Parliament of Australia

Department of Parliamentary Services

Annual Report and
Financial Statements 2007-08

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To access parliamentary material on the internet, including this report, see the department's internet site accessed through the Australian Parliament's home page: http://www.aph.gov.au

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

DPS Portfolio Budget Statement 2007-08
Parliamentary Service Act 1999

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1 October 2008

Mr Harry Jenkins MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Senator the Hon John Hogg
President of the Senate
Parliament House
CANBERRA ACT 2600

Dear Mr Speaker and Mr President

Annual Report 2007-08

1   I have pleasure in submitting the annual report of the Department of Parliamentary Services for the year ending 30 June 2008, as required by paragraph 65(1)(c) of the *Parliamentary Service Act 1999*. That provision requires the report to be presented to each House of the Parliament. The report includes the Annual Report of the Parliamentary Librarian under subsection 65(3) of the *Parliamentary Service Act 1999*.

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

Yours sincerely

Alan Thompson
Secretary

1 October 2008

Mr Harry Jenkins MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Senator the Hon John Hogg
President of the Senate
Parliament House
CANBERRA ACT 2600

Dear Mr Speaker and Mr President

Annual Report 2007-08

1   I have pleasure in submitting the annual report of the Parliamentary Librarian for the year ending 30 June 2008, as required by subsection 65(3) of the *Parliamentary Service Act 1999*.

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

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

Yours sincerely

Roxanne Missingham
Parliamentary Librarian

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Part 1—Secretary's review

An effective parliament requires excellent support services and administration. For the Australian Parliament, these functions are provided by the Department of Parliamentary Services (DPS), and the two chamber departments.

There is considerable detail in the body of this report about the wide range of services which DPS provided to support the Parliament in 2007-08. However, before delving into detailed issues, I would like to reflect on the big picture events in the life of the Parliament, against which the performance of DPS should be judged for financial year 2007-08. I will also briefly outline some of the challenges and work programs for DPS for 2008-09 and beyond.

The early focus of 2007-08 for DPS was to assist the 41st Parliament to complete its business, prior to the November 2007 federal election. This included the conclusion of Committee work as well as business in both Chambers.

As a result of the change of government, in November and December 2007 DPS worked with the Department of the House of Representatives and the Department of Finance and Deregulation to facilitate induction of 42 new members of the House of Representatives, as well as the considerable logistics of "moving out/moving in" for offices within the House of Representatives, and the Ministerial Wing. Staff from many parts of DPS were involved in these changeover processes, which assisted the commencement of operations of the 42nd Parliament.

A post-election changeover process, such as that in November– December 2007, involves many obvious tasks, but also some other less obvious tasks, such as the need for all of our Parliamentary Security Service staff to quickly memorise the identity of the 42 new Members of the House of Representatives; the logistical challenge of disposing or recycling large volumes of unwanted paperwork from the offices of departing Members and Ministers; providing briefings to new Members and their staff about important services such as that provided by the Library Research staff; and setting up computer access in Parliament House and each electorate office.

As we moved into 2008, it became clear that the new Government wished to hold two major events in Parliament House, namely the Apology to Australia's Indigenous Peoples and the Australia 2020

Summit. For both of these events, many DPS groups and individual staff were actively involved in preparations and the actual events. Numerous staff have commented to me about how they were personally moved by the Apology ceremony.

In addition, in May 2008, DPS played a major role in celebrating the 20th anniversary of the opening of the new Parliament House.

Finally, as we approached the end of the financial year, DPS staff worked with the Department of the Senate to facilitate the departure of 14 retiring senators and the induction of 14 new senators, including a similar but smaller "moving out-moving in" process to that which had occurred in November-December 2007.

I also note that in terms of parliamentary activity, the last six months of 2007 were quieter than usual as a result of the election, while the first half of 2008 was back to business as usual in both chambers, together with a robust program of Committee work.

Although I joined DPS late in 2007-08, it is clear to me that the staff and management of DPS were strong contributors to a busy year in the overall life of the Australian Parliament. I thank all staff for their contribution.

In parallel with the parliamentary and Government activities outlined above, it is important to reflect that other DPS staff provided services less directly linked to the parliamentary cycle. For example, during 2007-08 there were some 867,220 visitors to Parliament House, including school groups. The visitor experience of these people was greatly enhanced by our guides, Parliament Shop staff, and our parliamentary security staff. In addition to the National Apology and the 2020 Summit events, Parliament House was the venue for some 114 events in the Great Hall and 96 in the Mural Hall. The success of these events was largely a result of the contribution of DPS staff and our events/catering contractors.

Finally, the overall program of building and landscape maintenance and upgrade continued, and we were able to achieve a further 27% decrease in water consumption compared with 2006-07. Once again, our building maintenance and landscape staff can take pride in all of their achievements.

Along with the program of service delivery outlined above, it is also important to recognise the major improvement programs that were completed or initiated across DPS in 2007-08. These include four

separate strategic plans for Information Technology, Water, Energy and People. At a more tangible level, improved waste recycling systems were established for Parliament House, the new ParlInfo IT system approached completion, new catering contractors were appointed, and the arrangements for a Childcare Centre were advanced to the point that both Houses were able to approve the new facility in June 2008. Some important trials of different lawn grasses were also initiated, so as to minimise future water consumption.

Overall, 2007-08 was a year of considerable accomplishment for the staff of DPS. Some of the key DPS contributors were recognised through Australia Day Achievement Medallions (see page 29).

As we look ahead into 2008-09 it is important to identify the key challenges for the next few years. Some of the challenges are about how the Department operates, notably the need to improve our project delivery performance; excellent new project management systems were implemented in 2007-08 and these should result in timely and cost-effective delivery of future projects. Another issue for the Department is to fully understand our customer/client base; while we have a very strong focus on the needs of Senators and Members, and the business of the two Chambers and related Committees, there are many other events occurring in and around Parliament House where our focus has been less effective.

In 2008-09 we also need to proactively tackle the issue of climate change and water shortages in the Murray-Darling Basin. We have already taken difficult interim decisions to "turn off" numerous water features around the building, and to initiate grass trials and energy audits. An overall climate change plan is now required.

A further challenge is that our budget outlook is very constrained. A stark reality is that the operating budget (around $116 million) for DPS in 2008-09 is very similar to the combined budgets of the three predecessor agencies in 2000-01 (around $115 million), even though the Consumer Price Index (CPI) increased by over 30% in that same period. Moreover, it is becoming clearer that the amount of Committee work and Chamber time is now moving to levels well above those experienced for the three years of the 41st Parliament (when the Government held majorities in both Chambers). This increased activity is already affecting the work of DPS.

The staff of DPS can take pride in the various productivity initiatives that have facilitated continued delivery of high quality services, but

Part 1—Secretary's review

further emerging cost pressures (including those relating to a heightened level of parliamentary and committee activity) point to a need to operate very frugally in 2008-09 and the years beyond.

On a more positive note, in my brief time as Secretary I have identified a significant strength for the Department, and this relates to the pool of talented individuals within DPS. The table on Page 8 provides a sample of these capabilities. By harnessing this diversity of talent we should make a huge contribution to the challenges I have identified.

Against this background, the work program for DPS for 2008-09 will include five key priorities.

- We plan to deliver a wide range of "improvement" projects for Parliament, including the new ParlInfo IT system and the new Childcare Centre.
- We will strengthen our client focus across the full range of customers/clients of Parliament House.
- A climate change action plan will be developed.
- We will ensure we maintain a program of infrastructure maintenance and prudent modernisation.
- We expect to continue with "normal" service delivery, albeit operating very frugally.

To deliver this program we will harness the diverse skills of DPS staff, and build on existing initiatives such as recognising staff through the Australia Day Achievement Medallions Program.

Before I conclude, it is appropriate to recognise some significant changes in key office holders.

On 11 January 2008, the first Secretary for DPS, Hilary Penfold QC, left to take up her appointment as Justice of the ACT Supreme Court. Ms Penfold was Secretary of DPS for four years. She successfully brought together the three predecessor agencies, established a sense of unity across DPS, and implemented highly effective administrative systems. Her intellectual rigour is well respected by DPS staff and many other building occupants.

On 12 February 2008, the Hon. David Hawker MP completed a four-year term as the Speaker, and Mr Harry Jenkins MP was elected as the new Speaker.

I wish to thank the former President of the Senate, Senator the Hon. Alan Ferguson, and Speakers, the Hon. David Hawker MP and Mr

Harry Jenkins MP, for their support of DPS through 2007-08. On behalf of all DPS staff, I also thank Hilary Penfold for her leadership since 2004, and extend my thanks to David Kenny who acted as Secretary from January 2008 through to May 2008.

I commend the rest of this report to the reader as a useful record of the achievements of DPS for 2007-08. I look forward to working with the Presiding Officers, DPS staff and the chamber departments to deliver ever-better services while tackling some major challenges.

Alan Thompson

Maintaining the flagpole

Our cover photo depicts DPS staff and contractors engaged in safety equipment checks. The image captures the moment they enter the cage, just before the approximate 100m ascent up the south-east leg of the flagpole above the roof of Parliament House.

The insert shows the workers about to emerge from the carriage onto the platform to travel further up the flagpole.

These photos were taken by Brett Goodhew of Content Management Branch from the Opposition Leader's courtyard. Other photos throughout the report were taken by Patrick Gallagher and Pat Gallagher also of Content Management Branch.

Skilled people

DPS employs some 900 people with a wide range of diverse skills. The following list, whilst not exhaustive, captures some of the capabilities of our talented people:

- Library management
- Publishing
- Arts collection and management
- Document and file management
- Policy and legislation research in, for example, social policy, politics, foreign affairs, economics, defence, science and statistics
- Broadcast services—development, operation and maintenance
- Hansard recording
- Security services
- Visitor guides
- Retailing
- Heritage preservation and environmental science
- Landscape services / horticulture / gardens
- Building and facilities maintenance, including carpentry, plumbing, electrical, cabinet-making, mechanical trades
- Project management
- IT hardware and software development operations and maintenance
- Telecommunications
- Finance
- HR services and Occupational Health and Safety
- Facilities and events management
- Nursing services
- Administrative skills

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[6]

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.

Part 2—Departmental overview

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.

Part 3—Parliamentary Library

Part 3—Parliamentary Library

Parliamentary Librarian's review

Introduction

97   The Australian Parliamentary Library's services are established under the statutory office of the Parliamentary Librarian with the following functions[4]:

(a)   to provide high quality information, analysis and advice to Senators and Members of the House of Representatives in support of their parliamentary and representational roles; and

(b)   to undertake such other responsibilities within the joint Department, consistent with the function set out in paragraph (a), as are conferred in writing on the Parliamentary Librarian by the Secretary of the joint Department with the approval of the Presiding Officers.

98   The Library's primary clients include Senators and Members and their staff, and committee staff. These clients receive the full range of the Library's services. Other client groups include staff of the parliamentary departments and the Governor-General. Service entitlements for all clients are outlined in the *Statement of Client Services*.

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

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

101   The reporting year saw the election of the new Rudd Government on 28 November 2007, with 42 new Members of the House of Representatives and 15 new Senators being elected. The

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[4] Parliamentary Service Act 1999 section 38B (1).

Library has developed a contact officer program which provides each new Senator or Member with a Library staff member who undertakes initial training, support and acts as a first point of contact.

102   In addition, the Library provided an information session to new Senators and Members as a part of the training organised by each of the chamber departments. Assisting new Senators and Members to understand the range of the Library's services and to use them effectively has been a major area of activity this year.

103   In election years there are different patterns of use for Library services. Election years are generally characterised by a reduction in the number of sitting days and in the number of Bills tabled in Parliament. Different work patterns also prevail as Senators and Members finalise their policy positions and turn their focus to campaigning in their electorates.

104   The major changes this year were a significant increase in use of the Library's publications online (14%, 600,000 extra uses) and online collections (1.5% increase) combined with a significant decrease (25%) in the total number of individual client requests. The publications produced reflected the interests of the new parliament with a Briefing Book covering key policy issues and the Review of the Rudd Government's first Budget, offsetting a decline in Bills Digests and other publications.

105   During the year the Library placed a particular focus on its clients. The assessment of client needs undertaken in mid 2007 was used to begin changes to services and products to better meet the need of all clients.

106   Major work occurred on the replacement of ParlInfo—the system used to deliver access to Library and parliamentary information—including migration of data to a new repository system. The new system will be launched in early 2008-09 and will include improvements in searching, alerts to enable clients to receive updates about new content, and improved reliability.

107   A major feature of Library operations was increased collaboration with other libraries. The Library is a member of Electronic Resources Australia, a national consortia approach of libraries in all sectors, which has achieved cost effective purchasing for news, general information, health and general reference products. The Library also participates in a purchasing consortium with government libraries.

Joint Standing Committee on the Parliamentary Library

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

109   The Library Committee membership at 30 June 2008 was:

> **The Hon. Dick Adams MP** (Joint Chair)
>
> **Senator Russell Trood** (Joint Chair)
>
> Senator Lyn Allison
>
> The Hon. John Anderson MP (to 24 November 2007)
>
> Senator Guy Barnett (from 14 February 2008)
>
> Mr Russell Broadbent MP
>
> Mr Mark Butler MP (from 18 February 2008)
>
> Mr Petro Georgiou MP (to 24 November 2007)
>
> Mr Michael Hatton MP (to 24 November 2007)
>
> The Hon. David Hawker MP (from 11 March 2008)
>
> Senator Steve Hutchins
>
> Ms Sharryn Jackson MP (from 18 February 2008)
>
> Senator Linda Kirk (from 14 February 2008)
>
> Senator Julian McGauran (to 24 November 2007)
>
> Mrs Sophie Mirabella MP (from 11 March 2008)
>
> Senator Fiona Nash (to 24 November 2007)
>
> Mr Brendan O'Connor MP (to 24 November 2007)
>
> Mr Graham Perrett MP (from 18 February 2008)
>
> Mr Barry Wakelin MP (to 24 November 2007)
>
> Senator Ruth Webber

110   The terms of reference of the committee are to:

> (a)   consider and report to the President of the Senate and the Speaker of the House of Representatives on any matters relating to the Parliamentary Library referred to it by the President or the Speaker;

      (b)   provide advice to the President and the Speaker on matters relating to the Parliamentary Library;

      (c)   provide advice to the President and the Speaker on an annual resource agreement between the Parliamentary Librarian and the Secretary of the Department of Parliamentary Services; and

      (d)   receive advice and reports, including an annual report, directly from the Parliamentary Librarian on matters relating to the Parliamentary Library.

111   The Library Committee met on 12 September 2007, 13 March 2008 and 19 June 2008. The Committee discussed collection development, particularly the need to increase the range of regional press directly available to Senators and Members; the Continuous Improvement Review of the Information Access Branch; restructuring and staffing of the Research Branch; policies on *Statement of Clients Services* and *Parliamentary Library Feedback*; and progress on addressing issues identified in the 2007 client-based assessment.

112   The Committee considered the *Resource Agreement 2008-09* and, noting that it was prepared in the context of departmental budget frugality, resolved that the Joint Chairs write to the Presiding Officers recommending the adoption of the agreement.

Resource Agreement

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

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

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

116   The major budget pressures are the increasing cost of books, journals and electronic resources, which has resulted in a decrease in purchasing power by the Library, and increasing salary costs.

Assessment of clients' needs and Library performance: addressing the 2007 assessment findings

117   The client survey has been a key document shaping Library business planning for 2007-08. As part of that process, initiatives to address the survey findings have been developed in consultation with all staff at Library, branch and section level. Major areas of activity which address the survey findings are outlined below.

118   Responding to individual requests from clients is the Library's highest priority. To ensure consistent, high quality service the Parliamentary Librarian and the Assistant Secretary, Research Branch, have met with all staff in section meetings to discuss the importance of this finding.

119   Activities designed to improve performance involved training, implementation of clear guidelines and performance management, focusing on three themes:

> (a)   tailoring products to the specific needs of the clients;
>
> (b)   improving reference and follow-up communications; and
>
> (c)   improving timeliness of responses.

120   Training in 'research/reference interviews with clients' was provided to all staff by an external consultant in October-November 2007. A successful research/reference interview has been recognised as playing a crucial role in providing effective and efficient client services that meet client needs.

121   A review of Library publications undertaken in 2006-07 resulted in revised Parliamentary Library operating policies and procedures for Bills Digests and other publications.

122   In 2007-08, as a result of revised practices recommended by the review, the timeliness of Bills Digests, which has been raised in every client survey undertaken by the Library, continued to be improved.

123   The 2007 assessment found that not all clients were aware of the range of the Library's services, nor were they aware which services they were entitled to use. While the *Parliamentary Library*

Part 3—Parliamentary Library

Statement of Client Services (Operating Policies and Procedures No 1) outlines the services available to clients, the range of services is different to those from other libraries that Senators and Members may have used.

124   A communications and marketing plan was developed for 2007-08 which includes:

    (a)   contact officers for new members of Parliament to personally explain the range of services available and to act as the initial point of contact with the Library;

    (b)   a new guide to Library services which more clearly advises all clients about the range of services available;

    (c)   a new printable list of Library staff and their subject expertise to enable clients to find the right expert quickly—launched in January 2008;

    (d)   a revamped Library web page, implemented in mid 2007, which highlights new resources and "hot issues";

    (e)   competency based training for Library staff who are contact officers or work on the Central Enquiry Point; and

    (f)   improved online services through increasing information resources available to Electorate Offices and those in Parliament House.

125   The 2007 client assessment identified that many clients wanted significantly more resources available electronically at their desktop, in Parliament House and Electorate Offices. The Library Committee has also urged the Library to better respond to Senators' and Members' needs and deliver more electronic resources. There appears to be a significant gap between what members want and what the Library is able to deliver, particularly regional news.

126   Overall, the Parliamentary Library has a very small collection budget compared to national collecting institutions and universities[5]. The major part of the Library's collection expenditure is on current sources of information: journals, reference materials, and news sources.

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[5] The Parliamentary Library's expenditure for information resources in 2007-08 was approximately \$2m while the Australian National University's 2005-06 expenditure was \$7.3m, the University of Melbourne's \$12.6m and the University of New South Wales' \$12m.

127   In recent years, the Library's planning has focused on increasing electronic delivery of information products and services to the desktop but, for the first time, in 2007–08 the Library set itself a target of increasing the number of electronic titles in the collection by 20%. Over the 2007-08 financial year the percentage of titles delivered in this manner across the books and serials collections increased from 17.3% to 22.2%. Within the serials collection alone, the number of titles available in electronic form from in-house and subscription services increased to just over 70%.

128   During the year the ongoing review of collection holdings identified some material that could be cancelled in order to purchase new electronic resources. The Library added several major electronic services to its collection in the year including:

      (a)   Library PressDisplay, providing access to over 400 current Australian and international newspapers;

      (b)   EBSCO Host Research Databases, providing access to Australian and international newspapers, newswires, journals and reference sources, including a specialised collection of environmental resources;

      (c)   Gale Health and Wellness Center, which includes access to medical, statistical, health and wellness information;

      (d)   Keesings World News Archive, with articles on world political, economic and social events back to 1931; and

      (e)   JSTOR, a major digital journal archive.

129   The Library's Electronic Media Monitoring Service (**EMMS**) provides access to radio and television current affairs and news programs. Work commenced on an enhancement to permit media content from other sources, including older analog content, to be added to the digital repository with the correct date and description attached. This will ensure that in future significant and high demand items from the Library's historic collection of radio and television broadcasts can be replayed on demand through the EMMS interface.

130   The major discovery service for our digital collections, ParlInfo, is being replaced. Both ParlInfo and the Bills systems have reached the end of their lives. A tender process occurred in 2007 to obtain a new technical solution for the systems managing of bills and providing access to parliamentary resources through ParlInfo. A contract was signed with the successful tenderer, SAIC, in October 2007. The cut over to the new system will occur in the first quarter

of 2008–09. DPS is working closely with the chamber departments, Office of the Parliamentary Council and Attorney-General's Department on these projects.

Continuous Improvement Review of the Information Access Branch

131 The Information Access Branch Continuous Improvement Review (**CIR**) was completed in October 2007. The majority of these improvements are now in place. A small number need to wait until the implementation of ParlInfo, which will occur in the second half of 2008. A specific efficiency in 2007-08 was to cease duplicating processing and storing transcripts and program notes of radio and television current affairs and news programs into ParlInfo as well as EMMS.

132 Other improvements set out in the recommendations include:

(a) efficiencies in the delivery of self-help services to clients;

(b) efficiencies in relation to collection access with digitisation of the Library's older information and press clippings files so that the material is available on demand and storage space reduced; and

(c) development of a digital collection policy which sets out the types of information resources the Library needs to hold in its own repository and what resources can be accessed, on demand, from other trusted external repositories.

Australian Parliamentary Fellowship

Figure 2—Australian Parliamentary Fellows Dr Joel Bateman (2008) and Dr Tim Kendall (2007)

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

134   Dr Timothy Kendall was the recipient of the 2007 fellowship. His topic was *Australia's China—China through the eyes of Parliament*. His research includes a survey of Senators and Members and in-depth interviews. His monograph was published in August 2008.

135   Dr Joel Bateman is the 2008 Parliamentary Fellow; his topic is *Shadow Cabinet in Australia: its Roles, Processes and Purpose*. The project aims to explore the role of the Shadow Cabinet as a political institution. It will look at how different Shadow Cabinets under different parties or leaders operate, including policy-making processes, structures of organisation and internal processes, and relationships with the Opposition backbench and the media.

Parliamentary Library feedback

136 The Parliamentary Library is committed to constantly improving its service delivery. Feedback from clients, including compliments, complaints, suggestions and information requests about our services, are vital to enable the Library to:

       (a)   improve our services and products;

       (b)   prevent problems from occurring in the future;

       (c)   ensure consistent service delivery; and

       (d)   communicate with clients about Library services.

137 A policy was developed based on what has been Library practice for many years. It was developed with guidance from the Standards Association of Australia, the Commonwealth Ombudsman and Australian National Audit Office audits of complaints systems in Commonwealth agencies.

138 The Continuous Improvement Review provided an opportunity for the Library to consider how clients could be informed of the methods available to provide feedback. To assist them to provide feedback information has been provided through *This Sitting Week*.

139 Staff consultation occurred to ensure that the policy was clear and effective. The policy has been publicised to all staff and is included in induction training.

140 The Library Committee approved the new policy and is now well informed about the Library's commitment to receiving and acting on feedback. Information about the policy and Library Committee's role was published on the Library's web site.

Australian National Audit Office (ANAO)

141   The ANAO released an updated Better Practice Guide: *Agency Management of Parliamentary Workflows*. For the first time the guide includes a section on "Providing information to the Parliamentary Library". The section appears in chapter 4, parliamentary workflow tasks, and is a valuable means of reminding all agencies of the need to provide information to the Library.

Significant improvements in services and systems

142   The major area of work was preparation for the new ParlInfo system. In developing the data dictionary, the database fields were rationalised and processes streamlined. Further work will occur after the implementation of the new system in 2008-09.

143   Indexes for bound volumes of Hansard, which recommenced in 2007, continued this year. The index for the 2006 volumes was distributed in late 2007. Preparation of the 2007 indexes has been completed and they should shortly be printed and distributed.

144   The *Briefing Book: Key Issues for the 42nd Parliament* was distributed within a month of the election to assist Senators and Members prepare for the new Parliament. The book is also available online.

145   The *Monthly Statistical Bulletin* (previously known as the *Monthly Economic and Social Indicators*) was reviewed and enhanced to improve the content, including commentary highlighting key points and a regular feature article.

146   A review of the *Parliamentary Handbook* was undertaken in consultation with the Library Committee, Library staff and staff of other Parliamentary departments. The aim of the review was to ensure that the Handbook for the 42nd Parliament best meets the information needs of Senators and Members, and that the Australian community is easily able to access information about the Parliament. Enhancements to both the hard copy and online versions of the Handbook are planned for this edition, which is due to be published in October 2008.

Assistance to parliamentary libraries in the region

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

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

(b)   information and training for visitors including hosting visits from Korean Parliamentary Library staff and the Kiribas Parliamentary Librarian;

(c)   advice to delegations from Tanzanian Parliamentary Departments, Ethiopian Parliament and the Sri Lankan Parliament;

(d)   resources to increase the collections of parliamentary libraries in Tuvalu, Vanuatu and Maldives and, with support from the Parliamentary Relations Office, purchased journals and reference material for Papua New Guinea;

(e)   support for reference/research services by encouraging libraries to pass on any relevant questions to us (during the year the Library answered a small number of enquiries from libraries in the region);

(f)   support for staff in regional parliamentary libraries with skills for specific tasks such as assisting the Cook Island Parliament set up their web site; and

(g)   support for libraries by providing free access to material on the Library's web site and Parliamentary Library publications such as the *Parliamentary Handbook*.

Strategic and Workforce Planning

148   The Senior Management Group of the Library, which comprises all Directors, Assistant Secretaries and the Parliamentary Librarian, met to develop the Library plan for 2008–09. Initiatives identified for particular action in the year include:

(a)   service developments for clients including training for new Senators;

(b)   feedback mechanisms in a non-survey year;

(c)   quality—ideas for ensuring quality in Library services and products; and

(d)   strategic training and other key issues.

149   Workforce planning continued to be a priority, in particular a focus on attracting and recruiting quality staff and developing and retaining existing staff. Workforce analysis conducted in 2007 identified that the Library was vulnerable to a significant loss of

expertise over the coming years because of its aging workforce. Mature age workers, those 45 years and older, accounted for 71% of the Library's workforce. Retirements and recruitment action since that time, including the introduction of some Research Assistant positions in the Research Branch, have seen a slight reduction in the mature age profile to approximately 69%.

150   During 2007–08 17 ongoing staff left the Library, a separation rate of 11.6%. This rate is slightly lower than the DPS rate of 11.9% for the same period and well below the 17.6% ongoing separation rate for Library staff reached in 2006-07.

151   The main reasons for separation from the Library during 2007-08 were resignation (4 staff, 23.5% of separations), permanent transfer (5 staff, 29.4% of separations), retirement (4 staff, 23.5% of separations), promotion (1 staff, 5.8%) and voluntary retirement (2 staff, 11.7% of separations). One staff member's employment was terminated. Most of the staff who resigned did so to take up positions in other organisations.

Parliamentary Library overview

Office of the Parliamentary Librarian

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

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

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

Research Branch

155   The Research Branch (**RB**) provides information, research and analytical services to Senators and Members and their staff, parliamentary committees and the parliamentary departments to

support parliamentary or representational duties (services are not provided to constituents or for commercial purposes).

156   The range of services provided includes individually commissioned information, research and advisory services for clients and research publications.

157   Commissioned information and research services involve responses to individual requests for information, research and/or critical analysis on subjects, issues and policies of interest to parliamentarians.

Information Access Branch

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

159   Access to services is also provided through the Parliamentary Library's Central Enquiry Point.

160   IAB staff selects, acquires and provides access to monographs, serials, electronic publications and external databases through the Library's Catalogue. Access to radio and television news and current affairs programs is provided through the EMMS. Material for the Library's information databases, available through ParlInfo, are selected and indexed.

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

Informed Support
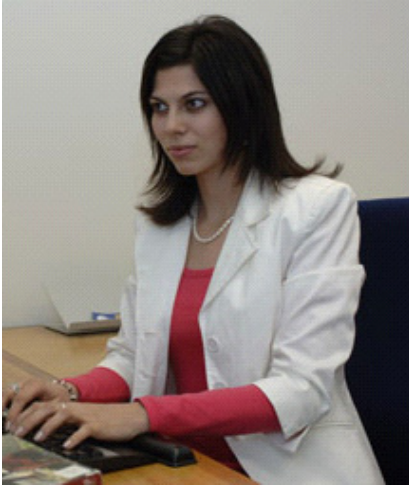
Nina has been working for almost a year in the Research Branch of the Parliamentary Library. *"It's been a challenging, but very rewarding and stimulating experience. From the onset of my employment here I was immersed in a range of topics and able to put my qualifications into practice (Master of International Relations/Master of Diplomacy). I feel I have grown intellectually with each new task.*

I have participated in some of the top conferences on foreign policy and security issues facing our region. I am working on developing my European expertise, and I recently presented my first research paper on EU–Australia relations at a national conference.

Working in the Foreign Affairs, Defence and Security Section of the Library has also provided me with the opportunity to utilise my foreign language skills".

Nina finds the immediacy of dealing with Senators and Members and their staff, and the responsibility for providing accurate information, analysis and advice (often within short time-frames) makes for a unique working environment in which every day is different. She has also made a number of excellent contacts in government and academia through her position in the Parliamentary Library.

"I enjoy the combination of writing, the atmosphere of interesting and varied work, as well as an opportunity to advance professionally—all elements of an ideal job for me! Along with a very supportive environment, I enjoy preparing material on different countries for the parliamentary committees and delegations and briefing Senators and Members about the latest developments overseas".

Looking to the future, Nina aspires to become an expert on international security, with her research enhancing the Parliamentary Library's name domestically and internationally.

Report on performance

Introduction—Output 1 Library Services

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

(a)   Sub-output 1.1—Research services. These services include responding to requests from individual parliamentary clients for information and research, and the production of general distribution briefs and publications; and

(b)   Sub-output 1.2—Information access services. Information services are provided to the Library's clients by acquiring and providing access to information resources in the collection and Library catalogue, through the selection, processing and indexing of material for library and media data bases in ParlInfo, and by publishing print and electronic works.

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

Sub-output 1.1—Research services

164   Sub-output 1.1—Research services to meet clients' needs. The services contributing to this Sub-output are as follows:

(a)   Commissioned information, research and advisory services—these are tailored responses prepared following requests from individual Senators, Members and their staff, and other parliamentary clients; and

(b)   Research publications (Publications)—these are prepared where strong client demand is anticipated for briefing on specific policy issues. Publications include Bills Digests, Research Briefs, Research Notes, Chronologies, Electronic Briefs, Background Notes and internet Resource Guides. Publications are generally available to clients and to the public, through the internet. A small number of publications are not available through the internet because they contain content which the Library is only licensed to make available to members of parliament.

165   During the year, Library induction and orientation sessions were held for clients. These continued to be successful in providing, through individual and small group sessions, a timely and detailed introduction to Library services. A particular focus was new Members for January to March, and new Senators from June 2008.

Figure 3—Sub-output 1.1—Research services—quality indicator

Quality indicator	Measure	Performance	
		2006-07	**2007-08**
Client satisfaction with requests and general briefs and publications (GBPs)	High level of customer satisfaction (target: 90%)	89%	89%[6]
	Client service delivered to timeliness service standard (target: 90%)	97%	97%
	Number of complaints from clients	5	1

Indicator—Client satisfaction with requests and general briefs and publications (GBPs)

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

   (a)   an overall measure of client satisfaction with requests, publications and media services derived from the client survey;

   (b)   a timeliness measure introduced in 2006-07, which measures the responses to individual client requests completed to the originally agreed or renegotiated deadline; and

   (c)   the number of complaints made by clients.

167   The new timeliness target of 90% was exceeded—with 97% of individual requests being provided by the originally agreed or renegotiated deadline. Performance against this target has remained stable since its introduction.

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[6] An assessment is undertaken once each Parliament. This figure is from the 2007 assessment.

Part 3—Parliamentary Library

168   There has been a major decline in complaints—only one client registered a complaint during 2007-08 and two others expressed strong views about individual publications. Each of the complaints was investigated and followed through with the complainant. The feedback was very valuable as it enabled us to review and improve some publications.

169   In addition, feedback from individuals and organisations that were not clients was received by email and telephone. All the feedback was about Library publications, which are available to the public through the internet. In three cases minor modifications or corrections were made to publications to address the issues raised.

Figure 4—Sub-output 1.1—Research services—quantity indicators

Quantity indicator	Measure	Performance	
		2006-07	**2007-08**
Individual client requests	Percentage of primary clients (Senators' and Members' offices, including Ministers' offices) using the service (target: 98%)	100%	100%
	Number of individual client requests (target: 19,000)	19,819	14,907
Self-service requests	Number of online uses of the Parliamentary Library's publications, including the Parliamentary Handbook and General Briefs and Publications, through ParlInfo and the internet (target: 9,000,000)	4,349,240	4,956,922
General briefs and publications	Number of general briefs and publications produced (target: 220)	275	231

Quantity indicator	Measure	Performance	
		2006-07	**2007-08**
Client training and seminars	Attendance at training courses and events (eg Vital Issues seminars) (target: 600)	448	723

Indicator—Client requests

170   During 2007-08, consistent with the previous two years, all of the Library's primary clients (Senators' and Members' offices, including Ministers' offices) used the client request service at least once—exceeding the target of 98%.

171   For 2007–08, as noted above, there was a huge increase in online usage of the Parliamentary Library's resources (600,000 extra uses) offset by a significant decrease (25%) in the total number of individual client requests, and the target for this measure (19,000) was not met. For 2007–08 there was also a decrease (17%) in the number of hours spent meeting client requests. This change is similar to that occurring in many other institutions. A number of further factors should be noted:

(a)   Since the mid-1990s, a small decrease in client requests to Parliamentary Libraries has been suggested internationally at discussions of the IFLA Standing Committee of the Section on Research and Library Services to Parliament, together with increased use of self-help resources;

(b)   The decrease in individual client requests at the Australian Parliamentary Library has continued for more than a decade; and

(c)   The number of client requests generally fluctuates, in election years there are usually fewer requests.

