some cases the conditions attaching to remuneration, vary from employee to employee, but in general terms all salary increases provided to SES

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employees depend upon performance targets being satisfied. Salaries for SES staff range from \$120,000 to \$174,726.

Performance-based pay arrangements for non-SES staff

516 For non-SES staff, salary advancement is based on performance assessment of individuals as required by the certified agreements and performance management arrangements.

517 The certified agreements for DPS staff (the *Department of Parliamentary Services Certified Agreement 2005-2008*, certified in August 2005, and the *Department of Parliamentary Services (Parliamentary Security Service) Certified Agreement 2006-2008*, certified in February 2006) provide for an annual salary increase subject to the achievement of an overall rating of "effective" or higher through the performance management arrangements.

518 Increases in salary and allowances were paid under the certified agreements in July 2006. Both agreements provided for an increase of around 5%, comprising:

- (a) an at-risk component of up to 3.5% of the salary pool, paid as a flat dollar amount to all participants (the component was subject to continuous improvement reviews identifying sufficient savings, which was achieved); and
- (b) a 1.5% increase in pay.

Overview of classification structures

519 Figure 42 sets out the non-SES classifications and salary ranges for DPS staff as at 30 June 2007.

Figure 42—Classification and salary ranges as at 30 June 2007

Classification	Salary range
Parliamentary Service Level 1	\$35,745 - \$41,785
Parliamentary Service Level 2	\$41,883 - \$45,845
Parliamentary Service Level 3	\$46,886 - \$49,038
Parliamentary Service Level 4	\$49,656 - \$54,452
Parliamentary Service Level 5	\$55,394 - \$59,674
Parliamentary Service Level 6	\$60,074 - \$68,548
Parliamentary Executive Level 1	\$74,297 - \$84,962
Parliamentary Executive Level 2	\$85,623 - \$100,917

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520 Staff progress through the salary range in 3.5% increments, based on performance.

521 Figure 43 sets out actual staff (a headcount), by classification (including the broad-banded and apprenticeship levels separately), as at 30 June 2007.

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Figure 43—Staff numbers as at 30 June 2007

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	
Apprentice 1/2	0	0	0	0	2	1	0	0	0	0	2	1	3
Apprentice 2/3	0	0	0	0	5	0	0	0	0	0	5	0	5
PSL 1/2 DPS	78	11	29	3	7	0	0	0	10	0	124	14	138
PSL 2/3 DPS	25	1	0	0	0	0	0	0	0	0	25	1	26
PSL 1 DPS	14	0	0	0	1	0	0	0	2	5	17	5	22
PSL 2 DPS	8	14	10	26	1	0	0	0	3	1	22	41	63
PSL 3 DPS	42	23	0	5	1	1	0	0	0	0	43	29	72
PSL 4 DPS	56	32	2	4	1	1	0	1	6	7	65	45	110
PSL 5 DPS	33	22	1	11	1	0	0	1	1	11	36	45	81
PSL 6 DPS	72	46	2	16	1	1	0	1	0	4	75	68	143
PEL 1 DPS	83	40	5	9	1	2	0	0	0	0	89	51	140
PEL 2 DPS	28	15	0	0	0	3	0	0	0	0	28	18	46
Senior Executive Service B1	3	7	0	0	0	0	0	0	0	0	3	7	10
Parliamentary Librarian	0	1	0	0	0	0	0	0	0	0	0	1	1
Senior Executive Service B3	1	0	0	0	0	0	0	0	0	0	1	0	1
Secretary	0	1	0	0	0	0	0	0	0	0	0	1	1
Totals	443	213	49	74	21	9	0	3	22	28	535	327	862

Part 5—Management and accountability

Management of human resources

Introduction

522 In the reporting year the People Management and Strategy Section (**PMAS**) continued to work on developing a range of policies and guidelines on personnel and workplace relations issues. Other substantial activities undertaken by the section were:

- (a) development and implementation of policies related to the two certified agreements;
- (b) development of the DPS People Strategy; and
- (c) review of the Performance Management Scheme.

Workforce planning, staff retention and turnover

523 During the reporting year there were 166 staff separations, 82% of which were of ongoing employees.

524 The total staff turnover for 2006-07 was 19.7%. There was a 16% turnover in ongoing employees—up from 14% in 2005-06.

525 For ongoing employees, 23% of separations resulted from resignations and 33% resulted from retirements. Of the retirements, 2% were age retirements, 1% invalidity retirements and 30% of the total separations were redundancies. The remainder were transfers or promotions to the Australian Public Service under section 26 of the *Parliamentary Service Act 1999*.

526 Non-ongoing employees and contractors continue to be used as a means of managing short-term increases in workloads and project activity.

527 There were 63 exit interviews in 2006-07, reflecting a 38% participation rate of all separating DPS staff. There has been a 3% increase in exit interview participation rates since 2005-06 and a 13% increase since 2004-05.

Staff development and training

528 DPS provides a range of development opportunities to staff.

529 Following the implementation of the DPS performance management scheme in 2005-06, the scheme was reviewed after the

Part 5—Management and accountability

completion of the first cycle. The review highlighted a 98.9% participation rate in the first year of the scheme.

530 Individual development plans (**IDPs**) are a key avenue for identifying development needs. This year the IDPs were the source of a corporate skills development needs analysis which was undertaken in May 2007. The survey results have been used to develop training priorities for the department's 2007-08 learning and development activities.

531 A number of in-house workshops were delivered in August 2006 to assist supervisors conduct effective performance management discussions. DPS also conducted in-house workshops in writing skills, fraud awareness and occupational health and safety responsibilities.

532 DPS provided support for study to 38 staff members. Support included a combination of time to attend study activities and financial assistance towards compulsory costs.

Workplace relations

533 The focus of activity in this year was on administering DPS's two certified agreements. This was done through:

- (a) the provision of a secretariat to the DPS Consultative Forum;
- (b) membership on the Workplace Consultative committee convened by Building Services Branch for the Parliamentary Security Service;
- (c) the review and development of supporting policy documents; and
- (d) the provision of advice to management and employees.

Workplace diversity

534 The Workplace Diversity Plan for 2005-07 continued to focus on embedding DPS diversity principles into existing activities which support workplace diversity in DPS. As a result, 29 out of 35 of the annual workplace diversity plan's activities were achieved.

535 Some of these activities included:

- (a) maintenance of an active harassment contact officer network;

Part 5—Management and accountability

- (b) promotion of special cultural and social events (eg Reconciliation Week and National Families Week) through DPS communication sources; and
- (c) encouraging staff participation in departmental continuous improvement review teams, occupational health and safety committees, and temporary assignments in other areas of the department and the Parliament.

Occupational health and safety (OHS)

536 The DPS Occupational Health and Safety Committee met four times during the year. The work of the committee has primarily been directed at reviewing OHS policies and procedures.

537 DPS also provided OHS roles and responsibilities training for all staff with supervisory responsibilities. 17 sessions were conducted throughout the year with a total of 206 employees attending.

538 During the 2006-07 year, four incidents were notified to Comcare in accordance with section 68 of the *Occupational Health and Safety (Commonwealth Employment) Act 1991* (the **OHS Act**). Each incident was also examined by DPS.

539 Comcare did not undertake any formal investigations in relation to any of the reported incidents.

540 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

541 DPS has three roles under the Commonwealth Disability Strategy (**CDS**)—provider, employer and purchaser.

Provider Role

542 DPS is the principal support agency for the operations of Parliament. In providing services for the occupants of and visitors to Parliament House, DPS maintained its compliance with the CDS.

543 In relation to physical changes in the building, the Building and Security Projects Section ensures that all projects are carried out in accordance with the Building Code of Australia (**BCA**). The BCA requires that Australian Standard 1428 (disabled access requirements) are met in any new works.

Part 5—Management and accountability

544 During 2006-07 the following projects specifically relating to disabled access were undertaken:

- (a) refurbishment of the public disabled toilets to comply with the BCA and Disability Standard;
- (b) modifications to the public galleries in each chamber to allow space for one wheelchair in each gallery; and
- (c) the hearing loop signs in the Senate and House of Representatives viewing galleries were changed to comply with the current requirements to advise of a "T" switch for hearing aids.

Employer Role

545 As required under section 18 of the *Parliamentary Service Act 1999*, DPS has a workplace diversity program. The *DPS Workplace Diversity Program 2005-07* includes provisions to ensure that the department's employment policies and procedures support equitable working conditions for employees, including those with disabilities.

546 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 2006-07.

547 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.

548 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

549 All departmental tender documents include provisions requiring contractors to meet their obligations, where applicable, under the *Disability Discrimination Act 1992*.

Part 5—Management and accountability

Ecologically sustainable development and environmental performance

550 The following description of the 2006-07 environmental performance of Parliament House operations is prepared in accordance with section 516A of the *Environment Protection and Biodiversity Conservation Act 1999* (the **EPBC Act**).

551 DPS manages the environmental aspects of activities at Parliament House on behalf of the parliamentary departments, including the Department of the Senate and the Department of the House of Representatives.

552 The goal of ecologically sustainable development (**ESD**) is defined as :
... development that improves the total quality of life, both now and in the future, in a way that maintains the ecological processes on which life depends.³⁷

Activities and administration of legislation accord with the principles of ESD.

553 Paragraph 516A(6)(a) of the EPBC Act requires DPS to report on how the activities of the parliamentary departments, including their administration of legislation, accord with the principles of ESD.

554 The parliamentary departments do not manage, coordinate or administer legislation that impacts directly on ecologically sustainable development. However, the Senate and the House of Representatives carry out law-making and policy review roles at Parliament House, which may have the potential to support the principles of ESD.

555 To support Senators, Members and their staff in their parliamentary duties, DPS provides information and research services. One area of expertise is the Science, Technology, Environment and Resources Section of the Research Branch in the Parliamentary Library. The Parliamentary Library's collections also provide access to comprehensive environmental resources. Together, these services and resources can assist Senators and Members to assess how their decisions support ESD.

³⁷ The National Strategy for Ecologically Sustainable Development (<http://www.ea.gov.au/esd/national/nsepd/index.html>), endorsed by all Australian jurisdictions in 1992.

Part 5—Management and accountability

Contributions of outcomes

556 Paragraph 516A(6)(b) of the EPBC Act requires DPS to report on how the outcomes specified in an Appropriations Act for the reporting period contribute to ESD.

557 The outcomes of the parliamentary departments, specified in the Appropriations (Parliamentary Departments) Acts for 2006-07, are as follows:

- (a) **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.
- (b) **Department of the Senate:** Effective provision of services to support the functioning of the Senate as a House of the Commonwealth Parliament.
- (c) **Department of the House of Representatives:** The House of Representatives fulfils its role as a representative and legislative body.

558 These outcomes do not directly contribute to ESD. However, Output 3.1 in the *DPS Portfolio Budget Statement 2006-2007* sets energy and water consumption, greenhouse gas emissions and recycling targets. These outcomes require DPS to manage the potential impact of parliamentary operations on the environment.

559 Performance against these targets is reported in Part 4 of this Annual Report (see paragraphs 339 to 372).

Effect of activities on the environment

560 Paragraph 516A(6)(c) of the EPBC Act requires DPS to report on the effect of parliamentary department activities on the environment.

561 At Parliament House and in the Parliamentary precincts, maintenance, engineering, landscape, computing and catering services have the potential to affect the environment, as do office-based activities.

562 These services and activities result in:

- (a) consumption of electricity, natural gas, diesel fuel, water, paper and other resources;

Part 5—Management and accountability

- (b) greenhouse gas emissions;
- (c) generation of waste; and
- (d) the risk of hazardous substance spills.

563 Energy, water, greenhouse gas emissions and waste impacts are reported in Part 4 (see paragraphs 351 to 359).

564 There were no reported leaks or spills of hazardous substances during 2006-07.

565 These environmental impacts do not involve a “matter of environmental significance”, as defined in Part 2 of the EPBC Act.

Measures to minimise environmental impact

566 Paragraph 516A(6)(d) of the EPBC Act requires DPS to report on measures taken to minimise the impact of environmental activities on the environment.

567 Environmental impacts at Parliament House are reduced through DPS’s strategic planning processes and operational work practices.

Energy use

568 During 2006-07, timers were installed to automatically switch off the lighting in underfloor crawlspace and in most plant rooms. Selected toilet blocks and offices were equipped with occupancy sensors to automatically switch off the lights when the area is unoccupied for some time.

569 Staff of the Department of the House of Representatives inspected all Members’ suites at the end of each fortnightly sitting period to check that electrical equipment and lights had been switched off. The Department of the Senate undertook a similar initiative in Senators’ suites during non-sitting periods.

570 Energy efficiency ratings were considered in purchasing decisions, including when the Department of the Senate replaced cocktail refrigerators in office suites with the highest energy-rated models (three star). Drivers of departmental vehicles were also encouraged to purchase E10 petrol wherever possible.

Part 5—Management and accountability

Reducing greenhouse gas emissions

571 DPS purchased 10% new (renewable) green energy and 15% old (hydro) green energy to reduce greenhouse gas emissions from July 2006.

Water use

572 Stage 2 water restrictions were introduced in November 2006. These were upgraded to Stage 3 during December 2006. To meet the restrictions, DPS severely restricted watering in the grounds beyond Parliament Drive and did not plant annual flower displays. All external fountains and water features were also turned off and emptied. Watering to turf and landscape within Parliament Drive was also curtailed.

573 Waterless urinals and dual flush toilets were installed as a water-saving initiative when bathrooms were refurbished (see paragraphs 55 to 61 for more information on water use).

Recycling and waste management

574 Recycling facilities were in place to recover and recycle paper, cardboard, cartridges, lamps, fluorescent tubes, batteries, metals, used oils, grease, and landscape waste. The Department of the Senate started using recycled paper to print news clippings.

575 During 2006-07 a co-mingled recycling trial was successfully completed in the Senate wing. A roll-out of co-mingled recycling facilities across Parliament House was planned, with implementation to be completed in 2007-08.

Purchasing

576 During 2006-07 DPS complied with the *Commonwealth Procurement Guidelines* and in particular *Department of Finance Guideline No. 10—Guidance on Complying with Legislation and Government Policy in Procurement*. This aims to ensure procurement decisions take into account a whole-of-life approach, and consider the Department of Environment and Water Resources *Green Purchasing Guidelines*.

577 Both the Department of the Senate and the Department of the House of Representatives considered elements such as energy consumption, sustainable manufacturing techniques, the reuse of parts on obsolete equipment and the return of packaging in their

Part 5—Management and accountability

purchasing criteria. During 2006-07 major purchases included chairs, televisions, refrigerators, dishwashers and fax machines.

Communication and promotion

578 The environmental gateway, accessible through the Parliament House web site (<http://www.aph.gov.au/dps/>), contains environmental information on operations at Parliament House.

579 Internally, the Building Management System help desk is promoted as a point of contact for reporting environmental incidents, including water and energy wastage.

Mechanisms for review of measures to minimise impacts on the environment

580 Paragraph 516A(6)(e) of the EPBC Act requires DPS to identify mechanisms for reviewing and increasing the effectiveness of measures to minimise the impact of activities on the environment.

581 Energy and water metering data is analysed regularly to identify changes to consumption trends and provide early warning of potential wastage. Senior management also review environmental performance each quarter as part of a progress report on meeting portfolio budget targets.

582 A detailed account of Parliament House's environmental performance is published in the *DPS Environmental Performance Report for 2006-2007* on the DPS web site (<http://www.aph.gov.au/dps/>). This report is prepared using the *Global Reporting Initiative Guidelines*, an international reporting protocol for sustainability reporting. An environmental performance report has been published each year since 2003. The reports provide a record of changes to environmental performance over time.

Purchasing

Overview

583 The purchasing of property and services by DPS during 2006-07 was conducted 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**) of January 2005, and DPS Chief Executive's Instructions and supporting procedures.

584 DPS's primary purchasing objectives were:

Part 5—Management and accountability

- (a) to ensure the principle of value for money was consistently observed through:
 - (i) encouraging competition;
 - (ii) promoting efficiency, effectiveness and ethical use of resources; and
 - (iii) conducting our business in an environment of accountability and transparency;
- (b) to support the business requirements of each branch within the department through a focus on better-practice procurement; and
- (c) to involve small to medium enterprises wherever practicable.

585 DPS has a specialist procurement unit to facilitate and monitor contracting and tendering activity across the department. The procurement unit ensures that established guidelines and procedures are observed and statutory reporting responsibilities are met.

Consultants

586 During 2006-07, 27 new consultancies were entered into involving total actual expenditure of \$361,344 (GST inclusive). In addition, 21 ongoing consultancy contracts were in place from previous years, involving total actual expenditure of \$431,651 (GST inclusive) during the reporting year.

587 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 discrete contract arrangements to provide the skills and expertise necessary to assist with the achievement of DPS objectives.

588 It is the policy of DPS to engage external consultants where they will 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) skills are currently unavailable within the department;
- (b) a need for specialised or professional skills; and
- (c) a need for independent research or assessment.

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589 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 a direct sourcing arrangement. The method chosen is that which will achieve the best value-for-money outcome in each circumstance, and the Mandatory Procurement Procedures within the CPGs are applied where appropriate.

590 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.

591 Particulars of consultancy contracts awarded to the value of \$10,000 or more during 2006-07 are shown in Table 1, Appendix A.

592 Information about expenditure on contracts and consultancies is also available on the AusTender website (<http://www.tenders.gov.au>).

Competitive tendering and contracting

593 During 2006-07, DPS did not conduct any competitive tendering and contracting processes that involved contracting out the delivery of government activities, previously performed by this agency, to another organisation.

Exempt contracts

594 During 2006-07, 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

595 The Parliament House building has a current replacement cost of \$1.62 billion³⁸ and an expected remaining life of 181 years. The

³⁸ The building is re-valued every three years, and was last re-valued in 2006.

Part 5—Management and accountability

building represents a public investment, is a 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.

596 DPS is responsible for assets 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.

597 The asset management systems used by DPS include a building management system, a maintenance management system, life cycle management, condition monitoring, 100-, 20- and five-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, planners and trade staff.

598 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 21 of this report.

599 In 2006-07 the DPS maintenance services team used a combination of in-house and contracted personnel to ensure timely and cost-effective maintenance service provision. Working with maintenance planning personnel, the maintenance services team achieved a ratio of 85% planned preventative maintenance to 15% reactive maintenance. Their efforts ensured that the building achieved a BCI of 89.1% for a cost of \$202.83 per square metre.

600 The Landscape Condition Index for 2006-07 was 89%. This was a 2% increase on the 2005-06 result and was within 1% of the target. This measurement is taken in October of each year and at the time (in October 2006) there were no water restrictions in force.³⁹ The rehabilitation work undertaken in the first half of 2006 had time to establish good growth.

601 DPS expects a decline in the LCI in October 2007 as the impact of ongoing water restrictions continues.

³⁹ ACT water restrictions came into effect on 1 November 2006.

Part 5—Management and accountability

602 DPS's other major assets comprise information technology, telecommunications, broadcasting and security infrastructure, equipment and systems, and the Parliament House Art Collection. A departmental plant and equipment stocktake is conducted annually, including for information technology and office equipment, and the details recorded in the DPS asset register are confirmed or amended.

Accountability

External scrutiny

ANAO audits

603 During 2006–07, 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 2006. These audits were unqualified.

604 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. As a parliamentary department, DPS is not required to comply with the Senate Order, but has chosen to do so. DPS was not selected for review during the 2006 calendar year.

605 Apart from ANAO Report No. 15 of 2006–07, which looked at the *Audits of the Financial Statements of Australian Government Entities for the Period Ended 30 June 2006*, there were no ANAO reports during 2006–07 that directly involved DPS.

Senate Committees

606 DPS appeared before the Senate Finance and Public Administration Committee considering the department's estimates on three occasions during 2006-07 (30 October 2006 (Supplementary Budget Estimates hearings), 12 February 2007 (Additional Estimates hearings) and 21 May 2007 (Budget Estimates hearings)).

Other scrutiny

607 DPS was not subject to any significant judicial decisions or decisions of administrative tribunals, nor did the Ombudsman report on the activities of DPS in 2006-07.

Part 5—Management and accountability

Freedom of information

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

609 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).

610 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 and Business Management.

611 In 2006–07, no requests for information were received.

Discretionary grants

612 DPS does not administer any discretionary grant programs.

Advertising costs

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

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

614 Figure 44 sets out amounts over \$10,000 paid by DPS during the reporting year. No money was paid to any organisation covered in paragraph (b), (c) or (d).

Part 5—Management and accountability

Figure 44—Advertising costs

Supplier	Item	Amount (GST inclusive)
HMA Blaze	Tender advertisements	\$23,426
HMA Blaze	Recruitment advertisements	\$143,416
Total		\$166,842

Legal Services expenditure

615 The *Legal Services Directions 2005* (paragraph 11.1(ba)) require publication of expenditure on legal services. During 2006-07, DPS spent the following amounts on legal services:

Figure 45—Legal services expenditure

Services	Amount (GST exclusive)
External expenditure on solicitors	\$128,796
Administrative disbursements on external legal services	\$935
Total (legal services expenditure—all external)	\$129,731

Financial Statements



INDEPENDENT AUDITOR'S REPORT

To the President of the Senate and the Speaker of the House of Representatives

Scope

I have audited the accompanying financial statements of the Department of Parliamentary Services for the year ended 30 June 2007, which comprise: a statement by the Chief Executive and Chief Finance Officer; Income Statement; Balance Sheet; Statement of Changes in Equity; Cash Flow Statement; Schedules of Commitments, Contingencies and Administered Items; a summary of significant accounting policies; and other explanatory notes.

The Responsibility of the Chief Executive for the Financial Statements

The Department of Parliamentary Services' Chief Executive is responsible for the preparation and fair presentation of the financial statements in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997* and the Australian Accounting Standards (including the Australian Accounting Interpretations). This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. My audit has been conducted in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Department of Parliamentary Services' preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Department of Parliamentary Services' internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Department of Parliamentary Services' Chief Executive, as well as evaluating the overall presentation of the financial statements.

Financial statements

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

In conducting the audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate the ethical requirements of the Australian accounting profession.

Auditor's Opinion

In my opinion, the financial statements of the Department of Parliamentary Services:

- (a) have been prepared in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, and the Australian Accounting Standards (including the Australian Accounting Interpretations); and
- (b) give a true and fair view of the matters required by the Finance Minister's Orders including the Department of Parliamentary Services' financial position as at 30 June 2007 and of its financial performance and its cash flows for the year then ended.

Australian National Audit Office



Jocelyn Ashford
Executive Director

Delegate of the Auditor-General

Canberra
22 August 2007

**DEPARTMENT OF PARLIAMENTARY SERVICES
STATEMENT BY THE CHIEF EXECUTIVE AND CHIEF FINANCE OFFICER**

In our opinion, the attached financial statements for the year ended 30 June 2007 have been prepared based on properly maintained financial records and give a true and fair view of the matters required by the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, as amended.



Hilary Penfold QC
Secretary

22 August 2007



Judith Konig FCPA
Chief Finance Officer

22 August 2007

Financial statements

DEPARTMENT OF PARLIAMENTARY SERVICES

INCOME STATEMENT

for the period ended 30 June 2007

	Notes	2007 \$'000	2006 \$'000
INCOME			
Revenue			
Revenue from Government	3A	114,860	112,850
Sale of goods and rendering of services	3B	5,150	5,372
Rental income	3C	1,160	1,142
Other revenues	3D	300	257
Total revenue		<u>121,470</u>	<u>119,621</u>
Gains			
Sale of assets	3E	33	-
Other gains	3F	138	1
Total gains		<u>171</u>	<u>1</u>
Total Income		<u>121,641</u>	<u>119,622</u>
EXPENSES			
Employee benefits	4A	62,288	58,255
Suppliers	4B	40,756	42,305
Depreciation and amortisation	4C	14,981	17,830
Finance costs	4D	1	14
Write-down and impairment of assets	4E	110	-
Losses from asset sales	4F	-	279
Total Expenses		<u>118,136</u>	<u>118,683</u>
Surplus (Deficit) before income tax		<u>3,505</u>	<u>939</u>
Income tax equivalent expense		<u>-</u>	<u>-</u>
Surplus (Deficit) attributable to the Australian Government		<u>3,505</u>	<u>939</u>

The above statement should be read in conjunction with the accompanying notes.

Financial statements**DEPARTMENT OF PARLIAMENTARY SERVICES****BALANCE SHEET***as at 30 June 2007*

	Notes	2007 \$'000	2006 \$'000
ASSETS			
Financial Assets			
Cash and cash equivalents	5A	1,457	1,087
Trade and other receivables	5B	57,564	46,881
Total financial assets		59,021	47,968
Non-Financial Assets			
Infrastructure, plant and equipment	6A,B	40,512	46,777
Intangibles	6C	8,485	10,746
Inventories	6D	233	209
Other non-financial assets	6E	1,247	993
Total non-financial assets		50,477	58,725
Total Assets		109,498	106,693
LIABILITIES			
Payables			
Suppliers	7A	2,437	2,792
Other payables	7B	55	198
Total payables		2,492	2,990
Interest Bearing Liabilities			
Leases	8	-	55
Total interest bearing liabilities		-	55
Provisions			
Employee provisions	9	16,603	16,781
Total provisions		16,603	16,781
Total Liabilities		19,095	19,826
Net Assets		90,403	86,867
EQUITY			
Parent Equity Interest			
Contributed equity		85,507	85,507
Reserves		1,378	1,347
Retained surplus (accumulated deficits)		3,518	13
Total Equity		90,403	86,867
Current Assets		60,501	49,170
Non-Current Assets		48,997	57,523
Current Liabilities		17,222	17,841
Non-Current Liabilities		1,873	1,985

The above statement should be read in conjunction with the accompanying notes.

DPS Annual Report 2006-07

Financial statements

DEPARTMENT OF PARLIAMENTARY SERVICES

STATEMENT of CHANGES in EQUITY

as at 30 June 2007

	Accumulated results		Asset revaluation reserve		Contributed Equity/Capital		Total equity	
	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000
Opening balance								
Balance carried forward from previous period	13	(926)	1,347	1,033	85,507	85,031	86,867	85,138
Adjustment for errors	-	-	-	-	-	-	-	-
Adjustment for changes in accounting policies	-	-	-	-	-	-	-	-
Adjusted opening balance	13	(926)	1,347	1,033	85,507	85,031	86,867	85,138
Income and expense								
Revaluation adjustment	-	-	31	314	-	-	31	314
Sub-total income and expenses recognised directly in equity	-	-	31	314	-	-	31	314
Surplus (deficit) for the period	3,505	939	-	-	-	-	3,505	939
Total income and expenses attributable to the Australian Government	3,505	939	31	314	-	-	3,536	1,253
Transactions with owners								
Distributions to owners								
Returns on capital:								
Dividends	-	-	-	-	-	-	-	-
Contributions by owners								
Appropriation (equity injection)	-	-	-	-	-	476	-	476
Restructuring (Note 10)	-	-	-	-	-	-	-	-
Sub-total transactions with owners	-	-	-	-	-	476	-	476
Transfers between equity components	-	-	-	-	-	-	-	-
Closing balance at 30 June attributable to the Australian Government	3,518	13	1,378	1,347	85,507	85,507	90,403	86,867

The above statement should be read in conjunction with the accompanying notes.

Financial statements**DEPARTMENT OF PARLIAMENTARY SERVICES****CASH FLOW STATEMENT***for the period ended 30 June 2007*

	Notes	2007 \$'000	2006 \$'000
OPERATING ACTIVITIES			
Cash received			
Goods and services		7,146	6,051
Appropriations		103,993	103,861
Net GST received		4,385	4,532
Other cash received		741	132
Total cash received		116,265	114,576
Cash used			
Employees		63,790	58,204
Suppliers		45,722	47,706
Borrowing costs		1	14
Total cash used		109,513	105,924
Net cash from or (used by) operating activities	10	6,752	8,652
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment		90	34
Total cash received		90	34
Cash used			
Purchase of property, plant and equipment		4,871	4,814
Purchase of intangibles		1,640	3,413
Total Cash Used		6,511	8,227
Net cash from or (used by) investing activities		(6,421)	(8,193)
FINANCING ACTIVITIES			
Cash Received			
Appropriations - contributed equity		39	310
Total cash received		39	310
Net cash from or (used by) financing activities		39	310
Net increase or (decrease) in cash held		370	769
Cash at the beginning of the reporting period		1,087	318
Cash at the end of the reporting period	5A	1,457	1,087

The above statement should be read in conjunction with the accompanying notes.

