Part 2—Departmental overview

Part 2—Departmental overview

Introduction

1   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.

2   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

3   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

4   DPS has an Executive and eight branches, as illustrated in our organisational chart provided at Figure 1.

5   Our organisational structure is referred to as a "Plan/Build/Run" model. Work units are grouped according to whether they contribute predominately to business planning, capability development/capital investment or operational service delivery.

6   Supporting the business model are our core business principles of continuous improvement, seamless service delivery and accountability. Specifically, the organisational structure is designed to improve management decision-making, increase transparency and accountability, more effectively allocate resources, better interact with clients and customers to meet their needs and enhance our overall performance.

7   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**).

8   The office of Parliamentary Librarian is a statutory one created by the *Parliamentary Service Act 1999* (the **Act**). The Parliamentary Librarian reports to the Presiding Officers in respect of statutory functions detailed in the Act. However, for the exercise of normal management functions, including as detailed in the Act and the *Financial Management and Accountability Act 1997,* the Parliamentary Librarian reports of the Secretary.

9   The Parliamentary Librarian is responsible for the Research Branch and the Information Access Branch. Under the Act the Parliamentary Librarian is required to prepare an annual report to the Presiding Officers. The Parliamentary Librarian's annual report is included at Part 3 of this document.
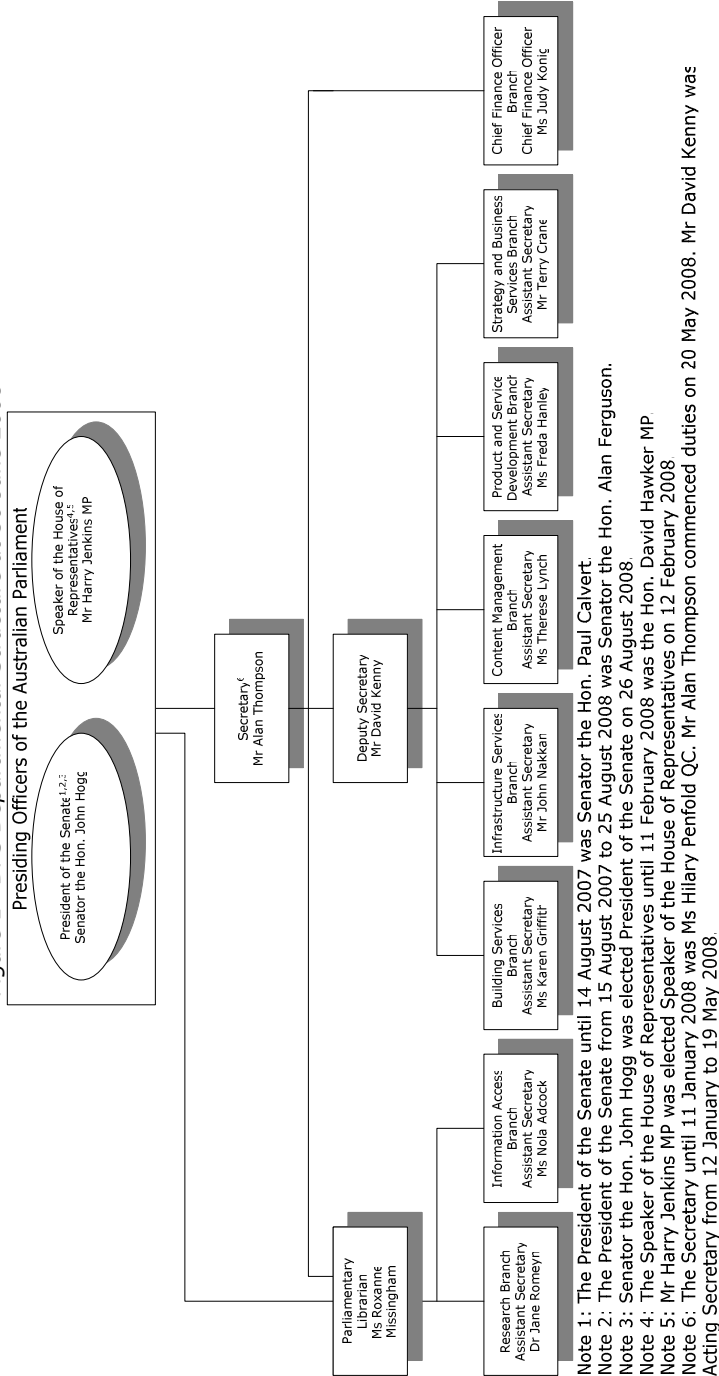
10   The Deputy Secretary is responsible for the activities of five branches (Strategy and Business Services, Building Services, Infrastructure Services, Content Management and Product and Service Development).