172   The 2008 election period and the three months immediately following the election saw significantly reduced client requests.

173   There has been a slight change in the average number of hours spent on client requests in the past three years. In 2005-06 the average was 2.83 hours per client request, falling to 2.50 in 2006-07 and rising to 3.41 in 2007-08. Factors affecting this include the complexity of requests, time constraints from requirements of

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clients and the number of newer staff who are not yet fully skilled in this work. There has not been a consistent pattern of change in this area.

Indicator— General briefs and publications

174   The number of publications produced was 18% lower than the previous year, although the hours spent on publications increased (by around 3000 hours). The decrease in the number of publications in part, reflects the fact that the number of Bills Digests published decreased from 191 last year to 152 in 2007–08, reflecting the effect of an election year on the legislative program.

175   Access to the Parliamentary Library's publications online through ParlInfo and the internet increased significantly (14%).

Bills Digests

176   During 2007–08, 152 Bills Digests were produced—a decrease of 20% on 2006–07. The reduction was primarily due to the calling of the 2007 federal election and the consequent hiatus in the introduction of Bills, for around four months from October 2007.

177   In common with 2006-07, a large number of Bills were first debated a relatively short period after their introduction into Parliament, requiring rapid turnaround time by staff involved in the production of Digests. Bills in this category included those in the Northern Territory 'national emergency response' package, which was introduced on 7 August 2007 and debated in the House of Representatives on the same day. An interim Digest covering the major elements of the package was made available to Members and Senators on the day the Bills were introduced. The final Digests were completed within a few days.

178   Digests were not produced for 8 of the Government Bills introduced in 2007–08 (compared to 13 in 2006–07) because they did not address significant or controversial policy issues, did not require explanatory information to assist in the debate or were part of a suite of bills where the Digests were produced for the main bills. A further 9 Digests (compared to 14 in 2006–07) were not completed in time for parliamentary debate on the Bill concerned. However, where it was not possible to produce Digests in time for debates, clients were provided with draft Digests or other briefing material on request.

179   During the year, staff guidelines were developed to complement the Operating Policy and Procedure—Preparing and

publishing Bills Digests. The guidelines and associated staff training are part of an ongoing process for improvement of Digests. Further initiatives to enhance quality control are planned for the second half of 2008.

Briefing book

180   Following each election the Library publishes a briefing book with the dual purpose of:

(a)   identifying issues which are expected to demand Senators' and Members' attention during the early months of the new Parliament and

(b)   'showcasing' Library capabilities and research expertise across a broad topic range, particularly to new parliamentarians and their staffers.

181   The briefing book presents a brief introduction to areas of key public policy concern, outlines the context for those concerns and discusses possible new policy and legislative directions.

182   The briefing book for the 42nd Parliament contained 85 issue briefs across 22 topic headings. It was distributed well in advance of Parliament's first sitting period to assist Senators and Members to prepare for the new Parliament and has been well received.

Budget Review 2008–09

183   The annual Federal Budget (**Budget**) is perhaps the Commonwealth government's most important political, economic and social document. The 2008-09 Budget was a critical document for establishing the policy directions and financial management initiatives of the newly elected Rudd Labor Government. The purpose of the *Budget Review 2008-09* was to assist Senators and Members by providing an overall examination of the Budget from a macroeconomic perspective. It also incorporated social policy, legal and other perspectives.

184   Providing information on the Budget and the Budget process was a major success this year. The Library's seminar, *Understanding the Budget*, which was attended by approximately 100 Senators, Members and their staff.

185   In addition to the review, newspaper articles including editorials, opinion pieces, and media releases were selected from the

Library's media collection and made available to clients online, with an introduction by a Senior Researcher from the Economics Section.

Figure 5—Distribution of client service hours by service type

Distribution of client service hours

■ Commissioned services for Senators and Members

■ Parliamentary committees, parliamentary departments and reciprocal arrangements

■ Publications

	2005-06	2006-07	2007-08
Publications	19365	15328	18710
Parliamentary committees, parliamentary departments and reciprocal arrangements	5151	4789	4149
Commissioned services for Senators and Members	42379	38270	31693

186   The time spent on publications showed a small decrease in the total over the three-year period, but with a significant increase from 2007-08 to 2006-07. In 2008-09 consideration will be given to targeting publication resources to areas of strong client demand.

Indicator—Client training and seminars

187   Attendance at Parliamentary Library lectures, Vital Issues seminars and orientation training increased this year by 62%. The following lectures and seminars were held:

      (a)   Professor the Hon. Alastair Nicholson AO RFD QC spoke on Citizenship—decisions by the executive as to the suitability or character of individuals;

(b)   a panel of distinguished visiting specialists addressed
        the topic Asia-Pacific Regional cooperation
        'architecture'—competitive or cooperative?;

(c)   Dr John Hart spoke on The American Presidential
        Election: Retrospect and Prospect;

(d)   Professor Joshua Gans and Robin Eckermann gave
        presentations on the issue of Broadband; and

(e)   Professor Ian Goulter, Vice-Chancellor, Charles Sturt
        University spoke on the topic Growing our communities
        in inland Australia.

Figure 6—Sub-output 1.1—Research services—price indicator

Price indicator	Measure	Performance	
		2006-07	**2007-08**
Cost of research services	Average cost per individual client request (staff time only)	$115	$148
	Average cost per request (total cost including overheads)	$296	$391
	Average direct cost per self-service client request (staff time only)	$0.19	$0.20
	Average cost per self-service client request (total cost including overheads)	$0.48	$0.48
	Total cost of sub-output 1.1	$10,764m	$11,272m

Sub-output 1.2—Information access services

188   The services contributing to this Sub-output are as follows:

(a)   the Library collection—development of the collection to
        meet users needs and provision of access through the
        catalogue and ParlInfo;

      (b)   online full–text content—news clippings; journal articles; political party documents; press releases and Library publications available through ParlInfo;

      (c)   media services—desktop access to television and radio news and current affairs programs broadcast in Canberra, provided to Senators and Members for their parliamentary duties;

      (d)   commercial databases—including online full-text journal and newspaper services available through the Library intranet and the Senators' and Members' Services Portal; and

      (e)   client services—including the Central Enquiry Point and self-help services.

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

190   To help clients use these services effectively, the Library provides orientation and training courses as well as online assistance.

Indicator—Client satisfaction with information access services

Figure 7—Sub-output 1.2—Information access services—quality indicator

Quality indicator	Measure	Performance	
		2006-07	**2007-08**
Client satisfaction with information access services	High level of client satisfaction (target: 90%)	89%	89%[7]
	New resources added to the Library's collection within timeliness service standard (target: 85%)	70%	90%

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[7] Assessment is undertaken once each Parliament. This figure is from the 2007 assessment.

Quality indicator	Measure	Performance	
		2006-07	**2007-08**
	Percentage of titles in Library collection available to clients online in full text (target: 20%)	17.3%	22.2%
	Number of complaints from clients	0	0

191   The timeliness service standard for new resources measures the percentage of titles added to the Library's collection within defined turnaround times. For non-priority items, the performance standard is within two weeks of receipt. Priority titles performance standards are:

(a)   critically urgent—catalogued within one hour;

(b)   urgent—catalogued within one day;

(c)   reference books—catalogued within two days; and

(d)   requested by clients—catalogued within one week.

192   Performance was measured on the percentage of outstanding titles at the end of each month that were within two weeks of receipt. The result was 90%, which was above the 85% target. All priority titles (approximately 70-80% of new resources) were catalogued within their target turnaround times. In 2008–09, the method will be improved to measure the actual turnaround times of priority titles added to the collection.

193   Increasing the number of electronic resources available to clients through their computers was a priority. The client assessment and discussion at Library Committee meetings identified this as an area which required high priority.

194   The current budget provides some opportunity to increase electronic resources. Collaborative purchasing with other libraries, such as Electronic Resources Australia and the Australian Government Libraries Information Network, and reallocation of resources used for print serials has enabled the collection to increase further in this area in 2007-08. The total number of electronic monographs and serials in the collection increased from 21,312 at 1

July 2007 to 28,987 at 30 June 2008. The percentage of titles available to clients in electronic full text increased by nearly 5%.

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

Quantity indicator	Measure	Performance	
		2006-07	**2007-08**
Material added to Library databases	Number of items added to databases created by the Library, including television and radio programs and transcripts in the Electronic Media Monitoring Service, and Library contributions to resources in ParlInfo (target: 160,000)	187,926	167,537
Material added to Library collection	Number of new titles (monographs and serials) added to the Library's collection (target: 4,000)[8]	4,418	4,630
Use of the Library collection and databases	Use of the collections and databases including loans from the collection, use of electronic journals, Electronic Media Monitoring Service and Library contributions to resources in ParlInfo (target: 2,100,000)	2,281,750	2,544,500

Indicator—Material added to Library databases

195   Clients of the Library require access to accurate and up-to-date information. Because electronic material can be made accessible to clients 24 hours a day, 7 days a week, greater emphasis is being placed on collecting material in an electronic

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[8] 'Monographs' are non-journal publications complete in one volume or a finite number of volumes.

format and making it accessible through easy-to-use interfaces such as the Senators' and Members' Services Portal.

196   The number of newspaper clippings added to the database was slightly down—119,228 clips added in 2007-08 compared with 121,672 in 2006-07. One factor that contributed to this was that in the period after the federal election—from November 2007 until the 42nd Parliament commenced in February 2008—there were fewer items in the news relevant to the interests of the Parliament.

197   The Library completed a tender for the purchase of online news services during the year. This resulted in the purchase of subscriptions to Factiva iWorks and Library PressDisplay for direct access by clients. As well, a three-year contract was negotiated for the provision of newsclips to the Library's newspaper clippings database.

Indicator—Material added to Library collection

198   The Library's physical collection of monographs and journals is constantly updated in accordance with the Library's *Collection Development Policy*. The Library aims to keep the collection at around 115,000 monograph titles. It has around 8,000 individual print and electronic journal titles, not including the large aggregated subscription services. New material is acquired; outdated, damaged or redundant material is discarded regularly. Materials on Australian politics, legislation and constitutional matters are retained permanently.

199   Increasingly, the collection emphasis is on acquiring current, up-to-date information through serial and other subscriptions. Fewer monographs are being requested for purchase.

Indicator—Use of the Library's collection and databases

Increased use of Library databases

200   Clients can access the Library's databases through ParlInfo either through a Windows based interface, which is only available to users of the Parliamentary Computing Network, or through the publicly available web interface.

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

Part 3—Parliamentary Library

202   The significant increase in the use of these resources in 2007-08, 12%, is consistent with long-term patterns. Use of the electronic collections is highest when Parliament is sitting. This has been a consistent trend for the last three years, with usage rising in the build up to the commencement of the 42nd Parliament.

Electronic Media Monitoring Service (EMMS)

203   In the lead-up to the introduction of the new ParlInfo, workflows have been reviewed with the aim of removing duplication of records. In particular, transcripts which were duplicated in EMMS and the Library's database on ParlInfo—two separate systems with two sets of workflows—are being rationalised. This duplication will cease with the new ParlInfo because the software allows for better integration of records which will only need to be captured and described once.

Figure 9—Sub-output 1.2—Information access services—quantity indicators

Price indicator	Measure	Performance	
		2006-07	**2007-08**
Cost of information access services	Average cost per item added to the Library's collection	$362	$412
	Average cost per item added to the Library's databases	$19.98	$24.33
	Average cost per use of the Library's databases and collection	$3.36	$3.54
	Total cost of sub-output 1.2	$10,027m	$10,246m

Parliamentary Library Financial Report

	2006-07 $	2007-08 $
Income		
Appropriations	14,751,936	15,767,035
Depreciation	1,784,617	1,183,378
Expenditure		
Total Salaries	12,220,319	12,323,494
Research Branch	7,498,398	7,709,011
Information Access Branch	4,303,104	4,217,910
Office of the Parliamentary Librarian	418,817	396,573
Other employee expenses	141,201	161,878
Staff training, travel and related expenses	162,593	239,737
Collection (information resources)	1,499,346	1,486,154
Collection (depreciation of monographs and reference collection)[9]	536,368	580,649
Other expenses	329,809	347,864
Asset maintenance (software licences/maintenance)	263,314	239,094
Total expenditure (including expenditure from depreciation funds)	15,152,950	15,699,816
Total expenditure (excluding expenditure from depreciation funds)	14,616,582	15,119,167
Staffing	**2006–07**	**2007–08**
Research Branch	75.25[10]	78.12
Information Access Branch	57.39	57.95
Office of the Parliamentary Librarian	3.0	3.09
Total	135.64	139.16

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[9] Not included in the operational budget, represents funding from depreciation of the collection.

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

Part 3—Parliamentary Library

Figure 10—Parliamentary Library Organisation Chart

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┌──────────────────────────┐              ┌──────────────────────────┐
│  Joint Standing Committee │──────────────│      Secretary DPS       │
│   on the Parliamentary    │              │                          │
│          Library          │              └──────────────────────────┘
└──────────────────────────┘
                    ┌──────────────────────────┐  ┌──────────────────────┐
                    │  Parliamentary Librarian  │──│  Client Relations    │
                    │   Roxanne Missingham       │  │  Richard Ryan        │
                    │                            │  │  (Director)          │
                    └──────────────────────────┘  └──────────────────────┘

┌──────────────────────────┐              ┌──────────────────────────┐
│ Information Access Branch │              │     Research Branch       │
│   Assistant Secretary     │              │   Assistant Secretary     │
│      Nola Adcock          │              │      Jane Romeyn          │
└──────────────────────────┘              └──────────────────────────┘
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Information Access Branch — Assistant Secretary Nola Adcock

- Central Enquiry Point — Leo Terpstra (Director)
- Collection Management — Gaik Khong (Director)
- Database Services — Judy Hutchinson (Director)
- Publishing — Margaret Krikorian (Director)

Research Branch — Assistant Secretary Jane Romeyn

- Economics — Miles Goodwin (Director)
- Foreign Affairs, Defence and Security — Nigel Brew (Director)
- Law and Bills Digest — Angus Martyn (Director)
- Politics and Public Administration — Cathy Madden (Director)
- Science, Technology, Environment & Resources — Roger Beckmann (Director)
- Social Policy — Carol Kempner (Director)
- Statistics and Mapping — Stephen Barber (Director)

Part 4—Report on performance

Part 4—Report on performance

Overview

Performance information and reporting model

204   The DPS Outcome and Outputs Framework consists of four outputs—with sub-outputs—and administered work programs. The framework is summarised in Figure 11.

205   Performance indicators for each output are established in the DPS *Portfolio Budget Statement 2007-08*. The indicators cover the quality, quantity and price aspects of the department's outputs or services.

206   In this part of the annual report, performance results and explanatory comments are provided against each of the department's sub-outputs.

Output cost attribution

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

208   Each branch comprises a number of cost centres that collect all direct operating costs, including depreciation, on an accrual basis. The internal overheads attribution process is completed in a number of steps. First, the costs of all corporate cost centres are allocated to sub-outputs. Then, the cost of providing internal services (IT, communications and accommodation) is attributed to those sub-outputs that receive the services. This methodology ensures that the department reports the total cost of services provided to clients for each sub-output.

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

Part 4—Report on performance

Figure 11—Relationship between Outcome and Outputs

OUTCOME

Occupants of Parliament House are supported by integrated services and facilities, Parliament functions effectively and its work and building are accessible to the public.

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

Effectiveness in achieving the planned Outcome

210   The Outcome statement of DPS is that "occupants of Parliament House are supported by integrated services and facilities, Parliament functions effectively and its work and building are accessible to the public".

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

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

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

213   The services and facilities provided by DPS are reviewed on a regular basis. We have continued to implement the recommendations of the Continuous Improvement Reviews (**CIRs**) which began in 2005. The CIRs have reviewed all of DPS's operations and identified many opportunities for improvements. Part of the pay rise received by staff in July 2007 was conditional on savings found by the various CIRs.

Parliament functions effectively …

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

(a)   ensuring the security of the building, including the chambers in particular, and of building occupants;

(b)   providing a suitable venue for parliamentary activity through building maintenance and provision of building services and information and communications technology services; and

(c) providing Hansard and library services to enable members of Parliament to contribute effectively to parliamentary activities.

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

215   In 2007-08, DPS facilitated access for the general public to the work of the Parliament and its building by:

(a) providing 929 hours of chamber broadcasts;

(b) providing 1,208 hours of committee broadcasts;

(c) providing print-ready Hansard transcripts on the DPS internet site and the web interface to ParlInfo; and

(d) hosting 867,220 visitors, including 114,086 school children.

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

(a) the appropriateness of, and satisfaction with, existing services;

(b) problems with service delivery;

(c) identification of service gaps; and

(d) the extent to which services and facilities are appropriately and conveniently integrated and accessible to assist the user.

217   The survey for the 41st Parliament was conducted during 2007[11]. It is envisaged that the views of the 42nd Parliament will be surveyed during 2009.

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[11] Analysis of the results of the DPS Customer Survey 2007 can be found in Part 1 of *Department of Parliamentary Services Annual Report and Financial Statements 2006-07.*

Output 1—Library Services

Introduction

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

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

Output 2—Building and Occupant Services

Introduction

220   Output 2 of the DPS Outcome and Outputs Framework is the provision of an efficiently functioning, safe and secure environment for Senators, Members, other building occupants and visitors.

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

Sub-output 2.1—Security services

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

Figure 12—Sub-output 2.1—quality indicator

Quality indicator	Measure	Performance	
		2006-07	**2007-08**
Extent to which security procedures are followed	Percentage of reported security incidents dealt with in accordance with agreed procedures (target: 100%)	100%	100%

Indicator—Extent to which security procedures are followed

223   During 2007-08 there were 234 reported security incidents. All of these were responded to in accordance with established procedures.

Part 4—Report on performance

Figure 13—Sub-output 2.1—quantity indicators

Quantity indicator	Measure	Performance	
		2006-07	**2007-08**
Validation of security procedures	Percentage of security validation program achieved (target: 100%)	92%	100%
Security incidents	Number of reported security incidents	AFP-UP: 177	151
		PSS: 86	83
Security services	Number of hours of internal guarding (PSS)—monthly average hours	20,527	19,281
	Number of hours of external guarding (AFP-UP)—monthly average hours	12,982	11,722
	Number of parliamentary functions (including official visits) requiring additional security resources	See paragraph 229	See paragraph 229

Indicator—Validation of security procedures

224   Security validation exercises are conducted by the PSS and Australian Federal Police-Uniform Protection (**AFP-UP**), with exercises conducted monthly to test how well procedures work. All 24 scheduled validation exercises were conducted in 2007-08.

225   Five of these exercises were conducted as joint exercises between the PSS and AFP-UP.

Indicator—Security incidents

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

Indicators—Security services

227   The number of PSS hours used each month varies depending on the number of parliamentary sitting days and, to a lesser extent, the number of functions held in Parliament House.

228   The reduction in the number of internal guarding hours is attributed to a reduction in the number of parliamentary sitting days in the 2007-08 year.

Figure 14—Number of parliamentary and non-parliamentary functions requiring additional security resources

Measure	2006-07	2007-08
Number of parliamentary functions (including official visits)	199	79
Number of parliamentary functions (including official visits) requiring additional security	30	5
Number of non-parliamentary functions	607	676
Number of non-parliamentary functions requiring additional security	512	375

229   The PSS provides services to parliamentary and non-parliamentary functions requiring additional security resources. During 2007-08, there was a substantial reduction in the number of parliamentary and non-parliamentary functions requiring extra security resources (see Figure 14).

230   Most notably, parliamentary functions requiring additional security resources fell from 30 in 2006-07 to five in 2007-08. This was largely due to the Presiding Officers approving—in May 2008—changes to the definition of what is, and what is not, a parliamentary function.

231   This led to fewer functions being assessed as parliamentary. The new definition of a parliamentary function includes functions in support of the whole of Parliament but excludes specific political party or executive government functions.

Part 4—Report on performance

Figure 15—Sub-output 2.1—price indicator

Price indicator	Measure	Performance	
		2006-07	**2007-08**
Security services	Staff costs for:		
	a) internal guarding (PSS)	$10,441,498	$10,593,453
	b) external guarding (AFP-UP)	$10,073,710	$10,479,017
	c) guarding for standard operations (not including overheads)	$20,145,143	$20,706,568
	d) additional guarding for parliamentary functions	$10,565	$11,437
	e) additional guarding for non-parliamentary functions	$359,500	$354,466
	Direct costs of Pass Office operations	$221,994	$210,223
	Total cost of sub-output 2.1	$29.640m	$29.875m

Indicators—Cost-effective security services

232   The cost of internal guarding increased to $10,593,453 in 2007-08. Increases to DPS salary costs were offset by the reduced number of parliamentary sitting days—65 in 2007-08 compared to 76 in 2006-07.

233   There is no cost recovery applied to security services provided to parliamentary functions. The cost of security services for non-parliamentary functions is recovered from function organisers.

Security Matters

Ensuring a safe and secure Parliament House is a priority of DPS and the Parliamentary Security Service (PSS) staff who work around the clock every day of the year.

Dennis and Rose are two of our PSS staff members. Both agree that the people they work with are the best part of the job. "*Great people and great conditions*" is how Dennis describes it. "*I also think the flexibility is fantastic. Not just the hours, but the chance to be a lot more involved in work that gets you out of an office, if that's what you want to do*".

In his three years with the PSS Dennis has also had some great development opportunities, including a chance to undertake protective security training with the Attorney-General's Department.

Rose came to the PSS almost a year ago from a background in retail and particularly enjoys the role of dealing with people. "*I am so proud to come to work and be responsible for the building and, more importantly, the people in it*". The three shifts available each day also appeals. "*There is usually some flexibility in the planning. The best thing is that the managers listen*". With the opportunity to develop her computer skills Rose couldn't be happier. "*It is just such a great environment to work in*".

The PSS achieves a lot more than keeping the building and staff secure. The Phil Botha Memorial Charity Fund was set up in memory of Phil Botha, a member of the PSS who died from cancer. In October every year the Phil Botha fun run raises money to assist the Make-a-Wish Foundation and an orphanage in East Timor. This is achieved through PSS volunteers and others taking turns to run around Parliament House from 5am to 5pm. Last year over $10,000 was donated to these causes, taking the total to approximately $100,000 since its inception.

Rose was one of the many DPS staff who completed some laps of the building last October. "*It was great fun. The running caused some sore legs the next day, but my friends and colleagues were out there volunteering their own time to raise money for a great cause. I'm looking forward to doing it again this year*".

Sub-output 2.2—Facilities services

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

Figure 16—Sub-output 2.2—quality indicators

Quality indicator	Measure	Performance	
		2006-07	**2007-08**
Customer satisfaction	High level of building occupant and/or user satisfaction with facilities management services	90.27%[12]	Not applicable[13]
	Number of complaints about facilities management services	19	69
Visitor satisfaction	Visitor satisfaction measured through visitor surveys (target: 85%)	96.5%	See paragraph 238
	Number of complaints about visitor services	3	3

Indicator—Customer satisfaction (facilities management)

235   As DPS did not conduct a customer survey in 2007-08, there is no information to compare with previous satisfaction levels.

236   The reported number of complaints regarding facilities management services rose significantly from 19 in 2006-07 to 69 during 2007-08. The increase is attributable to changes in the process for reporting complaints. All feedback—including complaints—is now reported directly to Facilities Management staff, rather than direct to the contractors. This modification has allowed for more information to be captured by Facilities Management, resulting in more effective and efficient management of contractors.

237   Complaints about cleaning services made up 87% of all complaints about facilities management services during 2007-08.

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[12] This is a summarised figure of information reported in Figure 16, page 89, of the *Department of Parliamentary Services Annual Report and Financial Statements 2006-07*.

[13] DPS conducts a customer satisfaction survey once for each Parliament. The last survey was conducted for the 41st Parliament in 2006-07.

Indicator—Visitor satisfaction

238   Three complaints were received from visitors during 2007-08, equalling the three received in 2006-07. Visitor satisfaction surveys were not conducted during 2007-08, but are currently being reviewed and should recommence in 2008-09.

Figure 17—Sub-output 2.2—quantity indicators

Quantity indicator	Measure	Performance	
		2006-07	**2007-08**
Nurses Centre	Number of requests for first aid	1,042	812
	Number of health promotion programs conducted	4	1
	Number of vaccinations delivered under influenza vaccination program	547	772
	Number of incidents and accidents reported	177	113
	Number of health support services delivered	421	390
Health and Recreation Centre	Number of members, by category[14]:		
	a) Senators and Members	65	67
	b) staff of Senators and Members	27	23
	c) others	534	667
	Number of casual visits by category of user:		
	a) Senators and Members	78	33
	b) staff of Senators and Members	1,140	667
	c) others	276	680
	Classes conducted:		
	a) total number of places in classes	6,424	6,156
	b) total number of attendees at classes	4,209	3,750

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[14] As at 30 June 2008.

Part 4—Report on performance

Quantity indicator	Measure	Performance	
		2006-07	**2007-08**
Community engagement with Parliament House	Total number of visitors	889,115	867,220
	Total number of general (public) tours conducted	5,055	4,981
	Total number of school tours conducted	3,379	3,256
	Total number of special tours conducted	719	610
	School tours – total number of participants	107,980	114,086
	Special tours – total number of participants	11,659	9,825
	Open day – total number of visitors	Not applicable[15]	8,662
	Garden tours – total number of participants	251	330
Parliament Shop customers	Total number of customers	68,541	62,257

Indicator—Nurses Centre

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

240   The Nurses Centre experienced a decrease in demand for its services during 2007-08, due to the reduction of parliamentary sitting days as a result of the November 2007 federal election.

241   There was an increase in the number of participants in the influenza vaccination program. In 2007-08 all three parliamentary departments participated in the program compared to only two participating departments in 2006-07.

242   One health promotion program was conducted during 2007-08; this related to the management of common colds. The program involved the distribution of information outlining ways in which building occupants can prevent infection.

[15] No Open Day was held in 2006-07.

Indicator—Health and Recreation Centre

243   The total membership of the Health and Recreation Centre as at 30 June 2008 was 757, the highest level of membership over the past six years.

244   There was a decrease in overall class attendance and casual visits by non-Canberra-based staff due to the reduced number of parliamentary sitting days caused by the November 2007 federal election.

245   During 2007-08 overall visitor numbers to Parliament House decreased by 2.5% compared to 2006-07. The decrease in total visitors can be attributed to the reduced number of parliamentary sitting days due to the 2007 federal election and the long term trend of slight decline of visitors since Parliament House opened in 1988 as shown in Figure 18. The number of visitors to Parliament House is a count of people entering the building through the main front entrance.

Figure 18—Parliament House Visitors 1988-2008
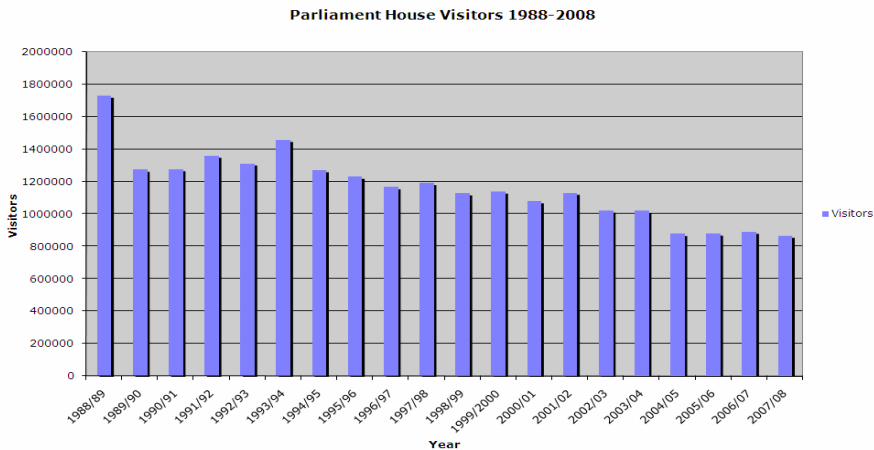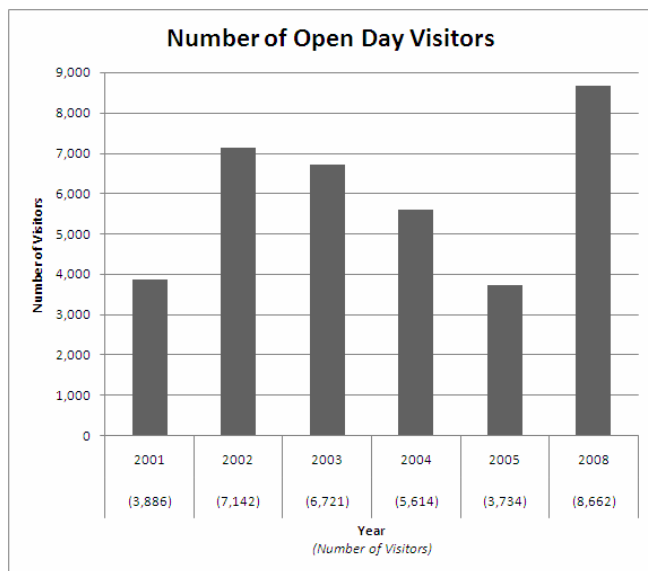

246   The number of school students participating in educational programs in Parliament House increased by 5.7% compared to 2006-07.

247   There was a 15.2% decrease in the number of special tours conducted compared with 2006-07. This decrease was due to the reduced number of parliamentary sitting days, as special tours generally coincide with parliamentary sitting.

Part 4—Report on performance

248   To celebrate the 20th Anniversary of Parliament House an Open Day was held. This was the most popular Open Day of the six conducted since 2001.

Figure 19—Number of Open Day Visitors 2001 to 2008

Number of Open Day Visitors

Year	Number of Visitors
2001	(3,886)
2002	(7,142)
2003	(6,721)
2004	(5,614)
2005	(3,734)
2008	(8,662)

Indicator—Parliament Shop

249   As foreshadowed in the 2006-07 Annual Report, the Parliament Shop has commenced a review of the appropriateness of its merchandise. This review has resulted in the purchase of a number of new product lines and the discontinuation of unsuccessful products. The review is expected to be finalised in 2008-09.

250   The number of Parliament Shop customers declined by 9.2% in 2007-08. This is a result of the overall drop in visitor numbers to Parliament House and the reduced number of sitting days.

Figure 20—Sub-output 2.2—price indicator

Price indicator	Measure	Performance	
		2006-07	**2007-08**
Facilities services	Cleaning costs under contracts:		
	a) internal cleaning costs	$3,467,400	$3,561,259
	b) external cleaning costs	$1,081,736	$999,659

Price indicator	Measure	Performance	
		2006-07	**2007-08**
	Waste management costs under contracts	$131,704	$139,004
	Gross revenue from non-catered functions	$17,115	$37,599
	Gross revenue from:		
	a) Press Gallery licensees	$996,300	$1,020,313
	b) catering contractors	$467,850	$350,954
	c) other licensees	$177,524	$189,571
	Administration fee paid to catering contractors	$274,309	$243,009
	Nurses Centre: Direct costs	$217,826	$209,229
	Health and Recreation Centre: Net costs (direct costs less revenue)	$145,118	$92,940
	Parliament House Guides services: net costs (direct costs less revenue)	$1,403,076	$1,465,102
	Parliament Shop: Revenue (target: $1.3m)	$1,245,142	$1,119,293
	Parliament Shop: Net profit (revenue less stock and direct staff costs)[16] (target: 12% of revenue)	$244,325 19.6%	$227,768 20.3%
	Total cost of sub-output 2.2	$9.968m	$9.918m

Indicator—Facilities services

251   During 2007-08 internal cleaning costs increased, in line with contractual CPI adjustments.

252   External cleaning costs have declined due to water restrictions. The restrictions have limited water-intensive cleaning of

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[16] The target is a minimum 12% of revenue.

ductwork, carparks and external surfaces of the building including the building façade.

253   The substantial increase in revenue from non-catered functions reflects costs recovered by DPS for services provided to a number of special events held at Parliament House in 2007-08. The Australia 2020 Summit was the largest function held at Parliament House during 2007-08.

254   Net costs for the Health and Recreation Centre decreased during 2007-08 due to increased membership by DPS staff.

255   The catering contract for the staff dining room and Queen's Terrace Café expired on 30 June 2007 and an extension was negotiated to allow for the tendering of two catering contracts. The reduced revenue from catering contracts is attributable to those interim contract arrangements. New catering contractors were appointed with effect from 1 July 2008.

256   The Parliament Shop recorded a decrease in net profit for 2007-08 due to reduced revenue, which was 21.2% less than the 2007-08 target of $1.42m. However, reduced stock—resulting from the review outlined in paragraph 249—and reduced direct staff costs meant that the profitability increased slightly and was well ahead of the 12% minimum target.

Output 3—Infrastructure Services

Introduction

257   Output 3 of the DPS Outcome and Outputs Framework is the supply of integrated services and facilities through the provision of maintenance, infrastructure and support services.

