Parliament of Australia
Department of Parliamentary Services

DEPARTMENT OF PARLIAMENTARY SERVICES

ANNUAL REPORT
2011–12

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

Ms Anna Burke MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Dear President and Speaker

DPS Annual Report 2011–12

I have pleasure in submitting the annual report of the Department of Parliamentary Services (DPS) for the year ending 30 June 2012, as required by paragraph 65(1)(c) of the *Parliamentary Service Act 1999*. That provision requires the report to be presented to both Houses of the Parliament.

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

In submitting the report, I thank my staff who have worked through a challenging period of transition to deliver quality services to DPS's customers.

Yours sincerely

Carol Mills
Secretary
19.10.12

Parliament of Australia
Department of Parliamentary Services

19 October 2012

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

Ms Anna Burke MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Dear President and Speaker

Annual Report 2011–12

In accordance with subsection 65(3) of the *Parliamentary Service Act 1999*, I am pleased to present the annual report of the Parliamentary Library for the year ending 30 June 2012.

Subsection 65(3) requires that the report be presented to the Presiding Officers after the end of each financial year, and be included in the report on the activities of the Department of Parliamentary Services made under subsection 65(1)(c) of the *Parliamentary Service Act 1999*.

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.

Yours sincerely

Dr Dianne Heriot
Parliamentary Librarian

Contents

Part 1
Secretary's message

The Department of Parliamentary Services (DPS) provides essential services to support the work of the Parliament, maintain Parliament House as a symbol of Australian democracy, and ensure that the building, and the important activity that takes place within it, is accessible and engaging for all. The range of services provided includes: the production of Hansard transcripts of all parliamentary proceedings; broadcasts of the proceedings for radio, television and online; information technology services to parliamentarians and the parliamentary departments; security services at Parliament House; building and landscape maintenance; public tours; and library services. A more detailed description of the role of the department is provided in Part 2 of this report.

The year 2011–12 was a period of significant transition in how DPS delivers these essential services. The key changes outlined below mark some of the most important developments for the department since its establishment in 2004, when the former Joint House Department, Department of the Parliamentary Library and Department of the Parliamentary Reporting Staff were amalgamated to form a single department.

Changes in senior leadership

The year under review included changes in the senior leadership of the department. On 24 November 2011, one of the two Presiding Officers of the Parliament to which DPS reports, Mr Harry Jenkins MP, resigned as Speaker of the House of Representatives. The Hon Peter Slipper MP was subsequently elected as the 27th Speaker of the House of Representatives. The Speaker of the House and the President of the Senate are jointly responsible for the administration and operation of Parliament House, including 'Ministerial' responsibility for DPS.

On 4 January 2012, the Secretary of the department, Mr Alan Thompson announced his retirement. His final day at work was 26 January. Deputy Secretary, Mr David Kenny acted as interim Secretary from 27 January to 8 March. Mr Russell D. Grove PSM FIPAA, former longstanding Clerk of the New South Wales Legislative Assembly, was appointed as acting Secretary from 9 March to 27 May, pending the appointment of the new Secretary. On 27 April, the Presiding Officers, announced my appointment as Secretary commencing on 28 May 2012.

Also, on 21 December 2011, the then Secretary announced the resignation of the Parliamentary Librarian, Ms Roxanne Missingham, effective 13 February 2012. The Assistant Secretary, Research Branch, Dr Dianne Heriot acted as Parliamentary Librarian during the subsequent recruitment process. Following that process, Dr Heriot was formally appointed to the statutory position by the Presiding Officers on 10 May 2012.

Main highlights of 2011–12

The year 2011–12 saw further development and extension of the role of DPS in meeting the information and communications technology (ICT) requirements of the Parliament. In foreseeing and adapting to the changing needs of parliamentarians, DPS extended its ICT services to support the portable electronic devices of parliamentarians and their staff. This service currently focuses on connecting iPads and iPhones to the parliamentary computing network (PCN) but will expand to other mobile devices and services. The formal transfer of electorate office information technology (EOIT) from the Department of Finance and Deregulation to DPS was completed in early November 2011. The transfer was a major step towards the provision of an integrated service delivery model for parliamentarians and their staff and will enable DPS to lead the development of improved services in this fast-changing area.

To further progress the development of strategic policy in this area, in late November 2011 the Presiding Officers agreed to a whole-of-Parliament review into the provision of ICT services to the Parliament. The purpose of the review, undertaken by former senior public servant, Mr Michael Roche, is to consider how to plan for and manage the delivery of ICT services to the Parliament in a way that best meets the priorities of key stakeholders. A formal response to the review will be implemented in 2012–13.

In 2011–12, the Senate Finance and Public Administration Legislation Committee continued its inquiry into the performance of DPS. The purpose of the inquiry was to further examine the process for the sale of Parliament House billiard tables and heritage and asset management policies of the department and other matters, including ICT performance, it deemed relevant. The Committee held a public hearing with the original architects of Parliament House on 16 November 2011, and with DPS and other witnesses on 2 May 2012. On 27 June 2012, the Committee tabled its Interim Report on part of its terms of reference.

DPS is working constructively with the Committee in responding to its findings and addressing areas of concern. I have personally looked into many of the issues raised by the Committee during my short time as Secretary of the department and reviewed the actions undertaken in advance of the completion of the inquiry. For example, in September 2011 Mr Robert Tonkin conducted a review of DPS disposal policies and procedures. DPS has accepted all of the recommendations of the review, the majority of which have now been implemented. There has been a range of actions to improve the department's heritage management systems including the development of a Parliament House Heritage Management Framework and the establishment in May 2012 of a Heritage Management Board. This work will be accelerated in 2012–13.

Other highlights for the year include the launch of the new APH website in February 2012, the completion of a number of projects to enhance the physical security of Parliament House, and the successful hosting of high profile international visitors such as Her Majesty the Queen and His Royal Highness the Duke of Edinburgh on 21 October 2011 and the President of the United States of America, the Honorable Barack Obama, on 16–17 November 2011. These and other highlights are detailed further in Part 3 of this report.

Budget

DPS continues to operate in a very tight funding environment. As part of the Mid-Year Economic and Fiscal Outlook 2011–12, in November 2011, the Government increased its efficiency dividend funding reductions by a further 2.5 per cent of the departmental operational appropriation for 2012–13. This reduction was in addition to the existing 1.5% efficiency dividend applied to departments. For DPS, this equated to a $2.6m reduction in 2012–13 operating funds. A 20% reduction in the departmental capital budget was also announced in November 2011, equating to $2.4 million. The department has been examining a number of areas for reprioritisation, and identifying efficiency gains to meet these budget targets.

On Budget night 2012, the Government announced that DPS would receive an additional $2.5 million over four years to implement a range of projects to improve access to Parliament House for people with disabilities. The package of works includes improved arrangements for access to the building from the main public car park, upgrades to hearing loops in a number of committee rooms and refurbishments of toilets for the disabled. The works are scheduled to commence in the 2012–13 financial year and are to be completed in 2015–16.

Looking ahead into 2012–13

It is clear that the very tight financial situation will continue for DPS in 2012–13 and beyond. Over coming months, I will carefully review discretionary spending and the internal allocation of the operational appropriation to determine how best to work within the financial parameters over the long term.

On 2 July 2012, I announced to staff my key priority directions to strengthen DPS as a department with a reputation for customer-focused service delivery. My program of change includes a functional realignment to better focus DPS management structures, a new corporate planning process to ensure that diverse lines of business work in harmony to achieve shared goals, and measures to strengthen DPS as a fair and ethical workplace through a new Fostering Inclusion and Respect framework. I will report on the implementation of these changes in the 2012–13 Annual Report.

I would like to acknowledge and thank the other parliamentary departments and Mr Bernard Wright, Clerk of the House of Representatives and Dr Rosemary Laing, Clerk of the Senate, for their partnership and support. I look forward to working with the Clerks, and Mr Phil Bowen PSM FCPA, the recently appointed Parliamentary Budget Officer, on further strengthening our support to Parliament.

I would also like to recognise the contribution of the former Secretary, Mr Thompson and former Librarian, Ms Missingham, who had served the Parliament for some three and six years respectively. I would like to express my gratitude to Mr Harry Jenkins MP, the former Speaker of the House of Representatives, Senator the Hon John Hogg, the President of the Senate, and the Hon Peter Slipper MP, the Speaker of the House of Representatives, for their support and guidance over 2011–12.

Finally, I thank all DPS staff for their continued hard work and commitment demonstrated over this year of significant transition. On 2 February 2012, DPS held its eighth anniversary morning tea, and presentation of Australia Day Awards and long service pins. This was an important opportunity for staff to come together and reflect on the achievements of the department. I look forward to celebrating our next anniversary, which coincides with the centenary of Canberra celebrations and the 25th anniversary of Parliament House.

The year 2012–13 presents great challenges and opportunities in progressing my priority directions for change and further improving the quality of services provided to the Parliament and the broader Australian community. As a year of transition, this 2011–12 Annual Report will serve as a benchmark against which future progress will be measured.

Part 2
Departmental overview

Role and functions

The role of the Department of Parliamentary Services is to support the work of the Parliament, maintain Parliament House, and ensure that the building and parliamentary activity is accessible. DPS does this through the provision of broadcasting and Hansard services, information and research services, security, visitor services, building and landscaping maintenance and ICT systems, and through the contracting of various services across Parliament House.

These services are provided to occupants of Parliament House including Senators and Members and their staff, staff of the parliamentary departments and ministerial staff. Services are also provided to the Press Gallery, visitors to the building, including tourists, international delegations, government officials and function attendees, and virtual visitors accessing the online material provided on the APH website. Detail on how the department provides these services is outlined below.

Services provided by DPS

DPS is responsible for broadcasting and archiving the audio-visual record of chamber and committee proceedings, and for producing Hansard transcripts. DPS produces and distributes live audio and video coverage of all proceedings of the Senate and the House of Representatives, including the Federation Chamber, and of the majority of public hearings of parliamentary committees held in Parliament House. DPS also provides audio coverage of parliamentary committee hearings held around Australia and public address systems for these venues. Parliamentary proceedings are broadcast internally, webcast via the internet and a feed is provided to the media.

DPS provides security services for occupants of, and visitors to, Parliament House, including access control at all entrance points, a mobile and static security presence throughout Parliament House, and security screening of building occupants and over 850,000 visitors per year. DPS also provides a range of visitor services, including guided tours for building visitors and school groups, The Parliament Shop and online information.

The exterior and interior of the building and the Parliament House landscapes are all maintained by DPS. DPS also manages utility services such as electricity and gas, and provides heating and cooling, and hydraulic services.

DPS supports over 4,800 registered ICT users in Parliament House and the electorate offices. DPS provides ICT services in the form of a central help desk, training and assistance, the provision of software and hardware, and support for desktop and mobile computing, printers, televisions and pagers.

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

DPS manages the contracts and licences for various commercial activities such as catering, child care, post office, banking and the Press Gallery. DPS also manages functions and events arranged through the public hire of Parliament House facilities.

The Parliamentary Library 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, including Bills Digests.

The Library 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 and transcripts. Access to services is also provided through the Parliamentary Library's Central Enquiry Point and the Reading Room.

Library staff select, acquire, catalogue, index and provide access to collection material. The Library is also responsible for publishing services for DPS.

Departmental structure

DPS was established in 2004 as a joint department under the *Parliamentary Service Act 1999* (the Act). Under the Act, the department consists of the Secretary of the department, together with the Parliamentary Librarian and Parliamentary Service employees assisting the Secretary. The Secretary is Chief Executive Officer (CEO) and is the leader of the department's senior executive team. The Deputy Secretary and the Chief Finance Officer report directly to the Secretary.

The office of Parliamentary Librarian is a statutory position established by authority of 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 departmental structure is provided at Figure 1.

Outcome and Program Structure

The DPS published 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.*

In 2011–12, the Outcome and Program Framework consisted of five programs, including four operational programs and an administered works program. The framework is summarised in Figure 2.

Performance indicators for each program are stated in the Department of Parliamentary Services Portfolio Budget Statements 2011–12. The indicators cover the quality, quantity and price aspects of the department's services.

Performance results and explanatory comments are provided against each of the department's subprograms in Part 3—Report on Performance and Part 4—Parliamentary Library.

Figure 1—DPS Departmental Structure at 30 June 2012

```
                          ┌──────────────────────┐
                          │      Secretary        │
                          │   Ms Carol Mills      │
                          └──────────┬───────────┘
          ┌──────────────────────────┼────────────────────────┐
          │                          │                         │
┌─────────────────────┐   ┌─────────────────────┐   ┌──────────────────────────┐
│ Parliamentary        │   │ Deputy Secretary     │   │ Assistant Secretary       │
│ Librarian            │   │ Mr David Kenny       │   │ Corporate Services Branch │
│ Dr Dianne Heriot     │   │                      │   │ and Chief Finance Officer │
└──────────┬──────────┘   └──────────┬──────────┘   │ Ms Karen Williams         │
           │                          │               └──────────────────────────┘
  ┌────────┴──────────┐      ┌────────┴──────────┐
  │ Assistant Secretary│     │ Assistant Secretary│
  │ Information Access │     │ Building Services  │
  │ Branch             │     │ Branch             │
  │ Ms Judy Hutchinson │     │ Ms Bronwyn Graham  │
  └───────────────────┘      └───────────────────┘
  ┌───────────────────┐      ┌───────────────────┐
  │ A/g Assistant      │      │ Assistant Secretary│
  │ Secretary          │      │ Infrastructure     │
  │ Research Branch    │      │ Services Branch    │
  │ Ms Cathy Madden    │      │ Ms Freda Hanley    │
  └───────────────────┘      └───────────────────┘
                             ┌───────────────────┐
                             │ Assistant Secretary│
                             │ Content Management │
                             │ Branch             │
                             │ Ms Karen Greening  │
                             └───────────────────┘
                             ┌───────────────────┐
                             │ A/g Assistant      │
                             │ Secretary          │
                             │ Projects Branch    │
                             │ Mr Nick Tate       │
                             └───────────────────┘
```

Carol Mills

Carol Mills commenced her term as the Secretary of DPS on 28 May 2012. Prior to commencing with DPS, Ms Mills held a number of senior positions in the NSW public service including the Director-General of the NSW Department of the Arts, Sport and Recreation, and of Communities NSW. Ms Mills was also Deputy Director-General for the NSW Department of Ageing, Disability and Home Care, and the Department of Housing. Ms Mills has significant experience as a member of numerous boards and committees including Sydney Festival, National Arts School, NSW Institute of Sport and the Sydney Film Festival. Ms Mills holds qualifications in public policy, economics and business management.

David Kenny

David Kenny joined as Deputy Secretary of the new DPS in 2004, from the role of Division Head, Information Systems, in the Department of Defence. As Deputy Secretary, Mr Kenny has led some of our largest business areas including Building Services, Projects, Content Management and Infrastructure Services. Mr Kenny holds a Bachelor of Science, Graduate Diploma in Computing Studies and Master of Business Administration.

Dianne Heriot

Dr Dianne Heriot was appointed as Parliamentary Librarian in May 2012, having acted in that position since February 2012. Prior to that, she was Assistant Secretary of the Research Branch of the Parliamentary Library. Dr Heriot has 12 years experience in senior management positions in the public service including in the Attorney-General's Department and the Department of the Prime Minister and Cabinet. She has a Bachelor of Arts (Hons), Master of Arts (Medieval Studies) and Doctor of Philosophy in Literature.

Karen Williams

Karen Williams joined DPS in July 2011 as Chief Finance Officer and Assistant Secretary Corporate Services. Prior to joining DPS, Karen was the Chief Finance Officer at the National Archives of Australia for almost six years. Karen has 20 years of experience in diverse public sector finance roles in a number of small and large Commonwealth agencies. Karen has a Bachelor of Commerce (Accounting) and is a Fellow of CPA Australia. Karen served as a member of the ACT Divisional Council of CPA Australia from 2005 to 2012 and was ACT President in 2008.

Judy Hutchinson

Judy Hutchinson is responsible for building a 21st century collection of online resources for use by Senators and Members, their staff and the staff of the Parliament. Judy has worked in the Parliamentary Library for over 20 years and prior to that was at the Library of the Australian National University. She has a Bachelor of Arts in Librarianship (CCAE) and is an Associate Member of ALIA (Australian Library and Information Association).

Cathy Madden

Cathy Madden has extensive experience working in the Parliamentary Library. She has been Director of the Politics and Public Administration Section since it was established within the Research Branch in 1997. Qualifications include a Bachelor of Arts (Hons), Graduate Diploma in Librarianship, Graduate Diploma in Legal Studies.

Bronwyn Graham

Bronwyn Graham joined DPS in 2006 has head of Security after more than 15 years in various roles within the Department of Defence. In 2010, Bronwyn was promoted to Assistant Secretary, Building Services. During this time, she has made significant changes to security arrangements and the commercial leases within Parliament House. Ms Graham has a Graduate Certificate in Management Studies.

Freda Hanley

Freda Hanley joined DPS in July 2006 as Assistant Secretary, Projects Branch, and in February 2010 she moved to the position of Assistant Secretary, Infrastructure Services Branch. Prior to joining DPS, Ms Hanley was a General Manager at the National Museum of Australia for six years. She has a Bachelor of Arts (Hons) and a Master of Business Administration.

Karen Greening

Karen Greening joined DPS in 2007 as Director Facilities and in February 2011 she moved to the position of Acting Assistant Secretary Content Management Branch. She was permanently appointed to the position in September 2011. Prior to joining DPS, Ms Greening held a variety of service delivery roles spanning 20-plus years in the Commonwealth Public Service.

Nick Tate

Nick Tate AIPM has acted as Assistant Secretary Projects Branch since November 2011. He joined the Parliamentary Service in 2006 after a 20-year career in the Royal Australian Navy. His first role was Deputy Usher of the Black Rod in the Department of the Senate. He moved to the DPS Building and Security Projects section of the Projects Branch in 2010. He has a Master of Management, Graduate Diploma (Logistics Management), and Graduate Diploma (Resource Management).

*Figure 2—Relationship between Outcome and Programs*

OUTCOME

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

PROGRAM 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

PROGRAM 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

PROGRAM 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

PROGRAM 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

PROGRAM 5

Administered works

Preservation of the heritage value of Parliament House and surrounds.

Building

Furniture

Artworks

Gardens and landscapes

Visits by Heads of State

As part of the official visits program, the Parliament hosted a number of Heads of State and other dignitaries during 2011–12. Highlights included the visits of Her Majesty The Queen and His Royal Highness The Duke of Edinburgh on 21 October 2011; the Honorable Barack Obama, President of the United States of America on 16-17 November 2011; the Crown Prince Frederik and Crown Princess Mary of Denmark on 22 November 2011; and Her Excellency Ms Yingluck Shinawatra, Prime Minister of the Kingdom of Thailand, on 28 May 2012.

All such visits require resources and support from DPS, and their success depends on overcoming many complex and technical challenges.

In the presence of The Queen and The Duke of Edinburgh, the Prime Minister hosted a reception in the Great Hall of Parliament House on Friday, 21 October 2011. A DPS Broadcasting crew provided extensive camera coverage of the reception. Technical challenges included the use of a wireless camera link and roving robotic cameras to follow Her Majesty while she and the Duke met the guests. The reception coverage was used by all national television networks and the international media.

Only weeks later, Parliament House played host to visits in short succession by the President of the United States of America, Barack Obama, and Crown Prince Frederik and Crown Princess Mary of Denmark.

The visit by the US President required parliamentary staff to deal with many challenges, particularly around security arrangements and timing. The visit involved seven major activities planned in less than 24 hours, with three separate sets of arrivals and departures that included a huge motorcade and large groups of delegates. The coordination of the security arrangements had to be precise and fail-safe.

The contribution by many DPS staff and contractors was a key factor in the success of the visits. Some of these staff were highly visible, such as the security officers and broadcasting crew, while others were less visible—nonetheless, their contribution was vital. The combined scale of these visits was such that almost every area of DPS support activity was represented in some way, from maintenance and landscaping to communications and catering. The following is a cross-section of the types of support provided by DPS staff and contractors during those busy months.

- The Parliamentary Security Service—security clearing large areas of the building, providing clear access and managing multiple visitors and groups through the various entry points.
- The AFP-Uniform Protection—the closing down of Parliament Drive and clearing external areas as well as liaison and support to their wider AFP colleagues who provided specialist and general support.
- Broadcasting—providing television coverage of events on the Forecourt and in the Marble Foyer, Great Hall, Members' Hall and Main Committee Room; and supporting the broadcast media and working closely with the White House Communications team.
- Hansard—producing *Hansard* records of the sitting during the US President's visit.
- Facilities Management—coordinating the setup of all the areas used throughout the building including flags, tables and chairs.
- Maintenance—in particular Building Fabric Services, who modified the lectern used by the President in the House of Representatives Chamber.
- Communication Networks—coordinating and managing the many phone and data lines and support for the White House Communications team.
- IHG—catering in the Great Hall as well as catering for additional visitors and the President's entourage.
- Loading Dock—managing the increased receipt of goods and special requirements for the visits.
- Cleaning staff—setting up areas, cleaning and general support.

Part 3
Report on performance

Performance overview

In 2011–12, DPS contributed to the integrated services and facilities for building occupants and effective functioning of Parliament by:

- extending ICT services to support portable electronic devices used by Senators, Members and their staff;
- providing a suitable venue for parliamentary activity through building maintenance and provision of building and security services; and
- providing Library, Hansard and broadcasting services to enable members of Parliament to contribute effectively to parliamentary activities.

DPS facilitated access for the general public to the work of the Parliament and its building by:

- welcoming over 850,000 visitors;
- launching the new APH website in February 2012;
- providing 1,626 hours of chamber broadcasts;
- providing 2,960 hours of parliamentary committee broadcasts; and
- providing print-ready Hansard transcripts on the DPS internet site and the web interface to ParlInfo (the parliamentary information search facility).

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

- the appropriateness of, and satisfaction with, existing services;
- problems with service delivery;
- identification of service gaps; and
- the extent to which services and facilities are appropriately and conveniently integrated and accessible to assist the user.

The survey for the 43rd Parliament was conducted in mid-2012. Satisfaction levels varied greatly across the range of DPS services. DPS has begun to address the matters arising from the feedback received, particularly in the key areas identified for improvement—catering, ICT services and visitor services.

Each Parliament, the Library commissions a client evaluation of its services. The evaluation for the 43rd Parliament was completed in May 2012 and found high levels of satisfaction with Library services.

Security services

The internal arm of the Parliament House security workforce (the Parliamentary Security Service—PSS) provided almost 24,000 hours of guarding per month in providing access control and security screening for over 850,000 visitors during 2011–12.

Business-as-usual activities revolve around controlling access to the building and protecting building occupants and visitors—with 4,103 new security passes issued in 2011–12. The PSS also managed the security requirements of a particularly heavy international visit program in 2011–12, with 37 visits from 20 countries and six global organisations. Highlights included visits to Parliament House by Her Majesty The Queen and His Royal Highness The Duke of Edinburgh on 21 October 2011; the Honorable Barack Obama, President of the United States of America on 16-17 November 2011; their Royal Highnesses, Crown Prince Frederik and Crown Princess Mary of Denmark on 22 November 2011; and Her Excellency Ms Yingluck Shinawatra, the Prime Minister of the Kingdom of Thailand on 28 May 2012.

A two-year program of major building security upgrades was completed in June 2012. The most notable and visible projects were the construction of the security wall in the public car park; the improvements to perimeter security at the loading dock; and the installation of robust gates at the entrances and exits to the pass-controlled private car parks. Security film was also installed on outwards facing windows. Also worth mentioning is the redevelopment of security entry points between the public and private areas of the building which has improved convenience and efficiency for pass holders moving between the two areas.

Two emergency evacuation exercises were conducted during 2011–12 (August 2011 and March 2012). Real-time and real-situation emergency drills are traditionally difficult to plan and manage where building occupants are part of a mobile workforce, dividing their time between Parliament House and the electorate offices. However, building occupants are becoming increasingly supportive and understanding of the need for these measures. The exercises allow DPS and the ACT emergency services to develop streamlined and well-practised arrangements to respond to a range of emergency situations and to ensure that people who work in the building are familiar with evacuation procedures and assembly points.

The PSS and Australian Federal Police–Uniform Protection (AFP-UP) respond to a range of incidents that impact on or have the potential to impact on the safety and security of Senators, Members, other building occupants and visitors. Such incidents include unattended or suspicious items, suspicious activity, threatening phone calls, malicious mail items, protests or unauthorised building access.

A total of 345 security incidents occurred in 2011–12—ranging from lost property to alarms and protests. The increased number of incidents reported in 2011–12 (225) compared to 2010–11 (112) is driven by a change in reporting by the AFP-UP rather than a higher rate of actual incidents. In 2011–12, the AFP UP reported twice as many incidents as the previous year, by including matters such as surveillance reports which were not previously reported on.

Caring for the building

DPS maintains all aspects of the building—interior and exterior fabrics, electricity, heating and cooling, hydraulic services, and the landscape.

A significant part of the department's budget is spent on the building asset. It is inevitable that a 25-year-old building will require significant investment in asset maintenance and replacement.

Significant maintenance activities included:

- returfing the areas adjacent to Parliament Drive with water-efficient couch grass, completing the reinstatement of 2 hectares of turf that had died due to the introduction of water restrictions;
- refurbishing 23 Ministerial, Senate and House of Representatives suites, including painting and recarpeting;
- painting 49,500m^2 of a total painted surface area of 400,000m^2;
- replacing 1,320m^2 of carpet and lift ropes in five lifts;
- refurbishing 29 bathrooms and 40 en-suites; and
- replacing 23 glazing panels.

Capital works asset replacement projects undertaken this financial year included:

- upgrading the central energy system—three of the five refrigeration chillers were replaced because of reliability issues and the need to take advantage of efficiency gains from the use of modern technology;
- replacing air handling units in the emergency warning and intercommunication system (EWIS) room;
- replacing the refrigeration leak detection system;
- residual current device (RCD) replacement program; and
- replacing toilet flusherette and irrigation water supply pumps.

Energy efficiency initiatives

The Parliament resolved in August 2011 that Parliament House would participate in the 10% energy efficiency challenge. DPS has always been committed to making energy-efficiency gains and promoting Parliament House as a showcase of environmental good practice. Since the building opened in 1988, energy conservation initiatives at Parliament House have resulted in energy savings of 58%. The further target has been set—to achieve energy savings of 10% by 30 June 2015—against usage in the baseline year of 2009–10. Given

that the major efficiency gains have already been achieved, this next 10% will require far more innovation and dedication from both DPS and building occupants if the target is to be met. Many external and seasonal factors beyond DPS's control will influence success, particularly climate variations and the Parliament's cyclic pattern. DPS will work with the other parliamentary departments to focus on a range of key measures for reducing energy consumption, including:

- promotion of energy conservation behaviour and work practices of building occupants;
- capital investment to improve building services such as lighting, heating and cooling equipment and metering; and
- equipment fine tuning and building temperature optimisation.

A major initiative for improving the energy efficiency of Parliament House systems is well under way. Around 900 office luminaires (fluorescent lights) which had reached their end of life have been replaced with energy-efficient lights. This will provide a 60% lighting energy saving of 65,600 kWh per year. Also under way is a significant program of upgrades to energy management and measurement systems, including the installation of sensors, controls and meters to monitor and fine tune energy usage across the building.

Energy and water consumption

As part of the department's energy efficiency program, DPS has succeeded in reducing annual water and energy consumption in recent years. Figures 3 and 4 show the downward trend of water consumption, and electricity and gas usage, respectively, since the building opened.

Total water consumption for 2011–12 was 156,853kL. This represents a small increase compared to 2010–11 due to the reactivation of some water features in the grounds of the building and the relatively lower usage in the previous reporting period as a result of the election year. However, it is still the second lowest year on record.

Figure 3—Annual building and landscape water consumption
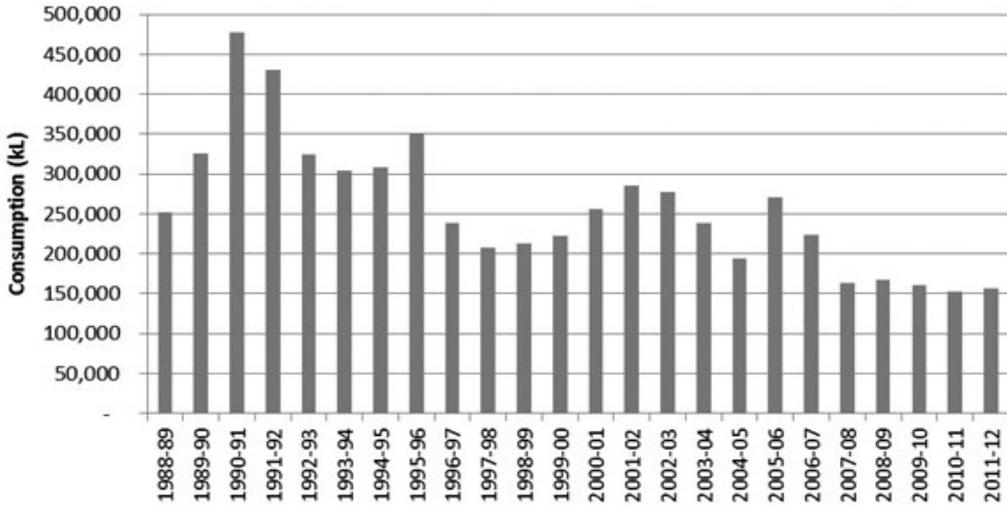

Figure 4—Annual energy consumption
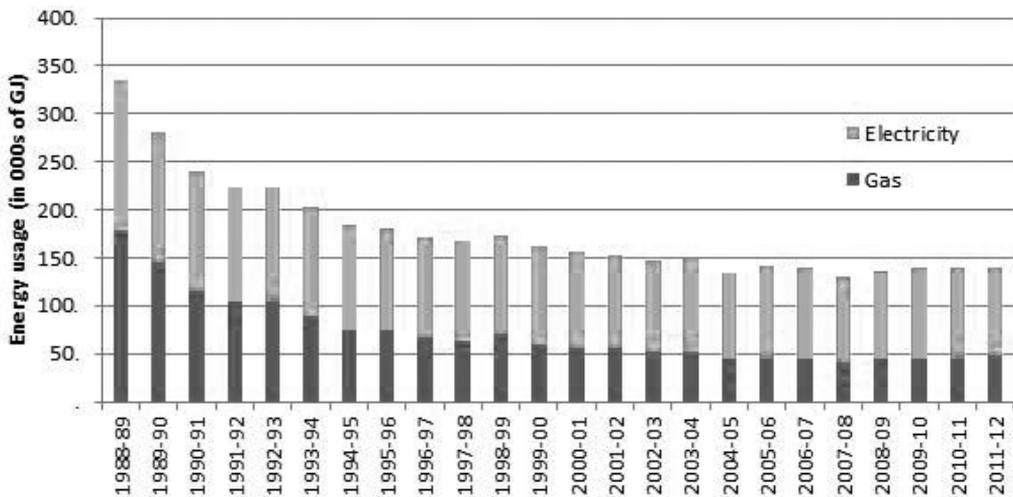
Landscape water consumption is an area over which DPS has more control. Between 2010–11 and 2011–12 landscape water usage decreased by 4,069 kL (5.5%), the equivalent of 1.6 Olympic-size swimming pools. The initiative taken by DPS to introduce drought-tolerant grass species has seen a downward trend in water use over the last six years. Some credit for the reduction in consumption in the past year, however, must be given to the lower evaporation rates from unseasonal cool weather.

Electricity and natural gas consumption at Parliament House comprised 98%—139,349GJ—of total energy use. In 2011–12, electricity consumption decreased by 3% but natural gas consumption increased by 5%, due to a higher heating requirement for the building as a result of lower autumn and winter temperatures.

The usage trends for both electricity and gas have been relatively stable for some years. However, a very marginal rise in overall consumption (i.e. combined electricity and gas) can be seen in Figure 3, attributable to the greater requirement for heating, as mentioned above, an increasing number of building occupants, and ageing equipment. The last is being managed through maintenance and asset replacement.

During 2010–11, solar panels—with a maximum capacity of 43kW—were installed on the roof of part of the Senate wing and the gardeners compound to test integration with building systems.

As an additional outcome of the successfull integration trial, in 2011–12, the total output from the panels was 59,501 kWh, or enough to power the lights in both the Senate and House of Representatives chambers.

Heritage management

DPS has been through a period of significant public scrutiny in a number of areas. In particular, heritage policy and management has been the subject of criticism and review. The department has responded in a number of ways.

Recommendations from the October 2011 Tonkin Review on the department's processes for the disposal of assets have been acted on and the majority have been completed. DPS's disposal policies and practices are, as a result, more robust and supported by a strategic approach to heritage assessment in disposal processes.

A Heritage Management Framework was developed and endorsed by the Presiding Officers in November 2011. The framework articulates the heritage values of Parliament House, and guides the development of strategies and plans that protect and raise awareness of those values. One outcome of the framework has been the establishment of the Heritage Advisory Board. The role and membership of this board is included in Part 5—Sustainability.

Library services

The Parliamentary Library continues to provide an effective knowledge centre for the Parliament through the provision of information, analysis and advice. In 2011–12, the Library:

- answered nearly 15,500 individual client requests;
- released over 420 publications, including 178 Bills Digests;
- introduced new online services including Summon, ParlMap and ebooks;
- added over 4,600 new titles to its catalogue and 185,600 items to its databases and Electronic Media Monitoring Service;
- digitised some 6,700 historic press releases (1959–1999) and completed digitisation of party political documents (policies and major speeches) back to the 1900s;
- recorded over 3.48 million uses of its collection and databases and over 4.8 million online uses of Library publications;
- achieved 33% of titles available online in full text; and
- achieved a 93% satisfaction rate in a client evaluation of Library services, with over 98% of respondents reporting that they would be likely to recommend Library services to colleagues.

Client satisfaction with the Library's service in the 43rd Parliament is established at 93%, which is the same level recorded in the 2009 DPS Customer Survey and maintains the significant rise in satisfaction from the 89% achieved in the 2007 survey.

Performance against the timeliness target fell below the target of 95%. This reflected in part the increase of some 12% in the number of individual client requests over the previous year and resourcing pressures caused by reduced staff numbers.

More information about the Parliamentary Library's performance is included in Part 4 of this report.

Building services

Visitors

DPS has a role in supporting democratic participation and Parliament's engagement with the community.

Parliament House continued to be an important visitor attraction in 2011–12. Overall visitor numbers have increased in the last year, in line with ACT Tourism figures which show a comparable increase in both domestic and international visitors to the ACT. More than 850,000 visitors passed through the doors of Parliament House in 2011–12, a slight increase from 2010–11. Almost 125,000 of these were with the many school groups to which DPS offers tours. To ensure visitor programs remain relevant and popular, DPS conducted a Parliament House visitor survey in early 2012. One key finding was the extent to which visitors valued the opportunity to do self-guided tours. Work commenced in 2012 to enhance the visitor experience based on the survey's findings.

The department's attention is not only on visitors to Parliament House, but also on virtual visitors. Better meeting the needs of online visitors was a focus of the APH website redevelopment.

Events

In addition to the busy program of 37 international visits referred to previously, DPS managed 290 parliamentary events and 944 non-parliamentary events.

On 4 June 2012, Parliament House played a major role in the celebration of Her Majesty Queen Elizabeth II's Diamond Jubilee. The building was one of many locations around the world to hold a beacon lighting ceremony to celebrate the Queen's 60-year reign.

DPS managed the temporary exhibition program in the Presiding Officers' Exhibition Area. The House of Representatives presented My First Speech. Three exhibitions were presented by external organisations: *In the Line of Duty: Women in Policing from the Australian Federal Police*; *Mawson's Men: 100 Years of Antarctic Exploration from the Australian Antarctic Division*; and *Grand Visions: The Centenary of the Capital Plan* from the National Capital Authority. One in-house exhibition, *Faithful Representations: 100 years of the Historical Memorials Collection*, was presented.

DPS celebrated the centenary of the Historic Memorials Collection (HMC) in December 2011. This occasion was marked with special exhibitions at Parliament House and the National Portrait Gallery, and a presentation of a Senate Occasional Lecture on the history of the collection by the DPS Director, Art Services.

Childcare

In February 2012, the Capital Hill Early Childhood Centre celebrated three years of successful operation under the management of Anglicare Canberra and Goulburn. Childcare places were at or near capacity throughout the year.

Hansard and broadcasting services

As well as providing services within Parliament House, DPS provides audio-only or audio-visual support to the many committee hearings across Australia every year.

One of the challenges in parliamentary reporting is how to manage the workload in response to fluctuating sitting patterns and sitting hours each year. Although a rise in parliamentary activity is quite normal for the middle period of a parliamentary cycle, the number of chamber and committee hours increased considerably in 2011–12. To ensure that DPS can respond to the changes, a number of measures are used to improve efficiencies, including the engagement of casual staff as required.

Parliamentary committee activity achieved historically high levels in 2011–12. Committee transcripts typically make up more than

60 per cent of the overall Hansard workload. The number of hours of committee proceedings increased from 1,961 in 2010–11 to 2,960 during the reporting period. Despite the increase in sitting hours, Hansard and Broadcasting maintained a high level of service to committees, and performance against accuracy and timeliness indicators was improved. The proportion of individual transcripts (chambers) delivered within

timeframe targets increased from 83.2% in 2010–11 to 86% in 2011–12—and 97.8% in the May to June quarter.

Figures 5 and 6 show the number of hours of chamber sittings and committee proceedings recorded, respectively, between 1997–98 and 2011–12.

Figure 5—Broadcasting and Hansard—Chamber Hours 1997–98 to 2011–12

	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Hours	1,439	1,142	1,450	1,356	937	1,460	1,488	963	1,354	1,448	929	1,473	1,341	1,138	1,626
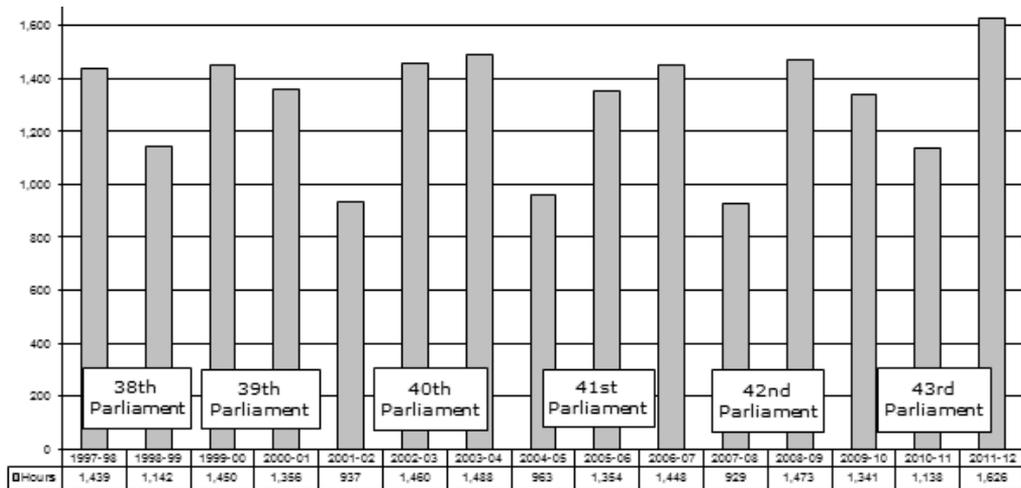
Figure 6—Broadcasting and Hansard—Committee Hours 1997–98 to 2011–12

	1997-98	1998-99	1999-00	2000-01	2001-02	2002-03	2003-04	2004-05	2005-06	2006-07	2007-08	2008-09	2009-10	2010-11	2011-12
Hours	2,628	1,948	2,490	2,286	1,254	2,479	2,606	1,479	2,438	1,995	1,208	2,804	2,191	1,961	2,960
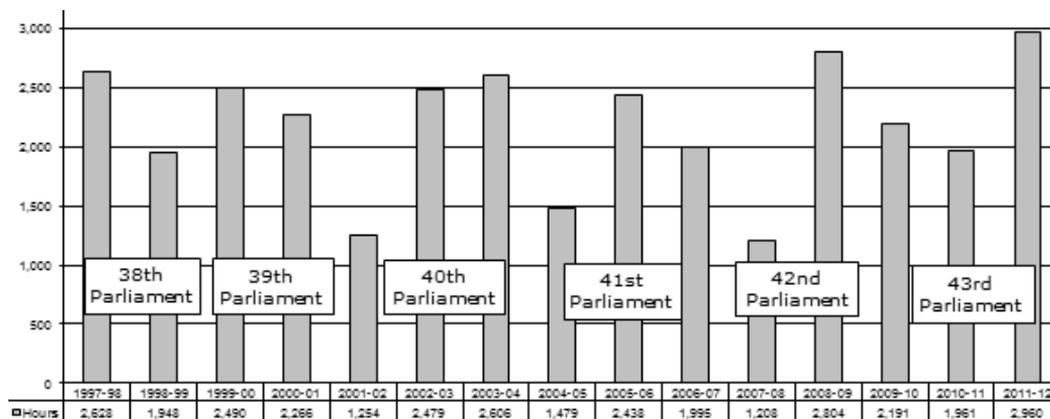
Information and communications technology services

DPS provides services to over 4,800 registered ICT users in Parliament House and electorate offices, covering services from training and assistance to support for software and hardware and desktop and mobile computing to printers, televisions and pagers.

Demand for IT help desk services remained high in 2011–12, with over 48,000 requests for support—9% higher than in 2010–11.

A program of major upgrades to ICT systems and infrastructure included the rollout of Windows 7 and Office 2010 to replace older platforms. A new APH website went live on 17 February 2012 and further updates of the Hansard production system (HPS) were initiated (and completed in July 2012).

Major computing infrastructure upgraded during the year included remote access services and data storage systems, allowing much greater data to be added to the storage area network (SAN) to cater for growth in server and email demands.

An important development in late 2011 was the finalisation of the transfer of Electorate Office IT (EOIT) support from the Department of Finance and Deregulation to DPS.

The additional functions to support the electorate offices now under the responsibility of DPS include onsite ICT support, ICT training and the management of the communication network to the electorate offices. The Department of Finance and Deregulation has retained responsibility for certain entitlements such as the provision of mobile phones, including BlackBerry devices.

In 2011–12, DPS expanded ICT services to parliamentarians and their staff by facilitating the connection of their own mobile electronic devices to the PCN. This has allowed users to receive real-time access to email, the internet and diary information. The new service primarily involves the connection of iPhones and iPads but will include other devices over time. The connection of BlackBerry devices has been supported for a number of years.

These new responsibilities and challenges—ICT support to the electorate offices, the fast-changing environment of mobile computing and the ever-growing security threats to the network and data—will be considered as a high priority in future ICT strategic policy. To that end, the Presiding Officers commissioned former senior public servant, Mr Michael Roche, to conduct a review of ICT services for the Parliament. The main purpose of the review is to examine the management and delivery of ICT services to meet the needs of parliamentarians, their staff and the parliamentary departments. New initiatives arising from the review will be implemented in 2012–13 and a new IT governance framework will be developed with all key stakeholders represented.

Customer satisfaction

Overall customer satisfaction varied across the direct and facilitated services managed by DPS.

Of those that are directly managed by DPS, ICT services and visitor services have been identified as priority areas for improvement. Of the facilitated services, catering is the main area of focus for improvement.

The department is pleased that the high satisfaction levels of the Parliamentary Library have been maintained.

Program 1—Parliamentary Library

See Part 4—Parliamentary Library

Program 2—Building and occupant services

Program 2 of the DPS Outcome and Programs Framework is the provision of an efficiently functioning, safe and secure environment for Senators, Members, other building occupants and visitors to Parliament House. Two subprograms—Security services and Facilities services—contribute to Program 2.

Security services—subprogram 2.1

DPS provides security, emergency and first aid services to occupants of, and visitors to, Parliament House. Table 3.1 shows the non-financial performance measures for security services.

Security services initiatives

Three factors drove an increase in internal guarding hours in 2011–12. These were the introduction of random explosive trace detection

Table 3.1—Security services—subprogram 2.1—non-financial indicators

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Number of Security services	Number of hours of internal guarding (PSS)—Monthly average	21,636	21,917	23,732
	Number of hours of external guarding (AFP-UP)—Monthly average	10,459	10,567	10,533
	Number of scheduled emergency evacuation exercises completed	2	2	2
Security incidents	Number of reported security incidents	AFP-UP: 115	AFP-UP: 112	AFP-UP: 225[1]
		PSS: 109	PSS: 83	PSS: 120
Extent to which security procedures are followed	Percentage of reported security incidents dealt with in accordance with agreed procedures (target: 100%)	99%	97%	96%
Validation of security procedures	The extent to which each validation was successful (target: 100%)	100%	100%	100%
	Percentage of security validation program achieved (target: 100%)	100%	100%	100%

---

1.   This increase is driven by a change in reporting standards by the AFP-UP rather than a higher rate of actual incidents.

(ETD) screening at the public entrance to Parliament House, with an average of over 3,500 screenings conducted monthly; the provision of additional support for extended sitting hours in the House of Representatives; and a heavier official visit program, including visits by Her Majesty The Queen and the US President.

Security procedures

The PSS and AFP-UP respond to a range of incidents that affect, or have the potential to impact on, the safety and security of Senators, Members, other building occupants and visitors. Such incidents include unattended or suspicious items, suspicious activity, threatening phone calls, malicious mail items, protests and unauthorised building access.

Security validation program

Security validation exercises are conducted monthly by the PSS and AFP-UP. These exercises are intended to test how well security procedures work, and how security officers respond to those procedures, and to identify areas for improvement.

Examples of procedures tested in 2011–12 were those used to clear the public areas of the building at the end of each day, surveillance of persons acting suspiciously, explosive device response, casualty response and the screening of trolleys and prams.

Actions arising from the results of the validation exercises include: procedures updates; refinement of staff training programs; and advice provided to individual security officers to address job performance. The results of each exercise are reviewed by the Security Management Board (SMB).

Table 3.2 outlines the costs associated with providing security services.

Cost of security services

The overall costs for security services in 2011–12 increased due to: the increased official visit program; an increase in salaries, depreciation costs; security system changes; the introduction of ETD; and the increase in internal guarding hours.

Table 3.2—Security services—subprogram 2.1—financial indicators

Price indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Security services	Staff costs for:			
	a) internal guarding (PSS)	$11,660,700	$12,060,011	$13,232,140
	b) external guarding (AFP-UP)	$10,213,416	$10,302,533	$10,298,337
	c) additional PSS guarding for parliamentary functions	$10,035	$25,161	Figure now included in a) above
	d) additional PSS guarding for non-parliamentary functions	$407,539	$357,431	
	e) additional PSS or AFP-UP guarding for official visits	$4,349	$0	Figure now included in a) and b) above
	Direct costs of Pass Office operations	$151,476	$149,330	$149,101
	Total cost of subprogram 2.1	$29.799m	$30.562m	$34.067m

Facilities services—subprogram 2.2

For the purposes of this report, DPS defines facilities services as:

- Parliament House services for Senators, Members and building occupants, including catering, gymnasium and recreational facilities, first aid and health support, physiotherapy and remedial massage, childcare, floristry, hairdressing, postal services, a general store, a travel agent and banking; and

- visitor and community engagement services for overseas visitors and members of the general public, including guided and self-guided building tours, catering services at the Queen's Terrace Café, The Parliament Shop, coordination of support for functions, events and official visits in Parliament House and provision of facilities and support to the 23 media outlets in Parliament House.

Table 3.3 outlines performance measures for facilities services in 2011–12.

Table 3.3—Facilities services—subprogram 2.2—customers

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Customer satisfaction	High level of building occupant and/or user satisfaction with facilities contracts for catering services	See footnote[2]		36%
	Number of complaints about for catering	58	34	48
Nurses Centre	Number of incidents, accidents and requests for first aid	735	768	783
	Number of vaccinations delivered under influenza vaccination program	617	712	673
Health and Recreation Centre	**Number of members, by category:**			
	a) Senators and Members	55	64	78
	b) staff of Senators and Members	13	14	90[3]
	c) others (building occupants)	489	523	446[3]

---

2. DPS conducts a customer satisfaction survey once for each Parliament and, as such, figures for 2009–10 or 2010–11 were not reported.
3. Prior to 2011–12, Parliament House based staff of parliamentarians were counted as others (building occupants).

Table 3.3—Facilities services—subprogram 2.2—customers (continued)

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Health and Recreation Centre	**Number of casual visits by category of user:**			
	a) Senators and Members	26	61	105
	b) staff of Senators and Members	1,188	1,558	2145
	c) others (building occupants)	929	464	506
	Total number of attendees at classes	2,904	3,511	3,948

Customer satisfaction

A DPS customer satisfaction survey was conducted in May–June 2012 and the results were received in August 2012. Customer satisfaction results for catering services at Parliament House were disappointing. 2011–12 was a period of transition in which retail services underwent contractual changes, a new ordering system was put in place, and the Staff Dining Room kitchen underwent refurbishment. Actions are under way to address the feedback received from customers.

Nurses Centre

The Nurses Centre provides first aid and health support services to Parliament House building occupants and visitors. Injuries requiring first aid ranged from minor injuries in the workplace to serious incidents needing urgent medical care.

In 2011–12, the Nurses Centre held lectures and free information seminars for building occupants on a range of health issues including mental health, kidney health and lung health in association with quit smoking initiatives. The Nurses Centre also contributes to an internal workplace health program called "Health on the Hill".

Health and Recreation Centre

The Health and Recreation Centre (HRC) provides gymnasium and recreational facilities and fitness classes and assessments to eligible passholders. These facilities and services help to promote the importance of a work–life balance in Parliament House and provide an opportunity to non-Canberra-based users to maintain fitness regimes.

In 2011–12, DPS completed a program to upgrade all cardiovascular equipment, free weights and static exercise equipment, bringing the centre in line with modern gymnasium facilities.

Table 3.4 outlines visitor related performance measures.

Visitor satisfaction

DPS collects feedback through emails, letters and verbal comments to staff. The feedback is analysed for trends and used to adjust service delivery to better meet visitor expectations and improve satisfaction.

Catering feedback received through the above mechanisms in 2011–12 focussed on the clearing of tables, prices and food quality not meeting individual expectations in the Queen's Terrace Café. In response to this visitor feedback, the catering contractor appointed a new chef to the Queen's Terrace Café to oversee food quality, customer service and visitor satisfaction measures. The new chef was appointed in July 2012.

Visitor feedback also included comments about the frequency, timing and content of the public tours provided for visitors to Parliament House. A Parliament House visitor survey conducted in early 2012 suggested a variety of experiences and material that DPS could provide to better service our diverse visitor base. Notably, the survey results showed that around 90% of respondents indicated they were happy to discover things for themselves. The report also showed that most of the visitors who enjoyed this freedom also liked to have tour guides show them around (72% of respondents). This information will assist the department in developing more varied and tailored visitor services. An initial response to this feedback has been the development of a brochure to enable visitors to Parliament House to have a self-guided building experience.

Table 3.4—Facilities services—subprogram 2.2—visitors

Quantity indicator	Measure	Performance		
		2008–09	2009–10	2011–12
Visitor satisfaction	Number of complaints about Visitor services	17	6	15
	Number of complaints about The Parliament Shop	2	1	1
	Number of complaints about facilities contracts for catering	5	9	13
Events and Official Visits	Total number of functions and events held in Parliament House			
	Official visits	16	10	37
	Parliamentary	209	248	290
	Non-Parliamentary	1,013	834	944
Community engagement with Parliament House	Total number of visitors	933,878[4]	820,783	851,203
	Total number of participants in general (public) tours	78,114	73,196	59,577
	Total number of participants in school tours	125,760	125,450	124,357
	Total number of participants in other tours	10,671	8,852	5,581
Parliament Shop customers	Total number of purchases from The Parliament Shop	64,079	61,040	60,405

4.   The 2009–10 figure of 933,878 included an estimated 67,000 passholders who were redirected through the Main Front public entrance whilst the staff basement entry was being refurbished. Estimated visitors for 2009–10 on a like-for-like basis was 866,000.

Events and official visits

DPS provided event coordination, security and audio-visual services to an official visit program that comprised 25 Guest of Government delegations, 10 Guest of Parliament delegations and two other delegations. These official visits assist in promoting Australia's diplomatic ties and raising the profile of the Parliament in Australia and around the world.

Community engagement with Parliament House

Visitor numbers to Parliament House are measured by the number of people entering the building through the public Forecourt entrance and include tourist visitors, school groups, business visitors and people attending functions and events at Parliament House.

A visitor survey conducted in the February–March 2012 period shows that 33% of visitors to Parliament House are from overseas and around 58% of visitors had been to Parliament House on at least one previous occasion.

Visitor numbers are influenced by various factors including overall tourism levels in the ACT and the occurrence of a federal election. The overall increase in visitor numbers for 2011–12 reflect this—up from the election year of 2010–11—and is commensurate with ACT Tourism figures, which show a comparable increase in both domestic and international visitors to the ACT. The number of business visitors significantly decreased.

The Parliament Shop

The total number of purchases from The Parliament Shop has slightly declined over the past two years although revenue increased by 9.3% compared to the previous financial year. A comprehensive review of The Parliament Shop is planned for 2012–13.

Table 3.5 outlines financial performance measures for facility services.

Table 3.5—Facilities services—subprogram 2.2—price indicator

Price indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Facilities services	Waste management costs under contracts	$139,885	$142,614	$129,599
	Gross revenue from:			
	a) Press Gallery licensees	$1,107,321	$1,194,107	$1,276,429
	b) catering contractors	$520,318	$451,245	$525,140
	c) non-catered functions[5]	$30,682	See footnote	See footnote
	d) other licensees	$195,095	$191,104	$192,305
	Management fee paid to catering contractor(s)	$350,000	$376,769	$516,797
	Nurses Centre: direct costs	$194,424	$173,222	$185,820
	Health and Recreation Centre: Revenue	N/A	$92,000	$100,903
	Health and Recreation Centre: net costs (direct costs less revenue)	$34,347	$105,305	$120,568

---

5.   Changes to the management of non-catered functions were implemented in 2009–10 and this revenue is now included in the catering contractor revenue.

Table 3.5—Facilities services—subprogram 2.2—price indicator (continued)

Price indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Facilities services	Parliament House Guides services: net costs (direct costs less revenue received from paid tours)	$989,228	$1,162,212	$1,321,088
	The Parliament Shop: revenue (target: $1.3m)	$1,192,793	$1,086,895	$1,187,608
	The Parliament Shop: net profit (target: 10% of revenue)	$181,174 (15.2%)	$104,568 (9.6%)	$110,368[6] (9.29%)
	Total cost of subprogram 2.2	$7.661m	$7.639m	$7.774m

Cost of facilities services

The overall cost of subprogram 2.2 for 2011–12 increased by $135,000.

Gross revenue from Press Gallery licensees is consistent with previous financial years, adjusted in accordance with CPI changes on 1 July each year. Revenue received from the retail spaces within Parliament House (other licensees) has been consistent with previous years. Valuations occurred in May for a new fee structure for retail licensees, which will be applied to all agreements when they reach the end of their initial term. This will occur to agreements reaching this milestone in the 2012–13 financial year.

Net costs in the Health and Recreation Centre (HRC) were slightly higher than the previous year due to the cost of covering staff absences with casual labour, providing extra classes (a need identified in a review of the HRC in 2011) and upgrading the HRC coordinator position.

The increased net costs for Guide services compared to previous years was due to the development of a marketing action plan and the self-guided brochure, and the decline in paid tours.

Financial performance of the Nurses Centre was consistent with the performance reported in previous financial years.

6.   For 2011–12, the Parliament Shop net profit includes supplier expenses such as postage and banking fees.

Program 3—Infrastructure services

Program 3 of the DPS Outcome and Programs Framework is the provision of integrated services and facilities through the provision of maintenance, infrastructure and support services. Two subprograms—Building infrastructure services and IT infrastructure services—contribute to Program 3.

Building infrastructure services—subprogram 3.1

DPS provides building infrastructure, maintenance, landscape and utility services (electricity, gas, water and sewerage) for Parliament House.

Table 3.6 shows performance against measures relating to the condition of the building, the landscape, engineering systems, design

Table 3.6—Building infrastructure services—subprogram 3.1—quality indicators

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Extent to which the building condition is maintained	Building Condition Index (target: 89-92%)	88.9%	88.8%	88.1%
Condition and ageing of engineering systems	Engineering Systems Condition Index (target: 90%)	88.2%	87.5%	87.7%
Extent to which the landscape condition is maintained	Landscape Condition Index (target: 90%)	78%	79%	86%
Extent to which the design integrity is maintained	Design Integrity Index (target:90%)	91.2%	90.2%	89.8%
Performance of security systems	Scheduled availability of operational systems:			
	(a) card management system (target: 100%)	100%	100%	100%
	(b) radio communications equipment (target: 100%)	100%	100%	100%
	(c) x-ray equipment / walk-through metal detection (target: 95%)	100%	100%	100%
	(d) CCTV system (target: 98%)	100%	100%	100%
	(e) electronic door locks (target: 99.8%)	100%	100%	100%
	(f) alarms (target: 99.9%)	100%	100%	100%
Customer Satisfaction	High level of building occupant and/or user satisfaction with cleaning, pest control and sanitary services.	N/A		83%

integrity and security systems. The table also shows the customer satisfaction result from the 2012 customer survey.

Extent to which building condition is maintained

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 BCI is the result of a visual inspection of building and fabrics surfaces for general deterioration and damage caused by general wear and tear.

The BCI score rates the condition of the building finishes and fixtures of eight zones within Parliament House, as shown in Table 3.7. The DPS Long Term Fabric Planner conducts the inspections at different frequencies (biannual or annual) depending on each area's profile (ranging, for example, from the Ministerial areas to basement plant room space).

The overall scores for each zone are recorded and these are combined into an overall BCI score as at 30 June each year. The target range of 89-92% has been determined, based on external benchmarks, as the optimum balance of condition and cost. The outcome of the BCI contributes to the planning of the building and fabric maintenance programs.

Condition and ageing of engineering systems

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.

To calculate the ESCI, 67 engineering systems—including air conditioning, catering equipment, hydraulic, power, fire systems and building structure—are scored for reliability, life cycle progress and actual versus expected condition. The value in carrying out an annual ESCI is to identify system performance in totality. The level of maintenance expenditure to ensure operational reliability is evaluated to highlight trends in system deterioration. The ESCI results contribute to the identification of plant requiring additional maintenance resources and the identification of systems for asset upgrade or replacement.

The overall score of 87.7% reflects the continual contribution of the capital works program of asset upgrade/replacement in negating the effects of plant deterioration.

Table 3.7—Building condition index score by zone

Zone	Score (%) 2009−10	Score (%) 2010−11	Score (%) 2011−12
Public areas	89.3	88.2	88.0
Parliamentary chambers	91.6	92.1	92.0
Ministerial wing	89.0	89.3	88.9
Senate wing	89.1	88.6	88.7
House of Representatives wing	88.9	88.7	88.8
Back of House	85.6	86.8	87.1
Plant rooms	89.1	88.3	87.9
Total score	**88.9**	**88.8**	**88.1**

Extent to which landscape condition is maintained

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 landscape has been divided into eight zones as shown in Table 3.8. The LCI is measured in October each year by a team comprising the assistant director landscape services and three landscape services staff. The scores for each zone are recorded and combined into an overall score.

There was an 8% increase in LCI in 2011–12 to 86%—still 4% below the target of 90%. The increase is due to: couch grass installation (3,822m^2) along the outside of Parliament Drive; replacement of water hungry Choisya ternata (Mexican Orange Blossom) with a more drought tolerant Correa species (Correa glabra—750 plants) on the House of Representatives bank; and the restoration of granite paths in the peripheral gardens and timber covers installed over decommissioned water features.

Extent to which design integrity is maintained

The design integrity index (DII) measures the current condition of the design integrity and heritage values of Parliament House and the precincts expressed as a percentage of the original built form. In particular, it measures the extent to which change within Parliament House and the Precincts impacts upon the original design intent.

For the purpose of measuring the DII, Parliament House is divided into eight zones, as shown in Table 3.9 (over the page). 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 overall score of 89.8% reflects an increase in the wear and tear on the building fabrics, particularly during setup and set down for public functions in the ceremonial spaces, and the blocked skylight in the Great Hall. Building-wide issues that continue to affect the overall

Table 3.8—Landscape condition index score by area

Zone	Score (%) 2009–10	Score (%) 2010–11	Score (%) 2011–12
Native peripheral gardens	70	70	75
Senate courtyards	84	78	94
House of Representatives courtyards	84	84	94
Ministry	68	64	86
Eastern formal gardens	86	82	89
Western formal gardens	75	75	91
Ramps	94	94	81
Front area	64	75	75
Total score	**78**	**78**	**86**

Table 3.9—Design integrity index score by area

Zone	Score (%) 2009–10	Score (%) 2010–11	Score (%) 2011–12
Public and ceremonial areas	95.4	94.2	91.4
House of Representatives wing	90.3	89.6	89.9
Senate wing	93.2	93.5	92.0
Ministerial wing	93.1	93.8	94.3
Committee rooms and Library	89.1	90.0	91.5
Facilities areas and tenancies	88.2	84.7	84.0
Circulation and basement areas	85.4	83.9	83.8
Exterior: landscape and roadways	90.8	89.2	89.7
Total Score	**91.2**	**90.2**	**89.8**

DII rating include the continued proliferation of business machines throughout the circulation spaces and the increasing quantity of non-standard furniture.

Performance of security systems

The card management system, electronic doors and alarms are connected to a security network. The closed circuit television system (CCTV) and radio network are connected to a separate security network. Overall, the security networks remained stable, and there is a range of built-in redundancies to ensure the systems continue to function in the event of equipment failure.

Customer Satisfaction

The level of building occupant and/or user satisfaction with cleaning, pest control and sanitary services has risen from 67% in 2008–09, to 83% in 2011–12.

Table 3.10 shows resource consumption, waste production and maintenance activity.

Managing the potential impact on the environment

Environmental performance reporting information is in Part 5 of the annual report. Part 5 includes information on managing the potential impact on the environment.

Maintenance of plant and building fabric

The maintenance of plant and building fabric indicator represents the number of preventative maintenance work orders planned for the 12 months compared to the number of work orders completed over the same period. There were a total of 17,765 work orders planned for 2011–12 of which 87.9% were completed against a target of 85%. This achievement is in line with previous years.

Maintenance help desk requests

The number of calls to the maintenance services help desk fell by 719 this year. No particular reason can be identified for the drop in calls.

Table 3.11 (over the page) shows the costs of providing infrastructure services to Parliament House, including maintenance and utility costs.

Maintenance cost

The reduction in maintenance costs is mostly due to the delay in letting the air handling services contract and the transfer of the Security System Maintenance contract to the Building Services Branch.

Table 3.10—Building infrastructure services—subprogram 3.1—quantity indicators

Quantity indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Managing the potential impact on the environment	Electricity consumption (target: 80,987GJ)	96,091GJ	92,574GJ	89,811 Gj
	Gas consumption (target: 39,106GJ)	44,311GJ	46,699GJ	49,007 Gj
	Greenhouse gas emissions (target: 20,160 tonnes CO_2e)	24,332 tonnes CO_2-e	27,720 tonnes CO_2-e	27,136 tonnes CO_2-e
	Water consumption Total (target: 182,535kL)	161,187kL	152,842kL	156,853 kL
	a) landscape water consumption; and	83,817kL	73,084kL	69,015 kL
	b) building water consumption	77,370kL	79,758kL	87,838 kL
	Waste recycled as a percentage of total waste generated (target: 47%)	41%	48%	43%
Maintenance of plant and building fabric	Percentage of planned maintenance achieved (target: 85%)	88%	89%	87.9%
Maintenance Help Desk requests	Total number of calls	18,442	27,610	26,891

Table 3.11—Building infrastructure services—subprogram 3.1—price indicators

Price indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Maintenance	Target: Maintenance costs reduced by 1.25% from previous year	$22,811,273 (+22%)	$23,435,118 (+2.7%)	$21,680,522 (-7.49%)
	Cleaning costs under contracts			
	a) internal cleaning costs	$3,709,485	$3,884,854 (+4.7%)	$4,088,570 (+5.24%)
	b) industrial cleaning costs	$885,030	$1,407,613 (+59%)	$1,390,784 (-1.2%)
	c) cost of additional labour (including function set up)	$81,415	$27,497 (-66.2%)	$12,643 (-54.02%)
Energy	Target: Energy cost reduced by 1.25% from previous year	$3,596,633 (+22.7%)	$3,947,066 (+9.7%)	$3,387,794 (-14.17%)
Water	Target: Water cost reduced by 1.25% from previous year	$625,320 (+1.6%)	$611,553 (-2.2%)	$723,276 (+18.27%)
	Cost of water: $/ha landscape (23 ha)	$14,138 (-8.9%)	$12,714 (-10.1%)	$13,836 (+8.8%)
	Cost of water: building	$300,155 (16.1%)	$319,129 (+6.3%)	$405,034 (+26.9%)
Total cost of subprogram 3.1		$23.500m (+18.2)	$22.582m (-3.9%)	$19.995m (-11.46%)

Energy cost

This indicator is made up of both gas and electricity costs. In 2011–12, as indicated in table 3.10 the gas consumption increased but the electricity consumption decreased. Overall energy costs decreased by 14.17% due to the favourable terms negotiated for the Whole-of-Government electricity contract, which commenced 1 July 2011.

Water cost

Parliament House has over 4,500 rooms on a site of 32ha, of which 23ha is landscaped. The total cost of water and sewerage use for Parliament House in the 2011–12 year was $1,166,051, which is an increase of 13.98% from 2010–11. This increase is due to:

- a rise in water and sewerage costs in the ACT from 1 July 2011; and
- an increase in water use by 2.6%, which can be attributed to the reactivation of some water features, and also external cleaning activities that have not occurred for a number of years due to water restrictions.

Total cost of subprogram

The total cost of providing building infrastructure services has decreased by 11.46% compared to 2010–11. The reduction was due to an asset maintenance cost reduction, and a reduction in energy and depreciation charges.

IT infrastructure services—subprogram 3.2

Table 3.12 shows the level of customer satisfaction, the availability of critical systems and the timeliness of incident resolution for IT services.

Customer satisfaction

Customer satisfaction with IT services has dropped from 71% in 2009 to 57% in the 2012 customer survey. Between surveys, which occur once per Parliament, customer satisfaction is monitored from year to year by the number of formal notes of "thanks" from users and the number of formal complaints.

Table 3.12—IT infrastructure services—subprogram 3.2—quality indicators

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Customer satisfaction	High level of user satisfaction—Number of instances of positive feedback recorded in the service and request managament system (SARMS)	37	23	13
	Number of user complaints	26	38	23
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)	99.98% (unavailable for 2:56 hrs)	98.44% (unavailable for 54:21 hrs)	99.92%
	b) information technology infrastructure (network)	99.98% (unavailable for 2 hrs)	99.98% (unavailable for 2 hrs)	99.92%
	c) broadcast infrastructure support	100% (unavailable for 0:00 hrs)	99.9% (unavailable for 6 hrs)	100%
	d) telecommunications infrastructure	100% (unavailable for 0:00 hrs)	100% (unavailable for 0:00 hrs)	100%
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	93.27%	95.12%	85.50%
	b) high priority—response 30 minutes, resolution 4 hours	97.16%	96.30%	76.90%
	c) medium priority—response 30 minutes, resolution 8 hours	97.94%	96.59%	85.20%
	d) as agreed—response 60 minutes, resolution as agreed	97.88%	96.13%	96.10%

After a year of continuous change in user services, it is not unexpected that customer satisfaction or formal notes of recognition are lower than previous years. However the reduction in formal complaints highlights the work that was put into resolving user issues quickly and the emphasis on prioritising support calls from Senators and Members. The complaints mostly related to the timeliness of support services, general customer service and dissatisfaction with services such as BlackBerry and Outlook. The networking of label printers caused complaints where DPS was unable to maintain the networking function of older devices. Instead those devices were replaced by devices that could be networked.

High level of critical systems availability

Systems availability is based on how reliable the physical infrastructure is. The measure does not take into account the availability of the services (such as email) to an end user. The availability of systems target is 7am to midnight on sitting days and 7am to 8pm on business days (Monday to Friday non-sitting days).

In 2011–12, infrastructure hardware was available for 99.92% of the time. This is an increase of 1.48% over the previous year indicating fewer issues were encountered. This is expected as a result of ongoing investment in infrastructure such as upgrades to hardware (e.g. servers) and software (e.g. operating systems) used to run the IT environment. In 2011–12, the network had a slightly reduced availability (99.92% v 99.98%) compared to 2010–11. This can be attributed to some critical electrical infrastructure upgrades. On the whole these electrical upgrades progressed within scheduled out-of-hours maintenance periods. However, there were a few instances in which power was not restored to some of the data communications equipment until after the out-of-hours timeframe.

The telecommunications infrastructure remained available for 100% of the time. This statistic excludes the failure of individual handsets.

In 2011–12, critical broadcasting systems achieved their performance target of 100% system availability. This can be attributed to a proactive approach to system maintenance based on a preventative maintenance schedule and a commitment by support staff to quality service. Deployment of new technology in audio and sound reinforcement systems improved robustness and sound quality on the floor of the committee rooms.

Service requests were excluded from this indicator for 2011–12 due to the implementation of a new reporting system which records and reports on service requests differently to the previous system.

Timeliness of incident resolution

A key reason for the significant drop shown in the percentage of incidents resolved within service standards is a change in how incidents are reported. 2011–12 is the first full year of reporting using the new DPS service and request management system (SARMS). In this new system, service requests—simple requests for services such as equipment loans that are quickly and easily resolved—have been excluded from the 'Timeliness of incident resolution' report. By not reporting service requests, up to 30% of the quickly resolved helpdesk calls have been removed, thereby increasing the proportion of requests that are more difficult (and take longer) to resolve.

The new reporting system has provided a more accurate indication of incident resolution by better reflecting how significant incidents are dealt with.

Table 3.13 shows the levels of support services provided for IT services.

Support services

The level of support services for 2011–12 was generally in line with the 2010–11, with the number of support desk calls up by approximately 9%.

The number of consultation hours increased significantly. Consultation is measured as the amount of hours spent addressing client calls by the support desk and calls escalated to second level support. This includes service requests, incidents and requests for information. Due to the introduction of a new call logging and reporting system and a decision to include all work performed by support staff, the number of consultations has increased substantially from previous years.

Table 3.13—IT infrastructure services—subprogram 3.2—quantity indicator

Quantity indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Support services	Number of support services, by category:			
	a) support desk calls	46,607	44,663	48,474
	b) training services	125 participant days	128 participant days	128 participant days
	c) consultations	6,733 hours	5,312 hours	13,586 hours
	Number of support services, by category:			
	d) total number of registered users on the PCN	4,950	4,818	4,848
	e) amount of storage under management	19 TB	687 TB	785 TB
	f) emails transmitted across internet	51,129,211	37,036,081	24,511,705
	g) external web accesses from PCN	38,927 GB downloaded	61,929 GB downloaded	69,453 GB downloaded
	h) number of telephone calls made that leave Parliament House	2,271,907	1,959,829	1,978,648
	i) number of facsimiles sent	211,706	131,389	124,056
Volume of IT services required	Number and percentage change in registered users supported on the PCN	+ 155 (+3.2%)	- 122 (-2.6%)	+ 30 (+0.6%)

IT services provides IT training services for parliamentary clients. This includes classroom training in the Microsoft suite of products, the parliamentary search application (ParlInfo Search), and other departmental applications such as TRIM, the electronic document and record management system (EDRMS), and SAP, the financial management system. In 2011–12, the focus has been on training for the upgrade to Office 2010 but the most popular course continues to be ParlInfo Search.

More storage was added to the department's storage area network (SAN) to cater for growth in home server and exchange environments.

In 2010–11, there was a large reduction in the number of emails received compared with the previous year. This was due to the introduction of new spam-blocking software, network reputation services (NRS), into the exchange environment. A further decrease in email traffic recorded in 2011–12 can be attributed to two factors: the parliamentary sitting pattern (the year following a federal election year has relatively higher email traffic) and a three-month period of under-reporting of email statistics during the migration from the old exchange server to a new email environment.

The number of telephone calls made has remained much the same as for 2010–11. There was a continued downward trend in the number of facsimiles that are sent, down to nearly a third of the number sent in 2008–09 (355,280).

Volume of IT services required

As shown in table 3.14, the number of users registered on the PCN has remained relatively stable. However, this figure does not include the churn of users on the PCN. DPS handled 11,158 requests for account modification: these are made up of 1,252 new user accounts and mailboxes, 8,485 modifications of account access to shared information and shared mailboxes, and 1421 deletions of user accounts.

Table 3.14—Registered PCN users

Users	2007–08	2008–09	2009–10	2010–11	2011–12
Department of Parliamentary Services	1,111	1,125	1,086	1,092	1,163
Department of the Senate	246	235	205	201	187
Department of the House of Representatives	262	240	226	235	254
Senators and staff	796	940	1,008	995	899
Members and staff	1,658	1,938	2,147	2,021	2,104
Other clients (DoFD)	302	317	278	274	241
Total	4,375	4,795	4,950	4,818	4,848

Table 3.15 shows the costs of providing IT, broadcasting and telecommunication infrastructure, as well as the total costs for the subprogram.

Total cost of subprogram 3.2

The rise in IT support infrastructure costs is attributed to the increased costs of enhanced security, higher level of support for email systems, and higher depreciation charges.

The significant reduction in broadcasting infrastructure costs per hour is attributed to a combination of the higher numbers of broadcasting hours, and lower maintenance costs associated with new equipment that has been installed over the period.

Telecommunications costs have remained fairly constant over the period.

Table 3.15—IT infrastructure services—subprogram 3.2—price indicators

Price indicator	Measure	Performance		
		2009–10	2010–11	2011–12
IT support infrastructure	Cost per registered user	$2,246 (-3.3%)	$2,921 (+29.3%)	$3,194 (+9.36%)
Broadcasting support infrastructure	Cost per broadcast hour	$1,304 (+15.1%)	$1,344 (+3.1%)	$930 (-32.17%)
Telecommunications infrastructure	Total costs	$2.955m (-4.2%)	$2.770m (-6.26%)	$2.791m (+0.76%)
IT infrastructure services	Total cost of subprogram 3.2	$20.881m (+4.1%)	$21.604m (+3.5%)	$29.716m (+37.55%)

Program 4—Parliamentary records services

Introduction

Program 4 of the DPS Outcome and Programs Framework is the provision of access to the work of the Parliament through audio-visual and Hansard records of proceedings of Parliament. Two subprograms—broadcasting services and Hansard services—contribute to Program 4.

Broadcasting services— subprogram 4.1

Broadcasting services provided by DPS involve the production and archiving of audio-visual records of parliamentary proceedings in the chambers—the Senate, House of Representatives and Federation Chamber—and committees, when committee hearings are held in venues at Parliament House that have audio-visual facilities.

DPS broadcasting services provides feeds to the Australian Broadcasting Corporation (ABC) which has an obligation in accordance with the *Parliamentary Proceedings Broadcasting Act 1946* to transmit, via radio, the proceedings of the Senate and House of Representatives Chambers.

Table 3.16 shows the level of customer satisfaction with Broadcasting services.

Customer satisfaction

Customer satisfaction about Broadcasting services remains at a very high level, with one customer complaint in each of the last three years. The 2012 Customer Survey indicates a high level of satisfaction with Broadcasting services, with 88% of respondents indicating they are satisfied or very satisfied with the services provided.

Table 3.17 shows the number of hours of audio-visual material created, and the number of broadcast services provided during 2011–12.

Broadcasting services

Chambers

During 2011–12, DPS Broadcasting services supported an increased number of sitting hours (488 more than for 2010–11). This was achieved by improvements made to the way Broadcasting utilised its staff, including:

- employing casual staff on a more frequent basis;
- using audio-visual staff to undertake additional committee duties (for which only an audio recording is made); and
- reengineering the duties of the administration section to incorporate operational responsibilities.

Table 3.16—Broadcasting services—subprogram 4.1—quality indicator

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Customer satisfaction	High level of customer satisfaction	N/A[7]		88%
	Number of customer complaints	1	1	1

---

7.   DPS conducts a customer satisfaction survey once for each Parliament and, as such, figures for 2009–10 or 2010–11 were not reported.

Table 3.17—Broadcasting services—subprogram 4.1—quantity indicator

Quantity indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Broadcasting services	Hours of material captured on audiovisual record, by category:			
	a) chambers	1,341	1,138	1,626
	b) committees (ACT hearings)	1,235	1,396	2,002[8]
	c) committees (interstate hearings)	956	565	958[9]
	Number of other productions	909	742	636
	Number of audiovisual services	1,352	1,190	1,212
	Number of master control services	1,582	1,878	2,109
	Number of requests for extracts of parliamentary broadcast material	1,162	1,462	2,351

Committees

Committee activity achieved historically high levels in 2011–12 due to increased sitting hours. DPS staff provided audio-only or audio-visual support to hearings within the ACT and audio-only support to hearings across Australia, including capital cities and many regional areas.

Other productions

In addition to supporting the sittings of the Parliament and its committees, DPS provides media production services for other events held in Parliament House. In 2011–12, this included acting as host broadcaster for the visit of the President of the United States to Parliament House, and the parliamentary reception for Her Majesty The Queen and His Royal Highness The Duke of Edinburgh.

8.   Not all ACT committee hearing records are audio-visual records. Some are audio only, used to prepare the Hansard transcript and kept for a short period.
9.   Records for interstate committee hearings are audio only, used to prepare Hansard transcripts and kept for a short period.

Audio-visual services

The audio-visual services include sound reinforcement and recording of functions, meetings, seminars and special events. This service includes providing audio-visual equipment to clients in Parliament House. DPS provided 1,212 services in 2011–12, a slight increase from the 1,190 of the previous year.

Master control services

DPS also provides master control services to external media organisations to broadcast selected parliamentary proceedings and other special events. The number of these services increased from 1,878 in 2010–11 to 2,109 in 2011–12.

Requests for extracts of parliamentary broadcast material

DPS provides multimedia files of parliamentary proceedings to Senators and Members, the media and the public, on request. The number of requests has increased significantly from 1,245 in 2008–09 to 2,351 in 2011–12.

Table 3.18 shows the price indicators for Broadcasting services.

Broadcasting services—cost

There was a 43% increase in audio-visual recording for the Senate and the House of Representatives for 2011–12 compared to 2010–11. The decreased cost per hour of audio-visual recording for 2011–12 is due to fixed costs being spread over increased activity.

In 2011–12, the cost of other productions decreased by 22% to $379,448. This was due to a decrease in demand for these services.

Cost recovery from other productions

DPS recovered $320,085 through charging for services provided to clients for non-parliamentary business. The revenue decreased by approximately 10%, primarily due to increased parliamentary business activities.

Table 3.18—Broadcasting services—subprogram 4.1—price indicators

Price Indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Broadcasting services	Cost per hour of material captured on audiovisual record, by category:			
	a) Chambers	$718	$834	$657
	b) committees (ACT hearings)	$841	$759	$501
	c) committees (interstate hearings)	$838	$1,282	$871
	Cost of other productions	$369,003	$488,156	$379,448
	Cost recovery from other productions	$350,812	$355,981	$320,085
	Total cost of subprogram 4.1	$6.440m	$6.787m	$6.408m

Hansard services—program 4.2

Hansard services comprise transcribing and publishing reports of proceedings in the Senate, the House of Representatives, the Federation Chamber (second chamber of the House of Representatives) and parliamentary committees as well as preparing transcripts of some

Table 3.19—Hansard services—subprogram 4.2—quality indicators

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Customer satisfaction	High level of customer satisfaction	N/A[10]		86%
	Number of customer complaints	2	4	2
Accuracy of transcription	Error rate as notified by customers (target: maximum of 5 errors per 100 pages transcribed):			
	a) Chambers	2.6 errors	3.9 errors	2.9 errors
	b) committees	1.3 errors	6.2 errors	11.0 errors
Timeliness of transcription	Percentage of transcripts delivered for Chambers within service standards (target: 95%):			
	a) individual draft speeches (2 hours after speech finishes)	96.2%	83.2%	86.0%
	b) electronic proof *Hansard* reports (within 3 hours after House rises)	94.2%	71.9%	82.8%
	c) hard-copy proof *Hansard* reports (available in Parliament House by 8:30 am the following sitting day)	100.0%	98.8%	98.4%
	d) electronic official *Hansard* (15 non-sitting working days following the last sitting day in the week)	100.0%	72.6%	100%
	e) hard-copy of official *Hansard* (delivered to publisher within 15 non-sitting working days following the last sitting day in the week)	100.0%	70.3%	96.4%

10. DPS conducts a customer satisfaction survey once for each Parliament and, as such, figures for 2009–10 or 2010–11 were not reported.

Table 3.19—Hansard services—subprogram 4.2—quality indicators (continued)

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Timeliness of transcription	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	100.0%	76.2%	93.8%
	b) 1–3 days	99.0%	63.8%	96.0%
	c) 3–5 days	100.0%	68.9%	88.6%
	d) over 5 days	100.0%	100%	N/A

ministerial and Parliament-related conferences. Hansard has a number of contractors to whom it outsources some committee transcription work during peak periods in order to provide a timely service to its clients. Table 3.19 shows the level of quality of the Hansard services in terms of customer satisfaction and accuracy and timeliness of the Hansard product (transcription).

Customer satisfaction

The 2012 customer survey showed that 86% of respondents are satisfied or very satisfied with the services provided by Hansard.

Hansard received two customer complaints in 2011–12, a reduction of two from the four received in 2010–11. The complaints related to a correction of grammar, and service level.

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. Hansard's standard is five errors per 100 pages of transcript. The error rate for the chambers has improved over 2011–12; however there has been an increase in the transcript error rate for committees. This is mainly due to shortcomings in the audibility of some interstate

hearing recordings using 3G technology. Another reason for the increase in error rates is attributed to the new HPS that was implemented in May 2011 and, during 2011–12, a number of teething problems with the HPS affected the quality and timeliness of Hansard transcripts.

Timeliness of transcription

Chambers

During the first six months of the new HPS, there were a number of system issues that led to a decline in timeliness. As these issues were addressed, delivery times for transcripts improved. Further improvements to the system were identified and a project to address the issues has commenced. It is expected to be completed in the first quarter of 2012–13.

Committees

Despite the increase in committee transcription error rates referred to above, the use of 3G technology to stream sound from almost all interstate hearings back to Canberra has enabled Hansard to produce transcripts of hearings within tight timeframes. Until this technology was introduced, transcripts could generally not be commenced until a recording of the hearing was returned to Parliament House.

Table 3.20—Hansard services—subprogram 4.2—quantity indicators

Quantity Indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Transcription services	Number of hours transcribed, by category:			
	a) Chambers	1,341	1,138	1,626
	b) committees (ACT hearings)	1,235	1,396	2,002
	c) committees (interstate hearings)	956	565	958
Questions on Notice	Number of pages of answers to Questions on Notice or Questions in Writing in proof *Hansard*	1,675	966	1,234

Table 3.20 shows the number of hours of transcript by chamber and committee categories, and the number of pages of answers to Questions on Notice (Senate) and Questions in Writing (House of Representatives).

Transcription services

Chambers

DPS provides transcription services to the chambers. Chamber sitting hours have increased from 2010–11; however, DPS has successfully met this increased demand while maintaining a high level of customer satisfaction by:

• continuing to consolidate the new HPS;
• reviewing and revising rostering practices; and
• increasing the number of casual staff utilised during peak periods.

Committees

DPS is responsible for transcribing all parliamentary committees, many of which sit interstate. Committee transcripts make up more than 60 per cent of Hansard's workload. Sitting hours of parliamentary committees increased from 1,961 in 2010–11 to 2,960 this year. Despite the increase in sitting hours, Hansard maintained a high level of service to committees and also improved performance against accuracy and timeliness indicators.

Questions on Notice

Hansard prepares Questions on Notice (Senate) and Questions in Writing (House of Representatives) for publishing. As was the case for other Hansard transcription services, there was an increase in the number of Questions on Notice and Questions in Writing for the year 2011–12.

Table 3.21—Hansard services—subprogram 4.2—price indicators

Price Indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Hansard services	Cost per hour transcribed, by category:			
	a) Chambers	$2,360	$3,587	$1,937
	b) committees (ACT hearings)	$1,830	$2,669	$1,342
	c) committees (interstate hearings)	$1,958	$2,769	$1,524
	Total cost of subprogram 4.2	$10.862m	$10.503m (-3.3%)	$10.737m (+2.2%)

Table 3.21 provides information on the cost of Hansard services.

Hansard services—price

There was a 43% increase in the number of chamber hours, and a 51% increase in the number of committee hours for 2011–12 compared to 2010–11. The decreased cost per hour of Hansard transcribing for 2011–12 is due to fixed costs being spread over increased activity.

Program 5—Parliament House works programs

Administered items

Program 5 of the DPS Outcome and Programs Framework is the preservation of the heritage value of Parliament House and surrounds, including the building, furniture, artworks and the landscape and gardens.

DPS uses administered funds to plan, develop and deliver:

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

The structure of Parliament House was designed to have a life of 200 years. After 24 years of operation, further investment in a building works program is required, including:

- electrical, mechanical and plumbing equipment, reaching the end of their economic service life;
- new technologies that enable improved services, for example more efficient lighting and energy systems, reducing long-term support costs and/or enabling better environmental performance; and
- new investments to meet compliance and regulatory requirements such as safety, security and disability access.

Details of the department's performance against measures relating to design integrity and engineering systems can be found under Program 3–Infrastructure services.

Performance

DPS ran 24 building work projects in 2011–12. Table 3.22 shows performance measures for building projects administered by DPS.

Table 3.22—Administered items—Building works—quality, quantity and price indicators

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Extent to which building projects meet objectives	Client acknowledgement that a project has delivered 90% of agreed business objectives (target: 100% of projects)	100%	100%	100%
Quantity indicator				
Extent to which building projects are completed on time	Projects are delivered to agreed timetables (target: 100% of projects)	95%	88%	87%
Price indicator				
Extent to which building projects are completed on budget	Projects are completed within approved total budget (target: 100%)	100%	100%	100%
Extent to which administered funds are expended on building projects	Cost of building projects	$15,547,000	$19,758,532	$34,473,846

Quality, Quantity and Price Indicators

During 2011–12, 24 projects were completed and met business objectives, all within their allocated budgets and 21 of them within their agreed timeframes. In addition to this, three projects that span several years completed major stages during 2011–12, also within their agreed timeframes and allocated budgets.

Table 3.23 shows performance measures for the Parliament House Art Collection (PHAC).

Extent to which the Art Collection is developed

Sixty-six new artworks were purchased for the PHAC in 2011–12. The focus continued to be on addressing areas of under-representation in the collection, including work by women artists, and work by Western Australia- and Queensland-based artists. A number of artworks depicting regional and remote areas of Australia were purchased. Among the more significant acquisitions was a painting by Queensland-based Indigenous artist Judy Watson, created in response to the 2011 Brisbane floods.

One new artwork gift was accepted into the collection—a painting by Western Australian artist Phillip Cook.

Table 3.23—Administered items—Artworks—quality, quantity and price indicators

Quality indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Extent to which the Art Collection is developed	Acquisition proposals approved by Art Advisory Committee (target: 100%)	98.3%	96.4%	100%
Quantity indicator				
Extent to which the Art Collection is developed	Number of new artworks acquired	91	84	66
Extent to which the Art Collection is conserved	Number of artworks receiving preservation	9	30	7
Extent to which art projects are completed on time	Projects are delivered to agreed timetables (target: 100% of projects)	100%	100%	100%
Price indicator				
Extent to which administered funds are expended on the Art Collection	Cost of artworks preservation	$75,986	$45,350[11]	$50,794
	Cost of art collection development	$346,149	$324,010[12]	$300,709

11. This figure was incorrectly reported as $45,530 in the 2010–11 Annual Report.
12. This figure was incorrectly reported as $323,830 in the 2010–11 Annual Report.

Extent to which the Art Collection is conserved

Three major artwork conservation tasks were undertaken in 2011–12. They included: assessment and treatment of the large ceramic frieze *River Odyssey*, by Michael Ramsden and Graham Oldroyd, which is located in (and gives its name to) the Mural Hall at Parliament House; detailed analysis of the Forecourt mosaic designed by Michael Nelson Jagamara; and cleaning and repair of the two Chinese 'Lion Dogs' located in the House of Representatives formal gardens. A number of other minor conservation tasks were also completed. The planned second stage of the conservation of the Great Hall tapestry was delayed, while further investigation work was undertaken to determine the best method for accessing the work, and will continue in 2012–13.

Extent to which administered funds are expended on the Art Collection

Costs attributed to development and conservation of the Art Collection include the purchase price of artworks, as well as payments for delivery, custom framing, art consultancy services and contracted specialist conservation services.

Part 4
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.

Joint Standing Committee on the Parliamentary Library

Until 2005, Senators and Members provided advice to the Parliamentary Library through a Senate Committee on the Parliamentary Library and a House of Representatives Committee on the Parliamentary Library which met jointly. In December 2005 the first Joint Standing Committee on the Parliamentary Library was established by resolution of both chambers to:

(i) consider and report to the Presiding Officers on any matters relating to the Parliamentary Library referred to it by the President or the Speaker;

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

(iii) 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

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

Library Committee 2011–12

The Library Committee membership in 2011–12 was:

> The Hon. Dick Adams MP (Joint Chair)
> Senator Gary Humphries (Joint Chair)
> Senator Catryna Bilyk
> Mr Russell Broadbent MP
> Mr Nick Champion MP
> Mr George Christensen MP
> Senator Bridget McKenzie
> Senator Gavin Marshall
> Mr Daryl Melham MP
> Senator Lisa Singh
> Mr Craig Thomson MP
> Senator John Madigan

The Library Committee met on 22 September 2011, 24 November 2011, 15 March 2012 and 21 June 2012. The Committee discussed:

(a) Library resourcing and the demand for Library services;
(b) the appointment of a new Parliamentary Librarian;
(c) the Parliamentary Library's Business Plan 2011–12;
(d) the outcome of the Client Evaluation of Library Services;
(e) the relationship between the Parliamentary Library and the National Library of Australia;
(f) trends in parliamentary library and research services, including use of online resources;

(g) the review of the Australian Parliamentary Fellowship;
(h) digitisation of Library collections;
(i) the resource agreement between the Parliamentary Librarian and Secretary of the Department of Parliamentary Services (DPS); and
(j) revised Library Governance Papers, including: *Preparing and publishing Bills Digests; Parliamentary Library Feedback; Parliamentary Library Collection Development; Statement of Client Services*.

Achievements 2011–12

The Library's vision is an informed Parliament supported by a Library that delivers services to meet client needs. Achievements are described against the Library's strategic priorities.

Create the 21st century Parliamentary Library and research services

A major focus for the Library is creating services and products that meet the needs of Senators, Members, their staff, and the chamber departments in their work in supporting Senators and Members, in the 21st century.

Client evaluation of library services

The Library conducts a review of the needs of clients once in each Parliament. LeapFrog Research was chosen via select tender to undertake the independent review for the 43rd Parliament. The research objectives were to determine:

- the overall levels of satisfaction with Library services;
- the extent to which services are provided on a balanced, impartial, confidential and consistent and timely basis;
- areas/instances where the information and research needs of the 43rd parliament are not adequately being met; and
- any changing information needs of clients.

The evaluation methodology comprised a mix of qualitative interviews and a targeted online survey open to Senators and Members and their staff. The Report, *Evaluation of Parliamentary Library Services: Optimising Client Service Delivery*, found that:

- 93% of respondents were satisfied with Library services (up from 89% in the 2007 survey). Of these, 80% were 'extremely satisfied' or 'very satisfied';
- over 98% said they would be likely to recommend the services to colleagues;
- the Library delivers well on performance measures, particularly accuracy, confidentiality and quality, but any lapse in quality is judged harshly;
- Library staff are highly regarded;
- Library services are regarded with greater trust and authority than other online services, although most respondents used Google first to find information (67%);
- electronic availability of information is critical; and
- the majority of respondents now see access to the Library's services through mobile devices as essential.

Services used most regularly and valued highly include research services, electronic newspaper clippings, the Electronic Media Monitoring Service, Bills Digest and the enewsletter 'What's New' (the e-newsletter format was developed as a result of feedback comments made in the 2010 evaluation).

Given the overall levels of satisfaction with Library services, the Report does not recommend substantial change, but identifies a range of measures to sustain and improve service delivery, including:

- sustained and targeted promotion of Library services, particularly newer services;
- developing online training and Library orientations that can be accessed at the clients' convenience;
- focusing on developing relationships with new clients and ongoing building of their awareness of the range of services available;
- continuing to strive for a high and consistent quality of response from researchers; and
- providing Library staff with additional training on the services offered to ensure they can confidently guide clients in the use of the full range of Library services.

The findings of the review are consistent with feedback received through the program of client outreach visits the Library has undertaken over the last year to provide Senators and Members and their staff with information on Library services and to talk about their changing information needs.

Review of the Australian Parliamentary Fellowship

At its meeting of 23 June 2011, the Joint Standing Committee on the Parliamentary Library agreed that a review be undertaken of the Australian Parliamentary Fellowship. The Fellowship was formally established in 1970 and is managed by the Parliamentary Library on behalf of the Parliament. Its purpose is to:

- contribute to scholarship on the Parliament and its work;
- promote knowledge and understanding of the Parliament;
- raise awareness of the role of the Library's research service;
- provide a researcher with work experience in the parliamentary environment; and
- support 'early career' scholars.

The value of the Fellowship lies not only in the delivery of a research monograph but also in its potential to promote knowledge of the Parliament and its processes in the wider policy and academic community, and in its immediate, direct value to the Library and its clients.

The Committee accepted the conclusions and recommendations arising from the review, namely that, while the purposes of the Fellowship remain relevant and appropriate, they are not necessarily best achieved by the appointment of a single, early career Fellow. Given the changes in the nature and demographics of tertiary studies, it was timely for the Parliamentary Fellowship to likewise evolve. The Committee agreed to the implementation of a mix of initiatives in support of the goals of the Australian Parliamentary Fellowship, including:

- annual Parliamentary Library internships and summer fellowships of several weeks duration;
- a Parliamentary Fellowship—but of more flexible duration (up to six months)— possibly offered as an adjunct to other posts or attachments; and
- a short-term, honorary senior Scholar in Residence program (a Parliamentary Library Visiting Fellowship) which could be offered to distinguished practitioners/researchers (with office facilities and honorarium only).

These initiatives will be implemented progressively as resources allow. The inaugural summer scholar scheme will be advertised later this year. There will be no fellowship offered in 2012–13 due to budget constraints.

The Parliamentary Librarian has also established an adjunct (unremunerated) position of Parliamentary Library Associate to help build and sustain relationships between the Library and individuals with demonstrated expertise in issues of interest to the Parliament. The first Associate is Dr Frank Frost, who recently retired from the Library after some 38 years of service. In his role as Parliamentary Library Associate, Dr Frost will be writing a research paper for the Library on Australia, ASEAN and regional cooperation in East Asia. Dr Frost will also assist with the production of papers by other staff during this period.

Knowledge transfer to parliament

Library publications were recognised by our clients and the community to be of high value.

Australian Policy Online's Top Ten most read Research Reports for 2011 included at number four *Asylum seekers and refugees: what are the facts?* by Janet Phillips. Library publications ranked in *Australian Policy Online*'s other lists of top reports for 2011 were:

- *Creative and Digital*
  4. *Marketing obesity? Junk food, advertising and kids* by Rhonda Jolly

- *Economics 2011*
  8. *Foreign investment in Australia: recent* developments by Kali Sanyal

- *Environment & Planning*
  3. *Ways forward in the population and environment debate* by Steven Cork

- *Health 2011*
  3. *Marketing obesity? Junk food, advertising and kids* by Rhonda Jolly

- *International:*
  1. *Asylum seekers and refugees: what are the facts?* by Janet Phillips
  2. *Foreign investment in Australia: recent developments* by Kali Sanyal

- *Politics*
  9. *Citizens' engagement in policymaking and the design of public services* by Brenton Holmes

- *Social Policy*
  2. *Asylum seekers and refugees: what are the facts?* by Janet Phillips
  8. *Paternalism in social policy: when is it justifiable?* by Matthew Thomas and Luke Buckmaster

Budget Seminar and Budget Reviews

On 8 May 2012, the Library held its annual Budget Seminar. Members of the Economics Section gave an overview of the macroeconomic environment and the Government's fiscal strategy, and how to find information in the Portfolio Budget Statements.

The session was extremely popular, with 130 passholders attending and latecomers finding only standing room remaining. The seminar is available online at:

http://www.aph.gov.au/About_Parliament/Parliamentary_Departments/Parliamentary_Library/pubs/Vis/vis1112

The Parliamentary Library also produced its annual *Budget Review* to assist parliamentarians consider the key issues posed by the 2012–13 Budget. The review includes a macroeconomic analysis and commentary on the Budget as well as examination of key measures across all portfolios. It was prepared under significant time pressures with a view to making it available to parliamentarians as soon as possible. More than 20 reviews were published online by close of business Friday 11 May, with the great majority of chapters completed by the middle of the following week.

Review of Bills Digests

The *Parliamentary Library Review 2010 Report* recommended that the Library, in 2011, review the Bills Digest service given the changed parliamentary landscape following the 2010 election.

Bills Digests have been produced by the Library since 1976 to provide an independent perspective on legislation before the Parliament. They are written to assist Senators and Members in their consideration of legislation (both in the chambers and in legislative committees). They are intended to complement legislative material provided by the Bills' sponsors (Explanatory Memoranda and Second Reading Speeches).

The review explored the most effective ways to deliver timely research and analysis on legislative issues and to improve coverage of private Senators' and Members' Bills. The review drew upon: client feedback (from Senators, Members and Chamber department staff), consultation with Library researchers and the work of other parliamentary libraries, including those in the United Kingdom, New Zealand, the United States of America and Canada.

A number of improvements to internal processes have been identified through the review. The key one is that the authoring of digests needs to be shared more widely across the Research Branch rather than being concentrated in two or three sections. This strategy will increase in importance as the Library's resources are further constrained. Digests will benefit from having greater input from researchers with relevant policy expertise, and spreading the workload more broadly should assist the timeliness with which Digests are able to be produced.

However, in order to maintain quality, it will be important to provide researchers outside the Law and Bills Digest section with additional support to pick up what, for many, is an expanded role. This will be done by:

(a) providing more rigorous quality assurance from second readers;

(b) providing greater guidance to authors in the use of Digest templates;

(c) implementing a rolling training program for Research Branch staff, including presentations from staff of chamber departments and other relevant agencies on the legislative process; and

(d) giving specific consideration to private Senators' and Members' Bills when allocating resources, to ensure that the Library produces Bills Digests on those private Bills that are most likely to be considered by committees or debated. Where it is not possible to produce a Digest, consideration will instead be given to producing an alternative Library publication, such as a FlagPost entry or a Background Note, addressing the key policy issues to help inform debate.

The training program commenced in December 2011 and will continue throughout 2012 and beyond. In 2011–12, 178 Bills Digests were prepared, eight on private Senators' and Members' Bills. The Library also produced a Background Note on same-sex marriage which covered issues raised in the three Bills before the Parliament.

FlagPost

The Parliamentary Library blog *FlagPost* continued to be developed with linkages to the Library's Twitter and Facebook accounts. Blog entries are up to 1000 words on a topical issue. Blogs are now saved into ParlInfo. Clients have commented on the advantage of short, informative, impartial and timely pieces. A total of 158 posts were published in 2011–12 and use of the publication is growing: Figure 7 shows the increasing use.

Connect clients with information

The Library's collection of print and electronic resources continued to grow to meet the needs of clients, particularly in emerging policy areas such as climate change and security. The percentage of the Library's collection available in digital form, which allows clients to have easy access to material wherever they are located, increased from 31.2% at the end of July 2011 to 33% at the end of June 2012.

The 43rd Parliament saw a major focus on developing knowledge and awareness of the Library's services by new Members of Parliament. Each new Member of Parliament was allocated a Library Contact Officer to assist them and their staff to find and use the Library's services and products. In July 2011, Library staff participated in the orientation program for new Senators, delivering information sessions on Library services and on the Commonwealth financial framework and Federal Budget.

Summon

To provide easier access to the Library's print and digital collections, the Library is piloting a new searching service, Summon. Summon is a simple and easy to use search tool for information that the Parliamentary Library creates or provides access to, including:

- most of the commercial electronic resources;
- press clippings, media releases, and the electronic media monitoring service;
- Library publications including Bills Digests; and
- the Library catalogue.

Summon obtains content directly from publishers and suppliers of online databases, and content from the Library of selected ParlInfo databases. All the content is 'pre-indexed' and searches are therefore quick. It has a Google-like search box and advanced searching options.

Figure 7—Monthly views of the FlagPost blog

Views per month of the Parliamentary Library's blog FlagPost
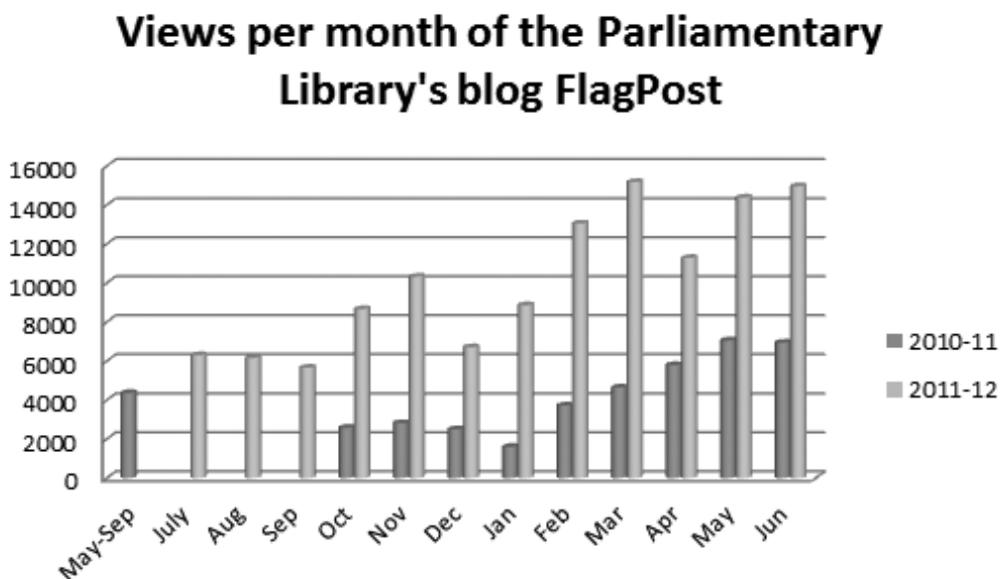
Digitisation

The Parliamentary Library has large digital collections and has a strategic goal to digitise more material of interest to the Parliament as resources permit.

The Library has archives of paper or pre-digital media audio visual material that it has identified as likely to be of ongoing interest to Members of Parliament. Progressively, this material is digitised and added to the permanent digital collection. This work has commenced on a small scale. In 2011 the Library established a set of criteria for digitisation which were presented to the Library Committee for discussion. The factors that the Library considers when undertaking digitisation projects include:

- current demand—how often are clients requesting the material in its pre-digital format?
- potential use—if the content was more easily accessible would use increase?
- preservation/useability—is the content fragile or likely to be unusable in the foreseeable future?
- costs of digitisation—what can be done at a local level using available staff/ equipment and what is a large scale project that would involve an external provider?

- storage; and
- staff skills.

Digitisation in 2011–12 included:

- press releases: approximately 6,700 historic press releases (1956–1999) were digitised;
- the backset of published Parliamentary Fellowship Monographs;
- radio and television broadcasts: on-demand from clients, individual pre-2004 programs were digitised from analogue recordings; and
- party political documents (party policies, major speeches): this collection had content in print back to the 1900s and online from the 1996 Federal Election. This includes items such as policy documents and campaign launches for the major parties and other parties such as the Australian Democrats and the Greens. The complete Political Party Collection is now digitised, over 3810 items.

Like the digitisation of Hansard, this work makes available to the wider community important documents of Australia's public life; including policy speeches. Some examples are included below.

POLICY SPEECH

Delivered by

THE PRIME MINISTER
(RT. HON. R. G. MENZIES, K.C.)

At the Camberwell Town Hall, on Monday, 2nd Sept., 1940.

On September 21st the people of Australia will be asked to elect a new Parliament. The prime responsibility of that Parliament will be to conduct Australia's part in the most critical war in history, to lead our people to a complete victory, and to lay the foundations of a just peace.

You will all realise without words of mine the grave responsibility you will discharge at the polling booths. It is no over-statement to say that our people as electors have never been called upon to make a choice of such enormous significance. A courageous, determined, far-sighted and patriotic Parliament will adequately serve a brave and loyal country. Recent European history has shown us how ruinous a hesitating, inefficient or defeatist Parliament can be. You are therefore to choose who shall serve you.

Robert Menzies, General election 1940: policy speech by the Prime Minister, 2 September 1940.

*Ben Chifley, Statement of policy by the Prime Minister: general elections 1949,
14 November 1949.*

Library Accommodation

The Ground Floor Reading Room and adjacent Newspaper Reading Room re-opened on Monday 12 September 2011 following refurbishment. The Ground Floor Reading Room is available after hours to Senators and Members through swipe access using their Parliament House passes. The Newspaper Reading Room is available to all Parliament House passholders 24 hours a day.

Accommodation planning for utilising Library floor space in the main library efficiently and to modern standards in existing and/or new open plan areas commenced in 2009–10. In 2011–12, an area in the Second Floor Main Library commenced refurbishment. This work will be completed in 2012–13.

Support the Parliament's engagement with the community and democracy

Parliamentary Handbook

The Parliamentary Handbook for the 43rd Parliament was launched in October 2011 by the then Speaker, Mr Harry Jenkins and the Chairs of the Joint Standing Committee on the Parliamentary Library, Mr Dick Adams and Senator Gary Humphries.

The *Parliamentary Handbook* is now almost 100 years old. In 1915, the first Library Committee of the Commonwealth Parliament recommended that the Parliamentary Library prepare a Commonwealth Parliamentary Handbook which would give short biographies of parliamentarians since Federation along with electoral information and 'other information likely to be useful'.

The first edition of the *Handbook*, published in 1915, covered the period of the first six elections and parliaments from March 1901 to September 1914. To date there have been 32 editions of the *Handbook*, which have documented the 43 parliaments up to and including the current Parliament. This is the 10th edition to have been edited by Martin Lumb, whose involvement with the *Handbook* dates back to 1986.

Over the years, the *Handbook* has developed into a comprehensive reference work on many aspects of the Commonwealth Parliament and includes much information on the Australian political system as well.

The biographies in the *Handbook* became available online for the first time in 1988 when the Commonwealth Parliament moved to its permanent home and modern technology became integral to providing services to Senators and Members. Since 1999, the full text of the *Handbook* has been available on the Internet and is regularly updated. This latest

*Senator Gary Humphries, Mr Harry Jenkins and Mr Dick Adams launch
the 32nd Edition of the Parliamentary Handbook.*

edition of the *Handbook* will continue to utilise advances in technology by becoming the first edition to be released as an e-book.

Website

The Library supports the website of the Parliament of Australia (www.aph.gov.au) through its Publishing section. The Parliamentary Librarian and colleagues from the Chamber departments led the development of a new APH website that went 'live' on 17 February 2012. The site provides members of the public with improved access to information about the Australian Parliament, Senators and Members, Hansard, Bills and Committees.

The website aims to support democratic participation through the provision of information to the Australian public and facilitate public access to information about, and communication with, the Parliament, its committees and members.

While the website provides a central view of information relating to the Parliament of Australia, content is shared and owned by each of the three parliamentary departments.

The website also provides access to the suite of parliamentary applications through the use of the "Authorised users | login" facility on the bottom right hand corner of the website homepage. Authorised users can now use this facility to access their desktop and supported applications from any computer via the website.

The department has received positive feedback on Twitter and elsewhere about the look and organisation of the new site. The new site got a thorough and positive review on the Library of Congress law blog http://blogs.loc.gov/law/2012/02/the-australian-parliaments-new-website. The Library used its newsletter, 'What's New', to offer clients tips on how best to access information, and also released a guide addressing common queries.

National Sorry Day

In February 2012, the National Sorry Day Committee presented Seven Historical Documents of Truth and Justice to the Australian Parliament in a special ceremony marking the fourth anniversary of the National Apology to the Stolen Generations.

The documents include:

- Petition to King George VI & The Day of Mourning Resolution 1938;
- The Barunga Statement 1988;
- The Report of the Royal Commission into Aboriginal Deaths in Custody 1991;
- The Bringing them home Report 1997;
- The Australian Declaration Towards Reconciliation and Roadmaps 2000;
- United Nations Declaration on the Rights of Indigenous Peoples 2007;
- The Australian Parliament's Apology to the Stolen Generations 2008.

The documents were presented in a traditional message stick carved by Wiradjuri artist Duncan Smith. The Library is the custodian of this gift, which is on display in the Ground Floor Reading Room.

NSDC
NATIONAL SORRY DAY COMMITTEE INC.

Unit 2, 134-142 Bunda Street, Civic ACT 2601
Media Release 13 February 2012

SEVEN HISTORICAL DOCUMENTS OF TRUTH AND JUSTICE PRESENTED TO AUSTRALIAN PARLIAMENT

The National Sorry Day Committee (NSDC) today presented Seven Historical Documents to the Australian Parliament in a special ceremony to mark the Fourth Anniversary of the National Apology to the Stolen Generations.

The Seven Historical Documents of Truth and Justice include

- Petition to King George VI & The Day of Mourning Resolution 1938
- The Barunga Statement 1988
- The Report of the Royal Commission into Aboriginal Deaths in Custody 1991
- The Bringing them home Report 1997
- The Australian Declaration Towards Reconciliation and Roadmaps 2000
- United Nations Declaration on the Rights of Indigenous Peoples 2007
- The Australian Parliament's Apology to the Stolen Generations 2008

The Seven Historical Documents were presented in a traditional message stick carved by Wiradjuri Artist Duncan Smith.

Ms Helen Moran, Indigenous Chair of the NSDC said the documents were of great significance to the Stolen Generations.

These documents and their recommendations represent the journey that First Nations Peoples have endured over the past two centuries and the steps that have been shared toward rectifying some of that history.

They remind us of Australia's unfinished business in realising the human rights and full citizenship of this country's First Nations Peoples – with so many of their recommendations still yet to be fulfilled.

They continue to light the pathways toward truth, healing and justice for the Stolen Generations, their families and communities.

These documents are also testimony to the courage, honesty and openness with which significant issues have been approached in the past by both Indigenous and non-Indigenous leadership.

The bipartisan courage and vision that was demonstrated by the Prime Minister and Opposition Leader for the delivery of the National Apology in 2008 is essential to achieving further advances such as Constitutional Recognition. There is already strong support in the community for such an act of recognition, which can be harnessed with powerful leadership.

These seven Historical Documents are a gift of encouragement and reminder of what is possible when we share an equal partnership and aspire to tell the truth.

Further background on the Seven Historical Documents can be found at www.nsdc.org.au

Engagement with other Parliamentary Libraries in Australia and in our region

The Library produced a study of access to online parliamentary information in Australia covering the national and state parliaments. This work was undertaken for the Association of Parliamentary Libraries of Australasia (APLA), a collaborative network of federal and state parliamentary libraries in Australia, New Zealand and Papua New Guinea. The study is published online at: http://www.apla.org.au/information/bm.doc/australian-parliamentary-material-online.pdf

The report provides information on the publication of Hansard, live broadcasting and other parliamentary information products. The study is part of an ongoing program of activities of the association to enhance knowledge and publication of parliamentary resources in print and online.

The Library has also contributed to an APLA project *Legislative Libraries: Building a core reference collection* as a resource for Pacific Parliamentary Libraries.

The Library is committed to supporting parliamentary libraries in the region, particularly in Pacific countries and in emerging democracies.

In June 2012, the Library participated in a mission sponsored by the Inter-Parliamentary Union to help establish a library, information and research service for the new, 664 member Parliament of Myanmar. Development of a modern, well equipped library and research service has been identified as a priority by the parliamentary leadership, Members of Parliament and parliamentary staff. The mission team comprised Elizabeth Luchetti, Director Collection Management, Parliament of Australia and Avi Marom, Head of Data Communication & Telephony, The Knesset, Israel.

The Library also delivered presentations on its work to a range of parliamentary delegations with representatives from countries including Brunei, Canada, Chile, China, the Gambia, India, Indonesia, Japan, Laos, Malaysia, New Zealand, Tonga, Turkey, UK and the USA.

Use technology to support better services

ParlMap

The Library has replaced its thematic (colour coded) mapping application on the 'Electorate Atlas', introduced in 2005, with a modern, flexible, easy to use application to enable clients to draw a map of any electoral division showing Census or voting characteristics.

In the past, only one dataset could be placed on the online user-generated map at any given time.

The new system, which is available through the Library's intranet:

- provides improved capability for online user-generated thematic and topographic maps of Australia showing regional information and electoral information for use by Senators and Members and their staff;
- allows Parliamentary Library and committee staff to use the system to provide information to clients and committees; and
- is accessible through a range of devices including iPads.

Topographic maps of Commonwealth Electoral Divisions can be overlaid with State Electoral Districts, Local Government Areas and Census Collection Districts. The 2011 Commonwealth Electoral Divisions will also be available for display by the end of the calendar year (including recent redistributions in SA and Vic). Senators and Members are also able to create and print thematic maps using statistical data from the 2006 census (data from the 2011 census will be available in full by November 2012).

Media services: news clips

The Parliamentary Library selects news clips of interest to the parliament, available every day through ParlInfo Search. The Senators' and Members' daily news clips service became fully operational in 2011–12. This service uses the Library's LAST (Library Authoring System and Thesaurus) to automatically select from Australian capital city newspapers against two

profiles (one for Senators and one for Members) and publish this content to the Library's intranet. This service runs automatically seven days a week, with the clips usually available on the intranet before 7:30am.

Media services: radio and television programs

Radio and television programs are currently captured and made accessible using a system that is at the end of its life. The Library's Electronic Media Monitoring Service is being migrated to a new Audio Visual Asset Management and Archiving System. The system is expected to go into production in late August 2012. User acceptance testing has been completed and Library staff have been fully trained and have developed their own user manuals to assist with a smooth transition to the new production environment. Migration of existing digital content, primarily recordings from 2004 onwards, is expected to be completed approximately three months after going into production.

Client enquiries management

In July 2011, the Library started to use a new system to record client enquiries and other work done by Library staff. The new system is one used by all state libraries in Australia and many university and research libraries. One of the important aspects of the system is access management that ensures access to information about client enquiries is restricted and an audit trail of all access is kept. Historic data has been migrated from the previous Time and Information Recording System and the new system will continue to provide information for the Library Committee and for other reporting needs.

E-books

The Library is now publishing research publications as e-books. The format enables publications to be easily read on devices such as iPads.

In 2011–12, one of the Library's strategic goals was to increase the collection of e-books to enable Senators and Members and their staff easy access to books in our collection regardless of where they are working.

In March 2012, the Parliamentary Library added OverDrive to its digital resources. OverDrive is a multichannel digital distributor of e-books, audio books, music, and video. To date, OverDrive has developed 'Virtual Branch' websites for 13,000 libraries worldwide. OverDrive currently hosts more than 500,000 premium digital titles from more than 1,000 publishers. The product supports iPad, Sony Reader and many other mobile devices. The Library is purchasing from OverDrive's non-fiction titles and these are available on a single website for browsing, checking out and downloading. Loans are from one to three weeks, and the Library is monitoring usage and purchasing additional copies of items in high demand.

New client service portal

The Library's client service portal is being re-developed to improve client access to its services. The new portal will use Sitecore as its content management system, in line with the APH website and DPS intranet environments. Development work on the new portal is well under way and it is expected to go live before the end of this calendar year.

Parliamentary Library video and training resources.

The Parliamentary Library provides various training programs including orientations, introductions to particular resources and a Study of Parliament course for the staff of parliamentary departments. We also visit Senators' and Members' offices in Parliament House to provide training on request, and provide training by phone on an ad hoc basis.

We have been considering methods of delivering training and inductions online, so that we can reach staff in electorate offices who may not have the opportunity to attend training on site.

With great assistance from Broadcasting, the Library has created a video which provides a short introduction to Library services. It is available for Senators and Members and their staff and the wider community on the Parliamentary Library's YouTube channel at http://www.youtube.com/watch?v=o2BSgpyAvuE.

The Library has also produced three online training videos to explain the process of setting up a computer/iPad to use OverDrive to download e-books.

Strategic and Workforce Planning

Roxanne Missingham left the Parliamentary Library on 13 February 2012 after six years as Parliamentary Librarian to take up an appointment as Chief Scholarly Information and University Librarian at the Australian National University. She was the ninth Parliamentary Librarian since 1901, and the first Parliamentary Librarian appointed after the Department of the Parliamentary Library, the Joint House Department and Department of the Parliamentary Reporting Staff were merged into the Department of Parliamentary Services.

Dr Dianne Heriot was appointed the new Parliamentary Librarian on 10 May 2012.

Twenty-seven ongoing staff left in 2011–12, a separation rate of 20%. This is higher than separation rate of ongoing Library staff for the previous year (12.5%).

Staff turnover occurs for a range of reasons including retirement. The average age of the Library's workforce is 48 years (for ongoing employees). As at 30 June 2012, 36% of ongoing employees were eligible to retire (55+ years). A further 29% will become eligible over the next 10 years. This is not a new issue. In fact the Library's ageing workforce rate has slowed over recent years. In 2012, the total ongoing workforce at risk of retirement in the next 5 years is 50%—in 2006 the figure was 56%.

The main reasons for separation from the Library during 2011–12 were: age retirement (10 staff, 37% of separations), voluntary retirements (6 staff, 22% of separations), transfer/promotion (6 staff, 22% of separations), resignation (4 staff, 15% of separations), and invalidity retirement (1 staff member, 4% of separations).

Resignations included staff retiring shortly before their 55th birthday (so called 54/11 resignations) taking up a superannuation advantage from the Commonwealth superannuation scheme (CSS).

The Library's workforce planning includes wherever possible succession planning through mentoring and development of in-house expertise to replace retiring staff.

Another factor in staff separation was career development with the promotion or transfer of staff to other agencies including other parliamentary departments. For the newer research assistant, category mobility is anticipated as a highly likely consequence of the skills and knowledge gained in the parliamentary environment.

Budgetary pressure was a key driver of staff separations in the latter part of 2011–12. The major pressures on the Library's budget are:

- increases in staff salary rates (at 3% per annum over the life of the current Enterprise Agreement); and
- general price rises in Library materials.

In its *Mid-Year Economic and Fiscal Outlook 2011–12,* the Government announced

- an increase of 2.5% to the efficiency dividend for most Commonwealth departments and agencies in the 2012–13 financial year, on top of the existing efficiency dividend of 1.5%; and
- a 20% reduction in departmental capital funding (capital funding is used to fund the Collection).

Staff numbers were reduced in 2011–12 to ensure that the Library started 2012–13 with 127 Full Time Equivalent staff compared to a 2011–12 level of 131 FTE. This was necessary to enable the Library to manage within the resources available in 2012–13.

We achieved this by reviewing vacant positions, not filling some and reclassifying others. As well, seven staff members accepted voluntary redundancies (six of which took effect in the 2011–12 financial year, one falling in the 2012–13 financial year).

A review of collection development expenditure was undertaken by Information Access Branch in consultation with Research Branch. The review identified potential titles that will need to be cancelled in order to meet anticipated reductions in operating expenses and capital in 2012–13.

Parliamentary Library overview

Office of the Parliamentary Librarian

The Office of the Parliamentary Librarian comprises the Parliamentary Librarian, an Executive Assistant and the Director, Client Relations, who provides orientation and training services for Senators, Members, their staff and other parliamentary staff.

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, including Bills Digests.

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 and Ground Floor Reading Room (GFRR).

IAB staff select, acquire, catalogue, index and provide access to collection material. They are also responsible for publishing for DPS.

Report on performance

Program 1—Library services

Introduction

Program 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 subprograms:

(a) subprogram 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) subprogram 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 ParlInfo, 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 subprograms.

Research services—subprogram 1.1

Table 4.1 quantifies the performance of research services.

Client requests

During 2011–12, consistent with previous 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%.

There was a significant increase in the number of direct client requests—approximately 12 %—compared to the previous year.

General briefs and publications

In 2011–12, the Library produced 427 publications, a significant increase over previous years. This increase is primarily due to the implementation of the Parliamentary Library blog, *FlagPost*. A total of 158 blogs were written and posted in the financial year. The blogs are short timely analytic works which provide clients with up-to-date information on a current topic. Blog posts undergo a review process and are approved for release by senior Library staff.

The Library published 178 Bills Digests, eight of which were for Private Senators' and Members' Bills.

Hours spent on publications and on responding to enquiries placed directly by Senators and Members and their staff decreased from the previous year, in part reflecting changing staff numbers. However, hours on client services to parliamentary committees, parliamentary departments and reciprocal arrangements increased by approximately 36%.

Client training and seminars

Parliamentary Library Lectures and Vital Issues Seminars attracted over 360 attendees in 2011 12. The aim of the seminar program, which has been running since 1986, is to bring notable speakers to the Parliament to give Senators and Members and their staff the opportunity to hear, first hand, expert opinion on a range of currently relevant topics. Speakers in 2011–12 covered a diverse range of topics, including: the Cost of Living in Australia; the US Presidential Election; the Australia US alliance in the 21st Century; tax reform; and human trafficking and slavery. Seminar recordings are available on the APH website.

Table 4.1—Research services—subprogram 1.1—deliverables

Deliverable	Measure	Performance		
		2009–10	2010–11	2011–12
Individual client requests	Percentage of primary clients (Senators' and Members' offices and Ministers' offices) using the services (target: 98%)	100%	100%	100%
	Number of individual client requests (target: 16,000)	15,476	13,818	15,460
Self-service requests	Number of online uses of the Parliamentary Library's publications, including the *Parliamentary Handbook* and General Briefs and Publications, through ParlInfo and the Internet (target: 6,000,000)	5.56m[13]	6.95m[14]	4.8m[15]

13. Denial of Service attack in February 2010 resulted in problems for the statistical reports on use of web services.
14. This statistic has been reviewed and corrected to include all self-help including more recently developed services.
15. The upgrade of the Parliament House website in February 2012 has changed how data is collected for this statistic.

Table 4.1—Research services—subprogram 1.1—deliverables (continued)

Deliverable	Measure	Performance		
		2009–10	2010–11	2011–12
General briefs and publications	Number of general briefs and publications prosuced (target: 220)	285	361	427
Client training and seminars	Attendance at training courses and events (eg Vital Issues seminars) (target: 500 attendees).	550	508	589

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

Table 4.2 shows the level of satisfaction with research services.

The Library received a complaint from one client regarding delayed publication of a Bills Digest. The Library responded to the complaint, apologising and noting the impact of increasing resource constraints.

Client satisfaction with the Library's service in the 43rd Parliament is 93%, up from 89% in the 2007 survey. Of these, 80% were 'extremely satisfied' or 'very satisfied'.

Performance against the timeliness target fell below the target of 95%. This reflected in part the increase of some 12% in the number of individual client requests from the previous year and resourcing pressures caused by reduced staff numbers. Some part of this variation is explainable as record-keeping errors during the implementation phase of a new recording system for client inquiries.

Table 4.3 shows the cost of research services.

Figure 8—Distribution of client service hours by service type

■ Publications

■ Parliamentary committees, parliamentary departments and reciprocal arrangements

■ Commissioned services for Senators and Members
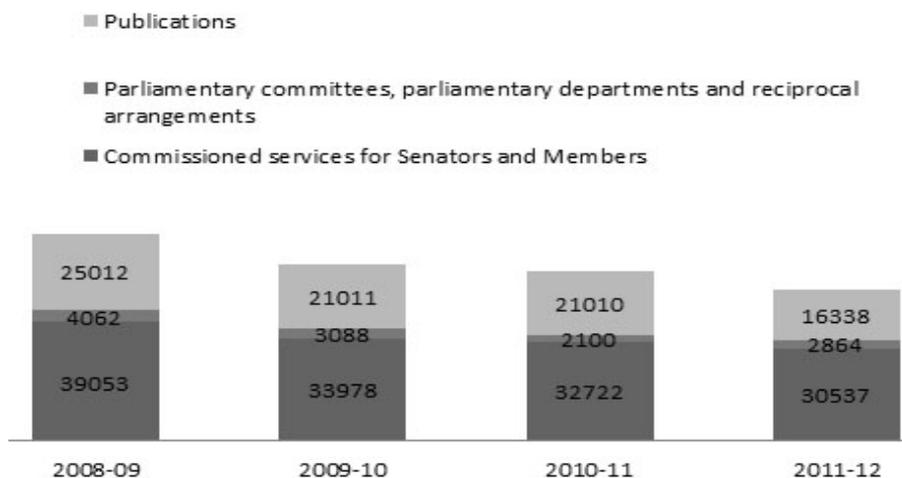
Table 4.2—Research services—subprogram 1.1—key performance indicators

Key performance Indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Client satisfaction with requests and general briefs and publications (GBPs)	High level of customer satisfaction (target: 90%)	93%	93%	93%
	Client service delivered to timeliness service standard (target: 95%)	96%	97%	88%
	Number of complaints from clients	0	2	1

Table 4.3—Research services—subprogram 1.1—price indicators

Deliverable	Measure	Performance		
		2009–10	2010–11	2011–12
Cost of research services	Average cost per individual client request	$442	$495	$426
	Average direct cost per self-service client request (staff time only)	$0.61	$0.49	$0.68
	Total cost of subprogram 1.1	$12.16m	$12.15m	$11.582m

Information access services—subprogram 1.2

The services contributing to this subprogram include:

(a)   the Library collection;
(b)   online full text content such as news clippings;
(c)   media services—desktop access to television and radio;
(d)   commercial databases; and
(e)   client services.

Table 4.4 shows the level of performance of information access services

Material added to Library databases

The target for the number of items added to the Library's Electronic Media Monitoring Service and to Library databases in ParlInfo was 140,000 and this was exceeded as 185,600 items were added. In 2011–12, the 43rd Parliament generated a large volume of media commentary and this content was harvested by the Library and is reflected in this statistic.

Table 4.4—Information access services—subprogram 1.2—deliverables

Deliverable	Measure	Performance		
		2009–10	2010–11	2011–12
Material added to Library databases	Number of items added to the Library's Electronic Media Monitoring Service and to ParlInfo Search databases (target: 140,000)	161,203	191,430	185,600
Material added to Library collection	Number of new titles (books and serials) added to the Library's catalogue (target: 4,200).	4,275	4,270	4,652
	Percentage of titles (books and serials) in Library's collection available to clients online in full text (target: 32%).	26%	31%	33%
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 ParlInfo databases (target: 3,800,000 searches)	4.45m[16]	3.17m[17]	3.48m

16.   A Denial of Service attack on ParlInfo Search resulted in problems for the statistical reports on use of web services for February and March 2010.
17.   Issues with external user stats data in resulted in problems for the statistical reports in use of web services for November 2010, further problems occurred in March and April 2011.

Material added to Library collection

The target number of new titles (books and serials) added to the Library's catalogue was 4,200 and this was exceeded with 4,650 items being added.

The percentage of titles available online (full text) increased from 31% to 33%.

Use of the Library's collection and databases

The target figure of 3,800,000 uses of the Library's collection and databases was not met with 3,480,000 uses being reported.

Electronic media monitoring service

The electronic media monitoring service (EMMS) has been in use in its current iteration since 2004. Throughout 2011–12, work continued on moving the existing EMMS to a new platform that will be easier for clients to use.

Table 4.5 shows the level of satisfaction with information access services.

Client satisfaction with information access services

Client satisfaction with the Library's service in the 43rd Parliament is 93%, up from 89% in the 2007 survey. Of these, 80% were 'extremely satisfied' or 'very satisfied'.

The targets for timeliness in adding new items to the Library's collections were not met. For the catalogue material, this is a direct result of the impact on a small team of unplanned and unavoidable staff absences combined with vacant positions that could not be filled rapidly. For the Electronic Media Monitoring Service and the ParlInfo newspaper clippings database, the problems arose from intermittent technical failures.

Table 4.6 shows the cost of information access services.

Table 4.5—Information access services—subprogram 1.2—key performance indicators

Key Performance Indicator	Measure	Performance		
		2009–10	2010–11	2011–12
Client satisfaction with information access services	High level of client satisfaction (target: 90%)	93%	93%	93%
	New titles (books and serials) added to the Library's catalogue within timeliness service standard (target: 90%).	75%	70%	74%
	New items added to the Library's Electronic Media Monitoring Service and the ParlInfo newspaper clippings database within timeliness service standard (target: 95%)	98.5%	88%	93%
	Number of complaints from clients	0	0	0

Table 4.6—Information access services—subprogram 1.2—price indicators

Deliverable	Measure	Performance		
		2009–10	2010–11	2011–12
Cost of information access services	Average cost per item added to the Library's collection	$340	$209	$298
	Average cost per item added to the Library's databases	$18.68	$14.61	$20.32
	Average cost per use of the Library's databases and collection	$1.69	$2.37	$2.32
	Total cost of subprogram 1.2	$10.7m	$11.19m	$12.094m

Figure 9—Library organisational chart at 30 June 2012
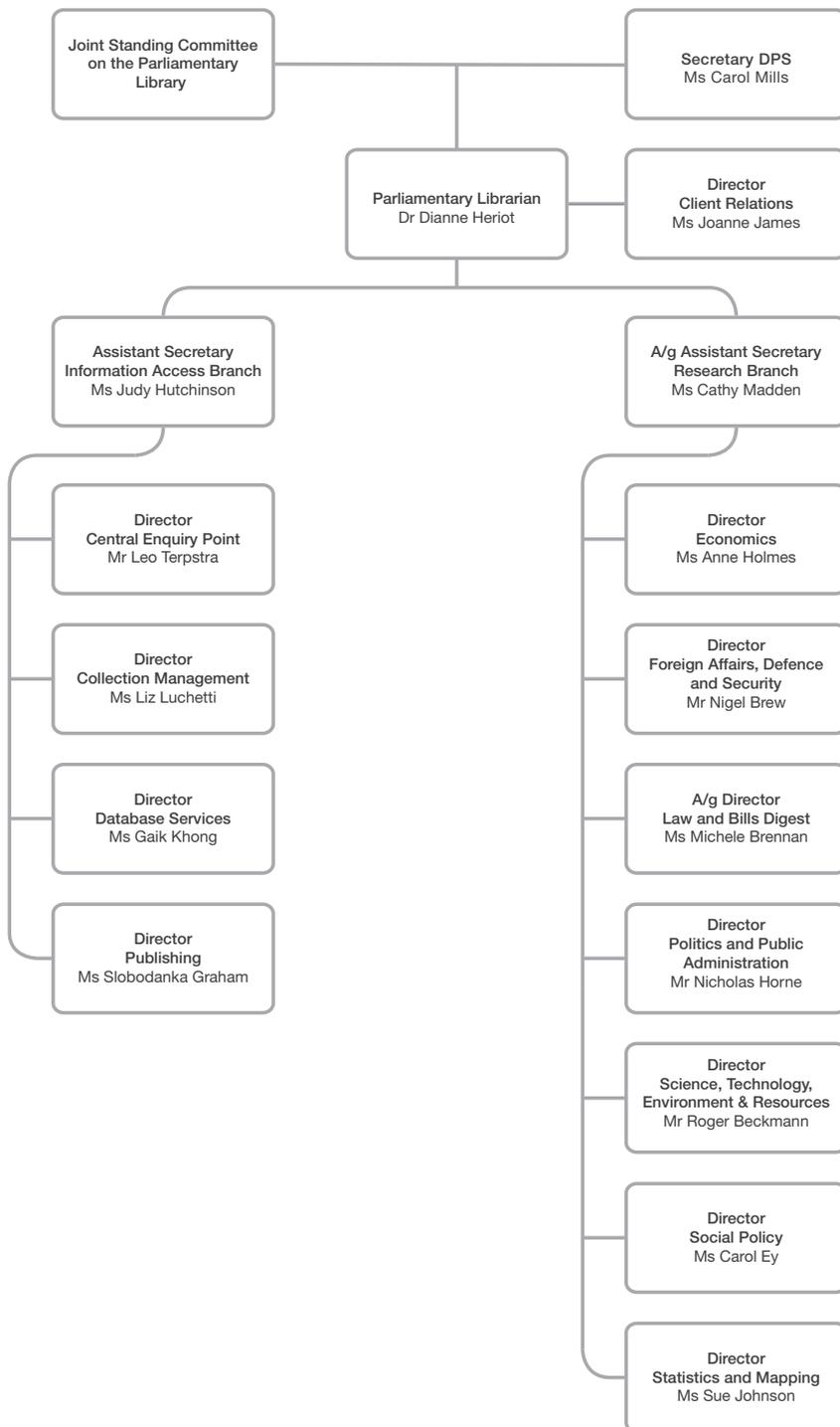
Parliamentary Library financial report

	2010–11 Actuals ($)	2011–12 Actuals ($)
Income		
Appropriations	16,550,000	16,667,000
Appropriation–pre-election policy service	500,000	-
Depreciation expense	600,000	600,000
Direct expenditure		
Total Salaries	13,355,759	13,333,813
Research Branch	8,555,913	8,335,951
Information Access Branch	4,282,258	4,575,867
Office of the Parliamentary Librarian (2010–11 includes pre-election policy service)	517,588	421,995
Other employee expenses	239,470	296,020
Staff training, travel and related expenses	190,743	117,697
Hansard printing	817,204	744,769
Collection (information resources)	1,609,672	1,761,393
Other expenses	427,035	242,974
Asset maintenance (software licences/maintenance)	250,784	83,852
Total cash expenditure (excluding expenditure from capital funding)	16,890,667	16,580,518
Collection (expenditure from capital funding)	555,512	503,450
Total expenditure (including expenditure from capital funding)	17,446,179	17,083,967
Summary		
Office of the Parliamentary Librarian	435,323	480,845
Research Branch	8,879,886	8,708,808
Information Access Branch	7,742,503	7,894,314
Pre-election policy service	396,814	-
Total (including expenditure from capital funding)	17,454,526	17,083,967

Parliamentary Library financial report (continued)

Staffing (full time equivalents)	2010–11	2011–12
Research Branch	76.39	73.97
Information Access Branch	56.51	54.09
Office of the Parliamentary Librarian	3.00	3.00
Total	135.9	131.07

Notes:

1. The figures in the expenditure section of this table are cash figures and represent the direct cash outgoing attributable to the Parliamentary Library; the Parliamentary Library Collection purchases are supplemented by capital funding.

2. 2010–11 includes once-off Pre-election policy service funding.

3. Hansard printing is managed by the Parliamentary Library but is not a 'Library' direct expense.

Part 5
Sustainability

Sustainability reporting pilot and the Global Reporting Initiative

Sustainability reporting involves the expansion of traditional reporting to include all aspects of an organisation's economic, environmental, social and governance performance.

DPS, together with a small number of other agencies, is pleased to have participated in the sustainability reporting framework pilot. DPS was selected for the pilot as an agency that is already structuring the environmental chapter of the annual report based on the Global Reporting Initiative (GRI), which uses an internationally developed set of environmental indicators to measure performance. Information about GRI is available at www.globalreporting.org.

Summary of performance

Table 5.1 is a summary of economic, employment and environmental data collected by DPS for 2011–12. Detailed explanations about DPS's performance in these areas are included in the relevant sections of the report.

Table 5.1—Summary of performance

Indicator	2011–12 Result
Economic	
Operating Statement	
Total expenditure	$132.372m
Total own source revenue	$6.381m
Total net cost of service	$125.812m

Table 5.1—Summary of performance (continued)

Indicator	2011–12 Result
Economic Viability	
Total assets	$144.084m
Total liabilities	$26.153m
Employment	
Number of staff employed	848
Total employee expenditure	$66.678m
The diversity of the workforce[18]	
Women (% of the total workforce)	37.97%
People with a disability (% of total workforce)	0.24%[19]
Aboriginal and Torres Strait Islander (% of total workforce)	0.59%
Staff with English as a second language (% of total workforce)	8.73%
Staff health and wellbeing	
Work health and safety (WHS) incident reports	74
Number of health and safety representatives	28
Training and education	
Percentage of staff undertaking supported studies	4.36%
Environmental[20]	
Office energy use[21]	
Total office tenant light and power electricity consumption (kWh)	See footnote 20
Total office tenant light and power energy consumption (MJ)	See footnote 20

---

18. Workforce diversity data relies on self-identification
19. This figure is likely under-reported due to a loss of disability data in the transfer of HR information systems from PeopleSoft to Chris 21. A diversity census will be conducted during 2012–13 to correct this anomaly.
20. Environmental indicators reported in this table are impacted by building occupants not represented in FTE including Ministerial staff (DoFD), media outlets and other tenants, contractors and visitors to the building. Where indicated, FTE comprises the three parliamentary departments (DPS, Senate and House of Representatives).
21. Office Tenant Light and Power energy is not measured separately. Office Tenant Light and Power energy is combined with Base/Central Building energy in this table and comprises all energy consumed at Parliament House.

Table 5.1—Summary of performance (continued)

Indicator	2011–12 Result
Office energy use	
Office tenant light and power energy use per FTE (MJ/FTE)	See footnote 20
Office tenant light and power energy use per square metre (MJ/m²)	See footnote 20
Base/central building energy consumption (MJ)[22]	139,349,046
Base/central building energy consumption per square metre (MJ/m²)	917
Greenhouse emissions attributed to office tenant light and power and base/central building energy use (T CO_2-e)	29,834
Green power purchased (kWh)[23]	2,554,263
Vehicle fleet[24]	
Total number of fleet vehicles	33
Average green vehicle rating of fleet	10.97
Total fuel purchased (Kl)	48.1
Total distance travelled (km)	450,752
Average fuel consumption of fleet vehicles (l/100km)	11.39
Total direct greenhouse emissions of fleet (T CO_2-e)	107.96
Greenhouse Emissions	
Total greenhouse emissions (T CO_2-e)	27,264
Total greenhouse emissions per FTE (T CO_2-e/FTE)	23.46
Air Travel[25]	
Total number of flights	2,622
Total distance of flights (km)	2,628,009

22.   Base/Central Building energy consumption includes Office Tenant Light and Power energy consumption and non-transport fuel (diesel).
23.   In 2011–12, as part of the Whole of Government (WoG) electricity contract, 10% of energy consumed was from renewable sources. DPS also sourced a small amount of renewable energy (59,501 kWh) from on-site solar power in 2011–12.
24.   DPS reports Vehicle fleet data for the three parliamentary departments (DPS, Senate and House of Representatives).
25.   DPS reports Flight data for the three parliamentary departments (DPS, Senate and House of Representatives).

Table 5.1—Summary of performance (continued)

Indicator	2011–12 Result
Potable water consumption	
Total potable water use (Kilolitres)	156,853
Potable water use per FTE (Kilolitres/FTE)	134.99
Potable water use per square metre (Kilolitres/m²)	1.03
Resource efficiency and waste	
Office paper purchased by FTE (A4 reams/FTE)[26]	20.10
Percentage of office paper purchased with recycled content[27]	61%
Office paper recycled (tonnes)[28]	279
Total waste produced (tonnes)	403
Total waste produced per FTE (Kg/FTE)	0.35
Percentage of waste diverted from landfill	44%

---

26. DPS reports office paper purchased for the three parliamentary departments (DPS, Senate and House of Representatives).
27. Average recycled content for the three parliamentary departments (DPS, Senate and House of Representatives).
28. Office paper recycled is not measured separately. Quantity reported represents all paper products sent for recycling including cardboard, packaging and newspapers etc. Office paper represents approximately 20-30% of all paper products recycled.

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 that are similar, but not identical, to those of a Minister administering an executive department. 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 Heritage Advisory 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) is comprised 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 218 respectively. Currently, when these two committees meet jointly as the Joint House Committee, the senior Presiding Officer is the Chair.

The joint committee first met on Wednesday 26 June 1901, at which time it was resolved that the JHC would take over responsibility for various maintenance and facilities services (at that time, located in the Victorian Parliament House, Melbourne) and 'such other matters as tend to the convenience of Members of Parliament'. Under current standing orders, the respective House Committees may consider any matter relating to the provision of facilities in Parliament House referred to it by that chamber or its Presiding Officer.

Membership of the JHC at 30 June 2012 was:

> Senator the Hon John Hogg (Chair)
> The Hon Peter Slipper MP
> Senator the Hon Bill Heffernan
> Senator Anne McEwen
> Senator Stephen Parry
> Senator Glenn Sterle
> The Hon Warren Entsch MP
> The Hon Joel Fitzgibbon MP
> Ms Jill Hall MP
> Mr Chris Hayes MP
> Mr Ewen Jones MP
> Mr Michael McCormack MP

The JHC met four times in 2011–12 and considered a range of issues, including:

- Parliament House security and new security works;
- Parliament House heritage;
- disability access to Parliament House;
- IT network security;
- electorate office IT support;
- parking in the Parliamentary Zone; and
- catering in Parliament House.

Joint Standing Committee on the Parliamentary Library

Information about the role and functions of the Joint Standing Committee on the Parliamentary Library, including its terms of reference, can be found under the heading 'Joint Standing Committee on the Parliamentary Library' in Part 3 of this report.

Security Management Board

The Security Management Board (SMB) was established pursuant to section 65A of the *Parliamentary Service Act 1999.* 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 and the Department of Finance and Deregulation, as well as DPS.

Heritage Advisory Board

The Parliament House Heritage Advisory Board (HAB) was established by the Presiding Officers on 23 November 2011. The role of the Board is set out in the Parliament House Heritage Management Framework. The primary function of the Board is to provide advice to the Presiding Officers on the heritage management of Parliament House. The Board is also required to provide oversight of detailed heritage issues for Parliament House.

Membership of the HAB is as follows:

- the Secretary, DPS, as chair;
- the Usher of the Black Rod; and
- the Serjeant-at-Arms.

In 2011–12, the HAB was assisted in its deliberations by representatives from the Department of Sustainability, Environment, Water, Population and Communities, and the National Capital Authority.

Presiding Officers' Information Technology Advisory Group

For the 43rd Parliament, the Presiding Officers' Information Technology Advisory Group (POITAG) comprises seven Senators and six Members of the House of Representatives.

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 PHAC.

Membership of the AAC includes:

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

AAC meetings are also 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 PHAC as considered necessary by the Presiding Officers.

The AAC met twice during 2011–12.

DPS committees

Executive Committee

In 2011–12, the Secretary was assisted in the management of the department by the Executive Committee, which includes the Deputy Secretary, Parliamentary Librarian, all Assistant Secretaries and the Director, Strategy and Communication. This committee considers the development and implementation of the DPS governance framework and associated processes, including risk management and business planning.

The Executive Committee also deals with a range of policy matters in areas such as occupational health and safety, environmental issues and departmental organisation issues.

Minutes of meetings are also published on the intranet (DPS Staff Portal).

Strategy and Finance Committee

In 2011–12, the Strategy and Finance Committee (SFC) operated to support the performance of the department. It comprises the Secretary, the Deputy Secretary, the Parliamentary Librarian, the Chief Finance Officer, and the Director Strategy and Communication.

Audit Committee

The Audit Committee's primary responsibilities are to:

(a) ensure DPS compliance with obligations under the *Financial Management and Accountability Act 1997* (FMA Act) and the FMA Regulations;

(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;

(c) advise the Secretary on whether the annual financial statements represent a true and fair view of the department's financial management; and

(d) provide a forum of communication between the Secretary, senior managers, and internal and external auditors.

The Audit Committee comprises an external chair, Mr Will Laurie, and at least three senior DPS employees. DPS Audit Committee appointments are individual, and responsibilities may not be delegated to another person.

During 2011–12, five DPS members served on the Audit Committee: Mr David Kenny (Deputy Secretary), Ms Roxanne Missingham (former Parliamentary Librarian, who retired from the Committee in February 2012), Dr Dianne Heriot (Assistant Secretary, Research Branch, who assumed the duties of the Parliamentary Librarian from February 2012), Ms Bronwyn Graham (Assistant Secretary, Building Services Branch, appointed to the Committee in March 2012) and Ms Judy Tahapehi (Director, Strategy and Communication).

Table 5.2 lists the chair and the five DPS members who served on the Audit Committee for 2011–12.

Table 5.2—Audit Committee attendance

Member	Position	Meeting attendance	
		attended	out of
Mr Will Laurie	External Chair	6	6
Mr David Kenny	Deputy Secretary	3[29]	6
Ms Roxanne Missingham	Parliamentary Librarian	4	4
Dr Dianne Heriot	Parliamentary Librarian[30]	6	6
Ms Bronwyn Graham	Assistant Secretary, Building Services Branch	2	2
Ms Judy Tahapehi	Director, Strategy and Communication	6	6

29. Mr Kenny excused himself from the July 2011 meeting due to a possible conflict of interest, and did not attend the March 2012 meeting while acting as Secretary. Mr Kenny was on leave for the December 2011 meeting.
30. Dr Heriot assumed the duties of Parliamentary Librarian in February 2012. Prior to this, she was the Assistant Secretary, Research Branch.

Representatives of the Australian National Audit Office and the department's internal auditors (PricewaterhouseCoopers) attend Audit Committee meetings.

Fourteen internal audits were considered by the Committee during 2011–12, covering a range of DPS systems, management and governance processes. Two of these were management-initiated audits arising from questions asked at Senate Estimates hearings in February and May 2011, being the Disposal of Equipment from the Former Staff Recreation Room and the Valuation of Billiard Tables. A full list of internal audits considered by the Committee is provided at Table 5.3.

Audits conducted during the reporting year made a number of recommendations directed at enhancing efficiency and effectiveness. The Audit Committee monitors implementation of recommendations.

Progressive reviews of DPS risk management and fraud control arrangements were undertaken by the Committee throughout the year, including the monitoring of DPS's implementation, testing and management of the business continuity and disaster recovery plans.

The Audit Committee meets once each quarter, with an additional meeting to consider the DPS financial statements. An extraordinary meeting was held in July 2011 to consider the findings of the internal audit into the Disposal of Equipment from the Former Staff Recreation Room.

Table 5.3—Internal audits considered by the Audit Committee in 2011–12

Audit Title
Disposal of Equipment from the Former Staff Recreation Room
Valuation of Billiard Tables
Management Information System and Performance Reporting
Business Continuity and Disaster Recovery Planning
Management of Infrastructure Services Branch Stores
Electronic Document and Records Management System Post Implementation Review
Transfer of Electorate Office IT Services to DPS
Financial Processing
Certificate of Compliance 2010–11
Human Resource Processing – Long Service Leave Balances
Control Framework Maturity Assessment
Building Services Contract Management
Energy Use and Efficiency
Parliamentary Library Reftracker System

Parliamentary departments coordination

The Senior Management Coordination Group (SMCG) coordinates corporate and related matters among the three parliamentary departments. DPS is represented by the Deputy Secretary. The Department of the House of Representatives is represented by the Serjeant-at-Arms, and the Department of the Senate is represented by the Usher of the Black Rod. The position of chair of the SMCG rotates annually among the three members.

Other governance matters

Risk management

DPS participated in the Comcover 2012 Risk Management Benchmarking Survey, which measured risk management maturity across ten elements. DPS met or exceeded its nominated target level in eight of the ten elements and improved on its 2011 benchmarking score.

DPS achieved its best scores in the following risk management capability elements:

(a)   Integration;
(b)   Risk Management Policy and Objectives; and
(c)   Accountability and Responsibility.
(d)   The elements where there are opportunities for further improvement are:
(e)   Risk Profiling and Reporting;
(f)   Resourcing; and
(g)   Business Continuity and Disaster Recovery.

DPS has considered the outcomes of the survey and work has commenced to improve in these areas for 2012–13. DPS continued to provide risk management training in 2011–12, conducting regular courses on risk management fundamentals. Risk Management training is now part of the DPS Corporate Learning Pathway for all DPS staff, allowing risk management to become an inherent workplace activity.

Fraud control

The DPS Fraud Control Policy and Framework was revised to conform to the new Commonwealth Fraud Control Guidelines in October 2011. All fraud risks continue to be monitored as part of the DPS risk management framework. In addition, DPS is also providing fraud and ethics training to all staff as part of the Corporate Learning Pathway program throughout 2012–13.

As required by the section 5.8 of the Commonwealth Fraud Control Guidelines, DPS reported on its fraud control measures to the Presiding Officers in November 2011. DPS also provided fraud information to the Australian Institute of Criminology (AIC) to facilitate the process of annual reporting to Government, as required by section 12.4 of the guidelines.

The fraud risk profile of DPS continues to be rated as 'moderate' and has not changed when compared with previous years.

There were two new instances of suspected fraud reported in 2011–12. One case related to a staff member attempting to alter a document in order to claim a reimbursement to which they were not entitled. The other case involved a staff member accessing and copying records which they were not authorised to access. The reports were dealt with using the procedures set out in the Fraud Control Policy and Framework and the Fraud Control Plan.

Ethics

Ethical matters arose out of evidence given by DPS to the Senate Finance and Public Administration Committee in 2011–12 regarding disposal of assets. DPS addressed these issues by instigating a Code of Conduct investigation and a review into disposal processes. DPS has taken steps to ensure that all future information provided to the Committee is accurate and comprehensive.

The Finance and Public Administration Committee also raised other issues with DPS such as alleged bullying and harassment and selection processes within DPS. DPS has in place policies, procedures and a structure to negate these issues. Bullying and harassment prevention measures are detailed over the page.

The DPS Audit Committee monitors ethical standards with an annual ethics 'health check'. The second ethics health check report (for the 2010–11 financial year) was considered by the Audit Committee in December 2011. The report indicated that the number of reported harassment incidents had increased from three to six since the previous year.

As a consequence of the Finance and Public Administration Committee's inquiry into the performance of DPS, Comcare undertook a bullying and harassment audit of DPS. The audit provided a number of recommendations.

In response to the audit, DPS has implemented a range of measures to address bullying and harassment, including:

(a)   implementation of control measures to effectively and practically eliminate or minimise the potential for any workplace bullying that is identified in risk assessments;
(b)   reminding staff that DPS funds an Employee Assistance Program (EAP) through Davidson Trahaire Corpsych;
(c)   encouraging supervisors and managers to make use of the ManagerAssist service offered through the EAP; and
(d)   implementation of the department's 'Fostering Inclusion and Respect at DPS' diversity program, which seeks to positively impact on workplace culture, improve interactions between employees, and in the longer term build workforce capability that can respond to the department's business demands.

Employees are now also required to attend mandatory training programs every two years that are specifically related to bullying and harassment, professionalism in the Parliamentary Services and Fraud and Ethics Awareness training. In 2011–12, 339 attendances were recorded for these training programs.

Strategic Plan

The DPS Strategic Plan 2010–2013 provides a three-year action plan. The plan is publicly available on the Parliament House website at http://www.aph.gov.au/binaries/dps/publications/dpsstrategicplan2010.pdf

In 2012–13, a new corporate strategic plan will be developed.

Business Continuity Management

In order to ensure continuity of services to its clients, DPS has identified 20 critical services that are listed under the following three major areas of impact:

(a)   services to the Parliament;
(b)   services relating to the building; and
(c)   services to support DPS activities.

Each of these 20 critical services has a plan that identifies what arrangements will be put in place in the event of an interruption to business.

An internal audit report in 2011 (provided by DPS's contracted internal auditor, PricewaterhouseCoopers) made a number of recommendations to improve the current arrangements. The recommendations involved a top-down approach to guide continuity and recovery arrangements, and to then reflect this in a revised Business Continuity Framework and Policy. Also important was to have in place a defined schedule of exercises to test the critical service plans, as well as a schedule for the ongoing maintenance of components of the plan.

DPS accepted the recommendations and has been working on their implementation, including the development of a whole-of-department business continuity plan, the development of business continuity templates, an exercise schedule and revisions to the Business Continuity Framework and Policy.

In conjunction with the chamber departments, DPS also organised another Continuity of Parliament exercise in December 2011 (following the first such exercise in 2010). The exercise concentrated on issues around transferring activities to alternative sites and involved representatives from Defence, the Australian Federal Police and a number of other agencies.

The results of this exercise are being used to inform the next revision of the Continuity of Parliament plan.

Parliament of Australia
Department of Parliamentary Services

DPS ref:12/1971/38

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

Ms Anna Burke MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Dear President and Speaker

DPS—Fraud control certification

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 5.8 of the *Commonwealth Fraud Control Guidelines 2011*.

I am satisfied that

(a) fraud risk assessments and fraud control plans have been prepared;

(b) DPS has appropriate fraud prevention, detection, investigation, data collection and reporting procedures in place; and

(c) DPS has taken all reasonable measures to minimise the incidence of fraud including action to investigate and recover the proceeds of fraud.

For more details about fraud control in DPS, please refer to Part 5—Sustainability of the Department of Parliamentary Services Annual Report and Financial Statements 2011-12.

Yours sincerely

Carol Mills
Secretary

HR Services

Staffing, salary and classification structures

Remuneration for Senior Executive Service (SES) employees

The remuneration and other conditions of service for SES employees are governed by a determination made pursuant to section 24 of the *Parliamentary Service Act 1999* (the Act). The level of remuneration, and in some instances the conditions attaching to remuneration, varies. In general terms, salary increases provided to SES employees depend upon a rating of 'effective' or higher as assessed through the SES performance management arrangements.

The remuneration of the statutory position of Parliamentary Librarian is governed by a determination made pursuant to section 38E of the Act.

With the introduction of a Total Remuneration (TR) approach to SES salaries in the previous financial year, for those SES employees on a non-TR arrangement base salaries range from $147,660 to $236,150 and for those on a total remuneration approach the range is $195,700 to $221,450.

Performance-based salary advancement for non-SES staff

For non-SES staff, salary advancement is based on performance assessment as required by the Department of Parliamentary Services Enterprise Agreement 2011 (the Agreement).

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.

In 2011–12, a total of 626 DPS employees (86%) participated in performance reviews and career development feedback.

Salary increases under the enterprise agreement

A salary increase of 3% was paid on 1 July 2012, as allowed for under the DPS Enterprise Agreement 2011.

Overview of classification structures

Table 5.4 sets out the non-SES classifications and salary ranges for DPS staff as at 30 June 2012.

Table 5.4—Classification and salary ranges as at 30 June 2012

Classification	Salary range ($)
Parliamentary Service Level 1	44,755 - 52,153
Parliamentary Service Level 2	53,167 - 57,076
Parliamentary Service Level 3	58,346 - 60,972
Parliamentary Service Level 4	62,190 - 67,577
Parliamentary Service Level 5	68,929 - 73,949
Parliamentary Service Level 6	75,427 - 84,774
Parliamentary Executive Level 1	91,789 - 104,800
Parliamentary Executive Level 2	106,895 - 126,751

Staff progress annually through the salary range in 3.5% increments, subject to effective performance.

Table 5.5 (over the page) sets out staff numbers (headcount) as at 30 June 2012. Staff numbers include inoperative staff i.e. those on more than 12 weeks' leave without pay from DPS.

Management of human resources

Introduction

The HR Services section had a number of priorities during 2011–12. During the first quarter, negotiations were finalised for a new industrial agreement, the DPS Enterprise Agreement 2011, which came into effect on 30 September 2011.

Workforce planning, staff retention and turnover

DPS Workforce composition

The DPS workforce headcount figure remained stable during 2011–12. There were 848 employees at June 2012, compared with 847 at June 2011.

Of the 848 employees, 726 were ongoing and 122 non-ongoing. Ongoing employment accounts for 86% of total DPS employment. Non-ongoing workforce accounts for 14%. Non-ongoing employees are engaged for irregular or intermittent duties (10%) or for a specified term (4%) to accommodate the sitting patterns of the Parliament.

In 2011–12, men comprised 62% of the workforce and women 38%. There was a slight change in numbers from the preceding year.

Employee Separations

There were 133 employee separations during 2011–12. This was an increase of 15 employees on the 118 separations in 2010–11. The overall separation rate for DPS in 2011–12 was 15.7%, up from 14% in 2010–11.

Resignations accounted for over a quarter (28%) of DPS total separations during the year followed by end of contract (20%), age retirements (19%), voluntary redundancy retirements (17%) and promotions/transfer (14%). There were two invalidity retirements and one death in 2011–12. Resignations fell from 32% to 28% this year; however, age retirements and voluntary redundancies showed increases of 5%.

Employees aged 55 years and over (41%) represented the highest proportion of employee separations, followed by 35–44 years (20%); 25–34 years (18%); 25–34 years (18%) and under 25 years (6%). Those employees aged 55 years and over primarily separated through age retirement, voluntary redundancy and end of contracts.

Five employees (26%) aged 45–54 years resigned at 54 years of age as a result of the 54 years/11 months CSS incentive. This represents 13.5% of total staff resignations.

Women and men accounted for 50% each of the total staff separation.

Exit interviews are offered to all employees leaving DPS. In 2011–12, only 23% volunteered to provide feedback on their employment experience at DPS, compared with 31% in 2010–11.

Table 5.5—Staff numbers at classification level as at 30 June 2012[31]

Classification	Ongoing F/T		Ongoing P/T		Non-Ongoing F/T		Non-Ongoing P/T		Casual		Total		
	F	M	F	M	F	M	F	M	F	M	F	M	Total
Apprentice 1/2	0	0	0	0	0	1	0	0	0	0	0	1	1
Apprentice 2/3	0	0	0	0	0	0	0	0	0	0	0	0	0
PSL1/2	9	76	6	22	1	1	0	0	0	32	16	131	147
PSL 123	0	5	0	0	0	0	0	0	0	0	0	5	5
PSL2/3	0	31	0	0	0	2	0	0	0	0	0	33	33
PSL4/5	6	4	1	0	1	1	0	0	0	0	8	5	13
PSL5/6	19	13	18	4	0	0	0	0	3	0	40	17	57
PSL1	1	10	0	0	0	0	0	0	7	4	8	14	22
PSL2	18	14	18	8	1	2	0	2	3	6	40	32	72
PSL3	17	26	4	0	0	0	3	0	10	3	34	29	63
PSL4	28	54	8	3	1	5	1	0	4	7	42	69	111
PSL5	12	32	5	0	0	2	0	0	2	0	19	34	53
PSL6	23	57	5	3	3	1	1	0	4	0	36	61	97
PEL1	42	64	12	3	1	3	0	0	0	0	55	70	125
PEL2	14	22	0	0	2	0	0	0	0	1	16	23	39
Senior Executive Service 1	6	0	0	0	0	1	0	0	0	0	6	1	7
Parliamentary Librarian	1	0	0	0	0	0	0	0	0	0	1	0	1
Senior Executive Service 3	0	1	0	0	0	0	0	0	0	0	0	1	1
Secretary	1	0	0	0	0	0	0	0	0	0	1	0	1
Total	197	409	77	43	10	19	5	2	33	53	322	526	848

31. Staffing figures are now reported as at 30 June. Previously they were reported as at the final pay period in the financial year.

Table 5.6 shows the total DPS staff separation figures since 2009–10.

Table 5.7 (over the page) shows employee separation by age and gender

Employee Commencements

During 2011–12, the total number of employee commencements increased by 4.7%. The highest proportion of commencements was in the 35–44 years age group (29%) followed by 25–34 years (22%) and 45–54 years (20%). The median age of employee commencements was 40 years. Women accounted for 47% of recruitment compared with 53% for men. Tables 5.8 and 5.9 show employee commencements by year and gender, respectively.

Recruitment

In 2011–12, DPS measured its recruitment performance by the time it took to conduct a competitive selection process. For non-SES employees, the average time to finalise a vacancy was 42 working days. Not only is this an improvement on the 2010–11 figure of 59 days, but it is also 3 days below the APS target rate of 45 days.

Table 5.6—Staff retention and turnover statistics

	2009–10	2010–11	2011–12
Staff Number	848	847	848
Staff Separations (total)	147	118	133
Turnover	17.3%	14%	15.7%
Separations by type			
Transfers/promotions	33	26	18
Resignations	42	38	37
Age retirements	11	17	25
Invalidity retirements	1	1	2
Voluntary redundancy retirements	39	11	23
Terminations	2	0	0
Death	2	0	1
End of temporary contract	18	24	27
End of temporary transfer	0	1	0
Exit Interviews			
Interviews held	43	37	31
Participation rate	29%	31%	23%

Table 5.7—Employee separation by age and gender

Age Group	Female	Male	Total	% of workforce leaving by age
Under 25 years	4	4	8	6%
25–34 years	14	10	24	18%
35–44 years	13	14	27	20%
45–54 years	10	9	19	14%
55 years & over	25	30	55	41%
Total	66	67	133	
% of workforce leaving by gender	50%	50%		

DPS initiated an e-recruitment project in June 2012. It is anticipated that an e-recruitment system will be implemented in 2012–13 to further streamline manual processing systems.

Staff development and training

In 2011–12, HR Services implemented the DPS Corporate Learning Pathway. The pathway provides a distinctive developmental focus for leadership, management and compliance training and is integrated into the department's induction, probation, performance management and career development processes. It enables employees to identify their core training requirements against their job role and classification level.

The pathway was developed as a result of declining course attendance in critical employment risk areas such as work health and safety, bullying and harassment, and record keeping.

In 2011–12, HR Services coordinated a total of 63 corporate training events. There was a total of 757 recorded attendances at these events. Attendance at corporate training averaged 10.8 hours per employee.

Corporate training participation rates significantly increased from 59% in 2010–11 to 81% attendees in 2011–12. The increase can be attributed to the implementation of the Corporate Learning Pathway program and a focus on compliance training.

Table 5.8—Staff commencements

	2009–10	2010–11	2011–12
Commencements	74	96	136
Commencement rate	8.7%	11.3%	16%

Table 5.9—Staff commencements in 2011–12 by Age/Gender

	Female	Male	Total
Under 25 years	7	12	19
25–34 years	15	15	30
35–44 years	17	23	40
45–54 years	15	12	27
55 years & Over	10	10	20
Total	64	72	136
% of workforce recruited by gender	47%	53%	

Employee Induction training

Four induction workshops were held for new DPS employees in 2011–12. The workshops were facilitated by HR Services. These employees also completed the online Parliamentary Service Induction e-learning module and attended training on the Parliamentary Service Values and Code of Conduct, records management, risk management and workplace health and safety.

Compliance training

Corporate compliance training was the main focus of corporate training in 2011–12. There were 560 recorded attendees at compliance training, of which 221 participants attended fraud and ethics training. DPS continued to provide training workshops for employees and supervisors in bullying and harassment and workplace health and safety. Overall, compliance training represented 73% of the total training participation rate for the year.

Accredited Training

During 2011–12, DPS provided formal training (in line with the Australian Qualifications Framework) in contract management and procurement to 24 DPS employees. These employees attained Diploma or Certificate IV level qualification. Non-accredited training in procurement and financial management was also provided as part of the corporate training program and was also well attended by DPS employees.

Leadership Development

Leadership development, targeting middle and senior level employees, was incorporated into the DPS Corporate Learning Pathway. Development activities included courses in *Building Team Leadership Skills* for PSL4-PEL1s; *Conversations that Count* for PSL5-PEL2s*; Results through People* for PSL6-PEL2s; and quarterly senior leadership meetings for the PEL1s, PEL2s and the SES leadership group.

A total of eight employees attended corporately sponsored external leadership development training in 2011–12. One employee attended the Australian Public Service Commission's Career Development Assessment Centre and seven employees attended an external 'From Management to Leadership' residential leadership development program run by Centre for Public Management.

Studies Support

The department provided studies assistance support for 37 employees in 2011–12. Support included time to attend study activities and exams, and financial assistance towards course costs and books.

DPS presently does not have any formal programs in place for skills management and lifelong learning to support employees' continued employability and assist them in managing their career endings.

Workplace relations

A three-year Enterprise Agreement commenced on 30 September 2011. It provides for an overall 9% salary increase during the life of the Agreement, paid at 3% per annum.

The DPS Consultative Forum, comprising representatives from management, staff and unions, met four times during 2011–12. The objectives of the Consultative Forum are to promote good industrial relations in DPS, improve mutual understanding between management and staff and provide a forum for consultation and open discussion aimed at resolving different points of view in a mutually acceptable manner.

DPS was required to attend at Fair Work Australia during 2011–12 for three separate disputes. Of the disputes, two matters were finalised in 2011–12, and the other is ongoing.

Work health and safety

Harmonisation of work health and safety legislation

As a result of moves to harmonise work health and safety legislation across Australia, the *Work Health and Safety Act 2011* (the WHS Act) came into effect on 1 January 2012. The WHS Act, administered by Comcare, covers all Commonwealth agencies.

The introduction of the WHS Act, associated regulations and codes of practice has resulted in a significant review of the department's policies, procedures and guidelines to ensure they comply with the new legislation. Staff from Comcare's Education Unit provided an overview of the WHS Act to the DPS Executive in January 2012.

Consultation within DPS on WHS issues

DPS maintains a high level of consultation on WHS issues. Staff are represented in formal joint management-worker health and safety committees that help monitor and advise on WHS programs.

The DPS Peak WHS Committee met four times during the year. The work of the committee is primarily directed at reviewing WHS policies and procedures and taking a strategic approach to WHS management across the department.

The DPS Contractors' WHS Subcommittee met four times. This forum provides a valuable mechanism to address WHS issues involving the work performed by the large number of contractors at Parliament House, including construction, maintenance, catering and cleaning. Individual branches also hold Branch WHS Committee meetings on a quarterly basis, addressing WHS issues at the local level.

A key component of the department's approach to health and safety is the Health and Safety Representatives (HSRs) Deputy HSRs and the Harassment Contact Officer (HCOs) network. There are a total of 28 HSRs and Deputies within DPS, and 9 HCOs.

WHS training

A range of WHS-related training was provided to staff throughout the year, including generic induction and refresher sessions. Following the introduction of mandatory attendance in late 2011, a significant increase in participation was recorded compared to the previous financial year. There were 56 staff who attended WHS for DPS Supervisors training (up from 31 in 2010–11), while 63 staff attended DPS WHS Awareness training (up from 39 in 2010–11). DPS also continued bullying and harassment prevention courses, which were attended by 43 supervisors and 80 staff, while around 150 Parliamentary Security Service officers undertook Values, Conduct and Behaviour training. Occupation-specific WHS training was also provided including: first aid; working in confined spaces; working at heights; manual handling; plant and equipment use; licences for forklifts and elevated work platforms; and defensive tactics.

WHS auditing

In 2011–12, DPS continued to undergo six-monthly surveillance audits of its WHS management system. An external audit found that DPS continued to comply with the

requirements of the SafetyMAP Initial Level auditing tool. DPS continued to maintain certification to Joint Accreditation System of Australia and New Zealand standards.

DPS participated in a Bullying Prevention Audit in 2011 as part of Comcare's Preventing Workplace Bullying Campaign. This involved a desktop audit of policies and procedures; interviews with various DPS staff, including members of the Work Health and Safety Unit, Health and Safety Representatives and Harassment Contact Officers; and an online worker survey open to all DPS staff. DPS is working through the recommendations of the Comcare report and has already addressed a number of low- and medium-priority recommendations, as well as two 'best practice' recommendations. See 'Ethics' in this part of the report for a summary of measures to prevent bullying and harassment that were implemented as a result of the Comcare audit.

Incident reporting and investigation

A total of 74 incident reports were submitted by DPS employees during 2011–12. One incident involving a visitor to Parliament House was notified to Comcare in accordance with Section 38 of the WHS Act. The incident was examined by DPS and it was determined that no further remedial work was necessary. Comcare did not conduct a formal investigation in relation to the reported incident.

There were no Provisional Improvement Notices issued under section 90 of the WHS Act and no notices or enforceable undertakings were issued under Parts 10 or 11 of the WHS Act.

Table 5.10 shows the inumber of WHS incident reports and the number of WHS representatives.

Disability reporting mechanisms

Since 1994, Commonwealth departments and agencies have reported on their performance as policy adviser, purchaser, employer, regulator and provider under the Commonwealth Disability Strategy. in 2007–08, reporting on the employer role was transferred to the Australian Public Service Commission's (APSC) State of the Service Report and the APS Statistical Bulletin. These reports are available at www. apsc.gov.au. It should be noted that DPS is not subject to the reporting requirements imposed by the Australian Public Service Commission in respect of the provision of data for the State of the Service report or APS Statistical Bulletin. From 2010–11, departments and agencies are no longer required to report on these functions.

The Commonwealth Disability Strategy has been overtaken by a new National Disability Strategy which sets out a ten-year national policy framework for improving life for Australians with disability, their families and carers. A high-level report to track progress for people with disability at a national level will be produced by the Standing Council on Community, Housing and Disability Services to the Council of Australian Governments and will be available at www.fahcsia.gov.au. The Social Inclusion Measurement and Reporting Strategy agreed by the Government in December 2009 will also include some reporting on disability matters in its regular How Australia is Faring report and, if appropriate, in strategic change indicators in agency annual reports. More detail on social inclusion matters can be found at www.socialinclusion.gov.au.

Table 5.10—Staff health and wellbeing

Indicator	2009–10	2010–11	2011–12
Work Occupational Health and Safety (WOH&S) Incident Reports	72	71	74
Number of Health and Safety Representatives	29	27	28

Purchasing

Overview

Purchasing was managed in accordance with the Commonwealth Procurement Guidelines (CPGs) and DPS Chief Executive's Instructions (CEIs) and supporting procedures. DPS primary purchasing objectives were:

(a) to ensure the principle of value for money was consistently obtained through:
   - encouraging competition;
   - promoting efficiency, effectiveness and ethical use of resources; and
   - 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 dedicated procurement unit to facilitate and monitor contracting and tendering activity across the department.

Consultants

Annual reports contain information about actual expenditure on contracts for consultancies. Information on the value of contracts and consultancies is available on the AusTender website www.tenders.gov.au.

DPS classifies consultants as individuals, partnerships or corporations engaged to provide professional, independent and expert advice or services to the department. DPS engages consultants where there is a need for independent research or assessment, or where specialised or professional skills not available in house are required.

During 2011–12, 99 new consultancy contracts were entered into with a total value of $4,610,713 (GST inclusive). Overall expenditure on new and existing consultancies in 2011–12 was $5,621,724 (GST inclusive).

The majority of consultancies (66%) were for engineering and architectural services. A further 9% related to information technology and communication services, and 8% to audit and governance services. The remainder related to the provision of miscellaneous management, planning and financial services.

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

- Architectural;
- Engineering; and
- Information Technology.

DPS also has access to consultancy panels used by other departments and for Whole-of-Government coordinated procurements for the following:

- Legal;
- HR; and
- Information Technology.

Competitive tendering and contracting

DPS did not conduct any competitive tendering or contracting processes that involved contracting out to another organisation the delivery of government activities previously performed by this department.

Exempt contracts

During 2011–12, no DPS contracts or standing offers were exempted by the Secretary for being published via AusTender on the basis that they would disclose exempt matters under the *Freedom of Information Act 1982*.

Asset Management

DPS provides asset management services to Parliament House, both for the building and for infrastructure supporting the delivery of other services to the Parliament. A detailed report on DPS management of these assets can be found in Part 3 of this report.

Accountability

External Scrutiny

Australian National Audit Office (ANAO) Audits

During 2011–12, DPS was the subject of an external compliance audit by the ANAO in relation to its financial statements for the period ending 30 June 2011, and an interim audit in preparation for the 2011–12 financial statement audit. The audit on the 2010–11 financial statements was unqualified.

There were no other ANAO reports during 2011–12 that directly involved DPS.

Senate Committees

DPS appeared before Senate Finance and Public Administration Committee Estimates hearings on three occasions during 2011–12: 17 October 2011 (Supplementary Budget Estimates), 13 February 2012 (Additional Estimates) and 22 May 2012 (Budget Estimates).

On 23 June 2011, the Senate referred the performance of the Department of Parliamentary Services to the Senate Finance and Public Administration Committee for inquiry and report. The original reporting date for this inquiry was 29 November 2011. The Committee released an interim report on 27 June 2012 and, on that date, the Senate granted an extension of time for reporting until 28 November 2012.

The inquiry has held two public hearings—on 16 November 2011 and 2 May 2012. Employees from DPS, including the Acting Secretary, the Deputy Secretary and the Parliamentary Librarian, gave evidence at the second hearing. DPS also provided a submission to the hearing.

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 2011–12.

Freedom of information

On 9 May 2012, the Australian Information Commissioner (AIC) amended the guidelines issued under section 93A of the *Freedom of Information Act 1982* (FOI Act) to state that the Department of the House of Representatives, the Department of the Senate and the Department of Parliamentary Services were subject to the FOI Act. Prior to this, the guidelines stated that the FOI Act did not apply to the departments of the Parliament. This change did not result from an amendment to the FOI Act or any other legislation.

DPS has sought to comply with the spirit of the FOI Act in responding to requests for documents on a case-by-case basis, and continues to respond to requests as they are received. The three parliamentary departments are developing an appropriate framework to deal with them, in relation to other obligations arising under the FOI Act. It has not been possible to have administrative arrangements to satisfy all FOI Act requirements in place immediately. However DPS is committed to progressively implementing any measures necessary to establish appropriate arrangements.

During 2011–12, DPS received eight FOI requests. Between 1 July 2011 and 9 May 2012, DPS had received four FOI requests: three responses were provided; DPS did not hold the information requested for in the fourth request.

DPS's Information Request Register was established for requests after 9 May 2012, as advised by the AIC and is located at: http://www.aph.gov.au/About_Parliament/ Parliamentary_Departments/Information_ Requests.
Requests received before 9 May have not been included on the register. Four requests were received after 9 May 2012. Three were for documents not held by DPS, and one request was withdrawn

Discretionary grants

DPS does not administer any discretionary grant programs.

Table 5.11—Advertising costs

Supplier	Item	Amount (GST inclusive)
Adcorp Australia	Recruitment advertisements	$41,561
Earlybird Marketing and Events	Parliament House promotional material including, a marketing action plan, advertising and management, digital and social media proposal, stakeholder engagement, public relations, and development, printing and print management of flyers (external promotion)	$67,967
Environmetrics	Visitor surveys (market research)	$23,595
Orima	Staff survey and customer survey (market research and HR management)	$67,232
Zoo Advertising	Development, printing and print management of self-guided tour brochures and fact sheets, and internal newsletter and style guide	$65,658

Advertising and market research

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.

Table 5.11 sets out amounts over $11,900 (GST inclusive) paid by DPS during 2011–12. No money was paid to any organisation covered in paragraph (b), (c) or (d).

No advertising campaigns were undertaken by the department in 2011–12.

Legal services expenditure

The *Legal Services Directions 2005* (paragraph 11.1(ba)) require FMA Act agencies to make their expenditure on legal services publicly available. DPS has no in-house providers of legal services and therefore requirements for legal advice are outsourced. In 2012–13, DPS sourced legal advice via a panel of legal service providers, using a Deed of Standing Offer put in place by the Department of Finance and Deregulation. DPS sought legal advice on issues relating to workplace arrangements, public liability, moral rights, contracts and licences.

Table 5.12 shows the amount DPS spent on legal services during 2011–12.

Table 5.12—Legal services expenditure

Services	Amount (GST inclusive)
External expenditure on professional fees	$206,509
External expenditure on counsel	$23,736
Administrative disbursements on external legal services	$4,335
Total (legal services expenditure—all external)	$234,580

Environment

Overview

DPS reports annually on elements of environmental performance in line with the *Environment Protection and Biodiversity Conservation (EPBC) Act 1999* (EPBC Act) on its own behalf and on behalf of the Departments of the Senate and the House of Representatives.

DPS also reports under:

- the Energy Efficiency in Government Operations (EEGO) policy;
- the National Environmental Protection Measures (NEPM) