

## **Part 2—Departmental overview**



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### **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.<sup>6</sup> 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

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<sup>6</sup> 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.

**Part 2—Departmental overview**

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.

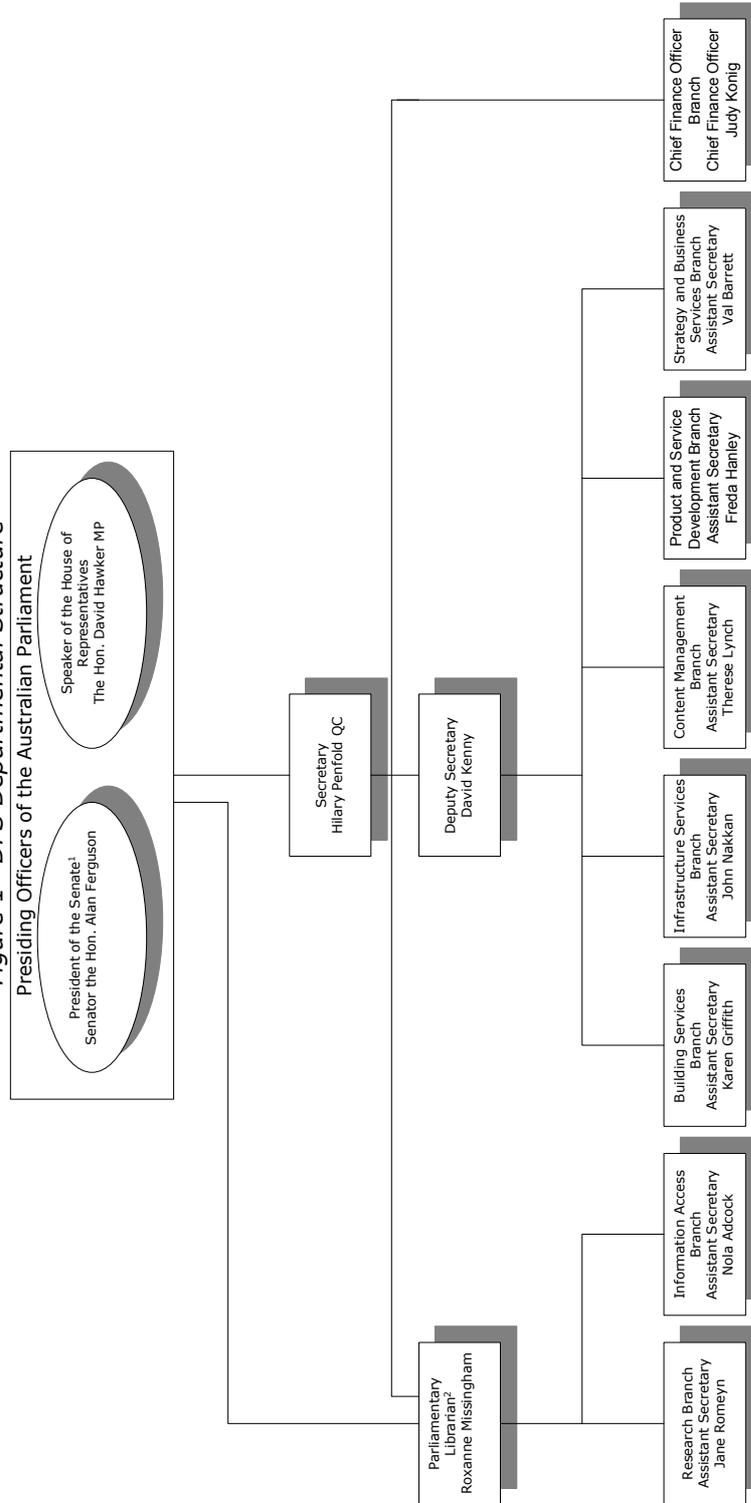
106 The Deputy Secretary is responsible for the activities of five branches (Strategy and Business Services, Building Services, Infrastructure Services, Content Management, and Product and Services Development).

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).

**Part 2—Departmental overview**

**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.

## **Part 2—Departmental overview**

### **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;

**Part 2—Departmental overview**

- (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

## **Part 2—Departmental overview**

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

**Part 2—Departmental overview**

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

## **Part 2—Departmental overview**

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.

**Part 2—Departmental overview**

**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.

## **Part 2—Departmental overview**

### *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](http://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

## **Part 2—Departmental overview**

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.

## **Part 2—Departmental overview**

### **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.

## **Part 2—Departmental overview**

### **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.

**Part 2—Departmental overview**

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;

**Part 2—Departmental overview**

- (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;

**Part 2—Departmental overview**

- (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.