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

Sub-output 3.1—Building infrastructure services

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

Figure 21—Sub-output 3.1—quality indicators

Quality indicator	Measure	Performance	
		2006-07	**2007-08**
Extent to which the building condition is maintained	Building Condition Index (target: 89-92%)	89.1%	89.3%
Extent to which the landscape condition is maintained	Landscape Condition Index (target: 90%)	89.0%	83.0%
Condition and ageing of engineering systems	Engineering Systems Condition Index (target: 90%)	88.7%	90.0%
Performance of security systems	Scheduled availability of operational systems:		
	(a) card management system (target: 100%)	100%	100%
	(b) radio communications equipment (target: 100%)	100%	100%
	(c) x-ray equipment/ walk-through metal detection (target: 95%)	100%	100%
	(d) CCTV (target: 98%)	Not available	100%
	(e) electronic door locks (target: 99.8%)	100%	100%
	(f) satellite stations (target: 99.9%)	100%	100%
	(g) alarms (target: 99.9%)	100%	100%

Explanation of indicators

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

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

Part 4—Report on performance

262   The Engineering Systems Condition Index (**ESCI**) measures the current operation and condition of the engineering systems in Parliament House against the expected decline of those systems through their life cycles. The system of scoring has been designed so that the optimum target of 90% is achieved if all systems are ageing through their life cycle as expected.

Indicator—Extent to which building condition is maintained

263   Parliament House is divided into seven zones, as shown in Figure 22, to measure the BCI. The seven zones have different condition targets that combine to give an overall score for the BCI. The target range of 89-92% has been determined, based on external benchmarks, as the optimum balance of condition and cost.

Figure 22—Building Condition Index score by zone

Zone	Score % 2006-07	Score % 2007 -08
Public Areas	89.2	89.7
Parliamentary Chambers	92.1	92.6
Ministerial Wing	89.5	89.7
Senate Wing	89.0	89.9
House of Representatives Wing	89.2	89.4
Back of House	85.2	84.4
Plant Rooms	89.4	89.3
Total	**89.1**	**89.3**

264   There has been a 0.2% increase in the overall Building Condition when compared to 2006-07. Higher levels of access provided to Senate, Ministerial and Members' suites, along with the post election change of Government, enabled more time to be spent on building fabric maintenance in these areas. This has resulted in an increased rating in these areas. The only areas to experience a decrease were the Back of House and Plant Room areas.

Indicator—Extent to which landscape condition is maintained

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

266   There was a 6% decrease in landscape condition in 2007-08, with the result being 7% below the target. December 2008 marked the second consecutive year of stage 3 water restrictions. This has had a significant impact on the landscape condition, particularly

those areas where no irrigation is provided under stage 3 restrictions.

Indicator—Condition and ageing of engineering systems

267   To arrive at the ESCI, 83 engineering and structural systems—including airconditioning, hydraulic, power, fire and security systems—have been scored for reliability, life cycle progress and actual versus expected condition.

268   Overall, ESCI met the target for 2007-08. Engineering services related items only had a score of 88.8%—similar to last year's overall average score—which was offset by a score of 91.9% for building structure and surfaces.

269   Several systems are approaching the end of their life and preparations are underway for their replacement over the next few years. These systems include the central energy plant, kitchen equipment and exterior street and floodlighting.

Indicator—Performance of security systems

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

271   Standard security foot patrols are backed up by daily camera coverage checks and weekly camera maintenance. Performance checks are conducted on all CCTV cameras to ensure they are operational. From time to time these routine checks identify individual camera units that require some form of maintenance, but this does not detract from the overall performance of the CCTV system. Faults with individual camera units are generally rectified within acceptable timeframes.

272   In January 2008 work commenced on a CCTV camera replacement project, with the majority of work completed by June 2008.

Part 4—Report on performance

Figure 23—Sub-output 3.1—quantity indicators

Quantity indicator	Measure	Performance	
		2006-07	**2007-08**
Managing the potential impact on the environment	Electricity consumption (target: 96,951 Gj)	93,984 Gj	88,642 Gj
	Gas consumption (target: 48,641 Gj)	45,382 Gj	41,015 Gj
	Greenhouse gas emissions[17] (target: 28,845 CO_2e)	24,147 tonnes CO_2e	22,286 tonnes CO_2e
	Water consumption (target: 240,00 kL)	224,006 kL	163,481 kL
	Waste recycled as a percentage of total waste generated (target 38%)	39.0%	43.0%
Maintenance of plant and building fabric	Percentage of planned maintenance achieved (target: 85%)	88.8%	94.0%
Maintenance help desk requests	Total number of calls	4,286	3,790

Indicator—Managing the potential impact on the environment

273   This year, for the first time, all environmental and heritage performance reporting information has been consolidated in a single part of the annual report. Part 5—Environment and heritage includes information on the "managing the potential impact on the environment" indicator.

Indicator—Maintenance of plant and building fabric

274   The Maintenance Services Section achieved 94% of the planned maintenance for 2007-08 against a target of 85%. This good result reflects a year which included an election, so access to plant and equipment was more achievable.

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[17] For this measure greenhouse gas emissions include emissions generated from electricity and gas consumption only.

Indicator—Maintenance help desk requests

275   The number of calls to the Maintenance Services Help Desk fell this year. Again this was contributed to by the November 2007 federal election.

Figure 24—Sub-output 3.1—price indicators

Price indicator	Measure	Performance	
		2006-07	**2007-08**
Maintenance	Maintenance costs reduced by 1.25% from previous year	$18,324,796	$19,208,066 (+4.8%)
Energy	Energy cost reduced by 1.25% from previous year	$2,863,839	$2,698,528 (-5.8%)
Water and sewerage services	Water and sewerage cost reduced by 1.25% from previous year	$824,590	$860,948 (+4.4%)
Building infrastructure services	Total cost of sub-output 3.1	$20.347m	$21.210m (+4.2%)

Indicator—Energy costs

276   Although our unit energy costs increased, reduction in consumption (helped by the November 2007 federal election) caused a 5.8% reduction in total cost.

Indicator—Water and sewerage costs

277   Expenditure on water increased by 4.4% when compared to 2006-07. Although actual consumption fell by 27%, this was affected by significant increases in the price of water and sewerage during 2007-08. It is likely that similar large increases in the price of water will be incurred in 2008-09.

Indicator—Total sub-output costs

278   The total cost of providing building infrastructure services has increased by 4.2% compared with 2006-07. This includes previously mentioned increases in the cost of water and electricity, CPI increases in other maintenance contracts, and salary increases provided for in the DPS certified agreement.

279   With several major elements of the building infrastructure nearing their end of life, asset replacement will provide opportunities

to review the approach to maintaining these assets. While some savings are expected, they may not be realised for several years.

Sub-output 3.2—IT infrastructure services

280   IT infrastructure services provided include the maintenance of information technology, broadcasting and telecommunications infrastructure, and customer support for these services.

Figure 25—Sub-output 3.2—quality indicators

Quality indicator	Measure	Performance	
		2006–07	**2007–08**
Customer satisfaction	High level of user satisfaction	82.1%[18]	Not applicable[19]
	Number of user complaints	33	58
High level of critical systems availability	Number and percentage of hours of systems unavailable during scheduled service hours (target: 100%):		
	a) information technology infrastructure (computing services)	99.98% (unavailable for 2:53hrs)[20]	99.99% (unavailable for 4:44hrs)
	b) information technology infrastructure (network)	99.85% (unavailable for 13:30hrs)	100% (unavailable for 1hrs)
	c) broadcast support infrastructure	99.99% (unavailable for 1:13hrs)	100% (unavailable for 0:08hrs)
	d) telecommunications infrastructure	some components unavailable for 28hrs	100% (unavailable for 0:00hrs)

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[18] This is a summarised figure of information reported in Figure 25, page 103, of the *Department of Parliamentary Services Annual Report and Financial Statements 2006-07*.

[19]DPS conducts a customer satisfaction survey once for each Parliament. The last survey was conducted for the 41st Parliament in 2006-07.

[20] In 2006-07 a 96 minute outage affected several critical systems simultaneously. This was reported as a single interruption. The calculation of this indicator has been changed in 2007-08 to total each simultaneous interruption so as to more accurately reflect the impact on clients.

Quality indicator	Measure	Performance	
		2006-07	**2007-08**
Timeliness of problem resolution	Percentage of support requests resolved within service standards as follows (target: 95%):		
	a) immediate priority – response 15 minutes, resolution 2 hours	92.7%	90.26%
	b) high priority – response 30 minutes, resolution 4 hours	98.4%	96.18%
	c) medium priority – response 30 minutes, resolution 8 hours	98.2%	97.38%
	d) as agreed – response 60 minutes, resolution as agreed	98.5%	98.20%

Indicator—Customer satisfaction (IT Infrastructure)

281   The number of customer complaints recorded increased from 33 in 2006-07 to 58 in 2007-08. The main reasons for client complaints were associated with:

(a)   time taken to resolve incidents;

(b)   the troubleshooting process;

(c)   reliability of some products; and

(d)   slowness of the Electorate Office network.

Indicator—High level of critical systems availability

282   Critical systems are defined as:

(a)   House of Representatives applications:

(i)   Chamber applications;

(ii)   Table Office applications;

(b)   Senate applications:

(i)   Table Office; and

(ii)   Procedures Office;

      (c)   Hansard applications;

      (d)   OneOffice;

      (e)   Building Management System (BMS);

      (f)   Parliamentary Computing Network (PCN);

      (g)   home servers;

      (h)   print servers;

      (i)   email; and

      (j)   DPS applications:

            (i)   SAP; and

            (ii)   PeopleSoft.

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

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

285   IT critical systems were unavailable on various occasions throughout the year, with total aggregate outages being 284 minutes. The system failures were due to:

      (a)   The three Email servers had an aggregate unavailability of 20 minutes during the year. This was due to email queue problems associated with the spam management software, each of which required a server reboot.

      (b)   The six Home servers holding network drives had an aggregate unavailability of 72 minutes during the year. The most significant event was an electrical supply problem in September 2007 causing 30 minutes of unavailability.

      (c)   The print server was unavailable for 10 minutes due to a software problem that required a reboot in July 2007.

      (d)   The chamber systems server that underpins Hansard and Table Office systems was unavailable for 22 minutes due to an electrical supply problem in April 2008.

(e)   On numerous occasions DPS PeopleSoft pay processing stalled and the server needed rebooting during business hours. These occasions lasted 159 minutes in total.

286   Some aspects of broadcasting infrastructure were unavailable for a total of 8 minutes during required operating hours in 2007-08. Service interruptions were as follows:

(a)   Four minutes of audio was lost in Committee Room 2R1 in April 2008 when a routing switcher failed in the Central Equipment Area.

(b)   4 minutes of audio was lost on June 4 2008 in Committee Room 1R0 due to a hardware problem.

287   Broadcasting Infrastructure Support achieved an exceptional level of system availability. This can be attributed to very stringent preventative maintenance schedules implemented during the 2007-08 year.

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

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

290   Telecommunications infrastructure down time was mostly attributed to the failure of individual handsets. The PABX system has a backup processor which takes over when any system faults occur. Given the number of handsets that are deployed, individual handset failures have an isolated, but personal, impact on performance.

Indicator—Timeliness of problem resolution

291   Service standards for resolution of Client Support help desk requests with high, medium or as agreed priority, totalling 51,194— 99% of all calls—were met comfortably. Responses to immediate priority requests did not meet the 95% target for the 2007-08 year; only 90.26% of immediate priority requests were handled within the service standard. This failure was attributable to the large volume of

calls received in January 2008—the first sitting of the new parliament—as well as the expected peak after the November 2007 federal election.

Figure 26—Sub-output 3.2—quantity indicator

Quantity indicator	Measure	Performance	
		2006-07	**2007-08**
Support services	Number of support services, by category:		
	a) support desk calls	54,134	51,948 (-4.0%)
	b) training services	355.5 student days	472 student days (+32.8%)
	c) consultations	2,374 hours	7,570 hours (+218.9%)
	d) total number of registered users on the parliamentary Computing Network (PCN)[21]	Not applicable	Not applicable
	e) amount of storage under management	7,852 GB	10,587 (+34.8%)
	f) emails transmitted across internet	19,196,371	26,963,482 (+40.5%)
	g) external web accesses from PCN	14,187 GB downloaded	21,336 GB downloaded (+50.4%)
	h) number of telephone calls made[22]	4,217,582	2,931,214 (-30.5%)
	i) number of facsimiles sent	1,409,975	674,584 (-52.2%)
Volume of IT services required	Number and percentage change in registered users supported on the PCN	4,416 users	4,375 (-0.9%)

Indicator—Support services

292   The demand for IT resources and support services continues to increase at significant rates. Infrastructure Services Branch regularly monitors demand on services, and industry trends, to

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[21] Support Services measure d) was found to be a duplicate of the Volume of IT services required measure, and is therefore not required.

[22] Only telephone calls that leave Parliament House.

enable DPS to anticipate future needs of the users of the Parliamentary Computing Network (**PCN**).

293　　The number of consultation hours[23] has significantly increased in 2007-08. This is due to the amalgamation of consultation reporting from both first and second level support. An active period of technology refreshment and the commencement of many new Senators and Members and their staff also contributed to this year's figure.

294　　Training services increased by 32.8%, reflecting more regular in-house courses being conducted.

295　　The reduction in the number of facsimiles sent via the broadcast facsimile gateway (**BFG**) can be attributed to the internet and email offering alternative ways of sharing information. The BFG can only be accessed from Parliament House and therefore during an election period this service has limited use.

Figure 27—Registered PCN users

Registered PCN users						
Users	**2003-04**	**2004-05**	**2005-06**	**2006-07**	**2007-08**	**Change since 2006-07**
Department of Parliamentary Services	1,376	1,350	1,315	1,054	1,111	+57 (+5.4%)
Department of the Senate	222	232	224	244	246	+2 (+0.8%)
Department of the House of Representatives	270	264	255	281	262	-19 (-6.8%)
Senators and staff	672	718	742	892	796	-96 (-10.8%)
Members and staff	1,591	1,531	1,425	1,636	1,658	+22 (+1.3%)
Other clients (DoFD)	443	450	413	309	302	-7 (-2.3%)
Total	4,574	4,545	4,374	4,416	4,375	-41 (-0.9%)

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[23] A consultation is when Client Support attends a client's office or undertakes a remote assistance activity in response to a client problem. It does not include a call to 2020 first level support.

Part 4—Report on performance

Indicator—Volume of IT services required

296   This year saw a 0.9% decrease in the total number of PCN users from 2006-07. There was considerable PCN account turnover due to the federal election in November 2007. While the overall number of PCN accounts was reasonably stable, the number of requests for new, modified or deleted accounts was 7,750— compared with 5,717 in the 2006-07 year. The increased workload adversely affected timeliness of account creation on several occasions.

Figure 28—Sub-output 3.2—price indicators

Price indicator	Measure	Performance	
		2006-07	**2007-08**
IT support infrastructure	Cost per registered user	$2,609	$2,432 (-6.8%)
Broadcasting support infrastructure	Cost per broadcast hour	$1,455	$1,744 (+19.8%)
Telecommunications infrastructure	Total costs	$3,664,608	$3,854,004 (+5.2%)
IT infrastructure services	Total cost of sub-output 3.2	$20.751m	$19.742m (-4.9%)

Indicator—Broadcast support infrastructure

297   The increase in the cost of broadcast infrastructure support per broadcast hour is largely due to a 38% reduction in broadcast hours—see paragraph 305—without any reduction in the overall support requirement for the infrastructure. The infrastructure generally requires the same amount of maintenance and support regardless of the total broadcast time. A number of asset replacement activities will be completed in 2008-09 and it is expected that the newer equipment will require less maintenance per broadcast hour.

Indicator— Total of sub-output

298   The reduction in the cost of this sub-output is due to a combination of staff vacancies and improved procurement practices.

Output 4—Parliamentary Records Services

Introduction

299   Output 4 of the DPS Outcome and Outputs Framework is access to the work of the Parliament through the provision of audio-visual and Hansard records of parliamentary proceedings.

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

Sub-output 4.1—Broadcasting services

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

Figure 29—Sub-output 4.1—quality indicator

Quality indicator	Measure	Performance	
		2006-07	**2007-08**
Customer satisfaction	High level of customer satisfaction	90%	Not applicable[24]
	Number of customer complaints	7	4

Indicator—Customer satisfaction (Broadcasting services)

302   As DPS did not conduct a customer survey in 2007-08, there is no information to compare with previous satisfaction levels.

303   During 2007-08 a total of four formal complaints were received. The complaints were due to human errors and technical failures which adversely affected broadcasting services. To ensure the problems do not occur in the future, operational procedures are revised on an ongoing basis.

304   Twelve plaudits were received including positive feedback on DPS's broadcast of the Apology to Australia's Indigenous Peoples and the Australia 2020 Summit production.

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[24] DPS conducts a customer satisfaction survey once for each Parliament. The last survey was conducted for the 41st Parliament in 2006-07.

Part 4—Report on performance

Figure 30—Sub-output 4.1—quantity indicator

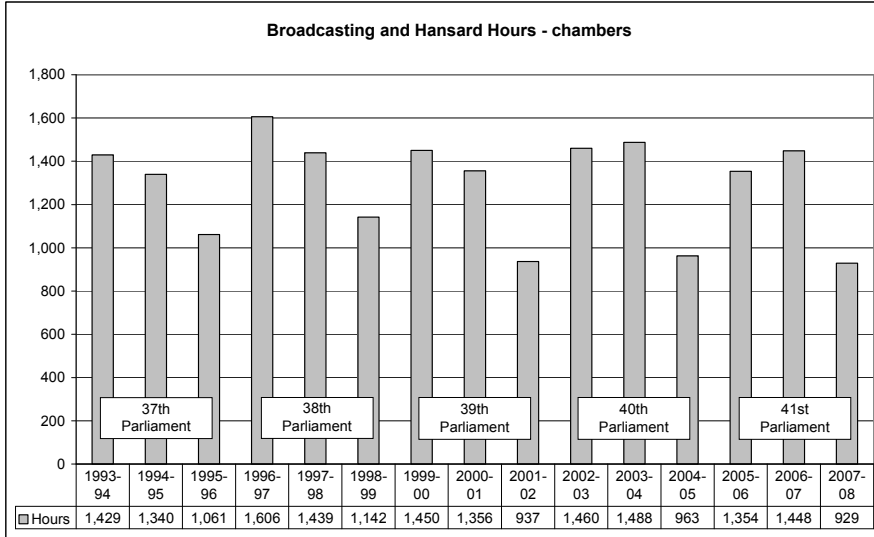| Quantity indicator	Measure	Performance	
		2006-07	**2007-08**
Broadcasting services	Hours of material captured on audio-visual record, by category:		
	a) chambers	1,448	929
	b) committees (ACT hearings)	1,357	785
	c) committees (interstate hearings)	638	423
	d) client-specific	303	87
	Number of audio-visual services	Not applicable	1,081
	Number of master control services	Not applicable	921

Indicator—Quantity (Broadcasting services)

Chambers

305   There were 929 hours of broadcast chamber proceedings—television and audio—in 2007-08. The large decrease from the 1,448 hours in 2006-07 occurred because there were less parliamentary sitting days due to the federal election in November 2007. The level of activity—929 hours—is consistent with the 963 hours recorded in the previous election year of 2004-05.

Figure 31—Broadcasting and Hansard—Chamber Hours 1993-94 to 2007-08 Sub-outputs 4.1 and 4.2

Broadcasting and Hansard Hours - chambers

	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08
Hours	1,429	1,340	1,061	1,606	1,439	1,142	1,450	1,356	937	1,460	1,488	963	1,354	1,448	929

(37th Parliament, 38th Parliament, 39th Parliament, 40th Parliament, 41st Parliament)
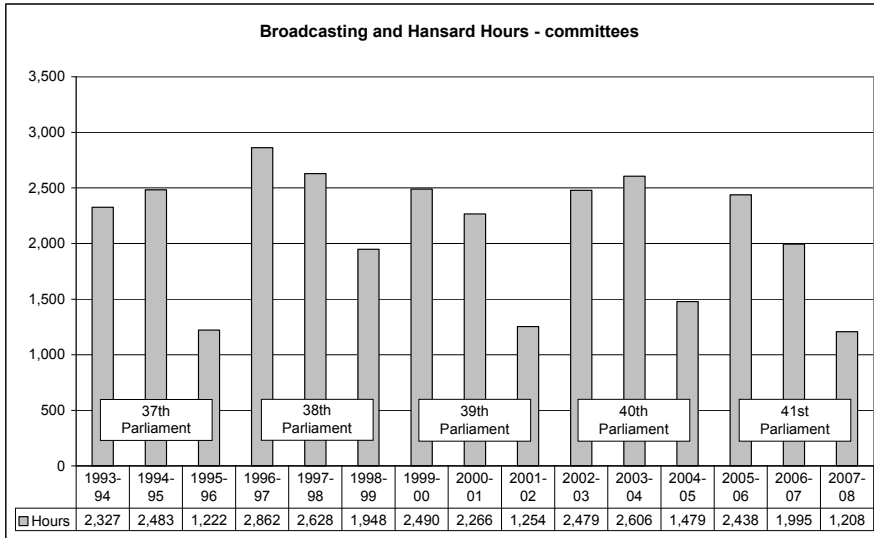
Committees

306   In 2007-08, 1,208 hours of parliamentary committee hearings were recorded. This is a large decrease when compared with the 2006-07 results—1,995 hours—and is approximately 20% lower than the 2004-05 election year—1,479 hours.

307   The reduced workload provided an opportunity for staff to participate in broadcast system asset replacement projects, training and development programs and various maintenance activities.

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

Part 4—Report on performance

Figure 32—Broadcasting and Hansard—Committee Hours 1993-94 to 2007-08, Sub-outputs 4.1 and 4.2

Broadcasting and Hansard Hours - committees

	1993-94	1994-95	1995-96	1996-97	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08
Hours	2,327	2,483	1,222	2,862	2,628	1,948	2,490	2,266	1,254	2,479	2,606	1,479	2,438	1,995	1,208

Client-specific services

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

310   In 2007-08, 87 hours of client-specific service material were provided. In previous years the figures reported were estimates. However, this year we established a method of recording actual hours captured. The number of actual hours provided in 2006-07 is not available.

311   Client-specific services in 2007-08 included the Australia 2020 Summit, the Opening of the 42nd Parliament and Apology to Australia's Indigenous Peoples productions.

Audio-visual services

312   In 2007-08 Broadcasting Content provided stand-alone audio-visual services on 1,081 occasions. This is a new performance measure introduced this year. This service, for the most part, includes loan of audio-visual equipment to clients in Parliament House. It also includes sound reinforcement and recording services for functions, meetings, seminars and special events.

96

Master control services

313   In 2007-08 921 master control services were provided. This is the first year this activity has been recorded as a separate service. Master control services involve Broadcasting Content staff making audio and video patches to enable media organisations to gain specific access to selected parliamentary proceedings and other special event productions.

Figure 33—Sub-output 4.1—price indicators

Price indicator	Measure	Performance	
		2006-07	**2007-08**
Broadcasting services	Cost per hour of material captured on audio-visual record, by category:		
	a) chambers	$497	$961 (+72%)
	b) committees (ACT hearings)	$600	$998 (+52%)
	c) committees (interstate hearings)	$689	$1,198 (+52%)
	d) client-specific	$1,351	$6,906
	Total cost of sub-output 4.1	$5.762m	$6.216m

Indicator—Broadcasting services

314   The large increases in cost per hour of material captured on the audio-visual record for chambers and committees are due to the substantial reduction in broadcast hours during an election year. Broadcasting's cost structure is largely fixed and it is therefore difficult to reduce costs during election periods. With actual production reduced the unit cost of production increases.

315   Overall the total cost for broadcasting services in 2007-08 increased by approximately 8% due to salary increases, recruitment costs to fill vacancies and increased indirect costs[25].

316   The cost per hour of material for client-specific services should not be compared to the prior year's cost. For the 2006-07 year, the calculation of the cost was based on an estimated number of hours captured on the record (see paragraph 310). The number of actual hours provided in 2006-07 is not available.

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[25] Indirect costs include infrastructure costs, utilities charges and the cost of corporate activity not directly related to broadcasting.

Sub-output 4.2—Hansard services

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

Figure 34—Sub-output 4.2—quality indicators

Quality indicator	Measure	Performance	
		2006-07	2007-08
Customer satisfaction	High level of customer satisfaction	88%	Not applicable[26]
	Number of customer complaints	5	2
Accuracy of transcription	Error rate as notified by customers (target: 5 per 100 pages transcribed):		
	a) chambers	3.7 errors	3.0 errors
	b) committees	0.7 errors	1.4 errors
Timeliness of transcription	Percentage of transcripts delivered for chambers within service standards (target: 95%):		
	a) individual draft speeches (2 hours after speech finishes)	97%	94%
	b) electronic proof Hansard reports (within 3 hours after house rises)	81%	74%
	c) hard copy proof Hansard reports (available in Parliament House by 8:30am the following sitting day)	98%	97%
	d) electronic official Hansard (15 non-sitting working days following the last sitting day in the week)	15%	100%

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[26] DPS conducts a customer satisfaction survey once for each Parliament. The last survey was conducted for the 41st Parliament in 2006-07.

Quality indicator	Measure	Performance	
		2006-07	**2007-08**
	e) hard copy of official Hansard (delivered to publisher within 15 non-sitting working days following the last sitting day in the week)	3%	82%
	Number of transcripts delivered for committees within the following standards. Transcripts for priority committees are negotiated with the Clerk Assistant, Committees (target 95%):		
	a) within 24 hours	82%	100%
	b) 1-3 days	90%	94%
	c) 3-5 days	81%	97%
	d) over 5 days	96%	94%

Indicator—Customer satisfaction (Hansard)

318   As DPS did not conduct a customer survey in 2007-08, there is no information to compare with previous satisfaction levels.

319   Hansard received only two customer complaints during 2007-08, even though some 2,137 hours of proceedings were transcribed. One complaint related to the delay in publishing answers to questions on notice due to technical issues, and the other to policy and practice on the incorporation of handwritten material into Hansard.

Indicator—Accuracy of transcription (Hansard)

320   Hansard error rates are based on the number of corrections to pinks and greens—draft chamber speeches—returned by Senators and Members, or corrections to committee transcripts made by witnesses, and accepted as Hansard errors. Error rates for both chambers (3.0) and committees (1.4) were within the target of 5 errors per 100 pages transcribed and demonstrate a high standard of accuracy.

Indicator—Timeliness of transcription (Hansard)

Chambers

321   The service delivery standards for chamber transcripts are in five categories, as listed at Figure 34—Sub-output 4.2—quality indicators. As the delivery of draft speeches gives Senators and

Members their first opportunity to review the Hansard transcript, delivery time is critical, and Hansard achieved a 94% result against this standard, which was slightly below the 95% target, and down on the 97% achieved in 2006-07.

322   The service standard for loading electronic proof Hansard reports was met on 74% of occasions, down on the 2006-07 result of 81% and below the 95% target. Delays were experienced for two main reasons: technical difficulties in publishing, due often to the processing of answers to questions on notice or in writing, and the additional supervision required to check trainee editors' work. The delivery standard for hard copy proof Hansard reports delivered to Parliament House was met on 98% of sitting days.

323   Loading the electronic Official Hansard (**Officials**)—100% within the delivery standard—and delivery of the hard copy Official Hansard to the publisher—82% within the delivery standard—were a significant improvement of last year's results of 15% and 3% respectively.

324   In 2007-08 we instituted a process whereby the corrections Senators and Members submit for the Officials can be made and reloaded to the internet within three days of the sitting day concerned. Further Hansard quality assurance processes can take place before the report reaches the Official stage.

325   The below target result for hard copy Officials resulted from the work practice of sending the Officials to the publisher in batches of several weeks at a time, which delayed the earlier week's production. This practice has been revised, and timeliness of hard copy Officials during the second half of 2007-08 was 100%.

Committees

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

327   Hansard achieved significant improvements in performance against these standards in 2007-08. For the 24-hour category, 100% of transcripts were delivered on time compared with 82% in 2006-07. For the 1-3 day category 94% of transcripts were delivered on time compared with 90% in 2006-07. In the 3-5 day category 97% of transcripts were delivered on time compared with 81% in 2006-07.

328   For committee transcripts with a delivery standard of over five days, the actual delivery deadline is negotiated with the client. The performance result is the percentage of transcripts delivered within the agreed deadlines. In 2007-08 one of 17 transcripts was delivered outside the agreed timeframe, resulting in 94% being delivered within the agreed deadlines compared with 96% in 2006-07.

Figure 35—Sub-output 4.2—quantity indicators

Quantity indicator	Measure	Performance	
		2006-07	**2007-08**
Transcription services	Number of hours transcribed, by category:		
	a) chambers	1,448	929
	b) committees (ACT hearings)	1,357	785
	c) committees (interstate hearings)	638	423

Indicator—Transcription services

Chambers

329   As with broadcasting quantities (see paragraph 305) the number of hours transcribed in 2007-08 decreased due to the federal election in November 2007.

330   Transcripts were provided to occupants of Parliament House in hard copy, and were also available electronically through ParlInfo, the parliamentary database. Transcripts were provided to the general public through:

(a)   the Australian Parliament House website (including a search option using ParlInfo Web);

(b)   libraries and educational institutions, through the Legal Deposit and Commonwealth Library Deposit and Free Issue Schemes; and

(c)   direct subscriptions.

Committees

331   There were 1,208 hours of committee hearings transcribed in 2007-08. This is a 39% decrease when compared with the 1,995 hours in the 2006-07 year. It is also somewhat lower than the last election year—1,479 hours—reflecting the change in government following the election and some delay in recommencing committee

work. Estimates hearings again took place concurrently with House of Representatives sittings. This presented significant workload challenges for Hansard. Estimates accounted for 38% of total committee hours—up from 35% in 2006-07.

332   Senate committee hearings, including Estimates hearings, made up 78% of the total committee workload, up from 66% in 2006-07. House of Representatives committees made up 10% and joint committees 12%.

333   In 2007-08 DPS continued to use external transcript providers to manage its peak workload. These providers accounted for 389 hours, or 32% of the total committee hours transcribed. External providers are engaged on occasions to record and transcribe parliamentary committee hearings held interstate and to assist with the transcription of committee hearings in the ACT, and used particularly during the busy Senate Estimates committee hearings. Hansard could not meet its delivery standards during peak periods without assistance from external providers.

Figure 36—Sub-output 4.2—price indicators

Price indicator	Measure	Performance	
		2006-07	**2007-08**
Hansard services	Cost per hour transcribed, by category:		
	a) chambers	$2,339	$3,374 (+44%)
	b) committees (ACT hearings)	$1,819	$2,942 (+62%)
	c) committees (interstate hearings)	$2,731	$3,229 (+18%)
	Total cost of sub-output 4.2	$10.877m	$10.198m (-6%)

334   The significant increase in the hourly cost for chamber and committee transcription compared with 2006-07 was due to the reduction in parliamentary activity resulting from the November 2007 federal election.

Administered items

Introduction

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

>   (a)   a building works program; and

>   (b)   an artworks conservation and acquisition program.

336   These programs are to support the operation of Parliament into the future, while at the same time preserving the design integrity of the architecture, engineering systems, art and landscape that make up Parliament House.

Performance

Figure 37—Administered items—quality indicators

Quality indicator	Measure	Performance	
		2006-07	**2007-08**
Extent to which design integrity is preserved	Design Integrity Index (target: 90%)	90.6%	90.5%
Extent to which projects[27] meet objectives	Client acknowledgement that project has delivered business objectives (target: 100% of projects)	93.8%	90.5%
	Findings of post-implementation reviews	-	See paragraph 338
Extent to which the art collection is preserved	Percentage of artworks conservation program achieved (target: 85%)	67%	100%

Indicator—Extent to which design integrity is preserved

337   In 2007-08, for the first time, all environmental and heritage performance reporting information has been consolidated in a single part of the annual report. Part 5—Environment and heritage includes information on the Design Integrity Index.

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[27] Building and security projects only.

Indicator—Extent to which projects meet objectives

338   During 2007-08 two out of 21 building projects did not meet the client's objectives at completion. The two problems are legacy issues under the previous project delivery processes, which allowed unclear statement of requirements to be used without being properly agreed with the client.

339   In the first case the client was dissatisfied because the system installed had a high rate of false alarms. In the second case the client was dissatisfied because a lighting control panel in a committee room did not have the required functionality and was not positioned appropriately for ease of use.

Indicator—Extent to which the art collection is preserved

340   All artworks conservation projects undertaken in 2007-08 were completed on time and within budget. Conservation projects included further work on nine outdoor sculptures, and treatment of portraits of Australia's first four Governors-General from the Historic Memorials Collection.

341   More complex components of the sculpture project required consultation with the artists who made these works, to ensure their original intent was not compromised. Treatments included re-painting of two large steel sculptures, treatment of corrosion on another steel sculpture, and re-gilding on a marble work.

342   The portraits of the first four Governors-General are all on long-term loan to Admiralty House in Sydney and required cleaning as well as treatment to protect their ornate gilded frames. This work was managed in close cooperation with the Office of the Official Secretary to the Governor-General.

Art acquisitions and commissions

343   In 2003, the Presiding Officers decided to suspend art acquisitions and meetings of the Art Advisory Committee (AAC), whilst a review of the Parliament House Art Collection (PHAC) was undertaken by Mrs Betty Churcher AO (former Director of the National Gallery). Mrs Churcher delivered her report in 2004.