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

12   Each branch within DPS is headed by an Assistant Secretary and is divided into sections. The roles and responsibilities of each branch and their achievements and highlights for the 2007-08 year are described further in "Departmental services" (see paragraphs 13 to 95).

Figure 1—DPS Departmental Structure at 30 June 2008

Presiding Officers of the Australian Parliament

President of the Senate[1,2,3]
Senator the Hon. John Hogg

Speaker of the House of Representatives[4,5]
Mr Harry Jenkins MP

Secretary[6]
Mr Alan Thompson

Deputy Secretary
Mr David Kenny

Parliamentary Librarian
Ms Roxanne Missingham

Research Branch
Assistant Secretary
Dr Jane Romeyn

Information Access Branch
Assistant Secretary
Ms Nola Adcock

Building Services Branch
Assistant Secretary
Ms Karen Griffith[7]

Infrastructure Services Branch
Assistant Secretary
Mr John Nakkan

Content Management Branch
Assistant Secretary
Ms Therese Lynch

Product and Service Development Branch
Assistant Secretary
Ms Freda Hanley

Strategy and Business Services Branch
Assistant Secretary
Mr Terry Crane

Chief Finance Officer Branch
Chief Finance Officer
Ms Judy Konig

Note 1: The President of the Senate until 14 August 2007 was Senator the Hon. Paul Calvert.
Note 2: The President of the Senate from 15 August 2007 to 25 August 2008 was Senator the Hon. Alan Ferguson.
Note 3: Senator the Hon. John Hogg was elected President of the Senate on 26 August 2008.
Note 4: The Speaker of the House of Representatives until 11 February 2008 was the Hon. David Hawker MP.
Note 5: Mr Harry Jenkins MP was elected Speaker of the House of Representatives on 12 February 2008
Note 6: The Secretary until 11 January 2008 was Ms Hilary Penfold QC. Mr Alan Thompson commenced duties on 20 May 2008. Mr David Kenny was Acting Secretary from 12 January to 19 May 2008.

Departmental services

13   The services we provide are broad-ranging, encompassing the management, maintenance and provision of information, security, facilities, visitor, building, maintenance, landscaping, IT network , telecommunications, broadcasting and Hansard services. Details of the many services provided by DPS are contained in the DPS Services Catalogue, available on our website at http://www.aph.gov.au/dps/services.pdf. The work of each branch and their achievements and highlights for the 2007-08 year are described below.

Parliamentary Library

14   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.

15   More detail on the role, functions and services provided by the Parliamentary Library can be found in Part 3 of this report.

Building Services Branch

16   The Building Services Branch (**BSB**) predominantly contributes to the "run" part of our business model. It comprises three sections delivering a range of services to occupants of and visitors to Parliament House. These include security and emergency services, facilities management, retail services, health and wellbeing services and visitor services. BSB also manages a contract with the Australian Federal Police (**AFP**) for the provision of external security within the Parliamentary Precincts.

Security

17   Security services are provided by two sections:

(a)   Security Operations, which provides operational security and emergency services largely through Parliamentary Security Service (**PSS**) officers; and

(b)   Security Planning and Administration, which provides management and workforce planning functions for the PSS, security training and administration, security systems administration and support, key and locks

management and also manages the pass office and the PSS roster office.

18   The protection portfolio of the Australian Federal Police—AFP-Uniform Protection (**AFP-UP**)—is contracted to provide a security service within the parliamentary precincts. Mobile patrols are provided by officers in vehicles, on foot and on bicycles. AFP-UP officers deal with security incidents within the precincts and provide an armed first-response capability for Parliament House. AFP-UP 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 (**PHPSC**).

19   PSS officers—who are DPS employees—provide access control and security screening at all entrance points and a mobile and static security presence throughout 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 closed-circuit television (**CCTV**) network and a variety of electronic security systems.

20   PSS officers provide security services to functions, official visits and other significant activities within Parliament House in addition to their routine security responsibilities. 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-UP), as well as providing initial first aid services to Senators, Members, other building occupants and visitors.

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

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

Part 2—Departmental overview

Facilities

23   The Facilities Section administers the Presiding Officers' policies on the use of Parliament House facilities by building occupants and members of the public, including the provision of catering, cleaning and pest control services through contracts with external providers. In addition, the section manages licence agreements for various commercial activities, including the Press Gallery, bank, travel agency, Aussie's general store, post office, hairdresser, physiotherapist, Australian Government Photographic Service (**AusPic**) and florist.

24   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.

25   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 facilities, including a gymnasium, squash courts, tennis courts, a swimming pool and fitness classes.

BSB highlights and achievements

26   We successfully provided significant security, administrative and logistical support to numerous major events held at Parliament House during 2007-08, including the Opening of Parliament, the Australia 2020 Summit, the Apology to Australia's Indigenous Peoples, the Pre-Election Leaders Debate (commonly referred to as "the Great Debate"), Budget Night, and the 20th Anniversary of the Opening of Parliament House.

27   During 2007-08 there were 114 events in the Great Hall and 96 in the Mural Hall. All of the major events mentioned above used multiple venues throughout the building.

28   Following a comprehensive tender process for the provision of catering services to Parliament House, two new catering contractors were selected, with transition to the new contractors taking place on 1 July 2008. Under the new arrangements building occupants will continue to receive high quality catering services. The requirement for responsiveness to customer feedback is an important feature of the new contracts.

29   Another comprehensive tender process selected Anglicare Canberra-Goulburn as the provider for a parliamentary childcare service from January 2009. Construction of the childcare centre commenced in May 2008.

30   Following the November 2007 federal election our PSS officers moved to quickly memorise the faces of 42 new Members of the House of Representatives.

Infrastructure Services Branch

31   The five sections within Infrastructure Services Branch (**ISB**) are responsible for providing day-to-day support to Parliament House, building occupants and visitors by maintaining the building and its systems. While the branch is primarily part of the "run" component of our 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

32   The Maintenance Services Section provides cost effective, high quality preventative maintenance and breakdown rectification services to Parliament House. 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.

33   Maintenance Services is responsible for the development and management of long—and short-term maintenance plans for Parliament House, plant maintenance history, management and analysis. The section also maintains engineering drawings and the technical manual library. In addition, we maintain historical plant records and provide continuous analysis on plant health against engineering benchmarks.

IT Operations (Support and Maintenance)

34   IT Operations (Support and Maintenance) provides support and assistance to customers using IT and broadcasting services.

35   An important and highly used service is the Client Support Desk (2020) which provides services to some 4,300 IT users in Parliament House and Electorate Offices. 2020 is usually a client's first point of contact for information and communications technology (**ICT**), broadcasting and Hansard services, and it includes ICT training, assistance and advice.

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

Computing Services

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

> (a)   the computer rooms, server and storage hardware;
>
> (b)   system and data backup and restoration;
>
> (c)   server, email and database software; and
>
> (d)   ICT security operations, change management, and automated software distribution to desktops and laptops.

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

Telecommunications

39   The Telecommunications Section provides data network and voice communications services to some 3,000 building occupants.

40   Data network services include:

> (a)   connection 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.

41   Voice communications services include:

> (a)   the Alcatel telephone system;
>
> (b)   voicemail;

(c)   the broadcast facsimile gateway; and

(d)   mobile phone coverage within Parliament House.

Broadcasting Infrastructure Support

42   The purpose of the Broadcasting Infrastructure 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; and

(f)   the Master Clock System, division bells and lights.

ISB highlights and achievements

43   We were able to achieve a further 27% decrease in water consumption compared with 2006-07. More than half of the water we consume is used on the landscape.

44   Of great significance to our management of the parliamentary landscape was the completion of our landscape review. The review was prepared against a backdrop of continuing water restrictions in the ACT and increasing concerns about the health of rivers in Murray-Darling Basin. The review provides the landscape direction for the next 20 years and focuses on maintaining the original landscape design philosophy and functionality as much as possible, whilst creating a more sustainable and environmentally friendly landscape.

45   In July 2007 we implemented "spam tagging" for all parliamentary systems users. Messages assessed as unsolicited junk email have the phrase "Spam:" added to the start of the message subject line, which can be subsequently filtered by the Outlook application. Approximately 55% of the email received by the parliamentary network in 2007-08 were tagged as spam. The new

spam tagging system is a significant improvement over the previous anti-spam system and has been of great use in dealing with the large amounts of spam email received.

46   A total of 401 new printers were put into service to replace out-of-warranty printers for the chamber departments and DPS. Some of the new printers are multi-function devices with a photocopier component and their introduction has reduced the number of stand-alone photocopiers required.