Financial statements**DEPARTMENT OF PARLIAMENTARY SERVICES****SCHEDULE OF COMMITMENTS**

as at 30 June 2007

	2007	2006
	\$'000	\$'000
BY TYPE		
Commitments receivable		
Sublease rental income	(260)	(781)
GST recoverable on commitments	(2,455)	(1,551)
Total Commitments receivable	(2,715)	(2,332)
Capital commitments		
Infrastructure, Plant and Equipment ¹	366	758
Intangibles	234	140
Total capital commitments	600	898
Other commitments		
Operating leases ²	366	1,365
Other commitments ³	26,038	14,801
Total other commitments	26,404	16,166
Net commitments by type	24,289	14,732
BY MATURITY		
Commitments receivable		
Operating lease income		
One year or less	(116)	(522)
From one to five years	(144)	(259)
Total operating lease income	(260)	(781)
Other commitments receivable		
One year or less	(1,173)	(817)
From one to five years	(1,282)	(734)
Total other commitments receivable	(2,455)	(1,551)
Commitments payable		
Capital commitments		
One year or less	600	898
Total capital commitments	600	898
Operating lease commitments		
One year or less	333	1,162
From one to five years	33	203
Total operating lease commitments	366	1,365
Other commitments		
One year or less	11,972	6,922
From one to five years	14,066	7,879
Total other commitments	26,038	14,801
Net Commitments by maturity	24,289	14,732

NB : Commitments are GST inclusive where relevant.

- Infrastructure, plant and equipment commitments are primarily for purchase of equipment and services for IT system assets and furniture and fittings.
- Operating leases included are effectively non-cancellable and comprise agreements for the provision of motor vehicles and storage facilities.

<i>Nature of lease</i>	<i>General description of leasing arrangement</i>
Motor vehicles	No contingent rentals exist. There are no renewal or purchase options available to DPS.
Storage facilities	Relates to warehouse space at Queanbeyan. The lease agreement is for a period of 5 years, ending in January 2008. Lease payments are subject to annual increases linked to CPI movements.

- Other commitments are comprised of long term contracts in force as at 30 June 2007, where total consideration is greater than \$100,000, and outstanding purchase orders at 30 June 2007, where the goods and services were ordered but not received by 30 June 2007

The above schedule should be read in conjunction with the accompanying notes.

Financial statements

DEPARTMENT OF PARLIAMENTARY SERVICES			
SCHEDULE OF ADMINISTERED ITEMS			
	Notes	2007	2006
		\$'000	\$'000
Income administered on behalf of government			
<i>for the period ended 30 June 2007</i>			
Revenue			
Other	16	<u>11</u>	<u>3</u>
Total revenues administered on behalf of government		<u>11</u>	<u>3</u>
Expenses administered on behalf of government			
<i>for the period ended 30 June 2007</i>			
Depreciation and amortisation	17	49,262	41,036
Write-down and impairment of assets	17	34	4,106
Value of assets sold	17	<u>-</u>	<u>19</u>
Total expenses administered on behalf of government		<u>49,296</u>	<u>45,161</u>
Assets administered on behalf of government			
<i>as at 30 June 2007</i>			
Financial assets			
Receivables	18	<u>77</u>	<u>81</u>
Total financial assets		<u>77</u>	<u>81</u>
Non-financial assets			
Land and buildings	18	1,648,158	1,641,182
Infrastructure, plant and equipment	18	5,334	28,159
Heritage and cultural assets	18	<u>58,909</u>	<u>58,624</u>
Total non-financial assets		<u>1,712,401</u>	<u>1,727,965</u>
Total assets administered on behalf of government		<u>1,712,478</u>	<u>1,728,046</u>
Liabilities administered on behalf of government			
<i>as at 30 June 2007</i>			
Payables			
Suppliers	19	<u>3</u>	<u>107</u>
Total liabilities administered on behalf of government		<u>3</u>	<u>107</u>

This schedule should be read in conjunction with the accompanying notes.

Financial statements

DEPARTMENT OF PARLIAMENTARY SERVICES			
SCHEDULE OF ADMINISTERED ITEMS (continued)			
		2007	2006
	Notes	\$'000	\$'000
Administered Cash Flows			
<i>for the period ended 30 June 2007</i>			
OPERATING ACTIVITIES			
Cash received			
Net GST received		433	1,338
Other revenue		8	-
Other receipts		3	-
Total cash received		444	1,338
Cash used			
GST paid to Suppliers		(432)	(950)
Cash returned to Appropriation for:			
- GST returned		(354)	-
- Other		(3)	-
Cash to Official Public Account:			
- GST returned		(79)	(1,338)
- Other		(8)	(1)
Total cash used		(876)	(2,289)
Net cash from or (used by) Operating Activities		(432)	(951)
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment	16	-	1
Total cash received		-	1
Cash used			
Purchase of property, plant and equipment		(4,319)	(9,571)
Total cash used		(4,319)	(9,571)
Net cash from or (used by) Investing Activities		(4,319)	(9,570)
FINANCING ACTIVITIES			
Cash received			
Assets and Liability Appropriation		4,751	-
Cash from Official Public Account for:			
- Appropriations		-	9,571
- GST Annotations Appropriation under s 30A		-	950
Total cash received		4,751	10,521
Net cash from or (used by) Financing Activities		4,751	10,521
Net Increase (Decrease) in Cash Held			
Cash at the beginning of the reporting period		-	-
Cash at End of Reporting Period	21	-	-

This schedule should be read in conjunction with the accompanying notes.

Financial statements

DEPARTMENT OF PARLIAMENTARY SERVICES			
SCHEDULE OF ADMINISTERED ITEMS (continued)			
	Notes	2007 \$'000	2006 \$'000
Administered Commitments			
<i>as at 30 June 2007</i>			
BY TYPE			
Commitments receivable			
Other commitments receivable			
GST recoverable on commitments		(305)	(345)
Total other commitments receivable		<u>(305)</u>	<u>(345)</u>
Commitments payable			
Capital commitments			
Infrastructure, plant and equipment		3,359	3,792
Total capital commitments		<u>3,359</u>	<u>3,792</u>
Net commitments by type		<u>3,054</u>	<u>3,447</u>
BY MATURITY			
Commitments receivable			
Other commitments receivable			
One year or less		(305)	(345)
Total other commitments receivable		<u>(305)</u>	<u>(345)</u>
Commitments payable			
Capital commitments			
One year or less		3,359	3,792
Total capital commitments		<u>3,359</u>	<u>3,792</u>
Net commitments by maturity		<u>3,054</u>	<u>3,447</u>

NB : Commitments are GST inclusive where relevant.

Administered Contingencies

as at 30 June 2007

There were no contingencies or remote or unquantifiable contingencies at balance date.

Statement of activities administered on behalf of the Australian Government

The major administered activities of the Department of Parliamentary Services are directed towards achieving the outcome described in Note 1 to the Financial Statements. Details of planned activities can be found in the Agency Portfolio Budget Statements for 2006-07, which have been tabled in Parliament.

This schedule should be read in conjunction with the accompanying notes.

Financial statements

DEPARTMENT OF PARLIAMENTARY SERVICES
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the financial year ended 30 June 2007

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Notes to and forming part of the Financial Statements

Note 1 Summary of Significant Accounting Policies

1.1 Objectives of the Department of Parliamentary Services (DPS)

DPS is an Australian Parliamentary Service organisation. The objective of DPS is to serve the Australian people by supporting the Parliament and caring for Parliament House.

DPS is structured to meet one outcome. This outcome is:

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

The Department's activities contributing towards this outcome are classified as either departmental or administered. Departmental activities involve the use of assets, liabilities, revenues and expenses controlled or incurred by DPS in its own right. Administered activities involve the management or oversight by DPS, on behalf of the Government, of items controlled or incurred by the Government.

The department's outcome is measured by the following outputs:

OUTPUT 1 – Library services

An effective knowledge centre for the Parliament through the provision of information, analysis and advice.

- 1.1 Research services.
- 1.2 information access services.

OUTPUT 2 – Building and occupant services

An efficiently functioning, safe and secure environment for Senators, Members, other building occupants and visitors.

- 2.1 Security services.
- 2.2 Facilities services.

OUTPUT 3 – Infrastructure services

Integrated services and facilities through the provision of maintenance, infrastructure and support services.

- 3.1 Building infrastructure services.
- 3.2 IT infrastructure services.

OUTPUT 4 – Parliamentary records services

Access to the work of the Parliament through the provision of audio-visual and Hansard records of proceedings of Parliament.

- 4.1 Broadcasting services.
- 4.2 Hansard services.

The Administered item

WORKS PROGRAM—Preservation of the heritage value of Parliament House and surrounds.

The continued existence of DPS in its present form and with its present programs is dependent on Government policy and on continued appropriations by Parliament for DPS administration and programs.

Financial statements

Notes to and forming part of the Financial Statements

1.2 Basis of Preparation of the Financial Report

The Financial Statements and notes are required by section 49 of the *Financial Management and Accountability Act 1997* and are a general purpose financial report.

The Financial Statements and notes have been prepared in accordance with:

- Finance Minister's Orders (or **FMOs**), for reporting periods ending on or after 1 July 2006;
- Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (**AASB**) that apply for the reporting period including Interpretations issued by the AASB that apply for the reporting period.

The Financial Report has been prepared on an accrual basis and is in accordance with historical cost convention, except for certain assets at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position.

The Financial Report is presented in Australian dollars, and values are rounded to the nearest thousand dollars unless disclosure of the full amount is specifically required.

Unless alternative treatment is specifically required by an Accounting Standard or FMOs, assets and liabilities are recognised in the Balance Sheet when and only when it is probable that future economic benefits will flow to DPS and the amounts of the assets or liabilities can be reliably measured. However, assets and liabilities arising under agreements that are equally proportionately unperformed are not recognised unless required by an Accounting Standard. Liabilities and assets that are unrealised are reported in the Schedule of Commitments and the Schedule of Contingencies (other than unquantifiable or remote contingencies, which are reported at Note 11).

Unless alternative treatment is specifically required by an Accounting Standard, revenues and expenses are recognised in the Income Statement when and only when the flow or consumption or loss of economic benefits has occurred and can be reliably measured.

Administered revenues, expenses, assets and liabilities and cash flows reported in the Schedule of Administered Items and related notes are accounted for on the same basis and using the same policies as for departmental items, except where otherwise stated at Note 1.24.

1.3 Significant Accounting Judgements and Estimates

In the process of applying the accounting policies listed in this note, DPS has made the following judgements that have the most significant impact on the amounts recorded in the financial statements:

- The fair value of land and buildings has been taken to be the market value subject to restricted use clause as determined by an independent valuer. Parliament House is purpose-built and may in fact realise more or less in the market.

No accounting assumptions or estimates have been identified that have a significant risk of causing a material adjustment to carrying amounts of assets and liabilities within the next accounting period.

1.4 Statement of Compliance

Australian Accounting Standards require a statement of compliance with International Financial Reporting Standards (IFRSs) to be made where the financial report complies

Notes to and forming part of the Financial Statements

with these standards. Some Australian equivalents to IFRSs and other Australian Accounting Standards contain requirements specific to not-for-profit entities that are inconsistent with IFRS requirements. DPS is a not-for-profit entity and has applied these requirements, so while this financial report complies with Australian Accounting Standards including Australian Equivalents to International Financial Reporting Standards (AEIFRSs) it cannot make this statement.

Adoption of new Australian Accounting Standard requirements

No accounting standard has been adopted earlier than the effective date in the current period.

DPS is required to disclose Australian Accounting Standards and Interpretations which have been issued but are not yet effective that have not been early-adopted by DPS. The following amendments, revised standards or interpretations have become effective but have had no financial impact or do not apply to the operations of DPS.

Amendments:

- 2005-1 Amendments to Australian Accounting Standards [AASBs 1, 101, 124]
- 2005-4 Amendments to Australian Accounting Standards [AASB 139, AASB 132, AASB 1, AASB 1023 and AASB 1038]
- 2005-5 Amendments to Australian Accounting Standards [AASB 1 and AASB 139]
- 2005-6 Amendments to Australian Accounting Standards [AASB 3]
- 2005-9 Amendments to Australian Accounting Standards [AASB 4, AASB 1023, AASB 139 and AASB 132]
- 2006-1 Amendments to Australian Accounting Standards [AASB 121]
- 2006-3 Amendments to Australian Accounting Standards [AASB 1045]

Interpretations:

- UIG 4 Determining whether an Arrangement contains a Lease
- UIG 5 Rights to Interests arising from Decommissioning, Restoration and Environmental Rehabilitation Funds
- UIG 7 Applying the Restatement Approach under AASB 129 Financial Reporting in Hyperinflationary Economies
- UIG 8 Scope of AASB 2
- UIG 9 Reassessment of Embedded Derivatives

UIG 4 and UIG 9 might have impacts in future periods, subject to existing contracts being renegotiated.

Future Australian Accounting Standard requirements

The following new standards, amendments to standards or interpretations have been issued by the Australian Accounting Standards Board but are effective for future reporting periods. It is estimated that the impact of adopting these pronouncements when effective will have no material financial impact on future reporting periods.

Financial instrument disclosure

AASB 7 Financial Instruments: Disclosures is effective for reporting periods beginning on or after 1 January 2007 (the 2007-08 financial year) and amends the disclosure requirements for financial instruments. In general AASB 7 requires greater disclosure than that presently. Associated with the introduction of AASB 7 a number of accounting standards were amended to reference the new standard or remove the present disclosure requirements through 2005-10 Amendments to Australian Accounting Standards [AASB 132, AASB 101, AASB 114, AASB 117, AASB 133, AASB 139, AASB 1, AASB 4, AASB 1023 & AASB 1038]. These changes have no financial impact but will affect the disclosure presented in future financial reports.