344   As a result of the Churcher review, new acquisitions policies were developed and approved by the Presiding Officers in 2006, and the AAC was re-established in 2007. In 2007-08, the re-established AAC focused on increasing the number of artworks available for display in Senators' and Members' suites, and on specific areas of the

collection that were under-represented. The committee approved the purchase of 124 artworks during the year.

345   Portraits of the previous Governor-General—Major General Michael Jeffery—and the previous Speaker of the House of Representatives—the Hon. David Hawker MP—were completed. Planning also commenced for a portrait of the previous President of the Senate—Senator the Hon. Alan Ferguson.

Figure 38—Administered items—quantity indicator

Quantity indicator	Measure	Performance	
		2006-07	**2007-08**
Extent to which projects[28] are completed on time	Projects are delivered to agreed timetables (target: 100% of projects)	90%	86%

Indicator—Extent to which projects are completed on time

346   All projects—conservation and collection development—related to the art collection were completed on time.

347   Of 21 building and security projects, 18 were completed on time. The late projects were largely a result of difficulties in sourcing materials, a tight labour market, and restrictions on performing construction works during sitting times.

Figure 39—Administered items—price indicators

Price indicator	Measure	Performance	
		2006-07	**2007-08**
Extent to which projects are completed within budget	Total expenditure is within the original approved total budget, subject to increases for latent conditions or change of scope (target: 100%)	100%	100%
Extent to which administered funds are expended	Percentage of available administered funds expended	30%	54%

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[28] Art, building and security projects.

Indicator—Extent to which projects are completed within budget

348   All administered items projects for the 2007-08 year were completed within their total budget allocation. All projects were completed within approved budgets.

349   In some cases, the first approved budgets needed to be significantly revised when final specifications were available, and these revised budgets have been treated as original budgets for the purposes of assessing performance.

Indicator—Extent to which administered funds are expended

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

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

(b)   delays in making sites available to commence the construction works; and

(c)   some projects being cancelled.

351   During the year, new staff were recruited to expand our capacity and capability to undertake an expanded program of building and security project work to replace and upgrade ageing infrastructure.

352   Projects are now managed internally in a controlled environment using the PRINCE2™ project management methodology. This is delivering better project outcomes, more accurate estimation, value for money, improved design and clearer statements of requirements. Early indicators are that this is improving project outcomes and client satisfaction.

Other reporting requirements

Purchaser-provider arrangements

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

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

Electorate office support

355   The Presiding Officers and the Special Minister of State signed an agreement on 14 May 2003 with respect to DPS providing IT support to electorate offices on behalf of Finance, which meets agreed costs of this support. The original agreement covered the period from 1 July 2003 until 30 June 2006. The 2003-06 agreement will remain in force until a replacement agreement is negotiated.

356   Under this agreement:

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

(b)   DPS provides service desk and remote desktop support services for fixed and mobile access; and

(c)   Finance engages external contractors to supply, maintain and support on-site hardware in electorate offices, to maintain communication links to Parliament House from electorate offices and to provide training services for electorate office staff.

357   There were five management meetings between Finance, DPS and the external contractor (Volante) responsible for managing the services held during 2007-08. In these meetings, DPS and Finance reviewed:

(a)   procedures and processes and determined what improvements should be made to improve service delivery;

(b)   the impact of the on-site provider (Volante) on DPS's service delivery; and

(c)   the impact of DPS on Volante's service delivery.

358   During 2007-08, DPS performed a range of electorate office support activities including:

(a)   support and maintenance of the SOE;

(b)　various software upgrades;

(c)　establishment of the new Mobile Messaging Service (MMS) to replace the existing Personal Digital Assistants issued to Senators and Members;

(d)　completion of the project to install new file servers in the electorate offices; and

(e)　work associated with electorate office moves resulting from the November 2007 federal election.

359　The workload for 2007-08 of 26,253 calls—requests to the Client Support help desk—represents a 6.5% increase on the 24,651 calls received in 2006-07, and it is also the highest number of calls logged from the electorate offices since the memorandum of agreement has been in place.

360　DPS met all high priority Service Level Agreement targets for electorate office support in 2007-08. However, for the period March—June, the 'As Agreed' priority 4 service level target was not met, partly as a result of high call volumes and some lengthy delays in the delivery and training of MMS devices due to the requirement for these tasks to be carried out when the client is in Parliament House.

361　The cost recovered by DPS from the Department of Finance and Deregulation for providing core electorate office support services for the 2007-08 financial year was $1.887 million (GST exclusive).

Cost recovery arrangements

362　Under the Finance Minister's Order 121.53 agencies are required to disclose cost recoveries. DPS cost recoveries are disclosed in the Financial Statements in this report (see page 161).

363　The Department of Finance and Deregulation's Financial Management Guidance paper No.4 (Cost Recovery Guidelines July 2005) requires additional information to be provided about "significant" cost recovery arrangements. DPS does not have any significant cost recovery arrangements to report.

Part 5—Environment and heritage

Part 5—Environment and heritage

Introduction

364   DPS places a high priority on its responsibilities for management of the environmental and heritage aspects of Parliament House.

365   In 2007-08, for the first time, all environmental and heritage performance reporting information has been consolidated in this new part of the annual report. It includes information previously reported in:

(a)   DPS Annual Report—Report on performance;

(b)   DPS Annual Report—Management and accountability; and

(c)   the annual Parliament House Environmental Performance Report[29].

366   Environmental reporting information in this part is structured using the core Global Reporting Initiative (GRI) environment performance indicators (www.globalreporting.org).

367   DPS manages and reports on the environmental and heritage aspects for the whole of Parliament House. In some cases this includes information from the Department of the Senate and the Department of the House of Representatives.

Overview

368   DPS recognises our responsibility to properly manage Parliament House, its resources and facilities in a way that supports sustainable development objectives and promotes the public interest.

369   Parliament House was designed to last 200 years, is a major national and international tourist attraction, and is an eminent work of architecture. It embodies significant heritage values, both socially—as a national icon reflecting the Australian people's faith in the future of democracy—and physically, as a functional work place and the home of the Australian Parliament.

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[29] Also known as the *DPS Sustainability Report*. Previous reports are available at http://www.aph.gov.au/dps/building/EMS/EM_Perfomance.htm

Part 5—Environment and heritage

370   Parliament House provides a home for the Australian Parliament and is also a place of major visitation and education. These functions mean that it is a large operation which consumes resources and produces waste. DPS aims to ensure the vital functions of Parliament House are maintained, while also minimising resource consumption, minimising waste production and maintaining the heritage value of the building.

Strategic plan

371   In November 2007, the DPS Water Strategic Plan 2007-2010 and DPS Energy Strategic Plan 2007-2010 were endorsed. These strategies identify priorities for energy and water consumption, taking into account stakeholder expectations, which include:

   (a)   achieving water and energy savings consistent with government and community expectations and the efficient operation of Parliament House;

   (b)   ensuring that services are not interrupted by failure of ageing energy plant and equipment;

   (c)   creating a landscape that is drought tolerant and uses less water;

   (d)   reducing the use of treated mains water for non-drinking purposes; and

   (e)   providing meaningful reports on water and energy use and savings.

372   We expect to finish the DPS Waste Strategic Plan in 2008-09.

373   We also expect to finish the Heritage Strategy in 2008-09. The strategy is intended to meet requirements under the *Environment Protection and Biodiversity Conservation Act 1999* (the **EPBC Act**) and will provide specific strategic direction in meeting the requirements of the Act and related heritage regulations.

Sustainable purchasing practices

374   The DPS Chief Executive's Procedures require procurement decisions to take into account the total resources required to develop, acquire, own, operate and dispose of the equipment.

Heritage considerations

375   The aesthetic values of the building—such as building materials, equipment, furniture items, light fittings—are given careful consideration to ensure both quality and alignment to the original design intent in all asset replacement projects. DPS Heritage Management staff use the *Central Reference Document* as a guide in understanding the significant values of the various aspects of the building.

Environmental considerations

376   All DPS purchases require consideration of the Department of Environment, Water, Heritage and the Arts (**DEWHA**) guidelines on purchasing.

377   The DPS Energy Strategic Plan 2007-2010 and DPS Water Strategic Plan 2007-2010 require all tender documents to seek innovative energy and water saving solutions. They also require us to select products that have the highest energy and water efficiency ratings, while ensuring value for money principles are met.

378   Examples of contracts in 2007-08 where environmental considerations have been incorporated are:

      (a)   procurement of printers and desktop computers;

      (b)   standing offer for supply of carpet; and

      (c)   catering contracts.

Communication and promotion

Heritage

379   DPS Heritage Management staff undertake a range of activities to promote the significance of the architectural and heritage values of Parliament House, including:

      (a)   briefings to contractors engaged to undertake capital works projects in the building, who are made aware of potential heritage impacts, constraints and legislative requirements; and

      (b)   participation in the 20th anniversary of Parliament House; and

      (c)   presentations to special interest groups and at formal functions.

Part 5—Environment and heritage

380   The paper *Parliamentary Architecture and Political Culture,* reviewing the success of the building in housing the Parliament, was presented by Clement Macintyre during the 20th anniversary celebrations.

Environment

381   The environmental information located on the Parliament House website, http://www.aph.gov.au, is updated quarterly to provide information on progress against water, energy, emissions and waste targets.

382   Advice on environmental management is regularly provided in information circulars to building occupants. Recycling brochures and promotional material were also distributed with the introduction of the co-mingled recycling scheme. A promotional stand and banner were maintained at the entrance to the staff dining room for two weeks with the return of the 42nd Parliament in February 2008.

383   Regular newsletter articles on topical environmental issues are published in the DPS Dispatch, our staff fortnightly newsletter. These articles are also available through the Parliament House web site[30].

384   Site tours and environmental training sessions are other ways DPS communicates with diverse audiences about environmental management practices.

Legal requirements

Heritage

385   DPS is required to meet heritage obligations under two acts.

   (a) Section 195AT (2A) of the *Copyright Amendment (Moral Rights) Act 2000* requires DPS to:

   (i)   provide the 'author' with a written notice stating the intention to carry out a change to the building; and

   (ii) provide access to the 'author', if requested, to make a record of the building in its present state and/or to consult in good faith with DPS about the changes to the building.

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[30] http://www.aph.gov.au/dps/building/EMS/EM_Perfomance.htm

These notifications are issued by DPS Building and Security Projects section, in consultation with Heritage Management staff.

(b)   The *Environment Protection and Biodiversity Conservation Act 1999* (the **EPBC Act**) requires DPS to prepare a Heritage Strategy and a register of the heritage values of Parliament House. The aim of the strategy is to achieve the conservation of Parliament House and maintain its cultural heritage significance consistent with its ongoing operation as the home of the Parliament and as a key component of the parliamentary zone.

Environment

386   DPS must report on elements of environmental performance in its Annual Report to meet requirements in the EPBC Act. DPS also provides EPBC Act reporting for the Department of the Senate and the Department of the House of Representatives.

387   As well as the EPBC Act, DPS also reports under:

(a)   Energy Efficiency in Government Operations (**EEGO**) policy;

(b)   National Environmental Protection Measures (**NEPM**) Act;

(c)   National Pollution Inventory (**NPI**); and

(d)   National Packaging Covenant (**NPC**).

Ecologically sustainable development

388   Paragraph 516A(6)(a) of the EPBC Act requires DPS to report on how the activities of the parliamentary departments, including their administration of legislation, accorded with the principles of ecologically sustainable development (**ESD**). The goal of ESD is defined as:

> … development that improves the total quality of life, both now and in the future, in a way that maintains the ecological processes on which life depends[31].

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

Part 5—Environment and heritage

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

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

Contributions of outcomes

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

392   The 2007-08 outcomes of the parliamentary departments, specified in the Appropriations (Parliamentary Departments) Acts do not directly contribute to ESD. However, Output 3.1 in the DPS Portfolio Budget Statement 2007-2008 sets energy and water consumption, greenhouse gas emissions and recycling targets. These outcomes require DPS to manage the potential impact of parliamentary operations on the environment.

Identification, management and monitoring of environmental impacts

393   Paragraphs 516A(6)(c-e) of the EPBC Act require reporting on the effects of the parliamentary departments' activities on the environment, the measures in place to manage environmental impacts and how DPS ensures these measures are reviewed and improved.

394   Activities and operations at Parliament House, particularly maintenance, engineering, landscape, computing and catering services have the potential to affect the environment, as do office-based activities. These result in:

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

    (b)   greenhouse gas emissions;

    (c)   generation of waste; and

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(d)   the risk of hazardous substance spills.

Heritage Performance

395   DPS created the position of Heritage Management Officer in June 2007 to assist in reporting required under the EPBC Act. In June 2008 we engaged a Building Fabric Officer to assist with heritage and building compliance matters at Parliament House.

Design Integrity Index 2007-08

396   The Design Integrity Index (**DII**) is the mechanism used to measure, review and report on DPS's performance with regard to design integrity and heritage matters.

397   Parliament House is divided into eight zones, as shown in Figure 40—Design Integrity Index score by area, for the purpose of measuring the DII.

Figure 40—Design Integrity Index score by area

Area	Score (%) 2006-07	Score (%) 2007-08
Public and Ceremonial areas	92.3	93.4
House of Representatives Wing	93.1	93.2
Senate Wing	93.9	94.5
Ministerial Wing	89.8	90.1
Committee Rooms and Library	96.3	92.4
Facilities Areas and Tenancies	80.5	82.8
Circulation and Basement Areas	84.1	85.6
Exterior: Landscape and Roadways	92.9	91.8
Total Score	**90.6**	**90.5**

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

399   The DII for 2007-08 is assessed at 90.5%, slightly lower than the previous year's 90.6%, but still above the target of 90%.

Part 5—Environment and heritage

400   The calculation of the DII has been made using the same simplified data-gathering process used since 2004. Every five years a full building assessment is conducted. In other years assessments are only undertaken on areas that have had work done to them. The next full assessment of all eight DII zones is due to take place in the 2008-09 year.

401   The 2007-08 DII assessment provided a good cross-section of Parliament House, with at least one project in each of the eight zones. Noting that areas of a lower profile tend to be subjected to greater change and generally score lower in DII assessments, this wide cross-section enables a balanced review of the changes across the building.

402   The assessment demonstrates some improvements with well-integrated changes such as the upgrading of disabled access and OHS compliance in the Main Committee Room Gallery, as well as the excellent outcome of works performed in the Ministerial Wing with the access opportunities presented by the change of government.

403   The 2008-09 DII results will reflect the full building review and will provide a more detailed insight into the success of DPS efforts to maintain Parliament House's design integrity and heritage values. The 2008-09 review will also provide an overview into how successfully integrated the Childcare Centre and the staff dining room refurbishment have incorporated these values.

Environmental performance

Water

404   Water use is a significant environmental aspect of Parliament House operations, particularly because of our commitment to comply with ACT Government water restrictions. Water conservation has had a wide-reaching impact on the aesthetics of the parliamentary precincts, and how we carry out cleaning and maintenance activities.

405   Improving water management is challenging because efficiency was not a particular focus of the original design and fit-out of Parliament House. The DPS Water Strategic Plan 2007-2010 has formalised our priorities in this area.

406   Reduction in reliance on potable water, through the use of re-cycled water or stored stormwater, is generating considerable interest nationally. While committed to investigating both

possibilities, DPS concentrated on reducing overall consumption in the 2007-08 period.

Water consumption

407   Water consumption for 2007–08 was 163,481 kL. This was a 27% decrease in water consumption compared to 224,006 kL in the previous year, and 32% decrease compared to the portfolio budget statement target of 240,000 kL. Water saving initiatives—related to ACT stage 3 water restrictions—resulted in this year's consumption being the lowest on record, as seen in Figure 41.

Figure 41—Annual water consumption
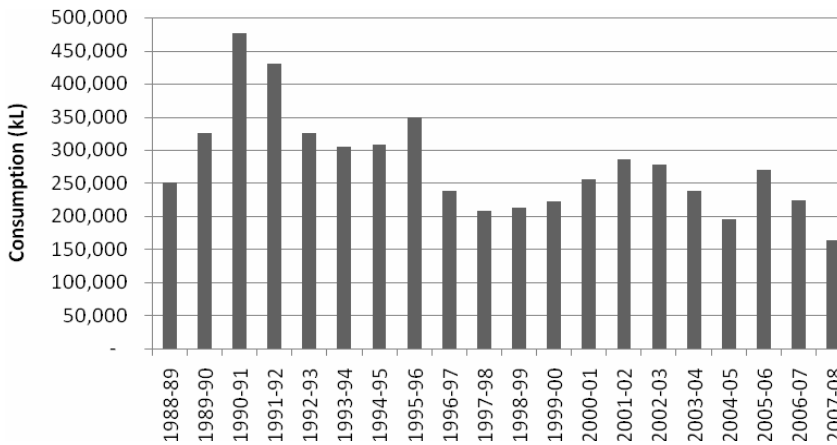
408   Figure 42 shows a breakdown of water use during 2007-08. "Other building water" includes the cold water used in bathrooms, kitchens and the swimming pool. The "flushometer" consumption is the water used for flushing toilets and urinals.

Figure 42—Breakdown of water use during 2007–08
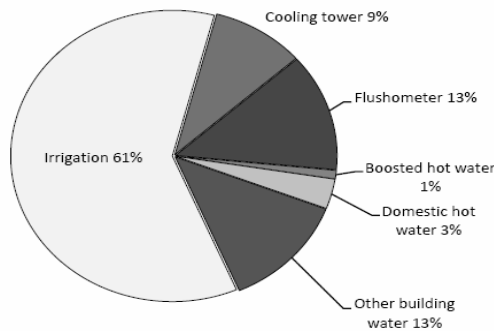
Part 5—Environment and heritage

Water restrictions

409   ACT stage 3 water restrictions were in place for the full year and required a reduction in water use of 35% over the equivalent season in 2005–06. For DPS, this meant a target of 186,650 kL per annum. Figure 43 shows progress in meeting this target since the introduction of restrictions on 16 December 2006. A burst water pipe contributed to increased consumption in May 2008.

Figure 43—Actual water use compared to Stage 3 restrictions target
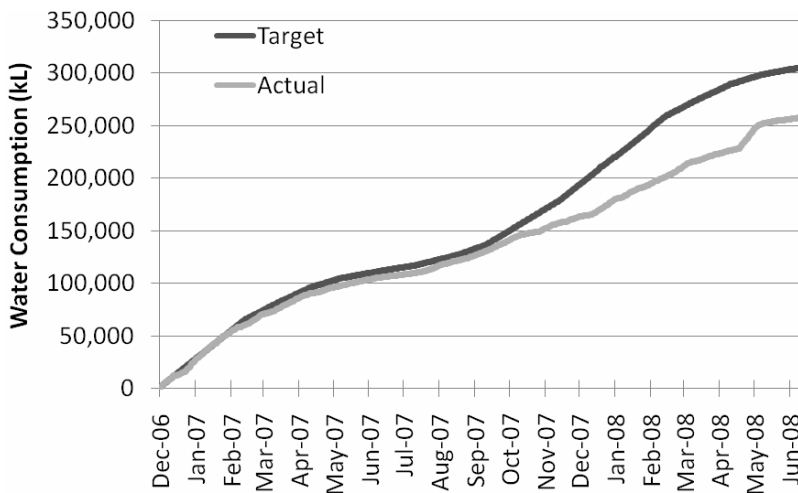
Water saving initiatives

Raising the cooling set point

410   The airconditioning system is a large consumer of water because of the evaporative cooling function of the cooling tower.

411   In May 2007 DPS raised the cooling set point from 22 to 24 degrees Celsius (**°C**) in many areas of the building. This measure contributed to water savings, notwithstanding that weather and occupancy can also have a significant effect. The higher cooling set point results in less waste heat needing to be removed by the cooling tower.

412   In summer 2007-08, which recorded 27% less water consumption than summer 2006-07, the cooling tower used an

120

average of 74 kL per day. It did not exceed 200 kL on any occasion compared to nine occasions during the previous summer.

Savings in the landscape

413   The most significant water savings have been made in the Parliament House landscape. For the second year, annual flower displays were not planted, and watering was restricted in the grounds beyond Parliament Drive.

414   Late in 2007, DPS commissioned a review of the Parliament House landscape. The primary objective of the review was to reduce irrigation requirements, particularly in grassed areas.

415   DPS received the report of the Parliament House Landscape Review in June 2008, and DPS is currently considering implementation options.

Water features and the forecourt pond

416   The 20 external water features in and around Parliament House remained turned off and empty during 2007-08, except for the forecourt pond.

417   In May 2008,—for the 20th anniversary of Parliament House, the forecourt pond was filled with recycled water trucked in from the Lower Molonglo Water Quality Control Centre. Using recycled water ensured that DPS did not contravene ACT stage 3 water restrictions.

418   DPS has an agreement with ActewAGL to use the recycled water free of charge, provided we commit to use it in a safe way, such as putting up the "Not safe for drinking" signs. DPS pays for the transport costs.

Energy

419   Parliament House is a major energy consumer. The DPS Energy Strategic Plan 2007-2010 commits us to achieving a 10% reduction in usage over the life of the plan.

420   There are many priorities for energy improvements. During a parliamentary sitting day, electricity consumption peaks at about 6 megawatts—compared with a 5 megawatt peak on a non-sitting day—and is consistently above 4 megawatts. However, during late evening and early morning, when the building is largely unoccupied, consumption is still around 2 megawatts.

Part 5—Environment and heritage

421   The challenge for DPS is to find ways to reduce that base load, as well as the peaks. An energy audit was commissioned in May 2008 and will make recommendations in this area.

Energy consumption

422   DPS's energy profile consists of energy consumed at Parliament House and transport energy, including both passenger vehicles and maintenance vehicles ("other transport"). Figure 44—Energy consumed at Parliament House and by transport summarises energy use by these components in 2007–08.

Figure 44—Energy consumed at Parliament House and by transport

Category	Energy Consumption	
	2006-07 (GJ)	2007-08 (GJ)
Parliament House building:		
Electricity: non-renewable source	70,488	66,482
Electricity: renewable source	23,496	22,160
Natural gas	45,382	41,015
Diesel	480	393
Total	139,846	130,050
West Block tenancy:		
Electricity: non-renewable source	903	-
Electricity: renewable source	79	-
Total	982	not applicable[32]
Passenger vehicles:		
Automotive diesel	-	41
Automotive gasoline (petrol)	2,007	1,556
E-10 (biofuel)	202	513
LPG	125	111
Total	2,334	2,221
Other transport:		
Automotive diesel	319	282
Automotive gasoline (petrol)	112	124
LPG	41	41
Total	472	447
Total energy consumption	**143,634**	**132,718**

423   Energy consumption in Parliament House in 2007-08 was the lowest recorded since the building opened in 1988.

[32] DPS's tenancy at West Block ceased from 1 July 2007.

424   Energy consumed in 2007-08 was 132,718 GJ, a decrease of 8% on the 143,636 GJ consumed the previous year. Passenger and other transport energy uses decreased by 5% from 2,336 GJ and 472 GJ respectively in 2006-07 to 2,221 GJ and 447 GJ in 2007-08.

425   Electricity and natural gas consumption at Parliament House comprised 98%—129,657 GJ—of total energy use. Gas is used for heating, domestic hot water and in kitchens. Electricity powers a variety of services including office lighting, mechanical services, lifts, chillers, computer equipment, central waste plant and boosted hot water heating. Figure 45 shows the downward trend in electricity and gas consumption since the building opened.

426   The federal election in November 2007 meant fewer sitting days in 2007-08, resulting in reduced energy consumption compared to the previous year.

Figure 45—Annual electricity and gas consumption (in 000's of Gj)
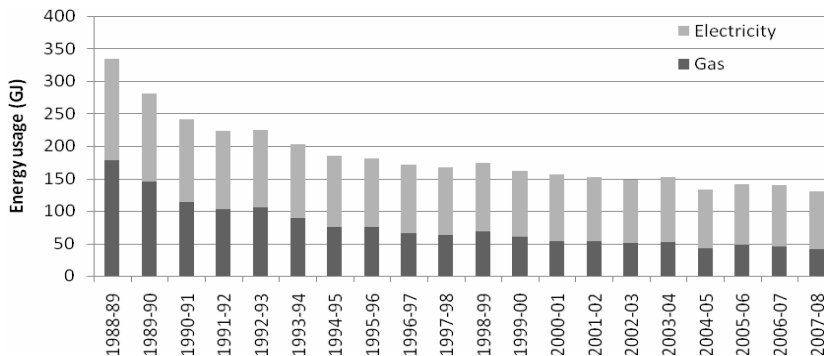
Vehicles

427   Parliament House's passenger vehicle fleet[33] consisted of 39 leased vehicles in 2007-08, including 31 SES vehicles. Six vehicles (five SES) scored higher than 10 in the Green Vehicle Guide.

Energy saving initiatives

428   Initiatives to conserve electricity included the continual monitoring and adjustment of the electrical load plant, implementing more energy-efficient lighting schemes, and reduced airconditioning during summer.

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[33] This includes vehicles across the three Parliamentary Departments.

Part 5—Environment and heritage

Chilling and boiling water

429   During 2007-08, a review of drinking water supply identified several locations where kettles could provide boiling water more efficiently than instant boiling water units and where water chillers were unwarranted. Changes will be made in the 2008-09 year.

Improved information on electricity usage

430   Energy use data is essential for identifying improvement initiatives. A metering project in September 2007 has helped us to understand that lighting represents the biggest proportion of usage in office areas, and standby power for office and kitchen equipment is also significant. An example of the metering results for a typical suite is shown in Figure 46.

Figure 46—Electricity consumption for a suite on different day types
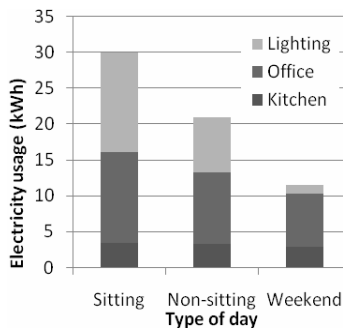
431   Energy use data is now informing decisions on refurbishment projects and replacement of office equipment and appliances.

Lighting

432   The phasing out of incandescent lamps is an ongoing initiative to save energy. This year compact fluorescent lights were installed in general circulation corridors and in the ground floor and first floor areas surrounding the reflection pool. Trials continued to identify alternatives to replace other incandescent lamps, including those in offices and the Parliamentary Library.

433   A project has begun to replace street and road lighting. The revised lighting scheme and lamp types will use 40% less energy than the existing scheme.

434   During 2007-08, occupancy sensors were incorporated into locations where we believed lights were being left on unnecessarily, such as public and internal general circulation toilets.

Earth Hour

435   Parliament House participated in Earth Hour on 29 March 2008.

436   During Earth Hour, there was an approximate saving of 50kWh, which was a 3% reduction compared to the same hour on the previous weekend. Savings were not high because most equipment and appliances would normally be in standby mode, with energy consumption already minimised.

437   All external lights were switched off except for those lights required for safety and security purposes—for example, lights on the flagpole.

Recycling and waste management

Waste generation and recycling

438   The amount of general waste (excluding construction waste) sent to landfill in 2007-08 was 471 tonnes, which is 10% more than the 428 tonnes sent the previous year. The quantity of recycled paper waste increased by 40%, from 260 tonnes in 2006-07 to 363 tonnes in 2007-08. Both the increased waste to landfill and increased waste paper to recycling statistics are attributable to the change of government in November 2007. Figure 47 shows trends since 1998.

Figure 47—Annual waste disposed to landfill and recycled
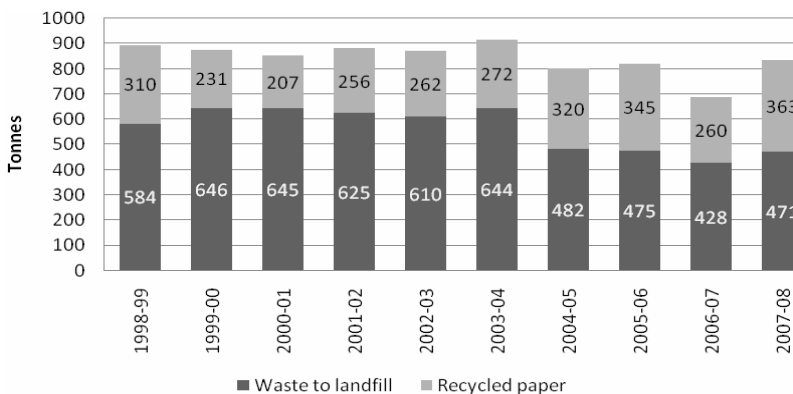
**Part 5—Environment and heritage**

Landscape waste

439   The preferred method for disposing of green waste at Parliament House is to chip the material on-site and re-use it in the landscape. The amount of chipped material is not recorded. When waste generated in the landscape cannot be chipped on-site—due to volume, composition or resources—then the material is taken off-site to be recycled or disposed to landfill.

440   During 2007–08, 187 tonnes of landscape waste was generated from the Parliament House landscape. 94 tonnes was used for clean fill, 93 tonnes were composted, and no landscape waste was sent to landfill during the year.

441   Figure 48 shows annual trends in landscape waste and recycling rates. The peak in landscape waste during 2005-06 was because of a turf replacement project on the roof slopes. In 2005-06 775 tonnes of landscape waste was recycled[34].

Figure 48—Annual quantity of landscape waste
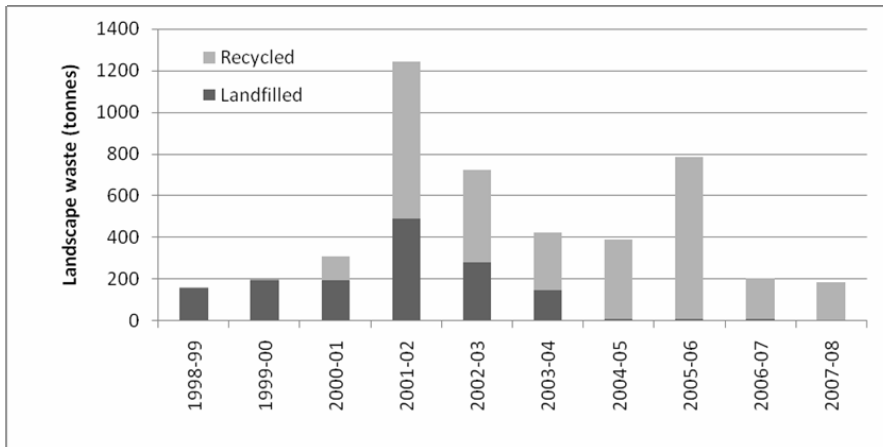
Waste management initiatives

Recycling facilities and introduction of co-mingled recycling

442   DPS provides facilities to recycle paper, cardboard, printer cartridges, lamps, used oil, grease, batteries, landscape and metal waste. From 4 February 2008, DPS expanded these facilities to provide building occupants the option of recycling co-mingled wastes.

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[34] Page 100 of the 2006-07 DPS annual report incorrectly stated that 3,000 tonnes of landscape waste was recycled during 2005-06.

Co-mingling bins were also put in communal kitchens, lunch rooms and meeting rooms.

443   At 30 June 2008, 56 tonnes[35] of co-mingled waste had been collected and recycled.

2008 waste audit

444   A waste audit was undertaken in May 2008 to help develop objectives in the DPS Waste Strategic Plan. All the rubbish generated in Parliament House kitchens, offices, dining rooms, public areas and courtyards on one parliamentary sitting day and one non-sitting day was weighed. Samples were then taken for closer analysis.

445   The total waste generated on the sitting day was three times the amount generated on the non-sitting day—3.6 tonnes compared to 1.2 tonnes. A positive finding was that there is negligible contamination in the paper recycling stream and little in the co-mingled streams—less than 3% by weight.

446   However, more than half the material in the general waste stream is recyclable, and incorrectly going to landfill. Compared to the 2005 waste audit, the contamination in the office waste stream on a non-sitting day has decreased from 69% to 57%.

447   DPS believes that the recycling rates can be improved with a strategy to increase awareness of waste management practices and a review of the bin type, placement and labelling.

Other waste initiatives

448   Putrescible waste—vegetable, fruit, meat, other food scraps and handtowel—from Parliament House currently goes to landfill. DPS is considering options for recovering and recycling putrescible waste in consultation with the waste contractor.

449   DPS is now procuring 100% recycled content copy paper, at a cost increase of approximately 27%. We aim to further reduce paper use to offset the additional cost.

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[35] The weight of co-mingled waste is based on a conversion factor of 250 kg per cubic metre collected. This factor is provided by DPS's waste management contractor and based on weighing random bin samples.

Co-mingling in the House

Recognising and responding to the growing importance of environmental issues, DPS introduced a voluntary program to increase the level of waste recycling in Parliament House.

"Our co-mingling initiative took almost a year of planning before we started in early 2008" says Clare, an enthusiastic supporter of the idea. *"The aim is to increase recycling. We started recycling paper ages ago. Now our plastics, glass and cartons are recycled and don't go straight to landfill, as they did before".*

Clare explains that this has proven immensely popular, with staff from all parliamentary departments, contractors and licensees participating and, in many cases, wanting to do more. *"I've seen lots of feedback from staff wanting more, such as bigger bins and more signage"* Clare says. *"They are seeking ways to have their recycling at work operate the same way as their recycling at home, and I think that's great".*

Adopting similar arrangements is part of a growing trend among large workplaces. A meeting with staff from the ACT Government "No-Waste" initiative confirmed that DPS is doing well, with many of the recommended strategies (including ways to recycle batteries and toner cartridges, as well as standardised labelling practices for bins) already in place.

