



Parliament of Australia

Department of Parliamentary Services

Annual Report and Financial Statements 2008-09

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

Department of Parliamentary Services Portfolio Budget Statements 2008-09
Parliamentary Service Act 1999



12 October 2009

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

DPS Annual Report 2008–09

1 I have pleasure in submitting the annual report of the Department of Parliamentary Services (**DPS**) for the year ending 30 June 2009, 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.

2 The report includes the Annual Report of the Parliamentary Librarian, as required under subsection 65(3) of the *Parliamentary Service Act 1999*.

3 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



12 October 2009

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

Parliamentary Librarian Annual Report 2008–09

1 I have pleasure in submitting the annual report of the Parliamentary Librarian for the year ending 30 June 2009, 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 annual report on the activities of the Department of Parliamentary Services made under paragraph 65(1)(c) of the *Parliamentary Service Act 1999*.

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

Yours sincerely

Roxanne Missingham
Parliamentary Librarian

Contents

Part 1—Secretary’s review	11
Part 2—Departmental overview.....	17
Introduction	17
Departmental outcome statement.....	17
Departmental structure	17
Departmental services	19
Parliamentary Library	19
Building Services Branch	19
Infrastructure Services Branch	20
Content Management Branch	21
Product and Service Development Branch	24
Strategy and Business Services Branch	25
Chief Finance Officer Branch	27
Part 3—Parliamentary Library	31
Parliamentary Librarian’s review.....	31
Introduction	31
Joint Standing Committee on the Parliamentary Library.....	31
Resource Agreement	32
Planning framework	33
Achievements 2008-09	33
Information analysis and advice.....	33
Connecting clients with information.....	35
Supporting the Parliament’s engagement with the community	36
Parliamentary Library feedback	39
Assistance to parliamentary libraries in the region	40
Strategic and Workforce Planning	41
Parliamentary Library overview	41
Office of the Parliamentary Librarian.....	41
Research Branch	41
Information Access Branch	42
Report on performance.....	42
Introduction—Output 1 Library Services	42
Sub-output 1.1—Research services	42
Sub-output 1.2—Information access services.....	48
Parliamentary Library Financial Report	51
Part 4—Report on performance	55
Overview	55
Performance information and reporting model.....	55
Output cost attribution.....	55
Effectiveness in achieving the planned Outcome	55
Occupants of Parliament House are supported by integrated services and facilities,	55
Parliament functions effectively	55
... and its work and building are accessible to the public.....	55
Output 1—Library Services.....	58
Output 2—Building and Occupant Services	58
Introduction	58
Sub-output 2.1—Security services.....	58
Sub-output 2.2—Facilities services.....	61
Output 3—Infrastructure Services	68
Introduction	68
Sub-output 3.1—Building infrastructure services	68
Sub-output 3.2—IT infrastructure services.....	73
Output 4—Parliamentary Records Services	76
Introduction	76
Sub-output 4.1—Broadcasting services.....	76
Sub-output 4.2—Hansard services	80
Administered items	85
Introduction	85
Performance.....	86

Other reporting elements	88
Electorate office support	88
Part 5—Environment and heritage	91
Introduction	91
Overview	91
Strategic plans	91
Sustainable purchasing practices	91
Communication and promotion	92
Legal requirements	93
Heritage Performance	94
Design Integrity Index 2008-09	94
Environmental performance	95
Water	95
Energy	97
Recycling and waste management	100
Emissions and effluents	101
Part 6—Management and accountability	107
Corporate governance	107
Introduction	107
Committees advising the Presiding Officers	107
DPS committees	108
Other governance matters	110
People management and strategy	113
Staffing, salary and classification structures	113
Management of human resources	113
Purchasing	118
Overview	118
Consultants	119
Competitive tendering and contracting	119
Exempt contracts	119
Asset management	120
Accountability	120
External scrutiny	120
Freedom of information	120
Discretionary grants	121
Advertising costs	121
Legal services expenditure	121
Financial Statements	123
Appendices	179
Appendix A — Consultancy Services 2008-09	181
Appendix B — Material Errors in 2007-08 annual report	183
Appendix C — Agency resource statement and summary resource tables by outcomes	185
Glossary	187
Acronyms and abbreviations	191
Compliance Index	193
Global Reporting Initiative Index	197
List of Figures	199
Index	201

Part 1—Secretary's review

Part 1—Secretary's review

An effective parliament needs 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 (the Department of the Senate and the Department of the House of Representatives).

The body of this report sets out in considerable detail what services DPS provided in the 2008-09 year, as well as the numerous projects initiated or completed during that year. We also detail the level of financial and other resources needed to deliver those programs.

DPS staff can be justifiably proud of our achievements, big and small, over the last year, and I believe that it is best to consider these achievements against the background of the “big picture” events that have been unfolding in and around the Parliament.

On the one hand, 2008-09 was a “normal” mid-term year, without significant electoral activity. On the other hand, 2008-09 was always going to be a busy year for DPS because of the work rate of a new Government intent on implementing a large number of pre-election policy commitments. Moreover, from about July/August 2008, the work of the Government and the Parliament became much more complicated because of the unfolding Global Financial Crisis (**GFC**). It is fair to say that the GFC has dominated much of the discussion and debate throughout the reporting year, and will have significant consequences for Australia, the Parliament and DPS for some years to come.

Some of the key DPS work groups supporting Parliament through this busy and turbulent period have included our Library (providing advice to Senators and Members about many emerging issues) and Content Management Branch (providing Hansard and broadcast records of proceedings).

So, how do we measure the performance of DPS during 2008-09? There are four ways in which we have done this.

Firstly, we use a large number of detailed performance indicators. The results are listed in the “Report on Performance” section of this report. Generally, the results are positive.

Secondly, we conduct a customer satisfaction survey once a Parliament (every three years). The most recent survey was completed in July 2009. Key respondents to this survey include Senators, Members and their staff, as well as staff of the chamber departments and our own staff. In total we had some 559 responses. At the time of writing, the results are still being fully analysed, but the overall outcomes are generally positive. I will provide more detail about this survey in the 2009-10 DPS Annual Report.

Thirdly, we have initiated a survey of our own staff. The survey was conducted by ORIMA Research in the autumn of 2009. ORIMA has conducted similar surveys of many other large and small organisations, including numerous agencies within the Australian Public Service (**APS**).

Some 554 staff responded to the survey, which is a 62% response rate. The results provide some important messages for everybody in DPS. When we measured job satisfaction and satisfaction with DPS, the results showed we were very similar to many mid-sized APS agencies. On a very positive note, our staff generally believe that their jobs allow them to use their skills, knowledge and abilities. However, the survey also makes it clear that we can do better in a number of areas, including communication (upwards, laterally and downwards), work-life balance, career progression and recognition. Tackling these issues will need to be an important part of how we do business from here on.

Fourthly, I identified five key priorities in the 2007-08 report, and it is pleasing to report good progress on all of these, as set out below.

» “Important projects” have included commissioning and completing the new child care facility (Capital Hill Early Childhood Centre), upgrading the Staff Dining Room, providing a new ParllInfo IT system, wireless connectivity for laptop computers in committee rooms, and a new, user-friendly intranet for DPS.

» Client focus has been the subject of one of our forward-looking task groups, which I will return to later. The DPS 2009 Customer

Satisfaction Survey was also completed.

» Climate change actions have included continuation of our existing energy and water conservation programs, as well as a large trial planting of couch grass on the sports field below the Senate entrance. Couch grass uses around half the water of the previous blend. However, at the time of writing, we are still assessing whether the winter colour of couch grass will be suitable for this building. The other major climate change task has been the completion of a major energy audit. As we progressively implement the recommendations of this audit, we will be able to further reduce the carbon footprint of Parliament House.

» Infrastructure maintenance and modernisation continued on many fronts, including new door-locks, replacement of x-ray machines, committee room microphones and vision mixers, as well as renewal of much irrigation pipe work.

» Service delivery has continued throughout the year, and has remained within budget. We have also initiated reviews of key service delivery areas such as internal security and facilities management. These reviews will assist us to live within available budgets for future years. I thank all involved staff for their cooperation.

What then for the future? I consider it essential that any organisation develops its own ideas about the future. For DPS, in late 2008 we established five task groups to think about the future of the Parliament and of DPS, under the overall banner of "Supporting the Future Parliament".

Each task group focused on a particular aspect of our operations, and developed ideas about how our business might change over the next 15 to 20 years. In particular, the task groups separately considered:

- » Customer service
- » Enhancing productivity
- » Environmental performance
- » Workforce development
- » Renewal and modernisation.

The reports from these task groups are now being analysed and should allow DPS to develop a new overall strategic plan, taking into consideration security considerations and a challenging budget outlook. While nothing is certain in life (or Parliament), especially about funding levels, I believe this new plan will assist all in DPS to understand where we need to go over the next 15 to 20 years.

In the shorter term our operational budget is under considerable pressure. The work rate of a new Government has greatly increased the level of parliamentary activity, including chamber business and committee business. There is a flow-on increase in DPS operating costs. However the available operating funds for DPS have changed very little for nine years; in terms of purchasing capacity our budget has declined significantly over this period. Without extra funds, we will therefore need to continue to operate with increasing frugality. This will require a strong focus from DPS officers at all levels to minimise our operating costs, including the direct and indirect costs of staff, as well as the services we purchase externally. Furthermore, while we will aim to provide good quality services in support of both Chambers and the committee system, it is inevitable that we will need to progressively adjust other services around Parliament House so as to remain within budget.

On a different note, with Parliament House valued at around \$2 billion, sustaining the building and its infrastructure is the other key DPS responsibility. Our capital funding for this is enabling a major renewal and improvement program for the Parliament over the next two years. Major projects will include: a new Hansard Production System; new Parliament House web site; digitisation of further Hansard and broadcast records; and modernisation and expansion of our closed circuit TV systems. We will also reactivate some of the water features around the building by collecting rainfall run-off from around the building.

Over the same two years, we will also be reviewing and improving our security systems.

Responding to the results of the recent customer satisfaction and staff satisfaction surveys is a further key priority for DPS. Results of both surveys suggest the need to improve communications, and this will be a high priority.

Before I conclude, I wish to thank the Speaker of the House, Mr Harry Jenkins MP, and the President of the Senate, Senator the Hon John Hogg, for their support over the year. I also thank the chamber departments for their cooperation.

My final thanks go to the staff of DPS for a job well done. We publicly recognise the contributions of our staff in two ways.

Firstly, we continue to recognise people who have made major contributions to Parliament, DPS and the broader community, through Australia Day Awards. In total, we recognised 11 staff in this way in early 2009. My thanks to all of these officers (see the case study on page 14). Secondly, in 2008-09, responding to a suggestion by a DPS staff member, we also instituted a system of Long Service Pins. It has been very gratifying to be able to recognise the contribution of over 300 DPS staff with 10 or more years service through the award of these pins.

I look forward to working with DPS staff to deliver services to the Parliament for the year 2009-10 and beyond.

Alan Thompson

Staff recognition – Australia Day Achievement Medallions

Renee Buckley is the Change Manager for DPS and has been instrumental in the department's restructure and Continuous Improvement Reviews (CIR). Her effort in coordinating and facilitating the various CIRs in the department has been exemplary.

Tony Dibley played the major role in co-ordinating and undertaking an unprecedented number of moves of Parliament House artwork in 2008. Much of the movement was related to the changes following the 2007 election, but there was also activity associated with events such as the 20th anniversary Open Day.

Trevor Fowler has enjoyed an uninterrupted and distinguished Hansard career spanning 30 years, during which he has provided non-partisan and impartial advice and service to both houses of Parliament and to parliamentary committees. His English language skills are of the highest order and he has trained, mentored and advised several generations of Hansard editors.

Colin Hudson has been instrumental in establishing and maintaining the strategy for the "Floating Painter". This role provides a flexible method of achieving an increased output for maintaining the building.

Clare Lonergan has made significant contributions to DPS in a number of areas. Clare is passionate about the environment and the environmental performance of Parliament House. She has been instrumental in many activities designed to ensure that DPS meets its objective of reducing Parliament House's impact upon the environment.

Martin Lumb is a member of the Politics and Public Administration (PPA) Section in the Parliamentary Library and has been the Editor of the Library's flagship publication, the *Parliamentary Handbook of the Commonwealth of Australia*, since 1985. Martin recently played a key role in completing the publication of his 9th Handbook, which is a remarkable achievement.

Riz Risteovski has worked in Parliament House since 1988 which has provided her with excellent corporate knowledge. Currently Riz manages the Recruitment Team and has shown superior leadership in improving recruitment processes for the department. Riz is receptive to change and has been an active member of the Strategy and Business Service Branch Continuous Improvement Review team.

Walter Manning has been the driving influence for DPS blood donations to the Australian Red Cross Blood Service. As a result of his encouragement, DPS is recognised as a significant contributor to the Red Cross Blood Service, often placing in the top 10 contributors in the Corporate Challenge for government department and agencies, both in total number of donations and by donations as a percentage of staff numbers.

ParlInfo Project Replacement Team consists of Rina Bretell, Rekha Vanamali and Shirley White. The Project team formed in 2007 and the new ParlInfo Search system was successfully integrated with various Parliament House information systems by the end of 2008. Collectively they did a remarkable job of sorting out user requirements—including moderating where users had completely different priorities. Overall they have displayed all the attributes that we value in DPS—commitment to achieve a quality service; ability to work well with stakeholders and clients; and the ability to plan and deliver innovative services.



Part 2—Departmental overview

Part 2—Departmental overview

Introduction

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.

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

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

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

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

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.

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**).

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 to the Secretary.

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.

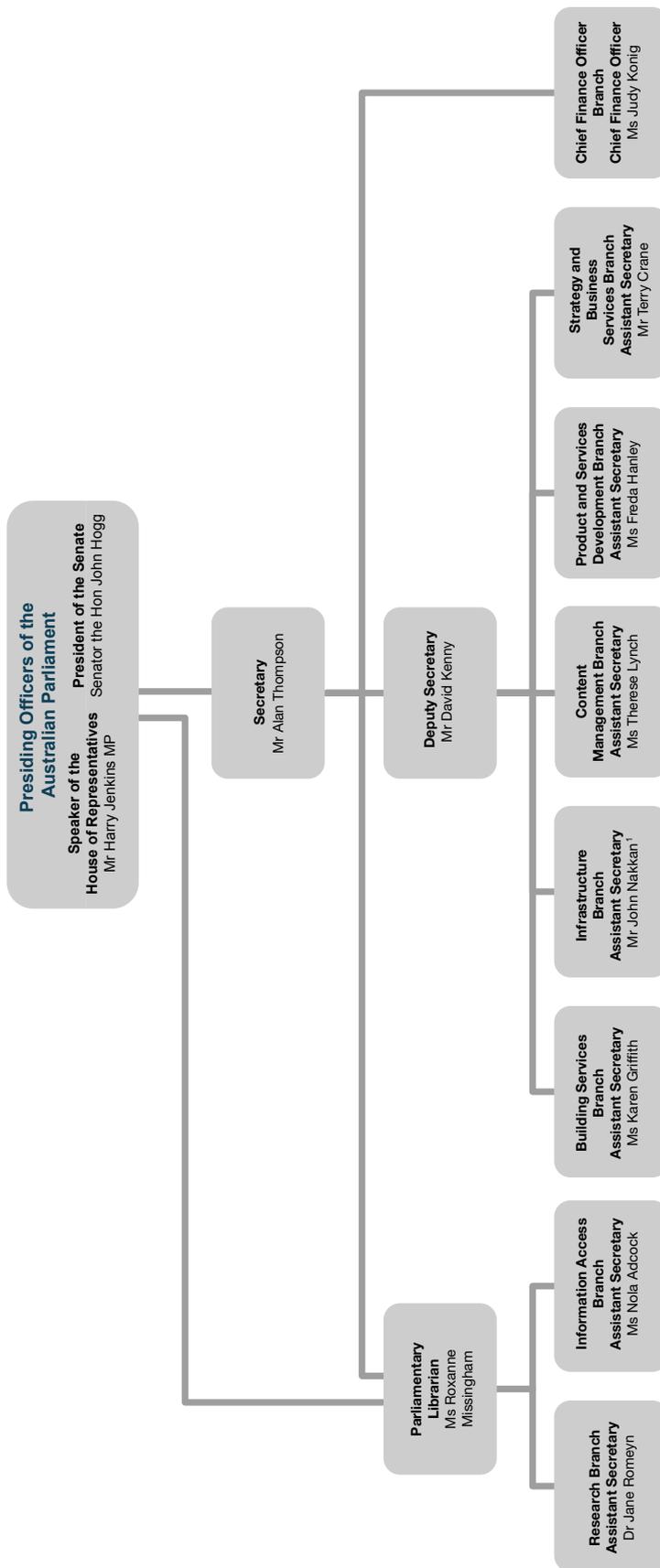
The Deputy Secretary is responsible for the activities of five branches (Strategy and Business Services¹, Building Services, Infrastructure Services, Content Management and Product and Service Development).

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

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 2008-09 year are described further in “Departmental services” (see page 19).

1. DPS changed its organisational structure in July 2009. As a result of this change the Strategy and Business Services Branch no longer exists. The sections within SBS have been allocated to other branches within DPS.

Figure 1—DPS Departmental Structure at 30 June 2009



¹ Mr Nakkkan was on annual leave as at 30 June. Mr Peter Collins was acting Assistant Secretary, Infrastructure Branch.

Departmental services

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 web site at <http://www.aph.gov.au/dps/services.pdf>. The work of each branch and their achievements and highlights for the 2008-09 year are described below.

Parliamentary Library

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.

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

The Building Services Branch (**BSB**) delivers 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 guide services. BSB also manages a contract with the Australian Federal Police (**AFP**) for the provision of security within the Parliamentary Precincts.

The protection portfolio of the Australian Federal Police-Uniform Protection (**AFP-UP**)—is contracted to deal with security incidents within the precinct and provide an armed first response capability for Parliament House. The AFP-UP also provides security services for the Prime Minister's Suite and the Cabinet Suite. The AFP officer in charge undertakes the role of Parliament House Protective Security Controller (**PHPSC**).

Of our two security sections, **Security Operations** provides operational security and emergency services largely through Parliamentary Security Service (**PSS**) officers, while **Security Planning and Administration** does workforce planning functions for the PSS, security training,

administration of security systems, management of keys and locks, as well as overseeing the pass office and the PSS roster office.

The PSS officers—who are DPS employees—provide access control and security screening at all entrance points, a mobile and static security presence throughout Parliament House, and security services to functions, official visits and other significant activities within Parliament House. The PSS provides an unarmed first response capability to security incidents and duress alarms within the building, as well as providing an initial first aid service.

Both security sections and the PHPSC contribute to the development of security policy, and to the implementation of security and emergency policy, procedures and response protocols for Parliament House.

The **Facilities** section administers the Presiding Officers' policies on the use of Parliament House facilities by building occupants and members of the public. Responsibilities include managing the contracts for various commercial activities such as catering, child care, post office and bank, providing a range of visitor services (including guided tours for building visitors and school groups) as well as operating the Parliament Shop. It also manages the Nurses Centre, which provides first aid and a limited range of other health services to building occupants, and the Health and Recreation Centre, with facilities that include a gymnasium, squash courts, tennis courts, a multipurpose netball court, a swimming pool, and external playing fields.

BSB highlights and achievements

Of significant interest to building occupants, and the public, was the opening of the Capital Hill Early Childhood Centre in February 2009. The success of the child care centre project is explored further in the case study on page 22.

Facilities Management successfully transitioned two new catering contractors into Parliament House from 1 July 2008. The two contracts cover a range of catering services including: Queen's Terrace Café, the Staff Dining Room, Members' Guests Dining Room, functions in the Great Hall and room service. Improved administrative arrangements were incorporated into the contracts, particularly in gathering and responding to customer feedback.

We have also begun reviewing the licensing arrangements for the provision of commercial services and tenancies within Parliament House as they are due for renewal. These reviews incorporate a more commercial management approach to each licensing arrangement. Some reviews were completed in 2008-09, and the remainder should be finished in 2009-10.

A comprehensive restructure of the security and facilities components of BSB was completed during the 2008-09 year, resulting in a number of administration and process changes which are improving our efficiency and financial sustainability.

A notable achievement of the Health and Recreation Centre was the conversion of two under-utilised tennis courts into a multi-purpose court. The change in purpose will provide building occupants with enhanced opportunities to engage in a broader range of sports activities, including netball and basketball.

During 2008-09 we also developed the Security Action Plan, which outlines priorities for future security infrastructure investment. The Security Action Plan complements the Parliament House Security Strategic Plan 2009-2014, which was also approved during the reporting year. We are very proud of our rigorous approach to constant testing of our security arrangements, and 24 security validation exercises were conducted over the reporting period.

A review of security arrangements at Parliament House by the Attorney-General's Department commenced in March 2009. The final report is expected to be delivered in the first quarter of 2009-10. The recommendations of the review will have an impact on both the Security Action Plan and the Security Strategic Plan.

Infrastructure Services Branch

Looking after the building and the utility and IT systems of Parliament House is the Infrastructure Services Branch (**ISB**). ISB provides day-to-day support to building occupants and visitors through a number of teams.

The first of these, **Maintenance Services** section,

operates and maintains the power, airconditioning and hydraulic services of the building as well as maintaining the exterior & interior of the building. The section also maintains engineering drawings and the technical manual library as well as Parliament House's landscape.

Our **Client Support** section looks after customers who use IT, broadcasting and Hansard services. As well, it provides IT training and assistance, most commonly through the Client Support 2020 help desk. There are almost 4,800 registered IT users in Parliament House and electorate offices. Responsibility for second line software and hardware support for desktop and mobile computing devices, printers, televisions and pagers is also the responsibility of this section. Over the last 12 months, Client Support has taken over responsibility for office ICT purchasing and asset management.

Computing Services section takes care of the central computer facilities such as computer rooms, server and storage hardware, system and data backup and restoration, database, application and web site support, software deployment to workstations and notebooks, IT change control, ICT security operations and computer account management. The Information Technology Security Adviser (**ITSA**) role assists the chamber departments with their ITSA functions and manages IT security generally.

The **Communication Networks** section provides data and voice communications services to building occupants. This involves managing data network services such as connection from the desktop to the network servers, internet and connections to electorate offices. The section also manages voice communications services including fixed line telephones and mobile phone coverage within Parliament House.

Broadcasting Infrastructure and Support provides day-to-day and strategic direction for the maintenance of broadcast assets. This includes technical and maintenance support for the Parliament's broadcasting systems including television and radio production facilities, audio and video recording, public address systems for chambers and committee rooms, the internal multi-channel radio and television system, internet broadcasting, Emergency Warning and Intercommunication System (**EWIS**), division bells and lights and portable recording equipment for interstate committees.

ISB highlights and achievements

We are heavily involved in improving environmental and sustainability outcomes for Parliament House. Of particular concern has been continuing water restrictions applying in the ACT. A key action to reduce our water consumption has been trials of various grass species that need less water. Based on a number of earlier small trials, two varieties of couch grass were selected for further trials on a larger scale in 2008-09. The larger scale trials were conducted on the Senate playing field and the viewing strip directly north of the field. Lessons learnt from these larger trials will be used to explore the potential for expanding the use of couch grass across the broader parliamentary landscape.

In 2008, DPS agreed to participate in the Whole of Government approach to the electricity market to negotiate a new electricity contract. Under the new contract, DPS is purchasing a total 25% of green energy, 15% more than the contract-stipulated minimum of 10%. Energy consumption and emissions are covered in more detail in Part 5 of this report.

We conducted an audit of Hearing Loop systems installed in a number of areas at Parliament House. The audit confirmed our compliance with current Australian building and OHS hearing standards, and has provided valuable information for use in improving facilities for the hearing impaired.

To replace the aging Mobile Messaging System (**MMS**), in conjunction with the Department of Finance and Deregulation we commenced a pilot of BlackBerry technology in January 2009. The successful piloting of the BlackBerries allowed us, from May 2009, to commence a program of replacing Senators' and Members' MMS phones as they reached their end-of-life. The project should be completed in 2009-10, and will mean Senators and Members are provided with modern personal electronic devices that deliver better services and reliability.

We implemented several major IT systems during 2008-09 including ParInfo Search, a new intranet (DPS Staff Portal), and the piloting of the Windows Vista operating environment. Between July and December 2008, Parliament House and electorate offices were upgraded to Microsoft Office 2007, with Client Support providing training, information sessions and support from July 2008. Online self help for users of the Parliamentary Computing

Network (**PCN**) was also implemented during the year.

We installed new spam management software during the year, with greatly improved spam management functionality for all PCN users. What had been several hundred spam messages daily came down to less than 10 on most days.

With a large number of new IT system installations occurring over 2008-09, including during parliamentary sitting periods, ISB is very proud of the high levels of system availability achieved during the year. The result reflects the time and effort we have invested in planning and maintenance scheduling.

Content Management Branch

Content Management Branch (**CMB**) is responsible for broadcasting and archiving the audio-visual record of chamber and committee proceedings and for producing the Hansard record. CMB also coordinates the management of DPS records and knowledge.

Broadcasting Content section produces and distributes live audio and video coverage of all proceedings of the two chambers and the Main Committee of the House of Representatives. It televises selected parliamentary committee proceedings in Parliament House, provides audio coverage of hearings held in other venues around Australia and a public address system for these venues, as well as systems for the hearing-impaired in many locations within Parliament House. The proceedings are broadcast internally and also webcast via the internet.

Our **Hansard** section transcribes and prepares for publishing reports of proceedings in both Houses of Parliament and the Main Committee of the House of Representatives as well as all parliamentary committee hearings.

The **Knowledge Management** section is responsible for the document and records management of DPS, ensuring DPS complies with the *Archives Act 1983*, with audit recommendations for records management and with Commonwealth Intellectual Property Principles.

During 2008-09, the Knowledge Management



Child care services: a case study

The official opening of the Capital Hill Early Childhood Centre on 11 February 2009 is a notable achievement in the short history of the Department of Parliamentary Services.

However, the story of how it all came about pre-dates the department's inception, and indeed the opening of New Parliament House itself.

After some years of discussion on the provision of child care facilities for Parliament, the first attempt at creating a facility occurred shortly after New Parliament House opened in 1988—a recommendation to build a centre in one of the Old Parliament House rose gardens. This recommendation was rejected by Parliament in 1989 for practical and heritage reasons.

Various attempts to bring a facility into existence since that time were made, but continued to founder due to disagreement on proposed sites. Surveys of building occupants conducted in 1995 and 2002 found substantial demand for a Parliament House child care facility, but it was not until DPS identified a viable site in 2006 that progress could actually be made. The site—originally the Staff Bar—was available and, importantly, located within the building.

With a suitable site identified, the Presiding Officers approved testing the market for a child care manager to operate the centre. Subsequently, a restricted Request for Tender was issued, and a tender evaluation group was formed with representatives from DPS, the chamber departments, the Press Gallery, political staff and ACT Children's Services.

It was clear from feedback from potential providers that there were serious issues with the financial viability of operating a child care centre in Parliament House. Of particular concern were the limited number of places and potential clients, the span of hours required to be covered in the parliamentary environment, and the unique frequency of the building's peak periods of occupancy—the Parliamentary sitting pattern.

Addressing these issues required lengthy consideration of options and discussions between potential providers and the tender evaluation group. The successful tenderer, Anglicare Canberra and Goulburn (Anglicare), was selected in January 2008.

The next phase was to design the facility and prepare construction plans. It had been a deliberate decision not to finalise design until an operator had been selected,

so that they could contribute to the final design brief. This was a particularly valuable approach, as it drew upon Anglicare's expertise and incorporated a level of advocacy on behalf of the children's needs.

Design and construction challenges included integrating the colour and movement of a child care centre into the more austere functional lines of the existing building. Unique requirements of the child care centre, such as the outdoor adventure and play area, added design and construction challenges for DPS that we had not encountered before. Fortunately input from Anglicare, stakeholders and DPS staff, supported by a great deal of goodwill and common sense, enabled a design and construction brief to be ready by mid 2008.





The proposed construction plan was approved by Parliament in June 2008. Construction commenced almost immediately, with a February 2009 opening deadline. Meeting the deadline was crucial to the success of the project, as child care bookings had to be taken in advance, and not meeting the deadline would have left parents in an awkward position.

This was the first major construction project under new DPS project management arrangements. It was also a particularly busy time for DPS project management staff, as resources needed to be balanced with other time critical construction projects underway at the same time. Critical support was provided by DPS Maintenance services—their intimate and invaluable knowledge of the building and its systems saved considerable time and money over the course of the project.

Costing approximately \$2.5 million, construction and fit-out was

completed over the Christmas—New Year period. After endorsement by the ACT Office for Children, Youth and Family Support, the facility was handed over to Anglicare Canberra and Goulburn on 2 February 2009. The centre can accommodate up to 30 children, and maintains five places to meet any urgent or unforeseen requirement. Standard operating hours are from 8:30am to 6:30pm, with long day care available from 7:30am-9:00pm on parliamentary sitting days. Casual care is also available.

The planning, design, construction and opening of the Capital Hill Early Childhood Centre represent the completion of a journey spanning more than two decades. For DPS, it was a journey into the unknown that allowed us to tap into our staff's professionalism, knowledge and creativity. It also provided a significant and successful test of our new project management methodologies and processes.

For building occupants, particularly for those with young children and those who promoted and supported it for so many years, the addition of the Capital Hill Early Childhood Centre's services has meant Parliament House now provides a more family friendly working environment in keeping with modern concepts of work-life balance.

Centre manager, Sue Jennings, said staff working at the centre are *"delighted"* with the outcome. *"The centre is lovely to work in, it is well designed and the flexibility of the indoor space means we can cater for the changing needs of families"*, she said.

But it was always the children who were in the forefront of considerations for the centre. In the words of Sue Jennings, the outcome for the children is *"... an exciting place to play and explore. It gives the children some challenge while remaining safe. Parents can come and visit or take their children out for a walk. There is always something going on, and the children enjoy going out for picnics in other courtyards or seeing performances in the Great Hall"*.

"This is an excellent place for children".



section amalgamated with the Web Content section and now also has responsibility for developing and disseminating policy and guidelines to ensure compliance with web content legislation and best practice.

CMB highlights and achievements

2008-09 saw substantial increases in parliamentary workload which had a direct impact on Hansard and broadcasting services. Parliamentary committee workload has doubled since 2007. There was also a noticeable increase in the number of requests for 24 hour turnaround on transcripts for committee jobs, often during already busy sitting weeks. Absorbing the additional workload within existing resources has been challenging, and we are particularly proud of having met our customers' needs during this very busy time.

With the demanding combination of increased workload and budgetary constraint, we have investigated ways to streamline our work practices and processes. For example, for interstate parliamentary committee hearings the longstanding practice was to send both a Hansard officer and a broadcasting officer to support the committee's work. In 2008-09 we commenced a trial of single officer support, by sending only the broadcasting staff member. In addition to capturing an audio record of the proceedings the broadcasting officer now also records the voice log used to assist subsequent transcription from the audio record. Results so far are very promising and suggest the possibility of significantly reduced travel costs involved in providing the service, as well as increasing resources available in Parliament House for transcription of committee hearings.

The above is but one example of the kind of smarter, leaner, Broadcasting and Hansard services that CMB has delivered during 2008-09.

During the year, our Knowledge Management section commenced a phased implementation of DPS's new Electronic Document and Records Management System (**EDRMS**). The EDRMS allows our staff to capture and electronically file corporate documents and records, including emails. Nearly 15 per cent of staff have been trained to use the EDRMS, and training will continue throughout 2009-10. Implementing the EDRMS has significantly increased our ability to find and retrieve information, avoid duplication and ensure recordkeeping compliance. It also has environmental benefits, as fewer paper files are

being created. A gradual decrease in the number of physical records requiring storage is expected.

During 2008-09 we embarked on a project to transfer Parliament House Construction Authority (**PHCA**) records to the National Archives. The PHCA records comprise drawings and plans of Parliament House, plus details of all the contract and building works relating to the building's construction. The project required DPS to assess the records, sentence them, and take action accordingly under the DPS Records Authority. The transfer of these nationally important records to the National Archives ensures their survival for future generations.

Finally, work commenced on a project to modernise our video and audio equipment and records. The project will replace existing equipment with a server-based video and audio information capture, storage and replay system, and includes transferring old video and audio broadcasting records from tape-based media to digital formats. The project will allow us to streamline some of our broadcasting operations and provide additional online services.

Product and Service Development Branch

The Product and Service Development Branch (**PSDB**) is responsible for the management and delivery of projects within DPS. PSDB also manages the Parliament House Art Collection.

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.

The **Technology Projects** section manages the delivery of projects related to the installation and implementation of IT, broadcasting, communication and security technology systems and infrastructure.

The **Project Management Office** is responsible for ensuring all projects are undertaken using a consistent project management methodology, including providing project management guidance and support to all project stakeholders and providing

performance reporting on project progress.

Finally, 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

A major achievement this year was the successful completion of the project to establish a child care centre within Parliament House. The project involved converting the old staff bar into a modern child care facility that included indoor and outdoor play areas. The project was delivered on time and within budget, and the Capital Hill Early Childhood Centre opened in early February 2009 (see the case study on page 22).

We also completed a major refurbishment of the Staff Dining Room, including a complete redesign of the servery area and complete kitchen upgrade. New dining room furniture and lighting systems, and an upgrade of the disabled toilet were delivered in stages following the opening of the servery area in February 2009. To open in time for the resumption of Parliament was pleasing given the tight construction timeframe over the Christmas/New Year period, which is usually a shut down period for the construction industry.

Another project completed in 2008-09 upgraded disabled access from the Senate basement car park to the Senate entry foyer. The work included widening doors and installing actuators to comply with standard disability access requirements.

Other significant projects PSDB completed during 2008-09 included the ParInfo Search project, the new Bills System, the Document Production System upgrade and the installation of a wireless computer network for users of the parliamentary network.