47   Our telephony system includes switchboard staff, telephone help desk staff and technical personnel to perform telephone hardware and software maintenance services (including maintenance to the PABX). During 2007-08 we transitioned to a new service provider to manage the telephony system. This change occurred with no service interruptions. The new arrangements have delivered significant savings while maintaining the same high quality telecommunications services.

48   Broadcasting Infrastructure Support staff developed a program of powering off all non-essential equipment during parliamentary adjournment periods[1], lowering our electricity demand by approximately 10KW during these periods.

49   Following the November 2007 federal election, we worked with the chamber departments to ensure a smooth transition. The range of DPS activities included telephony changes, computing network user additions and deletions, furniture changes and amending office name-plates.

50   Elections also provide us with an opportunity to engage in general suite maintenance, which may involve painting, woodworking, carpeting, and other general maintenance. Extensive work was undertaken to the Leader of the Opposition suite as part of our cyclical refurbishment program. Work completed included kitchen retiling, full repainting and recarpeting and refurbishment of the timber fixtures.

Content Management Branch

51   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

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[1] Parliamentary adjournment periods occur when Parliament is not sitting for a period of more than two weeks.

producing a Hansard record of those proceedings. The branch coordinates the management of DPS records and knowledge and is responsible for developing and implementing our online business strategy.

Broadcasting Content

52   The Broadcasting Content Section produces and distributes live audio and video coverage of all proceedings of the Senate and House of Representatives chambers and the Main Committee of the House of Representatives. It also televises selected parliamentary committee proceedings in Parliament House and provides audio coverage of hearings held in other venues around Australia. The section provides sound reinforcement for these venues as well as systems for the hearing-impaired in many locations within Parliament House[2]. The proceedings are broadcast on the House Monitoring Service (a closed cable television and radio system at Parliament House) and also webcast via the internet.

53   A range of television and radio production services are available to Senators and Members through a fully equipped studio complex with video editing, audio production and post-production facilities. Other services 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

54   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, all 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

55   The Knowledge Management Section is responsible for DPS's document and records management. It is also responsible for ensuring DPS complies with the *Archives Act 1983*, with internal and

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[2] In addition, temporary hearing-impaired facilities may be set up in other Parliament House locations by special arrangement.

external audit recommendations for records management and with the Commonwealth Government's Intellectual Property Principles.

Web Content

56   The Web Content Section develops and disseminates policy and guidelines aimed at ensuring compliance with legislation and web content standards. It is also responsible for developing the department's online information and services strategy.

CMB highlights and achievements

57   With the opening of the 42nd Parliament, we broadcast the first 'Welcome to Country' ceremony held in the Members' Hall and also the live coverage of the Apology to Australia's Indigenous Peoples. These events were the two most widely distributed programs in our 20-year broadcasting history, with the content taken by both national and international media.

58   The Australia 2020 Summit, held on 19 and 20 April in Parliament House, saw us again adopt the role of host broadcaster. The events (both live and delayed) were distributed over the House Monitoring Service (**HMS**), to the national media, on the internet, and internationally via the Television Operations Centre (Telstra Tower). It was the largest production we have ever undertaken and required Broadcasting Content to provide five video and ten audio signals from venues simultaneously.

59   During the year we continued developing our records management framework, and in February the National Archives of Australia approved our first Records Authority[3]. The new records authority recognises the unique functions carried out by DPS and is a significant sign of progress in records management by DPS.

Product and Service Development Branch

60   The Product and Service Development Branch (**PSDB**) is responsible for the management and delivery of all projects within DPS. As such, it primarily delivers the "build" part of our business model. PSDB also manages the Parliament House Art Collection.

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[3] Records authorities (RAs) are legal instruments issued by the National Archives of Australia that provide authorisation for the destruction of Commonwealth records. RAs also identify records that must be retained as national archives.

Building and Security Projects

61   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.

Technology Projects

62   The Technology Projects Section is responsible for managing the delivery of projects related to the installation and implementation of new and replacement technology. Projects include development of IT, broadcasting, communication and security technology systems and infrastructure.

Project Management Office

63   The Project Management Office 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; and

(c)   providing performance reporting on project progress.

Art Services

64   The Art Services Section manages the Parliament House Art Collection, with responsibilities including artwork acquisitions, collection conservation and managing access to artworks for display in Parliament House and the Parliamentary precincts. The section also administers the Historic Memorials and Gifts Collections.

PSDB highlights and achievements

65   The nature of project work conducted by PSDB is to build service capacity in conjunction with the operational areas of DPS. Our successes tend to be shared ones where we have collaborated with other parts of DPS or the chamber departments in delivering successful projects.

66   Our Technology Projects section worked with Building Services Branch staff to replace over 400 CCTV cameras and install new X-ray machines with improved screening capability at the building entrances. Security has been significantly enhanced through both of these projects.

Part 2—Departmental overview

67   We upgraded the 'ParlTV' service on the Intra-Commonwealth Optical Network (**ICON**) by adding additional laser transmitters. An increased number of Commonwealth agencies are now able to directly access television coverage of parliamentary proceedings.

68   In November 2007 we commenced work on the replacement of two key parliamentary information management systems: ParlInfo and Bills. Both projects are on schedule with the design completed and the infrastructure installed ready for release to parliamentary clients in late August 2008.

69   We continued to trial new water-saving sensor taps and dual-flush toilets with smaller bowls, seeking to reduce water consumption.

70   Refinement of project development, delivery and approval mechanisms continued throughout the year. As at 30 June 2008 there were 73 active projects with a combined capital and administered budget totalling $25.4 million.

71   Elections—particularly those involving a change of government—mean a considerable workload increase for Art Services staff. Since the November 2007 election, we have undertaken a significant number of artwork relocations. This includes facilitating the selection and installation of artworks for new Members, re-hanging of art for the special suites (Prime Minister, President of the Senate, Speaker of the House of Representatives, Leader of the Opposition and Cabinet suites) and artwork movement stemming from numerous office relocations.

72   The Art Advisory Committee reformed after a hiatus of some years, meeting twice during 2007-08 and approving the purchase of 124 new artworks. A substantial number of works acquired were by Aboriginal and Torres Strait Islander artists, as well as artists from all States and Territories of Australia.

Strategy and Business Services Branch

73   Strategy and Business Services Branch (**SBSB**) provides strategic planning and business services supporting DPS's operations and strategic aims. SBSB primarily contributes "plan" services as well as general corporate support to the department.

Strategic Planning and Policy

74   The Strategic Planning and Policy Section (**SPP**) works with other areas of DPS to develop strategy, particularly relating to

energy and water, heritage management, Broadcasting, IT and security. Other significant areas of SPP's work include collaboration with other areas of the department to:

> (a)   ensure that technical and design integrity standards are maintained, such as compliance with Building Code of Australia standards and regulations; and
>
> (b)   manage Parliament House environmental matters, including energy and water usage and waste management.

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

People Management and Strategy

76   The People Management and Strategy Section (**PMAS**) provides a complete range of human resources services to DPS, including payroll and personnel records management, recruitment, training and development, performance management, workplace diversity, occupational health and safety (**OHS**) and workplace relations.

Governance and Business Management

77   The Governance and Business Management Section (**GBM**) is responsible for risk and fraud management, internal audit functions, insurance and legal liaison, performance reporting and external statutory reporting including portfolio budget statements and annual reports. The section also supports the Audit and Joint House Committees.

Customer Services and Communication

78   The Customer Services and Communication Section (**CSC**) is the first point of contact for all enquiries relating to potential new services. Responsibilities include customer account management for the chamber departments and the Department of Finance and Deregulation, administration of the Request Approval Process (**RAP**), maintaining the DPS Services Catalogue, conduct of client surveys, and the DPS customer communication policy. The section also provides support to the Presiding Officers Information Technology Advisory Group (**POITAG**).

Part 2—Departmental overview

SBSB highlights and achievements

79   Throughout the reporting period we achieved improved environmental outcomes for Parliament House. Details are reported in the first Environment and heritage section of the DPS Annual Report (see Part 5).

80   Recognising the variety of human resource challenges faced by DPS, we completed the *DPS People Strategy 2007-2010*. One of the first steps under this plan was improved OHS management arrangements and the framework for consulting with employees and staff representatives on OHS matters.

81   In addition to completing our people strategy, strategic plans for IT, energy and water were finalised.

82   Security for the building and its occupants also remained a priority, with a Memorandum of Understanding between the Australian Federal Police and DPS for the provision of security services being signed in February 2008.

83   In April 2008 we launched the inaugural internet and intranet version of the *DPS Services Catalogue* for customers, providing a comprehensive summary of the services we offer and ensuring that our stakeholders have access to better information on how we can help them and how they can best access our many services.

84   The way we pay our people and their terms and conditions of employment have also been reviewed during 2007-08, with negotiations involving employee and union representatives commencing for a Union Collective Agreement. The agreement will replace the existing DPS Certified Agreement 2005-2008 and the DPS (PSS) Certified Agreement 2006-2008. Both agreements had a nominal expiry date of 30 June 2008.

85   The payroll team enhanced our Human Resource Management Information System (**HRMIS**) and developed business process documents for all payroll tasks supporting HRMIS use.

Chief Finance Officer Branch

86   The Chief Finance Officer Branch (**CFOB**) consists of two sections providing advice to the Executive, Assistant Secretaries and other managers on a range of financial issues including compliance with statutory requirements. We maintain the Chief Executive's Instructions (**CEI**s), Chief Executive's Procedures (**CEP**s) and various financial delegations. In addition, the branch coordinates

preparation of departmental budgets and provides monthly management reporting and statutory reporting, including annual financial statements.

Procurement and Support Services

87   The Procurement and Support Services Section (**PASS**) provides general office services and 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. PASS also provides specialised purchasing, contract development and tendering advice and services to ensure that value for money is being achieved.

88   The Support Services sub-section provides general office services to the department, including coordinating furniture movements, managing leased vehicles and arranging telephone installations and repairs. The sub-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.

Finance

89   The Finance Section provides financial information supporting internal management decision-making. Key services include:

(a)   monthly and annual financial statements and monthly management reports;

(b)   internal accounting policies and procedures;

(c)   treasury function;

(d)   asset and taxation management;

(e)   accounts payable and receivable;

(f)   development and maintenance of the CEIs, CEPs and procedural guides; and

(g)   budget preparation for all cost centres.

CFOB highlights and achievements

90   During the year, improvements in tendering processes included the development and implementation of a new Request for Tender (**RFT**) document and evaluation methodology. In addition,

we successfully implemented facilities for electronic download and upload of tender documents via AusTender.

91   We completed implementation of the recommendations arising from the Loading Dock Continuous Improvement Review. This has resulted in better, cheaper, more efficient and effective delivery of loading dock services.

92   Enhancements to financial guidance documents and CEPs were developed and released throughout the year, strengthening our governance framework.

93   An automated solution for distributing and capturing information and declaration returns for the Commonwealth-wide Certificate of Compliance process was developed. This greatly improved the efficiency of this important governance task.

94   Following the November 2007 federal election we managed the disposal—recycling as much as possible—of a significant amount of waste generate by the change over of offices in the House of Representatives and the Ministerial Wing.

95   For the fifth consecutive year since the formation of the department we achieved unqualified financial statements.

Staff recognition

96   DPS annually presents Australia Day Achievement Medallions to staff members who have made a significant contribution through innovation, conspicuous upholding of Parliamentary Service Values, service above and beyond the call of duty or a significant contribution to the broader community. For information of the 2007-08 award recipients see page 29.

Staff recognition - Australia Day Achievement Medallions

Janet Wilson leads the team responsible for re-establishing the Hansard index, the most recent achievement in a career of more than 20 years of service to the Parliament as a librarian. She established standards for the selection and indexing of collection and is considered the font of corporate knowledge in relation to indexing and selecting practices.

Garry Teong has been a "quiet achiever" for many years in the Mechanical Services airconditioning section. He has demonstrated his professionalism and high commitment to delivering a superior service often under difficult circumstances. His knowledge of Parliament House's electrical systems is excellent, and he is a tireless worker who strives for excellence, often working beyond the call of duty to achieve important targets.

Brett Milic made a major contribution in managing the building project required for the relocation of DPS staff from West Block into Parliament House. Brett's outstanding commitment and effort was vital in managing the building works and the project more generally.

John Groat is the Manager of the Records Management unit. He has been almost solely responsible for records management in DPS since 2004. By proposing innovative, creative and practical ways of improving departmental productivity, John has almost single-handedly steered DPS towards its own records disposal authority.

Peter Lette has been providing a range of office services to DPS since its creation, including office moves; furniture managements, and the purchase and installation of office equipment. He takes pride in his work and ensures all activities are completed to the highest standard.

Sarah Miskin has made an enormous contribution to the completion of the Research Branch continuous improvement review. This involved a considerable amount of time, both within and outside normal working hours. Her willingness and expertise in leading change make her an asset to the Library and the broader department.

Shirley White works in the publishing area in the Library and is primarily responsible for the library catalogue. She is an outstanding staff member because of her fabulous communication skills and work on continuous improvement. In particular, she took the lead in working through the enormous amount of documentation associated with the ParlInfo replacement project.