Clare is optimistic about the future of recycling in Parliament House. A recent co-mingling display at the entrance to the staff dining room also raised awareness and support for environmental initiatives. *"A lot of people stopped to ask questions. People were amazed that their small actions at work could make such a huge difference".*

450   Strategies for DPS to reduce its paper consumption include ensuring personal computers default to double-sided printing, only printing emails when required for a file or when otherwise necessary, printing two pages onto a page and minimising printing of multiple copies of a document where possible—for example, sharing a single copy amongst team members.

451   Paper reduction targets for each DPS branch have been set and success against the targets is reviewed quarterly.

452   Since December 2007, catering contractors provide take-away cardboard cups which can be recycled. Staff may also provide their own cup.

Emissions and effluents

Greenhouse gas emissions

453   During 2007–08, 22,754 tonnes of carbon dioxide equivalent[36] (**CO_2e**) were generated from energy consumption at Parliament House[37]. Greenhouse emissions are described in Figure 49.

Figure 49—Parliament House emissions (direct and indirect, including SES and operational vehicle fleets)

Emission category	Comment	2006-07 (tonnes CO_2e)	2007-08 (tonnes CO_2e)
Scope 1	Emissions at the source of the activity (eg emitted from gas and fuels used at Parliament House and by vehicles)	2,587	2,318
Scope 2	Emissions generated elsewhere (eg by the power plants that produce the electricity used at Parliament House)	17,129	16,520

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36 Carbon dioxide equivalent, CO_2e, is an internationally accepted measure that expresses the amount of global warming of greenhouse gases in terms of the amount of carbon dioxide (CO_2) that would have the same global warming potential.

37 This emissions total is calculated according to DEWHA's methodology for recording greenhouse data for Government programme reporting. The EEGO policy requires DPS to use this methodology. Emissions from electricity and gas comprise the majority of this total (22,286 tonnes CO_2-e).

Part 5—Environment and heritage

Emission category	Comment	2006-07 (tonnes CO_2e)	2007-08 (tonnes CO_2e)
Scope 3	Indirect emissions, meaning emissions generated during the delivery of electricity, gas and fuel to Parliament House, which DPS has little control over.	4,307	3,916
Scopes 1 & 2	DPS has direct responsibility for these emissions.	19,716	18,838
Scopes 1,2 & 3	Direct and indirect emissions.	24,023[38]	22,754

454   Figure 50 shows annual greenhouse gas emissions since Parliament House opened in 1988. Purchasing 25% of our electricity from renewable sources has helped to achieve record low emissions.

Figure 50—Annual greenhouse gas emissions from electricity and gas
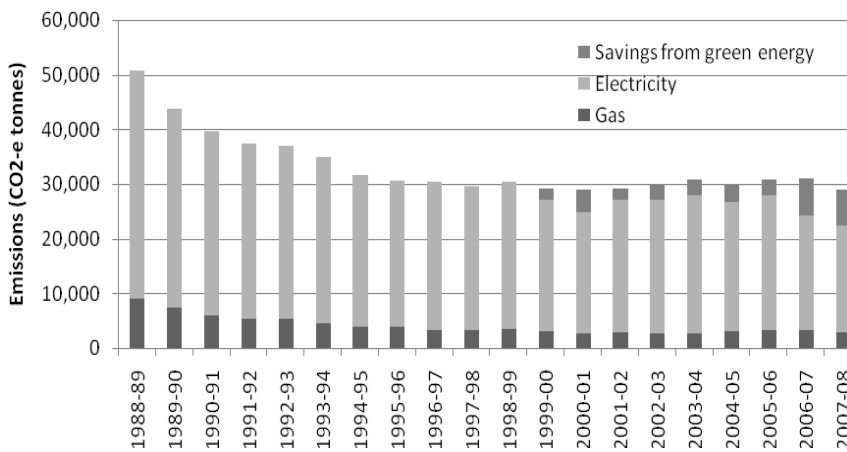
455   DPS is a member of the Greenhouse Challenge Plus program and has reported on greenhouse gas emissions since 1997 (see www.greenhouse.gov.au/challenge).

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[38] The emissions reported in 2006-07 were 24,290, not 24,023 tonnes CO_2e. The difference is due to a change in the emissions factor that calculates the CO_2e associated with fuel consumption.

Ozone depleting substances

456   Parliament House uses refrigerants that contain ozone depleting substances. These are used for:

        (a)   chillers, which provide cooling for the building's airconditioning;

        (b)   coolrooms;

        (c)   freezers; and

        (d)   refrigerators.

457   Figure 51 shows the type and "ozone depletion potential" of refrigerants purchased in 2007–08. This year, DPS did not maintain records of the quantity of refrigerants consumed. Use will be reported on for the 2008-09 financial year, with performance compared to consumption in 2006-07.

458   Refrigerants use increased in 2007-08 due to significant maintenance work on one of the five chillers providing the majority of airconditioning to Parliament House.

Figure 51—Type of refrigerant use

Refrigerant	Ozone Depletion Factor	Global Warming Potential Factor
R404A	0	3,260
R409A	0.048	1,560
SPE34E	0	1,280
R134A	0	1,300
R410A	0	2,000
R22	0.034	1,780

Air pollutants – NOx, SOx and particulates

459   The combustion of natural gas for heating, hot water and cooking purposes generated oxides of nitrogen (**NOx**), oxides of sulfur (**SOx**) and other air pollutants. Each year, DPS reports on these emissions to the National Pollution Inventory (www.npi.gov.au). Figure 52—Emissions of air pollutants from natural gas consumption lists these emissions for 2007-08. Because the amount of gas combusted was less than in 2006-07, emissions of air pollutants were also less.

Part 5—Environment and heritage

Figure 52—Emissions of air pollutants from natural gas consumption

Air pollutants	2006-07 (kg)	2007-08 (kg)
Carbon monoxide	1,800	1,680
Oxides of nitrogen	2,100	1,993
Particulate matter (PM10)	160	148
Particulate matter (PM2.5)	(not measured)	148
Total Volatile organic compounds	110	110
Sulfur dioxide	11	32
Polycyclic aromatic hydrocarbons	<1 (0.014)	<1 (0.013)

Discharges to water

460   DPS does not monitor discharges into the sewage system. However, we estimate that 65 ML was discharged into the sewage system in 2007-08—assuming most non-irrigation water is discharged into the sewage system. This is a decrease of 15 ML compared to the 2006-07 figure of 80 ML. Estimates are based on water consumed for non-irrigation purposes.

461   Sewage from Parliament House is required under a trade waste agreement to be equivalent to domestic strength. To ensure these requirements are met, there is a:

     (a)   grease trap on each kitchen drain;

     (b)   coalescing plate filter on the vehicle washdown bay (to prevent oil from entering the sewer); and

     (c)   system to remove paint solids from paint brush washing facilities before they enter the sewer.

Significant spills of chemicals, oils, and fuels

462   In 2007–08 there were no significant spills of chemicals, oils or fuels from Parliament House.

Part 6—Management and accountability

Part 6—Management and accountability

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

Corporate governance

Introduction

464   The President of the Senate and the Speaker of the House of Representatives (**The Presiding Officers**) have joint powers in relation to DPS similar, but not identical, to those of a Minister administering a Department of State (parliamentary departments are distinct from government departments, in that they serve the Parliament, not the government, and operate under the *Parliamentary Service Act 1999*, not the *Public Service Act 1999*).

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

Committees advising the Presiding Officers

Joint House Committee

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

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

Security Management Board

468   The Security Management Board (**SMB**) is established pursuant to section 65A of the *Parliamentary Service Amendment Act 2005*. The function of the SMB is to provide advice to the Presiding

Part 6—Management and accountability

Officers on security policy and the management of security measures for Parliament House.

469   Membership of the SMB is as follows:

    (a)   the Secretary of DPS;

    (b)   the Usher of the Black Rod; and

    (c)   the Serjeant-at-Arms.

470   In addition, the SMB may invite representatives of organisations involved in the development of security policy and provision of security services to Parliament House to attend meetings. Representatives include officials from the Australian Federal Police, the Attorney-General's Department, the Department of Finance and Deregulation as well as DPS.

Joint Standing Committee on the Parliamentary Library

471   The Joint Standing Committee on the Parliamentary Library was re-established for the 42nd Parliament by motions of the Senate and the House of Representatives on 12 February 2008.

472   At the commencement of each Parliament, six Senators and seven Members of the House of Representatives are appointed to the committee.

473   Information about the role and functions of the Joint Standing Committee on the Parliamentary Library, including its Terms of Reference, can be found in Part 3 of this report.

Presiding Officers' Information Technology Advisory Group

474   The Presiding Officers' Information Technology Advisory Group (**POITAG**) comprises seven Senators and eight Members of the House of Representatives, appointed at the commencement of each Parliament.

475   POITAG's terms of reference are to:

    (a)   identify and advise the Presiding Officers on the information and communication technology (**ICT**) requirements of Senators and Members;

    (b)   monitor and assess the performance of those areas of the parliamentary administration providing ICT-related services; and

(c)   advise and assist the Presiding Officers on issues relating to the efficient and cost-effective use of ICT in the Parliament.

Art Advisory Committee

476   As a result of the Churcher review—see paragraph 343 in Part 4—the Art Advisory Committee (**AAC**) was re-established in 2007.

477   The purpose of the AAC is to assist the Presiding Officers in determining the suitability of art works for addition to the Rotational Collection within the PHAC.

478   Membership of the AAC includes:

(a)   the Presiding Officers;

(b)   the Deputy President;

(c)   the Deputy Speaker; and

(d)   the Secretary of DPS.

479   AAC meetings are attended by an independent Art Adviser from the staff of the National Gallery of Australia.

480   The AAC's terms of reference are to:

(a)   provide guidance on the Rotational Collection Acquisition Policy, and set short-term priorities for acquisitions;

(b)   assess acquisition proposals in accordance with the Acquisition Policy and priorities; and

(c)   provide advice on other matters relating to the display and management of artworks in the Parliament House Art Collection as considered necessary by the Presiding Officers.

DPS committees

Strategy and Finance Committee

481   The Strategy and Finance Committee (**SFC**)—changed from the Finance Committee during 2007-08—is an essential part of DPS's corporate governance arrangements, and consists of the Secretary, the Deputy Secretary, the Parliamentary Librarian and the Chief Finance Officer.

Part 6—Management and accountability

482   The role of the SFC is to:

    (a)   decide on DPS's strategies and strategic policies;

    (b)   approve DPS's strategic plans;

    (c)   promote and monitor continuous improvements in DPS;

    (d)   approve business plans prepared by the Parliamentary Library and other branches;

    (e)   formulate DPS policy on all financial matters;

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

    (g)   monitor financial performance, including consideration of monthly reports.

Executive Committee

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

484   This committee considers the development and implementation of the DPS governance framework and associated processes, including risk management and business planning. The committee also deals with a range of policy matters in areas such as OHS, environmental issues, and departmental organisation.

485   Discussion at the Executive Committee informs decisions of the Strategy and Finance Committee.

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

Audit Committee

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

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

489   During 2007-08, five DPS members served on the committee —the Deputy Secretary, the Parliamentary Librarian, and Assistant Secretaries from the Research Branch (Dr Jane Romeyn resigned from the committee on 29 February 2008), the Product and Service Development Branch and the Strategy and Business Services Branch (Mr Terry Crane being appointed to the committee on 1 March 2008).

490   The DPS Chief Finance Officer, and representatives of the Australian National Audit Office and our internal auditors, also attend Audit Committee meetings.

491   The functions of the Committee are to:

   (a)   approve DPS's annual or strategic audit plans, and request the preparation of any such audit plan as the Committee considers necessary;

   (b)   ensure flexibility in such audit plans as to accommodate additional audits that the Secretary or the Executive Committee may commission from time to time;

   (c)   review any audit report that involves any matter of concern to the Secretary or other senior management in DPS, and identify and disseminate good practices;

   (d)   advise the Secretary on action to be taken on matters of concern raised in any report of an internal auditor or in a report about DPS by the ANAO;

   (e)   coordinate, as far as practicable, internal audit programs and the DPS audit programs conducted by the ANAO; and

   (f)   advise the Secretary on the preparation and review of DPS's financial statements.

492   In 2007–08, the Audit Committee continued its reviews of financial and personnel processes for DPS. In addition, the Committee reviewed a range of matters relating to Parliamentary Security Services, looked at Environmental Governance and continued reviewing aspects of contract management and risk management.

493   The Audit Committee also used internal audit resources to provide advice to the Secretary on signing the Certificate of Compliance.

Part 6—Management and accountability

494   The Audit Committee met five times during 2007–08. Members' attendance at the meetings is set out in the table below. Note that the Deputy Secretary absented himself from the meeting of 12 March 2008, whilst he was acting Secretary.

Figure 53—Audit Committee attendance

Member	Position	Meeting attendance	
		attended	out of
Mr Will Laurie	Independent Chair	5	5
Mr David Kenny	Deputy Secretary	4	4
Ms Roxanne Missingham	Parliamentary Librarian	3	5
Ms Freda Hanley	Assistant Secretary, Product and Service Development Branch	4	5
Dr Jane Romeyn	Assistant Secretary, Research Branch	2	3
Mr Terry Crane	Assistant Secretary, Strategy and Business Services Branch	2	2

Other governance matters

Risk management

495   During 2007-08 the Risk Management Policy and Framework was extensively revised. The revisions included a new risk matrix with revised "likelihood" and "consequence" descriptors. The Risk Management Policy and Framework also provides greater clarity regarding responsibilities for managing risk. Work will continue in 2008-09 to implement the revised policy and framework, including the development of new risk assessment templates and guides.

496   DPS participated in Comcover's 2007-08 Risk Management Benchmarking Survey. DPS improved its score from 4.4 in 2006-07 to 5.3 in 2007-08, reflecting progress in DPS's business continuity planning.

497   The DPS Risk Register portal continued to be maintained in 2007-08 and is updated as revised risk assessments are finalised.

498   DPS staff participated in training provided by Comcover on various aspects of risk management in 2007-08. Recent courses included risk management fundamentals and business continuity.

499   Progress in the development of a DPS-wide business continuity plan was slower than expected. However, in consultation with principal stakeholders DPS has identified its business-critical services and has prioritised preparation of business continuity plans for these services.

500   Work also continued on developing a Parliament-wide business continuity plan. An action plan was developed by DPS and has been considered by the Security Management Board. The plan is expected to be finalised in 2008-09.

Fraud control

501   The Fraud Control Policy and Framework was revised in 2007-08 to include all statutory reporting requirements. Work also commenced to update the DPS Fraud Control Plan. It is expected that a new Fraud Control Plan will be in place by 31 December 2008.

502   A number of fraud related articles were published in the DPS Dispatch newsletter to maintain fraud awareness amongst staff. The articles covered the definition of fraud and the responsibilities of staff for reporting fraud.

503   As required by Section 2.2 of the FMA Orders, DPS submitted a report on fraud control activities to the Presiding Officers.

504   DPS also submitted a response to the 2007-08 Commonwealth Fraud Control Guidelines Annual Reporting Questionnaire in accordance with the Guidelines.

DPS ref: 07/3283

30 September 2008

Mr Harry Jenkins MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Senator the Hon John Hogg
President of the Senate
Parliament House
CANBERRA ACT 2600

Dear Mr Speaker and Mr President

Fraud control certification

1   I am writing to you to inform you about the status of fraud control in DPS as required by paragraph 1.9 of the Commonwealth Fraud Control Guidelines 2002.

2   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.

3   For more details about fraud control in DPS, please refer to the Part 6— Management and Accountability of the Department of Parliamentary Services Annual Report and Financial Statements 2007-08.

Yours sincerely

Alan Thompson
Secretary

Strategic plan

505   The DPS Corporate Plan 2004-07 was superseded by the DPS Strategic Plan 2007-2010 in November 2007. The plan provides high-level direction to guide branch business planning and priorities, and is intended to ensure that all DPS staff recognise, and share, a set of common goals for the future of the department.

Business planning

506   The DPS Business Planning Policy and Framework provides for the Executive Committee to decide strategic business directions and priorities each year. Each branch then develops an annual business plan that includes initiatives designed to implement strategic directions, as well as deliver ongoing services and facilities. The framework was reviewed during 2007-08 and a number of improvements were made to reporting processes to increase efficiency, reliability and usefulness of the reports.

507   Existing performance indicators were reviewed during 2007-08, and some changes were made to performance indicators used in the DPS Portfolio Budget Statement 2008-09.

DPS services catalogue

508   March 2008 saw the release of the DPS Services Catalogue for the 42nd Parliament.

509   The Services Catalogue provides a comprehensive overview of all services available to DPS customers and includes guidance on how to access the services and associated service level expectations.

510   The production of the services catalogue is a significant development in our continuing commitments to improved customer service delivery and improved departmental operations. It has already become a significant tool used by DPS managers.

511   Advantages of the catalogue include:

   (a)   customers and stakeholders have a much clearer understanding of their rights and DPS obligations;

   (b)   DPS has the basis for discussions with the chamber departments—and other clients such as DoFD—about changes to services and service levels; and

   (c)   DPS staff have a clear understanding of what we do.

Part 6—Management and accountability

512   The catalogue is available to all building occupants in hardcopy, or electronically on DPS's intranet and internet sites.

Appropriate ethical standards

513   The standards embraced in DPS reflect the Parliamentary Service Values and Code of Conduct contained in the *Parliamentary Service Act 1999*. These are promoted in DPS corporate documents including the DPS Strategic Plan 2007-2010, DPS Fraud Control Policy and Framework, guidelines on the acceptance of gifts and benefits, procurement procedures, and other financial and human resource documents. Among other things, these documents outline the standards that are expected of employees in their day-to-day work and interactions with third parties, including tenderers and contractors.

People management and strategy

Staffing, salary and classification structures

Remuneration for Senior Executive Service (SES) employees

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

515   The level of remuneration, and in some cases the conditions attaching to remuneration, vary from employee to employee, but in general terms all salary increases provided to SES employees depend upon a rating of "fully effective" or higher through the performance management arrangements. Salaries for SES positions range from $128,166 to $205,000.

Performance-based pay arrangements for non-SES staff

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

517   The certified agreements for DPS staff —the Department of Parliamentary Services Certified Agreement 2005-2008, certified in August 2005, and the Department of Parliamentary Services (Parliamentary Security Service) Certified Agreement 2006-2008, certified in February 2006—provide for salary advancement within a salary range subject to the achievement of an overall rating of

"effective" or higher through the performance management arrangements.

518   Increases in salary and allowances were paid under the certified agreements in July 2007. Both agreements provided for an increase of around 5%, comprising:

(a)   an at-risk component of up to 3.5% of the salary pool, (the component was subject to continuous improvement reviews identifying sufficient savings, which was achieved); and

(b)   a 1.5% increase in pay, paid as a flat dollar amount to all participants.

Overview of classification structures

519   Figure 54 sets out the non-SES classifications and salary ranges for DPS staff as at 30 June 2008.

Figure 54—Classification and salary ranges as at 30 June 2008

Classification	Salary range
Parliamentary Service Level 1	$37,967 - $44,219
Parliamentary Service Level 2	$44,320 - $48,421
Parliamentary Service Level 3	$49,498 - $51,725
Parliamentary Service Level 4	$52,365 - $57,329
Parliamentary Service Level 5	$58,304 - $62,734
Parliamentary Service Level 6	$63,148 - $71,918
Parliamentary Executive Level 1	$77,869 - $88,907
Parliamentary Executive Level 2	$89,591 - $105,420

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

521   Figure 55 sets out actual staff (a headcount), by classification (including the broad-banded and apprenticeship levels separately), as at 30 June 2008.

Figure 55—Staff numbers as at 30 June 2008

Classification	Ongoing F/T		Ongoing P/T		Non-ongoing F/T		Non-ongoing P/T		Casuals		Total		
	M	F	M	F	M	F	M	F	M	F	M	F	Total
Apprentice 1/2	0	0	0	0	1	1	0	0	0	0	1	1	2
Apprentice 2/3	0	0	0	0	5	0	0	0	0	0	5	0	5
PSL 1/2	90	7	32	5	0	0	0	1	11	1	133	14	147
PSL 2/3	27	1	0	0	1	0	0	0	0	0	28	1	29
PSL 4/5	2	2	0	0	1	0	0	0	0	0	3	2	5
PSL 5/6	1	1	1	4	0	0	0	0	0	0	2	5	7
PSL 1	8	0	0	0	1	0	0	0	0	9	9	9	18
PSL 2	14	15	10	25	4	0	0	0	2	1	30	41	71
PSL 3	36	23	0	6	1	1	0	0	0	0	37	30	67
PSL 4	67	42	0	5	2	1	0	0	3	5	72	53	125
PSL 5	41	16	1	14	0	1	0	0	1	7	43	38	81
PSL 6	82	52	1	13	2	2	0	0	0	3	85	70	155
PEL 1	84	42	4	15	1	2	1	1	0	0	90	60	150
PEL 2	31	20	0	0	1	2	0	1	1	0	33	23	56
Senior Executive Service B1	2	6	0	0	0	0	0	0	0	0	2	6	8
Parliamentary Librarian	0	1	0	0	0	0	0	0	0	0	0	1	1
Senior Executive Service B3	1	0	0	0	0	0	0	0	0	0	1	0	1
Secretary	1	0	0	0	0	0	0	0	0	0	1	0	1
Totals	487	228	49	87	20	10	1	3	18	26	575	354	929

Management of human resources

Introduction

522   In the reporting year the People Management and Strategy Section (**PMAS**) commenced implementation of the DPS People Strategy 2007-2010. The strategy aims to build and improve DPS's organisational capability through integrated people management practices. Initial priorities were the establishment of a learning and development framework, employee induction, probation and staff selection.

523   PMAS continued to work on developing a range of policies and guidelines on personnel and workplace relations issues. The other substantial activities undertaken by the section were:

(a)   the development of a Union Collective Agreement to replace the current two certified agreements; and

(b)   a review of the DPS Studies Assistance policy.

Workforce planning, staff retention and turnover

524   Figure 56 provides information on staff retention and turnover for DPS during 2007-08 compared to the previous year.

Figure 56—Staff retention and turnover statistics

Staff retention and turnover statistics	2006-07	2007-08	Change
Staff Number	862	929	67
Staff Separations (total)	166	141	-25
Turnover	19.3%	15.2%	-4.1%
Separations by type			
transfers/promotions	43	24	-19
resignations	49	42	-7
age retirements	4	10	6
invalidity retirements	1	1	0
voluntary retirements	49	30	-19
terminations	1	2	1
death	0	1	1
end of temporary contract	19	31	12
Exit Interviews			
Interviews held	63	41	-34.9%
Participation rate	38%	29%	-9.0%

Part 6—Management and accountability

525   During the year, staff turnover fell by 4.1% from 19.3% in 2006-07 to 15.2% in 2007-08.

526   The increase in age retirements from four to ten staff reflects the increasing age of the workforce. It is anticipated that this trend will continue to increase in line with the ageing population.

527   The increase in end of temporary contracts from 19 to 31 reflects an increased use of non-ongoing employee and contractor arrangements to manage short-term increases in workloads and project activity.

Staff development and training

528   DPS provides a range of development opportunities to staff. Following the endorsement of the DPS People Strategy 2007-2010, a corporate learning and development framework was scoped in readiness for implementation in 2008-09.

529   DPS conducted a tender process to select a panel of training service providers to deliver training support services. The tender attracted 45 applicants, with 13 engaged under a standing offer arrangement for a three-year period.

530   Individual development plans (**IDP**s) completed as part of the performance management scheme, are a key avenue for identifying development needs. In May 2008, IDPs were the source of a corporate skills development needs analysis. The results have been used to develop a training calendar that addresses high demand training needs for 2008-09.

531   In 2007-08, DPS continued to provide training for employees in writing skills, project management and occupational health and safety responsibilities.

532   DPS provided support for external study to 42 staff members. Support included a combination of time to attend study activities and financial assistance towards compulsory costs. New studies assistance guidelines were endorsed for implementation in 2008-09.

Workplace relations

533   The focus of activity in the latter half of this year was the negotiation of a Union Collective Agreement to replace the two existing certified agreements. Both certified agreements had a nominal expiry date of 30 June 2008.

534   Other activity included the continuing administration of the two current agreements. This was done through:

(a)   the provision of secretariat support to the DPS Consultative Forum;

(b)   membership on the Workplace Consultative Committee convened by Building Services Branch for the Parliamentary Security Service;

(c)   the review and development of supporting policy documents; and

(d)   the provision of advice to management and employees.

Workplace diversity

535   The workplace diversity program 2006-2008 continued to focus on embedding DPS diversity principles into existing activities which support workplace diversity in DPS.

536   Supported by an annual diversity action plan some of these activities included:

(a)   maintenance of a harassment contact officer network;

(b)   promotion of events and activities that support diversity awareness—for example NAIDOC; International Day of People with a Disability and National Families Week—through DPS communication sources;

(c)   encouraging staff participation and feedback in activities such as National Families Week; and

(d)   the development of the recently revised workplace diversity program 2008-2011.

537   The parliamentary departments are also in the process of attaining breastfeeding friendly workplace accreditation. While this process takes place, staff of all parliamentary departments have been made aware of two rooms within Parliament House that are available for use by breastfeeding mothers.

In Safe Hands

Part of the DPS Mission is to care for Parliament House and its surrounding gardens.

Our Landscape Services team are on the frontline in maintaining these standards, but their achievements in setting the Occupational Health and Safety (OHS) standard in DPS have also been acclaimed.

Jeff is one of the Health and Safety Representatives who volunteered for the role of improving the health and safety of his colleagues. *"Gardening and landscaping work requires us to use potentially hazardous equipment including chainsaws, elevated work platforms, and a small fleet of garden vehicles including ride-on mowers and* tractors. *All our operators receive regular training in the safe use of our equipment".*

Training is provided to cover other scenarios Landscape Services staff could face. Jeff adds *"We've got ways to safely handle basic bushfire fighting, storm damage and lightning strikes and fallen trees. Add ultraviolet (UV) awareness and protection for outdoor work, training in occupational first aid (including defibrillator use) and chemical safety and we have a whole range of skills— many of which we are glad we haven't had to use!"*

Landscape Services have sought to make their working environment as safe as possible. Christine, another of the Landscape Services team, has researched the risks associated with hazardous gardening chemicals and substituting them with safer substances. *"We've investigated and purchased equipment which reduces the amount of manual handling we need to do, and have sourced high-visibility UV-resistant ventilated clothing for outdoor use during summer months".*

There have been improvements in OHS for staff working inside the building too. For example DPS Support Services has contributed to basement safety by providing regular forklift safety awareness, back-care training, and ensuring corridors are kept as clear as possible; and Hansard, where a major OHS review was undertaken in 2007 and the recommendations of which are currently being implemented.

Lee, a team member in the loading dock, has also noticed the changes. "*With the basement a shared pedestrian and vehicle zone, lifts were recently upgraded to improve safety. A voice warning now alerts lift occupants that motorised traffic operates in the basement, while flashing lights warn drivers that the lift doors are about to open*".

Lee says this is "*a huge improvement*" in terms of reducing the potential for collisions with pedestrians, while Peter adds that "*clearing the basement has removed hazards and minimised the risk of collision with items that were previously stored there*".

Occupational health and safety (OHS)

538   The DPS Occupational Health and Safety Committee met four times during the year. The work of the committee has primarily been directed at reviewing OHS policies and procedures. The DPS Contractors' OHS Sub-committee also met four times. This forum provides a valuable mechanism to address OHS issues involving the work performed by the large number of contractors at Parliament House.

539   As a result of revised Health and Safety Management arrangements within DPS, branches are now holding branch OHS Committee meetings to address, as far as possible, OHS issues at the local level.

Part 6—Management and accountability

540   A range of OHS-related training was provided to staff throughout the year, including generic induction and OHS awareness sessions and occupation-specific training including first aid, working in confined spaces, manual handling and back care, basic bushfire fighting, chemical safety and ultraviolet awareness.

541   During the 2007-08 year, five incidents were notified to Comcare in accordance with section 68 of the *Occupational Health and Safety (Commonwealth Employment) Act 1991* (the **OHS Act**). Each incident was also examined by DPS.

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

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

Commonwealth Disability Strategy

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

Provider role

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

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

547   During 2007-08 the following projects and operational policy developments specifically relating to disabled access were undertaken:

(a)   additional signage was installed in the Senate and House of Representatives committee rooms and Parliament House theatre to comply with requirements to advise of a 'T' switch for hearing aids;

(b)   review and update of the building emergency procedures to include provisions for people with a disability;

(c) review and update of security screening procedures to include provision for disabled access to Parliament House;

(d) lowering of the public telephone located at the entrance of Checkpoint One to enable wheelchair access;

(e) modifications to the doorways in the Senate car park to allow disabled access (project approved).

Employer role

548   As required under section 18 of the *Parliamentary Service Act 1999*, DPS has a workplace diversity program. The existing plan expired in June 2008. Following consultation with DPS staff, the *DPS Workplace Diversity Program 2006-2008* was revised and another three year program developed for implementation during 2008-2011. The program is supported by an annual action plan. Both the program and the action plan include provisions to ensure that the department's employment policies and procedures support equitable working conditions for employees, including those with disabilities.

549   All press and gazette advertising includes a reference to a TTY (Telephone Typewriter) number for potential applicants with hearing or speech disabilities.

550   The 'reasonable adjustments' principles are followed in the recruitment and management of staff.

Purchaser role

551   The department's tender documentation includes a provision that contractors are compliant with their legislative obligations regarding the *Disability Discrimination Act 1992.*

Purchasing

Overview

552   The purchasing of property and services by DPS during 2007-08 was conducted with the aim of realising core business objectives, while achieving operational effectiveness and value-for-money outcomes. Purchasing was managed in accordance with the Commonwealth Procurement Guidelines (**CPGs**), and DPS Chief Executive's Instructions and supporting procedures.

553   DPS's primary purchasing objectives were:

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

        (i)   encouraging competition;

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

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

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

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

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

Consultants

555   During 2007-08, 12 new consultancies were entered into involving total actual expenditure of $227,665 (GST inclusive). In addition, 25 ongoing consultancy arrangements were in place from previous years, involving total actual expenditure of $407,861 (GST inclusive) during the reporting year.

556   DPS used a combination of in-house resources and external consultants to deliver services according to the nature of each requirement. Private sector specialists were engaged under panel or discrete contract arrangements to provide the skills and expertise necessary to assist with the achievement of DPS objectives.

557   It is the policy of DPS to engage external consultants where they will add genuine value to the operational effectiveness of the department. Each proposal to engage a consultant is carefully scrutinised and considered on its individual merits, and justifying reasons include:

    (a)   need for independent research or assessment;

    (b)   a need for specialised or professional skills; and

    (c)   skills currently unavailable within the agency.

558   The method of procurement for consultants is determined by the complexity, nature and value of each specific requirement. The methods used include open tendering, select tendering, or a direct sourcing arrangement. The method chosen is that which will achieve the best value-for-money outcome in each circumstance, and the Mandatory Procurement Procedures within the CPGs are applied where appropriate.

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

       (a)   legal;

       (b)   architectural;

       (c)   engineering;

       (d)   information technology;

       (e)   audit; and

       (f)   building management.

560   Particulars of consultancy contracts awarded to the value of $10,000 or more during 2007-08 are shown Appendix A (see page 221).

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

Competitive tendering and contracting

562   During 2007-08, DPS did not allow any provisions in contracts prohibiting the Auditor-General's access. DPS did not conduct any competitive tendering and contracting processes that involved contracting out the delivery of government activities, previously performed by this agency, to another organisation.

Exempt contracts

563   During 2007-08, no DPS contracts or standing offers were exempted by the Chief Executive from being published via AusTender on the basis that they would disclose exempt matters under the *Freedom of Information Act 1982*.

Asset management

564   The Parliament House building has a current replacement cost of $1.85 billion[39] and an expected remaining life of some 186[40] years. The building represents a public investment, is a national and international tourist attraction and is an eminent work of architecture. The building is expected to accommodate growth and to adapt to the changing functional requirements of parliament.

565   DPS provides asset management services to Parliament House. We have implemented sophisticated asset management systems to ensure that the building fulfils its role as a functional parliamentary building, an office for the executive government and a publicly accessible place of significant community interest.

566   Asset management approaches used by DPS include building management and maintenance management systems, condition monitoring, asset management plans for five, 20 and 100 years, performance standards and benchmarking. Supported by planners and trade staff, these complementary management tools combine to ensure appropriate levels of condition and serviceability are maintained in a cost-effective manner.

567   We use a series of performance indices to measure asset management performance, including:

(a)   the Building Condition Index (**BCI**), which measures the current condition of the building fabric of Parliament House. A discussion on BCI performance and outcomes can be found in Part 4 of this report—see paragraphs and 263 to 264;

(b)   the Engineering Systems Condition Index (**ESCI**), which measures the current operation and condition of the engineering systems in Parliament House. A discussion on ESCI performance and outcomes can be found in Part 4 of this report—see paragraphs 267 to 268; and

(c)   the Landscape Condition Index **(LCI)**, which measures the current condition of the landscape surrounding Parliament House. A discussion on LCI performance and

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

[40]   Revaluations of the building assess how maintenance activities may prolong its useful life beyond the starting point of 200 years in 1988. DPS maintenance activities have currently prolonged the life by an additional 6 years.

outcomes can be found in Part 4 of this report—see paragraphs 265 to 266.