Financial statements

Notes to and forming part of the Financial Statements

Other

The following standards and interpretations have been issued but are not applicable to the operations of DPS.

- AASB 1049 Financial Reporting of General Government Sectors by Governments
- UIG 10 Interim Financial Reporting and Impairment.

1.5 Revenue

Revenue from Government

Amounts appropriated for departmental outputs for the year (adjusted for any formal additions or reductions) are recognised as revenue, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned.

Appropriations receivable are recognised at their nominal amounts.

Resources Received Free of Charge

Resources received free of charge are recognised as revenue when and only when a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense.

Resources received free of charge are recorded as either revenue or gains depending on their nature ie if they have been generated in the course of the ordinary activities of the Entity they are treated as revenue.

Other Revenue

Revenue from the sale of goods is recognised when:

- the risks and rewards of ownership have been transferred to the buyer;
- the seller retains no managerial involvement nor effective control over the goods;
- the revenue and transaction costs incurred can be reliably measured; and
- it is probable that the economic benefits associated with the transaction will flow to DPS.

Revenue from rendering of services is recognised by reference to the stage of completion of contracts at the reporting date. The revenue is recognised when:

- the amount of revenue, stage of completion and transaction costs incurred can be reliably measured; and
- the probable economic benefits of the transaction will flow to DPS.

Receivables for goods and services, which have 30 day terms, are recognised at nominal amounts due less any provision for bad and doubtful debts. Collectability of debts is reviewed at balance date. Provisions are made when collectability of the debt is no longer probable.

1.6 Gains

Resources Received Free of Charge

Resources received free of charge are recognised as gains when and only when a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense.

Contributions of assets at no cost of acquisition or for nominal consideration are recognised as gains at their fair value when the asset qualifies for recognition, unless received from another Government Agency or Authority as a consequence of a restructuring of administrative arrangements (Refer to Note 1.7).

Notes to and forming part of the Financial Statements

Resources received free of charge are recorded as either revenue or gains depending on their nature ie whether they have been generated in the course of the ordinary activities of the Entity.

Sale of Assets

Gains from disposal of non-current assets are recognised when control of the asset has passed to the buyer.

1.7 Transactions with the Government as Owner

Equity injections

Amounts appropriated which are designated as "equity injections" for a year (less any formal reductions) are recognised directly in Contributed Equity in that year.

Restructuring of Administrative Arrangements

Net assets received or relinquished to another Australian Government Agency or Authority under a restructuring of administrative arrangements are adjusted at their book value directly against contributed equity.

Other distributions to owners

The FMOs require that distributions to owners be debited to Contributed Equity unless they are in the nature of a dividend.

1.8 Employee Benefits

Liabilities for services rendered by employees are recognised at reporting date to the extent that they have not been settled.

Liabilities for "short-term employee benefits" (as defined in AASB 119) and termination benefits due within 12 months of balance date are measured at their nominal amounts.

The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

All other employee benefit liabilities are measured as the present value of the estimated future cash outflows to be made in respect of services provided by employees up to the reporting date.

Leave

The liability for employee benefits includes provision for annual leave and long service leave. No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees of DPS is estimated to be less than the annual entitlement for sick leave.

The leave liabilities are calculated on the basis of employees' remuneration, including DPS's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave was calculated using the shorthand method provided by the Australian Government Actuary. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Separation and Redundancy

Provision is made for separation and redundancy payments in circumstances where DPS has made an offer of Voluntary Redundancy which has been accepted by a staff member and a reliable estimate of the total amount of the payment can be determined.

Financial statements

Notes to and forming part of the Financial Statements

Superannuation

DPS staff are members of the Commonwealth Superannuation Scheme (**CSS**), the Public Sector Superannuation Scheme (**PSS**) or the PSS accumulation plan (**PSSap**).

The CSS and PSS are defined benefit schemes for the Commonwealth. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course.

DPS makes employer contributions to the Employee Superannuation Scheme at rates determined by an actuary to be sufficient to meet the cost to the Government of the superannuation entitlements of DPS's employees. DPS accounts for the contribution as if they were contributions to defined contribution plans.

From 1 July 2005, new employees are eligible to join the PSSap scheme.

The liability for superannuation recognised as at 30 June represents outstanding contributions for the final pay accrual of the reporting period, plus the anticipated superannuation contributions when staff take recreation and long service leave.

1.9 Leases

A distinction is made between finance leases and operating leases. Finance leases effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of leased non-current assets. An operating lease is a lease which is not a finance lease. In operating leases, the lessor effectively retains substantially all such risks and benefits.

Where a non-current asset is acquired by means of a finance lease, the asset is capitalised at either the fair value of the lease property or, if lower, the present value of minimum lease payments at the inception of the contract, and a liability recognised at the same time and for the same amount.

The discount rate used is the interest rate implicit in the lease. Leased assets are amortised over the period of the lease. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are expensed on a straight line basis which is representative of the pattern of benefits derived from the leased assets.

1.10 Borrowing Costs

All borrowing costs are expensed as incurred.

1.11 Cash

Cash means notes and coins held and the balances of DPS's bank accounts. Cash is recognised at its nominal amount.

1.12 Financial Risk Management

DPS's activities expose it to normal commercial financial risk. As a result of the nature of DPS's business, and internal and Australian Government policies dealing with the management of financial risk, DPS's exposure to market, credit, liquidity and cash flow and fair value interest rate risk is considered to be low.

Notes to and forming part of the Financial Statements

1.13 De-recognition of Financial Assets and Liabilities

Financial assets are derecognised when the contractual rights to the cash flows from the financial assets expire or the asset is transferred to another Entity. In the case of a transfer to another Entity, it is necessary that the risks and rewards of ownership are also transferred.

Financial liabilities are de-recognised when the obligation under the contract is discharged or cancelled or expires.

1.14 Impairment of Financial Assets

Financial assets are assessed for impairment at each balance date.

Financial Assets held at Amortised Cost

If there is objective evidence that an impairment loss has been incurred for loans and receivables, or held-to-maturity investments held at amortised cost, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate. The carrying amount is reduced by way of an allowance account. The loss is recognised in the Income Statement.

Financial Assets held at Cost

If there is objective evidence that an impairment loss has been incurred on an unquoted equity instrument that is not carried at fair value because it cannot be reliably measured, or a derivative asset that is linked to and must be settled by delivery of such an unquoted equity instrument, the amount of the impairment loss is the difference between the carrying amount of the asset and the present value of the estimated future cash flows discounted at the current market rate for similar assets.

Available-for-Sale Financial Assets

If there is objective evidence that an impairment loss on an available-for-sale financial asset has been incurred, the amount of the difference between its cost, less principal repayments and amortisation, and its current fair value, less any impairment loss previously recognised in expenses, is transferred from equity to the Income Statement.

1.15 Supplier and Other Payables

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods and services have been received (and irrespective of having been invoiced).

1.16 Contingent Liabilities and Contingent Assets

Contingent Liabilities and Contingent Assets are not recognised in the Balance Sheet but are reported in the relevant schedules and notes. They may arise from uncertainty as to the existence of a liability or asset, or represent an existing liability or asset in respect of which settlement is not probable, or the amount cannot be reliably measured. Remote contingencies are part of this disclosure. Contingent Assets are reported when settlement is probable, and Contingent Liabilities are recognised when settlement is greater than remote.

1.17 Acquisition of Assets

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken.

Financial statements

Notes to and forming part of the Financial Statements

Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenues at their fair value at the date of acquisition, unless acquired as a consequence of restructuring administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor agency's accounts immediately prior to the restructuring.

1.18 Property, Plant and Equipment (PP&E)

Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the Balance Sheet, except for purchases costing less than \$2,000, which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total, or add to system assets).

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located.

Definition of Assets

In these statements, except for office equipment, technical equipment and furniture which are recorded as individual items, a reportable asset is a functional system in which component parts do not retain a separate identity and are not expected to be used by the department after the asset is disposed of.

All non-current depreciable assets are recognised in the financial statements if they belong to a class of assets which is represented by:

- complete functional systems valued at cost or independent valuation;
- work in progress valued at cost; or
- individual items at cost of acquisition or valuation of at least \$2,000.

The department identifies and records all assets individually for fraud control and management purposes.

All monographs added to the Library Collection are capitalised regardless of their individual value as they are regarded as part of a group of similar items significant in total.

Revaluations

Basis

Fair values for each class of asset are determined as shown below.

Asset class	Fair value measured at:
Land	Market selling price subject to restricted use clause
Buildings	Current replacement cost
Information Technology Assets	Market selling price or depreciated replacement cost
Communication Assets	Market selling price or depreciated replacement cost
Monitoring Assets	Market selling price or depreciated replacement cost

Notes to and forming part of the Financial Statements

Asset class	Fair value measured at:
Furniture and Equipment	Market selling price or depreciated replacement cost
Library Collection	Market selling price or depreciated replacement cost
Security Infrastructure	Depreciated replacement cost
Heritage and Cultural Assets	Market selling price

Following initial recognition at cost, property, plant and equipment and heritage and cultural assets are carried at fair value less accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets do not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reverses a previous revaluation decrement of the same asset class that was previously recognised through surplus and deficit. Revaluation decrements for a class of assets are recognised directly through surplus and deficit except to the extent that they reverse a previous revaluation increment for that class.

Work-in-progress

If, at 30 June 2007, an asset is not fully constructed, the expenditure will be disclosed separately as "work in progress". Depreciation will not be set until the project has been completed to a stage where it can provide a service to the department.

Depreciation and Amortisation

An asset is depreciated from the time it is first put into or held ready for use. When an asset is a complex structure made up of interdependent substructures which require installation at successive stages, it is considered as being ready for use only after installation has been completed to a stage where it can provide a service to the department.

Depreciable property, plant and equipment assets are written off to their estimated residual values over their estimated useful life to DPS. Depreciation is calculated using either the straight-line method which is consistent with the pattern of usage or the diminishing value method which is consistent with the market selling price.

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current or current and future reporting periods as appropriate.

Heritage and Cultural assets are not depreciated. At the time of the 2004-05 revaluation, depreciation on heritage and cultural assets was calculated at 1.03% of the total value which is not material.

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Notes to and forming part of the Financial Statements

Depreciation rates applying to each class of depreciable assets are based on the following useful lives:

	2007	2006
Building	20 to 200 years	20 to 200 years
IT Assets	2 to 20 years	2 to 20 years
Communication Assets	4 to 25 years	4 to 25 years
Monitoring Assets	3 to 20 years	3 to 20 years
Furniture and Equipment	2 to 50 years	2 to 50 years
Library Collection	3 to 30 years	3 to 30 years
Security Infrastructure	3 to 25 years	3 to 25 years

Impairment

All assets were assessed for impairment at 30 June 2007. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

The recoverable amount of an asset is the higher of its fair value less costs to sell and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if DPS were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

No indicators of impairment were found for assets at fair value.

1.19 Intangibles

Intangibles comprise internally-developed software for internal use and capital works-in-progress. These assets are carried at cost.

Software is amortised on a straight-line basis over its anticipated useful life. The useful life of the department's software is between 3 to 10 years (2005-06: 3 to 10 years). Capital works-in-progress are not depreciated.

All software assets were assessed for indications of impairment as at 30 June 2007, no indications of impairment were found.

1.20 Inventories

The Parliament Shop inventories are held for resale and are valued at the lower of cost or net realisable value. Costs are assigned to stock on a first-in-first-out basis.

1.21 Taxation

DPS is exempt from all forms of taxation except fringe benefits tax and the goods and services tax (GST).

Revenues, expenses and assets are recognised net of GST:

- except where the amount of GST incurred is not recoverable from the Australian Taxation Office; and
- except for receivables and payables.

1.22 Foreign Currency

Transactions denominated in a foreign currency are converted at the exchange rate at the date of the transaction. Foreign currency receivables and payables are translated at the exchange rates current as at reporting date. Associated currency gains and losses are not material.

Financial statements**Notes to and forming part of the Financial Statements****1.23 Insurance**

DPS has insured for risks through the Government's insurable risk-managed fund *Comcover*. Worker's compensation is insured through Comcare Australia.

1.24 Reporting of Administered Activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the Schedule of Administered Items and related Notes.

Except where otherwise stated below, administered items are reported on the same basis and using the same policies as for Departmental items, including the application of Australian Accounting Standards.

Administered appropriations received or receivable from the Official Public Account (**OPA**) are not reported as administered revenues and assets respectively. Similarly, administered receipts transferred or transferable to the OPA are not reported as administered expenses or payables. These transactions and balances are internal to the Administered entity.

These transfers of cash are reported as administered operating cash flows and in the administered reconciliation table in Note 20.

Note 2 Events after the Balance Sheet date

No significant events have impacted on the department's operations after balance date.