In 2008-09, 93 new artworks were purchased for the Parliament House Art Collection. The new acquisitions address under-represented priority areas for acquisition, including works by indigenous and female artists. Eighteen artworks

received conservation treatment in 2008-09.

Community engagement with the Parliament's art collections is an important goal, achieved through a program of specific exhibitions at Parliament House and reciprocal loan arrangements with other institutions.

A significant installation was the display of 33 indigenous artworks in the Presiding Officers Exhibition Area from December 2008 to January 2009. In addition, a permanent display of the Apology manuscript by Gemma Black, and glass coolamon by Bai Bai Napangarti, has been installed in the Members Hall.

Important new loans of artworks established during the reporting year included five portrait busts and one painting to the National Portrait Gallery for the opening of their new building in December 2008, and a number of artworks for the opening of the Museum of Australian Democracy at Old Parliament House in May 2009.

Substantial improvements in PSDB administration and processes occurred during the year, including the establishment of panel contracts for architectural design and engineering services, formation of pre-qualified lists of construction contractors and consultants, and the development of a suite of industry standard construction contracts. These process enhancements have reduced tendering times, improved the quality of construction projects delivered, and reduced contract administration complexity for both the industry and DPS.

Strategy and Business Services Branch

Strategy and Business Services Branch² (**SBSB**) provides strategic planning and business services to support DPS's operations and strategic aims. The four SBSB sections primarily contribute to the "plan" services as well as general corporate support to the department.

The first of these sections, **Strategic Planning and Policy (SPP)**, works with other areas of DPS

2. DPS changed its organisational structure in July 2009. As a result of this change the Strategy and Business Services Branch no longer exists. The sections within SBS have been allocated to other branches within 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 ensure that technical and design integrity standards are maintained, including compliance with Building Code of Australia standards and regulations.

SPP also manages Parliament House environmental matters, including energy and water usage and waste management. The section includes 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*.

The **HR Services** section provides a complete range of human resources services to DPS, including payroll and personnel records management, recruitment, learning and development, performance management, workplace diversity, workers' compensation and rehabilitation, occupational health and safety (**OHS**) and workplace relations.

Governance and Business Management section 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.

The fourth section, **Customer Services and Communication**, is the first point of contact for all enquiries relating to new projects and potential new services. Responsibilities include customer account management for the chamber departments and the Department of Finance and Deregulation (**Finance**), administration of the Request Approval Process (**RAP**), maintaining the DPS Services Catalogue, and the preparation and delivery of customer surveys.

SBSB highlights and achievements

In the reporting year, Strategy and Business Services Branch focused on providing improved corporate services to DPS, and there were a number of notable highlights.

Many of our environmental and heritage achievements are included in the Part 5 of this report. However, we are particularly proud of finalising the Waste Strategic Plan 2008-2011, which will help Parliament House in achieving its environmental and sustainability goals for the next three years. We also undertook an energy audit for Parliament House, which included transport for building occupants travelling to work (excluding Senators' and Members' and their staff's air travel). The audit has helped identify priorities for future energy improvements. More detailed information on the Waste Strategic Plan and the energy audit can be found in Part 5 of this report.

The first online DPS Suggestion Box went live in December 2008 to facilitate suggestions from all DPS staff. Eighteen suggestions and comments were received by the end of the reporting year. These covered a range of topics including our intranet (staff portal), building facilities, catering, IT and corporate services. Some of the suggestions have been very valuable. For example, visitors travelling to Parliament House by public transport have to alight at the bus stops located at the Senate and House of Representatives entrances which do not allow public access to the building. Visitors are often unsure of how to get to the public entrance. The suggestion focused on improving signs at the public bus stops. DPS has taken this suggestion on board and is in the process of developing clearer signs.

Continued improvements in DPS's risk management policy and framework, coupled with significant advances in business continuity planning, were recognised. As a consequence we had an improved score in Comcover's Risk Management Benchmarking Survey, increasing from 5.3 in 2008 to 6.9 in 2009. Aside from confirming improvements to our risk management capability, the improved score led to a useful reduction on our Comcover premium.

Successful negotiation of a new three year Union Collective Agreement with effect from 30 October 2008 was a major achievement. This in turn meant a significant implementation workload, with a very tight deadline, for the HR section. HR managed the implementation on time with a mix of skill and commitment. Importantly, the new agreement replaced two previous agreements, and represents a productivity improvement for the management and delivery of DPS payroll services.

Enhanced induction processes implemented

during the year included a more comprehensive induction package and improved monitoring of induction and probation activities. The changes provide a better induction experience for incoming employees, with better information on induction and probation effectiveness and outcomes for the department.

A significant review conducted in 2008-09 looked at access to Parliament House services and facilities by disabled persons. Implementation of the review's recommendations of the review will be occurring over 2009-10. This should result in significantly improved disabled access for building occupants and visitors, and improved return to work capability for DPS staff.

The completion of the Parliament House Security Strategic Plan 2009-2014, and the development and implementation of the Information Technology Security Policy, were particular highlights of the Strategic Planning and Policy section in 2008-09. Together, these documents will greatly assist delivery of security services for all building occupants.

Chief Finance Officer Branch

The Chief Finance Officer Branch (**CFOB**) of DPS consists of two sections providing advice to the Executive, Assistant Secretaries and other DPS managers on a range of financial issues including compliance with statutory requirements. The branch maintains the Chief Executive's Instructions (**CEIs**), Chief Executive's Procedures (**CEPs**) and various financial delegations.

The **Finance** section provides financial information supporting internal management decision-making. Key services include compiling monthly and annual financial statements and monthly management reports, developing internal accounting policies and procedures, performing a treasury function and providing asset and taxation management. Furthermore, the section is responsible for accounts payable and receivable, developing and maintaining the CEIs, CEPs and procedural guides, and budget preparation for all internal cost centres.

Our **Procurement, Contract Management and Logistics** section provides advice on a range of procurement issues and manages the general services contracts. It develops and issues procurement and contract management policies

to ensure legislative, regulatory and procedural obligations are observed. It also provides specialised procurement, contract development and tendering advice and services to ensure that value for money is being achieved in our various contracts. The Logistics sub-section receipts, tracks and delivers mail and other goods into Parliament House, records all outgoing consignments and manages a waste service.

CFOB highlights and achievements

During the reporting period, Finance staff generated unqualified financial statements for 2007-08 for the sixth consecutive year. In addition, no financial issues were raised at the 2008-09 interim audit. These outstanding financial results have helped DPS receive a "low risk" accreditation by the Australian National Audit Office, and reflect the high level of confidence held by external stakeholders in the effectiveness of our financial controls and operations.

A major review of our procurement and support services roles was undertaken, resulting in a restructure of the area and reallocation of responsibilities. This has resulted in administrative and cost savings for DPS, enabling a higher level of concentration on contract management. In conjunction with the implementation of a new centralised procurement management model, these changes have helped ensure that we obtain value for money through more efficient, effective and ethical procurement practices. In turn, this has led to lower procurement costs and better levels of accountability.

The 2008-09 year also saw the implementation of a new contracts database, which has significantly improved contract management and enhanced our contract reporting capability. The new database is used in managing the contract life cycle, from identification of a need and approach to market, through to contract monitoring and contract performance management.

The Logistics sub-section undertook a range of activities that have enhanced safety for the work area and for building occupants generally. These include the implementation of enhanced security processes for receiving incoming goods, improved food-handling processes in collaboration with parliamentary catering providers, and a number of occupational health and safety enhancements.

Part 3—Parliamentary Library

Part 3—Parliamentary Library

Parliamentary Librarian's review

Introduction

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

- 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.

The Library's primary clients include Senators and Members and their staff, committee staff and the GovernorGeneral. These clients are entitled to use the full range of the Library's services. Service entitlements for all clients are outlined in the *Parliamentary Library Statement of Client Services*.

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

The Parliamentary Library Executive comprises Ms Roxanne Missingham, Parliamentary Librarian, Dr Jane Romeyn, Assistant Secretary, Research Branch (**RB**) and Ms Nola Adcock, Assistant Secretary, Information Access Branch (**IAB**).

Joint Standing Committee on the Parliamentary Library

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

The Library Committee membership at 30 June 2009 was:

- » The Hon Dick Adams MP (Joint Chair)
- » Senator Russell Trood (Joint Chair)
- » Senator Guy Barnett
- » Senator Catryna Bilyk
- » Senator Doug Cameron
- » Senator Steve Fielding
- » Senator Steve Hutchins
- » Mr Russell Broadbent, MP
- » The Hon Mark Butler, MP
- » Ms Sharryn Jackson, MP
- » The Hon David Hawker, MP
- » Mrs Sophie Mirabella, MP
- » Mr Graham Perrett, MP

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.

Policy (revised policy) and Parliamentary Library Media Transcription Service (new policy), and approved these policies.

The Library Committee met on 18 September and 27 November 2008 and 19 March and 25 June 2009. The Committee discussed:

- a) funding for the Parliamentary Library including making submissions to the Joint Committee on Public Accounts and Audit inquiry into the effects of the ongoing efficiency dividend on smaller public sector agencies;
- b) relationship with the National Library of Australia;
- c) international trends identified from the International Federation of Library Associations conference and pre-conference of the Library and Research Services for Parliaments Section;
- d) Australian Parliamentary Fellowship;
- e) Bills Digests;
- f) Library planning: a 21st century Parliamentary Library for the Australian Parliament; and
- g) the Parliamentary Library Digital Collection policy (new policy), Collection Development

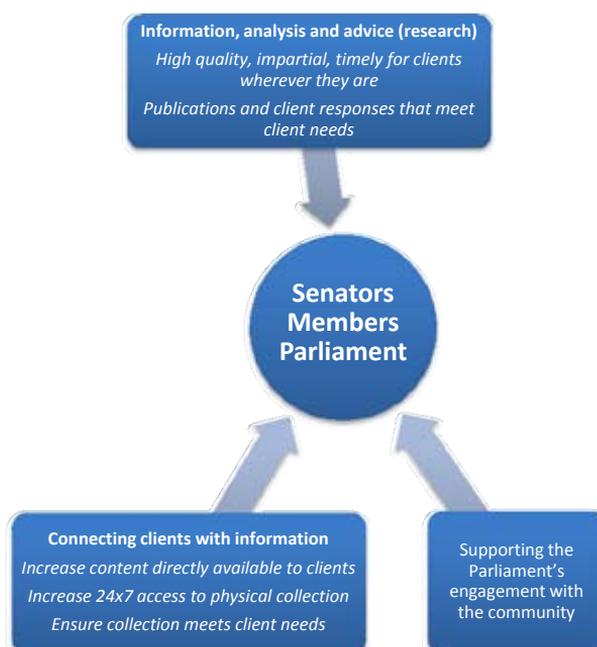
Resource Agreement

The Parliamentary Librarian and the Secretary of the Department of Parliamentary Services (DPS) developed the *Resource Agreement between the Secretary of the Department of Parliamentary Services and the Parliamentary Librarian for the financial year 2009-2010* (the **Agreement**) as required under the *Parliamentary Service Act 1999*.

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 Library. In addition, it notes the resources in terms of services provided by the Library to the rest of DPS.

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 Union Collective Agreement 2008-2011* (the **DPS CA**).

Figure 2—Parliamentary Library Planning Framework



Planning framework

The Library adopted a new framework in 2009 to plan and deliver services (see Figure 2).

Achievements 2008-09

Information analysis and advice

The Library assesses client needs through a survey and direct interviews with clients, once each Parliament. The next evaluation is scheduled for late in 2009. Throughout the life of each Parliament, the Library seeks ongoing input from the Library Committee, monitors and responds to feedback from clients, and invites Senators and Members to talk to Library staff about their information and research needs. During 2008-09, the Library began a series of presentations from individual Senators and Members. Mr Petro Georgiou MP talked to Library staff in June 2009. He noted

"Parliamentarians now have the tools to do what the Library used to do 30 to 35 years ago ... what we'll look to the Library for is focused work on a problem that I can't solve myself."

Information, analysis and advice was provided to Senators and Members of the 42nd Parliament to assist them in understanding many complex issues. Some of these issues developed in ways that had not been anticipated in the Parliamentary Library's *Briefing Book: Key Issues for the 42nd Parliament* released in December 2007, leading to the production of new publications and advice. Many enquiries to the Library this year focused on the economy, understanding the emerging trends and assessing policy directions to address the global financial crisis. The Library's analysis of the Commonwealth budget for 2009-10 noted that it was framed amid a sharply deteriorating world economy and the first serious downturn in Australian economic activity since the early 1990s.

In an environment of intense debate about the effectiveness of the Government's fiscal stimulus measures and policy options, Parliamentary Library research staff have provided considerable information and advice to assist Senators and

Members to understand how countries around the world were responding to the changing situation, and what evidence based practice could be used to shape policy recommendations for Australia.

Six Bills to implement the Government's Nation Building and Jobs package were introduced on 4 February 2009. The rapid progress of the legislation through Parliament meant many questions for the Library, and prompted the release of a draft (rather than the usual final) Bills Digest to meet the urgent needs of Senators and Members.

Many other Government services were also under review during 2008-09, including health, education, and the environment. The legislative program reflected a Government in its second year seeking to make major changes to the framework which the previous longstanding Government had introduced.

Industrial legislation was also an area of significant policy change which resulted in many requests for advice. The Fair Work Bill 2008 was long, complex, and the subject of considerable negotiation and debate. The Bills Digest for this Bill comprised input from a number of Library staff and was the most heavily used Library digest online this year, with over 50,000 page views.

The need to respond to new issues raised in the Parliament, together with reassessments of the economic impact of international changes, required considerable flexibility. The rapidly changing policy environment was taken into account when recruiting new staff to vacant positions. In addition, it was necessary for existing staff to broaden and deepen their expertise and for new resources to be added to the Library Collection. The continued commitment to learning and development can be seen in the 302 days of training undertaken by Library staff during the year.

Climate change was also an area of significant parliamentary and community debate and discussion. The Library released an online publication on climate change in November 2008 to provide information on the science, economics, international relations and other policy issues that arise from consideration of climate change. The web site includes useful information sources and explains core concepts and developments necessary to understand and respond to the climate change debate. In addition to the overarching, regularly updated web site, Bills Digests were

produced for the Carbon Pollution Reduction Scheme, National Greenhouse and Energy Reporting and Water amendment bills.

Climate change: the case for action, Research paper 28 2008-09, notes that climate change is an issue that scientists first raised and seriously considered decades ago, and it has been hotly debated ever since. There has been a significant increase in requests on climate change issues across many research sections as there are scientific, environmental, economic, social, legal and international relations aspects to climate change. In order to provide balanced information, the Library has published web pages on *Contrasting viewpoints* and *Scientific uncertainties* outlining the arguments against climate change.

There was a significant increase in use of the Library's publications online (20.9%, 1.03 million additional uses) and online collections (47.5%) compared to the preceding year. During the year, the new ParInfo Search system, which provides access to parliamentary information resources, including Parliamentary Library publications, was launched. New functionality was provided, including user generated alerts, increased data collections, relevance ranking for results and hyperlinking to full text resources and consequently there was a change in statistic collection. In addition there was a significant increase (19.2%) in the total number of individual client requests.

There were 280 publications produced. Of these, 182 were Bills Digests, an increase of 20% on the digests produced during 2007-08. The demands placed on the Library by the new Rudd Government's legislative program were similar to those experienced during the first full financial year after the election of the Howard Government. In that year (1997-98), 235 Bills Digests were published, the highest number since the commencement of the service in 1976.

The *Parliamentary Handbook* 31st edition (**Handbook**) for the 42nd Parliament was published in October 2008. The Handbook was originally developed following a request by the Library Committee in a report to the Parliament in 1915 for "a Commonwealth Parliamentary Handbook, giving a short political biography of all Members of both Houses since the initiation of Federation, with portraits in most cases, particulars of every election in the same period, with other information likely to be useful". New Handbooks are normally published soon after the inauguration of each new

Parliament.

The Handbook is also available electronically on the parliamentary web site. The content is updated regularly and online access enables the Australian community to obtain information on their local Senators and Members and the work of the Parliament.

It reflects the diverse nature of the Parliament in 2008. The content has been shaped by feedback through the Joint Standing Committee on the Parliamentary Library and the majority of the material covered in the volume is the same as that for the 41st Parliament. It includes the changes to the Shadow Cabinet announced in September 2008.

Thanks are due to the diligent and extremely timely work of Martin Lumb, Parliamentary Handbook editor, Politics and Public Administration section, who is responsible for the biographical information and for most of the remaining content of the Handbook.

The new version of *Women Parliamentarians in Australia, 1921-2009: a register of women members of Commonwealth, State and Territory Parliaments in Australia* originally compiled by Professor David Black was launched in March. The resource is of great interest to clients and researchers. It was launched in Women's History Month 2009 by the Hon Tanya Plibersek MP, Minister for Housing and Minister for the Status of Women. It represents a major collaborative step as further updates will be provided by members of the Association of Parliamentary Libraries of Australasia. Janet Wilson was the tireless coordinator of the updated publication.

Overall, the nature of the issues before the 42nd Parliament required a greater collaboration across sections in the Library than ever before. The rapid development of issues associated with the Global Financial Crisis, the complexity of emerging issues and time pressure of progress of legislation through the Parliament posed significant challenges to Library services.

In this context, some activities were reviewed to ensure that available resources are focused on the Library's core business. For example, changes were made to the structure and delivery of the Study of Parliament Course. This course

is presented to staff of parliamentary departments to improve their understanding of Australia's system of Government, and how Parliament and its committees operate. Previously the course was delivered over seven half-day sessions. During 2008-09, this was reduced to three half-day sessions. A shorter course focused on key aspects of the system has been beneficial to course organisers, presenters and participants.

Connecting clients with information

Mr Petro Georgiou MP noted in his presentation to Library staff in June 2009:

"The issue of access to databases is one that is important because they are a fantastic tool for information on the full range of issues relevant to the Parliament. I do not see why first year university students have access to a larger range of databases than the Parliamentarian."

Increasing the resources directly available to Senators and Members is a high priority for the Library. Over half the Library's collection budget is spent on news and current issues online resources including streaming news, newspaper clippings and news services.

New resources acquired this year that are directly available online to Senators and Members included:

- a) JSTOR: Full text searchable archive of older issues of scholarly journals in the Arts and Sciences;
- b) Electronic book titles:
 - » *American Law Yearbooks 2005-2008*
 - » *West's Encyclopedia of American Law*
 - » *U.S. Supreme Court*
 - » *National Survey of State Laws*
 - » *Major Acts of Congress*
 - » *Encyclopedia of Global Warming and Climate Change*;
- e) *Climate change*: financing global forests: the Eliasch Review. London: Stationery

Office, 2008;

- f) *Review of environmental economics and policy*. Cary, N.C.: Association of Environmental and Resource Economists (U.S.), 2008-;
- g) *Jane's missiles and rockets*. Alexandria, Va.: Jane's Information Group, 2008-;
- h) *International trade and climate change: economic, legal and institutional perspectives*. Washington D.C.: World Bank, 2008-;
- i) *EcoOnline news*;
- j) *Global gender gap report* (World Economic Forum); and
- k) *Global climate change law guide*.

Printed resources acquired included:

- a) Aroney, Nicholas, *The constitution of a federal commonwealth: the making and meaning of the Australian constitution*. Cambridge; New York: Cambridge University Press, c2009.
- b) Beecher, Eric (editor), *The best Australian political writing, 2009*. Carlton, Vic.: Melbourne University Press, 2009.
- c) Bannon, John, *Supreme federalist: the political life of Sir John Downer*. Kent Town, S. Aust.: Wakefield Press, 2009.
- d) Bastian, Peter Edward, *Andrew Fisher: an underestimated man*. Sydney: UNSW Press, 2009.
- e) Beazley, Kim E., *In the long run*, manuscript.
- f) Hartcher, Peter, *To the bitter end: the dramatic story of the fall of John Howard and the rise of Kevin Rudd*. Crows Nest, N.S.W.: Allen & Unwin, 2009.
- g) Pearson, Noel, *Up from the mission: selected writings*. Melbourne: Black Inc., 2009.
- h) Perrett, Graham, *The twelfth fish*. Carlton North, Vic.: Vulgar Press, 2008.
- i) Scott, Andrew, *Politics, parties and issues in Australia: an introduction*. Frenchs

Forest, N.S.W.: Pearson Education, c2009.

- j) Singleton, Gwynneth [et. al.], *Australian political institutions*. Frenchs Forest, N.S.W.: Pearson Education, 2009.

A major feature of Library operations was continued 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 a range of products. The Library also participates in a purchasing consortium with government libraries.

The Library's print collection includes historical material. His Excellency the GovernorGeneral the Rt Hon Sir Ronald Craufurd Munro Ferguson, P.C., G.C.M.G presented a Bible to the Federal Parliament of Australia on 12 September 1919. The Bible was presented on behalf of the British and Foreign Bible Society Victoria, as a memento of the "signing of the peace" on the termination of the "World Wide War of 1914-1919". The Bible contains the signatures of all Presidents and Speakers of the Parliament of Australia. The current President signed the Bible in February 2009.

Figure 3—President of the Senate, Senator the Hon John Hogg with the signed Bible



Supporting the Parliament's engagement with the community

The new ParlInfo—the system used to deliver access to parliamentary and Library information—was put into production in September 2008. The Australian community has free access to ParlInfo via the Parliament House web site and directly at <http://parlinfo.aph.gov.au>. It provides improvements in searching, alerts to enable clients to receive updates about new content, and improved reliability. Over 2.3 million searches were undertaken on ParlInfo Search this year.

In 2008-09 activity included the following:

- a) online training and support resources were revised and increased, with the new help sheets published in January and March 2009. The Library also produced a new tip sheet on finding newspaper clippings;
- b) all users continued to be asked for feedback with the Client Support 2020 help desk and the Library providing assistance, depending upon the questions or issue; and
- c) analysis of feedback was undertaken with changes being made to training, help and other information as required.

Because the new system offers different ways of searching, the Library developed a program to assist users. The aim of activity promoting best use of ParlInfo Search was to improve knowledge of the system and to identify areas where further system enhancements or training support were required.

Enhancements made during the year to the system included:

- a) PDFs for Hansard: each Hansard fragment can be downloaded as a PDF document with a cover sheet.
- b) Electronic Media Monitoring Service (EMMS): EMMS can now be searched through the Radio and TV Programs sub-collection, as well as through the separate EMMS interface.
- c) Alerts: all Alerts in the old ParlInfo system

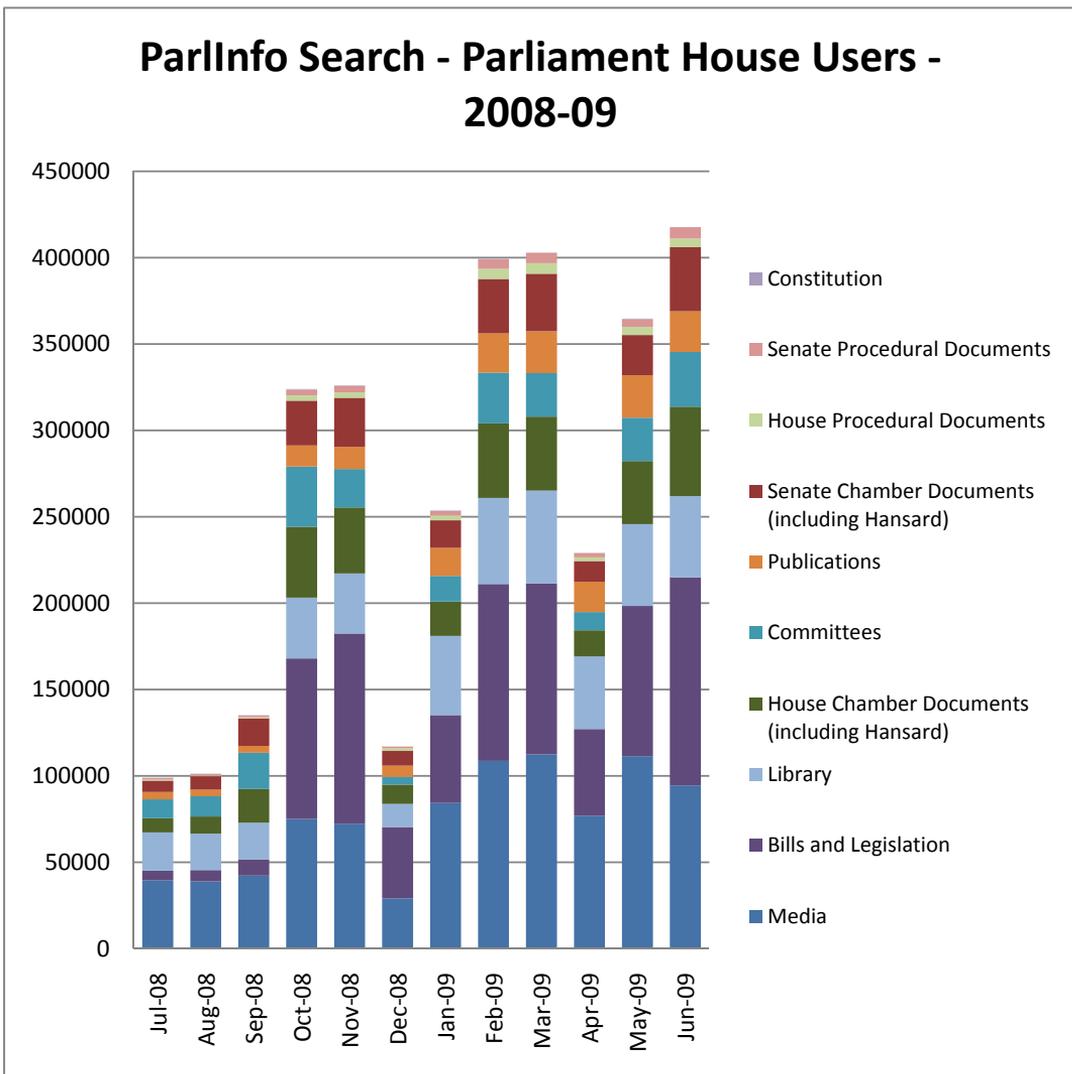
were translated into ParlInfo Search.

- d) Parliamentary Handbook: the *Parliamentary Handbook* for the 42nd Parliament was made available including biographies which are continuously updated.
- e) Help: a new Help page was created to allow users to access an online training video as well as the search tips.

ParlInfo Search was heavily used by those on the Parliamentary Computing Network and members of the public. Analysis of use indicates that those on the Parliamentary Computing Network (internal users) have increasingly used the media and bills and legislation collections.

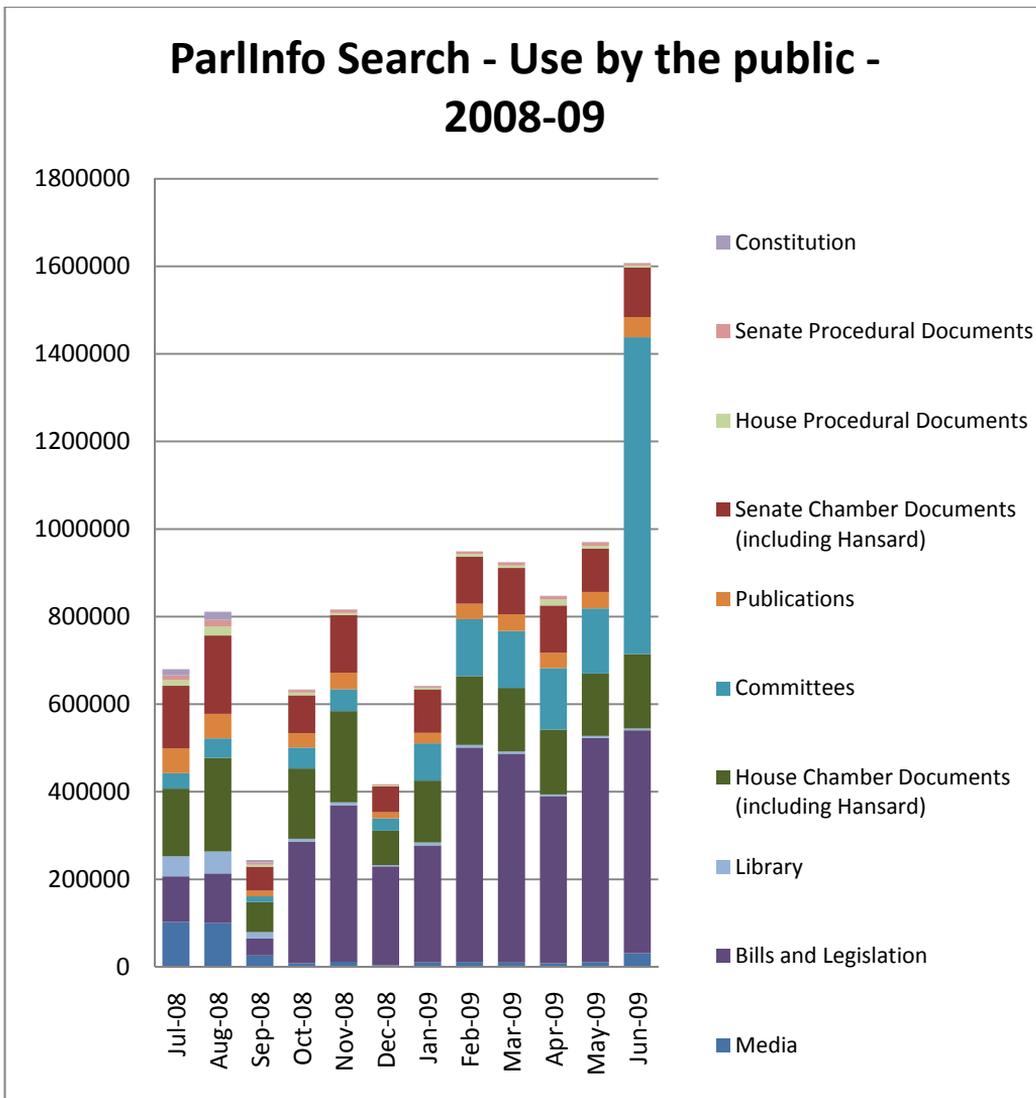
Members of the public use ParlInfo Search to access a wide range of parliamentary information and documents. A very significant increase in use of committee material in June 2009 was due to high use of Hansard transcripts of the May Estimates sitting of the Senate Standing Committee on Finance and Public Administration.

Figure 4—ParlInfo Search—Parliament House Use—2008-09³



3. Figures for September 2008 are not available.

Figure 5—ParlInfo Search—Use by the public—2008-09 ⁴



4. Figures for September 2008 are not available.

Australian Parliamentary Fellowship

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.

Dr Joel Bateman, the 2008 Fellow, undertook a project on the Shadow Cabinet. His monograph, *In the Shadows: Shadow Cabinet in Australia: its roles, processes and purpose*, was published in May 2009 and is available online at http://www.aph.gov.au/library/pubs/monographs/Bateman/Bateman_monograph.pdf and in print. He found that the Australian Shadow Cabinet evolved from an informal process in the British Parliament. In the latter half of the nineteenth century, the Shadow Cabinet became a recognised entity within British politics.

Dr Bateman explored the role of the Shadow Cabinet, in particular developing policy and approving or amending submissions brought from the shadow ministers. The interaction of shadow ministers with the Shadow Cabinet and party policy committees, including the Policy Review Committee of the Labor opposition of the 41st Parliament, demonstrates the complexity of the role filled by the Shadow Cabinet.

Three central roles for the Shadow Cabinet were analysed:

- a) organising the opposition;
- b) providing an alternative government; and
- c) training and testing potential future ministers.

The 2009 Fellow, Dr Scott Brenton, is investigating contemporary bicameralism in Australia, focusing on the differences between Senators and Members of the House of Representatives. Dr Brenton is comparing the work of Senators with the work of Members of the House of Representatives, and examines the similarities and differences in the ways Senators and Members undertake their representational duties.

The project takes advantage of the fellow's position

working within parliament. Dr Brenton has been able to interview several politicians from both chambers, including those who have served in both, and has also been able to undertake a survey of current and former members of parliament about their representative duties and their work in their electorates and their respective chambers.

Early findings indicate that, contrary to common perceptions, there are more similarities than differences, with both Senators and Members engaging in significant amounts of constituent work.

Dr Brenton has presented an early seminar, chaired by the Hon Dick Adams MP, outlining the direction of the project. He will also be presenting a paper based on his preliminary findings at the Australian Political Science Association conference in September 2009.

Parliamentary Library feedback

The Parliamentary Library is committed to constantly improving its service delivery. Feedback from clients, including compliments, complaints, suggestions and information requests about 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.

Four complaints were received by the Library in 2008-09.

- a) The first was about the lack of timeliness in handling a client enquiry. The enquiry had a short turnaround time and the response exceeded the deadline by less than half an hour. The Library normally meets its deadlines however urgent.
- b) The second was about a Library Background Note on climate change negotiations. Some amendments are being made to the publication to expand those sections which may have contributed

to ambiguity or misinterpretation.

- c) The third was about the need for the Library to publish a paper to balance the paper *Climate change: the case for action*. The information has now been published in two web publications— *Contrasting viewpoints* and *Scientific uncertainties*.
- d) The fourth resulted in a small correction to a Library publication on the Australian Democrats.