568   Other major assets of DPS comprise information technology, telecommunications, broadcasting and security infrastructure, equipment and systems, and the Parliament House Art Collection. A plant and equipment stocktake is conducted annually, including for information technology and office equipment, and the details recorded in the DPS asset register are confirmed or amended.

Accountability

External scrutiny

ANAO audits

569   During 2007–08, DPS was the subject of external performance and compliance audits by the ANAO in relation to its financial statements for the period ending 30 June 2007. These audits were unqualified.

570   The ANAO audits the compliance of agencies with the *Senate Order for Departmental* and *Agency Contracts* (the **Senate Order**) that requires the listing of contract details on the internet. As a parliamentary department, DPS is not required to comply with the Senate Order, but has chosen to do so. DPS was not selected for review during the 2007 calendar year.

571   Apart from ANAO Report No. 18 of 2007–08, which looked at the *Audits of the Financial Statements of Australian Government Entities for the Period Ended 30 June 2007*, there were no ANAO reports during 2007-08 that directly involved DPS.

Senate committees

572   DPS appeared before the Senate Finance and Public Administration Committee considering the department's estimates on two occasions during 2007-08—18 February 2008 (Additional Estimates hearings) and 26 May 2008 (Budget Estimates hearings). Supplementary Budget Estimates hearings, scheduled for 12 November 2007, were not held due to the federal election.

Other scrutiny

573   DPS was not subject to any significant judicial decisions or decisions of administrative tribunals, nor did the Ombudsman report on the activities of DPS in 2007-08.

Freedom of information

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

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

576   When inquiries for information under the FOI Act are made, such requests are referred to the Director, Governance and Business Management.

577   In 2007–08, one request for information was received.

Discretionary grants

578   DPS does not administer any discretionary grant programs.

Advertising costs

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

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

580   Figure 57—Advertising costs sets out amounts over $10,000 paid by DPS during the reporting year. No money was paid to any organisation covered in paragraph (b), (c) or (d).

Figure 57—Advertising costs

Supplier	Item	Amount (GST inclusive)
Zoo Communications Pty Ltd	Parliament House promotional materials	$59,451
The Watermark Press	Parliament House book	$25,480
HMA Blaze	Tender advertisements	$8,995
HMA Blaze	Recruitment advertisements	$172,709
Total		**$266,635**

Legal services expenditure

581   The *Legal Services Directions 2005* (paragraph 11.1(ba)) require FMA Act agencies to make publicly available their expenditure on legal services. During 2007–08, DPS spent the following amounts on legal services.

Figure 58—Legal services expenditure

Services	Amount (GST exclusive)
External expenditure on solicitors	$192,638
Administrative disbursements on external legal services	$337
Total (legal services expenditure—all external)	**$192,975**

Financial Statements
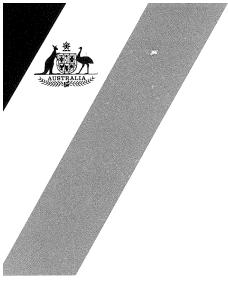
INDEPENDENT AUDITOR'S REPORT

To the President of the Senate and the Speaker of the House of Representatives

<u>Scope</u>

I have audited the accompanying financial statements of the Department of Parliamentary Services for the year ended 30 June 2008, which comprise: a statement by the Chief Executive and Chief Finance Officer; income statement; balance sheet; statement of changes in equity; cash flow statement; schedules of commitments, contingencies and administered items; a summary of significant accounting policies; and other explanatory notes.

The Responsibility of the Chief Executive for the Financial Statements

The Department of Parliamentary Services' Chief Executive is responsible for the preparation and fair presentation of the financial statements in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997* and the Australian Accounting Standards (including the Australian Accounting Interpretations). This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. My audit has been conducted in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. These Auditing Standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Department of Parliamentary Services' preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Department of Parliamentary Services' internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Department of Parliamentary Services' Chief Executive, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.
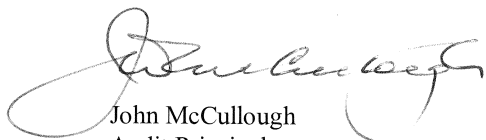
Independence

In conducting the audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate the requirements of the Australian accounting profession.

Auditor's Opinion

In my opinion, the financial statements of the Department of Parliamentary Services:

(a) have been prepared in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997,* and the Australian Accounting Standards (including the Australian Accounting Interpretations); and

(b) give a true and fair view of the matters required by the Finance Minister's Orders including the Department of Parliamentary Services' financial position as at 30 June 2008 and its financial performance and its cash flows for the year then ended.

Australian National Audit Office

John McCullough
Audit Principal
Delegate of the Auditor-General

Canberra
25 August 2008

DEPARTMENT OF PARLIAMENTARY SERVICES
STATEMENT BY THE CHIEF EXECUTIVE AND CHIEF FINANCE OFFICER

In our opinion, the attached financial statements for the year ended 30 June 2008 have been prepared based on properly maintained financial records and give a true and fair view of the matters required by the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997,* as amended.

Alan Thompson
Secretary

22 August 2008

Judith Konig FCPA
Chief Finance Officer

22 August 2008

Financial statements

DEPARTMENT OF PARLIAMENTARY SERVICES
INCOME STATEMENT
for the period ended 30 June 2008

	Notes	**2008** **$'000**	2007 $'000
INCOME			
Revenue			
Revenue from Government	3A	**116,249**	114,860
Sale of goods and rendering of services	3B	**5,612**	5,150
Rental income	3C	**1,210**	1,160
Other revenue	3D	**8**	138
Total revenue		**123,079**	121,308
Gains			
Sale of assets	3E	**-**	33
Reversals of previous asset write-downs	3F	**-**	135
Other gains	3G	**180**	165
Total gains		**180**	333
Total Income		**123,259**	121,641
EXPENSES			
Employee benefits	4A	**64,960**	62,288
Suppliers	4B	**41,009**	40,756
Depreciation and amortisation	4C	**12,324**	14,981
Finance costs	4D	**-**	1
Write-down and impairment of assets	4E	**76**	110
Losses from asset sales	4F	**143**	-
Total Expenses		**118,512**	118,136
Surplus attributable to the Australian Government		**4,747**	3,505

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
BALANCE SHEET
as at 30 June 2008

	Notes	**2008** **$'000**	2007 $'000
ASSETS			
Financial Assets			
Cash and cash equivalents	5A	**1,007**	1,457
Trade and other receivables	5B	**66,406**	57,564
Total financial assets		**67,413**	59,021
Non-Financial Assets			
Infrastructure, plant and equipment	6A,B	**44,960**	40,512
Intangibles	6C	**10,969**	8,485
Inventories	6D	**236**	233
Other non-financial assets	6E	**863**	1,247
Total non-financial assets		**57,028**	50,477
Total Assets		**124,441**	109,498
LIABILITIES			
Payables			
Suppliers	7A	**2,760**	2,437
Other payables	7B	**3**	55
Total payables		**2,763**	2,492
Provisions			
Employee provisions	8	**18,529**	16,603
Total provisions		**18,529**	16,603
Total Liabilities		**21,292**	19,095
Net Assets		**103,149**	90,403
EQUITY			
Parent Entity Interest			
Contributed equity		**85,380**	85,507
Reserves		**9,503**	1,378
Retained surplus (accumulated deficit)		**8,266**	3,518
Total Equity		**103,149**	90,403
Current Assets		**68,512**	60,501
Non-Current Assets		**55,929**	48,997
Current Liabilities		**19,589**	17,222
Non-Current Liabilities		**1,703**	1,873

The above statement should be read in conjunction with the accompanying notes.

Financial statements

DEPARTMENT OF PARLIAMENTARY SERVICES
STATEMENT of CHANGES in EQUITY
as at 30 June 2008

	Retained Earnings		Asset Revaluation Reserves		Contributed Equity/Capital		Total Equity	
	2008 $'000	2007 $'000	**2008** $'000	2007 $'000	**2008** $'000	2007 $'000	**2008** $'000	2007 $'000
Opening balance								
Balance carried forward from previous period	**3,518**	13	**1,378**	1,347	**85,507**	85,507	**90,403**	86,867
Adjustment for errors	**1**	-	**-**	-	**-**	-	**1**	-
Adjustment for changes in accounting policies	**-**	-	**-**	-	**-**	-	**-**	-
Adjusted opening balance	**3,519**	13	**1,378**	1,347	**85,507**	85,507	**90,404**	86,867
Income and expense								
Revaluation Adjustment	**-**		**8,125**	31		-	**8,125**	31
Subtotal income and expense recognised in equity	**-**	-	**8,125**	31	**-**	-	**8,125**	31
Surplus (Deficit) for the period	**4,747**	3,505	**-**	-	**-**	-	**4,747**	3,505
Total income and expenses	**4,747**	3,505	**8,125**	31	**-**	-	**12,872**	3,536
Transactions with owners								
Distributions to owners								
Returns on capital:								
Dividends	**-**	-	**-**	-	**-**	-	**-**	-
Returns of capital:								
Other	**-**	-	**-**	-	**(127)**	-	**(127)**	-
Contributions by Owners								
Appropriation (equity injection)	**-**	-	**-**	-	**-**	-	**-**	-
Restructuring	**-**	-	**-**	-	**-**	-	**-**	-
Sub-total transactions with owners	**-**	-	**-**	-	**(127)**	-	**(127)**	-
Transfers between equity components	**-**	-	**-**	-	**-**	-	**-**	-
Closing balance at 30 June	**8,266**	3,518	**9,503**	1,378	**85,380**	85,507	**103,149**	90,403

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
CASH FLOW STATEMENT
for the period ended 30 June 2008

	Notes	2008 $'000	2007 $'000
OPERATING ACTIVITIES			
Cash received			
Goods and services		**6,919**	7,146
Appropriations		**107,102**	103,993
Net GST received		**4,746**	4,385
Other		**864**	741
Total cash received		**119,631**	116,265
Cash used			
Employees		**64,752**	63,790
Suppliers		**44,178**	45,722
Other		**-**	1
Total cash used		**108,930**	109,513
Net cash from or (used by) operating activities	9	**10,701**	6,752
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment		**66**	90
Total cash received		**66**	90
Cash used			
Purchase of property, plant and equipment		**7,740**	4,871
Purchase of intangibles		**3,477**	1,640
Total cash used		**11,217**	6,511
Net cash from or (used by) investing activities		**(11,151)**	(6,421)
FINANCING ACTIVITIES			
Cash received			
Appropriations - capital injections		**-**	39
Total cash received		**-**	39
Cash used			
Appropriations - return of capital		**-**	-
Total cash used		**-**	-
Net cash from or (used by) financing activities		**-**	39
Net increase or (decrease) in cash held		**(450)**	370
Cash at the beginning of the reporting period		**1,457**	1,087
Cash at the end of the reporting period	5A	**1,007**	1,457

The above statement should be read in conjunction with the accompanying notes.

Financial statements

DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF COMMITMENTS
as at 30 June 2008

BY TYPE	2008 $'000	2007 $'000
Commitments receivable		
Sublease rental income	**(144)**	(260)
GST recoverable on commitments	**(5,920)**	(2,455)
Total Commitments Receivable	**(6,064)**	(2,715)
Capital commitments		
Infrastructure, plant and equipment[1]	**251**	366
Intangibles	**198**	234
Total capital commitments	**449**	600
Other commitments		
Operating leases[2]	**245**	366
Other commitments[3]	**64,426**	26,038
Total other commitments	**64,671**	26,404
Net commitments by type	**59,056**	24,289
BY MATURITY		
Commitments receivable		
Operating lease income		
One year or less	**(108)**	(116)
From one to five years	**(36)**	(144)
Over five years	**-**	-
Total operating lease income	**(144)**	(260)
Other commitments receivable		
One year or less	**(2,274)**	(1,173)
From one to five years	**(3,646)**	(1,282)
Over five years	**-**	-
Total other commitments receivable	**(5,920)**	(2,455)
Commitments payable		
Capital commitments		
One year or less	**449**	600
From one to five years	**-**	-
Over five years	**-**	-
Total capital commitments	**449**	600
Operating lease commitments		
One year or less	**141**	333
From one to five years	**104**	33
Over five years	**-**	-
Total operating lease commitments	**245**	366
Other Commitments		
One year or less	**24,423**	11,972
From one to five years	**40,003**	14,066
Over five years	**-**	-
Total other commitments	**64,426**	26,038
Net commitments by maturity	**59,056**	24,289

NB: Commitments are GST inclusive where relevant.

1 Infrastructure, plant and equipment commitments are primarily for purchase of equipment and services for IT system assets and furniture and fittings.

2 Operating leases included are effectively non-cancellable and comprise agreements for the provision of motor vehicles.

Nature of lease	*General description of leasing arrangement*
Motor vehicles	No contingent rentals exist. There are no renewal or purchase options available to DPS.

3 Other commitments are comprised of long term contracts in force as at 30 June 2008, where total consideration is greater than $100,000, and outstanding purchase orders at 30 June 2008, where the goods and services were ordered but not received by 30 June 2008.

The above schedule should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF CONTINGENCIES
as at 30 June 2008

Contingent Assets	Guarantees		Indemnities		Claims for damages or costs		TOTAL	
	2008 **$'000**	2007 $'000	**2008** **$'000**	2007 $'000	**2008** **$'000**	2007 $'000	**2008** **$'000**	2007 $'000
Balance from previous period	-	-	-	-	-	-	-	-
New	-	-	-	-	-	-	-	-
Re-measurement	-	-	-	-	-	-	-	-
Assets crystallised	-	-	-	-	-	-	-	-
Expired	-	-	-	-	-	-	-	-
Total Contingent Assets	-	-	-	-	-	-	-	-

Contingent Liabilities	Guarantees		Indemnities		Claims for damages or costs		TOTAL	
	2008 **$'000**	2007 $'000	**2008** **$'000**	2007 $'000	**2008** **$'000**	2007 $'000	**2008** **$'000**	2007 $'000
Balance from previous period	-	-	-	-	-	-	-	-
New	-	-	-	-	-	-	-	-
Re-measurement	-	-	-	-	-	-	-	-
Liabilities crystallised	-	-	-	-	-	-	-	-
Obligations expired	-	-	-	-	-	-	-	-
Total Contingent Liabilities	-	-	-	-	-	-	-	-
Net Contingent Assets (Liabilities)							-	-

Details of each class of contingent liabilities and contingent assets, including those not included above because they cannot be quantified, are disclosed in Note 10: Contingent Liabilities and Assets.

The above schedule should be read in conjunction with the accompanying notes.

Financial statements

DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF ADMINISTERED ITEMS

	Notes	2008 $'000	2007 $'000
Income administered on behalf of government			
for the period ended 30 June 2008			
Revenue			
Other	15	**1,180**	11
Total revenue administered on behalf of government		**1,180**	11
Expenses administered on behalf of government			
Depreciation and amortisation	16	**18,328**	49,262
Write-down and impairment of assets		**7**	34
Value of assets sold		**6**	-
Total expenses administered on behalf of government		**18,341**	49,296
Assets administered on behalf of government			
as at 30 June 2008			
Financial assets			
Receivables	17A	**43**	77
Total financial assets		**43**	77
Non-financial assets			
Land and buildings	17B	**1,635,978**	1,648,158
Infrastructure, plant and equipment	17B	**5,984**	5,334
Heritage and cultural assets	17B	**72,175**	58,909
Total non-financial assets		**1,714,137**	1,712,401
Total assets administered on behalf of government		**1,714,180**	1,712,478
Liabilities administered on behalf of government			
as at 30 June 2008			
Payables			
Suppliers	18	**174**	3
Total liabilities administered on behalf of government		**174**	3

The above schedule should be read in conjunction with the accompanying notes.

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DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF ADMINISTERED ITEMS (continued)

	2008 $'000	2007 $'000
Administered cash flows		
for the period ended 30 June 2008		
OPERATING ACTIVITIES		
Cash received		
Net GST received from the ATO	628	433
GST received from customers	1	-
Other revenue	7	8
Other receipts	-	3
Total cash received	636	444
Cash used		
GST paid to suppliers	(578)	(432)
Cash returned to Appropriation for:		
- GST returned	(628)	(354)
- Other	(1)	(3)
Cash to Official Public Account for:		
- GST returned	-	(79)
- Other	(9)	(8)
Total cash used	(1,216)	(876)
Net cash from or (used by) operating activities	(580)	(432)
INVESTING ACTIVITIES		
Cash received		
Proceeds from sales of property, plant and equipment	1	-
Total cash received	1	-
Cash used		
Purchase of property, plant and equipment	(5,894)	(4,319)
Total cash used	(5,894)	(4,319)
Net cash from or (used by) investing activities	(5,893)	(4,319)
FINANCING ACTIVITIES		
Cash received		
Assets and Liability Appropriation	6,473	4,751
Cash from Official Public Account for:		
- Appropriations	-	-
- GST Annotations Appropriation under S 30A	-	-
Total cash received	6,473	4,751
Cash used		
Purchase of property, plant and equipment	-	-
Total cash used	-	-
Net cash from or (used by) financing activities	6,473	4,751
Net increase or (decrease) in cash held	-	-
Cash at the beginning of the reporting period	-	-
Cash at the end of the reporting period	-	-

The above schedule should be read in conjunction with the accompanying notes.

Financial statements

DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF ADMINISTERED ITEMS (continued)

	2008 **$'000**	2007 $'000
Administered commitments		
as at 30 June 2008		
BY TYPE		
Commitments receivable		
Other commitments receivable		
GST recoverable on commitments	**(95)**	(305)
Total commitments receivable	**(95)**	(305)
Commitments payable		
Capital commitments		
Infrastructure, plant and equipment	**1,042**	3,359
Total capital commitments	**1,042**	3,359
Net commitments by type	**947**	3,054
BY MATURITY		
Commitments receivable		
Other commitments receivable		
One year or less	**(95)**	(305)
From one to five years	**-**	-
Over five years	**-**	-
Total other commitments receivable	**(95)**	(305)
Commitments payable		
Capital commitments		
One year or less	**1,042**	3,359
From one to five years	**-**	-
Over five years	**-**	-
Total capital commitments	**1,042**	3,359
Net commitments by maturity	**947**	3,054

NB: Commitments are GST inclusive where relevant.

Administered contingencies
as at 30 June 2008

There were no contingencies or remote or unquantifiable contingencies at balance date.

Statement of activities administered on behalf of the Australian Government

The major administered activities of the Department of Parliamentary Services are directed towards achieving the outcome described in Note 1 to the Financial Statements. Details of planned activities can be found in the Agency Portfolio Budget Statements for 2007-08.

The above schedule should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS
for the financial year ended 30 June 2008

Note   **Description**

Notes to and forming part of the Financial Statements

Note 1   Summary of Significant Accounting Policies

*1.1   Objectives of the Department of Parliamentary Services (**DPS**)*

DPS is an Australian Parliamentary Service organisation. The objective of DPS is to serve the Australian people by supporting the Parliament and caring for Parliament House.

DPS is structured to meet one outcome. This outcome is:

> *Occupants of Parliament House are supported by integrated services and facilities, Parliament functions effectively and its work and building are accessible to the public.*

DPS's activities contributing towards this outcome are classified as either departmental or administered. Departmental activities involve the use of assets, liabilities, revenues and expenses controlled or incurred by DPS in its own right. Administered activities involve the management or oversight by DPS, on behalf of the Government, of items controlled or incurred by the Government.

The department's outcome is measured by the following outputs:

OUTPUT 1 – Library services

An effective knowledge centre for the Parliament through the provision of information, analysis and advice.

1.1 Research services.

1.2 information access services.

OUTPUT 2 – Building and occupant services

An efficiently functioning, safe and secure environment for Senators, Members, other building occupants and visitors.

2.1 Security services.

2.2 Facilities services.

OUTPUT 3 – Infrastructure services

Integrated services and facilities through the provision of maintenance, infrastructure and support services.

3.1 Building infrastructure services.

3.2 IT infrastructure services.

OUTPUT 4 – Parliamentary records services

Access to the work of the Parliament through the provision of audio-visual and Hansard records of proceedings of Parliament.

4.1 Broadcasting services.

4.2 Hansard services.

The Administered item

WORKS PROGRAM—Support for the operation of Parliament into the future, while at the same time preserving the design integrity of the architecture, engineering systems, art and landscape that make up Parliament House.

The continued existence of DPS in its present form and with its present programs is dependent on Government policy and on continued appropriations by Parliament for DPS administration and programs.

DPS Notes Page 2

Notes to and forming part of the Financial Statements

1.2   Basis of Preparation of the Financial Report

The Financial Statements and notes are required by section 49 of the *Financial Management and Accountability Act 1997* and are a general purpose financial report.

The Financial Statements and notes have been prepared in accordance with:

- Finance Minister's Orders (or **FMOs)**, for reporting periods ending on or after 1 July 2007;
- Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (**AASB**) that apply for the reporting period.

The Financial Report has been prepared on an accrual basis and is in accordance with historical cost convention, except for certain assets at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position.

The Financial Report is presented in Australian dollars, and values are rounded to the nearest thousand dollars unless disclosure of the full amount is specifically required.

Unless alternative treatment is specifically required by an Accounting Standard or FMOs, assets and liabilities are recognised in the Balance Sheet when and only when it is probable that future economic benefits will flow to DPS or a future sacrifice of economic benefit will be required and the amounts of the assets or liabilities can be reliably measured. However, assets and liabilities arising under agreements that are equally proportionately unperformed are not recognised unless required by an Accounting Standard. Liabilities and assets that are unrealised are reported in the Schedule of Commitments and the Schedule of Contingencies.

Unless alternative treatment is specifically required by an Accounting Standard, revenues and expenses are recognised in the Income Statement when and only when the flow or consumption or loss of economic benefits has occurred and can be reliably measured.

Administered revenues, expenses, assets and liabilities and cash flows reported in the Schedule of Administered Items and related notes are accounted for on the same basis and using the same policies as for departmental items, except where otherwise stated at Note 1.21

1.3   Significant Accounting Judgements and Estimates

In the process of applying the accounting policies listed in this note, DPS has made the following judgements that have the most significant impact on the amounts recorded in the financial statements:

- The fair value of land and buildings has been taken to be the market value subject to restricted use clause as determined by an independent valuer. Parliament House is purpose-built and may in fact realise more or less in the market.

No accounting assumptions or estimates have been identified that have a significant risk of causing a material adjustment to carrying amounts of assets and liabilities within the next accounting period.

Notes to and forming part of the Financial Statements
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1.4   *Statement of Compliance*

Adoption of new Australian Accounting Standard requirements

No accounting standard has been adopted earlier than the application date as stated in the standard. The following new standard is applicable to the current reporting year:

Financial instrument disclosure

AASB 7 Financial Instruments: *Disclosures* is effective for reporting periods beginning on or after 1 January 2007 (the 2007-08 financial year) and amends the disclosure requirements for financial instruments. In general, AASB 7 requires greater disclosure than that previously required. Associated with the introduction of AASB 7 a number of accounting standards were amended to reference the new standard or remove the present disclosure requirements through 2005-10 Amendments to Australian Accounting Standards [AASB 132, AASB 101, AASB 114, AASB 117, AASB 133, AASB 139, AASB 1, AASB 4, AASB 1023 & AASB 1038]. These changes have no financial impact but will affect the disclosure presented in future financial reports.

The following new standards, amendments to standards or interpretations for the current financial year have no material financial impact on DPS.

> 2007-4 *Amendments to Australian Accounting Standards arising from ED 151 and Other Amendments and Erratum: Proportionate Consolidation*

> 2007-7 *Amendments to Australian Accounting Standards*

> UIG Interpretation 11 AASB 2 – *Group and Treasury Share Transactions* and 2007-1 *Amendments to Australian Accounting Standards arising from AASB Interpretation 11*

Future Australian Accounting Standard requirements

The following new standards, amendments to standards or interpretations have been issued by the Australian Accounting Standards Board but are effective for future reporting periods. It is estimated that the impact of adopting these pronouncements when effective, will have no material financial impact on future reporting periods.

> AASB Interpretation 12 *Service Concession Arrangements* and 2007-2 *Amendments to Australian Accounting Standards arising from AASB Interpretation 12*

> AASB 8 *Operating Segments* and 2007-3 *Amendments to Australian Accounting Standards arising from AASB 8*

> 2007-6 *Amendments to Australian Accounting Standards arising from AASB 123*

> AASB Interpretation 13 *Customer Loyalty Programmes*

> AASB Interpretation 14 *AASB 119 – The Limit on a Defined Benefit Asset, Minimum Funding Requirements and their Interaction*

Other

The following standards and interpretations have been issued but are not applicable to the operations of DPS.
• AASB 1049 Whole of Government and General Government Sector Financial Reporting

Notes to and forming part of the Financial Statements

1.5 Revenue

Revenue from Government

Amounts appropriated for departmental outputs for the year (adjusted for any formal additions or reductions) are recognised as revenue when DPS gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned.

Appropriations receivable are recognised at their nominal amounts.

Resources Received Free of Charge

Resources received free of charge are recognised as revenue when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense.

Resources received free of charge are recorded as either revenue or gains depending on their nature ie if they have been generated in the course of the ordinary activities of DPS, they are treated as revenue.

Other Types of Revenue

Revenue from the sale of goods is recognised when:
- the risks and rewards of ownership have been transferred to the buyer;
- the seller retains no managerial involvement nor effective control over the goods;
- the revenue and transaction costs incurred can be reliably measured; and
- it is probable that the economic benefits associated with the transaction will flow to DPS.

Revenue from rendering of services is recognised by reference to the stage of completion of contracts at the reporting date. The revenue is recognised when:
- the amount of revenue, stage of completion and transaction costs incurred can be reliably measured; and
- the probable economic benefits of the transaction will flow to DPS.

Revenue from sale of goods and rendering of services is shown at Note 3B as being received from either related entities or external parties. Related entities are Entities which form part of the Australian Government or which the Australian Government controls.

The stage of completion of contracts at the reporting date is determined by reference to the proportion that costs incurred to date bear to the estimated total costs of the transaction.

Receivables for goods and services, which have 30 day terms, are recognised at nominal amounts due less any allowance for impairment. Collectability of debts is reviewed at balance date. Allowance is made when the collectability of the debt is no longer probable.

1.6 Gains

Other Resources Received Free of Charge

Resources received free of charge are recognised as gains when and only when a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense.

Contributions of assets at no cost of acquisition or for nominal consideration are recognised as gains at their fair value when the asset qualifies for recognition, unless

Notes to and forming part of the Financial Statements

received from another Government Agency or Authority as a consequence of a restructuring of administrative arrangements (Refer to Note 1.7).

Resources received free of charge are recorded as either revenue or gains depending on their nature.

Sale of Assets

Gains from disposal of non-current assets are recognised when control of the asset has passed to the buyer.

1.7   Transactions with the Government as Owner

Equity injections

Amounts appropriated which are designated as "equity injections" for a year (less any formal reductions) are recognised directly in Contributed Equity in that year.

Restructuring of Administrative Arrangements

Net assets received or relinquished to another Australian Government Agency or Authority under a restructuring of administrative arrangements are adjusted at their book value directly against contributed equity.

Other distributions to owners

The FMOs require that distributions to owners be debited to Contributed Equity unless they are in the nature of a dividend.

1.8   Employee Benefits

Liabilities for services rendered by employees are recognised at reporting date to the extent that they have not been settled.

Liabilities for "short-term employee benefits" (as defined in AASB 119) and termination benefits due within 12 months of balance date are measured at their nominal amounts. The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

All other employee benefit liabilities are measured as the present value of the estimated future cash outflows to be made in respect of services provided by employees up to the reporting date.

Leave

The liability for employee benefits includes provision for annual leave and long service leave. No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees of DPS is estimated to be less than the annual entitlement for sick leave.

The leave liabilities are calculated on the basis of employees' remuneration to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave was calculated using the shorthand method provided by the Australian Government Actuary. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Separation and Redundancy

Provision is made for separation and redundancy payments in circumstances where DPS has made an offer of Voluntary Redundancy which has been accepted by a staff member and a reliable estimate of the total amount of the payment can be determined.

Notes to and forming part of the Financial Statements

Superannuation

DPS staff are members of the Commonwealth Superannuation Scheme (**CSS**), the Public Sector Superannuation Scheme (**PSS**) or the PSS accumulation plan (**PSSap**).

The CSS and PSS are defined benefit schemes for the Commonwealth. The PSSap is a defined contribution scheme

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported by the Department of Finance and Deregulation as an administered item.

DPS makes employer contributions to the Employee Superannuation Scheme at rates determined by an actuary to be sufficient to meet the cost to the Government of the superannuation entitlements of DPS's employees. DPS accounts for the contribution as if they were contributions to defined contribution plans.

From 1 July 2005, new employees were eligible to join the PSSap scheme.

The liability for superannuation recognised as at 30 June represents outstanding contributions for the final pay accrual of the reporting period, plus the anticipated superannuation contributions when staff take recreation and long service leave.

1.9   Leases

A distinction is made between finance leases and operating leases. Finance leases effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of leased non-current assets. An operating lease is a lease which is not a finance lease. In operating leases, the lessor effectively retains substantially all such risks and benefits.

Where a non-current asset is acquired by means of a finance lease, the asset is capitalised at either the fair value of the lease property or, if lower, the present value of minimum lease payments at the inception of the contract, and a liability recognised at the same time and for the same amount.

The discount rate used is the interest rate implicit in the lease. Leased assets are amortised over the period of the lease. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are expensed on a straight line basis which is representative of the pattern of benefits derived from the leased assets.

1.10   Borrowing Costs

All borrowing costs are expensed as incurred.

1.11   Cash

Cash means notes and coins held and the balances of DPS's bank accounts. Cash is recognised at its nominal amount.

1.12   Financial Assets

DPS classifies its financial assets in the following categories:
- financial assets 'at fair value through profit or loss';
- 'held-to-maturity investments';
- 'available-for-sale' financial assets; and
- 'loans and receivables'.

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Notes to and forming part of the Financial Statements

The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition. Financial assets are recognised and derecognised upon "trade date".

Effective interest method

The effective interest method is a method of calculating the amortised cost of a financial asset and of allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts over the expected life of the financial asset, or, where appropriate, a shorter period.

Income is recognised on an effective interest rate basis except for financial assets "at fair value through profit or loss".

Financial assets at fair value through profit or loss

Financial assets are classified as financial assets at fair value through profit or loss where the financial assets:
- have been acquired principally for the purpose of selling in the near future;
- are a part of an identified portfolio of financial instruments that the agency manages together and has a recent actual pattern of short-term profit-taking; or
- are derivatives that are not designated and effective as a hedging instrument.

Assets in this category are classified as current assets.

Financial assets at fair value through profit or loss are stated at fair value, with any resultant gain or loss recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest earned on the financial asset. DPS has no such instruments.

Available-for-Sale Financial Assets

Available-for-sale financial assets are non-derivatives that are either designated in this category or not classified in any of the other categories. They are included in non-current assets unless management intends to dispose of the asset within 12 months of the balance sheet date.

Available-for-sale financial assets are recorded at fair value. Gains and losses arising from changes in fair value are recognised directly in the reserves (equity) with the exception of impairment losses. Interest is calculated using the effective interest method and foreign exchange gains and losses on monetary assets are recognised directly in profit or loss. Where the asset is disposed of or is determined to be impaired, part (or all) of the cumulative gain or loss previously recognised in the reserve is included in profit for the period.

Where a reliable fair value cannot be established for unlisted investments in equity instruments, cost is used. DPS has no such instruments.

Held-to-maturity investments

Non-derivative financial assets with fixed or determinable payments and fixed maturity dates that the group has the positive intent and ability to hold to maturity are classified as held-to-maturity investments. Held-to-maturity investments are recorded at amortised cost using the effective interest method less impairment, with revenue recognised on an effective yield basis. DPS has no such investments.

Loans and receivables

Trade receivables, loans and other receivables that have fixed or determinable payments that are not quoted in an active market are classified as 'loans and receivables'. They

Notes to and forming part of the Financial Statements

are included in current assets, except for maturities greater than 12 months after the balance sheet date. These are classified as non-current assets. Loans and receivables are measured at amortised cost using the effective interest method less impairment. Interest is recognised by applying the effective interest rate.

Impairment of financial assets

Financial assets are assessed for impairment at each balance date.

Financial assets held at amortised cost

If there is objective evidence that an impairment loss has been incurred for loans and receivables or held to maturity investments held at amortised cost, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate. The carrying amount is reduced by way of an allowance account. The loss is recognised in the income statement.

Available-for-sale financial assets

If there is objective evidence that an impairment loss on an available-for-sale financial asset has been incurred, the amount of the difference between its cost, less principal repayments and amortisation, and its current fair value, less any impairment loss previously recognised in expenses, is transferred from equity to the income statement.

Available-for-sale financial assets (held at cost)

If there is objective evidence that an impairment loss has been incurred the amount of the impairment loss is the difference between the carrying amount of the asset and the present value of the estimated future cash flows discounted at the current market rate for similar assets.

1.13   Financial Liabilities

Financial liabilities are classified as either financial liabilities "at fair value through profit or loss" or other financial liabilities.