Note 3 Income**Revenue****Note 3A Revenue from Government**

Appropriation:

Departmental outputs	114,860	112,850
Total revenue from Government	114,860	112,850

Note 3B Sale of goods and rendering of services

Provision of goods - related entities	6	4
Provision of goods - external entities	1,300	1,303
Total sale of goods	1,306	1,307
Rendering of services - related entities	3,013	3,270
Rendering of services - external entities	831	795
Total rendering of services	3,844	4,065
Total sale of goods and rendering of services	5,150	5,372

Financial statements

Notes to and forming part of the Financial Statements

	2007	2006
	\$'000	\$'000
Note 3C Rental income		
Parliament House space	1,160	1,142
Total rental income	1,160	1,142
Note 3D Other revenue		
Resources received free of charge	162	144
Other	138	113
Total other revenue	300	257
Gains		
Note 3E Sale of assets		
Information technology assets:		
Proceeds from sale	35	-
Carrying value of assets sold	(33)	-
Selling costs	(2)	-
<i>Net gain from sale of information technology assets</i>	-	-
Furniture and equipment assets:		
Proceeds from sale	55	-
Carrying value of assets sold	(17)	-
Selling costs	(5)	-
<i>Net gain from sale of furniture and equipment assets</i>	33	-
Total net gain from sale of assets	33	-
Note 3E Other gains		
Gain on revaluation	135	-
Other	3	1
Total other gains	138	1
Note 4 Expenses		
Note 4A Employee benefits		
Wages and salaries	45,714	44,507
Superannuation	7,411	7,295
Leave and other entitlements	6,323	5,177
Separation and redundancies	2,574	978
Other	266	298
Total employee benefits	62,288	58,255

Financial statements**Notes to and forming part of the Financial Statements**

	2007	2006
	\$'000	\$'000
Note 4B Suppliers		
Provision of goods - related entities	-	4
Provision of goods - external entities	5,415	4,933
Rendering of services - related entities	17,535	16,256
Rendering of services - external entities	15,972	18,983
Operating lease rentals	985	1,105
Workers' compensation premiums	849	1,024
Total supplier expenses	40,756	42,305
Note 4C Depreciation and Amortisation		
Depreciation:		
Infrastructure, plant and equipment	11,036	13,236
Total depreciation	11,036	13,236
Amortisation:		
Intangibles-Computer software	3,894	4,301
Leased assets	51	293
Total amortisation	3,945	4,594
Total depreciation and amortisation	14,981	17,830
The aggregate amounts of depreciation or amortisation expensed during the reporting period for each class of depreciable asset are as follows:		
Information technology assets	1,906	2,063
Communication assets	4,124	4,010
Monitoring assets	114	131
Furniture and equipment	640	1,122
Library collection	567	847
Security infrastructure	3,736	5,356
Intangibles-Computer software	3,894	4,301
Total depreciation and amortisation	14,981	17,830
Note 4D Finance costs		
Finance leases	1	14
Total finance costs	1	14

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Financial statements

Notes to and forming part of the Financial Statements

	2007	2006
	\$'000	\$'000
Note 4E Write-down and impairment of assets		
Plant and equipment write down	103	-
Intangibles-Computer software write down	7	-
Total write-down of assets	110	-
Note 4F Losses from assets sales		
Plant and equipment:		
Proceeds from sale	-	(34)
Carrying value of assets sold	-	313
Total losses from assets sales	-	279
Note 5 Financial Assets		
Note 5A Cash and cash equivalents		
Cash on hand	4	4
Deposits	1,453	1,083
Total cash and cash equivalents	1,457	1,087
Note 5B Trade and other receivables		
Goods and services	1,165	1,518
Appropriations receivable for existing outputs	55,693	44,865
GST receivable from the Australian Taxation Office	716	508
Total trade and other receivables (gross)	57,574	46,891
Less allowance for doubtful debts:		
Goods and services	(10)	(10)
Total trade and other receivables (net)	57,564	46,881
All receivables are current assets		
Receivables (gross) are aged as follows:		
Not overdue	57,530	46,448
Overdue by:		
less than 30 days	8	51
30 days to 60 days	35	4
61 days to 90 days	-	2
More than 90 days	1	386
Total receivables (gross)	57,574	46,891
The allowance for doubtful debts is aged as follows:		
Overdue by:		
More than 90 days	(10)	(10)
Total allowance for doubtful debts	(10)	(10)

Financial statements**Notes to and forming part of the Financial Statements**

	2007	2006
	\$'000	\$'000
Note 6 Non-Financial Assets		
<u>Note 6A—Infrastructure, plant and equipment</u>		
Information technology assets		
At fair value	23,366	22,413
Accumulated depreciation	(17,047)	(16,117)
Total information technology assets	6,319	6,296
Communication assets		
At fair value	73,667	73,138
Accumulated depreciation	(59,604)	(55,705)
Total communication assets	14,063	17,433
Monitoring assets		
At fair value	3,759	3,674
Accumulated depreciation	(3,066)	(3,044)
Total monitoring assets	693	630
Furniture and equipment		
At fair value	11,556	9,123
Accumulated depreciation	(9,166)	(6,703)
Total furniture and equipment	2,390	2,420
Library collection		
At fair value	7,554	7,360
Accumulated depreciation	(2,732)	(2,430)
Total library collection	4,822	4,930
Security infrastructure		
At fair value	62,690	64,799
Accumulated depreciation	(50,465)	(49,731)
Total security infrastructure	12,225	15,068
Total infrastructure, plant and equipment (non-current)	40,512	46,777

Plant and equipment under finance leases is subject to revaluation. The carrying amount is included in the valuation figures above and is separately disclosed in Table B below. All revaluations are conducted in accordance with the revaluation policy stated at Note 1.18. In 2006-07, an independent valuer A.F. Graham Certified Practising Valuer, Australian Valuation Office conducted the valuation.

Revaluation increment of \$31,951 for Furniture and Equipment (2006 increment: \$313,285 for Library Collection) was made to the Asset Revaluation Reserve. There was no revaluation decrement (2006 decrement: Nil). An amount of \$135,193 was recognised as a revaluation gain representing the reversal of a previous revaluation decrement that was expensed.

No indicators of impairment were found for infrastructure, plant and equipment.

Financial statements

Notes to and forming part of the Financial Statements

Note 6B Analysis of property, plant and equipment

TABLE A— Reconciliation of the opening and closing balances of property, plant and equipment (including Library Collection) 2006-07

Item	Information Technology assets \$'000	Communication assets \$'000	Monitoring Assets \$'000	Furniture and equipment \$'000	Library collection \$'000	Security assets \$'000	Total \$'000
As at 1 July 2006							
Gross book value	22,413	73,138	3,674	9,122	7,360	64,799	180,506
Accumulated depreciation/amortisation	(16,115)	(55,705)	(3,044)	(6,703)	(2,431)	(49,731)	(133,729)
Net book value 1 July 2006	6,298	17,433	630	2,419	4,929	15,068	46,777
Additions							
by purchase	1,962	762	178	465	546	894	4,807
Revaluations and impairment	-	-	-	167	-	-	167
Reclassification	2	-	-	(2)	-	-	-
Depreciation	(1,906)	(4,124)	(114)	(640)	(567)	(3,736)	(11,087)
Disposals:							
Value of assets sold	(37)	(8)	(1)	(19)	(86)	(1)	(152)
Net book value 30 June 2007	6,319	14,063	693	2,390	4,822	12,225	40,512
Net book value as of 30 June 2007 represented by:							
Gross book value	23,366	73,667	3,759	11,556	7,554	62,690	182,592
Accumulated Depreciation	(17,047)	(59,604)	(3,066)	(9,166)	(2,732)	(50,465)	(142,080)
	6,319	14,063	693	2,390	4,822	12,225	40,512

Notes to and forming part of the Financial Statements

Note 6B (continued) Analysis of property, plant and equipment

TABLE A—Reconciliation of the opening and closing balances of property, plant and equipment (including Library Collection) 2005-06

Item	Information Technology assets	Communication assets	Monitoring Assets	Furniture and equipment	Library collection	Security assets	Total
As at 1 July 2005							\$'000
Gross book value	22,754	70,843	3,538	8,941	6,449	64,869	177,394
Accumulated depreciation/amortisation	(15,637)	(51,695)	(2,935)	(5,751)	(1,406)	(44,374)	(121,798)
Net book value 1 July 2005	7,117	19,148	603	3,190	5,043	20,495	55,596
Additions							
by purchase	1,325	2,295	210	387	469	-	4,686
Revaluations and impairment through equity					314		314
Write down	-	-	-	-	-	-	-
Depreciation	(2,063)	(4,010)	(131)	(1,121)	(848)	(5,356)	(13,529)
Disposals:							
Value of assets sold	(81)	-	(52)	(37)	(49)	(71)	(290)
Net book value 30 June 2006	6,298	17,433	630	2,419	4,929	15,068	46,777
Net book value as at 30 June 2006 represented by:							
Gross book value	22,413	73,138	3,674	9,122	7,360	64,799	180,506
Accumulated Depreciation	(16,115)	(55,705)	(3,044)	(6,703)	(2,431)	(49,731)	(133,729)
	6,298	17,433	630	2,419	4,929	15,068	46,777

Financial statements

Notes to and forming part of the Financial Statements

Note 6B (continued) Analysis of Property, Plant and Equipment

TABLE B — Property, plant and equipment held under finance lease (2006-07)

Item	Property, Plant and Equipment \$'000
Net book value as at 30 June 2007 represented by:	
Gross Value	-
Accumulated depreciation/amortisation	-
Net book value	-
Net book value as at 30 June 2006 represented by:	
Gross Value	860
Accumulated depreciation/amortisation	(809)
<i>Net book value</i>	51

TABLE B — Property, plant and equipment held under finance lease (2005-06)

Item	Property, Plant and Equipment \$'000
Net book value as at 30 June 2006 represented by:	
Gross Value	860
Accumulated depreciation/amortisation	(809)
Net book value	51
Net book value as at 30 June 2005 represented by:	
Gross Value	860
Accumulated depreciation/amortisation	(516)
<i>Net book value</i>	344

TABLE C — Property, plant and equipment—work in progress

Item	Property, Plant and Equipment \$'000
Carrying amount as at 30 June 2007	2,951
Carrying amount as at 30 June 2006	3,105

Financial statements**Notes to and forming part of the Financial Statements**

	2007	2006
	\$'000	\$'000
Note 6C Intangibles		
Computer software at cost:		
Internally developed—in progress	2,473	1,935
Internally developed—in use	26,403	26,232
Accumulated amortisation	(20,391)	(17,421)
Total intangibles (non-current)	8,485	10,746

TABLE C - Reconciliation of the opening and closing balances of intangibles (2006-07)

Item	Computer software internally developed \$'000
As at 1 July 2006	
Gross book value	28,167
Accumulated amortisation	(17,421)
Net book value 1 July 2006	10,746
Additions	1,640
Amortisation expense	(3,894)
Disposals	(7)
Net book value 30 June 2007	8,485
Net book value as at 30 June 2007 represented by:	
Gross book value	28,876
Accumulated amortisation	(20,391)
	8,485

TABLE C - Reconciliation of the opening and closing balances of intangibles (2005-06)

Item	Computer software Internally developed \$'000
As at 1 July 2005	
Gross book value	24,801
Accumulated amortisation	(13,145)
Net book value 1 July 2005	11,656
Additions	3,413
Amortisation expense	(4,301)
Disposals	(22)
Net book value 30 June 2006	10,746
Net book value as at 30 June 2006 represented by:	
Gross book value	28,167
Accumulated amortisation	(17,421)
	10,746

Financial statements

Notes to and forming part of the Financial Statements

	2007	2006
	\$'000	\$'000
Note 6D Inventories		
Inventories held for sale—The Parliament Shop	<u>233</u>	209
Total inventories (current)	<u>233</u>	<u>209</u>

During 2006-07 \$643,344 of inventory held for sale was recognised as an expense (2005-06 \$652,659).

Note 6E Other non-financial assets		
Prepayments	<u>1,247</u>	993
Total other non-financial assets (current)	<u>1,247</u>	<u>993</u>

Note 7 Payables

Note 7A Suppliers

Trade creditors	<u>486</u>	248
Accrued expenses	<u>1,951</u>	2,544
Total supplier payables	<u>2,437</u>	<u>2,792</u>

Supplier payables are all current liabilities.

Note 7B Other payables

Unearned income	<u>55</u>	198
Total other payables	<u>55</u>	<u>198</u>

Other payables are represented by:

Current	<u>55</u>	155
Non-current	-	43

Note 8 Interest Bearing Liabilities

Total finance leases	-	55
Payable:		
Within one year		
Minimum lease payments	-	56
Deduct: future finance charges	<u>-</u>	<u>(1)</u>
Finance leases recognised in balance sheet	<u>-</u>	<u>55</u>

Finance leases existed in relation to the hire of computer equipment, peripherals and other equipment. The leases were non-cancellable and for fixed terms averaging 4 years, with a maximum of 5 years. The interest rate implicit in the lease averaged 5% (2006 5%). The lease assets secured the lease liabilities. There are no contingent rentals.

Financial statements**Notes to and forming part of the Financial Statements**

	2007	2006
	\$'000	\$'000
Note 9 Provisions		
<u>Employee provisions</u>		
Salaries and wages	357	580
Leave and other entitlements	15,138	14,974
Superannuation	878	1,081
Separations and redundancies	204	146
Other	26	-
Total employee provisions	16,603	16,781
Employee provisions are represented by:		
Current	14,730	14,839
Non-current	1,873	1,942
Total employee provisions	16,603	16,781
Note 10 Cash Flow Reconciliation		
	2007	2006
	\$'000	\$'000
Reconciliation of cash and cash equivalents as per Balance Sheet to Cash Flow Statement		
Report cash and cash equivalents as per:		
Cash Flow Statement	1,457	1,087
Balance Sheet	1,457	1,087
Difference	-	-
Reconciliation of operating result to net cash from operating activities:		
Operating result	3,505	939
Depreciation/amortisation	14,981	17,830
Net write down of non-financial assets	110	-
(Gain) / Loss on disposal of assets	(33)	279
(Gain) / Loss on revaluation	(135)	-
(Gain) / Loss on asset stocktake	(3)	-
(Increase) / decrease in net receivables	(10,472)	(9,556)
(Increase) / decrease in inventories	(24)	(5)
(Increase) / decrease in prepayments	(254)	151
(Increase) / decrease in GST receivable	(208)	442
Increase / (decrease) in employee provisions	(178)	182
Increase / (decrease) in supplier payables	(394)	(784)
Increase / (decrease) in other provisions and payables	(143)	(826)
Net cash from / (used by) operating activities	6,752	8,652

Financial statements

Notes to and forming part of the Financial Statements

Note 11 Contingent Liabilities and Assets

Contingent asset and contingent liabilities

As at 30 June 2007 DPS had no contingent liabilities and no contingent assets.

Quantifiable Contingencies

As at 30 June 2007 DPS had no quantifiable contingencies.

Unquantifiable Contingencies

As at 30 June 2007 DPS had no unquantifiable contingencies.

Remote Contingencies

As at 30 June 2007 DPS had no remote contingencies.