Assistance to parliamentary libraries in the region

The Parliamentary Library is committed to supporting parliamentary libraries in the region, particularly in Pacific countries and in emerging democracies. The Library provided support for visits organised by the Parliamentary Relations Office throughout 2008-09, including:

- » Mr Isaac Solomon, IT and Hansard Manager, the Cook Islands Parliament under the auspices of the CPA Education Trust Fund;
- » a study group from the Jordanian Parliament including members of the recently formed Jordanian Legislative Resource and Training Centre (LRTC) and a representative of the State University of New York/Jordan's Legislative Strengthening Program (LSP) focusing on library and research services including Mr. Amer Al Tal, Head of the Libraries Section (Parliament), Mrs. Sawsan Hijazin (LSP/LRTC), Mr. Sufian El Hassan, Director of the Research and Information (Parliament), Ms. Fathia Zoubi, Head of the Studies Section (Parliament), Mr. Mohammad Bani Hani, Head of the Research Section (Parliament), Mr. Samer Bani Melhem, Researcher at the Studies Section (Parliament), Dr. Mohammad Momani, LSP and Ms Patricia Tancred, Program Manager;
- » a study group from the Cambodian Parliament including HE Mr OunM Sarith, Secretary-General of the Senate, HE Mr Bun Vouthea, Director of Legislative Procedure, HE Mr Voeuk Santo, Director of the Library and HE Mr Cchim Sothkun,

Director of Protocol and International Relations;

- » a study group from the Institute of Legislative Studies of the National Assembly of Vietnam including Mr. Dinh Xuan Thao, PhD., Member of National Assembly, General Director of the Institute for Legislative Studies; Mr. Tran Ngoc Duong, Prof., PhD., Senior expert of the National Assembly; Mr. Nguyen Dinh Huong, Prof., PhD., Senior expert of the National Assembly; Mr. Hoang Van Tu, PhD., Deputy Director, Institute for Legislative Studies; Mr. Le Thanh Van, PhD., Deputy Director, Department for Deputies Affairs, Office of the National Assembly; Ms. Bui Thi Mai, Deputy Director, Institute for Legislative Studies; Ms. Tran Tuyet Mai, Deputy Director, Department for Organisation and Personnel, Office of the National Assembly; Mr. Do Khac Tai, Deputy Director of Center for Information, Library and Researches, Office of the National Assembly; Mr. Vu Dai Phuong, Officer, Project Management Unit, Center for Information, Library and Researches, Office of the National Assembly; Mr. Bui Hai Thiem, Officer, Institute for Legislative Studies; and
- » a group from the Mongolian Parliament including Head of the Research, Analysis and Public Relations Centre Mrs Ts Norovdondog, Head of the Research, Analysis and Public Relations Centre, Mrs Ts Bolormaa, Officer of the Research, Analysis and Public Relations Centre and Mr Buyan-Munkh, Assistant to the Speaker of the Great Hura.

During 2008-09 the Library also provided direct support to Parliaments in the Pacific including:

- » Margaret Cazabon, Parliamentary Web Manager, provided significant assistance to two Pacific Parliaments. Ms Cazabon established the web site for the Parliament of Tonga and provided training to local staff to maintain it. She also developed the Solomon Islands new parliamentary web site and assisted local staff to develop their skills.
- » approximately \$2,500 worth of subscriptions were provided to the Library of the Papua New Guinea Parliament.

- » approximately 35-40 titles of reference material from the collection were donated to Pacific libraries with the assistance of the Parliamentary Relations Office. These were mainly yearbooks, directories, International Who's Who and handbooks.

Other ways in which the Library fulfilled its commitment to parliamentary libraries in the region through the year included:

- » support for reference/research services by assisting libraries with relevant questions (during the year the Library answered a range of enquiries from libraries in the region);
- » support for the Inter Parliamentary Study Program 2009 (Senior Parliamentary Staff Study Program) hosted by the Parliamentary Relations Office, 15-26 February 2009, through presentations to participants; and
- » support for all parliamentary libraries and research services 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

The Senior Management Group of the Library, which comprises all Directors, Assistant Secretaries and the Parliamentary Librarian, met regularly to review and plan the Library's activities during the year.

Workforce planning continued to be a priority. Workforce analysis conducted in 2007 identified that the Library was vulnerable to a significant loss of expertise over the coming years because of its ageing workforce profile. Mature age workers, those 45 years and older, accounted for 71% of the Library's workforce. To manage the risk of actual and expected retirements, the Library has focused on recruiting quality staff, developing and retaining existing staff, knowledge transfer and knowledge management.

During 2008-09 the Library developed and implemented a mentoring program for staff below Parliamentary Service Level 6, using present and

former experienced staff as mentors.

The number of ongoing staff leaving the Library declined. Ten ongoing staff left in 2008-09, a separation rate of 7.2%. This compares well with the separation rate of ongoing Library staff for the previous two years—11.6% of ongoing staff left the Library in 2007-08 and 17.6% in 2006-07. Greater use of part-time work in some areas, such as the Law and Bills Digest section, has helped to reduce turnover.

The main reasons for separation from the Library during 2008-09 were resignation (four staff, 40% of separations), retirement (three staff, 30% of separations) and voluntary redundancies (two staff, 20% of separations). One staff member's employment was terminated.

Parliamentary Library overview

The organisational structure of the Parliamentary Library is detailed in Figure 13 on page 52.

Office of the Parliamentary Librarian

The Office of the Parliamentary Librarian comprises the Parliamentary Librarian, an Executive Assistant and the Director, Client Relations. The Office provides administrative to the Parliamentary Librarian and support for the operations of the Library Committee.

The Director, Client Relations, provides orientation and training services for Senators, Members, their staff and other parliamentary staff. The Director, Client Relations also manages the Vital Issues Seminar series, a program for visitors and oversees the Library's editorial and promotional processes.

Research Branch

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).

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

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

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 and acquired externally, off-air recordings, transcripts and related materials. Access to services is also provided through the Parliamentary Library's Central Enquiry Point.

IAB staff select, acquire and provide 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 Electronic Media Monitoring Service (EMMS). Material for the Library's information databases, available through ParInfo Search, are selected and indexed.

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

Report on performance

Introduction—Output 1 Library Services

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, through the selection, processing and indexing of material for library and media databases in ParInfo, and by publishing print and electronic works.

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

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 and 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 Papers, Background Notes and internet Resource Guides. Publications are generally available to clients and to the public, through the internet.



case study: The Budget explained

Every year the Parliamentary Library convenes a group of analysts to develop and publish a research paper on the Federal Budget. The *Budget Review* is produced very quickly to ensure parliamentarians have access to this information as soon as possible, and provides both an overview article as well as further details on specific issues/initiatives.

The aim is to assist parliamentarians with analysis and commentary on the Budget, including both the assumptions underpinning the Government's fiscal policy and the main spending and taxing features, as well as examining the impact of Budget measures on a range of specific issues and initiatives. It is not intended to make value judgements or provide a comprehensive overall assessment of the budget.

One of the Library staff working on the Budget Review is Anita. This is the second year Anita has been involved in the exercise.

"I focussed on budget issues relating to climate change policy. We look at all the government programs with an emphasis on changes since the previous budget." Anita finds the work interesting. *"Our work is impartial so it's useful to all Senators, Members and staff. The*

Budget Review presents a complete analysis of the whole budget".

Scott, who authored the introductory overview article, also approached the task with experience from last year. *"Having completed it for the first time last year it was definitely easier the second time around!"*

He echoes Anita's thoughts. *"We aimed for a publication that was non-partisan and independent with the aim of assisting Senators and Members".*

Writing the articles is only part of the work that goes on with the review.

There is also the need to ensure the information is available and accessible to stakeholders, which is where DPS Publishing staff come in into the picture.

Maryanne has had extensive experience in facilitating

this information transfer, having worked closely with numerous team members over several years.

"With the analysis complete it is up to me to have the templates formatted correctly into HTML, Microsoft Word and .pdf for distribution through the variety of mediums used by the Parliamentary Library".

In particular, by the time it comes to having the information ready for publication, the pressure is acute.

"Ensuring the analysis is on the world wide web in a format that is accessible to all is a top priority for my time for a couple of weeks!"



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.

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

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

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

Client satisfaction with the Library's service rose by 4%, based on the preliminary results from the DPS 2009 Customer Satisfaction Survey.

The timeliness target of 90% was exceeded. This is a very good result, given that 2008-09 was a year of high demand with very short timeframes. It reflects the importance Library staff place on

meeting client needs, including in relation to deadlines.

There were four complaints from clients and all were investigated and followed through with the complainant. The feedback was very valuable as it enabled us to review and improve some publications. More detail is available at page 39.

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 one case a minor modification was made to a publication to address the issue raised.

Indicator—Client requests

During 2008-09, 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%.

For the year, as noted above, there was a very significant increase in online usage of the Parliamentary Library's publications (approximately one million extra uses). There was also an increase in the total number of individual client requests, although the target for this measure (19,000) was not met. Part of the increase in online uses may be due to a change in the measuring system with

Figure 6—Sub-output 1.1—Research services—quality indicators

Quality indicator	Measure	Performance	
		2007-08	2008-09
Client satisfaction with requests and general briefs and publications (GBPs)	High level of customer satisfaction (target: 90%)	89% ⁵	93% ⁶
	Client service delivered to timeliness service standard (target: 90%)	97%	97%
	Number of complaints from clients	1	4

5. A Library assessment is undertaken once each Parliament. This figure is from the 2006-07 assessment.
 6. DPS 2009 Customer Satisfaction Survey, satisfaction with Library services.

the introduction of ParlInfo Search.

While in other areas there is a direct comparison with the results in the second year of a change of government, the automation of many Library services and the availability of an increasing range of online resources made a comparison of user requests difficult. In 1996-97, for example, there were 43,940 requests. However, many would have been for information resources such as newspaper clippings that are now available online.

Indicator—General briefs and publications

The number of publications produced was 21% higher than the previous year, with a commensurate increase in hours spent on publications (by around 6,000 hours). The increase in the number of publications is due, in part, to the increased

number of Bills Digests published—from 152 in 2007-08 to 182 in 2008-09—reflecting the busy legislative program. However, publications other than digests also increased significantly, from 79 in 2007-08 to 98 in 2008-09 (an increase of 24%). The increase in responses to requests, Digests and other publications is a commendable result given that staff resources increased only marginally from 2007-08 to 2008-09.

The most heavily used Library publications through the internet are the Bills Digest RSS feed (2.5 million views, approximately 6% of total visits to the parliamentary web site), the publications RSS feed (approximately 0.32 million views), Parliamentary Library *What's New* page (0.25 million views) and the combined RSS feeds for *Monthly statistical bulletin* and *Monthly statistical bulletin e-Data* (0.18 million views).

Figure 7—Sub-output 1.1—Research services—quantity indicators

Quantity indicator	Measure	Performance	
		2007-08	2008-09
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)	14,907	17,772
Self-service requests	Number of online uses of the Parliamentary Library's publications, including the <i>Parliamentary Handbook</i> and General Briefs and Publications, through ParlInfo and the internet (target: 4,500,000)	4,956,922	5,990,657
General briefs and publications	Number of general briefs and publications produced (target: 220)	231	280
Client training and seminars	Attendance at training courses and events (eg Vital Issues seminars) (target: 400 attendees).	723	594

Keeping up-to-date with Library publications is important for all Library clients. Announcements of new publications this year focused on online access through *This sitting week* and, for the first time, user managed alerts in ParInfo Search. Differences were identified in the definition of a Library publication on the web site and in ParInfo Search. Work has commenced to ensure a consistent approach is taken in the future.

Bills Digests

During 2008-09, 182 Bills Digests were published. Digests were produced on a number of significant and complex Bills that were before Parliament in this year, including the 11 Bills that made up the legislative package for the proposed Carbon Pollution Reduction Scheme.

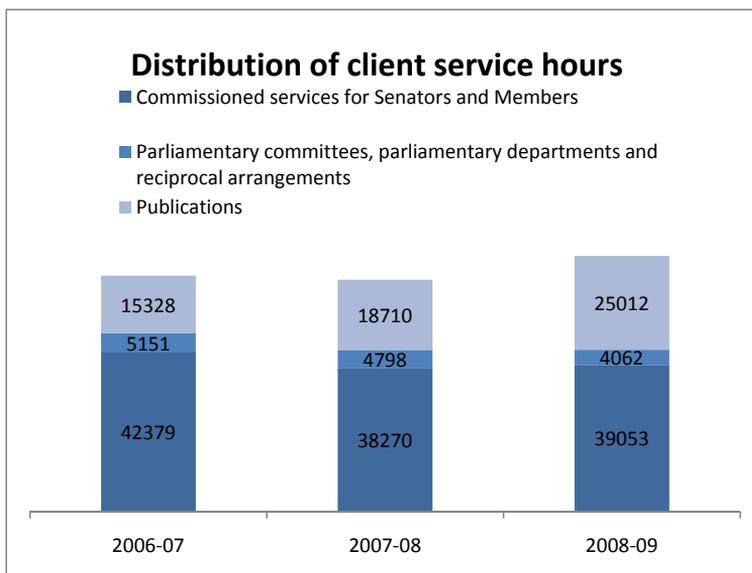
In common with 2006-07 and 2007-08, a large number of Bills were first debated relatively soon after introduction into Parliament—sometimes within 24 hours of introduction. This created substantial challenges for staff involved in the production of Digests. Bills in this category included the February 2009 package of six Bills partly funding the \$42 billion *National Building and Jobs Plan*. In this case, an interim Digest covering all six Bills was published within 48 hours of the Bills' introduction. Separate, more comprehensive Digests were published very shortly thereafter and were available to clients while the Bills were still being debated in Parliament.

Digests were not produced for five of the Government Bills introduced in 2008-09 (compared to eight in 2007-08). A further 18 digests (compared to nine in 2007-08) were not completed in time for the start of parliamentary debate on the relevant Bill in the second Chamber. Where it was not possible to complete Digests in time for parliamentary debates, clients were generally provided with draft Digests or other briefing material on request.

During the year, a Bills Digest workshop was held for staff. A number of staffers from Senators' and Members' offices attended to give their views on Digests. The workshop was part of a process of continuous improvement of Digests and of training new staff who are potential Digest authors and editors.

The time spent on publications shows a significant increase (63%) over the three-year period. The *Parliamentary Handbook*, the climate change web site, the Commonwealth Budget analysis and Bills Digests were the major areas of work. The Library Committee provided advice on publications planned for the year and will be encouraged to provide ongoing advice about priority topics for publication. Significant effort has gone into ensuring that publications are produced on issues where strong client demand is anticipated. Such publications not only assist clients directly, but provide Library staff with resources that enable client requests to be answered more quickly.

Figure 8—Distribution of client service hours by service type



Indicator—Client training and seminars

Attendance at Parliamentary Library lectures, Vital Issues seminars and orientation training decreased this year (21.7%). The high level of attendance last year reflected the fact that there were a significant number of new Senators and Members and a consequent high attendance at orientation and information sessions. The following lectures and seminars were held:

- a) *Epidemics in a changing world*
Speakers: Professor Stephen Prowse, Chief Executive Officer, Australian Biosecurity CRC for Emerging Infectious Disease and Professor Anne Kelso, Director, WHO Collaborating Centre for Reference and Research on Influenza. Chair: The Hon Nicola Roxon MP;
- b) *National Broadband Network*
Speakers: Henry Ergas, Chairman, Concept Economics, and Paul Fletcher, Principal, Fletchergroup Advisors. Chair: Senator Mary Jo Fisher;
- c) *Representation in the Australian Parliament: two houses of representatives?*
Speaker: Scott Brenton, 2009 Australian Parliamentary Fellow. Chair: The Hon Dick Adams MP;
- d) *Housing affordability*
Speaker: Honorary Associate Professor Judith Yates, University of Sydney. Chair: Senator Scott Ludlam;
- e) *Carbon tax and emissions trading*
Speakers: Danny Price, Frontier Economics, Richard Denniss, Australian Institute and Dr Regina Betz, University of New South Wales. Chair: The Hon David Hawker MP;
- f) *Indonesia's elections 2009: how the system works and what the parties stand for*
Speakers: Dr Stephen Sherlock, Australian National University and Dr Greg Fealy, Australian National University. Chair: Senator the Hon Alan Ferguson;
- g) *Economic futures: two views*
Speakers: Associate Professor Stephen Keen, University of Western Sydney and Rory Robertson, Economist, Macquarie Bank. Chair: Sharryn Jackson MP;
- h) *US Presidential election: what does it mean?*
Speaker: Associate Professor James Lingle, Associate Professor in the Department of Government at Georgetown University, is the 2008-09 Fulbright Australian National University Distinguished Chair in American Political Science. Chair: Roxanne Missingham;
- i) *Shadow Cabinet in Australia*
Speaker: Joel Bateman, 2008 Australian Parliamentary Fellow. Chair: Roxanne Missingham; and
- j) a panel of distinguished visiting specialists addressed the topic Asia-Pacific Regional cooperation.

Figure 9—Sub-output 1.1—Research services—price indicator

Price indicator	Measure	Performance	
		2007-08	2008-09
Cost of research services	Average cost per individual client request	\$446	\$462
	Average cost per self-service client request	\$0.60	\$0.53
	Total cost of suboutput 1.1	\$11.272m	\$11.600m

Sub-output 1.2—Information access services

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 Search;
- b) online full-text content—news clippings, journal articles, political party documents, press releases and Library publications available through ParlInfo Search;
- 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.

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

The timeliness service standard for new resources measures the percentage of titles added to the Library’s collection within defined turnaround times. There are four priority targets:

- 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.

The result of 82% was less than the target and 2007-08 performance. It was a result of considerable staff absences which were unanticipated. All critically urgent, urgent and requested by clients titles were turned around within the service level standard.

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 and Members and their staff.

Increasing the number of electronic resources available to clients continued to be a priority. 18,480 electronic monographs and 19,490 electronic serials are now available to clients.

Figure 10—Sub-output 1.2—Information access services—quality indicator

Quality indicator	Measure	Performance	
		2007-08	2008-09
Client satisfaction with information access services	High level of client satisfaction (target: 90%)	89% ⁷	93% ⁸
	New titles (books and serials) added to the Library’s catalogue within timeliness service standard (target: 90%).	90% ⁹	82%
	New items added to the Library’s Electronic Media Monitoring Service and the ParlInfo newspaper clippings database within timeliness service standard (target: 95%)	90%	94%
	Number of complaints from clients	0	0

7. A Library assessment is undertaken once each Parliament. This figure is from the 2006-07 assessment.
 8. DPS 2009 Customer Satisfaction Survey, satisfaction with Library services
 9. The 2007-08 indicator was “New resources added to the Library’s collection within timeliness service standard (target: 85%)”.

Indicator—Material added to Library databases

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

The number of newspaper clippings added to the database was slightly less than in the previous year. One factor that contributed to this was that the previous year was an election year which generally results in greater press coverage relevant to the Parliament.

Indicator—Material added to Library collection

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, and outdated, damaged or redundant material is discarded regularly. Materials on Australian politics, legislation and constitutional matters are retained permanently.

Indicator—Use of the Library's collection and databases

Increased use of Library databases

Clients can access the Library's databases through ParInfo Search. Many external databases are available through the Library's intranet and the Senators' and Members' Services Portal.

The continuing increased use of Library databases in ParInfo by Senators and 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.

The significant increase in the use of these resources in 2008-09 of approximately 1.2 million, (or 47.5%), is a major development in what has been a long-term pattern of significant increasing

Figure 11—Sub-output 1.2—Information access services—quantity indicator

Quantity indicator	Measure	Performance	
		2007-08	2008-09
Material added to Library databases	Number of items added to the Library's Electronic Media Monitoring Service and to ParInfo databases (target: 170,000)	167,537	159,129
Material added to Library collection	Number of new titles (books and serials) added to the Library's catalogue (target: 4,600).	4,630	4,827
	Percentage of titles (books and serials) in Library's collection available to clients online in full text (target: 25%). ¹⁰	22.2%	23.8%
Use of the Library collection and databases	Use of the collections and databases, including loans from the collection, radio and television programs from the Electronic Media Monitoring Service, and from ParInfo databases (target: 2,500,000 searches)	2,544,500	3,754,064

10. The 2007-08 target was 20%.

use. Use of the electronic collections is highest when Parliament is sitting. This has been a consistent trend for the last three years.

Electronic Media Monitoring Service (EMMS)

With reviews generated with the introduction of the new ParlInfo, workflows have been changed 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—were rationalised.

Figure 12—Sub-output 1.2—Information access services—price indicators

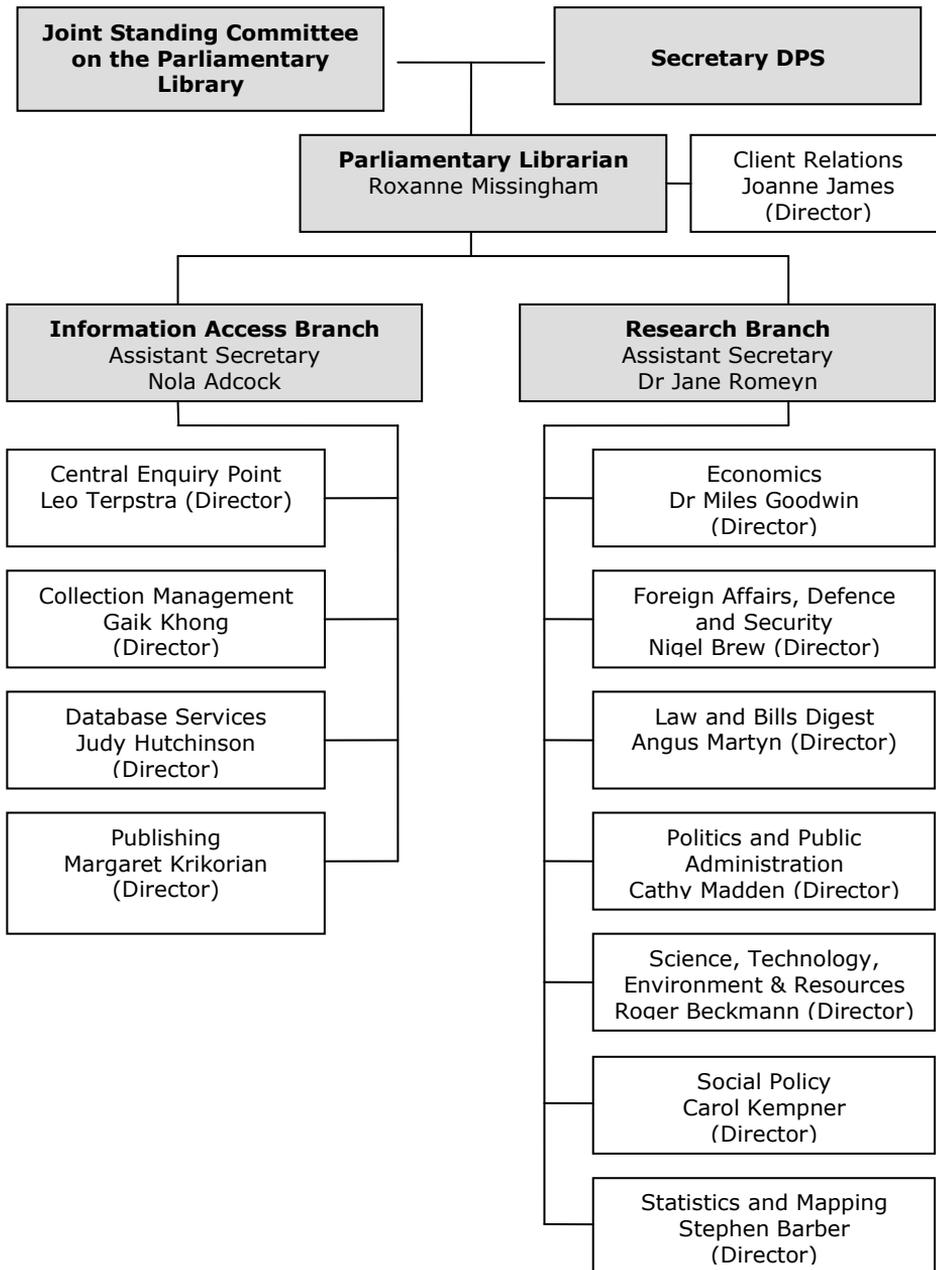
Price indicator	Measure	Performance	
		2007-08	2008-09
Cost of information access services	Average cost per item added to the Library's collection	\$376	\$273
	Average cost per item added to the Library's databases	\$20.39	\$17.62
	Average cost per use of the Library's databases and collection	\$1.91	\$1.82
	Total cost of suboutput 1.2	\$10.246m	\$10.480m

Parliamentary Library Financial Report

	2007-08	2008-09
	\$	\$
Income		
Appropriations	15,280,079	15,075,541
Depreciation	1,183,378	1,259,446
Expenditure		
Total Salaries	12,323,494	12,530,196
Research Branch	7,709,011	8,042,101
Information Access Branch	4,217,910	4,160,823
Office of the Parliamentary Librarian	396,573	327,272
Other employee expenses	161,878	141,674
Staff training, travel and related expenses	239,737	261,066
Collection (information resources)	1,486,154	1,642,827
Collection (purchase of monographs and reference collection using depreciation funds) ¹¹	580,649	675,259
Other expenses	347,864	296,952
Asset maintenance (software licences/maintenance)	239,094	226,657
Total expenditure (including expenditure from depreciation funds)	15,378,871	15,774,632
Total expenditure (excluding expenditure from depreciation funds)	14,798,222	15,099,372
Staffing	2007-08	2008-09
Research Branch	78.1	79.5
Information Access Branch	57.9	57.5
Office of the Parliamentary Librarian	3.1	2.3
Total	139.35	140.65

11. Not included in the operational budget; represents funding from depreciation of the collection.

Figure 13—Parliamentary Library Organisation Chart



Part 4—Report on performance

Part 4—Report on performance

Overview

Performance information and reporting model

The DPS Outcome and Outputs Framework consists of four outputs—with sub-outputs—and administered work programs. The framework is summarised in Figure 14.

Performance indicators for each output are established in the *Department of Parliamentary Services Portfolio Budget Statements 2008-09*. The indicators cover the quality, quantity and price aspects of the department's outputs or services.

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

Output cost attribution

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

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 suboutput.

Effectiveness in achieving the planned Outcome

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, ...

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. Environmental performance is discussed in Part 5.

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.

Parliament functions effectively ...

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 Library and Hansard services to enable members of Parliament to contribute effectively to parliamentary activities.

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

In 2008-09, DPS facilitated access for the general

public to the work of the Parliament and its building by:

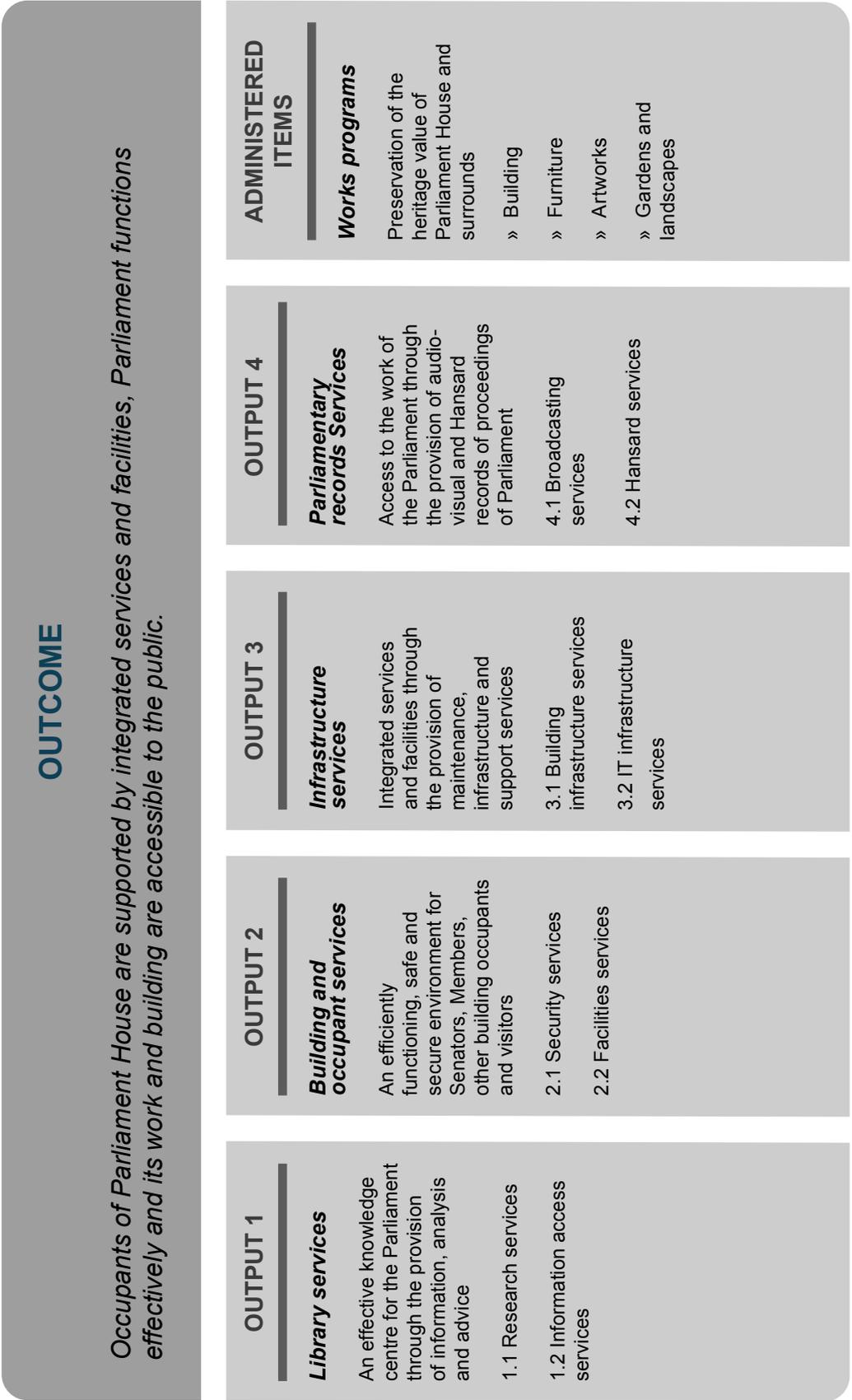
- a) providing 1,473 hours of chamber broadcasts;
- b) providing 2,804 hours of committee broadcasts;
- c) providing print-ready Hansard transcripts on the DPS internet site and the web interface to ParlInfo; and
- d) hosting 863,552 visitors, including 114,190 school children.

The effectiveness of our services is assessed through a customer satisfaction 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.

The survey for the 42nd Parliament was completed in July 2009. Whilst the results are still being fully analysed the overall outcome is positive. More detailed analysis of the results will be included in the 2009-10 DPS Annual Report.

Figure 14—Relationship between Outcome and Outputs



Output 1—Library Services

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

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

Output 2—Building and Occupant Services

Introduction

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.

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

Sub-output 2.1—Security services

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

Indicator—Extent to which security procedures are followed

During 2008-09, there were 245 reported security incidents. All of these were responded to in accordance with established procedures.

Indicator—Extent to which each validation was successful

Security validation exercises are conducted monthly by Parliamentary Security Service (**PSS**) officers and Australian Federal Police-Uniform Protection (**AFP-UP**). The results of each exercise are reviewed by the Security Management Board.

Two of the 24 validation exercises conducted in 2008-09 identified areas for improvement to security arrangements and procedures. As a result of lessons learned from these two exercises, security procedures have been updated to address the issues identified.

Indicator—Validation of security procedures

Validation exercises are conducted monthly by both the PSS and AFP-UP to test how well security procedures work. All 24 scheduled validation exercises were conducted in 2008-09. Six of these exercises were conducted as joint exercises between the PSS and AFP-UP.

Indicator—Security incidents

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.

Indicator—Security services

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.

Figures previously reported in 2007-08 for internal guarding (19,281 hours) were understated due to a data collection error and the correct figures are reported above.

The number of internal and external guarding hours remained relatively stable in 2008-09.

In 2008-09, two emergency evacuation exercises were scheduled and conducted, with one of these occurring on a parliamentary sitting day. Both evacuations were based on a fire evacuation scenario.

Figure 15—Sub-output 2.1—Security services—quality indicators

Quality indicator	Measure	Performance	
		2007-08	2008-09
Extent to which security procedures are followed	Percentage of reported security incidents dealt with in accordance with agreed procedures (target: 100%)	100%	100%
Validation of security procedures	The extent to which each validation was successful (target: 100%)	New indicator	92%

Figure 16—Sub-output 2.1—Security services—quantity indicators

Quantity indicator	Measure	Performance	
		2007-08	2008-09
Validation of security procedures	Percentage of security validation program achieved (target: 100%)	100%	100%
Security incidents	Number of reported security incidents	AFP-UP: 151	AFP-UP: 150
		PSS: 83	PSS: 95
Security services	Number of hours of internal guarding (PSS)	25,212	25,164
	Number of hours of external guarding (AFP-UP)	11,722	11,007
	Number of parliamentary and non-parliamentary functions (including official visits) requiring additional security resources		See Figure 17
	Number of scheduled emergency evacuation exercises completed	New indicator	2

The PSS provides services to parliamentary and non-parliamentary functions requiring additional security resources. The definition of a parliamentary function includes functions in support of the whole of Parliament but excludes specific political party or executive government functions.

Figure 17—Number of parliamentary and non-parliamentary functions requiring additional security resources

Measure	2007-08	2008-09
Number of parliamentary functions	79	96
Number of official visits		185
Number of parliamentary functions requiring additional security resources	5	12
Number of official visits requiring additional security resources	New indicator	16
Number of non-parliamentary functions	676	419
Number of non-parliamentary functions requiring additional security resources	375	338

Figure 18—Sub-output 2.1—Security services—price indicator

Price indicator	Measure	Performance	
		2007-08	2008-09
Security services	Staff costs for:		
	a) internal guarding (PSS)	\$10,593,453	\$11,697,367
	b) external guarding (AFPUP)	\$10,479,017	\$10,482,876
	c) additional PSS guarding for parliamentary functions	\$11,437	\$23,261
	d) additional PSS guarding for non-parliamentary functions	\$354,466	\$327,098
	e) additional PSS or AFP-UP guarding for official visits	New indicator	\$31,404
	Direct costs of Pass Office operations	\$210,223	\$165,910
	Total cost of suboutput 2.1	\$29.875m	\$32.447m

Indicator—Cost of security services

The increase to internal guarding costs is attributed to increased salary costs arising from the new Union Collective Agreement and an increase in overtime expenditure. In response to increasing overtime costs in the first half of 2008-09, more efficient rostering practices were implemented in consultation with employee and union representatives.

The increased cost for sub-output 2.1 includes an annual depreciation charge associated with new x-ray screening equipment.

There is no cost recovery applied to security services provided to parliamentary functions. The

cost of security services for nonparliamentary functions is recovered from function organisers.

Sub-output 2.2—Facilities services

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

Figure 19—Sub-output 2.2—Facilities services—quality indicators

Quality indicator	Measure	Performance	
		2007-08	2008-09
Customer satisfaction	High level of building occupant and/or user satisfaction with facilities contracts for catering, cleaning, pest control and sanitary services	New indicator	See Figure 20
	Number of complaints about facilities contracts for catering, cleaning, pest control and sanitary services	69	82
Visitor satisfaction	Number of complaints about guide services	3 ¹²	14
	Number of complaints about the Parliament Shop		0
	Number of complaints about facilities contracted for catering, cleaning, pest control and sanitary services	New indicator	44

12. In previous years visitor complaints were not allocated against the individual components of visitor services.

Quality indicators

To provide additional detail the quality indicators for sub-output 2.2 were revised in the *Department of Parliamentary Services Portfolio Budget Statements 2008-09*. The term “customer” refers to Parliament House building occupants, whilst the term “visitor” is taken to mean members of the public visiting Parliament House.

Indicator—Customer satisfaction

The DPS 2009 Customer Satisfaction Survey asked customers to rate their level of satisfaction with a range of DPS services. The preliminary results for the components of Facilities services are provided in Figure 20. Besides supplying information on current levels of customer satisfaction, survey results are used to inform strategic planning to improve services.

Contracted catering services saw a substantial increase in user satisfaction over the previous survey, (57% in the July 2009 survey compared with 42% in the 2006-07 survey). This is attributable to a change in catering contractors from 1 July 2008, and better arrangements being built into those contracts for gathering and responding to customer feedback, as discussed under “Customer complaints” below.

Cleaning includes two contracts covering internal and external cleaning. Pest control and sanitary services are not specifically addressed in the survey. Satisfaction with cleaning remained relatively static between the two surveys.

Indicator—Customer complaints

Facilities Management section welcomes feedback from building occupants, and uses this feedback to help improve services provided. We received 82 complaints from building occupants in 2008-09, up from 69 complaints received in 2007-08. This is considered to be a result of substantially improved processes for gathering customer feedback implemented in 2008-09, including expanding the number of avenues available for customers to comment on services provided. The introduction of two new catering contractors from 1 July 2008 may have also resulted in a temporary increase in complaints as the new contractors accustomed themselves to parliamentary operations.

Analysis of complaints received indicates the majority relate to the standard of services provided, with a smaller number of complaints relating to catering for functions in Parliament House.

In light of the significant improvement shown in preliminary results for customer satisfaction with catering in the recent survey, and the renewed focus on collecting and responding to customer complaints, we anticipate the incidence of customer complaint to decrease in future years.

Figure 20—Customer Satisfaction Survey results

Function	Performance (% Satisfied or Very Satisfied)	
	2006-07 ¹³	2008-09 ¹⁴
Catering	42	57
Cleaning	68	67
Health and Recreation Centre	84	80
Non-catered functions	60	68
Nurses Centre	85	92
Parliament Shop	88	90
Visitor Services (Guides)	88	88
Child care	Not applicable	70

13. Some figures reported for levels of satisfaction for 2006-07 may vary from those reported in the DPS Annual Report 2006-07 due to a change in the basis of calculation.

14. 2008-09 figures are preliminary results only.

Indicator—Visitor satisfaction

Visitor satisfaction measures provide feedback on how well visitor services are delivered, and how well visitor expectations are met. 2008-09 saw the Facilities Management section introduce a new, comprehensive approach to recording visitor complaints. The majority of the 44 visitor complaints received were about food availability and tour times.

In 2008-09, 14 complaints were received relating to guide services, representing 0.002% of the 863,552 visitors recorded over the period. Most of the complaints related to the timing of guided tours.

No complaints were received about the Parliament Shop.

Indicator—Facilities management

This series of indicators is new and was introduced in the *Department of Parliamentary Services Portfolio Budget Statements 2008-09* to provide greater facilities workload and performance information. Statistics on the indicators are not available for prior years.

The 2008-09 figures indicate a large number of catered and non-catered functions (2,285) were held in Parliament House. For DPS, this has an effect on a number of services and resources deployed, including facilities utilised, catering, cleaning, visitor services and security staff.

Indicator—Nurses Centre

The Nurses Centre focuses on the delivery of a range of health services to both visitors and occupants of Parliament House.

The preliminary results of the Customer Satisfaction Survey 2009 (see Figure 20) recorded increased satisfaction with the Nurses Centre (from 82% in 2006-07 to 92% in 2008-09). The centre experienced a slight increase in demand for its services during the year, and there was also a marked increase in participants in the Influenza Vaccination Program.

Indicator—Health and Recreation Centre

The Health and Recreation Centre provides management of health, recreation and sporting facilities for Parliament House, as well as direct services for building occupants such as fitness classes and assessments.

An important development during the year was the conversion of two under-utilised tennis courts into a multipurpose court, enhancing the range of health and recreation activities available to building occupants.

Total membership of the Health and Recreation Centre fell 11% from the 30 June 2008 high of 757 to 672 at 30 June 2009, although casual attendance increased by 8% over the same period. This coincided with a slight reduction in customer satisfaction with the centre, from 84% in 2006-07 to 80% in 2008-09 (see Figure 20).

Total attendance at Health and Recreation Centre classes increased by 5% over the year.

Figure 21—Sub-output 2.2—Facilities services—quantity indicators

Quantity indicator	Measure	Performance	
		2007-08	2008-09
Facilities Management	Number of parliamentary functions supported by Facilities Management	New indicator	258
	Number of official visits supported by Facilities Management	New indicator	4
	Number of non-parliamentary functions supported by Facilities Management	New indicator	766
	Number of parliamentary and non-parliamentary catered functions held at Parliament House	New indicator	1,261
	Total number of catered and non-catered parliamentary and non-parliamentary functions held at Parliament House	New indicator	2,285
	Number of contracted labour hours used for official visits and parliamentary functions	New indicator	465
Nurses Centre	Number of incidents and accidents (including requests for first aid) managed by the Nurses Centre	925	787
	Number of vaccinations delivered under Influenza Vaccination Program	558 ¹⁵	620
Health and Recreation Centre	Number of members, by category:		
	a) Senators and Members	67	72
	b) staff of Senators and Members	23	16
	c) others (building occupants)	667	584
	Number of casual visits by category of user:		
	a) Senators and Members	33	14
	b) staff of Senators and Members	667	828
	c) others (building occupants)	680	643
	Classes conducted:		
	total number of classes	New indicator	590
total number of places in classes	6,156	6,322	
total number of attendees at classes	3,750	3,954	

Quantity indicator	Measure	Performance	
		2007-08	2008-09
Community engagement with Parliament House	Total number of visitors ¹⁶	867,220	863,552
	Total number of general (public) tours conducted	4,981	4,527
	Total number of school tours conducted	3,256	3,310
	Total number of special tours conducted	610	454
	Total number of paid tours conducted	New indicator	70
	Total number of participants in general (public) tours	114,086	101,236
	Total number of participants in school tours	9,825	119,765
	Total number of participants in special tours	New indicator	7,095
	Total number of participants in paid tours	330	2,296
	Total number of participants in garden tours	New indicator	348
	Total number of filming and photographic requests processed	New indicator	325
Parliament Shop customers	Total number of visitors to the Parliament Shop	New indicator	280,002
	Total number of purchases from the Parliament Shop	62,257	65,019

15. This was erroneously reported as 772 vaccinations in the 2007-08 DPS Annual Report.

16. Total number of visitors figure is a count of people entering Parliament House through the front doors.

Indicator—Community engagement with Parliament House

The number of visitors figure is a count of people entering Parliament House through the main front entrance. Total visitor numbers to Parliament House slightly decreased by 0.42% compared to 2007-08. This decrease in total visitors continues the long-term trend of a slight decline of visitors since Parliament House opened in 1988.

The number of general (public) tours conducted during the year fell, reflecting new reduced frequency tour schedules put in place in the last quarter of 2008-09. These reductions were part of broad departmental efforts to reduce costs and, in the case of tours, also reflected a transfer of resources to support an increase in the number of school tours (which rose by 2% in 2008-09 on the previous year).

A number of new indicators have been included for community engagement in 2008-09, recognising the importance DPS places on community engagement and also to provide better workload and performance information.

outlet, run by DPS for the benefit of visitors and building occupants.

The quantity indicators for the Parliament Shop (see Figure 21) have been expanded for the 2008-09 year. They now include visitors to the shop, which is a count of the number of people entering the shop. No prior year data is available for this indicator. The second indicator, “Total number of purchases from the Parliament Shop”, was previously reported as “Total number of customers”. This indicator records the number of purchases from the shop.

Together, the two quantity indicators will enable more accurate assessments of purchasing patterns and enhance commercial decision making. In 2008-09, 23% of Parliament Shop visitors went on to make a purchase, and the total number of purchases made increased by 4%, despite a slight reduction in overall visitor numbers to the building. This suggests in part a successful outcome from the review of merchandising arrangements in 2008-09, which improved the commercial focus of the Parliament Shop’s operations. The continuation of this focus into the future is expected to result in improved conversion of visitors to the shop into purchases from the shop.

Indicator—Parliament Shop

The Parliament Shop is a gift and souvenir retail

The Parliament Shop also recorded a modest (2%) improvement in building occupant satisfaction (see Figure 20).

Figure 22—Parliament House Visitors 1988-2009

Parliament House Visitors 1988-2009

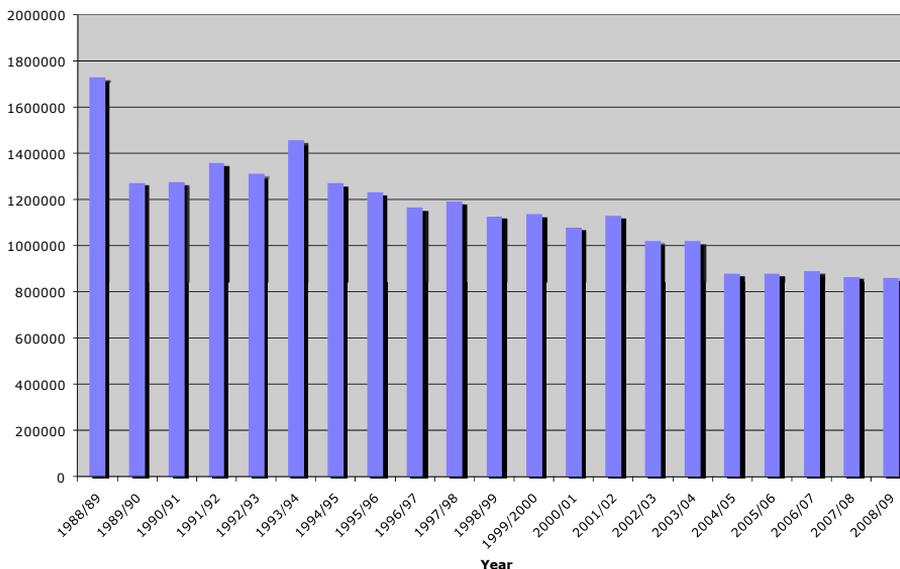


Figure 23—Sub-output 2.2—Facilities services—price indicator

Price indicator	Measure	Performance	
		2007-08	2008-09
Facilities services	Cleaning costs under contracts:		
	a) internal cleaning costs	\$3,561,259	\$3,648,785
	b) industrial cleaning costs	\$999,659	\$1,006,774
	c) cost of additional labour (including function set up)	New indicator	\$114,742
	Waste management costs under contracts	\$139,004	\$159,666
	Gross revenue from non-catered functions	\$37,599	\$28,534
	Gross revenue from:		
	a) Press Gallery licensees	\$1,020,313	\$1,067,397
	b) catering contractors	\$350,954	\$451,035
	c) other licensees	\$189,571	\$184,632
	Management fee paid to catering contractor(s)	\$243,009	\$150,000
	Nurses Centre: direct costs	\$209,229	\$199,079
	Health and Recreation Centre: net costs (direct costs less revenue)	\$92,940	\$117,360
	Parliament House Guides services: net costs (direct costs less revenue received from paid tours)	\$1,465,102	\$1,494,021
	Parliament Shop: revenue (target: \$1.3m)	\$1,119,293	\$1,207,257
	Parliament Shop: net profit (target: 10% of revenue)	\$227,768 20.3%	\$234,777 19.5%
Total cost of sub-output 2.2	\$9.918m	\$10.905m	

Indicator—Facilities services

The total cost for sub-output 2.2 Facilities services increased by 10% in 2008-09 over the 2007-08 total cost.

New major catering contracts came into effect from 1 July 2008. As was expected, DPS was required to underwrite the operating costs of one of these contracts, although management fees paid were significantly reduced from fees under the previous

contract, and gross revenues from the catering contractors increased by 29% from the previous year.

A significant drop in non-catered function revenue was experienced, due to the reduced number of large events in Parliament House in 2008-09 compared to 2007-08.

The Parliament Shop's net profit increased by 3%, on the back of a solid 5% increase in shop

revenues. Net profit remained well above the 10% of revenue target.

Significant increases in direct costs for the Health and Recreation Centre (26%) eroded the otherwise strong revenue results. For the Health and Recreation Centre, increased staff costs combined with slightly reduced revenues brought about the net increase in costs.

The outlook for Facilities Management is one of continuing focus on careful administration, revenue expansion and cost reduction. The focus for facilities management will be improved service delivery and improving management practices.

Output 3—Infrastructure Services

Introduction

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.

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

Sub-output 3.1—Building infrastructure services

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

Figure 24—Sub-output 3.1—Building infrastructure services—quality indicators

Quality indicator	Measure	Performance	
		2007-08	2008-09
Extent to which the building condition is maintained	<i>Building Condition Index</i> (target: 89-92%)	89.3%	89.2%
Extent to which the landscape condition is maintained	<i>Landscape Condition Index</i> (target: 90%)	83.0%	75.0%
Condition and ageing of engineering systems	Engineering Systems Condition Index (target: 90%)	90.0%	89.1%
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 system (target: 98%)	100%	100%
	(e) electronic door locks (target: 99.8%)	100%	100%
	(f) alarms (target: 99.9%)	100%	100%

Explanation of indicators

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

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

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

Parliament House is divided into seven zones, as shown in Figure 25, 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.

There has been a very slight 0.1% decrease in the overall building condition when compared to 2007–08, which reflects the effects of ageing and use since the building opened in 1988. The largest decrease (0.8%) occurred in the score of the Parliamentary Chambers. The reduction is primarily related to leather and fabric materials requiring maintenance or refurbishment in public gallery seating, chamber floor seats and desks, and commissioned furniture pieces.

Indicator—Extent to which landscape condition is maintained

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.

There was an 8% decrease in overall landscape condition in 2008–09, with the result being 15% below the target. Parliament House is in the third consecutive year of ACT stage 3 water restrictions, with significant parts of the landscape not able to be watered. This has had a cumulative impact on the landscape condition.

Most areas with significant drops are reflecting deterioration in turf condition, either through reduced or no watering. Wind and storm erosion has occurred where areas are not being watered, such as turf along the outside of Parliament Drive, corner lawns, ministry turf and front lawns.

Figure 25—Building Condition Index score by zone

Zone	Score %	Score %
	2007-08	2008-09
Public Areas	89.7	89.4
Parliamentary Chambers	92.6	91.8
Ministerial Wing	89.7	89.6
Senate Wing	89.9	89.5
House of Representatives Wing	89.4	89.3
Back of House	84.4	84.7
Plant Rooms	89.3	89.9
Total Score	89.3	89.2

Indicator—Condition and ageing of engineering systems

To calculate the ESCI, 83 engineering and structural systems—including airconditioning, hydraulic, power, fire and security systems—are scored for reliability, life cycle progress and actual versus expected condition.

The overall ESCI just failed to meet the target of 90% for 2008-09, achieving a score of 89.1%. Engineering services related items decreased by 1.7% to a score of 87.1%, due to a number of ageing electrical, security and special services systems requiring maintenance or replacement. The building structure and surfaces score increased by 0.5% to 92.4%

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

The card management system, closed circuit television system (**CCTV**), radio network, electronic doors, 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.

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

Figure 26—Sub-output 3.1—Building infrastructure services—quantity indicators

Quantity indicator	Measure	Performance	
		2007-08	2008-09
Managing the potential impact on the environment	Electricity consumption (target: 88,345 Gj)	88,642 Gj	92,386Gj
	Gas consumption (target: 42,659 Gj)	41,015 Gj	43,522Gj
	Greenhouse gas emissions ¹⁷ (target: 23,428 tonnes CO ₂ e)	22,286 tonnes CO ₂ e	22,743 tonnes CO ₂ e
	Water consumption Total (target: 190,858 kL ¹⁸)	163,481 kL	167,662kL
	a) landscape water consumption; and	New indicator	97,244kL
	b) building water consumption	New indicator	70,418kL
	Waste recycled as a percentage of total waste generated (target: 45%)	43.0%	44.0%
Maintenance of plant and building fabric	Percentage of planned maintenance achieved (target: 85%)	94.0%	90.5%
Maintenance help desk requests	Total number of calls	3,790	2,943

17. For this measure greenhouse gas emissions include emissions generated from electricity and gas consumption only.
 18. Assuming the continuation of Stage 3 water restrictions.

system. Faults with individual camera units are generally rectified within acceptable timeframes.

Indicator—Managing the potential impact on the environment

All environmental and heritage performance reporting information has been consolidated in Part 5 of the annual report. Part 5 includes information on the “Managing the potential impact on the environment” indicator.

Indicator—Maintenance of plant and building fabric

The Maintenance Services section achieved 90.5% of the planned maintenance for 2008-09 against a target of 85%. This result is 3.5% down on the 2007-08 outcome. The 2007-08 result was achieved in an election year when greater access to areas for maintenance was possible.

Indicator—Maintenance help desk requests

The number of calls to the Maintenance Services help desk fell this year. This can be attributed to the successful completion of a new and comprehensive preventative maintenance program.

Indicator—Energy cost

The 2008-09 year saw an increase in energy consumption of 4.8% which resulted in an increase in energy costs of 8.6%. These figures represent the current costs of energy during a normal parliamentary sitting year.

Indicator—Water cost

The price indicator for water has changed. It previously reported on the combined cost of water and sewerage. The cost of water for the 2008-09 year was \$615,652, an increase of 19.6% on 2007-08. However, consumption for the same period increased by only 2.6%.

Figure 27—Sub-output 3.1—Building infrastructure services—price indicators

Price indicator	Measure	Performance	
		2007-08	2008-09
Maintenance	Target: Maintenance costs reduced by 1.25% from previous year	\$19,208,066	\$18,696,900 (-2.7%)
Energy	Target: Energy cost reduced by 1.25% from previous year	\$2,698,528	\$2,930,575 (+8.6%)
Water	Target: Water cost reduced by 1.25% from previous year	514,720 ¹⁹	\$615,652 (+19.6)
	Cost of water: \$/ha landscape	New indicator	\$261,049
	Cost of water: building	New indicator	\$798,743
Building infrastructure services	Total cost of sub-output 3.1	\$21.210m	\$19.874m (-6.7%)

19. The cost reported in 2007-08, \$860,948, was for water and sewerage. The indicator is now cost of water only.

Indicator—Total cost of sub-output

The total cost of providing building infrastructure services has decreased by 6.7% compared to 2007-08. Given 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, this is a major achievement in improving our overall maintenance practices.

Figure 28—Sub-output 3.2—IT infrastructure services—quality indicators

Quality indicator	Measure	Performance	
		2007-08	2008-09
Customer satisfaction	High level of user satisfaction	Not applicable ²⁰	53
	Number of user complaints	58	50
High level of critical systems availability	The total time that critical systems are unavailable during scheduled service hours, and critical system availability expressed as a percentage of scheduled service hours (target: 100% availability):		
	a) information technology infrastructure (computing services)	99.96% (unavailable for 4:44hrs)	99.99% (unavailable for 1:46hrs)
	b) information technology infrastructure (network)	99.99% (unavailable for 1hr)	99.98% (unavailable for 2hrs)
	c) broadcast support infrastructure	100% (unavailable for 0:08hrs)	100% (unavailable for 0:09hrs)
	d) telecommunications infrastructure	100% (unavailable for 0:00hrs)	100% ²¹ (unavailable for 0:00hrs)
Timeliness of incident resolution	Percentage of support requests resolved within service standards as follows (target: 95%):		
	a) immediate priority—response 15 minutes, resolution 2 hours	90.26%	89.04%
	b) high priority—response 30 minutes, resolution 4 hours	96.18%	96.83%
	c) medium priority—response 30 minutes, resolution 8 hours	97.38%	95.25%
	d) as agreed—response 60 minutes, resolution as agreed	98.20%	97.67%

20. DPS conducts a customer satisfaction survey once for each Parliament. The last survey was conducted for the 41st Parliament in 2006–07.

21. This figure only refers to telecommunications infrastructure availability, but does not include individual handset failures that may have occurred.

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

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

Indicator—High level of critical systems availability

Systems identified as critical in the *Department of Parliamentary Services Portfolio Budget Statements 2008-09* are:

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

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

Although the 100% target for all 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 quickly diagnose and correct the faults.

IT critical systems were unavailable on various occasions throughout the year, with total aggregate outages being 64 minutes. The system failures were due to:

- a) The three email servers had an aggregate unavailability of 18 minutes during July 2008. This was due to email queue problems associated with the spam management software, each of which required a server reboot. The spam management software has been replaced and the problems have been resolved.
- b) One email server affecting DPS was unavailable for 10 minutes due to a server reboot in March 2009.
- c) Two of the six servers holding network drives had an aggregate unavailability of 21 minutes during the year.
- d) The print server was unavailable for 10 minutes due to a software problem that required a reboot in March 2009.
- e) The chamber systems server that underpins Hansard and Table Office systems was unavailable for five minutes due to a server reboot in June 2009.

Isolated parts of broadcasting infrastructure were unavailable for a total of nine minutes and 10 seconds during business hours. Service interruptions were as follows:

- a) Loss of 10 seconds of audio in Committee Room 2S1 on Tuesday 2 June due to operator error.
- b) Loss of Committee Room audio system for nine minutes during estimates hearings in February 2009.

Broadcasting Infrastructure Support achieved an

exceptional level of system availability. This can be attributed to preventative maintenance carried out during 2008-09.

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 the next morning, before commencement of the next business day.

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.

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 incident resolution

Service standards for resolution of Client Support 2020 help desk requests with high, medium or as agreed priority, totalling 49,780—99% of all calls—were met comfortably. Responses to immediate priority requests did not meet the 95% target for the 2008-09 year; only 89.04% of immediate priority requests were handled within the service standard. This failure was attributable to increased support desk call volumes.

Indicator—Support services

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

The reduction in the number of phone calls made and facsimiles sent via the broadcast facsimile gateway can be attributed to mobile phones and the internet offering alternative ways of sharing information.

Figure 29—Registered PCN users

Registered PCN users						
Users	2004-05	2005-06	2006-07	2007-08	2008-09	Change since 2007-08
Department of Parliamentary Services	1,350	1,315	1,054	1,111	1,125	+1.3%
Department of the Senate	232	224	244	246	235	-4.5%
Department of the House of Representatives	264	255	281	262	240	-8.4%
Senators and staff	718	742	892	796	940	+18.1%
Members and staff	1,531	1,425	1,636	1,658	1,938	+16.9%
Other clients (DoFD)	450	413	309	302	317	+5%
Total	4,545	4,374	4,416	4,375	4,795	+9.6%

Figure 30—Sub-output 3.2— IT infrastructure services—quantity indicator

Quantity indicator	Measure	Performance	
		2007-08	2008-09
Support services	Number of support services, by category:		
	a) support desk calls	51,948	52,131 (+0.3%)
	b) training services	472 student days	421 student days (-11%)
	c) consultations	7,570 hours	6,749.32 hours (-11%)
	d) total number of registered users on the parliamentary Computing Network (PCN) ²²	4,375	4,795
	e) amount of storage under management	10,587GB	14,248GB (+34.6%)
	f) emails transmitted across internet	26,963,482	31,019,589 (+15%)
	g) external web accesses from PCN	21,336GB Downloaded	26,498GB Downloaded (+24.2%)
	h) number of telephone calls made ²³	2,931,214	2,558,032 (-12.7%)
	i) number of facsimiles sent	674,584	355,280 (-47.3%)
Volume of IT services required	Number and percentage change in registered users supported on the PCN	4,375	4,795 (+9.6%)

22. Support Services measure d) was found to be a duplicate of the Volume of IT services required measure at the bottom of this table.
 23. Only telephone calls that leave Parliament House.

Indicator—Volume of IT services required

This year saw a 9.6% increase in the total number of PCN users from 2007-08. The main areas of growth were Senators and Members and their staff. This is likely to be a reflection of staff ceasing without informing the IT areas that the account can be terminated. A review of accounts no longer in use is scheduled for September 2009 so that those belonging to staff no longer employed can be terminated.

Indicator—Total of sub-output

The increase in the total cost of sub-output is due to an increase in depreciation expense resulting from an asset revaluation in 2008-09. The total IT infrastructure services amount also includes an overhead component for accommodation, administration and corporate costs.

Total cost of sub output 3.2 for 2007-08 has been revised by \$859k (from \$19.742m to \$18.883m) in line with the changes to recognition of revenue found in Note 1 paragraph 1.22 of the Financial Statements (see page 147).

Output 4—Parliamentary Records Services

Introduction

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.

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

Sub-output

4.1—Broadcasting services

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

Indicator—Customer satisfaction

The preliminary results of the DPS 2009 Customer Satisfaction Survey indicated a high level of satisfaction with 87% of respondents reporting they were satisfied or very satisfied with Broadcasting services.

During 2008-09, three formal complaints were received (down from four the previous year). These were due to human errors and technical failures which adversely affected broadcasting services. Procedures have been revised and

Figure 31—Sub-output 3.2— IT infrastructure services—price indicators

Price indicator	Measure	Performance	
		2007-08	2008-09
IT support infrastructure	Cost per registered user	\$2,432	\$2,322 (-4.5%)
Broadcasting support infrastructure	Cost per broadcast hour	\$1,744	\$1,133 (-35.0%)
Telecommunications infrastructure	Total costs	\$3,854,004	\$3,085,870 (-19.9%)
IT infrastructure services	Total cost of sub-output 3.2	\$18.883m	\$20.052m (+1.6%)

business continuity plans updated to minimise the risk of recurrence.

Seventeen plaudits were received including complimentary feedback from the Department of the Prime Minister and Cabinet and the office of the Usher of the Black Rod for our coverage of the GovernorGeneral's swearing-in ceremony and also for services provided to the new Australian Public Affairs Channel (**A-PAC**).

Indicator—Broadcasting services (quantity)

Chambers

There were 1,473 hours of chamber proceedings broadcast (television and audio) in 2008-09. This is a large increase when compared with 2007-08 (929 hours) and an 8.7% increase on the activity levels in the preceding post-election year, 2005-06 (1,354 hours).

Figure 32—Sub-output 4.1—Broadcasting services—quality indicator

Quality indicator	Measure	Performance	
		2007-08	2008-09
Customer satisfaction	High level of customer satisfaction	Not applicable ²⁴	87%
	Number of customer complaints	4	3

Figure 33—Sub-output 4.1—Broadcasting services—quantity indicator

Quantity indicator	Measure	Performance	
		2007-08	2008-09
Broadcasting services	Hours of material captured on audio-visual record, by category:		
	a) chambers	929	1,473
	b) committees (ACT hearings)	785	1,721
	c) committees (interstate hearings)	423	1,083
	Number of other productions	New indicator	789
	Number of audio-visual services	1,081	1,373
	Number of master control services	921	1,532
	Number of requests for extracts of parliamentary broadcast material	New indicator	1,245

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

Committees

In 2008-09, 2,804 hours of parliamentary committee hearings were recorded. This is a large increase when compared with the 2007-08 election year (1,208 hours) and 13% higher than the preceding post-election year, 2005-06 (2,486 hours).

As in previous years, Senate Estimates hearings (**Estimates**) placed considerable pressure on broadcasting resources. During each week of Estimates, four Senate committees generally sit concurrently from 9am until 11pm. This is 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. In 2008-09 some Estimates committees again made use of the spillover provisions, resulting in additional days of hearings.

Other productions

In addition to core broadcasting business, DPS also provides audio-visual and production services on a cost recovery basis. These services are subject to availability of staff not otherwise engaged on primary parliamentary broadcasting duties. There were 789 other productions in 2008-09. This is the first year this activity has been recorded as a separate service.

Audio-visual services

In 2008-09, DPS provided 1,373 stand-alone audio-visual services—an increase of 27% over 2007-08. This service mostly involves the 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.

Master control services

Master control services involve DPS staff making audio and video patches to connect external media organisations to the broadcast of selected parliamentary proceedings and other special event productions inside and in the grounds outside Parliament House. In 2008-09 the number of master control services increased significantly from 921 in 2007-08 to 1,532 due to the busy post-election workload. The new Australian Public Affairs Channel (**A-PAC**) also relied on our master control services to enable their broadcasts

of parliamentary proceedings until their own infrastructure was installed in Parliament House.

Requests for extracts of parliamentary broadcast material

DPS received 1,245 requests for extracts of parliamentary broadcast material, most of which were for chamber proceedings. Requests for this service came primarily from Senators and Members. This activity is reported for the first time this year.

Figure 34—Broadcasting and Hansard—Chamber Hours 1993-94 to 2008-09

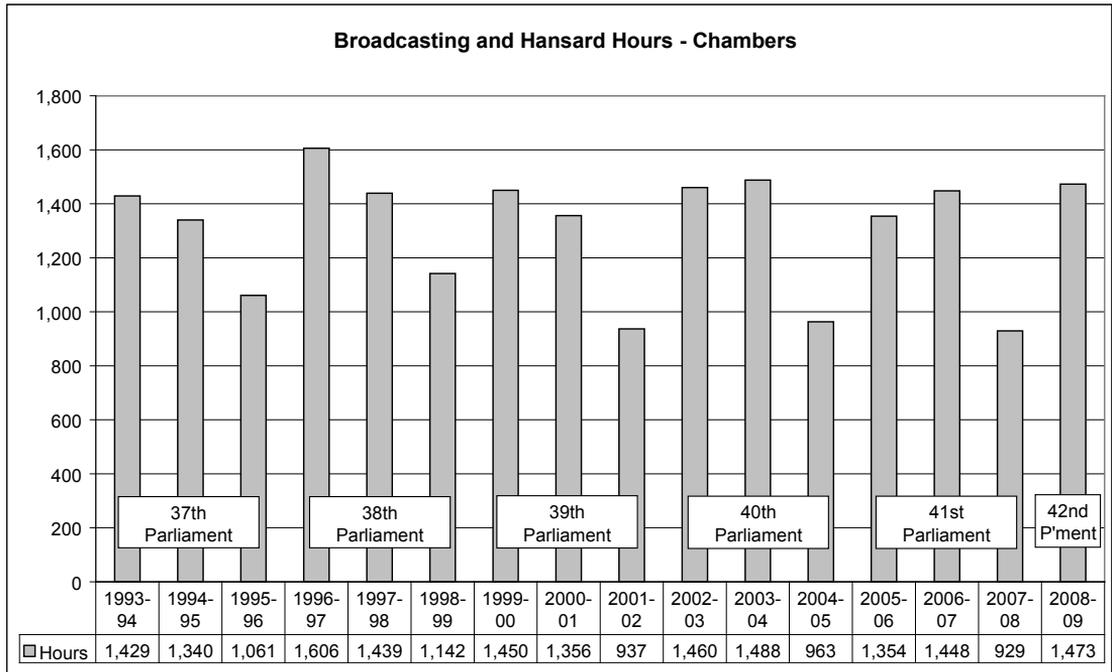


Figure 35—Broadcasting and Hansard—Committee Hours 1993-94 to 2008-09

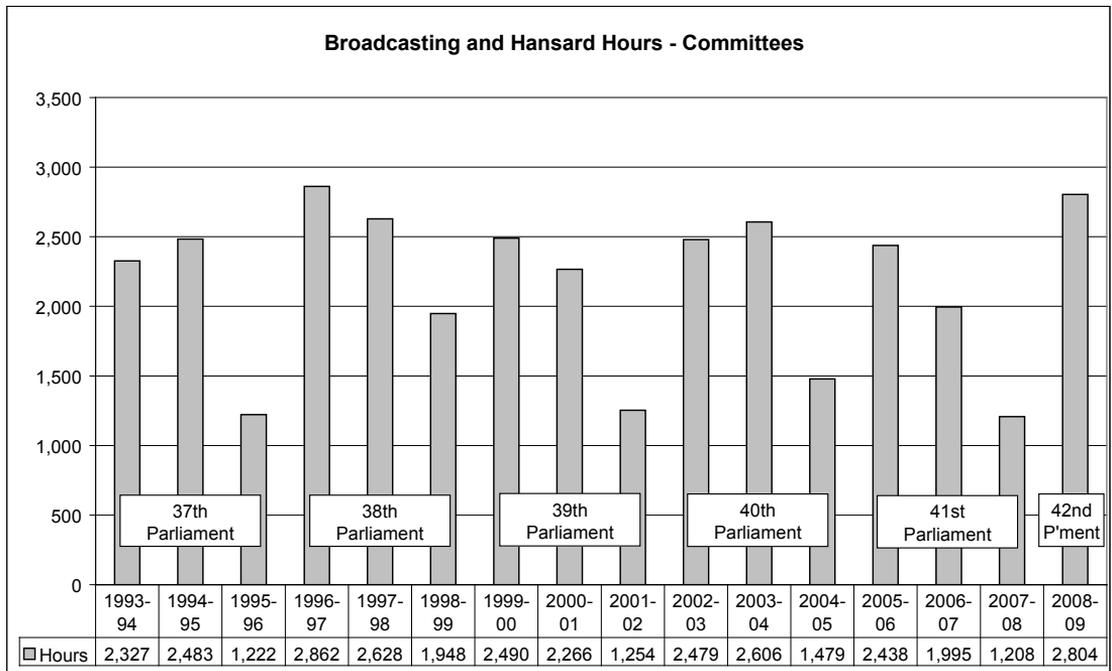


Figure 36—Sub-output 4.1—Broadcasting services—price indicators

Price Indicator	Measure	Performance	
		2007-08	2008-09
Broadcasting services	Cost per hour of material captured on audio-visual record, by category:		
	a) chambers	\$961	\$570 (-41%)
	b) committees (ACT hearings)	\$998	\$527 (-47%)
	c) committees (interstate hearings)	\$1,198	\$875 (-27%)
	Cost of other productions	New indicator	\$324,110
	Cost recovery from other productions	New indicator	\$337,061
	Total cost of sub-output 4.1	\$6.051m	\$6.267m

Indicator—Broadcasting services (price)

The decreased cost per hour of material captured on the audio-visual record for chambers and committees is due to the substantial increase in broadcast hours when compared to the 2007-08 election year.

Overall the total cost for broadcasting services in 2008-09 increased by 3.6%. This was due to a combination of salary increases and higher travel expenditure necessary to support the large number of away committees (340 in 2008-09 compared with 222 in 2005-06, the last post-election year). The increases were kept to a minimum through cost-saving initiatives such as a more efficient rostering system and implementing sessional employment for some staff.

Cost of other productions

The cost to DPS of other productions in 2008-09 was \$324,110. This figure is reported for the first time this year.

Cost recovery from other productions

DPS recovered \$337,061 through charging for

services provided to clients for non-parliamentary business. In 2008-09 the schedule of charges was reviewed and increased to more accurately reflect current DPS costs associated with providing these services.

Sub-output 4.2—Hansard services

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

Figure 37—Sub-output 4.2—Hansard services—quality indicators

Quality indicator	Measure	Performance	
		2007-08	2008-09
Customer satisfaction	High level of customer satisfaction	Not applicable ²⁵	83%
	Number of customer complaints	2	5
Accuracy of transcription	Error rate as notified by customers (target: maximum of 5 errors per 100 pages transcribed):		
	a) chambers	3.0 errors	2.7 errors
	b) committees	1.4 errors	0.7 errors
Timeliness of transcription	Percentage of transcripts delivered for chambers within service standards (target: 95%):		
	a) individual draft speeches (2 hours after speech finishes)	94%	95%
	b) electronic proof Hansard reports (within 3 hours after house rises)	74%	70%
	c) hard copy proof Hansard reports (available in Parliament House by 8:30am the following sitting day)	97%	100%
	d) electronic official Hansard (15 nonsitting working days following the last sitting day in the week)	100%	88%
	e) hard copy of official Hansard (delivered to publisher within 15 non-sitting working days following the last sitting day in the week)	82%	75%
	Percentage of transcripts delivered for committees within the following standards (target: 95%). Transcripts for priority committees (a) and b) below) are negotiated with the Clerk Assistant, Committees:		
	a) within 24 hours	100%	92%
	b) 1-3 days	94%	86%
	c) 3-5 days	97%	91%
	d) over 5 days	94%	100%

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



case study: Voicing support

James is a member of the broadcasting services team. His role as an audio operator gives him access to committee room booths and a front row seat at events that shape the news agenda.

“Not many jobs give you the level of drama during the day that my work presents. With everything occurring live it is a huge feeling of responsibility at such an early stage of my career”.

While the long hours can be draining, the parliamentary breaks allow James some time for rest and recreation.

“And as a bonus, I get to work with some really great technology!”

The extensive preparation necessary before any broadcast is one of the aspects that is rarely visible to people outside the role.

“It is a bit like being a referee. The best performances are when your work isn’t noticed” admits James.

James recounts an interest in media production from an early age, which drew him into studying sound and vision at the University of Canberra. From this he picked up casual work, which became a contract. Two years later he won a permanent role in the DPS Broadcasting area and hasn’t looked back since.

“I also enjoy doing different work. For example, sometimes I get involved with producing pre-recorded broadcasts for Senators and Members for their electoral work”.

Nor does the work cease when Parliament is not sitting, as another task involves managing bookings for the extensive range of audio-visual equipment held in Parliament House. When asked what is the most common question put to him by friends and family about working in

Parliament House, James laughs. ***“It would have to be if I have met the Prime Minister, and the answer is ‘Yes’ ”***

The final point James emphasises is how much he enjoys working with his colleagues. ***“It is just such a great team of people!”***

Indicator—Customer satisfaction

The preliminary results of the DPS 2009 Customer Satisfaction Survey indicated 83% of customers were satisfied or very satisfied with Hansard services. This is less than the 89%²⁶ result in the previous customer survey conducted in 2006-07. We attribute this to Hansard's increased workload and delays in meeting committee deadlines as reported on page 84.

Hansard received five customer complaints during 2008-09, in respect of 4,273 hours of transcribed proceedings. These complaints related to problems experienced in supporting committees sitting outside Canberra, the timeliness of committee transcription, and concerns about Hansard's responsiveness in correcting errors identified in the transcripts. As issues arise and on an ongoing basis, Hansard continues to review and streamline its processes to improve services to the parliament.

Indicator—Accuracy of transcription

Hansard error rates are based on the number of corrections to 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 (2.7) and committees (0.7) improved in 2008-09 and were well within the target of five errors per 100 pages.

Indicator—Timeliness of transcription

Chambers

The service delivery standards for chamber transcripts are in five categories, as listed at Figure 37. As the delivery of draft speeches gives Senators and Members their first opportunity to review the Hansard transcript, delivery time is critical. Hansard met its 95% target against this standard, and achieved a slight improvement on the 94% achieved in 2007-08.

The service standard for publishing electronic

proof Hansard reports within three hours of the chamber adjourning was met on 70% of occasions, down on the 2007-08 result of 74% and below the 95% target. Delays were experienced for two main reasons: technical difficulties in publishing, due often to the lengthy and complex processing of answers to questions on notice or in writing, and the additional supervision required to check trainee editors' work. On average the electronic proofs were published in 2 hours 51 minutes, which is within the service delivery standard. The delivery standard for hard copy proof Hansard reports delivered to Parliament House was met on 100% of sitting days

Publishing the electronic Official Hansard (**Officials**)—88% within the delivery standard—and delivery of the hard copy Official Hansard to the publisher—75% within the delivery standard—were down in comparison with the 2007-08 results (100% and 88% respectively) and also well below the 95% target. This was due to the level of checking undertaken in completing the final version of the Officials. Revised procedures streamlining this process have been implemented for 2009-10 and should result in the publishing targets being met for the coming year.

Committees

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.

The performance result is the percentage of transcripts delivered within the agreed deadlines. For the 24-hour category, 92% of transcripts were delivered on time compared with 100% in 2007-08. For the 1-3 day category 86% of transcripts were delivered on time compared with 94% in 2007-08. In the 3-5 day category 91% of transcripts were delivered on time compared with 97% in 2007-08. Committee transcripts with a delivery standard of over 5 days were delivered on time on all occasions in 2008-09 compared with 94% in 2007-08.

In 2008-09 there was a significant increase in the number of committee hours, with 2,804 hours transcribed compared with 1,208 hours in 2007-08, and 2,438 hours in 2005-06 (the previous post-election year). During the year parliamentary committees also requested priority transcripts within 24 hours on 125 occasions. These shorter

26. This varies from the 88% "High level of customer satisfaction" reported in the 2006-07 DPS Annual Report because the basis of the calculation has changed.

timeframes, coupled with the overall increase in committee activity, allowed less flexibility in managing Hansard workloads and resulted in an increased number of transcripts being delivered outside the requested timeframes.

The number of parliamentary committees held outside Canberra increased to 340 in 2008-09 (compared with 115 in 2007-08 and 222 in 2005-06). This also contributed to reduced timeliness of committee transcription, as Hansard staff travelling to support away committees significantly reduced transcription capacity.

Late in the year DPS commenced a trial of single officer support for most committee hearings held outside Canberra where previously two staff were the norm. As well as reducing travel costs, this initiative will increase transcription capacity as Hansard officers will travel less frequently.

Indicator—Transcription services

Chambers

The figures for transcription services are the same as those reported for broadcasting activity and show the number of hours transcribed in 2008-09 increased significantly in comparison to the previous year. This in part reflected the reduced hours during 2007-08 due to the federal election, and also reflected the higher levels of chamber hours for the first year of a new government. The figure of 1,473 chamber hours for 2008-09 is 9% higher than the 1,354 chamber hours in 2005-06, the previous first year of a new Parliament.

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 web site (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

There were 2,804 hours of committee hearings transcribed in 2008-09. This is a 132% increase when compared with the 1,208 hours in the 2007-08 year, and also a 15% increase from the 2,438 hours in 2005-06 (the previous post-election year). The 2008-09 committee workload was the highest since 1995-96 (the first year of the Howard Government), and is close to the 2,862 hours of committees transcribed that year. Senate Estimates hearings again took place concurrently with House of Representatives sittings. This presented significant workload challenges for Hansard.

Senate committee hearings, including Estimates hearings, made up 66% of the total committee workload, down from 78% in 2007-08. House of Representatives committees made up 20% (up from 10% in 2007-08) and joint committees 14% (up from 12% in 2007-08).

Figure 38—Sub-output 4.2—Hansard services—quantity indicators

Quantity Indicator	Measure	Performance	
		2007-08	2008-09
Transcription services	Number of hours transcribed, by category:		
	a) chambers	929	1,473
	b) committees (ACT hearings)	785	1,721
	c) committees (interstate hearings)	423	1,083
Questions on Notice	Number of pages of answers to Questions on Notice or Questions in Writing in proof Hansard	New indicator	1,116

In 2008-09 DPS continued to use external transcript providers to manage its peak workload. 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, particularly during the busy Senate Estimates hearings. Hansard could not meet its delivery standards during peak periods without assistance from external providers. This has become increasingly important in managing workloads with the increase in committee activity, particularly during sitting weeks. Without this mechanism Hansard would need additional staff to cover peak workloads, resulting in excess transcription capacity at other times.

Indicator—Questions on Notice

In 2008-09 1,116 pages of answers to Questions on Notice or Questions in Writing were included in proof Hansard. This figure is being reported for the first time for 2008-09.

As expected, the hourly cost for chamber and committee transcription in 2008-09 reduced significantly as the parliamentary activity increased in a post-election year. Costs per hour have also fallen in comparison to 2005-06 hourly rates (the previous post-election year) for chamber transcription (from \$3,175 per hour in 2005-06 to

\$2,134 in 2008-09), and remained fairly steady for committee hearings (down from \$1,716 per hour in 2005-06 to \$1,652 in 2008-09 for ACT hearings, and up from \$1,931 per hour in 2005-06 to \$1,961 in 2008-09 for interstate hearings). The higher levels of activity in 2008-09 mean that despite the total cost rising slightly across the period (from \$11.362m in 2005-06 to \$11.517m in 2008-09) the unit cost has decreased, reflecting the improved cost effectiveness of Hansard transcription.

Administered items

Introduction

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

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

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.

Figure 39—Sub-output 4.2—Hansard services—price indicators

Price Indicator	Measure	Performance	
		2007-08	2008-09
Hansard services	Cost per hour transcribed, by category:		
	a) chambers	\$3,374	\$2,134 (-37%)
	b) committees (ACT hearings)	\$2,942	\$1,652 (-44%)
	c) committees (interstate hearings)	\$3,229	\$1,961 (-39%)
	Total cost of sub-output 4.2	\$10.198m	\$11.517m (+13%)

Figure 40—Administered items—Building works—quality, quantity and price indicators

Quality indicator	Measure	Performance	
		2007-08	2008-09
Extent to which building projects meet objectives	Client acknowledgement that a project has delivered 90% of agreed business objectives (target: 100% of projects)	90.5%	100%
Quantity indicator			
Extent to which building projects are completed on time	Projects are delivered to agreed timetables (target: 100% of projects)	86%	75%
Price indicator			
Extent to which building projects are completed on budget	Projects are completed within approved total budget (target: 100%)	100%	100%
Extent to which administered funds are expended on building projects	Cost of building projects	\$5,562,238	\$8,421,938

Part 5 includes information on the “Extent to which design integrity is preserved” and the Design Integrity Index.

Performance

Indicator—Extent to which building works projects meet objectives

During 2008-09 eight projects were completed with all projects meeting the agreed objectives. The users for two of the projects indicated they were delivered above their expectations.

Indicator—Extent to which building works projects are completed on time

Of the eight projects completed six were delivered within the agreed timeframe. The two late projects were delayed by actions to ensure the contractors delivered the stipulated quality.

The first project was delivered three days late and the second one was 10 days late. The late delivery did not impact on the operational areas.

Indicator—Extent to which building projects are completed on budget

All projects were completed within their allocated budget.

Indicator—Extent to which administered funds are expended on building projects

Increased capacity and capability in the Building and Security Projects team resulted in some \$8.42m of administered funding being spent on building projects. This was 54% of the budgeted spend, a significant improvement compared to the \$5.56m, or 39%²⁷, achieved in 2007-08.

27. The DPS 2007-08 Annual Report incorrectly stated that 54% of administered funds had been expended. The correct figure for 2007-08 is 39%.

Figure 41—Administered items—Artworks—quality, quantity and price indicators

Quality indicator	Measure	Performance	
		2007-08	2008-09
Extent to which the art collection is developed	Acquisition proposals approved by Art Advisory Committee (target: 100%)	100%	100%
Quantity indicator			
Extent to which the art collection is developed ²⁸	Number of new artworks acquired	124	93
Extent to which the art collection is conserved	Number of artworks receiving preservation	17	18
Extent to which art projects are completed on time	Projects are delivered to agreed timetables (target: 100% of projects)	100%	100%
Price indicator			
Extent to which administered funds are expended on the art collection	Cost of artworks preservation	\$60,629	\$26,063
	Cost of art collection development	\$271,382	\$411,130

Indicator—Extent to which the art collection is developed

In 2008-09, the focus for art acquisitions continued to be on areas of the collection that are under-represented, and on increasing the number of artworks available for display in Senators' and Members' suites. All acquisition proposals presented to the Art Advisory Committee (AAC) during the year were approved.

Ninety three new artworks were approved for purchase for the rotational collection—addressing priority areas for acquisition including works by artists based in Western Australia and Queensland, indigenous artists and female artists, as well as landscape works.

Two new portrait commissions for the Historic Memorials Collection were approved, for portraits of former Prime Minister the Hon John Howard, and former President of the Senate, Senator the Hon Alan Ferguson. These commissions will be finalised in the second half of 2009.

Four items were also accepted for the Gifts Collection, presented by the Republic of Croatia,

the Kingdom of Saudi Arabia, and the National Sorry Day Committee.

All artworks collection development projects were completed on time.

Indicator—Extent to which the art collection is conserved

Eighteen artworks were subject to conservation treatment in 2008-09. The most significant project involved detailed condition assessment and cleaning of 11 paintings from the Historic Memorials Collection, on long term loan to the High Court of Australia. The 11 paintings are portraits of former Justices of the High Court (primarily Chief Justices). As a consequence of this process, two of the portraits were identified as requiring more intensive treatment, including repairs to their gilded frames and canvas.

All artworks conservation projects were completed on time.

28. Count of number of artworks acquired is based on when approval occurred—ie 124 artworks were approved for acquisition in 2007-08, but delivery and payment for some works may not have been finalised until the following year.

Indicator—Extent to which administered funds are expended on the art collection

Costs attributed to art collection development and preservation include the purchase price of individual artworks, as well as payments for delivery, framing, art consultancy services and contracted conservation services.

- a) support and maintenance of the SOE;
- b) various software upgrades, including the introduction of Office 2007;
- c) a trial and subsequent rollout of BlackBerry personal digital assistant (PDA) devices to replace the Mobile Messaging Service (otherwise known as Windows Mobile devices); and
- d) final work associated with Senate electorate office moves resulting from the November 2007 federal election.

Other reporting elements

Electorate office support

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 the Department of Finance and Deregulation (**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.

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

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.

There were two management meetings between Finance, DPS and the external contractor (**CSG**) responsible for managing the services held during 2008-09. In these meetings, DPS and Finance reviewed procedures and processes and determined what improvements should be made to improve service delivery.

During 2008-09, DPS performed a range of electorate office support activities including:

The workload for 2008-09 of 23,582 calls—requests to the Client Support help desk—represents a 10.2% decrease on the 26,253 calls received in 2007-08.

The cost recovered by DPS from Finance for providing core electorate office support services for the 2008-09 financial year was \$1.931 million (GST exclusive).

A joint working group, comprising the parliamentary departments and Finance, was established in 2008-09 to determine the feasibility of transferring electorate office IT responsibilities from Finance to DPS.

Part 5—Environment and heritage

Part 5—Environment and heritage

Introduction

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

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

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

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.

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.

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 plans

In November 2008, the DPS Water Strategic Plan 2007-2010 and DPS Energy Strategic Plan 2007-2010 were reviewed. Progress against objectives was mixed. The review strengthened the plans by assigning roles and responsibilities and adjusting timelines. These plans identify priorities for managing energy and water consumption, taking into account stakeholder expectations.

The DPS Waste Strategic Plan 2008-2011 was finalised in January 2009. Its objectives are:

- a) reducing waste generated and maximising the proportion recycled;
- b) designing purchasing processes, tenders, contracts, construction and refurbishments to meet targets;
- c) ensuring waste disposal, collection and off-site transportation processes are efficient and sustainable; and
- d) fostering greater awareness of waste management procedures (including hazardous waste disposal) among building occupants.

We were unable to finish our Heritage Strategy as expected in 2008-09. It is still being developed and is under review.

Sustainable purchasing practices

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 departmental purchases.

Heritage considerations

The aesthetic values of the building—such as building materials, equipment, furniture items and 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

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

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 consider products that have the highest energy and water efficiency ratings, while ensuring value for money principles are met.

Examples of contracts in 2008-09 where environmental considerations have been incorporated are:

- a) the construction of the child care centre;
- b) refurbishment of the staff dining room;
- c) engineers panel arrangements;
- d) architects panel arrangements; and
- e) mobile phone contract.

Communication and promotion

Heritage

DPS Heritage Management staff undertake a range of activities to promote the significance of the architectural and heritage values of Parliament House.

In 2008-09 we:

- a) provided advice to Parliament House Project Managers on technical heritage aspects of their projects—for example, the child care centre and the Staff Dining Room;
- b) provided advice to other Government agencies regarding heritage management plans and strategies (ensuring overlapping interests are addressed) for example the *National Capital Authority's Parliament House Vista Heritage Management Plan* and the *National Capital Authority Lake Burley Griffin Heritage Management Plan*;

- c) provided numerous briefings to contractors engaged to undertake capital works projects in the building to ensure an awareness of potential heritage impacts, constraints and legislative requirements;
- d) developed a series of internal interest papers, which were published in the internal newsletter. Topics included the meaning of heritage, how it affects the way work is carried out in Parliament House, the design intentions of the building and the similarities and relationships with other prominent buildings around the world; and
- e) provided heritage and architecture presentations to special interest groups and at formal functions—for example, the Study of Parliament Course.

Environment

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

Advice on environmental management is provided in information circulars to building occupants. Recycling promotional material was also distributed at a promotional stand which was set up near the Staff Dining Room in June 2009.

A promotional stand, maps, brochures, newsletter articles, lunchtime talks and a free breakfast were provided for National Ride to Work Day on 14 October 2008. This was the first time that Parliament House has participated.

Newsletter articles on topical environmental issues are published in the *DPS Dispatch*, our staff fortnightly newsletter. Some of the topics covered in 2008-09 included articles on travelling to work, participation in Earth Hour and “buying green”.

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

Legal requirements

Heritage

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.

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 will be 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

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

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

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, accords 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.”

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.

To support Senators and 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 resources can assist Senators and Members to assess how their decisions impact on ESD.

Contributions of outcomes

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.

The 2008-09 outcomes of the parliamentary departments, specified in the *Appropriations Acts (Parliamentary Departments)* do not directly contribute to ESD. However, Output 3.1 in the *Department of Parliamentary Services Portfolio Budget Statements 2008-2009* 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

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

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:

- consumption of electricity, natural gas, diesel fuel, water, paper and other resources;
- greenhouse gas emissions; and
- generation of waste.

Heritage Performance

Design Integrity Index 2008-09

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 management. In addition, the DII is the methodology adopted to assess all projects

Figure 42—Design Integrity Index score by area

Zone	Score (%) 2007-08	Score (%) 2008-09
Public and Ceremonial areas	93.4	95.9
House of Representatives Wing	93.2	92.1
Senate Wing	94.5	95.4
Ministerial Wing	90.1	93.0
Committee Rooms and Library	92.4	90.8
Facilities Areas and Tenancies	82.8	83.0
Circulation and Basement Areas	85.6	87.2
Exterior: Landscape and Roadways	91.8	92.8
Total Score	90.5	91.8

completed within a reporting year for their consistency with the original design intent of Parliament House.

For the purpose of measuring the DII, Parliament House is divided into eight zones.

In each zone, the components of language, symbolism, design order, change and the 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. The zone scores are added to obtain a building score. This score is then expressed as a percentage of the total possible score. The DII is prepared every year, however a comprehensive building-wide review is only undertaken on a five yearly basis.

The 2008-09 DII is a full five yearly assessment of all eight DII zones. The yearly assessment focus on areas that have been changed in the reporting period. The DII for 2008-09 is assessed at 91.8%. The 2008-09 DII results indicate a slight rise in the DII from the 2007-08 year and remain above the ongoing target of 90%.

In 2008-09 most zones had improved scores, indicating well integrated physical changes, building maintenance and presentation that align with the building's original design intent.

Activities contributing to improved scores included maintenance and restoration work of the furniture collection (in the Senate Wing), substantial

maintenance work undertaken in the post election period (in the Ministerial Wing), the reinvigoration of circulation areas, new art acquisitions and good management of the Parliament House Furniture Collection (in Public and Ceremonial areas).

Building-wide issues that adversely affected the overall DII rating included inactive water features (which were decommissioned to enable Parliament House to comply with ACT stage 3 water restrictions), inadequate cleanliness and presentation of building facades (also due to Parliament House complying with water restrictions), minor maintenance issues, and the existence of electric and data cables in Committee Rooms and office areas.

Environmental performance

Water

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 an impact on the look of the Parliamentary Precincts, and how we carry out cleaning and maintenance activities.

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.

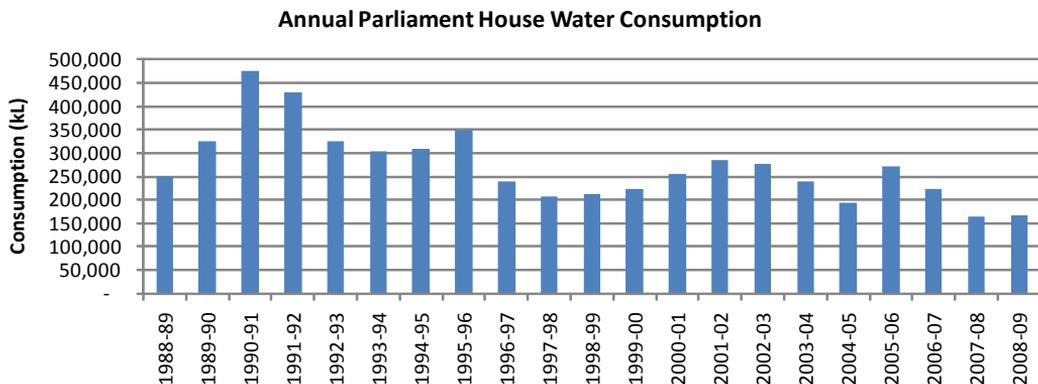
Reduction in reliance on potable water, through the use of recycled water or stored stormwater, continues to generate considerable interest nationally. While committed to investigating both possibilities, DPS concentrated on reducing overall consumption in the 2008-09 year.

Late in 2008-09 a consultant was engaged to undertake an audit of water use at Parliament House. A focus of the audit includes collection information to assist with determining where water is used and variability in demand. The audit should also inform the department on alternative water sources such as the use of recycled water and stored stormwater. The audit will be conducted in the first half of the 2009-10 year.

Water consumption

Water consumption for 2008–09 was 167,662kL. This was consistent with the previous year’s consumption, in which ACT stage 3 water restrictions also applied. Consumption was 10% less than the ACT stage 3 water restriction target of 186,650kL and well within the portfolio budget statements target of 240,000kL. Water saving initiatives, related to ACT stage 3 water restrictions, resulted in this year’s consumption being almost the lowest on record, as seen in Figure 43. The slight increase over 2007-08 was due to an election being held, which resulted in less internal water use in that reporting period.

Figure 43—Annual water consumption





Caring for our Parliament House landscape : a case study

Trent is one of the team of DPS landscaping staff who experience the full seasonal extremes offered by the Canberra climate.

“Yep, it gets pretty cold outside in winter. That’s about the only time when I wouldn’t say my job is one of the best!”

Trent started working at Parliament House over ten years ago as an apprentice horticulturalist before becoming a full-time staff member.

“After my apprenticeship I worked as a greenkeeper in Canada, then came back and applied for this job—it’s a great job, so I’m still here!”

The focus of Trent’s work now is on the Parliament House turf. He is heavily involved in the trial of the couch grass that is visible on the Senate playing field. While the grass colour gives the impression of being under stress, it is in a dormant stage which means that it requires no water in winter. The couch moves out of dormancy soon and becomes green during spring. It then looks much better for the summer.

“When the temperature rises the grass will really take off and require mowing at least a couple of times a week. Add to that the fact that it knits together really well to make a great surface. So this summer it should play well, look good and saves water.”

In explaining the job he does, most people are interested in how the stripes on the grass are achieved.

“A roller on the back of the deck of the mower flattens the grass one way going down the ramp and the other way going up, and the light does the rest”.

Figure 44 shows a breakdown of water use during 2008-09. "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.

Water restrictions

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 186,650kL per annum. Figure 45 shows progress in meeting this target since the introduction of restrictions on 16 December 2006.

Water saving initiatives

Savings in the landscape

The most significant water savings have been made in the Parliament House landscape. For the third year, overall irrigation was restricted, based on condition monitoring of soil moisture levels.

An exemption to water restrictions was granted on 2 December 2008 to allow the planting and irrigation of couch grass on the sports field and one viewing strip. The exemption was granted based on recognition that establishing drought tolerant grass species supports long term water reduction objectives.

Figure 44—Breakdown of water use during 2008-09

Water features and the forecourt pond

The 20 external water features in and around Parliament House remained turned off and empty during 2008-09, except for the forecourt pond.

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.

During 2008-09, a 40kL tank was installed beneath the forecourt pond in the public carpark. The tank stores excess recycled water delivered by truck and captures stormwater for use in the pond. DPS plans to undertake further projects in 2009-10 using local rainfall collection.

Energy

Parliament House is a major energy consumer. An energy audit was undertaken in 2008-09 and has helped identify priorities for energy improvements to assist us to deliver the 10% reduction in energy consumption we committed to in our 2007 Energy Strategic Plan.

Altogether the recommendations of the energy

Water use at Parliament House 2008-09

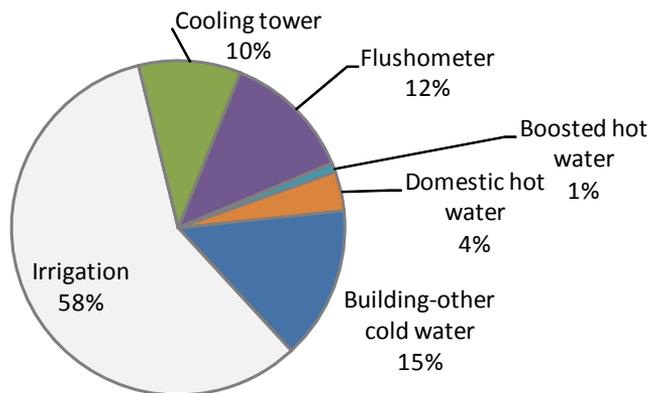
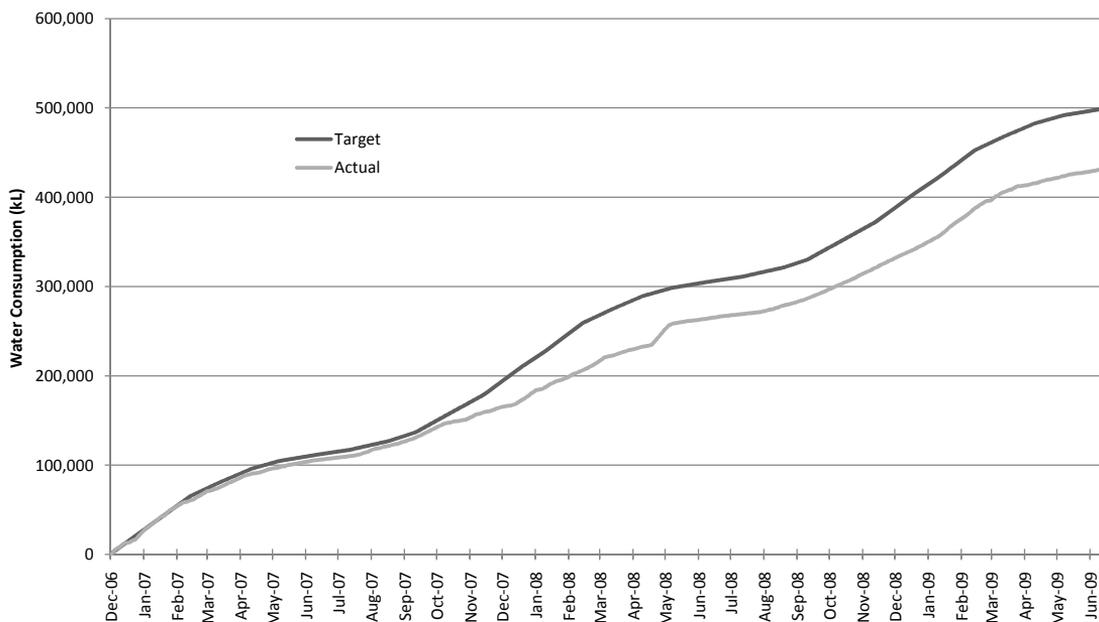


Figure 45—Actual water use compared to Stage 3 restrictions target



audit would exceed our energy reduction objective, although there will need to be staged implementation of the recommendations, and some will require further investigation to confirm their feasibility. We have begun implementing several recommendations, and are planning others including:

- a) replacement of power factor equipment;
- b) low-load chillers system project;
- c) installation of energy efficient lights (office and carpark);
- d) reduced numbers of computing servers project;
- e) removal of instant boiling water units; and
- f) trigeneration and solar power concept trials.

Energy consumption

DPS’s energy profile consists of energy consumed at Parliament House and transport energy, including both passenger vehicles and maintenance vehicles (“other transport”). Figure 46 summarises this energy use in 2008-09.

Energy consumption in Parliament House in 2008-09 was the second lowest recorded since the building opened in 1988. There was an increase on 2007-08 due to that year being an election year with fewer sitting days. The gas consumed during 2008-09 is consistent with previous non-election years.

Energy consumed in 2008-09 was 138,898 GJ, an increase of 5% on the 132,718 GJ consumed the previous year. Passenger and other transport energy use decreased slightly.

Electricity and natural gas consumption at Parliament House comprised 98%—136,351 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 47 shows the downward trend in electricity and gas consumption since the building opened.

Vehicles

Parliament House’s passenger vehicle fleet consisted of 41 leased vehicles in 2008-09, including 35 SES vehicles. Eight vehicles (seven

SES) scored higher than 10 in the Green Vehicle Guide.

Energy saving initiatives

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

Chilling and boiling water

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. Kettles were distributed to all Senators' and Members' suites during 2008-09. It is proposed to remove boiling water units during 2009-10 in these and relevant DPS areas.

Lighting

Trials continued to identify alternatives to incandescent lamps, including those in offices and general circulation areas.

A project to replace carpark lighting commenced in 2008-09, and is due to be completed in the 2010-

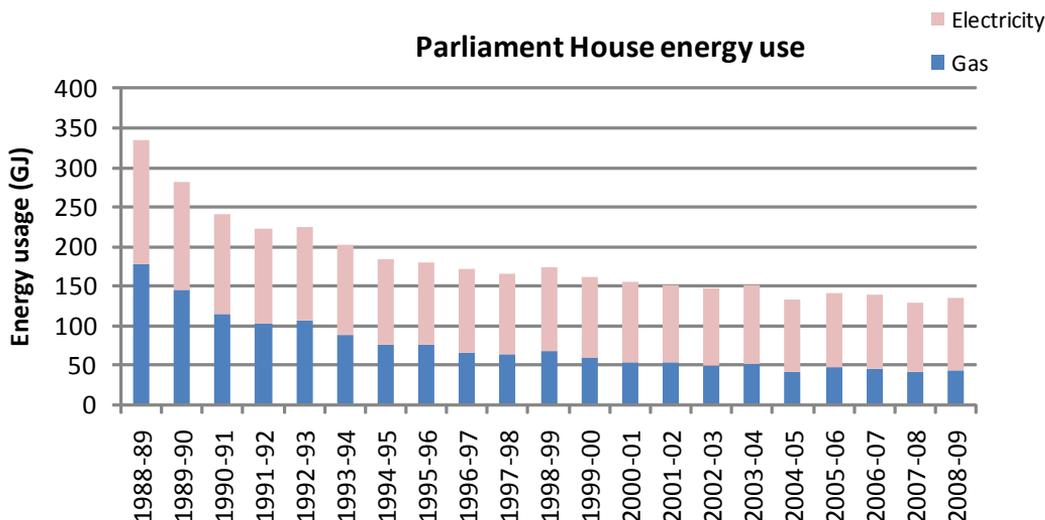
Figure 46—Energy consumed at Parliament House and by transport

Category	Energy Consumption (GJ)		
	2006-07 ²⁹	2007-08 ³⁰	2008-09
Parliament House building:			
Electricity: non-renewable source	71,391	66,482	69,290
Electricity: renewable source	23,575	22,160	23,096
Natural gas	45,382	41,015	43,522
Diesel	480	200 (393)	443
Total (for building)	140,828	129,856 (130,050)	136,351
Passenger vehicles:			
Automotive diesel	-	41	141
Automotive gasoline (petrol)	2,007	1,556	1,206
E-10 (biofuel)	202	513	655
LPG	125	111	93
Total (for passenger vehicles)	2,334	2,221	2,095
Other transport:			
Automotive diesel	319	282	292
Automotive gasoline (petrol)	112	124	114
LPG	41	41	46
Total (for other transport)	472	447	452
Total energy consumption	143,634	132,522	138,898

29. 2006-07 electricity consumption figures include 982GJ (903GJ non-renewable source, 79GJ renewable source) related to a DPS tenancy at West Block. The tenancy ceased from 1 July 2007.

30. The amount of diesel used at Parliament House reported in 2007-08 was over-read, and has been corrected from 393GJ to 200GJ in this table. This has also affected the total 2007-08 energy consumption figure, which has been reduced from 132,718GJ to 132,522GJ.

Figure 47—Annual electricity and gas consumption (in 000's of GJ)



11 financial year. The revised lighting scheme and lamp types will use substantially less energy than the existing scheme.

Energy efficient lighting design is incorporated into all new construction work undertaken in Parliament House. In the 2008-09 year this included major projects such as the child care centre and the Staff Dining Room Refurbishment.

Earth Hour

Parliament House again participated in Earth Hour on 28 March 2009. There was an approximate 10% reduction in energy use compared to the same hour on the previous weekend.

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

The amount of general waste (excluding construction waste) sent to landfill in 2008-09 was 385 tonnes, which is 18% less than the 471 tonnes sent the previous year. The quantity of recycled

paper waste decreased by 16%, from 363 tonnes in 2007-08 to 306 tonnes in 2008-09. Both the decreased waste to landfill and decreased waste paper to recycling statistics recorded for 2008-09 are partly attributable to business activities returning to normal after the November 2007 election—an election provides an opportunity for an increase in maintenance work and office “clean-ups” throughout Parliament House, and a change-of-government election means a much higher than normal increase in paper sent to recycling as offices are vacated. Figure 48 shows trends since 1998.

Landscape waste

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 to landfill.

During 2008-09, 187 tonnes of landscape waste was generated from the Parliament House landscape. Only 3.2 tonnes was sent to landfill during the year. This was mixed rubble and soil from a small project to construct a ramp to a soil bin in the ministerial car park which could only be disposed of at the landfill.

Figure 49 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 Grass Ramps.

Waste management initiatives

Recycling facilities and co-mingled recycling

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, so 2008-09 was the first full year that the voluntary co-mingled recycling scheme was available.

At 30 June 2009, 96 tonnes of co-mingled waste had been collected and recycled, compared to 56 tonnes the previous year. An objective of the DPS Waste Strategic Plan is to make the recycling scheme mandatory.

Other waste initiatives

Putrescible waste (ie vegetable, fruit, meat, other food scraps and handtowels) from Parliament House currently goes to landfill. In consultation with the waste contractor DPS is considering options for recovering and recycling putrescible

waste.

DPS is now procuring 100% recycled content office paper, at a cost increase of approximately 27%. We aimed to reduce paper use by 21% to offset the additional cost. In the end we achieved a reduction of 13%, or a little over 1,000 reams of paper. Initiatives such as the new Electronic Document Records Management System provide the potential for further reductions in paper use. Regular reporting to branches on paper use coupled with reminders of methods to save paper such as double sided printing and reducing the number of printed copies of documents also helped to reduce paper use, and will continue.

Emissions and effluents

Greenhouse gas emissions

During 2008-09, 22,965 tonnes of carbon dioxide equivalent (CO₂e) were generated from energy consumption at Parliament House. Greenhouse emissions are described in Figure 50.

Figure 51 shows annual greenhouse gas emissions since Parliament House opened in 1988. Purchasing 25% of our electricity from renewable sources has helped to achieve continuing record low emissions, although the low energy consumption of the 2007-08 election year remains the best ever.

Figure 48—Annual waste disposed to landfill and recycled

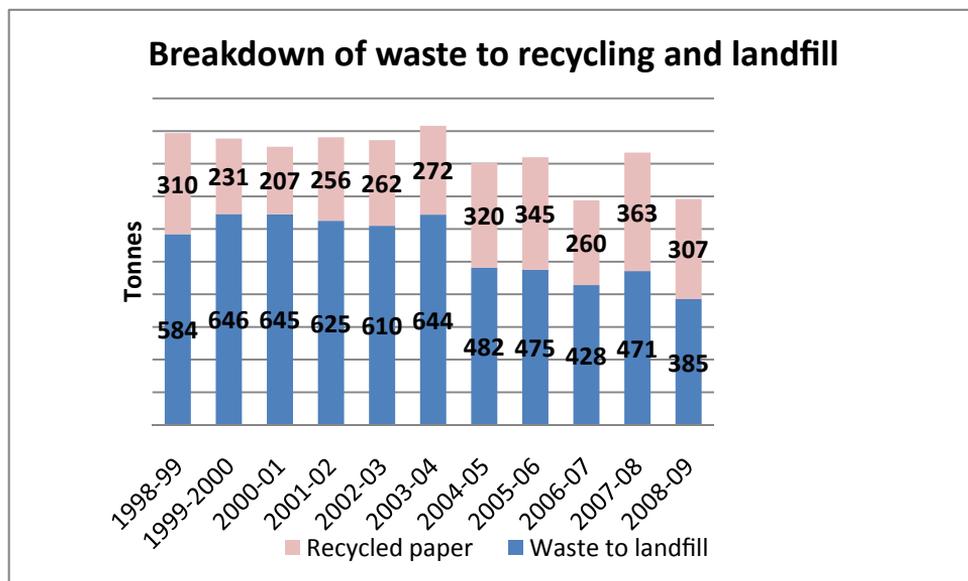
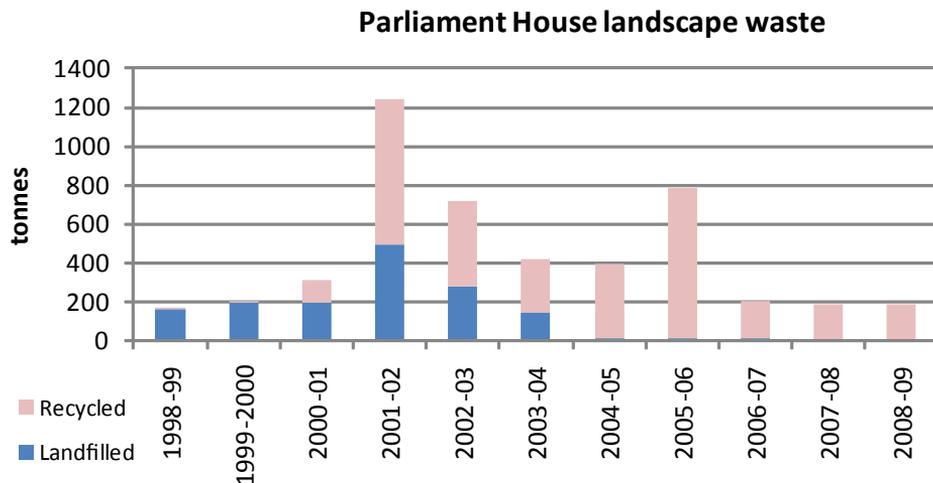


Figure 49—Annual quantity of landscape waste



DPS’s membership of the Greenhouse Challenge Plus program ceased when the project was discontinued on 1 July 2009. DPS had been a member since 1997.

Ozone depleting substances

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

- i) chillers, which provide cooling for the building’s airconditioning;
- ii) cool rooms;
- iii) freezers; and
- iv) refrigerators.

Figure 52 shows the type and “ozone depletion potential” of refrigerants purchased in 2008-09.

Air pollutants—NOx, SOx and particulates

The combustion of natural gas for heating, hot water and cooking purposes generates oxides of nitrogen (NOx), oxides of sulphur (SOx) and other air pollutants. Each year, DPS reports on these emissions to the National Pollution Inventory (www.npi.gov.au).

Figure 53—Emissions of air pollutants from natural gas consumption lists these emissions for 2008-09. Parliament House gas combustion increased by 6% in 2008-09, and as a result air pollution emissions increased in proportion.

Discharges to water

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 wash down 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.

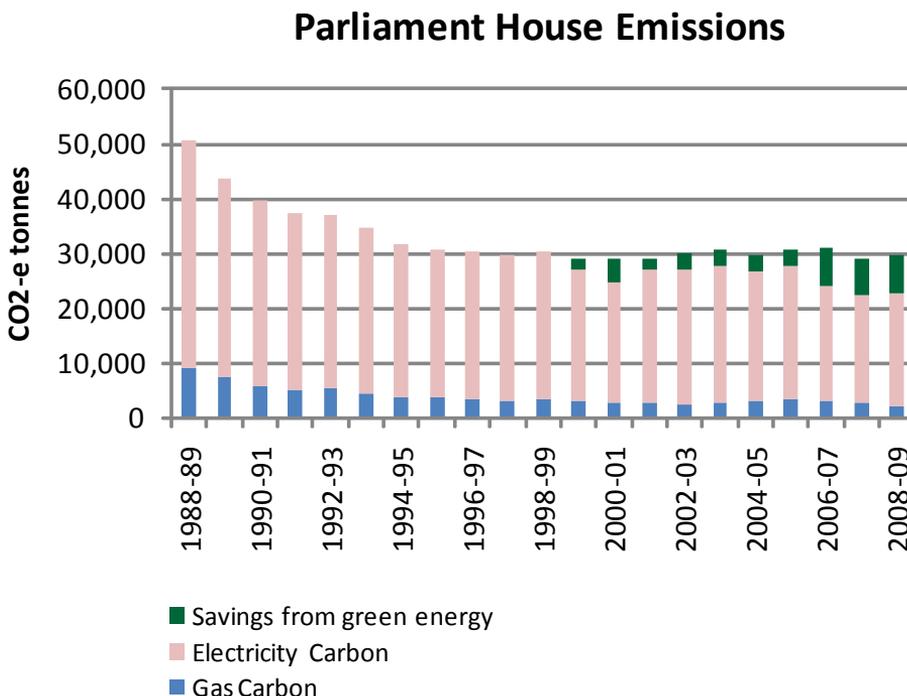
Significant spills of chemicals, oils, and fuels

In 2008-09 there were no significant spills of chemicals, oils or fuels from Parliament House.

Figure 50—Parliament House emissions (direct and indirect, including SES and operational vehicle fleets)

Emission category	Comment	2006-07 (tonnes CO ₂ e)	2007-08 (tonnes CO ₂ e)	2008-09 (tonnes CO ₂ e)
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	2,436
Scope 2	Emissions generated elsewhere (eg by the power plants that produce the electricity used at Parliament House)	17,129	16,520	17,253
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	3,276
Scopes 1 & 2	DPS has direct responsibility for these emissions.	19,716	18,838	19,689
Scopes 1,2 & 3	Direct and indirect emissions.	24,023 ³¹	22,754	22,965

Figure 51—Annual greenhouse gas emissions from electricity and gas



31. The emissions reported in 2006-07 were 24,290, not 24,023 tonnes CO₂e. The difference is due to a change in the emissions factor that calculates the CO₂e associated with fuel consumption.

Figure 52—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

Figure 53—Emissions of air pollutants from natural gas consumption

Air pollutants	2007-08 (kg)	2008-09 (kg)
Carbon monoxide	1,680	1,782
Oxides of nitrogen	1,993	2115
Particulate matter (PM10)	148	157
Particulate matter (PM2.5)	148	157
Total Volatile organic compounds	110	116
Sulphur dioxide	32	34
Polycyclic aromatic hydrocarbons	<1 (0.013)	<1 (0.014)

Part 6—Management and accountability

Part 6—Management and accountability

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

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*.

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

The Joint House Committee (**JHC**) 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.

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

Security Management Board

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

Membership of the SMB is as follows:

- » the Secretary of DPS;
- » the Usher of the Black Rod; and
- » the Serjeant-at-Arms.

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

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.

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

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

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.

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

The purpose of the Art Advisory Committee (**AAC**) is to assist the Presiding Officers in determining the suitability of artworks for addition to the Rotational Collection within the Parliament House Art Collection (**PHAC**).

Membership of the AAC includes:

- » the Presiding Officers;
- » the Deputy President;
- » the Deputy Speaker; and
- » the Secretary of DPS.

AAC meetings are attended by an independent art adviser from the staff of the National Gallery of Australia.

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

The Strategy and Finance Committee (**SFC**) is an essential part of DPS's corporate governance arrangements, and consists of the Secretary, the Deputy Secretary, the Parliamentary Librarian, the Chief Finance Officer and the Assistant Secretary, Strategy and Business Services Branch³².

The role of the SFC includes:

- a) deciding the strategies and strategic policies of DPS, and monitoring their implementation;
- b) coordinating DPS input into whole-of-Parliament operational and strategic issues;
- c) formulating DPS policy on all financial matters;
- d) allocating annual budgets, and reallocating funding during the year as required;
- e) monitoring financial performance; and
- f) allocating asset replacement and administered funds to approved projects to be delivered by DPS and monitoring the progress of approved projects for expenditure of asset replacement and administered funds.

Executive Committee

The Secretary is assisted in the management of the department by the Executive Committee (**EC**), which includes the Deputy Secretary, Parliamentary Librarian and all DPS Branch Managers. 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.

This committee considers the development and

32. DPS changed its organisational structure in July 2009. As a result of this change the Strategy and Business Services Branch no longer exists. The sections within SBS have been allocated to other branches within DPS.

implementation of the DPS governance framework and associated processes, including risk management and business planning. The EC also deals with a range of policy matters in areas such as Occupational Health and Safety, environmental issues, and departmental organisation issues.

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

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

The Assistant Secretaries relay information about the activities of the Executive Committee to their staff. Minutes of meetings are also published on the intranet (DPS Staff Portal).

Audit Committee

The Audit Committee (**AC**) is an important part of DPS’s corporate governance arrangements. Its primary responsibilities are to:

- a) ensure DPS compliance with obligations under the *Financial Management and Accountability Act 1997 (FMA Act)*, associated *Financial Management and Accountability Act Regulations 1997 (FMA Act Regulations)* and the Finance Minister’s Orders (**FMO**);

- b) oversee, on behalf of the Executive, the integrity of DPS financial reporting controls and other procedures or systems for the management of risk and good governance; and
- c) provide a forum of communication between the DPS Secretary, senior DPS managers and DPS internal and external auditors.

The Audit Committee comprises an independent chair, Mr Will Laurie, and between three and five senior DPS managers appointed for two-year terms.

During 2008-09, five DPS members served on the AC—the Deputy Secretary, the Parliamentary Librarian, and the Assistant Secretary of the Strategy and Business Services Branch for the whole year. The Assistant Secretary from the Product and Service Development Branch served until December 2008 and was replaced by the Assistant Secretary of the Content Management Branch (in January 2009).

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

During the reporting period, DPS tendered for the provision of internal audit services. The contract with the successful tenderer, WalterTurnbull Pty Ltd, was signed on 30 March 2009.

Figure 54—Audit Committee attendance

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

Although the tendering process led to a slight reduction in the internal audit program, the Audit Committee continued its reviews of financial, procurement and personnel processes for DPS. In addition, the committee reviewed a range of matters relating to information technology systems and projects, and continued reviewing aspects of risk management and fraud control.

Audits conducted during the reporting year made a number of recommendations directed at enhancing efficiency and effectiveness. No serious problems were identified. The AC monitors implementation of the recommendations.

Risk management, fraud control and the certificate of compliance are standing items on the committee's agenda, and were considered progressively throughout the year.

The Audit Committee met five times during 2008-09. Members' attendance at the meetings is set out in the table below.

Other governance matters

Risk management

DPS made substantial progress in the implementation of its revised Risk Management Policy and Framework in 2008-09. New risk assessment documentation and templates were produced and made available to staff. The documentation was used to undertake a DPS fraud risk assessment in November 2008 and a non-fraud risk assessment in February and March 2009.

To assist DPS staff to undertake risk assessments, a series of detailed tip sheets were published on the intranet (DPS Staff Portal). It was regularly updated with new content during 2008-09.

DPS participated in the Comcover 2009 Risk Management Benchmarking Survey. Our score improved from 5.3 in 2008 to 6.9 in 2009, reflecting progress in the implementation of the Risk Management Policy and Framework and further improvements to business continuity planning.

Staff throughout DPS continued to participate in 2008-09 in training provided by Comcover

on various aspects of risk management. Recent course topics included risk sharing, risk management fundamentals and business continuity management.

DPS made good progress in the development of business continuity plans. In 2008-09 15 plans were identified as high priority, and by June 2009 13 had been finalised. The other two are in draft form. DPS is now preparing to exercise elements of the plans by simulating various scenarios.

DPS also continued work on developing a Parliament-wide business continuity plan. An alternative venue has been selected and DPS has begun preparing detailed plans to facilitate a sitting of Parliament at the site.

Fraud control

There were three instances of fraud reported in 2008-09 and all were of a minor nature. They were dealt with by the processes contained in the DPS Fraud Control Plan. No cases were found to be sufficiently serious to be referred to the Commonwealth Director of Public Prosecutions.

DPS undertook a fraud risk assessment and produced a new Fraud Control Plan in late 2008 in accordance with the *Commonwealth Fraud Control Guidelines*. The 2009-11 Fraud Control Plan is available to all DPS staff through the intranet (DPS Staff Portal).

A number of fraud-related articles were published in the *DPS Dispatch* newsletter to maintain fraud awareness amongst staff during 2008. Further fraud awareness articles are planned for later in 2009.

As required by S.2.2 of the Financial Management and Accountability Orders 2008, DPS submitted a report on fraud control activities to the Presiding Officers in 2009.

Appropriate ethical standards

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,



case study: Registering our art heritage

Sam and Maria are members of the Art Services team whose responsibilities include cataloguing new artwork as it arrives in Parliament House. This involves collecting comprehensive details of the artwork and ensuring they are entered into an electronic database for future reference.

Both came to DPS from museum registration backgrounds, and consider their job as being about the care and control of the Parliament House Art Collection.

Sam started as an Artworks Information Officer a decade ago, while Maria is a much more recent arrival to DPS.

When asked what is the best part of the job, Sam doesn't hesitate before noting the opportunities for **"engaging with the artworks up close"**, a sentiment Maria agrees with fully.

They particularly enjoy the opportunity to visit locations throughout Parliament House as part of their role, and seeing the works displayed makes it particularly rewarding.

When describing her work to others Sam proudly notes the most popular comment is that **"you must have the most wonderful job!"** which she enthusiastically agrees with.

And yes, both are regularly asked if they have met the Prime Minister!

"We have" they laugh.

This prompts Maria to recount the occasion shortly after the National Sorry Day event in 2008 when the Apology Manuscript, now currently on display in the public area of Parliament House, was commissioned and penned.

"It was my job to take the completed manuscript to the Prime Minister for his signature"

Maria smiles ***"This shows the range of work that we do in Art Services. Of course when the Manuscript was signed it needed to be accessioned into the Parliament House Art Collection as well, so it remains under our care for future generations of Australians and visitors to Parliament House"***.

guidelines on the acceptance of gifts and benefits, procurement procedures, and other financial and human resource documents. Amongst 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.

Strategic plan

The DPS Strategic Plan 2007-10 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. The plan is publicly available on the Parliament House web site at <http://www.aph.gov.au>.

Business planning

The DPS Business Planning Policy and Framework provides for the Strategy and Finance Committee to decide strategic business directions and priorities each year, and integrates information collected from other strategic, risk management and fraud control plans. Each branch develops an annual business plan that includes initiatives designed to deliver strategic, fraud, risk, and ongoing service objectives.

Figure 55—Classification and salary ranges as at 30 June 2009

Classification	Salary range
Parliamentary Service Level 1	\$39,865 - \$46,430
Parliamentary Service Level 2	\$47,359 - \$50,842
Parliamentary Service Level 3	\$51,973 - \$54,311
Parliamentary Service Level 4	\$55,397 - \$60,195
Parliamentary Service Level 5	\$61,399 - \$65,871
Parliamentary Service Level 6	\$67,188 - \$75,514
Parliamentary Executive Level 1	\$81,762 - \$93,352
Parliamentary Executive Level 2	\$95,219 - \$112,905

DPS services catalogue

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

The catalogue is available to all building occupants in hardcopy, or electronically on the intranet (DPS Staff Portal). It is also available on the Parliament House web site at <http://www.aph.gov.au/dps/services.pdf>.

People management and strategy

Staffing, salary and classification structures

Remuneration for Senior Executive Service (SES) employees

The remuneration for all SES employees during 2008-09 was prescribed in Australian Workplace Agreements (**AWAs**), and took account of each employee's responsibilities within the department as well as SES pay levels elsewhere in the public sector.

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 \$133,690 to \$213,820.

Toward the end of 2008-09 the department commenced the process of transferring SES officers out of the AWA employment framework into a set of Determinations. The underpinning remuneration and other conditions were not changed in any material sense.

Performance-based salary advancement for non-SES staff

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

The collective agreement for DPS staff—the *Department of Parliamentary Services Union Collective Agreement 2008-2011* (the **Agreement**)—came into operation on 30 October 2008. It replaced the *Department of Parliamentary Services Certified Agreement 2005-2008* and the *Department of Parliamentary Services (Parliamentary Security Service) Certified Agreement 2006-2008*. The Agreement provides for salary advancement within a salary range

subject to the achievement of an overall rating of "effective" or higher through the performance management arrangements.

Salary increases under the collective agreement

An increase in salary and allowances was paid under the Union Collective Agreement 2008-2011.

Overview of classification structures

Figure 55 sets out the non-SES classifications and salary ranges for DPS staff as at 30 June 2009. Staff progress through the salary range in 3.5% increments, based on performance.

Figure 56 sets out actual staff (a headcount), by classification (including the broad-banded and apprenticeship levels separately), as at 30 June 2009. It includes inoperative staff and staff acting at a higher level, for any period, as at 30 June 2009 (ie these staff are listed against their higher classification).

Management of human resources

Introduction

In the reporting year, the HR Services Section (**HRS**) continued to implement the DPS People Strategy 2007-2010. The strategy aims to build and improve DPS's organisational capability through integrated people management practices. Priorities were allocated to implementing the DPS learning and development framework, employee induction and staff selection processes.

HRS continued to work on developing a range of policies and guidelines on personnel and workplace relations issues. The other substantial activity undertaken by the section was implementing a new Union Collective Agreement to replace the previous two certified agreements.

Workforce planning, staff retention and turnover

Figure 57 provides information on staff retention

and turnover for DPS during 2008-09 compared to the previous year.

During the year, staff turnover fell from 15.2% in 2007-08 to 12.7% in 2008-09.

The increase in the number of "end of temporary contracts" from 31 to 33 continues to reflect the use of nonongoing employee arrangements to manage short-term increases in workloads and project activity.

Staff development and training

The DPS Training Calendar was launched in August 2008 to deliver a range of in-house corporate training courses and workshops. Training services are provided through the DPS Training Services Panel. During 2008-09 all panel members were invited to quote for the delivery of services.

During 2008-09, a total of 457 staff attended training provided through the DPS Training Calendar. Corporate training focused on developing skills in the areas of public sector writing, effective reading, performance management, giving and receiving feedback, personal wellbeing, staff recruitment and selection, job application writing and interview skills, occupational health and safety awareness, and record keeping.

HRS revised and launched the DPS Induction Program that includes the presentation of workshops to new employees. A parliamentary service specific Induction e-learning module for new employees was also developed by HRS, in partnership with the Departments of the Senate and the House of Representatives.

DPS also sent a representative to the Australian Public Service Commission's Career Development Assessment Centre.

Figure 57—Staff retention and turnover statistics

Staff retention and turnover statistics	2007-08	2008-09	Change
Staff Number	929	904	-25
Staff Separations (total)	141	114	-27
Turnover	15.2%	12.7%	-2.5%
Separations by type			
transfers/promotions	24	17	-7
resignations	42	33	-9
age retirements	10	7	-3
invalidity retirements	1	0	-1
voluntary retirements	30	14	-16
terminations	2	4	2
death	1	1	0
end of temporary contract	31	33	2
end of temporary transfer	0	5	5
Exit Interviews			
Interviews held	41	34	-17%
Participation rate	29%	30%	1%



DPS ref: 07/3283

12 October 2009

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

DPS—Fraud control certification

1 I am writing to you to inform you about the status of fraud control in the Department of Parliamentary Services (**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 are in place in DPS.

3 For more details about fraud control in DPS, please refer to Part 6—Management and Accountability of the Department of Parliamentary Services Annual Report and Financial Statements 2008–09.

Yours sincerely

Alan Thompson
Secretary

Individual development plans (**IDPs**) completed as part of the performance management scheme, are a key avenue for identifying development needs. In May 2009, 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 2009-10.

DPS provided support for external study to 41 staff members. Support includes time to attend study activities and financial assistance towards compulsory costs in some cases.

Workplace relations

The focus of activity in the first quarter of the year was to finalise the negotiation of the new collective agreement. Both certified agreements had a nominal expiry date of 30 June 2008. The rest of the year involved the implementation of the Union Collective Agreement 2008-2011, which became operational on 30 October 2008 to replace the two existing certified agreements.

Other activity included the continuing administration of the two previous agreements and the new agreement. 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.

Occupational health and safety (OHS)

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.

As a result of revised Health and Safety Management arrangements within DPS, branches hold Branch OHS Committee meetings on a quarterly basis to address, as far as possible, OHS issues at the local level.

A range of OHS-related training was provided to staff throughout the year, including generic induction and OHS awareness sessions. Occupation-specific OHS training was also provided including: first aid, working in confined spaces, working at heights, manual handling and back care, chainsaw safety, basic bushfire fighting, defensive tactics, chemical safety and ultraviolet awareness.

All DPS staff are entitled to access the Parliament House Health and Recreation Centre as a condition of their employment. In addition, a number of health-related activities were supported during the year including the National Ride to Work Day, a 10,000 Steps Challenge and construction of a multi-purpose sports court in the Parliamentary Precincts. Staff also made a significant number of blood donations to the Red Cross Blood Bank during the year.

During the 2008-09 year, eight 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 and remedial work was undertaken where required.

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

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.

Workplace diversity

A new DPS Workplace Diversity program for the period 2008-11 was developed and implemented during the reporting year. An annual diversity action plan was also developed to support the rollout of diversity program initiatives. In 2008-09, all of the diversity action plan activities were completed. Some of the key achievements included the:

- a) development of a cultural diversity calendar for employees and the promotion of

events through employee newsletters and information portal;

- b) implementation of an APH disability services directory for DPS employees;
- c) promotion of events and activities supporting diversity awareness (eg NAIDOC Week and Families Week);
- d) participation in the Department of Immigration and Citizenship 2006-2008 Access and Equity survey; and
- e) attainment of breastfeeding family friendly accreditation for Parliament House, in partnership with the other parliamentary departments.

b) modifications to the doorways in the Senate car park; and

c) upgrades to public toilets, including disabled toilets, within Parliament House.

Employer

As required under section 18 of the *Parliamentary Service Act 1999*, DPS has a workplace diversity program. The DPS Workplace Diversity Program 2006-2008 was revised during 2008-2009 and another three year program established following consultation with DPS staff. The 2008-11 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.

Commonwealth Disability Strategy

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

Provider

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

During 2008-09, DPS engaged CRS Australia to conduct a "functional access assessment" of Parliament House, for the purposes of identifying work to improve access for disabled persons. The OHS & Injury Management Unit of HRS developed an action plan to address the recommendations arising from this report. Some of the recommendations will be addressed through planned maintenance, while others will require physical changes to the building that will be managed by the Building and Security Projects section.

In relation to physical changes to the building, all work is carried out in accordance with the Building Code of Australia (BCA). The BCA requires that Australian Standard 1428 (disabled access requirements) are met in any new works. During 2008-09, the following projects specifically relating to disabled access were undertaken:

- a) an audit of hearing loops within Parliament House;

All press and gazette advertising includes a reference to a TTY (Telephone Typewriter) number for potential applicants with hearing or speech disabilities. The "reasonable adjustments" principles are followed during the recruitment of new employees and for the management of departmental staff.

Purchaser

The department's tender documentation includes a provision that requires contractors to comply with their legislative obligations regarding the *Disability Discrimination Act 1992*.

Purchasing

Overview

The purchasing of assets and services by DPS during 2008-09 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.

DPS's primary purchasing objectives were:

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

- ii) encouraging competition;
 - iii) promoting efficiency, effectiveness and ethical use of resources; and
 - iv) 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.

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

During 2008-09, 44 consultancies were entered into involving total actual expenditure of \$754,127 (GST inclusive). In addition, 57 ongoing consultancy arrangements continued from previous years, involving total actual expenditure of \$414,223 (GST inclusive) during the reporting year.

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.

It is the policy of DPS to engage external consultants where they will add 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.

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.

DPS currently has in place standing offer panel arrangements for the following consultancy services:

- » legal;
- » architectural;
- » engineering;
- » information technology;
- » audit; and
- » building management.

Particulars of consultancy contracts awarded with a value of \$10,000 or more during 2008-09 are shown at Appendix A.

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

Competitive tendering and contracting

During 2008-09, 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

During 2008-09, 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

The Parliament House building has a current replacement cost of \$2.05 billion³³ and an expected remaining life of some 185³⁴ 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 adapt to the changing functional requirements of Parliament.

DPS provides asset management services to Parliament House. The department has 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.

Asset management approaches used by DPS include building management and maintenance management systems, condition monitoring, asset management plans, performance standards and benchmarking. Supported by planners, trade staff and contractors, these complementary management tools combine to ensure appropriate levels of condition and serviceability are maintained in a cost-effective manner.

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 page 68);
- 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 page 69); and

33. The building is re-valued every three years, and was last re-valued in 2009.

34. 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.

- c) the Landscape Condition Index (**LCI**), which measures the current condition of the landscape surrounding Parliament House. A discussion on LCI performance and outcomes can be found in Part 4 of this report (see page 69).

Other major assets of DPS include information technology, telecommunications, broadcasting and security 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

During 2008-09, DPS was the subject of an external compliance audit by the ANAO in relation to its financial statements for the period ending 30 June 2008 and, an interim audit in preparation for the 2008-09 financial statement audit. The audit on the 2007-08 financial statements was unqualified.

There were no other ANAO reports during 2008-09 that directly involved DPS.

Senate committees

DPS appeared before the Senate Finance and Public Administration Committee on three occasions during 2008-09—20 October 2008 (Supplementary Budget Estimates hearings), 23 February 2009 (Additional Estimates hearings) and 25 May 2009 (Budget Estimates hearings).

Other scrutiny

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 2008-09.

Freedom of information

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.

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).

When inquiries for information under the FOI Act are made, such requests are referred to the Director, Governance and Business Management.

In 2008-09, one request for information was received.

Discretionary grants

DPS does not administer any discretionary grant programs.

Figure 58—Advertising costs

Supplier	Item	Amount (GST inclusive)
Zoo Communications Pty Ltd	Parliament House promotional materials	\$13,372
HMA Blaze	Recruitment advertisements	\$101,086
Total		\$114,458

Figure 59—Legal services expenditure

Services	Amount (GST inclusive)
External expenditure on professional fees	\$276,208.64
External expenditure on counsel *	\$8,427.20
Administrative disbursements on external legal services	\$852.34
Total (legal services expenditure—all external)	\$285,488.18
* Male counsel briefed	2 \$5,426.40
* Female counsel briefed	1 \$3,000.80

Advertising costs

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.

Figure 58 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).

Legal services expenditure

The *Legal Services Directions 2005* (paragraph 11.1(ba)) require FMA Act agencies to make publicly available their expenditure on legal services. Figure 59 shows the amount DPS spent on legal services during 2008-09.

Financial Statements



INDEPENDENT AUDITOR'S REPORT

To the President of the Senate and the Speaker of the House of Representatives

Scope

I have audited the accompanying financial statements of the Department of Parliamentary Services for the year ended 30 June 2009, which comprise: a Statement by the Chief Executive and Chief Financial Officer; Income Statement; Balance Sheet; Statement of Changes in Equity; Statement of Cash Flows; Schedule of Commitments; Schedule of Administered Items and Notes to and forming part of the Financial Statements, including a Summary of Significant Accounting Policies.

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*, including the Australian Accounting Standards (which include 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. I have conducted my audit 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

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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

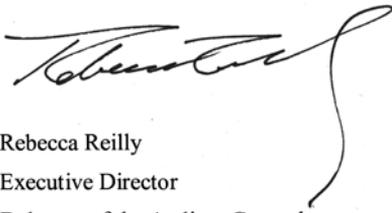
In conducting the audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate the requirements of the Australian accounting profession.

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*, including the Australian Accounting Standards; 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 2009 and its financial performance and cash flows for the year then ended.

Australian National Audit Office



Rebecca Reilly
Executive Director
Delegate of the Auditor-General
Canberra
28 August 2009

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 2009 are 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

28 August 2009



Judith Konig FCPA
Chief Finance Officer

28 August 2009

DEPARTMENT OF PARLIAMENTARY SERVICES
INCOME STATEMENT

for the period ended 30 June 2009

	Notes	2009 \$'000	2008 \$'000
INCOME			
Revenue			
Revenue from Government	3A	116,913	116,249
Sale of goods and rendering of services	3B	4,649	4,753
Rental income	3C	1,252	1,210
Other revenue	3D	13	8
Total revenue		<u>122,827</u>	<u>122,220</u>
Gains			
Reversals of previous asset write-downs	3E	1,068	-
Other gains	3F	171	180
Total gains		<u>1,239</u>	<u>180</u>
Total Income		<u>124,066</u>	<u>122,400</u>
EXPENSES			
Employee benefits	4A	67,085	64,960
Suppliers	4B	40,769	40,150
Depreciation and amortisation	4C	14,899	12,324
Write-down and impairment of assets	4D	100	76
Losses from asset sales	4E	289	143
Total Expenses		<u>123,142</u>	<u>117,653</u>
Surplus attributable to the Australian Government		<u>924</u>	<u>4,747</u>

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES**BALANCE SHEET***as at 30 June 2009*

	Notes	2009 \$'000	2008 \$'000
ASSETS			
Financial Assets			
Cash and cash equivalents	5A	208	1,040
Trade and other receivables	5B	<u>68,501</u>	<u>66,406</u>
Total financial assets		<u>68,709</u>	<u>67,446</u>
Non-Financial Assets			
Infrastructure, plant and equipment	6A,B	49,353	44,960
Intangibles	6C	12,033	10,969
Inventories	6D	245	236
Other non-financial assets	6E	<u>1,136</u>	<u>863</u>
Total non-financial assets		<u>62,767</u>	<u>57,028</u>
Total Assets		<u>131,476</u>	<u>124,474</u>
LIABILITIES			
Payables			
Suppliers	7A	4,174	2,760
Other payables	7B	<u>1,413</u>	<u>1,048</u>
Total payables		<u>5,587</u>	<u>3,808</u>
Provisions			
Employee provisions	8	<u>19,766</u>	<u>17,517</u>
Total provisions		<u>19,766</u>	<u>17,517</u>
Total Liabilities		<u>25,353</u>	<u>21,325</u>
Net Assets		<u>106,123</u>	<u>103,149</u>
EQUITY			
Parent Entity Interest			
Contributed equity		85,380	85,380
Reserves		11,553	9,503
Retained surplus (accumulated deficit)		<u>9,190</u>	<u>8,266</u>
Total Equity		<u>106,123</u>	<u>103,149</u>
Current Assets		70,090	68,545
Non-Current Assets		61,386	55,929
Current Liabilities		20,979	17,776
Non-Current Liabilities		4,374	3,549

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
STATEMENT of CHANGES in EQUITY
as at 30 June 2009

	Retained Earnings		Asset Revaluation Reserves		Contributed Equity/Capital		Total Equity	
	2009	2008	2009	2008	2009	2008	2009	2008
	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000	\$'000
Opening balance	8,266	3,518	9,503	1,378	85,380	85,507	103,149	90,403
Balance carried forward from previous period	-	1	(1)	-	-	-	(1)	1
Adjustment for rounding	-	-	-	-	-	-	-	-
Adjustment for changes in accounting policies	-	-	-	-	-	-	-	-
Adjusted opening balance	8,266	3,519	9,502	1,378	85,380	85,507	103,148	90,404
Income and expense	-	-	2,051	8,125	-	-	2,051	8,125
Revaluation adjustment	-	-	-	-	-	-	-	-
Subtotal income and expense recognised in equity	-	-	2,051	8,125	-	-	2,051	8,125
Surplus for the period	924	4,747	-	-	-	-	924	4,747
Total income and expenses	924	4,747	2,051	8,125	-	-	2,975	12,872
Transactions with owners								
Distributions to owners								
Returns on capital:	-	-	-	-	-	-	-	-
Dividends	-	-	-	-	-	-	-	-
Returns of capital:	-	-	-	-	-	(127)	-	(127)
Other	-	-	-	-	-	-	-	-
Contributions by Owners								
Appropriation (equity injection)	-	-	-	-	-	-	-	-
Restructuring	-	-	-	-	-	-	-	-
Sub-total transactions with owners	-	-	-	-	-	(127)	-	(127)
Transfers between equity components	-	-	-	-	-	-	-	-
Closing balance at 30 June	9,190	8,266	11,553	9,503	85,380	85,380	106,123	103,149
Closing balance attributable to the Australian Government	9,190	8,266	11,553	9,503	85,380	85,380	106,123	103,149

The above statement should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
STATEMENT OF CASH FLOWS

for the period ended 30 June 2009

	Notes	2009 \$'000	2008 \$'000
OPERATING ACTIVITIES			
Cash received			
Goods and services		5,867	6,060
Appropriations		114,935	107,102
Net GST received		5,055	4,746
Other		334	864
Total cash received		126,191	118,772
Cash used			
Employees		64,677	64,757
Suppliers		45,014	43,319
Other		-	-
Total cash used		109,691	108,076
Net cash from (used by) operating activities	9	16,500	10,696
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment		59	66
Total cash received		59	66
Cash used			
Purchase of property, plant and equipment		12,461	5,357
Purchase of intangibles		4,930	5,860
Total cash used		17,391	11,217
Net cash from (used by) investing activities		(17,332)	(11,151)
FINANCING ACTIVITIES			
Cash received			
Appropriations - capital injections		-	-
Total cash received		-	-
Cash used			
Appropriations - return of capital		-	-
Total cash used		-	-
Net cash from (used by) financing activities		-	-
Net increase or (decrease) in cash held		(832)	(455)
Cash at the beginning of the reporting period		1,040	1,495
Cash at the end of the reporting period	5A	208	1,040

The above statement should be read in conjunction with the accompanying notes.

**DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF COMMITMENTS**

as at 30 June 2009

BY TYPE	2009	2008
	\$'000	\$'000
Commitments receivable		
Sublease rental income	(36)	(144)
GST recoverable on commitments	<u>(4,233)</u>	<u>(5,920)</u>
Total Commitments Receivable	<u>(4,269)</u>	<u>(6,064)</u>
Commitments payable		
Capital commitments		
Infrastructure, plant and equipment ¹	1,508	251
Intangibles	<u>3,980</u>	<u>198</u>
Total capital commitments	<u>5,488</u>	<u>449</u>
Other commitments		
Operating leases ²	297	245
Other commitments ³	<u>40,773</u>	<u>64,426</u>
Total other commitments	<u>41,070</u>	<u>64,671</u>
Net commitments by type	<u>42,289</u>	<u>59,056</u>
BY MATURITY		
Commitments receivable		
Operating lease income		
One year or less	(36)	(108)
From one to five years	<u>-</u>	<u>(36)</u>
Total operating lease income	<u>(36)</u>	<u>(144)</u>
Other commitments receivable		
One year or less	(2,292)	(2,274)
From one to five years	<u>(1,941)</u>	<u>(3,646)</u>
Total other commitments receivable	<u>(4,233)</u>	<u>(5,920)</u>
Commitments payable		
Capital commitments		
One year or less	<u>5,488</u>	<u>449</u>
Total capital commitments	<u>5,488</u>	<u>449</u>
Operating lease commitments		
One year or less	178	141
From one to five years	<u>119</u>	<u>104</u>
Total operating lease commitments	<u>297</u>	<u>245</u>
Other Commitments		
One year or less	19,546	24,423
From one to five years	<u>21,228</u>	<u>40,003</u>
Total other commitments	<u>40,774</u>	<u>64,426</u>
Net commitments by maturity	<u>42,289</u>	<u>59,056</u>

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.

<i>Nature of lease</i>	<i>General description of leasing arrangement</i>
Motor vehicles	No contingent rentals exist. There are no renewal or purchase options available to DPS.

3 Other commitments are comprised of long term contracts in force as at 30 June 2009, where total consideration is greater than \$100,000, and outstanding purchase orders at 30 June 2009, where the goods and services were ordered but not received by 30 June 2009.

The above schedule should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF ADMINISTERED ITEMS

	Notes	2009 \$'000	2008 \$'000
Income administered on behalf of government			
<i>for the period ended 30 June 2009</i>			
Revenue			
Other	15	<u>9</u>	<u>1,180</u>
Total revenue administered on behalf of government		<u>9</u>	<u>1,180</u>
Expenses administered on behalf of government			
<i>for the period ended 30 June 2009</i>			
Depreciation and amortisation	16	18,466	18,328
Write-down and impairment of assets		20	7
Value of assets sold		1	6
Total expenses administered on behalf of government		<u>18,487</u>	<u>18,341</u>
Assets administered on behalf of government			
<i>as at 30 June 2009</i>			
Financial assets			
Receivables	17A	<u>100</u>	<u>43</u>
<i>Total financial assets</i>		<u>100</u>	<u>43</u>
Non-financial assets			
Land and buildings	17B	1,812,393	1,635,978
Property, plant and equipment			
Infrastructure, plant and equipment	17B	5,873	5,984
Heritage and cultural assets	17B	77,235	72,175
<i>Total non-financial assets</i>		<u>1,895,501</u>	<u>1,714,137</u>
Total assets administered on behalf of government		<u>1,895,601</u>	<u>1,714,180</u>
Liabilities administered on behalf of government			
<i>as at 30 June 2009</i>			
Payables			
Suppliers	18	<u>439</u>	<u>174</u>
Total liabilities administered on behalf of government		<u>439</u>	<u>174</u>

The above schedule should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF ADMINISTERED ITEMS (continued)

	2009	2008
	\$'000	\$'000
Administered cash flows		
<i>for the period ended 30 June 2009</i>		
OPERATING ACTIVITIES		
Cash received		
Net GST received from the ATO	710	628
GST received from customers	1	1
Other revenue	7	7
Other receipts	-	-
Total cash received	718	636
Cash used		
GST paid to suppliers	(744)	(578)
Cash returned to Appropriation for:		
- GST returned	(710)	(628)
- Other	(1)	(1)
Cash to Official Public Account for:		
- GST returned	-	-
- Other	(8)	(9)
Total cash used	(1,463)	(1,216)
Net cash from (used by) operating activities	(745)	(580)
INVESTING ACTIVITIES		
Cash received		
Proceeds from sales of property, plant and equipment	1	1
Total cash received	1	1
Cash used		
Purchase of property, plant and equipment	(8,859)	(5,894)
Total cash used	(8,859)	(5,894)
Net cash from (used by) investing activities	(8,858)	(5,893)
FINANCING ACTIVITIES		
Cash received		
Assets and Liability Appropriation	9,603	6,473
Total cash received	9,603	6,473
Cash used		
Purchase of property, plant and equipment	-	-
Total cash used	-	-
Net cash from (used by) financing activities	9,603	6,473
Net increase (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.

DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF ADMINISTERED ITEMS (continued)

	2009	2008
	\$'000	\$'000
Administered commitments		
<i>as at 30 June 2009</i>		
BY TYPE		
Commitments receivable		
Other commitments receivable		
GST recoverable on commitments	<u>(260)</u>	(95)
<i>Total commitments receivable</i>	<u>(260)</u>	(95)
Commitments payable		
Capital commitments		
Infrastructure, plant and equipment	<u>2,863</u>	1,042
<i>Total capital commitments</i>	<u>2,863</u>	1,042
Net commitments by type	<u>2,603</u>	947
BY MATURITY		
Commitments receivable		
Other commitments receivable		
One year or less	<u>(260)</u>	(95)
From one to five years	-	-
Over five years	-	-
Total other commitments receivable	<u>(260)</u>	(95)
Commitments payable		
Capital commitments		
One year or less	<u>2,863</u>	1,042
From one to five years	-	-
Over five years	-	-
Total capital commitments	<u>2,863</u>	1,042
Net commitments by maturity	<u>2,603</u>	947

NB: Commitments are GST inclusive where relevant.

Administered contingencies

as at 30 June 2009

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 2008-09.

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 2009

Note	Description	
Note 1	Summary of Significant Accounting Policies.....	2
Note 2	Events after the Balance Sheet date	13
Note 3	Income	13
Note 4	Expenses	14
Note 5	Financial Assets	16
Note 6	Non-Financial Assets	17
Note 7	Payables	22
Note 8	Provisions	22
Note 9	Cash Flow Reconciliation	23
Note 10	Contingent Liabilities and Assets	23
Note 11	Senior Executive Remuneration.....	24
Note 12	Remuneration of Auditors.....	24
Note 13	Average Staffing Level	24
Note 14	Financial Instruments	25
Note 15	Income Administered on Behalf of Government	27
Note 16	Expenses Administered on Behalf of Government	27
Note 17	Assets Administered on Behalf of Government.....	27
Note 18	Liabilities Administered on Behalf of Government.....	32
Note 19	Administered Reconciliation Table.....	32
Note 20	Financial Instruments	32
Note 21	Appropriations	34
Note 22	Special Accounts.....	36
Note 23	Compensation and Debt Relief	37
Note 24	Reporting of Outcomes	38

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.

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 2008;
- 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

1.4 Changes in Australian Accounting Standards**Adoption of new Australian Accounting Standard requirements**

No accounting standard has been adopted earlier than the application date as stated in the standard. Of the new standards, amendments to standards or interpretations issued by the Australian Accounting Standards Board that are applicable to the current reporting year, the following have had the impact, as disclosed, on DPS:

AASB 116 Property Plant and Equipment – the changes have no financial impact but will affect the presentation of the financial reports;

AASB 137 Provisions, Contingent Liabilities and Contingent Assets – the changes have no financial impact but will affect the presentation of the financial reports; and

AASB 2007-9 Amendments to Australian Accounting Standards arising from the Review of AASs 27,29 and 31 [AASB 3, AASB 5, AASB 8, AASB 101, AASB 114, AASB 116, AASB 127 & AASB 137G Interpretation 11 AASB 2 – Group and Treasury Share Transactions and 2007-1] – the changes have no financial impact but will affect the presentation of the financial reports.

Future Australian Accounting Standard requirements

Of the new standards, amendments to standards or interpretations issued by the Australian Accounting Standards Board that are applicable to future periods, the following will have the impact as disclosed on DPS:

AASB 101 Presentation of Financial Statements (Sep 2007) –DPS will have to make retrospective restatements.

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.

Notes to and forming part of the Financial Statements

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.

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 impairment allowance account. 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 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 *Employee Benefits*) and termination benefits due within 12 months of balance date are measured

Notes to and forming part of the Financial Statements

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 at the estimated salary rate that applies at the time the leave is taken 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.

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 current 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.

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

Notes to and forming part of the Financial Statements

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 and cash equivalents include notes and coins held and any deposits in 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.

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.

Notes to and forming part of the Financial Statements

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 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

Notes to and forming part of the Financial Statements

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.

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods and services have been received (and irrespective of having been invoiced).

1.14 *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 *Financial Instruments: Recognition and Measurement*. They are not treated as a Contingent Liability, as they are regarded as financial instruments outside the scope of AASB 137 *Provisions, Contingent Liabilities and Contingent Assets*.

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

Notes to and forming part of the Financial Statements

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:

- 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	Market selling price

Notes to and forming part of the Financial Statements

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 2009, 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.

Depreciation

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.

Depreciation rates applying to each class of depreciable assets are based on the following useful lives:

	<u>2009</u>	<u>2008</u>
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	3 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 2009. 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

Notes to and forming part of the Financial Statements

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 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 (2007-08: 3 to 10 years). Works-in-progress are not depreciated.

All software assets were assessed for indications of impairment as at 30 June 2009, no indications of impairment were found.

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.

1.22 Adjustment to 2007-08 comparatives

In 2008-09 DPS changed the classification of some receipts from revenue to expense offset. This required 2007-08 comparatives to be restated in the Income Statement, the Cash Flow Statement and in the related notes.

Also in 2008-09, and as required by the FMOs, DPS recognised the balance of the salary packaging account on the Statement of Financial Position. This required the 2007-08 comparatives to be restated in Statement of Financial Position, the Cash Flow Statement and related notes.

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.

2009	2008
\$'000	\$'000

Note 3 Income**Revenue**Note 3A Revenue from Government

Appropriation:

Departmental outputs	116,913	116,249
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Total revenue from Government	116,913	116,249
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Note 3B Sale of goods and rendering of services

Provision of goods - related entities	10	17
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Provision of goods - external parties	1,249	1,189
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Rendering of services - related entities	2,206	2,462
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Rendering of services - external parties	1,184	1,085
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Total sale of goods and rendering of services	4,649	4,753
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Note 3C Rental income

Parliament House space - related entities	287	278
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Parliament House space - external parties	965	932
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Total rental income	1,252	1,210
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Note 3D Other revenue

Other	13	8
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Total other revenue	13	8
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Note 3E Reversals of previous asset write-downs

Asset revaluation increment	1,068	-
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Total reversals of previous asset write-downs	1,068	-
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Note 3F Other gains

Resources received free of charge	170	179
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Other	1	1
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Total other gains	171	180
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Notes to and forming part of the Financial Statements

	2009	2008
	\$'000	\$'000
Note 4 Expenses		
<u>Note 4A Employee benefits</u>		
Wages and salaries	48,376	48,242
Superannuation:		
Defined contribution plans	1,919	1,402
Defined benefits plans	8,220	7,468
Leave and other entitlements	7,401	5,965
Separation and redundancies	920	1,487
Other	249	396
Total employee benefits	67,085	64,960
 <u>Note 4B Suppliers</u>		
Provision of goods - related entities	20	14
Provision of goods - external parties	5,177	4,971
Rendering of services - related entities	13,254	11,282
Rendering of services - external parties	20,926	23,200
Operating lease rentals:		
Minimum lease payments	45	40
Workers' compensation premiums	1,347	643
Total supplier expenses	40,769	40,150
 <u>Note 4C Depreciation and amortisation</u>		
Depreciation:		
Property, plant and equipment	11,245	8,873
Total depreciation	11,245	8,873
Amortisation:		
Intangibles-Computer software	3,654	3,451
Total amortisation	3,654	3,451
Total depreciation and amortisation	14,899	12,324

Notes to and forming part of the Financial Statements

	2009	2008
	\$'000	\$'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	2,170	2,089
Communication assets	4,042	2,743
Monitoring assets	156	120
Furniture and equipment	612	717
Library collection	615	580
Security infrastructure	3,650	2,624
Intangibles-Computer software	3,654	3,451
Total depreciation and amortisation	14,899	12,324

Note 4D Write-down and impairment of assets

Plant and equipment write-down	76	76
Intangibles-Computer software write-down	24	-
Total write-down and impairment of assets	100	76

Note 4E Losses from assets sales (gain)

Information technology assets	43	31
Communication assets	(3)	14
Monitoring assets	-	1
Furniture and equipment	(1)	71
Security infrastructure	250	26
Total losses from assets sales	289	143

Notes to and forming part of the Financial Statements

	2009	2008
	\$'000	\$'000
Note 5 Financial Assets		
<u>Note 5A Cash and cash equivalents</u>		
Cash on hand	4	4
Deposits	204	1,036
Total cash and cash equivalents	208	1,040
<u>Note 5B Trade and other receivables</u>		
Goods and services – related entities	652	618
Goods and services – external parties	385	395
Appropriations receivable for existing outputs	66,691	64,713
GST receivable from the Australian Taxation Office	773	682
Total trade and other receivables (gross)	68,501	66,408
Less impairment allowance account:		
Goods and services	-	(2)
Total trade and other receivables (net)	68,501	66,406
All receivables are current assets		
Receivables are aged as follows:		
Not overdue	68,160	66,289
Overdue by:		
less than 30 days	331	113
30 days to 60 days	4	-
61 days to 90 days	4	1
More than 90 days	2	5
Total receivables (gross)	68,501	66,408
The impairment allowance account is aged as follows:		
Overdue by:		
More than 90 days	-	(2)
Total impairment allowance account	-	(2)
Reconciliation of the impairment allowance account		
Movement table		
	Goods and services	Goods and services
Opening balance	(2)	(10)
Amounts written off	2	8
Closing balance	-	(2)

Notes to and forming part of the Financial Statements

	2009	2008
	\$'000	\$'000
Note 6 Non-Financial Assets		
<u>Note 6A Property, plant and equipment</u>		
Information technology assets		
Work in progress (at cost)	2,442	856
Gross carrying value (at fair value)	24,296	22,387
Accumulated depreciation	(17,708)	(17,604)
Total information technology assets	9,030	5,639
Communication assets		
Work in progress (at cost)	2,203	1,686
Gross carrying value (at fair value)	87,179	84,649
Accumulated depreciation	(72,383)	(69,016)
Total communication assets	16,999	17,319
Monitoring assets		
Work in progress (at cost)	1,743	707
Gross carrying value (at fair value)	3,920	3,894
Accumulated depreciation	(3,664)	(3,508)
Total monitoring assets	1,999	1,093
Furniture and equipment		
Work in progress (at cost)	240	27
Gross carrying value (at fair value)	11,072	11,230
Accumulated depreciation	(8,902)	(9,023)
Total furniture and equipment	2,410	2,234
Library collection		
Work in progress (at cost)	3	35
Gross carrying value (at fair value)	12,954	7,956
Accumulated depreciation	(6,859)	(3,270)
Total Library collection	6,098	4,721
Security infrastructure		
Work in progress (at cost)	784	1,280
Gross carrying value (at fair value)	72,814	73,310
Accumulated depreciation	(60,781)	(59,636)
Total security infrastructure	12,817	13,954
Total property, plant and equipment (non-current)	49,353	44,960

All revaluations are conducted in accordance with the revaluation policy stated at Note 1. In 2008-09, an independent valuer Simon O'Leary, Certified Practising Valuer, Australian Valuation Office conducted the revaluation as at 30 June 2009. Revaluation increment of \$1,381,681 for Collection assets and \$668,889 for IT assets (2007-08 increment: \$4,328,307 for Communication assets, \$34,245 for Monitoring assets and \$3,761,980 for Security assets) was made to the Asset Revaluation Reserve. \$1,068,482 was recognised as a revaluation gain for IT assets representing the reversal of a previous revaluation decrement that was expensed (2007-08 revaluation gain \$Nil). 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) 2008-09

Item	Information Technology assets \$'000	Communication assets \$'000	Monitoring Assets \$'000	Furniture and equipment \$'000	Library collection \$'000	Security assets \$'000	Total \$'000
As at 1 July 2008							
Work in progress	856	1,686	707	27	35	1,280	4,591
Gross book value	22,387	84,649	3,894	11,230	7,956	72,310	202,426
Accumulated depreciation/amortisation	(17,604)	(69,016)	(3,508)	(9,023)	(3,270)	(59,636)	(162,057)
Net book value 1 July 2008	5,639	17,319	1,093	2,234	4,721	13,954	44,960
Additions							
By purchase	3,894	3,698	1,062	814	672	2,779	12,919
Revaluations and impairments through equity	669	-	-	-	1,382	-	2,051
Revaluations through income statement	1,068	-	-	-	-	-	1,068
Reclassification	-	24	-	-	-	-	24
Depreciation/amortisation	(2,170)	(4,042)	(156)	(612)	(615)	(3,650)	(11,245)
Disposals:							
Other disposals	(70)	-	-	(26)	(62)	(266)	(424)
Net book value 30 June 2009	9,030	16,999	1,999	2,410	6,098	12,817	49,353
Net book value as of 30 June 2009 represented by:							
Work in progress	2,442	2,203	1,743	240	3	784	7,415
Gross book value	24,296	87,179	3,920	11,072	12,954	72,814	212,235
Accumulated depreciation/amortisation	(17,708)	(72,383)	(3,664)	(8,902)	(6,859)	(60,781)	(170,297)
	9,030	16,999	1,999	2,410	6,098	12,817	49,353

DPS Notes Page 18

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) 2007-08

Item	Information Technology assets \$'000	Communication assets \$'000	Monitoring Assets \$'000	Furniture and equipment \$'000	Library collection \$'000	Security assets \$'000	Total \$'000
As at 1 July 2007							
Work in progress	860	855	386	16	10	824	2,951
Gross book value	22,506	72,813	3,373	11,540	7,544	61,866	179,642
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:							
Work in progress	856	1,686	707	27	35	1,280	4,591
Gross book value	22,387	84,649	3,894	11,230	7,956	72,310	202,426
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

	2009	2008
	\$'000	\$'000
Note 6C Intangibles		
Computer software at cost:		
Purchased—in progress	3,286	2,833
Internally developed—in use	4,038	6,875
Purchased—in use	27,212	25,102
Total Computer Software	34,536	34,810
Accumulated amortisation	(22,503)	(23,841)
Total intangibles (non-current)	12,033	10,969
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 (2008-09)

Item	Computer software internally developed \$'000	Computer software purchased \$'000	Total \$'000
As at 1 July 2008			
Work in progress	-	2,833	2,833
Gross book value	6,875	25,102	31,977
Accumulated amortisation	(6,349)	(17,492)	(23,841)
Net book value 1 July 2008	526	10,443	10,969
Additions	-	4,766	4,766
Reclassifications		(24)	(24)
Amortisation expense	(496)	(3,158)	(3,654)
Write downs	-	(24)	(24)
Net book value 30 June 2009	30	12,003	12,033
Net book value as at 30 June 2009 represented by:			
Work in progress	-	3,286	3,286
Gross book value	4,038	27,212	31,250
Accumulated amortisation	(4,008)	(18,495)	(22,503)
	30	12,003	12,033

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			
Work in progress	-	2,473	2,473
Gross book value	6,849	19,554	26,403
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)
Net book value 30 June 2008	526	10,443	10,969
Net book value as at 30 June 2008 represented by:			
Work in progress	-	2,833	2,833
Gross book value	6,875	25,102	31,977
Accumulated amortisation	(6,349)	(17,492)	(23,841)
	526	10,443	10,969

Notes to and forming part of the Financial Statements

	2009	2008
	\$'000	\$'000
Note 6D Inventories		
Inventories held for sale—The Parliament Shop	245	236
Total inventories (current)	245	236

During 2008-09 \$598,554 of inventory held for sale was recognised as an expense (2007-08 \$549,702).

Note 6E Other non-financial assets		
Prepayments	1,136	863
Total other non-financial assets (current)	1,136	863

No indicators of impairment were found for other non-financial assets.

Note 7 Payables**Note 7A Suppliers**

Trade creditors and accrued expenses –related entities	1,509	1,069
Trade creditors and accrued expenses – external parties	2,665	1,691
Total supplier payables (current)	4,174	2,760

Settlement is usually made net 30 days

Note 7B Other payables

Salaries and wages	976	748
Superannuation	190	125
Separations and redundancy	242	172
Unearned income	5	3
Total other payables (current)	1,413	1,048

Note 8 Employee provisions

Leave	19,766	17,517
Total employee provisions	19,766	17,517

Employee provisions are represented by:

Current	15,392	13,968
Non-current	4,374	3,549
Total employee provisions	19,766	17,517

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 \$13,450,492 (2008: \$12,389,420), and in excess of one year \$6,315,121 (2008: \$5,127,541)

Notes to and forming part of the Financial Statements

Note 9 Cash Flow Reconciliation

	2009	2008
	\$'000	\$'000
Reconciliation of cash and cash equivalents as per Balance Sheet to Cash Flow Statement		
Report cash and cash equivalents as per:		
Cash Flow Statement	208	1,040
Balance Sheet	208	1,040
Difference	<u>-</u>	<u>-</u>
Reconciliation of operating result to net cash from operating activities:		
Operating result	924	4,747
Depreciation/amortisation	14,899	12,324
Net write down of non-financial assets	100	76
(Gain) / Loss on disposal of assets	289	143
(Gain) / Loss on revaluation	(1,068)	-
(Gain) / Loss on foreign currency exchange	(1)	(1)
(Increase) / decrease in net receivables	(2,002)	(9,003)
(Increase) / decrease in inventories	(9)	(3)
(Increase) / decrease in prepayments	(273)	385
(Increase) / decrease in GST receivable	(91)	34
Increase / (decrease) in employee provisions	2,249	865
Increase / (decrease) in supplier payables	1,145	142
Increase / (decrease) in other provisions and payables	365	987
Net cash from / (used by) operating activities	<u>16,500</u>	<u>10,696</u>

Note 10 Contingent Liabilities and Assets*Quantifiable Contingencies*

As at 30 June 2009 DPS had no quantifiable contingencies.

Unquantifiable Contingencies

As at 30 June 2009 DPS had two cases where the contingent gain or loss was unquantifiable.

Remote Contingencies

As at 30 June 2009 DPS had no remote contingencies.

Notes to and forming part of the Financial Statements

	2009	2008
Note 11 Senior Executive Remuneration		
The number of senior executives who received or were due to receive total remuneration of \$130,000 or more:		
\$175,000 to \$189,999	1	2
\$190,000 to \$204,999	2	7
\$205,000 to \$219,999	3	-
\$220,000 to \$234,999	2	-
\$250,000 to \$264,999	1	1
\$295,000 to \$309,999	1	-
\$310,000 to \$324,999	-	1
\$340,000 to \$354,999	1	-
Total	11	11
The aggregate amount of total remuneration of executives shown above.	\$2,581,696	\$2,318,902
The aggregate amount of separation and redundancy/termination benefit payments during the year to executives shown above.	-	\$119,372

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

Financial statement audit services are provided free of charge to DPS.

The fair value of services provided was:

\$141,000	\$142,000
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No other services were provided by the Auditor-General.

Note 13 Average Staffing Level

The average staffing level for DPS during the year was

811	783
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The ASL figure includes those staff whose salary has been capitalised to either departmental or administered asset replacement activities. In 2008-09 \$6,163,890 (07-08 \$1,859,584) was capitalised.

Notes to and forming part of the Financial Statements

	2009	2008
	\$'000	\$'000

Note 14 Financial InstrumentsNote 14A Categories of financial instruments**Financial Assets**

Cash and cash equivalents	208	1,040
Trade receivables	1,037	1,013
Carrying amount of financial assets	1,245	2,053

Financial Liabilities

Other Liabilities

Trade creditors	4,174	2,760
Other	5	3
Carrying amount of financial liabilities	4,179	2,763

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 (2009: \$1,037,368 and 2008: \$1,013,467). DPS has assessed the risk of the default on payment and has allocated \$Nil in 2009 (2008: \$2,000) to an impairment allowance account. DPS has policies and procedures that guide debt recovery techniques that are to be applied.

DPS holds no collateral to mitigate against credit risk.

Credit quality of financial instruments not past due or individually determined as impaired

	Not past due nor impaired 2009 \$'000	Not past due nor impaired 2008 \$'000	Past due or impaired 2009 \$'000	Past due or impaired 2008 \$'000
Loans and receivables				
Cash and cash equivalents	208	1,040	-	-
Trade receivables	696	894	341	119
Total	904	1,934	341	119

Ageing of financial assets that are past due but not impaired for 2009

	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	331	4	4	2	341
Total	331	4	4	2	341

Ageing of financial assets that are past due but not impaired for 2008

Loans and receivables					
Trade receivables	113	-	1	5	119
Total	113	-	1	5	119

Notes to and forming part of the Financial Statements

Note 14C Liquidity risk

Maturities for financial liabilities

	On demand 2009 \$'000	Within 1 year 2009 \$'000	1 to5 years 2009 \$'000	> 5 years 2009 \$'000	Total \$'000
Other liabilities					
Trade creditors	-	4,174	-	-	4,174
Other		5			5
Total	-	4,179	-	-	4,179

	On demand 2008 \$'000	Within 1 year 2008 \$'000	1 to5 years 2008 \$'000	> 5 years 2008 \$'000	Total \$'000
Other liabilities					
Trade creditors	-	2,760	-	-	2,760
Other		3			3
Total	-	2,763	-	-	2,763

Note 14 D Market risk

DPS holds basic financial instruments that do not expose the department to certain market risks. DPS is not exposed to "currency risk" or "other price risk".

Notes to and forming part of the Financial Statements

	2009 \$'000	2008 \$'000
Note 15 Income Administered on Behalf of Government		
Heritage and cultural assets donated to the Parliament of Australia	1	23
Proceeds on sale of assets	6	6
Assets not previously recognised	-	1,148
Other revenue	2	3
Total income administered on behalf of Government	9	1,180

Note 16 Expenses Administered on Behalf of Government		
Depreciation		
Buildings	17,748	17,713
Other property, plant and equipment	718	615
Total depreciation	18,466	18,328
Assets written-down		
Buildings	20	7
Total value of assets written-down	20	7
Value of assets sold		
Other Property, Plant and Equipment	1	6
Total value of assets sold	1	6
Total expenses administered on behalf of Government	18,487	18,341

Note 17 Assets Administered on Behalf of Government		
<u>Note 17A Financial Assets</u>		
Receivables		
GST receivable from ATO	100	43
Total financial assets administered on behalf of Government	100	43
All receivables are current		

Notes to and forming part of the Financial Statements

	2009 \$'000	2008 \$'000
Note 17 (continued) Assets Administered on Behalf of Government		
Note 17B Non-Financial Assets		
Land and buildings		
Land		
At fair value	50,000	25,000
Total land	50,000	25,000
Buildings		
At fair value	1,753,552	1,607,678
Work in progress – at cost	8,841	3,300
Total buildings	1,762,393	1,610,978
Total land and buildings	1,812,393	1,635,978
Property, plant and equipment		
Furniture, fittings and equipment		
At fair value	1,877	2,015
Total furniture, fittings and equipment	1,877	2,015
Plant and equipment		
At fair value	3,996	3,969
Total plant and equipment	3,996	3,969
Heritage and cultural assets		
At fair value	76,822	71,823
Work in progress—at cost	413	352
Total heritage and cultural assets	77,235	72,175
Total property, plant and equipment	83,108	78,159
Total non-financial assets administered on behalf of Government	1,895,501	1,714,137
Total assets administered on behalf of Government	1,895,601	1,714,180

All formal revaluations are conducted in accordance with the revaluation policy stated at Note 1. An independent valuer Simon O'Leary, Certified Practising Valuer, Australian Valuation Office conducted the revaluation as at 30 June 2009.

Revaluation increment of \$25,000,000 for Land, \$161,128,135 for Buildings and \$4,621,921 for Heritage and cultural assets (2007-08 \$12,857,521 for Heritage and cultural assets) was made to the Asset Revaluation Reserve.

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 and property, plant and equipment (2008-09).

Item	Land and Buildings \$'000	Property, Plant and Equipment		Total \$'000
		Other PP&E \$'000	Heritage and Cultural Assets \$'000	
As at 1 July 2008				
Work in progress	3,300	-	413	3,713
Gross book value	1,877,440	19,329	71,762	1,968,531
Accumulated depreciation/amortisation	(244,762)	(13,345)	-	(258,107)
Net book value 1 July 2008	1,635,978	5,984	72,175	1,714,137
Additions:				
By donation	-	-	1	1
By purchase	8,034	629	437	9,100
Revaluations through equity	186,128	-	4,622	190,750
Depreciation/amortisation expense	(17,748)	(718)	-	(18,466)
Disposals:				
By sale	-	(1)	-	(1)
By write-down	-	(20)	-	(20)
Net book value 30 June 2009	1,812,393	5,873	77,235	1,895,501
Net book value as of 30 June 2009 represented by:				
Work in progress	8,841	-	413	9,254
Gross book value	2,094,827	19,635	76,822	2,191,284
Accumulated depreciation	(291,275)	(13,762)	-	(305,037)
	1,812,393	5,873	77,235	1,895,501

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 and property, plant and equipment (2007-08)

Item	Land and Buildings \$'000	Property, Plant and Equipment		Total \$'000
		Other PP&E \$'000	Heritage and Cultural Assets \$'000	
As at 1 July 2007				
Work in progress	7,470	-	690	8,160
Gross book value	1,867,736	15,972	58,219	1,941,927
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 or write-down	-	(13)	-	(13)
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:				
Work in progress	3,300	-	352	3,652
Gross book value	1,877,440	19,329	71,823	1,972,244
Accumulated depreciation	(244,762)	(13,345)	-	(258,107)
	1,635,978	5,984	72,175	1,714,137

DPS Notes Page 30

Notes to and forming part of the Financial Statements

Item	TABLE B Assets on long term loan (2008-09) ¹				Total
	Land and Buildings	Property, Plant and Equipment Other PP&E	Heritage and Cultural Assets		
	\$'000	\$'000	\$'000	\$'000	
Gross value at 1 July 2008	-	-	4,801	4,801	4,801
Revaluation			(601)	(601)	(601)
Gross value at 30 June 2009	-	-	4,200	4,200	4,200
	TABLE B Assets on long term loan (2007-08) ¹				
Gross value at 1 July 2007	-	-	4,001	4,001	4,001
Revaluation			800	800	800
Gross value at 30 June 2008	-	-	4,801	4,801	4,801

¹ Heritage and cultural assets on long term loan to enhance the Parliament House art collection.

Notes to and forming part of the Financial Statements

	2009 \$'000	2008 \$'000
Note 18 Liabilities Administered on Behalf of Government		
Payables		
Suppliers—trade creditors	439	174
Total Liabilities Administered on behalf of Government	439	174

All payables are current liabilities.

Note 19 Administered Reconciliation Table		
Opening administered assets less administered liabilities at 1 July	1,714,006	1,712,475
Plus: Administered revenues	9	1,180
Asset Revaluations	190,750	12,858
Less: Administered expenses	(18,487)	(18,341)
Administered transfers to/from Australian Government:		
Appropriation transfers from OPA:		
Administered assets and liability appropriation	8,893	5,845
Transfers to OPA:		
Administered Receipts	(8)	(9)
Other	(1)	(2)
Closing administered assets less administered liabilities as at 30 June	1,895,162	1,714,006

Note 20 Financial Instruments		
<u>Note 20A Categories of financial instruments</u>		
Financial assets		
Loans and receivables		
Trade receivables	-	-
Carrying amount of financial assets:	-	-
Financial Liabilities		
Other Liabilities		
Payables - suppliers	439	174
Carrying amount of financial liabilities	439	174

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.

	On demand 2009 \$'000	Within 1 year 2009 \$'000	1 to 5 years 2009 \$'000	> 5 years 2009 \$'000	Total \$'000
2009 Liabilities					
Payables - suppliers	-	439	-	-	439
Total		439			439
	On demand 2008 \$'000	Within 1 year 2008 \$'000	1 to 5 years 2008 \$'000	> 5 years 2008 \$'000	Total \$'000
2008 Liabilities					
Payables - suppliers	-	174	-	-	174
Total	-	174	-	-	174

Note 20C Market risk

DPS holds basic financial instruments that do not expose the department to certain market risks. DPS is not exposed to "currency risk" or "other price risk".

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	
	2009 \$'000	2008 \$'000
Balance carried from previous year	65,753	57,188
Adjustments		(127)
Adjusted opening balance	65,753	57,061
Appropriation Parliamentary Departments Act (No.1) 2008-2009 as passed	116,852	116,317
Appropriation Parliamentary Departments Act (No.1) 2009-2010-prior year appropriation as passed	61	469
Departmental Adjustments by the Finance Minister (Appropriation Acts)	-	(537)
Comcover receipts (Appropriation Act s12)	-	2
FMA Act: Refunds credited (FMA s30)	55	380
Appropriations to take account of recoverable GST (FMA s30A)	5,055	4,746
Annotations to 'net appropriations' (FMA s31)	8,604	7,464
Total appropriations available for payments	196,380	185,902
Cash payments made during the year (GST inclusive)	(129,481)	(120,149)
Balance of Authority to Draw Cash from the CRF for Ordinary Annual Services Appropriations	66,899	65,753
Represented by:		
Cash at bank and on hand	208	1,040
Departmental appropriations receivable	66,691	64,713
Total	66,899	65,753

Notes to and forming part of the Financial Statements

Note 21 Appropriations (continued)

Particulars	Administered Equity Outcome 1		Departmental Equity Outcome 1		Total Equity Outcome 1	
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000
Balance carried from previous year	15,639	10,316	-	-	15,639	10,316
Adjustments	-	-	-	127	-	127
Adjusted opening balance	15,639	10,316	-	127	15,639	10,444
Appropriation Act:						
Appropriation Parliamentary Departments Act (No.1) 2008-2009 as passed	11,446	11,168	-	-	11,446	11,168
Departmental Adjustments by the Finance Minister (Appropriation Acts)	-	-	-	(127)	-	(127)
Appropriation reduced by section 8 determinations (current year)	-	-	-	-	-	-
FMA Act:						
Refunds credited (FMA s30)	1	1	-	-	1	1
Appropriations to take account of recoverable GST (FMA s30A)	710	627	-	-	710	627
Total appropriations available for payments	27,796	22,112	-	-	27,796	22,112
Cash payments made during the year (GST inclusive)	(9,603)	(6,473)	-	-	(9,603)	(6,473)
Balance of Authority to Draw Cash from the CRF for Ordinary Annual Services Appropriations	18,193	15,639	-	-	18,193	15,639
Represented by:						
Undrawn, unexpired administered appropriations	18,193	15,639	-	-	18,193	15,639

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 2009 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	2009	2008
	\$'000	\$'000
<i>Legal Authority: Safety, Rehabilitation and Compensation Act 1998</i>		
<i>Purpose: for the purpose of distributing compensation payments in accordance with this Act.</i>		
This account is non-interest bearing.		
Balance carried from previous period	60	51
Receipts	401	320
Available for payments	461	371
Total debits	(417)	(311)
Balance carried to next period and represented by:		
Cash – held by DPS	44	60
Total balance carried to the next period	44	60

Notes to and forming part of the Financial Statements

Note 23 Compensation and Debt Relief

Administered	2009	2008
	\$	\$
No "Act of Grace Payments" were made during the reporting period, pursuant to subsection 33(1) of the <i>Financial Management and Accountability Act 1997</i> (2008: No payments).	Nil	Nil
No waivers of an amount owing to the Commonwealth were made pursuant to subsection 34(1) of the <i>Financial Management and Accountability Act 1997</i> (2008: No waivers).	Nil	Nil
No payments were made under the "Scheme for Compensation for Detriment caused by Defective Administration" during the reporting period (2008: No payments).	Nil	Nil
No ex-gratia payments were provided for during the reporting period. (2008: No payments)	Nil	Nil
No payments were made during the reporting period under section 66 of the <i>Parliamentary Service Act 1999</i> (2008: No payments).	Nil	Nil
Departmental		
No "Act of Grace Payments" were made during the reporting period, pursuant to subsection 33(1) of the <i>Financial Management and Accountability Act 1997</i> (2008: No payments).	Nil	Nil
No waivers of an amount owing to the Commonwealth were made pursuant to subsection 34(1) of the <i>Financial Management and Accountability Act 1997</i> (2008: No waivers).	Nil	Nil
No payments were made under the "Scheme for Compensation for Detriment caused by Defective Administration" during the reporting period (2008: No payments).	Nil	Nil
No ex-gratia payments were provided for during the reporting period. (2008: No payments)	Nil	Nil
No payments were made during the reporting period under section 66 of the <i>Parliamentary Service Act 1999</i> (2008: one payment).	Nil	28,679

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	
	2009	2008
	\$'000	\$'000
Administered expenses	18,487	18,341
Departmental expenses	123,142	117,653
Total expenses	141,629	135,994
<i>Costs recovered from provision of goods and services to the non-government sector</i>		
Administered	9	1,180
Departmental	3,398	3,484
Total costs recovered	3,407	4,664
<i>Other external revenues</i>		
Departmental		
Other	13	8
Goods and services revenue from related entities	2,503	2,479
Total other external revenues	2,516	2,487
Net cost of outcome	135,706	128,843

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		Output Group 2.1	
	Research	Information Access	Security	Facilities
	2009	2008	2009	2008
	\$'000	\$'000	\$'000	\$'000
Departmental Expenses				
Employee benefits	9,949	9,687	15,224	13,857
Suppliers	1,307	1,251	12,814	12,767
Depreciation and amortisation	343	330	4,145	3,204
Other expenses	1	4	264	47
Total departmental expenses	11,600	11,272	32,447	29,875
Funded by:				
Revenues from government	11,371	10,936	31,700	29,564
Sale of goods and services	136	181	547	650
Gains	155	22	155	23
Total departmental income	11,662	11,139	32,402	30,237
			9,960	10,009

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 Group 3.1 Building Infrastructure		Output Group 3.2 IT Infrastructure		Output 4—Parliamentary Broadcasting		Output Group 4.2 Hansard	
	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000	2009 \$'000	2008 \$'000
Departmental Expenses								
Employees	9,915	10,313	8,144	8,046	4,705	4,590	8,205	7,949
Suppliers	9,002	9,779	4,579	5,427	1,241	946	2,964	1,910
Depreciation and amortisation	941	1,081	7,296	5,376	317	511	347	330
Other expenses	16	37	33	34	4	4	1	9
Total departmental expenses	19,874	21,210	20,052	18,883	6,267	6,051	11,517	10,198
Funded by:								
Revenues from government	20,012	22,117	19,318	20,754	5,900	5,740	11,472	10,072
Sale of goods and services	432	502	1,405	1,151	406	495	113	164
Gains	155	22	155	22	154	22	155	22
Total departmental income	20,599	22,641	20,878	21,927	6,460	6,257	11,740	10,258

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	
	2009 \$'000	2008 \$'000
Departmental Expenses	67,085	64,960
Employees	40,769	40,150
Suppliers	14,899	12,324
Depreciation and amortisation	389	219
Other expenses		
Total departmental expenses	123,142	117,653
Funded by:		
Revenues from government	116,913	116,249
Sale of goods and services	5,914	5,971
Gains	1,239	180
Total departmental income	124,066	122,400

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	
	2009	2008
	\$'000	\$'000
Administered Revenues		
Revenue from sale of assets	6	6
Other receipts	2	3
Heritage and cultural assets donated to the Parliament of Australia	1	23
Assets not previously recognised	-	1,148
Total Administered Revenues	9	1,180
Administered expenses		
Depreciation and amortisation	18,466	18,328
Write down of assets	20	7
Value of assets sold	1	6
Total Administered Expenses	18,487	18,341

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 2008-09

Figure 60—Consultancy expenditure for 2008-09 for \$10,000 or more

Consultant	Description	Contract expenditure	Selection process (1)	Justification (2)
AECOM Australia Pty Ltd (Bassett Consulting Engineers)	Electronic security systems review	\$13,939	Restricted	B
Australian Government Solicitor	Legal services	\$24,436	Panel	B
	Legal services	\$84,767	Panel	B
Australian Public Service Commission	Career Transition Advice	\$13,200	Direct	B
Blake Dawson	Legal services	\$21,133	Panel	B
	Legal services	\$34,111	Panel	B
CRS Australia	Disability Access Audit of APH	\$18,370	Restricted	C
Davidson Trahaire Corpsych Pty Ltd	Employee Assistance Program - Services 2008	\$22,688	Open	B
Foodservice Consultants Australia Pty Ltd	Transition in and out support for Catering contractors	\$18,700	Direct	B
Grey Advantage Consulting Pty Ltd	Financial advice for Catering Contracts	\$16,786	Direct	C
	Financial advice for Catering Contracts	\$17,432	Direct	C
R D Gossip Pty Ltd	Parliament Drive one way road upgrade project - Design stage	\$62,317	Direct	B
HBO EMTB Interiors (ACT) Pty Ltd	Basement Accommodation and Storage Review	\$95,053	Restricted	B
	Additional Accommodation Review	\$15,336	Direct	B
LFA (ACT) Pty Ltd	Architectural services	\$21,615	Open	B
Marloc Engineering & Car Repairs	Engineering review of cargo trailers	\$19,008	Direct	B
Minter Ellison	Legal services	\$18,938	Panel	B
	Legal services	\$37,594	Panel	B
National Safety Council of Australia Limited	Roof access safety system investigation	\$17,078	Restricted	B
Northrop Consulting Engineers Pty Ltd	Archive upgrade for the House of Representatives	\$26,004	Restricted	A
Orima Research Pty Ltd	DPS Staff Survey	\$27,583	Direct	B

Consultant	Description	Contract expenditure	Selection process (1)	Justification (2)
Parsons Brinkerhoff Australia	Provision of energy audit services	\$91,549	Open	C
Peckvonhartel	Upgrade to Security Point One Entry	\$62,392	Open	A
Redbox Design Group	Review of the Parliament House landscape	\$16,258	Direct	B
SAI Global Vic	Provision of SafetyMap Certification for OHS	\$26,356	Restricted	B
SCG Consulting Pty Ltd	Upgrade to Peoplesoft	\$16,940	Direct	B
Sinclair Knight Merz (ACT)	Parliament House roof area security feasibility study	\$40,700	Restricted	B
	Mail screening feasibility study	\$46,200	Restricted	B
Trident Media Partners	Consultancy for Broadcasting services	\$17,269	Direct	B
	Financial processing Phase two	\$10,700	Panel	C
Walter Turnbull	Certificate of Compliance	\$12,653	Panel	C
	Risk Management	\$10,065	Panel	C
(Internal audits)	Recruitment Processes	\$10,230	Panel	C
	Central register of contracts	\$10,622	Panel	C
TOTAL		\$998,022		

(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 2007-08 annual report

There were no material errors in the *Department of Parliamentary Services Annual Report and Financial Statements 2007-08*.

Appendix C — Agency resource statement and summary resource tables by outcomes

DEPARTMENT OF PARLIAMENTARY SERVICES

Agency Resource Statement - 2008-09

Appropriation (Parliamentary Departments) Act (No. 1) 2008-2009

	Actual Available Appropriations	Payments Made	Balance Remaining
	2008-09 \$'000	2008-09 \$'000	2008-09 \$'000
Ordinary Annual Services			
Departmental appropriation			
Balance carried forward from previous ye	65,753		
Departmental appropriation	116,913	124,426	
S.31 Revenue	8,604		
sS30 refunds	55		
Total	191,325	124,426	66,899
Administered expenses			
Administered appropriation	11,446	8,859	2,587
Total ordinary annual services	191,325	124,426	66,899

1. These figures are extracted from note 21 of the 2008-09 financial statements after adjusting for GST payments and receipts.

2. The appropriation amount includes \$61k that was received in 2008-09 and appropriated in 2009-10 as a prior year departmental appropriation.

DEPARTMENT OF PARLIAMENTARY SERVICES

Resources for Outcomes

Outcome 1: Occupants of Parliament House are supported by integrated services and facilities, Parliament functions effectively and its work and building are accessible to the public	Budget	Actual Expenses	Variation
	2008-09 \$'000	2008-09 \$'000	2008-09 \$'000
	(a)	(b)	(a)-(b)
Administered appropriations	11,446	18,487	(7,041)
Total administered appropriations	11,446	18,487	(7,041)
Departmental Output			
Output 1 - Library Services			
Output 1.1 - Research Services	11,574	11,600	(26)
Output 1.2 - Information Access Services	9,858	10,480	(622)
Subtotal for output 1	21,432	22,080	(648)
Output 2 - Building and Occupant Services			
Output 2.1 - Security Services	31,244	32,447	(1,203)
Output 2.2 - Facilities Services	10,719	10,905	(186)
Subtotal for Output 2	41,963	43,352	(1,389)
Output 3 - Infrastructure Services			
Output 3.1 - Building Infrastructure Services	20,760	19,874	886
Output 3.2 - IT Infrastructure Services	21,346	20,052	1,294
Subtotal for Output 3	42,106	39,926	2,180
Output 4 - Parliamentary Records Service			
Output 4.1 - Broadcasting Services	6,719	6,267	452
Output 4.2 - Hansard Services	10,823	11,517	(694)
Subtotal for Out put 4	17,542	17,784	(242)
Total for outcome 1			
Departmental	123,043	123,142	(99)
Administered	11,446	18,487	(7,041)
Average staffing level (number)	811		

* full-year budget, including any subsequent adjustment made to the 2008-09 budget

1. The budget amount is taken from the Budgeted Expenses and Resources from Outcome table, 2008-09 estimated actual column of the 09-10 PBS
2. The actual expenses are taken from the 2008-09 financial statements note 24B.

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-Uniform Protection—A part of the Australian Federal Police's (AFP) Protection portfolio, AFP-Uniform 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 it is the 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.

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.

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 for departments that provide services direct to the public have service charters in place.

Staff Dining Room—The Staff Dining 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 2009.

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 viii
	Index	Page 201
	Glossary	Page 187
	Acronyms and abbreviations	Page 191
	Contact officer	Page ii
	Internet home page address and Internet address of report	Page ii
Part 1—Secretary's review	Review by departmental Secretary	Page 11 to 13
	Summary of significant issues and developments	Page 11 to 13
	Overview of department's performance and financial results	Page 11 to 13
	Outlook for 2009 -10	Page 11 to 13
Part 2—Departmental overview	Overview description of department	Page 17
	Role and functions	Page 17 - 27
	Organisational structure	Page 18
	Outcome and output structure	Figure 14 page 57

Part of report	Requirement item	Location
	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	Page 55
	Actual results against performance targets set out in PBS	Part 4 and Part 5 (Part 3 Parliamentary Library)
	Performance of purchaser / provider arrangements	Not applicable
	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	Part 4 and Part 5 (Part 3 Parliamentary Library)
	Discussion and analysis of financial performance	Financial statements page 125
	Summary resource tables by outputs	Note 24 to financial statements page 173 and appendix C
Part 6—Management and accountability		Page 107 to 121
Corporate governance	Statement of the main corporate governance practices in place	Page 107 to 112
	Senior management committees and their roles	Page 107 to 110
	Corporate and operational planning and associated performance reporting and review	Page 112
	Identification of areas of significant financial or operational risk and arrangements in place to manage risks	Page 110
	Certification of department's compliance with the Commonwealth Fraud Control Guidelines	Page 116
	Maintenance of appropriate ethical standards	Page 110

Part of report	Requirement item	Location
External scrutiny	Significant developments in external scrutiny	Page 120
	Judicial decisions and decisions of administrative tribunals	Page 120
	Reports by the Auditor-General, a Parliamentary Committee or the Commonwealth Ombudsman	Page 120
Management of human resources	Assessment of effectiveness in managing and developing human resources	Page 113
	Workforce planning, staff turnover and retention	Page 113
	Impact and features of collective agreements, determinations, common law contracts and AWAs	Page 113
	Training and development undertaken and its impact	Page 115
	Occupational health and safety performance	Page 117
	Statistics on staffing	Page 114
	Collective agreements, determinations, common law contracts and AWAs	Page 113
	Performance pay	Page 113
	Assessment of effectiveness of assets management	Page 120
	Assessment of purchasing against core policies and principles	Page 118
	Summary statement detailing consultancy services contracts	Page 119
	Absence of provisions in contracts allowing access by the Auditor-General	Page 119
	Contracts exempt from AusTender	Page 119
Report on performance in implementing the Commonwealth Disability Strategy	Page 118	
Financial Statements	Page 125	

Part of report	Requirement item	Location
	Occupational health and safety (section 74 of the <i>Occupational Health and Safety Act 1991</i>)	Page 117
	Freedom of Information (subsection 8(1) of the <i>Freedom of Information Act 1982</i>)	Page 120
	Advertising and Market Research (Section 311A of the <i>Commonwealth Electoral Act 1918</i>)	Page 121
	Ecologically sustainable development and environmental performance (Section 516A of the <i>Environment Protection and Biodiversity Conservation Act 1999</i>)	Part 5
	Grant Programs	Page 121
	Correction of material errors in previous annual report	Page 183

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 Parliament House web site at the following address: http://www.aph.gov.au/dps/building/EMS/EM_Performance.htm.

Figure 61—GRI Indicators

GRI environmental indicators	Location
Material indicators	
EN 1 Total materials use other than water, by type	Pages 92, 97 and 101 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 page 101
Energy indicators	
EN 3 Direct energy use segmented by primary source	See Figure 46
EN 4 Indirect energy use	Indirect energy not measured. Greenhouse gas emissions from indirect energy use are shown in Figure 50
Water indicator	
EN 5 Total water use	See page 95 - 97
Biodiversity indicators	
EN 6 Location and size of land owned, leased, or managed in biodiversity-rich habitats	Not applicable in 2008-09
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 2008-09
Emissions, effluents and wastes indicators	
EN 8 Greenhouse gas emissions	See Figure 50 page 103
EN 9 Use and emissions of ozone depleting substances	See page 102 and Figure 52
EN 10 NO _x , SO _x , and other significant air emissions by type	See Figure 53
EN 11 Total amount of waste by type and destination	See page 101 - 101

GRI environmental indicators	Location
EN 12 Significant discharges to water by type	See page 102
EN 13 Significant spills of chemicals, oils, and fuels in terms of total number and total volume	See page 102
Products and services indicators	
EN 14 Significant environmental impacts of principal products and services	Not applicable in 2008-09
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 2008-09
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 page 102

List of Figures

Figure 1—DPS Departmental Structure at 30 June 2009	18
Figure 2—Parliamentary Library Planning Framework.....	32
Figure 3—President of the Senate, Senator the Hon John Hogg with the signed Bible	36
Figure 4—ParlInfo Search—Parliament House Use—2008-09.....	37
Figure 5—ParlInfo Search—Use by the public—2008-09	38
Figure 6—Sub-output 1.1—Research services—quality indicators.....	44
Figure 7—Sub-output 1.1—Research services—quantity indicators	45
Figure 8—Distribution of client service hours by service type.....	46
Figure 9—Sub-output 1.1—Research services—price indicator	48
Figure 10—Sub-output 1.2—Information access services—quality indicator.....	48
Figure 11—Sub-output 1.2—Information access services—quantity indicator.....	49
Figure 12—Sub-output 1.2—Information access services—price indicators	50
Figure 13—Parliamentary Library Organisation Char	52
Figure 14—Relationship between Outcome and Outputs	57
Figure 15—Sub-output 2.1—Security services—quality indicators.....	59
Figure 16—Sub-output 2.1—Security services—quantity indicators.....	59
Figure 17—Number of parliamentary and non-parliamentary functions requiring additional security resources ..	60
Figure 18—Sub-output 2.1—Security services—price indicator	60
Figure 19—Sub-output 2.2—Facilities services—quality indicators	61
Figure 20—Customer Satisfaction Survey results.....	62
Figure 21—Sub-output 2.2—Facilities services—quantity indicators.....	64
Figure 22—Parliament House Visitors 1988-2009	66
Figure 23—Sub-output 2.2—Facilities services—price indicator	67
Figure 24—Sub-output 3.1—Building infrastructure services—quality indicators	68
Figure 25—Building Condition Index score by zone.....	69
Figure 26—Sub-output 3.1—Building infrastructure services—quantity indicators.....	70
Figure 27—Sub-output 3.1—Building infrastructure services—price indicators.....	71
Figure 28—Sub-output 3.2—IT infrastructure services—quality indicators.....	72
Figure 29—Registered PCN users	74
Figure 30—Sub-output 3.2—IT infrastructure services—quantity indicator	75
Figure 31—Sub-output 3.2—IT infrastructure services—price indicators	76
Figure 32—Sub-output 4.1—broadcasting services—quality indicator	77
Figure 33—Sub-output 4.1—Broadcasting services—quantity indicator.....	77
Figure 34—Broadcasting and Hansard—Chamber Hours 1993-94 to 2008-09.....	79
Figure 35—Broadcasting and Hansard—Committee Hours 1993-94 to 2008-09	79
Figure 36—Sub-output 4.1—Broadcasting services—price indicators.....	80
Figure 37—Sub-output 4.2—Hansard services—quality indicators	81
Figure 38—Sub-output 4.2—Hansard services—quantity indicators	84
Figure 39—Sub-output 4.2—Hansard services—price indicators.....	85
Figure 40—Administered items—Building works—quality, quantity and price indicators.....	86
Figure 41—Administered items—Artworks—quality, quantity and price indicators	87
Figure 42—Design Integrity Index score by area	94
Figure 43—Annual water consumption	95
Figure 44—Breakdown of water use during 2008–09	97
Figure 45—Actual water use compared to Stage 3 restrictions target	98
Figure 46—Energy consumed at Parliament House and by transport	99
Figure 47—Annual electricity and gas consumption (in 000's of GJ).....	100
Figure 48—Annual waste disposed to landfill and recycled	101
Figure 49—Annual quantity of landscape waste	102
Figure 50—Parliament House emissions (direct and indirect, including SES and operational vehicle fleets)	103
Figure 51—Annual greenhouse gas emissions from electricity and gas.....	103
Figure 52—Type of refrigerant use	104
Figure 53—Emissions of air pollutants from natural gas consumption.....	104
Figure 54—Audit Committee attendance	109
Figure 55—Classification and salary ranges as at 30 June 2009	112
Figure 56—Staff numbers as at 30 June 2009.....	114
Figure 57—Staff retention and turnover statistics	115
Figure 58—Advertising costs.....	121
Figure 59—Legal services expenditure	121
Figure 60—Consultancy expenditure for 2008-09 for \$10,000 or more	181
Figure 61—GRI Indicators.....	197

Index

A

Accountability	120
Acronyms and abbreviations	191
Administered items	
Art collection performance	87
Overview	85
Projects performance	86
Advertising costs	121
AFP-Uniform Protection.....	19
Art Advisory Committee	108
Art collection <i>See</i> Parliament House Art Collection	
Asset management.....	120
Audit Committee	109
Australia Day Awards	13
Australian National Audit Office.....	120

B

Broadcasting	
Customer satisfaction	76
Overview	21
Performance	76
Budget outlook.....	12
Building Condition Index.....	69
Building Services Branch	
Highlights and achievements	19
Overview	19
Performance	58
Business planning	112

C

Case studies	
Broadcasting - Voicing support.....	82
Caring for our Parliament House landscape	96
Child care services	22
Parliamentary Library - The Budget explained.....	43
Registering our art heritage	111
Staff recognition - Australia Day Achievement Medallions.....	14
Chief Finance Officer Branch	
Highlights and achievements	27
Overview	27
Climate change <i>See</i> Environment	
Committees	107
Art Advisory Committee	108
Audit Committee	109
Executive Committee.....	108
Joint House Committee	107
Joint Standing Committee on the Parliamentary Library	31, 107
Presiding Officers' Information Technology Advisory Group.....	107
Security Management Board	107
Strategy and Finance Committee	108
Commonwealth Disability Strategy.....	118
Competitive tendering and contracting.....	119

Compliance Index.....	193
Consultants.....	119, 181
Content Management Branch	
Highlights and achievements.....	24
Overview.....	21
Performance.....	76
Corporate governance.....	107
Customer satisfaction.....	44, 72
Broadcasting services.....	76
Customer satisfaction survey.....	11
Facilities services.....	62
Hansard services.....	83
Information access services.....	48
IT infrastructure services.....	73

D

Departmental outcome statement.....	17
Departmental overview.....	17
Departmental services.....	19
Departmental structure	
As as 30 June 2009.....	17
Design Integrity Index.....	86, 94
Discretionary grants.....	121
DPS committees <i>See</i> Committees	
DPS services catalogue.....	112

E

Electorate office support.....	88
Electricity consumption.....	97
Energy.....	97
Environment.....	91
Air pollutants.....	102
Chemical spills.....	102
Climate change.....	12
Communication and promotion.....	92
Contributions of outcomes to ESD.....	93
Discharges to water.....	102
Ecologically sustainable development.....	93
Emissions.....	101
Energy consumption.....	97
Greenhouse gas emissions.....	101
Identification, management and monitoring of environmental impacts.....	94
Legal requirements.....	93
Oil spills.....	102
Overview.....	91
Recycling and waste.....	100
Strategic plans.....	91
Sustainable purchasing.....	92
Water consumption.....	95
Ethical standards.....	110
Executive Committee.....	108

F

Financial Statements.....	123
Fraud control.....	110

Freedom of information	120
------------------------------	-----

G

Gas consumption.....	97
Global Reporting Initiative Index.....	197
Glossary	187

H

Hansard	
Customer satisfaction	83
Overview	21
Performance	80
Health and Recreation Centre.....	63
Heritage	91
Communication and promotion.....	92
Design integrity	94
Legal requirements.....	93
Strategic plan.....	91
Sustainable purchasing	91

I

Information Access Branch <i>See</i> Parliamentary Library	
Infrastructure Services Branch	
Highlights and achievements.....	21
Overview	20
Performance	68

J

Joint House Committee	107
Joint Standing Committee on the Parliamentary Library	31, 107

L

Landscape condition.....	69
Landscape Condition Index.....	69
Legal services expenditure.....	121

M

Management and accountability.....	107
Management of human resources.....	113
Material Errors.....	183

N

Nurses Centre	63
---------------------	----

O

Occupational health and safety	117
Outcome and Outputs	
Administered items	85
Effectiveness in achieving Outcome.....	55
Outcome statement	17
Output 1—Library Services.....	42
Sub-output 1.1—Research services	42

Sub-output 1.2—Information access services.....	48
Output 2—Building and Occupant Services	58
Sub-output 2.1—Security services.....	58
Sub-output 2.2—Facilities services.....	61
Output 3—Infrastructure Services	68
Sub-output 3.1—Building infrastructure services.....	68
Sub-output 3.2—IT infrastructure services.....	73
Output 4—Parliamentary Records Services	76
Sub-output 4.1—Broadcasting services.....	76
Sub-output 4.2—Hansard services	80
Structure	57
Output cost attribution	55

P

Parliamentary Librarian *See* Parliamentary Library

Parliamentary Library

Assistance to parliamentary libraries in the region	40
Australian Parliamentary Fellowship.....	39
Bills Digests	46
Client feedback.....	39
Client requests.....	44
Client satisfaction	
Information access services.....	48
Collection	49
Databases.....	49
Electronic Media Monitoring Service	50
Financial Report.....	51
General briefs and publications	45
Highlights and achievements.....	33
Information Access Branch	42
Introduction	31
Joint Standing Committee on the Parliamentary Library	31, 107
Office of the Parliamentary Librarian	41
Organisation Chart.....	52
Overview	41
ParlInfo	36
Performance	42
Sub-output 1.1—Research services	42
Sub-output 1.2—Information access services.....	48
Planning framework	33
Research branch	41
Resource Agreement	32
Seminars.....	47
Strategic and Workforce Planning	41
Sub-output 1.1—Research services	42
Sub-output 1.2—Information access services	48
Parliament House Art Collection.....	87
Collection conservation.....	87
Collection development	87
Highlights.....	25
Parliament Shop.....	66
People management and strategy.....	113
Performance information and reporting model	55
Presiding Officers' Information Technology Advisory Group.....	107
Product and Service Development Branch	
Art collection performance	87

Highlights and achievements.....	25
Overview.....	24
Projects performance.....	86

R

Recycling and waste management.....	100
Research Branch <i>See</i> Parliamentary Library	
Risk management.....	110

S

Secretary's review.....	11
Security Management Board.....	107
Staff development and training.....	115
Staffing, salary and classification structures.....	113
Staff satisfaction survey.....	11
Strategy and Business Services Branch	
Highlights and achievements.....	26
Overview.....	25
Strategy and Finance Committee.....	108
Structure	
Departmental.....	17
DPS organisation chart.....	17
Parliamentary Library organisation chart.....	52
Sustainable purchasing.....	91
Heritage considerations.....	91
Sustainable purchasing	
Environmental considerations.....	92

V

Visitor satisfaction.....	63
Visitors to Parliament House.....	66

W

Water.....	95
Workforce planning.....	113
Workplace diversity.....	117
Workplace relations.....	117