Financial liabilities are recognised and derecognised upon "trade date".

Financial liabilities at fair value through profit and loss

Financial liabilities at fair value through profit or loss are initially measured at fair value. Subsequent fair value adjustments are recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest paid on the financial liability.

Other financial liabilities

Other financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. Other financial liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective yield basis.

The effective interest method is a method of calculating the amortised cost of a financial liability and of allocating interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments through the expected life of the financial liability, or, where appropriate, a shorter period.

Notes to and forming part of the Financial Statements

Supplier and Other Payables

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods and services have been received (and irrespective of having been invoiced).

The supply of goods and rendering of services is shown at Note 4B as being provided by either related entities or external parties. Related entities are Entities which form part of the Australian Government or which the Australian Government controls.

1.14   *Contingent Liabilities and Contingent Assets*

Contingent Liabilities and Contingent Assets are not recognised in the Balance Sheet but are reported in the relevant schedules and notes. They may arise from uncertainty as to the existence of a liability or asset, or represent an existing liability or asset in respect of which settlement is not probable, or the amount cannot be reliably measured. Remote contingencies are part of this disclosure. Contingent Assets are reported when settlement is probable, and Contingent Liabilities are recognised when settlement is greater than remote.

1.15   *Financial Guarantee Contracts*

Financial guarantee contracts are accounted for in accordance with AASB 139. They are not treated as a contingent liability, as they are regarded as financial instruments outside the scope of AASB 137.

1.16   *Acquisition of Assets*

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenues at their fair value at the date of acquisition, unless acquired as a consequence of restructuring administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor agency's accounts immediately prior to the restructuring.

1.17   *Property, Plant and Equipment (PP&E)*

Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the Balance Sheet, except for purchases costing less than $2,000, which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total, or add to system assets).

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located.

Definition of Assets

In these statements, except for office equipment, technical equipment and furniture which are recorded as individual items, a reportable asset is a functional system in which component parts do not retain a separate identity and are not expected to be used by DPS after the asset is disposed of.

All non-current depreciable assets are recognised in the financial statements if they belong to a class of assets which is represented by:

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Notes to and forming part of the Financial Statements

- complete functional systems valued at cost or independent valuation;
- work in progress valued at cost;
- individual items at cost of acquisition or valuation of at least $2,000; or
- a group of individual items.

DPS identifies and records all assets individually for fraud control and management purposes.

All monographs added to the Library Collection are capitalised regardless of their individual value as they are regarded as part of a group of similar items significant in total.

Revaluations

Fair values for each class of asset are determined as shown below.

Asset class	Fair value measured at:
Land	Market selling price subject to restricted use clause
Buildings	Depreciated replacement cost
Information Technology Assets	Market selling price or depreciated replacement cost
Communication Assets	Market selling price or depreciated replacement cost
Monitoring Assets	Market selling price or depreciated replacement cost
Furniture and Equipment	Market selling price or depreciated replacement cost
Library Collection	Market selling price or depreciated replacement cost
Security Infrastructure	Depreciated replacement cost
Heritage and Cultural Assets	Market selling price

Following initial recognition at cost, property, plant and equipment and heritage and cultural assets are carried at fair value less accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets do not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reverses a previous revaluation decrement of the same asset class that was previously recognised through operating result. Revaluation decrements for a class of assets are recognised directly through operating result except to the extent that they reverse a previous revaluation increment for that class.

Work-in-progress

If, at 30 June 2008, an asset is not fully constructed, the expenditure will be disclosed separately as "work in progress". Depreciation will not be set until the project has been completed to a stage where it can provide a service to DPS.

Notes to and forming part of the Financial Statements

Depreciation and Amortisation

An asset is depreciated from the time it is first put into or held ready for use. When an asset is a complex structure made up of interdependent substructures which require installation at successive stages, it is considered as being ready for use only after installation has been completed to a stage where it can provide a service to DPS.

Depreciable property, plant and equipment assets are written off to their estimated residual values over their estimated useful life to DPS. Depreciation is calculated using either the straight-line method which is consistent with the pattern of usage or the diminishing value method which is consistent with the market selling price.

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current or current and future reporting periods as appropriate.

Heritage and Cultural assets are not depreciated. At the time of the 2004-05 revaluation, depreciation on heritage and cultural assets was calculated at 1.03% of the total value which is not material.

Depreciation rates applying to each class of depreciable assets are based on the following useful lives:

	2008	2007
Building	20 to 200 years	20 to 200 years
IT Assets	2 to 20 years	2 to 20 years
Communication Assets	4 to 25 years	4 to 25 years
Monitoring Assets	3 to 20 years	3 to 20 years
Furniture and Equipment	2 to 50 years	2 to 50 years
Library Collection	3 to 30 years	3 to 30 years
Security Infrastructure	3 to 25 years	3 to 25 years

Impairment

All assets were assessed for impairment at 30 June 2008. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

The recoverable amount of an asset is the higher of its fair value less costs to sell and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if DPS were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

No indicators of impairment were found for PP&E assets at fair value.

1.18   *Intangibles*

Intangibles comprise purchased and internally-developed software for internal use and capital works-in-progress. These assets are carried at cost less accumulated amortisation and accumulated impairment losses.

Software is amortised on a straight-line basis over its anticipated useful life. The useful life of DPS's software is between 3 to 10 years (2006-07: 3 to 10 years). Capital works-in-progress are not depreciated.

All software assets were assessed for indications of impairment as at 30 June 2008, no indications of impairment were found.

Notes to and forming part of the Financial Statements

1.19   Inventories

The Parliament Shop inventories are held for resale and are valued at the lower of cost or net realisable value. Costs are assigned to stock on a first-in-first-out basis.

1.20   Taxation

DPS is exempt from all forms of taxation except fringe benefits tax and the goods and services tax (**GST**).

Revenues, expenses and assets are recognised net of GST:
  • except where the amount of GST incurred is not recoverable from the Australian Taxation Office; and
  • except for receivables and payables.

1.21   Reporting of Administered Activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the Schedule of Administered Items and related Notes.

Except where otherwise stated below, administered items are reported on the same basis and using the same policies as for Departmental items, including the application of Australian Accounting Standards.

Administered appropriations received or receivable from the Official Public Account (**OPA**) are not reported as administered revenues and assets respectively. Similarly, administered receipts transferred or transferable to the OPA are not reported as administered expenses or payables. These transactions and balances are internal to the Administered entity.

These transfers of cash are reported as administered operating cash flows and in the administered reconciliation table in Note 19.

Notes to and forming part of the Financial Statements

Note 2   Events after the Balance Sheet date

No significant events have impacted on DPS's operations after balance date.

	2008 $'000	2007 $'000
Note 3 Income		
Revenue		
Note 3A Revenue from Government		
Appropriation:		
Departmental outputs	116,249	114,860
Total revenue from Government	116,249	114,860
Note 3B Sale of goods and rendering of services		
Provision of goods - related entities	17	6
Provision of goods - external parties	1,189	1,300
Rendering of services - related entities	3,321	3,013
Rendering of services - external parties	1,085	831
Total sale of goods and rendering of services	5,612	5,150
Note 3C Rental income		
Parliament House space	1,210	1,160
Total rental income	1,210	1,160
Note 3D Other revenue		
Other	8	138
Total other revenue	8	138

Notes to and forming part of the Financial Statements

	2008	2007
	$'000	$'000
Gains		
Note 3E Sale of assets		
Information technology assets:		
Proceeds from sale	-	35
Carrying value of assets sold	-	(33)
Selling expense	-	(2)
Net gain from sale of information technology assets	-	-
Furniture and equipment assets:		
Proceeds from sale	-	55
Carrying value of assets sold	-	(17)
Selling expense	-	(5)
Net gain from sale of furniture and equipment assets	-	33
Total net gain from sale of assets	-	33
Note 3F Reversals of previous asset write-downs		
Asset revaluation increment	-	135
Total reversals of previous asset write-downs	-	135
Note 3G Other gains		
Resources received free of charge	**179**	162
Other	**1**	3
Total other gains	**180**	165

Notes to and forming part of the Financial Statements

	2008	2007
	$'000	$'000

Note 4   Expenses

Note 4A   Employee benefits

Wages and salaries	48,242	45,714
Superannuation:		
Defined contribution plans	1,402	570
Defined benefits plans	7,468	6,841
Leave and other entitlements	5,965	6,323
Separation and redundancies	1,487	2,574
Other	396	266
Total employee benefits	64,960	62,288

Note 4B   Suppliers

Provision of goods - related entities	14	-
Provision of goods - external parties	4,971	5,415
Rendering of services - related entities	11,282	17,535
Rendering of services - external parties	24,059	15,972
Operating lease rentals:		
Minimum lease payments	40	985
Workers' compensation premiums	643	849
Total supplier expenses	41,009	40,756

Note 4C   Depreciation and amortisation

Depreciation:		
Property, plant and equipment	8,873	11,036
Total depreciation	8,873	11,036
Amortisation:		
Intangibles-Computer software	3,451	3,894
Leased assets	-	51
Total amortisation	3,451	3,945
Total depreciation and amortisation	12,324	14,981

Notes to and forming part of the Financial Statements

	2008 $'000	2007 $'000
Note 4C Depreciation and amortisation (cont)		
The aggregate amounts of depreciation or amortisation expensed during the reporting period for each class of depreciable asset are as follows:		
Information technology assets	2,089	1,906
Communication assets	2,743	4,124
Monitoring assets	120	114
Furniture and equipment	717	640
Library collection	580	567
Security infrastructure	2,624	3,736
Intangibles-Computer software	3,451	3,894
Total depreciation and amortisation	12,324	14,981
Note 4D Finance costs		
Finance leases	-	1
Total finance costs	-	1
Note 4E Write-down and impairment of assets		
Plant and equipment write-down	76	103
Intangibles-Computer software write-down	-	7
Total write-down and impairment of assets	76	110
Note 4F Losses from assets sales		
Furniture and equipment:		
Proceeds from sale	(24)	-
Carrying value of assets sold	88	-
Selling expenses	7	-
Monitoring assets:		
Proceeds from sale	(1)	-
Carrying value of assets sold	2	-
Communication assets:		
Proceeds from sale	(1)	-
Carrying value of assets sold	15	-
Information technology assets:		
Proceeds from sale	(36)	-
Carrying value of assets sold	56	-
Selling expenses	11	-
Security assets:		
Proceeds from sale	(2)	-
Carrying value of assets sold	27	-
Selling expenses	1	-
Total losses from assets sales	143	-

Notes to and forming part of the Financial Statements

	2008 $'000	2007 $'000
Note 5 **Financial Assets**		
Note 5A Cash and cash equivalents		
Cash on hand	4	4
Deposits	1,003	1,453
Total cash and cash equivalents	1,007	1,457
Note 5B Trade and other receivables		
Goods and services	1,013	1,165
Appropriations receivable for existing outputs	64,713	55,693
GST receivable from the Australian Taxation Office	682	716
Total trade and other receivables (gross)	66,408	57,574
Less impairment allowance:		
Goods and services	(2)	(10)
Total trade and other receivables (net)	66,406	57,564
All receivables are current assets		
Receivables are aged as follows:		
Not overdue	66,289	57,530
Overdue by:		
less than 30 days	113	8
30 days to 60 days	-	35
61 days to 90 days	1	-
More than 90 days	5	1
Total receivables (gross)	66,408	57,574
The impairment allowance is aged as follows:		
Overdue by:		
More than 90 days	(2)	(10)
Total impairment allowance	(2)	(10)

Reconciliation of the impairment allowance
Movement table

	Goods and services	Goods and services
Opening balance	(10)	(10)
Amounts written off	8	-
Closing balance	(2)	(10)

Notes to and forming part of the Financial Statements

	2008 $'000	2007 $'000
Note 6 Non-Financial Assets		
Note 6A Property, plant and equipment		
Information technology assets		
Gross carrying value (at fair value)	23,243	23,366
Accumulated depreciation	(17,604)	(17,047)
Total information technology assets	5,639	6,319
Communication assets		
Gross carrying value (at fair value)	86,335	73,667
Accumulated depreciation	(69,016)	(59,604)
Total communication assets	17,319	14,063
Monitoring assets		
Gross carrying value (at fair value)	4,601	3,759
Accumulated depreciation	(3,508)	(3,066)
Total monitoring assets	1,093	693
Furniture and equipment		
Gross carrying value (at fair value)	11,257	11,556
Accumulated depreciation	(9,023)	(9,166)
Total furniture and equipment	2,234	2,390
Library collection		
Gross carrying value (at fair value)	7,991	7,554
Accumulated depreciation	(3,270)	(2,732)
Total Library collection	4,721	4,822
Security infrastructure		
Gross carrying value (at fair value)	73,590	62,690
Accumulated depreciation	(59,636)	(50,465)
Total security infrastructure	13,954	12,225
Total property, plant and equipment (non-current)	44,960	40,512

All revaluations are conducted in accordance with the revaluation policy stated at Note 1. In 2007-08, an independent valuer A.F. Graham Certified Practising Valuer, Australian Valuation Office conducted the revaluation as at 30 June 2008.

Revaluation increment of $4,328,307 for Communication assets, $34,245 for Monitoring assets and $3,761,980 for Security assets (2007 increment: $31,951 for Furniture and Equipment) was made to the Asset Revaluation Reserve. No amounts were recognised as a revaluation gain representing the reversal of a previous revaluation decrement that was expensed (2007 revaluation gain $135,193).

No indicators of impairment were found for property, plant and equipment.

Notes to and forming part of the Financial Statements

Note 6B   Analysis of property, plant and equipment

TABLE A—Reconciliation of the opening and closing balances of property, plant and equipment (including Library Collection) 2007-08

Item	Information Technology assets	Communic-ation assets	Monitoring Assets	Furniture and equipment	Library collection	Security assets	Total
	$'000	$'000	$'000	$'000	$'000	$'000	$'000
As at 1 July 2007							
Gross book value	23,366	73,667	3,759	11,556	7,554	62,690	182,592
Accumulated depreciation/amortisation	(17,047)	(59,604)	(3,066)	(9,166)	(2,732)	(50,465)	(142,080)
Net book value 1 July 2007	6,319	14,063	693	2,390	4,822	12,225	40,512
Additions							
by purchase	1,413	1,775	453	651	542	626	5,460
Revaluations and impairments through equity	-	4,329	34	-	-	3,762	8,125
Reclassification	53	(90)	35	2	-	-	-
Depreciation/amortisation	(2,089)	(2,743)	(120)	(717)	(580)	(2,624)	(8,873)
Disposals:							
Value of assets sold	(57)	(15)	(2)	(92)	(63)	(35)	(264)
Net book value 30 June 2008	5,639	17,319	1,093	2,234	4,721	13,954	44,960
Net book value as of 30 June 2008 represented by:							
Gross book value	23,243	86,335	4,601	11,257	7,991	73,590	207,017
Accumulated depreciation/amortisation	(17,604)	(69,016)	(3,508)	(9,023)	(3,270)	(59,636)	(162,057)
	5,639	17,319	1,093	2,234	4,721	13,954	44,960

Notes to and forming part of the Financial Statements

Note 6B (continued)   Analysis of property, plant and equipment

TABLE A—Reconciliation of the opening and closing balances of property, plant and equipment (including Library Collection) 2006-07

Item	Information Technology assets	Communic-ation assets	Monitoring Assets	Furniture and equipment	Library collection	Security assets	Total
	$'000	$'000	$'000	$'000	$'000	$'000	$'000
As at 1 July 2006							
Gross book value	22,413	73,138	3,674	9,122	7,360	64,799	180,506
Accumulated depreciation/amortisation	(16,115)	(55,705)	(3,044)	(6,703)	(2,431)	(49,731)	(133,729)
Net book value 1 July 2006	6,298	17,433	630	2,419	4,929	15,068	46,777
Additions							
by purchase	1,962	762	178	465	546	894	4,807
Revaluations and impairments through equity	-			167			167
Reclassification	2			(2)			-
Depreciation/amortisation	(1,906)	(4,124)	(114)	(640)	(567)	(3,736)	(11,087)
Disposals:							
Value of assets sold	(37)	(8)	(1)	(19)	(86)	(1)	(152)
Net book value 30 June 2007	6,319	14,063	693	2,390	4,822	12,225	40,512
Net book value as of 30 June 2007 represented by:							
Gross book value	23,366	73,667	3,759	11,556	7,554	62,690	182,592
Accumulated depreciation/amortisation	(17,047)	(59,604)	(3,066)	(9,166)	(2,732)	(50,465)	(142,080)
	6,319	14,063	693	2,390	4,822	12,225	40,512

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Notes to and forming part of the Financial Statements

Note 6B (continued)   Analysis of Property, Plant and Equipment

TABLE B — Property, plant and equipment—work in progress 2007-08

Item	Property, Plant and Equipment $'000
Carrying amount as at 30 June 2008	**7,225**
Carrying amount as at 30 June 2007	2,951

TABLE B — Property, plant and equipment—work in progress 2006-07

Item	Property, Plant and Equipment $'000
Carrying amount as at 30 June 2007	2,951
Carrying amount as at 30 June 2006	3,105

	2008 $'000	2007 $'000
Note 6C Intangibles		
Computer software at cost:		
Purchased—in progress	2,833	2,473
Internally developed—in use	6,875	6,849
Purchased—in use	25,102	19,554
Total Computer Software	**34,810**	28,876
Accumulated amortisation	**(23,841)**	(20,391)
Total intangibles (non-current)	**10,969**	8,485

No indicators of impairment were found for intangible assets.

Notes to and forming part of the Financial Statements

TABLE C - Reconciliation of the opening and closing balances of intangibles (2007-08)

Item	Computer software internally developed $'000	Computer software purchased $'000	Total $'000
As at 1 July 2007			
Gross book value	6,849	22,027	28,876
Accumulated amortisation	(5,609)	(14,782)	(20,391)
Net book value 1 July 2007	1,240	7,245	8,485
Additions	26	5,909	5,935
Amortisation expense	(740)	(2,711)	(3,451)
Disposals	-	-	-
Net book value 30 June 2008	526	10,443	10,969
Net book value as at 30 June 2008 represented by:			
Gross book value	6,875	27,935	34,810
Accumulated amortisation	(6,349)	(17,492)	(23,841)
	526	10,443	10,969

TABLE C - Reconciliation of the opening and closing balances of intangibles (2006-07)

Item	Computer software internally developed $'000	Computer software purchased $'000	Total $'000
As at 1 July 2006			
Gross book value	6,614	21,553	28,167
Accumulated amortisation	(4,587)	(12,834)	(17,421)
Net book value 1 July 2006	2,027	8,719	10,746
Additions	235	1,405	1,640
Amortisation expense	(1,022)	(2,872)	(3,894)
Disposals	-	(7)	(7)
Net book value 30 June 2007	1,240	7,245	8,485
Net book value as at 30 June 2007 represented by:			
Gross book value	6,849	22,027	28,876
Accumulated amortisation	(5,609)	(14,782)	(20,391)
	1,240	7,245	8,485

Notes to and forming part of the Financial Statements

	2008 $'000	2007 $'000
Note 6D Inventories		
Inventories held for sale—The Parliament Shop	236	233
Total inventories (current)	236	233

During 2007-08 $549,702 of inventory held for sale was recognised as an expense (2006-07: $643,344).

	2008 $'000	2007 $'000
Note 6E Other non-financial assets		
Prepayments	863	1,247
Total other non-financial assets (current)	863	1,247

No indicators of impairment were found for other non-financial assets.

Note 7 Payables		
Note 7A Suppliers		
Trade creditors	450	486
Accrued expenses	2,310	1,951
Total supplier payables (current)	2,760	2,437
Note 7B Other payables		
Unearned income	3	55
Total other payables (current)	3	55

Settlement is usually made net 30 days

Note 8 Provisions		
Employee provisions		
Salaries and wages	746	357
Leave and other entitlements	16,171	15,138
Superannuation	1,420	878
Separations and redundancies	172	204
Other	20	26
Total employee provisions	18,529	16,603
Employee provisions are represented by:		
Current	16,826	14,730
Non-current	1,703	1,873
Total employee provisions	18,529	16,603

The classification of current employee provisions includes amounts for which there is not an unconditional right to defer settlement by one year, hence in the case of employee provisions the above classification does not represent the amount expected to be settled within one year of reporting date. Employee provisions expected to be settled in twelve months from the reporting date are $15,247,184 (2007: $13,308,629), and in excess of one year $3,281,427 (2007: $3,293,900).

Notes to and forming part of the Financial Statements

Note 9   Cash Flow Reconciliation

	2008 $'000	2007 $'000
Reconciliation of cash and cash equivalents as per Balance Sheet to Cash Flow Statement		
Report cash and cash equivalents as per:		
Cash Flow Statement	**1,007**	1,457
Balance Sheet	**1,007**	1,457
Difference	--	-
Reconciliation of operating result to net cash from operating activities:		
Operating result	**4,747**	3,505
Depreciation/amortisation	**12,324**	14,981
Net write down of non-financial assets	**76**	110
(Gain) / Loss on disposal of assets	**143**	(33)
(Gain) / Loss on revaluation	--	(135)
(Gain) / Loss on asset stocktake	--	(3)
(Gain) / Loss on foreign currency exchange	**(1)**	-
(Increase) / decrease in net receivables	**(9,020)**	(10,472)
(Increase) / decrease in inventories	**(3)**	(24)
(Increase) / decrease in prepayments	**385**	(254)
(Increase) / decrease in GST receivable	**34**	(208)
Increase / (decrease) in employee provisions	**1,926**	(178)
Increase / (decrease) in supplier payables	**142**	(394)
Increase / (decrease) in other provisions and payables	**(52)**	(143)
Net cash from / (used by) operating activities	**10,701**	6,752

Note 10   Contingent Liabilities and Assets

Quantifiable Contingencies

As at 30 June 2008 DPS had no quantifiable contingencies.

Unquantifiable Contingencies

As at 30 June 2008 DPS had no unquantifiable contingencies.

Remote Contingencies

As at 30 June 2008 DPS had no remote contingencies.

Notes to and forming part of the Financial Statements

	2008	2007
Note 11 Senior Executive Remuneration		
The number of senior executives who received or were due to receive total remuneration of $130,000 or more:		
$145,000 to $159,999	-	2
$160,000 to $174,999	-	3
$175,000 to $189,999	2	2
$190,000 to $204,999	7	2
$205,000 to $219,999	-	1
$250,000 to $264,999	1	1
$310,000 to $324,999	1	-
$370,000 to $384,999	-	1
Total	**11**	12
The aggregate amount of total remuneration of executives shown above.	**$2,318,902**	$2,422,712
The aggregate amount of separation and redundancy/termination benefit payments during the year to executives shown above.	**$119,372**	$140,519

Remuneration includes, where paid, wages and salaries, accrued leave, accrued superannuation, the cost of motor vehicles, allowances and fringe benefits tax included in remuneration agreements.

Note 12   Remuneration of Auditors

	2008	2007
Financial statement audit services are provided free of charge to DPS.		
The fair value of services provided was:	**$142,000**	$130,000

No other services were provided by the Auditor-General.

Note 13   Average Staffing Level

	2008	2007
The average staffing level for DPS during the year was	**783**	757

Notes to and forming part of the Financial Statements

	2008 $'000	2007 $'000
Note 14 **Financial Instruments**		
Note 14A Categories of financial instruments		
Financial Assets		
Cash and cash equivalents	1,007	1,457
Trade receivables	1,013	1,165
Carrying amount of financial assets	2,020	2,622
Financial Liabilities		
Other Liabilities		
Trade creditors	450	486
Carrying amount of financial liabilities	450	486

There are no potential differences between the carrying value and fair value.

Note 14B Credit risk

DPS is exposed to minimal credit risk as the majority of financial assets are cash and trade receivables. The maximum exposure to credit risk is the risk that arises from potential default of a debtor. This amount is equal to the total amount of trade receivables (2008: $1,013,467 and 2007: $1,165,260). DPS has assessed the risk of the default on payment and has allocated $2,000 in 2008 (2007: $10,000) to an allowance for impairment. DPS has policies and procedures that guide debt recovery techniques that are to be applied.

DPS holds no collateral to mitigate against credit risk.

The credit quality of financial instruments not past due or individually determined as impaired are:

	Not past due nor impaired 2008 $'000	Not past due nor impaired 2007 $'000	Past due or impaired 2008 $'000	Past due or impaired 2007 $'000
Loans and receivables				
Cash and cash equivalents	1,007	1,457	-	-
Trade receivables	894	1,121	119	44
Total	1,901	2,578	119	44

Ageing of financial assets that are past due but not impaired for 2008:

	0 to 30 days $'000	31 to 60 days $'000	61 to 90 days $'000	90+ days $'000	Total $'000
Loans and receivables					
Trade receivables	113	-	1	5	119
Total	113	-	1	5	119

Ageing of financial assets that are past due but not impaired for 2007:

Loans and receivables					
Trade receivables	8	35	-	1	44
Total	8	35	-	1	44

Notes to and forming part of the Financial Statements

Note 14C   Liquidity risk
The following table illustrates the maturities for financial liabilities

2008	On demand 2008 $'000	Within 1 year 2008 $'000	1 to5 years 2008 $'000	> 5 years 2008 $'000	Total $'000
Liabilities					
Trade creditors	-	450	-	-	450
Total	-	450	-	-	450

2007	On demand 2007 $'000	Within 1 year 2007 $'000	1 to5 years 2007 $'000	> 5 years 2007 $'000	Total $'000
Liabilities					
Trade creditors	-	486	-	-	486
Total	-	486	-	-	486

Note 14 D   Market risk

DPS holds basic financial information instruments that do not expose the department to certain market risks. DPS does not have interest-bearing liabilities and is not exposed to "currency risk" or "other price risk".

Notes to and forming part of the Financial Statements

	2008 $'000	2007 $'000
Note 15 Income Administered on Behalf of Government		
Heritage and cultural assets donated to the Parliament of Australia	23	3
Proceeds on sale of assets	6	-
Assets not previously recognised	1,148	-
Other revenue	3	8
Total income administered on behalf of Government	1,180	11
Note 16 Expenses Administered on Behalf of Government		
Depreciation		
Buildings	17,713	47,525
Other property, plant and equipment	615	1,737
Total depreciation	18,328	49,262
Assets written-down		
Buildings	7	34
Total value of assets written-down	7	34
Value of assets sold		
Other Property, Plant and Equipment	6	-
Total value of assets sold	6	-
Total expenses administered on behalf of Government	18,341	49,296
Note 17 Assets Administered on Behalf of Government		
Note 17A Financial Assets		
Receivables		
GST receivable from ATO	43	77
Total financial assets administered on behalf of Government	43	77

All receivables are current

Notes to and forming part of the Financial Statements

	2008	2007
	$'000	$'000
Note 17 (continued) Assets Administered on Behalf of Government		
Note 17B Non-Financial Assets		
Land and buildings		
Land		
At fair value	25,000	25,000
Total land	25,000	25,000
Buildings		
At fair value	1,607,678	1,615,688
Work in progress – at cost	3,300	7,470
Total buildings	1,610,978	1,623,158
Total land and buildings	1,635,978	1,648,158
Property, plant and equipment		
Furniture, fittings and equipment		
At fair value	2,015	918
Total furniture, fittings and equipment	2,015	918
Plant and equipment		
At fair value	3,969	4,416
Total plant and equipment	3,969	4,416
Total property, plant and equipment	5,984	5,334
Heritage and cultural assets		
At fair value	71,823	58,219
Work in progress—at cost	352	690
Total heritage and cultural assets	72,175	58,909
Total non-financial assets administered on behalf of Government	1,714,137	1,712,401
Total assets administered on behalf of Government	1,714,180	1,712,478

All formal revaluations are conducted in accordance with the revaluation policy stated at Note 1. In 2007-08, a revaluation of heritage and cultural assets as at 30 June 2008 was conducted using in-house expertise. A revaluation increment of $12,857,521 for Heritage and cultural assets was made to the Asset revaluation reserve (2006-07 $Nil).
No indicators of impairment were found for land and buildings, and property, plant and equipment.

Notes to and forming part of the Financial Statements

Note 17 (continued)

TABLE A   Reconciliation of the opening and closing balances of land and buildings, property, plant and equipment and heritage and cultural assets (2007-08).

Item	Land and Buildings	Property, Plant and Equipment	Heritage and Cultural Assets	Total
	$'000	$'000	$'000	$'000
As at 1 July 2007				
Gross book value	1,875,206	15,972	58,909	1,950,087
Accumulated depreciation/amortisation	(227,048)	(10,638)	-	(237,686)
Net book value 1 July 2007	1,648,158	5,334	58,909	1,712,401
Additions:				
By donation	-	-	23	23
Assets not previously recognised	-	1,147	-	1,147
By purchase	5,558	106	385	6,049
By transfer from WIP	(25)	25	-	-
Revaluations through equity	-	-	12,858	12,858
Depreciation/amortisation expense	(17,713)	(615)	-	(18,328)
Disposals:				
By sale	-	(6)	-	(6)
By write-down	-	(7)	-	(7)
Net book value 30 June 2008	1,635,978	5,984	72,175	1,714,137
Net book value as of 30 June 2008 represented by:				
Gross book value	1,880,740	19,329	72,175	1,972,244
Accumulated depreciation	(244,762)	(13,345)	-	(258,107)
	1,635,978	5,984	72,175	1,714,137

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Notes to and forming part of the Financial Statements

Note 17 *(continued)*

TABLE A   Reconciliation of the opening and closing balances of land and buildings, property, plant and equipment and heritage and cultural assets (2006–07)

Item	Land and Buildings $'000	Property, Plant and Equipment $'000	Heritage and Cultural Assets $'000	Total $'000
As at 1 July 2006				
Gross book value	1,763,271	55,874	58,624	1,877,769
Accumulated depreciation/amortisation	(122,089)	(27,715)	n/a	(149,804)
Net book value 1 July 2006	1,641,182	28,159	58,624	1,727,965
Additions:				
By donation	-	-	3	3
By purchase	3,808	208	282	4,298
By transfer from WIP	(87)	87	-	-
Revaluations through equity	29,431	-	-	29,431
Reclassification	21,349	(21,349)	-	-
Depreciation/amortisation expense	(47,525)	(1,737)	-	(49,262)
Disposals:				
By sale	-	(34)	-	(34)
Net book value 30 June 2007	1,648,158	5,334	58,909	1,712,401
Net book value as of 30 June 2007 represented by:				
Gross book value	1,875,206	15,972	58,909	1,950,087
Accumulated depreciation	(227,048)	(10,638)	-	(237,686)
	1,648,158	5,334	58,909	1,712,401

Notes to and forming part of the Financial Statements

Note 17 (continued)

TABLE B   Assets under construction (2007-08)

Item	Land and Buildings	Property, Plant and Equipment	Heritage and Cultural Assets	Total
	$'000	$'000	$'000	$'000
Carrying amount at 1 July 2007	7,470	-	690	8,160
Carrying amount at 30 June 2008	3,300	-	352	3,652

TABLE B   Assets under construction (2006-07)

	Land and Buildings	Property, Plant and Equipment	Heritage and Cultural Assets	Total
Carrying amount at 1 July 2006	10,370	-	432	10,802
Carrying amount at 30 June 2007	7,470	-	690	8,160

TABLE C   Assets held in trust (2007-08)[1]

Item	Land and Buildings	Property, Plant and Equipment	Heritage and Cultural Assets	Total
	$'000	$'000	$'000	$'000
Gross value at 1 July 2007	-	-	4,001	4,001
Revaluation			800	800
Gross value at 30 June 2008	-	-	4,801	4,801

TABLE C   Assets held in trust (2006-07)[1]

	Land and Buildings	Property, Plant and Equipment	Heritage and Cultural Assets	Total
Gross value at 1 July 2006	-	-	4,001	4,001
Gross value at 30 June 2007	-	-	4,001	4,001

[1] Heritage and cultural assets on permanent loan to enhance the Parliament House art collection.

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Notes to and forming part of the Financial Statements

	2008 $'000	2007 $'000
Note 18 Liabilities Administered on Behalf of Government		
Payables		
Suppliers—trade creditors	174	3
Total Liabilities Administered on behalf of Government	174	3

All payables are current liabilities.

Note 19   Administered Reconciliation Table

	2008 $'000	2007 $'000
Opening administered assets less administered liabilities at 1 July	1,712,475	1,727,939
Plus: Administered revenues	1,180	11
Asset Revaluations	12,858	29,431
Less: Administered expenses	(18,341)	(49,296)
Administered transfers to/from Australian Government:		
Appropriation transfers from OPA:		
Administered assets and liability appropriation	5,845	4,397
Transfers to OPA:		
Administered Receipts	(9)	(8)
Other	(2)	1
Closing administered assets less administered liabilities as at 30 June	1,714,006	1,712,475

Note 20   Financial Instruments

Note 20A   Categories of financial instruments

	2008 $'000	2007 $'000
Financial assets		
Loans and receivables		
Trade receivables	-	-
Carrying amount of financial assets:	-	-
Financial Liabilities		
Other Liabilities		
Payables - suppliers	174	3
Carrying amount of financial liabilities	174	3

There are no potential differences between the carrying value and fair value.

Notes to and forming part of the Financial Statements

Note 20   Financial Instruments (cont)

Note 20B   Liquidity risk

The following table illustrates the maturities for administered financial liabilities.

2008 Liabilities	On demand 2008 $'000	Within 1 year 2008 $'000	1 to5 years 2008 $'000	> 5 years 2008 $'000	Total $'000
Payables - suppliers	-	174	-	-	174
Total	-	174	-	-	174

2007 Liabilities	On demand 2007 $'000	Within 1 year 2007 $'000	1 to5 years 2007 $'000	> 5 years 2007 $'000	Total $'000
Payables - suppliers	-	3	-	-	3
Total	-	3	-	-	3

Note 20C Market risk

DPS holds basic financial information instruments that do not expose the department to certain market risks. DPS does not have interest-bearing liabilities and is not exposed to "currency risk" or "other price risk".

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Notes to and forming part of the Financial Statements

Note 21   Appropriations

Note 21A Acquittal of Authority to Draw Cash from the Consolidated Revenue Fund (CRF) for Ordinary Annual Services Appropriations

Particulars	Departmental Outputs Outcome 1	
	2008 **$'000**	2007 $'000
Balance carried from previous year	**57,150**	46,285
Adjustments	**(127)**	(333)
Adjusted opening balance	**57,023**	45,952
Appropriation Parliamentary Departments Act (No.1) 2007-2008	**116,317**	114,860
Appropriation Parliamentary Departments Act (No.1) 2008-2009-prior year appropriation	**469**	-
Departmental Adjustments by the Finance Minister (Appropriation Acts)	**(537)**	-
Comcover receipts (Appropriation Act s12)	**2**	103
FMA Act:		
Refunds credited (FMA s30)	**1,352**	1,682
Appropriations to take account of recoverable GST (FMA s30A)	**4,746**	4,385
Annotations to 'net appropriations' (FMA s31)	**6,492**	6,193
Total appropriations available for payments	**185,864**	173,175
Cash payments made during the year (GST inclusive)	**(120,144)**	(116,025)
Balance of Authority to Draw Cash from the CRF for Ordinary Annual Services Appropriations	**65,720**	57,150
Represented by:		
Cash at bank and on hand	**1,007**	1,457
Departmental appropriations receivable	**64,713**	55,693
Total	**65,720**	57,150

Notes to and forming part of the Financial Statements

Note 21   Appropriations (continued)

Note 21B: Acquittal of Authority to Draw Cash from the Consolidated Revenue Fund (CRF) for Other than Ordinary Annual Services Appropriations

Particulars	Administered Equity Outcome 1		Departmental Equity Outcome 1		Total Equity Outcome 1	
	2008 $'000	2007 $'000	2008 $'000	2007 $'000	2008 $'000	2007 $'000
Balance carried from previous year	10,316	2,097	-	-	10,316	2,097
Adjustments	-	-	127	-	127	-
Adjusted opening balance	10,316	2,097	127	-	10,444	2,097
Appropriation Act:						
Appropriation Parliamentary Departments Act (No.1) 2007-2008	11,168	13,885	-	-	11,168	13,885
Departmental Adjustments by the Finance Minister (Appropriation Acts)	-	-	(127)	-	(127)	-
Appropriation reduced by section 8 determinations (current year)	-	(1,273)	-	-	-	(1,273)
FMA Act:						
Refunds credited (FMA s30)	1	3	-	-	1	3
Appropriations to take account of recoverable GST (FMA s30A)	627	354	-	-	627	354
Total appropriations available for payments	22,112	15,066	-	-	22,112	15,066
Cash payments made during the year (GST inclusive)	(6,473)	(4,750)	-	-	(6,473)	(4,750)
Balance of Authority to Draw Cash from the CRF for Ordinary Annual Services Appropriations	15,639	10,316	-	-	15,639	10,316
Represented by:						
Undrawn, unlapsed administered appropriations	15,639	10,316	-	-	15,639	10,316

Notes to and forming part of the Financial Statements

Note 22   Special Accounts

Services for Other Governments and Non-Agency Bodies Special Account

This account was established under section 20 of the *Financial Management and Accountability Act 1997* for expenditure in connection with services performed on behalf of other governments and bodies that are not agencies under the *Financial Management and Accountability Act 1997*. For the period ending 30 June 2008 this special account had a $Nil balance and there were no transactions debited or credited for the purposes of the account.

However, this special account is considered to provide the legal basis for the monies advanced by Comcare and held by DPS and the payments made against accrued sick leave entitlements. Pending determination of an employee's claim, permission is obtained in writing from each individual to allow DPS to recover the payments from the monies in the account.

Comcare Account	2008	2007
	$'000	$'000
Legal Authority: Safety, Rehabilitation and Compensation Act 1998		
Purpose: for the purpose of distributing compensation payments in accordance with this Act.		
This account is non-interest bearing.		
Balance carried from previous period	51	58
Receipts	320	335
Available for payments	371	393
Total debits	(311)	(342)
Balance carried to next period and represented by:		
Cash – held by DPS	60	51
Total balance carried to the next period	60	51

Notes to and forming part of the Financial Statements

Note 23 Compensation and Debt Relief

Administered	2008 $	2007 $
No "Act of Grace Payments" were made during the reporting period, pursuant to subsection 33(1) of the *Financial Management and Accountability Act 1997* (2007: No payments).	**Nil**	Nil
No waivers of an amount owing to the Commonwealth were made pursuant to subsection 34(1) of the *Financial Management and Accountability Act 1997* (2007: No waivers).	**Nil**	Nil
No payments were made under the "Scheme for Compensation for Detriment caused by Defective Administration" during the reporting period (2007: No payments).	**Nil**	Nil
No ex-gratia payments were provided for during the reporting period. (2007: No payments)	**Nil**	Nil
No payments were made during the reporting period under section 66 of the *Parliamentary Service Act 1999* (2007: No payments).	**Nil**	Nil

Departmental		
No "Act of Grace Payments" were made during the reporting period, pursuant to subsection 33(1) of the *Financial Management and Accountability Act 1997* (2007: No payments).	**Nil**	Nil
No waivers of an amount owing to the Commonwealth were made pursuant to subsection 34(1) of the *Financial Management and Accountability Act 1997* (2007: No waivers).	**Nil**	Nil
No payments were made under the "Scheme for Compensation for Detriment caused by Defective Administration" during the reporting period (2007: No payments).	**Nil**	Nil
No ex-gratia payments were provided for during the reporting period. (2007: No payments)	**Nil**	Nil
One payment was made during the reporting period under section 66 of the *Parliamentary Service Act 1999* (2007: No payments).	28,679	Nil

Notes to and forming part of the Financial Statements

Note 24   Reporting of Outcomes

DPS uses activity-based costing principles to attribute its shared items. Personnel costs are allocated to output groups based on the number of staff, other corporate costs are allocated on an equal share. The model also attributes the costs of providing other internal services between output groups. These are computing services, telecommunication services and accommodation services. The total of the internal cost is determined and allocated to the output groups based on numbers of staff.

Note 24A   Net cost of Outcome Delivery

	Outcome 1	
	2008	2007
	$'000	$'000
Administered expenses	18,341	49,296
Departmental expenses	118,512	118,136
Total expenses	**136,853**	167,432
Costs recovered from provision of goods and services to the non-government sector		
Administered	1,180	11
Departmental	2,274	2,131
Total costs recovered	**3,454**	2,142
Other external revenues		
Departmental		
Other	1,218	1,298
Goods and services revenue from related entities	3,338	3,019
Total other external revenues	**4,556**	4,317
Net cost of outcome	**128,843**	160,973

The outcome is described in Note 1.1. Net costs shown include intra-government costs that are eliminated in calculating the actual Budget outcome. Refer to the Outcome Resourcing Table in the Departmental Overview of this Annual Report.

Notes to and forming part of the Financial Statements

Note 24   Reporting of Outcomes (continued)

Note 24B   Major Classes of Departmental Revenue and Expenses by Outputs

| Outcome 1 | Output 1-Library Services | | | | Output 2-Building & Occupant Services | | | |
| | Output Group 1.1 Research | | Output Group 1.2 Information Access | | Output Group 2.1 Security | | Output Group 2.2 Facilities | |
	2008 $'000	2007 $'000	2008 $'000	2007 $'000	2008 $'000	2007 $'000	2008 $'000	2007 $'000
Departmental Expenses								
Employee benefits	**9,687**	9,154	**6,030**	5,922	**13,857**	13,051	**4,488**	4,092
Suppliers	**1,251**	1,291	**2,886**	2,846	**12,767**	12,263	**5,184**	5,675
Depreciation and amortisation	**330**	305	**1,264**	1,245	**3,204**	4,312	**228**	187
Other expenses	**4**	14	**66**	14	**47**	14	**18**	14
Total departmental expenses	**11,272**	10,764	**10,246**	10,027	**29,875**	29,640	**9,918**	9,968
Funded by:								
Revenues from government	**10,936**	10,946	**9,755**	9,380	**29,564**	26,860	**7,311**	8,750
Sale of goods and services	**139**	124	**118**	106	**567**	570	**1,781**	1,883
Rental income	**42**	39	**32**	30	**82**	78	**890**	854
Other revenue	**-**	13	**2**	46	**1**	13	**5**	14
Other gains	**22**	42	**25**	42	**23**	40	**22**	41
Total departmental income	**11,139**	11,164	**9,932**	9,604	**30,237**	27,561	**10,009**	11,542

Financial statements

Notes to and forming part of the Financial Statements

Note 24   Reporting of Outcomes (continued)

Note 24B   Major Classes of Departmental Revenue and Expenses by Outputs (continued)

Outcome 1	Output 3—Infrastructure Services				Output 4—Parliamentary Records Services			
	Output Group 3.1 Building Infrastructure		Output Group 3.2 IT Infrastructure		Output Group 4.1 Broadcasting		Output Group 4.2 Hansard	
	2008 $'000	2007 $'000	2008 $'000	2007 $'000	2008 $'000	2007 $'000	2008 $'000	2007 $'000
Departmental Expenses								
Employees	10,313	10,013	8,046	7,920	4,590	4,194	7,949	7,942
Suppliers	9,779	9,349	6,286	5,956	946	1,067	1,910	2,309
Depreciation and amortisation	1,081	971	5,376	6,861	511	488	330	612
Other expenses	37	14	34	14	4	13	9	14
Total departmental expenses	21,210	20,347	19,742	20,751	6,051	5,762	10,198	10,877
Funded by:								
Revenues from government	22,117	21,716	20,754	21,628	5,740	4,780	10,072	10,800
Sale of goods and services	441	391	1,963	1,638	476	318	127	120
Rental income	61	59	47	44	19	18	37	38
Other revenue	-	13	-	13	-	13	-	13
Other gains	22	42	22	42	22	42	22	42
Total departmental income	22,641	22,221	22,786	23,365	6,257	5,171	10,258	11,013

Notes to and forming part of the Financial Statements

Note 24   Reporting of Outcomes (continued)

Note 24B   Major Classes of Departmental Revenue and Expenses by Outputs (continued)

Outcome 1	Total	
	2008 **$'000**	2007 $'000
Departmental Expenses		
Employees	**64,960**	62,288
Suppliers	**41,009**	40,756
Depreciation and amortisation	**12,324**	14,981
Other expenses	**219**	111
Total departmental *expenses*	**118,512**	118,136
Funded by:		
Revenues from government	**116,249**	114,860
Sale of goods and services	**5,612**	5,150
Rental income	**1,210**	1,160
Other revenue	**8**	138
Other gains	**180**	333
Total departmental income	**123,259**	121,641

Notes to and forming part of the Financial Statements

Note 24   Reporting of Outcomes (continued)

Note 24C   Major Classes of Administered Revenue and Expenses by Outcome

	Outcome 1	
	2008	2007
	$'000	$'000
Administered Revenues		
Revenue from sale of assets	6	-
Other receipts	3	8
Heritage and cultural assets donated to the Parliament of Australia	23	3
Assets not previously recognised	1,148	-
Total Administered Revenues	1,180	11
Administered expenses		
Depreciation and amortisation	18,328	49,262
Write down of assets	7	34
Value of assets sold	6	-
Total Administered Expenses	18,341	49,296

DPS's Outcome is described in Note 1.1.

Net costs shown include intra-government costs that are eliminated in calculating the Budget outcome.

Appendices

Appendix A—Consultancy services 2007-08

Table 1: Consultancy expenditure for 2007-08 for $10,000 or more

Consultant	Description	Contract Price	Selection process[1]	Justification[2]
Walter Turnbull (Internal audits)	IT Governance	$13,740	Panel	C
	Financial processing Phase one	$13,196	Panel	C
	Recruitment Processes	$20,398	Panel	C
	Security roster system	$10,766	Panel	C
	Contract management	$18,843	Panel	C
	Taxation compliance	$15,881	Panel	C
	Environmental governance	$12,375	Panel	C
	PSS Leave Purchasing	$16,043	Panel	C
	PSS night shift premium	$10,560	Panel	C
Services for Art	Provision of art consultancy services	$65,526	Open source	B
R D Gossip Pty Ltd	Post operational review - one way road project	$10,228	Direct source	B
Northrop Consulting Engineers Pty Ltd	Lighting improvements for pedestrians at Parliament House	$68,805	Open source	B
CRS Australia	Hansard OHS Audit	$14,575	Restricted source	C
Foodservice Consultants Australia Pty Ltd	catering equipment assessment and replacement strategy	$40,662	Direct source	B
Access UTS Pty Ltd	Advice on pest control service requirements at Parliament House	$15,477	Direct source	B
Yarrimbah Consulting Pty Ltd	S33 Review of actions re performance management assessment ratings	$19,800	Restricted source	A
Australian Government Solicitor	ADJR act advice	$21,371	Panel	B
Grey Advantage Consulting Pty Ltd	Financial viability of the catering contracts	$19,820	Direct source	C

Appendix A

Consultant	Description	Contract Price	Selection process[1]	Justification[2]
EMC Professional Services	Design solution for electoral office	$32,000	Direct source	C
TOTAL		**$440,065**		

(1) Explanation of selection process terms:

Direct sourcing: A single potential supplier is invited to bid because of their unique expertise and their special ability to supply the services sought.

Restricted sourcing: A number of potential suppliers are invited to bid because of their unique expertise and their special ability to supply the services sought.

Open sourcing: An opportunity for any potential supplier to bid to supply the services sought.

Panel: An arrangement under which a number of suppliers, usually selected through a single procurement process, may each supply services to the Department as specified in the panel arrangements. This category includes standing offers and supplier panels where the consultant offers to supply services for a pre-determined length of time, usually at a pre-arranged price.

(2) Justification for decision to use consultancy:

A   Need for independent research or assessment

B   Need for specialised or professional skills

C   Skills currently unavailable within agency

Appendix B—Material errors in 2006-07 annual report

Value of the building

582   In the DPS Annual Report 2006-07 the replacement cost of Parliament House was stated as $1.62 billion. This amount was the Net Book Value. The replacement cost—at that time—was $1.84 billion.

Parliamentary Library staffing numbers

583   A mathematical error resulted in the total number of Parliamentary Library staff being reported as 132.64 in the DPS Annual Report 2006-07. The correct total for the 2006-07 year is 135.64.

Glossary

Set out below is a glossary of technical terms, or ordinary words used technically, and a list of acronyms and abbreviations used in this document.

Accrual accounting—The system of accounting where items are brought to account as they are earned or incurred (and not as cash received or paid) and included in the financial statements for the periods to which they relate.

Administered items—Expenses, revenues, assets or liabilities managed by agencies on behalf of the Commonwealth. Agencies do not control administered items. Administered expenses include grants, subsidies and benefits. In many cases, administered expenses fund the delivery of third party outputs.

AFP-Uniformed Protection—A part of the AFP's Protection portfolio, AFP-Uniformed Protection (**AFP-UP**) ensures that individuals and interests identified to be at risk by the Commonwealth are kept safe and have their dignity preserved. AFP-UP provides protective security for Commonwealth Government facilities (including Parliament House) and personnel in a variety of locations throughout Australia and overseas.

Agencies—The basic unit of organisation covered by the budget, and focus for assessing management performance and implementing government policy. Agencies are Departments of State (eg the Department of Finance and Administration), parliamentary departments (eg DPS) and other agencies prescribed under the *Financial Management and Accountability Act 1997* (eg the Australian Taxation Office). Authorities are bodies corporate (eg the Australian Broadcasting Corporation) which are, for legal purposes, entities in their own right in that they are separate from the Commonwealth Government and are governed by the *Commonwealth Authorities and Companies Act 1997*.

Appropriation—An authorisation by Parliament to spend monies from the Consolidated Revenue Fund.

Assets—Future economic benefits controlled by an entity as a result of past transactions or future events.

Authorities—see Agencies.

Building Condition Index—A measurement of the current condition of the maintenance of the building, expressed as a percentage of the original condition.

Building fabric—The basic elements making up a building; the carcass without finishings or decoration.

Business model—A business model describes a broad range of informal and formal models that are used to represent various aspects of business, such as operational processes, organisational structures and financial forecasts.

Capital expenditure—Expenditure by an agency on capital projects, for example purchasing a building.

Cash accounting—The system of accounting that records cash receipts, payments and balances and provides reports that show the sources of cash and how cash was used.

Chamber departments—The Department of the Senate and the Department of the House of Representatives, so called because each supports a "chamber" of the Commonwealth Parliament.

Chief Executive—The ultimate level of individual responsibility within an agency. In the case of DPS, synonymous with "Secretary".

Chief Executive's Instructions—Procedural instructions given by a Chief Executive to manage the affairs of the department in a way that promotes the efficient, effective and ethical use of Commonwealth resources.

Closed circuit television—Known as CCTV, the expression refers to the use of television cameras for surveillance purposes. Unlike broadcast television, all devices are linked directly, usually by cables. CCTV pictures are viewed and/or recorded, but are not broadcast.

Comcare—Comcare is the workers' compensation insurer for the Commonwealth Government, providing safety, rehabilitation and compensation services to Commonwealth employees (and employees of the ACT Government) under the auspices of the Safety, Rehabilitation and Compensation Commission.

Competitive tendering and contracting—Represents the process of contracting out the delivery of government activities that were previously performed by a Commonwealth agency, to another organisation following a competitive tendering process.

Comcover—Comcover is the Commonwealth's self-managed fund for insurable risk.

Consolidated Revenue Fund—Section 81 of the Constitution stipulates that all revenue raised or money received by the Commonwealth forms the one consolidated revenue fund (**CRF**). The CRF is not a bank account. The Official Public Account reflects most of the operations of the CRF.

Continuous improvement review (CIR)—Both DPS Certified Agreements set out that all parts of DPS will be reviewed over the life of the agreements. A key objective of the CIRs is to find more cost-effective and efficient means of delivering services.

Corporate governance—The structures and processes employed by an organisation to facilitate accountability to stakeholders, as well as successful performance. It is generally understood to encompass authority, accountability, stewardship, leadership, direction and control.

Departmental items—Assets, liabilities, revenues and expenses which are controlled by the agency in providing its outputs. Departmental items would generally include computers, plant and equipment assets used by agencies in providing goods and services and most employee expenses, supplier costs and other administrative expenses incurred.

Design Integrity Index—A measurement of the current condition of the building, assessed against the Design Integrity Indicators and expressed as a percentage of the original condition.

DPS Services Catalogue—A catalogue providing information about the services available from the Department of Parliamentary Services

Emergency Control Committee—An inter-departmental committee to coordinate fire and emergency arrangements, procedures and policy among Parliament House building occupants.

Engineering Systems Condition Index—A measurement of the current operation and condition of the engineering systems in Parliament House against the expected decline of those systems through their life cycles.

Equity—The residual interest in the assets of a reporting entity after deduction of its liabilities.

Expenses—Consumption or losses of future economic benefits in the form of reductions in assets or increases in liabilities of the entity.

Fabric—see Building fabric

***Financial Management and Accountability Act 1997* (FMA Act)**—The principal legislation governing the proper use and management of public property and other Commonwealth resources by Commonwealth agencies. FMA Regulations and FMA Orders are made pursuant to the FMA Act.

Financial results—The results shown in the financial statements of an entity.

Gift Collection—See Parliament House Art Collection

Hansard—Hard copy and electronic reports of proceedings in the Senate, the House of Representatives and the Main Committee of the House of Representatives and transcripts of parliamentary committees and some ministerial or parliament-related conferences. (from the CSBH portal).

Historic Memorials Collection—See Parliament House Art Collection

The Landscape Condition Index—A measurement of the current condition of the landscape surrounding Parliament House, expressed as a percentage of the total possible condition.

Liabilities—Future sacrifices of economic benefits that the entity is presently obliged to make to other entities as a result of past transactions or other past events.

Materiality—This concept is assessed taking into account the planned outcome and the relative significance of the resources consumed in contributing to the achievement of that outcome.

Operating result—The difference between revenues and expenses; either a surplus or a deficit.

Outcomes—Results, impacts or consequences of actions by the Commonwealth on the Australian community. Outcomes are the results or impacts that the government wishes to achieve. Actual outcomes are the results or impacts actually achieved.

Output groups—The aggregation of outputs, based on a consistent type of product or beneficiary target group. Aggregation may also be needed for the provision of adequate information for performance monitoring, or based on a materiality test.

Outputs—The goods and services produced by agencies on behalf of government for external organisations or individuals. Outputs include goods and services produced for other areas of government external to the agency.

Parliament House Art Collection—Comprises a number of stand-alone collections (the Rotational Collection, the Architectural Commissions, the Historic Memorials Collection, the Gift Collection, the Constitutional Documents and the Archive).

Parliamentary precincts—The parliamentary precincts are defined in the *Parliamentary Precincts Act 1988*; in general terms they consist of the area within the inner kerb of Capital Circle, and all buildings, structures and works, and parts of buildings, structures and works, on, above or under that land.

Performance information—Provides evidence about performance that is collected and used systematically, and that may relate to

appropriateness, effectiveness and efficiency and the extent to which an outcome can be attributed to an intervention. Performance information may be quantitative (numerical) or qualitative (descriptive); however, it should be verifiable. Performance measures are more precise than indicators, and are used when there is a causal link between an intervention and a measurable change in performance.

Portfolio Budget Statements—Statements prepared by agencies to explain the Budget appropriations in terms of outcomes and outputs.

Purchaser/provider arrangements—Includes arrangements under which the outputs of one agency are purchased by another agency to contribute to the other agency's outcomes.

Presiding Officers—Two members of parliament elected to preside over, or be in charge of, the business, proceedings and administration of a house of parliament. In the Senate the presiding officer is called the President, and in the House of Representatives, the Speaker.

Price—The amount the government or the community pays for the delivery of agreed outputs.

Quality—Relates to the characteristics by which customers or stakeholders judge an organisation, product or service. Assessment of quality involves use of information gathered from interested parties to identify differences between users' expectations and experiences.

Quantity—The size of an output.

Receipts—The total or gross amount received by the Commonwealth. Each receipt item is either revenue, an offset within outlays, or financing transactions. Receipts include taxes, interest, charges for goods and services, borrowings and government business enterprise dividends received.

Security Management Board—This body is established by the *Parliamentary Service Act 1999*, and provides advice as required to the Presiding Officers on security policy, and the management of security measures, for Parliament House. The Board has three members, who may, with the Presiding Officers' permission, invite others to attend their meetings.

Service charter—A public statement about the service that a department will provide and what clients can expect from the department. It is government policy that departments that provide services direct to the public have service charters in place.

Staff dinning room—The staff dinning room is also referred to as the Staff Cafeteria or the Staff Café.

Table Office—The office within the Department of the Senate or the Department of the House of Representatives which provides documentary and advisory support to facilitate the effective operation of the parliamentary chambers.

Third party outputs—Goods or services delivered to the community by entities outside the Commonwealth general government sector. They are outputs wholly or partly funded by administered items and are directed to achieving planned outcomes.

Acronyms and abbreviations

AFP	Australian Federal Police
AFP-UP	Australian Federal Police – Uniform Protection
ANAO	Australian National Audit Office
AWA	Australian Workplace Agreement
BCA	Building Code of Australia
BCI	Building Condition Index
BDMP	Broadcast and Digital Media Projects
BFG	Broadcast Facsimile Gateway
BSB	Building Services Branch
CA	Certified Agreement
CCTV	Closed Circuit Television
CDS	Commonwealth Disability Strategy
CEI	Chief Executive's Instruction
CEO	Chief Executive Officer
CEP	Central Enquiry Point (Library)
CEP	Chief Executive Procedure
CFO	Chief Finance Officer
CIR	Continuous improvement review
CMB	Content Management Branch
CPG	Commonwealth Procurement Guidelines
DI	Design integrity
DII	Design Integrity Index
DPS	Department of Parliamentary Services
EAP	Employee assistance provider
EMMS	Electronic Media Monitoring Service
EMS	Environmental management system
ESCI	Engineering Systems Condition Index

ESD	Ecologically sustainable development
Finance	Department of Finance and Administration
FOI	Freedom of Information
GJ	Gigajoule (a joule is a measure of energy; giga is 10^9)
HCO	Harassment Contact Officer
IAB	Information Access Branch
ICT	Information and communications technology
IDP	Individual development plan
ISB	Infrastructure Services Branch
ITSA	Information Technology Security Adviser
JHC	Joint House Committee
kL	Kilolitre (1,000 litres)
LCI	Landscape Condition Index
OHS	Occupational health and safety
OneOffice	Parliamentary computing platform
ParlInfo	Parliamentary information system
PBS	Portfolio Budget Statement
PCN	Parliamentary Computing Network
PHAC	Parliament House Art Collection
PMAS	People Management and Strategy Section
POITAG	Presiding Officers' Information Technology Advisory Group
PSDB	Product and Service Development Branch
PSLO	Parliamentary Service Liaison Officer
PSS	Parliamentary Security Service
RAP	Request approval process
RB	Research Branch
SBSB	Strategy and Business Services Branch
SES	Senior Executive Service
TIPS	Threat Image Protection System

VBIEDs	Vehicle-borne improvised explosive devices

Compliance index

The Department of Parliamentary Services is required to present its annual report to each House of the Parliament under paragraph 65(1)(c) of the *Parliamentary Service Act 1999*.

Under subsection 65(2) of the *Parliamentary Service Act 1999*, the department's annual report must be prepared in accordance with guidelines approved on behalf of the Parliament by the Joint Committee of Public Accounts and Audit (JCPAA). The *Requirements for annual reports for departments, executive agencies and FMA Act bodies* (the **Requirements**) were revised and reissued in June 2008.

The Requirements stipulate a core set of mandatory information which must be included in annual reports to ensure that accountability requirements are met and to provide consistency for readers. There are other items which are suggested for inclusion on the basis of making the annual report as informative as possible.

The following table shows where the mandatory information specified by the Requirements may be found in this report.

Part of report	Requirement item	Location
	Letters of transmittal	Pages iii and v
Aids to access	Table of contents	Page vii
	Index	Page 243
	Glossary	Page 225
	Abbreviations and acronyms	Page 231
	Contact officer	Page ii
	Internet address	Page ii
Part 1—Secretary's review	Review by departmental Secretary	Pages 3 to 7
	Summary of significant issues and developments	Pages 3 to 7
	Overview of department's performance and financial results	Pages 3 to 7
	Outlook for 2008-09	Pages 3 to 7
Part 2—Departmental overview	Description of department	Paragraphs 1 and 2
	Role and functions	Paragraph 3
	Organisational structure	Paragraphs 4 to 12

Part of report	Requirement item	Location
	Outcome and output structure	Figure 11
	Where outcome and outputs structures differ from PBS format, details of variation and reasons for change	Not applicable
Part 4—Report on performance	Review of performance in relation to outputs and contribution to outcome	Paragraphs 210to 217 Paragraphs 162 to 203 (Parliamentary Library)
	Actual results against performance targets set out in PBS	Paragraphs 218 to 363 Paragraphs 162 to 203 (Parliamentary Library)
	Performance of purchaser / provider arrangements	Paragraphs 353 to 361
	Where performance targets differ from the PBS, details of both former and new targets, and reasons for the change	Not applicable
	Narrative discussion and analysis of performance	Paragraphs 218 to 363 Paragraphs 162 to 203 (Parliamentary Library)
	Performance against service charter customer service standards, complaints data, and the department's response to complaints	
	Discussion and analysis of financial performance	Financial statements, pages 163 to 218
	Summary resource tables by outputs	Note 24 to financial statements
	Developments since the end of the financial year that have affected or may significantly affect the department's operations or financial results in future	Not applicable
Part 6—Management and accountability		Paragraphs 463 to 581
Corporate governance	Statement of the main corporate governance practices in place	Paragraphs 463 to 581

Part of report	Requirement item	Location
	Senior management committees and their roles	Paragraphs 463 to 513
	Corporate and operational planning and associated performance reporting and review	Paragraphs 505 to 507
	Identification of areas of significant financial or operational risk and arrangements in place to manage risks	Paragraphs 493 to 494
	Certification of department's compliance with the Commonwealth Fraud Control Guidelines	Page 146
	Maintenance of appropriate ethical standards	Paragraph 513
External scrutiny	Significant developments in external scrutiny	Paragraphs 569 to 573
	Judicial decisions and decisions of administrative tribunals	Paragraph 573
	Reports by the Auditor-General, a Parliamentary Committee or the Commonwealth Ombudsman	Paragraphs 569 to 571
Management of human resources	Assessment of effectiveness in managing and developing human resources	Paragraphs 522 to 551
	Workforce planning, staff turnover and retention	Paragraphs 524 to 527
	Impact and features of certified agreements and AWAs	Paragraphs 514 to 521
	Training and development undertaken and its impact	Paragraphs 528 to 532
	Occupational health and safety performance	Paragraphs 538 to 543
	Statistics on staffing	Paragraphs 519 to 521
	Certified agreements and Australian Workplace Agreements	Paragraphs 514 to 521
	Performance pay	Paragraphs 516 to 521

Part of report	Requirement item	Location
Asset management	Effectiveness of asset management	Paragraphs 564 to 568
Purchasing	Assessment of purchasing against core policies and principles	Paragraphs 552 to 563
Consultants	Summary statement detailing consultancy services contracts	Paragraphs 555 to 563 and Appendix A, page 221
Competitive tendering and contracting	CTC contracts let and outcomes	Paragraph 562
Australian National Audit Office Access Clauses	Absence of provisions in contracts allowing access by the Auditor-General	Paragraph 562
Exempt contracts	Contracts exempt from AusTender	Paragraph 563
Commonwealth Disability Strategy	Report on performance in implementing the CDS	Paragraphs 544 to 551
Financial statements		Pages 165 to 224
Other information required by legislation	Occupational health and safety	Paragraphs 538 to 543
	Freedom of information	Paragraphs 574 to 577
	Advertising and market research	Paragraphs 579 to 580
	Ecologically sustainable development and environmental performance	Paragraphs 388 to 390
Other mandatory information	Discretionary grants	Paragraph 578
	Correction of material errors in previous annual report	Paragraph 582 and 583

Global Reporting Initiative index

Environmental information contained in Part 5 of the DPS Annual Report is structured using the core Global Reporting Initiative (**GRI**) environment performance indicators as a framework—see www.globalreporting.org for more information. The GRI is an independent institution that provides a reporting framework allowing suitable benchmarking currently used by several Commonwealth agencies—including the Department of the Environment, Water, Heritage and the Arts (**DEWHA**).

DPS has reported against GRI indicators relating to its specific functions since 2003-04, in separate stand-alone environmental performance reports. Previous reports are available on the DPS website at the following address:
http://www.aph.gov.au/dps/building/EMS/EM_Perfomance.htm.

GRI environmental indicators	Location
Material indicators	
EN 1 Total materials use other than water, by type	Paragraphs 378, 427 and 442 indicate some purchased materials with environmental impacts. Data not available on total use.
EN 2 Percentage of materials used that are wastes (processed or unprocessed) from sources external to the reporting organisation.	See paragraphs 449 and 452.
Energy indicators	
EN 3 Direct energy use segmented by primary source	See Figure 44.
EN 4 Indirect energy use	Indirect energy not measured. Greenhouse gas emissions from indirect energy use are shown in Figure 49.
Water indicator	
EN 5 Total water use	See paragraph 407
Biodiversity indicators	
EN 6 Location and size of land owned, leased, or managed in biodiversity-rich habitats	Not applicable in 2007-08

Global reporting initiative index

GRI environmental indicators	Location
EN 7 Description of the major impacts on biodiversity associated with activities and/or products and services in terrestrial, freshwater, and marine environments	Not applicable in 2007-08.
Emissions, effluents and wastes indicators	
EN 8 Greenhouse gas emissions	See Figure 49.
EN 9 Use and emissions of ozone depleting substances	See paragraph 456 and Figure 51.
EN 10 NOx, SOx, and other significant air emissions by type	See Figure 52.
EN 11 Total amount of waste by type and destination	See paragraphs 438 to 441.
EN 12 Significant discharges to water by type	See paragraphs 460 to 461.
EN 13 Significant spills of chemicals, oils, and fuels in terms of total number and total volume	See paragraph 462.
Products and services indicators	
EN 14 Significant environmental impacts of principal products and services	Not applicable in 2007-08.
EN 15 Percentage of the weight of products sold that is reclaimable at the end of the products' useful life and percentage that is actually reclaimed	Not applicable in 2007-08.
Compliance indicator	
EN 16 Incidents of and fines for non-compliance with all applicable international declarations/conventions/treaties, and national, sub-national, regional, and local regulations associated with environmental issues.	See paragraph 462

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