	2007	2006
Note 12 Executive Remuneration		
The number of senior executives who received or were due to receive total remuneration of \$130,000 or more:		
\$145,000 to \$159,999	2	1
\$160,000 to \$174,999	3	3
\$175,000 to \$189,999	2	4
\$190,000 to \$204,999	2	-
\$205,000 to \$219,999	1	-
\$220,000 to \$234,999	-	1
\$250,000 to \$264,999	1	-
\$280,000 to \$294,999	-	1
\$370,000 to \$384,999	1	-
Total	12	10

The aggregate amount of total remuneration of executives shown above.

\$2,422,712	\$1,902,852
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The aggregate amount of separation and redundancy/termination benefit payments during the year to executives shown above.

\$140,519	\$150,743
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Remuneration includes, where paid, wages and salaries, accrued leave, performance pay, accrued superannuation, the cost of motor vehicles, housing, allowances and fringe benefits tax included in remuneration agreements.

Note 13 Remuneration of Auditors

Financial statement audit services are provided free of charge to DPS.

The fair value of services provided was:

\$130,000	\$118,000
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No other services were provided by the Auditor-General.

Note 14 Average Staffing Levels

The average staffing levels for DPS during the year were

757	767
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Notes to and forming part of the financial statements

Note 15 Financial Instruments

Note 15A Interest Rate Risk

Financial Instrument	Notes	Floating Interest Rate		Fixed Interest Rate Maturing In			Non-Interest Bearing		Total		Weighted Average Effective Interest Rate			
		Rate		1 to 5 Years		> 5 Years				2006		2007		
		2007	2006	2007	2006	2007	2006	2007	2006	2007	2006	2007	2006	2007
		\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	%	%	
Financial Assets														
Cash and cash equivalents														
Receivables for goods and services (gross)	5A 5B	-	-	-	-	-	-	1,457	1,087	1,457	1,087	N/A	N/A	
Total		-	-	-	-	-	-	1,457	1,087	1,457	1,087	N/A	N/A	
Total Assets														
Financial Liabilities														
Finance lease liabilities	8	-	-	55	-	-	-	-	-	-	-	55	6.57	
Trade creditors	7A	-	-	-	-	-	-	468	248	468	248	N/A	N/A	
Total		-	-	55	-	-	-	468	248	468	248	468	303	
Total Liabilities														
19,095														
19,826														

Financial statements

Notes to and forming part of the Financial Statements

Note 15 Financial Instruments (continued)

Note 15B Net Fair Values of Financial Assets and Liabilities

Departmental		2007		2006	
		Total Carrying Amount \$'000	Aggregate Net Fair Value \$'000	Total Carrying Amount \$'000	Aggregate Net Fair Value \$'000
Financial Assets					
	Cash on hand	5A	4	4	4
	Deposits	5A	1,453	1,083	1,083
	Receivables for goods and services(net)	5B	1,155	1,508	1,508
	Total Financial Assets		2,612	2,595	2,595
Financial Liabilities (Recognised)					
	Finance lease liability	8	-	55	55
	Trade creditors	7A	486	248	248
	Total Financial Liabilities (Recognised)		486	303	303

Note 15C Credit Risk Exposures

DPS's maximum exposures to credit risk at reporting date in relation to each class of recognised financial assets is the carrying amount of those assets as indicated in the Balance Sheet.

DPS has no significant exposures to any concentrations of credit risk.

This note also applies to DPS's administered financial instruments and is therefore not produced at Note 21.

Financial statements**Notes to and forming part of the Financial Statements**

	2007	2006
	\$'000	\$'000
Note 16 Income Administered on Behalf of Government		
Heritage and cultural assets donated to the Parliament of Australia	3	2
Proceeds on sale of assets	-	1
Other revenue	8	-
Total income administered on behalf of Government	11	3

Note 17 Expenses Administered on Behalf of Government		
Depreciation		
Buildings	47,525	38,589
Other property, plant and equipment	1,737	2,447
Total depreciation	49,262	41,036
Assets written-down		
Artworks	-	4,001
Buildings	34	105
Total value of assets written-down	34	4,106
Value of assets sold		
Other Property, Plant and Equipment	-	19
Total expenses administered on behalf of Government	49,296	45,161

Note 18 Assets Administered on Behalf of Government		
Financial Assets		
Receivables		
GST receivable from ATO	77	81
Total financial assets administered on behalf of Government	77	81
All receivables are current		

Financial statements

Notes to and forming part of the Financial Statements

	2007	2006
	\$'000	\$'000
Note 18 Assets Administered on Behalf of Government (<i>continued</i>)		
Non-Financial Assets		
Land and buildings		
Land		
At fair value	25,000	25,000
Total land	25,000	25,000
Buildings		
At fair value	1,615,688	1,605,812
Work in progress – at cost	7,470	10,370
Total buildings	1,623,158	1,616,182
Total land and buildings	1,648,158	1,641,182
Property, plant and equipment		
Furniture, fittings and equipment		
At fair value	918	796
Total furniture, fittings and equipment	918	796
Plant and equipment		
At fair value	4,416	27,363
Total plant and equipment	4,416	27,363
Total property, plant and equipment	5,334	28,159
Heritage and cultural assets		
At fair value	58,219	58,192
Work in progress—at cost	690	432
Total heritage and cultural assets	58,909	58,624
Total non-financial assets administered on behalf of Government	1,712,401	1,727,965
Total assets administered on behalf of Government	1,712,478	1,728,046
All formal revaluations are independent and are conducted in accordance with the revaluation policy stated at Note 1.18. In 2006-07, the formal revaluation was conducted by an independent valuer, A F Graham, Certified Practising Valuer, Australian Valuation Office.		
No indicators of impairment were found for land and buildings, and property, plant and equipment.		

Notes to and forming part of the Financial Statements

Note 18 (continued)

TABLE A Reconciliation of the opening and closing balances of land and buildings, property, plant and equipment and heritage and cultural assets (2006-07).

Item	Land and Buildings \$'000	Property, Plant and Equipment \$'000	Heritage and Cultural Assets \$'000	Total \$'000
As at 1 July 2006				
Gross book value	1,763,271	55,874	58,624	1,877,769
Accumulated depreciation/amortisation	(122,089)	(27,715)	n/a	(149,804)
Net book value 1 July 2006	1,641,182	28,159	58,624	1,727,965
Additions:				
By donation	-	-	3	3
By purchase	3,808	208	282	4,298
By transfer from WTP	(87)	87	-	-
Revaluations through equity	29,431	-	-	29,431
Reclassification	21,349	(21,349)	-	-
Depreciation/amortisation expense	(47,525)	(1,737)	-	(49,262)
Disposals:				
By sale	-	(34)	-	(34)
Net book value 30 June 2007	1,648,158	5,334	58,909	1,712,401
Net book value as of 30 June 2007 represented by:				
Gross book value	1,875,206	15,972	58,909	1,950,087
Accumulated depreciation	(227,048)	(10,638)	-	(237,686)
	1,648,158	5,334	58,909	1,712,401

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Notes to and forming part of the Financial Statements

Note 18 (continued)
TABLE A Reconciliation of the opening and closing balances of land and buildings, property, plant and equipment and heritage and cultural assets (2005-06)

Item	Land and Buildings \$'000	Property, Plant and Equipment \$'000	Heritage and Cultural Assets \$'000	Total \$'000
As at 1 July 2005				
Gross book value	1,368,447	34,016	62,133	1,464,596
Accumulated depreciation/amortisation	(74,930)	(4,577)	n/a	(79,507)
Net book value 1 July 2005	1,293,517	29,439	62,133	1,385,089
Additions:				
By donation			2	2
By purchase	8,974	80	490	9,544
By transfer from WIP	(951)	951	-	Nil
Depreciation/amortisation expense	(38,589)	(2,447)	-	(41,036)
Net revaluation / (decrement)	378,336	155	-	378,491
Disposals				
By sale	(105)	(19)	-	(124)
By adjustment for assets held in trust			(4,001)	(4,001)
Net book value 30 June 2006	1,641,182	28,159	58,624	1,727,965
Net book value as of 30 June 2006 represented by:				
Gross book value	1,763,271	55,874	58,624	1,877,769
Accumulated depreciation	(122,089)	(27,715)	n/a	(149,804)
	1,641,182	28,159	58,624	1,727,965

¹ Prior to 2005-06, PP&E assets were held at the net revalued figure. The 2005-06 revaluation adjustment was recorded at the gross amount (gross book value increase of \$20,886m and accumulated depreciation increase of \$20,731m).

Notes to and forming part of the Financial Statements

Note 18 (continued)

TABLE B Assets under construction (2006-07)

Item	Land and Buildings \$'000	Property, Plant and Equipment \$'000	Heritage and Cultural Assets \$'000	Total \$'000
Gross value at 30 June 2007	7,470	-	690	8,160
Gross value at 1 July 2006	10,370	-	432	10,802
TABLE B Assets under construction (2005-06)				
Gross value at 30 June 2006	10,370	-	432	10,802
Gross value at 1 July 2005	19,558	Nil	385	19,943

TABLE C Assets held in trust (2006-07)

Item	Land and Buildings \$'000	Property, Plant and Equipment \$'000	Heritage and Cultural Assets \$'000	Total \$'000
Gross value at 30 June 2007	-	-	4,001 ¹	4,001
Gross value at 1 July 2006	-	-	4,001 ¹	4,001
TABLE C Assets held in trust (2005-06)				
Gross value at 30 June 2006	-	-	4,001 ¹	4,001
Gross value at 1 July 2005	-	-	-	Nil

¹ Heritage and cultural assets on permanent loan to enhance the Parliament House art collection.

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Notes to and forming part of the Financial Statements

	2007 \$'000	2006 \$'000
Note 19 Liabilities Administered on Behalf of Government		
Payables		
Suppliers—trade creditors	3	107
Total Liabilities Administered on behalf of Government	3	107

All payables are current liabilities.

Note 20 Administered Reconciliation Table		
Opening administered assets less administered liabilities at 1 July	1,727,939	1,385,036
Plus: Administered revenues	11	3
Asset Revaluations	29,431	378,491
Less: Administered expenses	(49,296)	(45,161)
Administered transfers to/from Australian Government:		
Appropriation transfers from OPA:		
Annual appropriations	-	6,357
Administered assets and liability appropriation	4,397	3,214
Transfers to OPA:		
Administered Receipts	(8)	(1)
Other	1	-
Closing administered assets less administered liabilities as at 30 June	1,712,475	1,727,939

Notes to and forming part of the Financial Statements

Note 21 Administered Financial Instruments

Administered Interest Rate Risk

Financial Instrument	Notes	Floating Interest Rate		Fixed Interest Rate			Non-Interest Bearing		Total		Weighted Average Effective Interest Rate		
		2007 \$'000	2006 \$'000	1 Year or Less 2007 \$'000	2006 \$'000	1 to 5 Years 2007 \$'000	2006 \$'000	> 5 Years 2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000	2007 \$'000	2006 %
Financial Assets													
Cash	18	-	-	-	-	-	-	-	-	-	-	-	N/A
Total		-	-	-	-	-	-	-	-	-	-	-	N/A
Total Assets										1,712,478	1,728,046		
Financial Liabilities													
Trade creditors	19	-	-	-	-	-	-	-	-	3	24	3	N/A
Total		-	-	-	-	-	-	-	-	3	24	3	N/A
Total Liabilities										3	107		

Notes to and forming part of the Financial Statements

Note 22A. Acquittal of Authority to Draw Cash from the Consolidated Revenue Fund (CRF) for Ordinary Annual Services Appropriations (continued)

Particulars	Administered Expenses		Departmental Outputs		Total	
	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000	2007 \$'000	2006 \$'000
Cash payments made during the year (GST inclusive)	(4,390)	(6,986)	(116,025)	(114,640)	(120,415)	(121,626)
Balance of Authority to Draw Cash from the CRF for Ordinary Annual Services Appropriations	10,308	1,729	57,150	46,285	67,458	48,014
Represented by:						
Cash at bank and on hand						
Departmental appropriations receivable		-	1,457	1,087	1,457	1,087
Receivables-GST receivable from the ATO		-	55,693	44,865	55,693	44,865
Undrawn, unapplied administered appropriations		-	-	333	-	333
Total	10,308	1,729	57,150	46,285	67,458	48,014

Financial statements

Notes to and forming part of the Financial Statements

Note 22 Appropriations (continued)

Note 22B: Acquittal of Authority to Draw Cash from the Consolidated Revenue Fund (CRF) for Other than Ordinary Annual Services Appropriations

Particulars	Administered	
	2007 Equity \$'000	2006 Equity \$'000
Year ended 30 June		
Balance carried from previous year	368	3,582
Appropriations to take account of recoverable GST (FMA s 30A)	-	321
Total appropriations available for payments	368	3,903
Cash payments made during the year (GST inclusive)	(360)	(3,535)
Balance of Authority to Draw Cash from the CRF for Other Than Ordinary Annual Services Appropriations	8	368
Represented by:		
Undrawn, unexpired administered appropriations	8	368

Financial statements**Notes to and forming part of the Financial Statements****Note 23 Special Accounts***Services for Other Governments and Non-Agency Bodies Special Account*

This account was established under section 20 of the *Financial Management and Accountability Act 1997* for expenditure in connection with services performed on behalf of other governments and bodies that are not agencies under the *Financial Management and Accountability Act 1997*. For the period ending 30 June 2007 this special account had a \$Nil balance and there were no transactions debited or credited for the purposes of the account.

However, this special account is considered to provide the legal basis for the monies advanced by Comcare and held by DPS and the payments made against accrued sick leave entitlements. Pending determination of an employee's claim, permission is obtained in writing from each individual to allow DPS to recover the payments from the monies in the account.

Comcare Account	2007	2006
	\$'000	\$'000
<i>Legal Authority: Safety, Rehabilitation and Compensation Act 1998</i>		
<i>Purpose: for the purpose of distributing compensation payments in accordance with this Act.</i>		
Balance carried from previous period	58	17
Receipts	335	206
Available for payments	393	223
Payments made	(342)	(165)
Balance carried to next year held by DPS	51	58
<i>Represented by:</i>		
Cash - held by DPS	51	58

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Notes to and forming part of the Financial Statements

Note 24 Specific Payment Disclosures

	2007	2006
	\$	\$
No Act of Grace Payments were made during the reporting period, pursuant to subsection 33(1) of the <i>Financial Management and Accountability Act 1997</i> (2006: No payments).	<u>Nil</u>	<u>Nil</u>
No waivers of an amount owing to the Commonwealth were made pursuant to subsection 34(1) of the <i>Financial Management and Accountability Act 1997</i> (2006: No waivers).	<u>Nil</u>	<u>Nil</u>
No payments were made under the "Scheme for Compensation for Detriment caused by Defective Administration" during the reporting period (2006: No payments).	<u>Nil</u>	<u>Nil</u>
No ex-gratia payments were provided for during the reporting period. (2006: No payments)	<u>Nil</u>	<u>Nil</u>
No payments were made during the reporting period under section 66 of the <i>Parliamentary Service Act 1999</i> (2006: No payments).	<u>Nil</u>	<u>Nil</u>

Financial statements**Notes to and forming part of the Financial Statements****Note 25 Reporting of Outcomes**

The department uses activity-based costing principles to attribute its shared items. Personnel costs are allocated to output groups based on the number of staff, other corporate costs are allocated on an equal share. The model also attributes the costs of providing other internal services between output groups. These are computing services, telecommunication services and accommodation services. The total of the internal cost is determined and allocated to the output groups based on numbers of staff.

Note 25A Net cost of Outcome Delivery

	Outcome 1	
	2007	2006
	\$'000	\$'000
Administered expenses	49,296	45,161
Departmental expenses	118,136	118,683
Total expenses	167,432	163,844
<i>Costs recovered from provision of goods and services to the non-government sector</i>		
Administered	11	3
Departmental	2,131	2,098
Total costs recovered	2,142	2,101
<i>Other external revenues</i>		
Departmental		
Other	300	257
Goods and services revenue from related entities	4,179	4,417
Total other external revenues	4,479	4,674
Net cost of outcome	160,811	157,069

The outcome is described in Note 1.1. Net costs shown include intra-government costs that are eliminated in calculating the actual Budget outcome. Refer to the Outcome Resourcing Table in the Departmental Overview of this Annual Report.

Financial statements

Notes to and forming part of the Financial Statements

Note 25 Reporting of Outcomes (continued)

Note 25B Major Classes of Departmental Revenue and Expenses by Outputs

	Output Group 1.1		Output Group 1.2		Output Group 2.1		Output Group 2.2	
	2006	2007	2006	2007	2006	2007	2006	2007
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Outcome 1								
Departmental Expenses	9,154	9,570	5,388	5,922	13,051	13,051	4,092	4,305
Employee benefits	1,291	1,516	2,273	2,846	12,263	12,263	5,675	5,927
Suppliers	305	403	1,662	1,245	4,312	4,312	187	202
Depreciation and amortisation	14	36	37	14	14	14	14	37
Other expenses								
Total departmental expenses	10,764	11,525	9,360	10,027	29,640	29,640	9,968	10,471
Funded by:								
Revenues from government	10,946	10,755	9,216	9,380	26,860	26,860	8,750	8,597
Sale of goods and services	124	172	151	106	570	567	1,883	1,879
Rental income	39	39	30	30	78	77	854	840
Other revenue	33	14	67	67	34	34	34	12
Other gains	21	0	1	23	22	22	21	0
Total departmental revenues	11,163	10,980	9,446	9,606	27,564	27,564	11,542	11,328

Notes to and forming part of the Financial Statements

Note 25 Reporting of Outcomes (continued)

Note 25B Major Classes of Departmental Revenue and Expenses by Outputs (continued)

Outcome 1	Output Group 3.1		Output 3		Output Group 3.2		Output Group 4.1		Output Group 4.2	
	2007	2006	2007	2006	2007	2006	2007	2006	2007	2006
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Departmental Expenses										
Employees	10,013	8,717	7,920	7,966	4,194	3,583	7,942	7,856		
Suppliers	9,349	9,199	5,956	6,210	1,067	1,186	2,309	2,555		
Depreciation and amortisation	971	1,092	6,861	7,384	488	256	612	915		
Other expenses	14	37	14	37	13	36	14	36		
Total departmental expenses	20,347	19,045	20,751	21,597	5,762	5,061	10,877	11,362		
Funded by:										
Revenues from government	21,716	21,336	21,628	21,250	4,780	4,696	10,800	10,610		
Sale of goods and services	391	721	1,638	1,379	318	338	120	165		
Rental income	59	58	44	43	18	18	38	37		
Other revenue	33	126	33	14	33	14	33	14		
Other gains	21	0	21	0	21	0	21	0		
Total departmental revenues	22,220	22,241	23,364	22,686	5,170	5,066	11,012	10,826		

Financial statements

Notes to and forming part of the Financial Statements

Outcome 1	Total	
	2007	2006
	\$'000	\$'000
Departmental Expenses		
Employees	62,288	58,255
Suppliers	40,756	42,305
Depreciation and amortisation	14,981	17,830
Other expenses	111	293
Total departmental expenses	118,136	118,683
Funded by:		
Revenues from government	114,860	112,850
Sale of goods and services	5,150	5,372
Rental income	1,160	1,142
Other revenue	300	257
Other gains	171	1
Total departmental revenues	121,641	119,622

Financial statementsNotes to and forming part of the Financial Statements**Note 25 Reporting of Outcomes (continued)**Note 25C Major Classes of Administered Revenue and Expenses by Outcome

	Outcome 1	
	2007	2006
	\$'000	\$'000
Administered Revenues		
Revenue from sale of assets	-	1
Other receipts	8	
Heritage and cultural assets donated to the Parliament of Australia	3	2
Total Administered Revenues	11	3
Administered expenses		
Depreciation and amortisation	49,262	41,036
Write down of assets	34	4,106
Value of assets sold	-	19
Total Administered Expenses	49,296	45,161

DPS's Outcome is described in Note 1.1.

Net costs shown include intra-government costs that are eliminated in calculating the Budget outcome.

Appendix

Appendix A**Appendix A—Consultancy services 2006-07**

Table 1: Consultancy contracts let in 2006-07 for \$10,000 or more

Consultant name	Description	Contract price	Selection process (1)	Justification (2)
GHD Pty Ltd	Water hammer investigation	\$11,000	Direct sourcing	B
Clayton Utz	Legal services (salary packaging)	\$33,333	Panel	B
Clayton Utz	Legal services (ParlInfo and Bills systems RFTs)	\$51,060	Panel	B
Australian Government Solicitor	Legal services (review of contract templates)	\$12,772	Panel	B
Australian Government Solicitor	Legal services (PSS authorisations under the <i>Parliamentary Precincts Act 1988</i>)	\$10,191	Panel	B
Heritage Management Consultants Pty Ltd	Development of a Parliament House Heritage Strategy	\$15,600	Direct sourcing	B
Lawson Consulting Group	Strategic Plan for delivery of food and beverage services	\$16,500	Direct sourcing	B
Elliott Architects	Design for modifications to the Prime Minister's dining and sitting rooms	\$48,400	Direct sourcing	B
Australian Valuation Office	Valuation services	\$11,000	Direct sourcing	C
Performance and Governance Pty Ltd	Investigation services	\$14,520	Direct sourcing	C
Signet Group International Pty Ltd	Security review	\$79,200	Direct sourcing	B,C
Dimension Data Australia Pty Ltd	IT architecture review	\$56,617	Panel	B

Appendix A

Consultant name	Description	Contract price	Selection process (1)	Justification (2)
Performance and Governance Pty Ltd	Investigation services	\$14,520	Direct sourcing	C
Australian Valuation Office	Valuation services	\$13,200	Direct sourcing	C
TOTAL		\$387,913		

(1) Explanation of selection process terms:

Direct sourcing: A single potential supplier is invited to bid because of their unique expertise and their special ability to supply the services sought.

Panel: An arrangement under which a number of suppliers, usually selected through a single procurement process, may each supply services to the department as specified in the panel arrangements. This category includes standing offers and supplier panels where the consultant offers to supply services for a pre-determined length of time, usually at a pre-arranged price.

(2) Justification for decision to use consultancy:

- A Skills are currently unavailable within the department
- B A need for specialised or professional skills
- C A need for independent research or assessment

Appendix B—Material errors in 2005-06 annual report*Financial Statement – Statement of Changes in Equity*

616 In the DPS Annual Report 2005-06, a printing error resulted in the omission of the Statement of Changes in Equity from the financial statements for the period ending 30 June 2006. The statement is provided in Table 2 below.

Table 2: *Statement of Changes in Equity*

DEPARTMENT OF PARLIAMENTARY SERVICES**STATEMENT of CHANGES in EQUITY**

for the year ended 30 June 2006

	Accumulated Results		Asset Revaluation Reserve		Contributed Equity/Capital		Total equity	
	2006 \$'000	2005 \$'000	2006 \$'000	2005 \$'000	2006 \$'000	2005 \$'000	2006 \$'000	2005 \$'000
Opening Balance	(926)	(1,655)	1,033	-	85,031	58,338	85,138	56,683
Adjustment for errors	-	-	-	-	-	-	-	-
Adjustment for changes in Accounting policies	-	-	-	-	-	-	-	-
Adjusted Opening Balance	(926)	(1,655)	1,033	-	85,031	58,338	85,138	56,683
Income and Expenses								-
Revaluation adjustment	-	-	314	1,033	-	-	314	1,033
Sub-total income and expenses recognised directly in equity	-	-	314	1,033	-	-	314	1,033
Net Operating result	939	729	-	-	-	-	1,757	729
Total Income and Expenses	939	729	314	1,033	-	-	1,253	1,762
Transactions with Owners								
Distribution to Owners								
Returns on capital	-	-	-	-	-	-	-	-
Dividends	-	-	-	-	-	-	-	-
Contributions by Owners								
Appropriation (equity injection)	-	-	-	-	476	-	476	-
Restructuring (Note 10)	-	-	-	-	-	26,693	-	26,693
Sub-total Transactions with Owners	-	-	-	-	476	26,693	476	26,693
Transfers between Equity Components	-	-	-	-	-	-	-	-
Closing balance at 30 June	13	(926)	1,347	1,033	85,507	85,031	86,867	85,138

The above statement should be read in conjunction with the accompanying notes.

Appendix B

2005-06 Performance Indicators

617 In compiling performance indicators for Part 4 of the 2006-07 Annual Report, a number of inconsistencies were discovered in 2005-06 performance information reported in the 2005-06 Annual Report relating to Hansard and Broadcasting services.

618 Comparative information for 2005-06 has been adjusted in the relevant performance indicator tables used in this report. Where this has been done, adjusted figures have been italicised and footnoted on the page where the adjustment is shown.

Glossary

Set out below is a glossary of technical terms, or ordinary words used technically, and a list of acronyms and abbreviations used in this document.

Accrual accounting—The system of accounting where items are brought to account as they are earned or incurred (and not as cash received or paid) and included in the financial statements for the periods to which they relate.

Administered items—Expenses, revenues, assets or liabilities managed by agencies on behalf of the Commonwealth. Agencies do not control administered items. Administered expenses include grants, subsidies and benefits. In many cases, administered expenses fund the delivery of third party outputs.

AFP-Uniformed Protection—A part of the AFP's Protection portfolio, AFP-Uniformed Protection (**AFP-UP**) ensures that individuals and interests identified to be at risk by the Commonwealth are kept safe and have their dignity preserved. AFP-UP provides protective security for Commonwealth Government facilities (including Parliament House) and personnel in a variety of locations throughout Australia and overseas.

Agencies—The basic unit of organisation covered by the budget, and focus for assessing management performance and implementing government policy. Agencies are Departments of State (eg the Department of Finance and Administration), parliamentary departments (eg DPS) and other agencies prescribed under the *Financial Management and Accountability Act 1997* (eg the Australian Taxation Office). Authorities are bodies corporate (eg the Australian Broadcasting Corporation) which are, for legal purposes, entities in their own right in that they are separate from the Commonwealth Government and are governed by the *Commonwealth Authorities and Companies Act 1997*.

Appropriation—An authorisation by Parliament to spend monies from the Consolidated Revenue Fund.

Assets—Future economic benefits controlled by an entity as a result of past transactions or future events.

Authorities—see Agencies.

Building Condition Index—A measurement of the current condition of the maintenance of the building, expressed as a percentage of the original condition.

Glossary

Building fabric—The basic elements making up a building; the carcass without finishings or decoration.

Business model—A business model describes a broad range of informal and formal models that are used to represent various aspects of business, such as operational processes, organisational structures and financial forecasts.

Capital expenditure—Expenditure by an agency on capital projects, for example purchasing a building.

Cash accounting—The system of accounting that records cash receipts, payments and balances and provides reports that show the sources of cash and how cash was used.

Chamber departments—The Department of the Senate and the Department of the House of Representatives, so called because each supports a “chamber” of the Commonwealth Parliament.

Chief Executive—The ultimate level of individual responsibility within an agency. In the case of DPS, synonymous with “Secretary”.

Chief Executive’s Instructions—Procedural instructions given by a Chief Executive to manage the affairs of the department in a way that promotes the efficient, effective and ethical use of Commonwealth resources.

Closed circuit television—Known as CCTV, the expression refers to the use of television cameras for surveillance purposes. Unlike broadcast television, all devices are linked directly, usually by cables. CCTV pictures are viewed and/or recorded, but are not broadcast.

Comcare—Comcare is the workers’ compensation insurer for the Commonwealth Government, providing safety, rehabilitation and compensation services to Commonwealth employees (and employees of the ACT Government) under the auspices of the Safety, Rehabilitation and Compensation Commission.

Competitive tendering and contracting—Represents the process of contracting out the delivery of government activities that were previously performed by a Commonwealth agency, to another organisation following a competitive tendering process.

Comcover—Comcover is the Commonwealth’s self-managed fund for insurable risk.

Consolidated Revenue Fund—Section 81 of the Constitution stipulates that all revenue raised or money received by the Commonwealth forms the one consolidated revenue fund (**CRF**). The CRF is not a bank account. The Official Public Account reflects most of the operations of the CRF.

Glossary

Continuous improvement review (CIR)—Both DPS Certified Agreements set out that all parts of DPS will be reviewed over the life of the agreements. A key objective of the CIRs is to find more cost-effective and efficient means of delivering services.

Corporate governance—The structures and processes employed by an organisation to facilitate accountability to stakeholders, as well as successful performance. It is generally understood to encompass authority, accountability, stewardship, leadership, direction and control.

Departmental items—Assets, liabilities, revenues and expenses which are controlled by the agency in providing its outputs. Departmental items would generally include computers, plant and equipment assets used by agencies in providing goods and services and most employee expenses, supplier costs and other administrative expenses incurred.

Design Integrity Index—A measurement of the current condition of the building, assessed against the Design Integrity Indicators and expressed as a percentage of the original condition.

DPS Services Catalogue—A catalogue providing information about the services available from the Department of Parliamentary Services

Emergency Control Committee—An inter-departmental committee to coordinate fire and emergency arrangements, procedures and policy among Parliament House building occupants.

Engineering Systems Condition Index—A measurement of the current operation and condition of the engineering systems in Parliament House against the expected decline of those systems through their life cycles.

Equity—The residual interest in the assets of a reporting entity after deduction of its liabilities.

Expenses—Consumption or losses of future economic benefits in the form of reductions in assets or increases in liabilities of the entity.

Fabric—see Building fabric

Financial Management and Accountability Act 1997 (FMA Act)—The principal legislation governing the proper use and management of public property and other Commonwealth resources by Commonwealth agencies. FMA Regulations and FMA Orders are made pursuant to the FMA Act.

Financial results—The results shown in the financial statements of an entity.

Gift Collection—See Parliament House Art Collection

Glossary

Hansard—Hard copy and electronic reports of proceedings in the Senate, the House of Representatives and the Main Committee of the House of Representatives and transcripts of parliamentary committees and some ministerial or parliament-related conferences. (from the CSBH portal).

Historic Memorials Collection—See Parliament House Art Collection

The Landscape Condition Index—A measurement of the current condition of the landscape surrounding Parliament House, expressed as a percentage of the total possible condition.

Liabilities—Future sacrifices of economic benefits that the entity is presently obliged to make to other entities as a result of past transactions or other past events.

Materiality—This concept is assessed taking into account the planned outcome and the relative significance of the resources consumed in contributing to the achievement of that outcome.

Operating result—The difference between revenues and expenses; either a surplus or a deficit.

Outcomes—Results, impacts or consequences of actions by the Commonwealth on the Australian community. Outcomes are the results or impacts that the government wishes to achieve. Actual outcomes are the results or impacts actually achieved.

Output groups—The aggregation of outputs, based on a consistent type of product or beneficiary target group. Aggregation may also be needed for the provision of adequate information for performance monitoring, or based on a materiality test.

Outputs—The goods and services produced by agencies on behalf of government for external organisations or individuals. Outputs include goods and services produced for other areas of government external to the agency.

Parliament House Art Collection—Comprises a number of stand-alone collections (the Rotational Collection, the Architectural Commissions, the Historic Memorials Collection, the Gift Collection, the Constitutional Documents and the Archive).

Parliamentary precincts—The Parliamentary precincts are defined in the *Parliamentary Precincts Act 1988*; in general terms they consist of the area within the inner kerb of Capital Circle, and all buildings, structures and works, and parts of buildings, structures and works, on, above or under that land.

Performance information—Provides evidence about performance that is collected and used systematically, and that may relate to

Glossary

appropriateness, effectiveness and efficiency and the extent to which an outcome can be attributed to an intervention. Performance information may be quantitative (numerical) or qualitative (descriptive); however, it should be verifiable. Performance measures are more precise than indicators, and are used when there is a causal link between an intervention and a measurable change in performance.

Portfolio Budget Statements—Statements prepared by agencies to explain the Budget appropriations in terms of outcomes and outputs.

Purchaser/provider arrangements—Includes arrangements under which the outputs of one agency are purchased by another agency to contribute to the other agency's outcomes.

Presiding Officers—Two members of parliament elected to preside over, or be in charge of, the business, proceedings and administration of a house of parliament. In the Senate the presiding officer is called the President, and in the House of Representatives, the Speaker.

Price—The amount the government or the community pays for the delivery of agreed outputs.

Quality—Relates to the characteristics by which customers or stakeholders judge an organisation, product or service. Assessment of quality involves use of information gathered from interested parties to identify differences between users' expectations and experiences.

Quantity—The size of an output.

Receipts—The total or gross amount received by the Commonwealth. Each receipt item is either revenue, an offset within outlays, or financing transactions. Receipts include taxes, interest, charges for goods and services, borrowings and government business enterprise dividends received.

Security Management Board—This body is established by the *Parliamentary Service Act 1999*, and provides advice as required to the Presiding Officers on security policy, and the management of security measures, for Parliament House. The Board has three members, who may, with the Presiding Officers' permission, invite others to attend their meetings.

Service charter—A public statement about the service that a department will provide and what clients can expect from the department. It is government policy that departments that provide services direct to the public have service charters in place.

Glossary

Table Office—The office within the Department of the Senate or the Department of the House of Representatives which provides documentary and advisory support to facilitate the effective operation of the parliamentary chambers.

Third party outputs—Goods or services delivered to the community by entities outside the Commonwealth general government sector. They are outputs wholly or partly funded by administered items and are directed to achieving planned outcomes.

Acronyms and abbreviations**Acronyms and abbreviations**

AFP	Australian Federal Police
AFP-UP	Australian Federal Police – Uniform Protection
ANAO	Australian National Audit Office
AWA	Australian Workplace Agreement
BCA	Building Code of Australia
BCI	Building Condition Index
BDMP	Broadcast and Digital Media Projects
BFG	Broadcast Facsimile Gateway
BSB	Building Services Branch
CA	Certified Agreement
CCTV	Closed Circuit Television
CDS	Commonwealth Disability Strategy
CEI	Chief Executive’s Instruction
CEO	Chief Executive Officer
CEP	Central Enquiry Point (Library)
CEP	Chief Executive Procedure
CFO	Chief Finance Officer
CIR	Continuous improvement review
CMB	Content Management Branch
CPG	Commonwealth Procurement Guidelines
DI	Design integrity
DII	Design Integrity Index
DPS	Department of Parliamentary Services
EAP	Employee assistance provider
EMMS	Electronic Media Monitoring Service
EMS	Environmental management system
ESCI	Engineering Systems Condition Index

Acronyms and abbreviations

ESD	Ecologically sustainable development
Finance	Department of Finance and Administration
FOI	Freedom of Information
GJ	Gigajoule (a joule is a measure of energy; giga is 10 ⁹)
HCO	Harassment Contact Officer
IAB	Information Access Branch
ICT	Information and communications technology
IDP	Individual development plan
ISB	Infrastructure Services Branch
ITSA	Information Technology Security Adviser
JHC	Joint House Committee
kL	Kilolitre (1,000 litres)
LCI	Landscape Condition Index
OHS	Occupational health and safety
OneOffice	Parliamentary computing platform
ParlInfo	Parliamentary information system
PBS	Portfolio Budget Statement
PCN	Parliamentary Computing Network
PHAC	Parliament House Art Collection
PMAS	People Management and Strategy Section
POITAG	Presiding Officers' Information Technology Advisory Group
PSDB	Product and Service Development Branch
PSLO	Parliamentary Service Liaison Officer
PSS	Parliamentary Security Service
RAP	Request approval process
RB	Research Branch
SBSB	Strategy and Business Services Branch
SES	Senior Executive Service
TIPS	Threat Image Protection System

Acronyms and abbreviations

VBIEDs	Vehicle-borne improvised explosive devices
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Compliance index

Compliance index

The Department of Parliamentary Services is required to present its annual report to each House of the Parliament under paragraph 65(1)(c) of the *Parliamentary Service Act 1999*.

Under subsection 65(2) of the *Parliamentary Service Act 1999*, the department’s annual report must be prepared in accordance with guidelines approved on behalf of the Parliament by the Joint Committee of Public Accounts and Audit (JCPAA). The *Requirements for annual reports for departments, executive agencies and FMA Act bodies* (the **Requirements**) were revised and reissued in June 2007.

The Requirements stipulate a core set of mandatory information which must be included in annual reports to ensure that accountability requirements are met and to provide consistency for readers. There are other items which are suggested for inclusion on the basis of making the annual report as informative as possible.

The following table shows where the mandatory information specified by the Requirements may be found in this report.

Part of report	Requirement item	Location
	Letters of transmittal	Pages iii and v
Aids to access	Table of contents	Page vii
	Index	Page 235
	Glossary	Page 219
	Abbreviations and acronyms	Page 225
	Contact officer(s)	Page ii
	Internet home page address and internet address for report	Page ii
Part 1—Secretary’s review	Review by departmental Secretary	Paragraphs 1 to 97
	Summary of significant issues and developments	Paragraphs 1 to 96
	Overview of department’s performance and financial results	Paragraphs 75 to 87
	Outlook for 2007-08	Paragraph 97
Part 2—Departmental overview	Overview description of department	Paragraphs 98 to 163 Paragraphs 164 to 273 (Parliamentary Library)

Compliance index

Part of report	Requirement item	Location
	Role and functions	Paragraphs 98 to 163 Paragraphs 164 to 273 (Parliamentary Library)
	Organisational structure	Paragraphs 101 to 108
Part 4—Report on performance	Outcome and output structure	Paragraphs 275 to 279
	Where outcome and output structures differ from PBS format, details of variation and reasons for change	Not applicable
	Review of performance during the year in relation to outputs and contribution to outcome	Paragraphs 284 to 290 Paragraphs 164 to 273 (Parliamentary Library)
	Actual results against performance targets set out in PBS	Paragraphs 292 to 462 Paragraphs 164 to 273 (Parliamentary Library)
	Performance of purchaser/provider arrangements	Paragraphs 463 to 469
	Where performance targets differ from the PBS, details of both former and new targets, and reasons for the change	Not applicable
	Narrative discussion and analysis of performance	Paragraphs 292 to 462 Paragraphs 164 to 273 (Parliamentary Library)
	Trend information	Paragraphs 292 to 462 Paragraphs 164 to 273 (Parliamentary Library)
	Factors, events or trends influencing departmental performance	Paragraphs 292 to 462 Paragraphs 164 to 273 (Parliamentary Library)
	Significant changes in nature of principal functions/services	Paragraphs 292 to 462 Paragraphs 164 to 273 (Parliamentary Library)
	Performance against service charter customer services standards, complaints data, and the department's response to complaints	Paragraphs 292 to 462 Paragraphs 164 to 273 (Parliamentary Library)
	Discussion and analysis of financial performance	Financial statements, pages 157 to 211

Compliance index

Part of report	Requirement item	Location
	Discussion of any significant changes from the prior year or from budget	
	Summary resource tables by outcomes	Note 25 to financial statements, page 207
	Developments since the end of the financial year that have affected or may significantly affect the department's operations or financial results in the future	
Part 5— Management and accountability		Paragraphs 474 to 615
Corporate governance	Statement of the main corporate governance practices in place	Paragraphs 475 to 513
	Senior management committees and their roles	Paragraphs 483 to 495
	Corporate and operational planning and associated performance reporting and review	Paragraphs 505 to 510
	Approach adopted to identifying areas of significant financial or operational risk and arrangements in place to manage risks	Paragraphs 496 to 504
	Agency heads are required to certify that their agency complies with the Commonwealth Fraud Control Guidelines	Paragraph 88
	Policy and practices of the establishment and maintenance of appropriate ethical standards	Paragraph 513
	How nature and amount of remuneration for SES officers is determined	Paragraphs 514 to 515
External scrutiny	Significant developments in external scrutiny	Paragraphs 603 to 607

Compliance index

Part of report	Requirement item	Location
	Judicial decisions and decisions of administrative tribunals	Paragraph 607
	Reports by the Auditor-General, a Parliamentary Committee or the Commonwealth Ombudsman	Paragraphs 603 to 605
Management of human resources	Assessment of effectiveness in managing and developing human resources to achieve departmental objectives	Paragraphs 522 to 549
	Workforce planning, staff turnover and retention	Paragraphs 523 to 527
	Impact and features of Certified Agreements and Australian Workplace Agreements	Paragraphs 514 to 518
	Training and development undertaken and its impact	Paragraphs 528 to 532
	Occupational health and safety performance	Paragraphs 536 to 540
	Statistics on Staffing	Paragraphs 519 to 521
	Certified Agreements and AWAs	Paragraphs 514 to 518
	Performance pay	Paragraphs 516 to 518
Asset management	Assessment of effectiveness of asset management	Paragraphs 595 to 602
Purchasing	Assessment of purchasing against core policies and principles	Paragraphs 583 to 594
Consultants	Summary statement detailing consultancy services contracts	Paragraphs 586 to 592 and Appendix A, page 215
Competitive tendering and contracting	Absence of provisions in CTC contracts allowing access by the Auditor-General	Paragraph 593
Exempt contracts	Contracts exempt from AusTender	Paragraph 594
Commonwealth Disability Strategy	Report on performance in implementing the Commonwealth Disability Strategy	Paragraphs 541 to 549

Compliance index

Part of report	Requirement item	Location
Financial statements	Financial statements	Pages 157 to 211
Other information required by legislation	Occupational health and safety (s.74 of the <i>Occupational Health and Safety (Commonwealth Employment) Act 1991</i>)	Paragraphs 536 to 540
	Freedom of information (subsection 8(1) of the <i>Freedom of Information Act 1982</i>)	Paragraphs 608 to 611
	Advertising and market research (s.311A of the <i>Commonwealth Electoral Act 1918</i>)	Paragraphs 613 to 614
	Ecologically sustainable development and environmental performance (s.516A of the <i>Environmental Protection and Biodiversity Conservation Act 1999</i>)	Paragraphs 550 to 582
Other mandatory information	Discretionary grants	Paragraph 612
	Correction of material errors in 2005-06 annual report	Appendix B, page 217

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