

Part 1—Secretary's review

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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.

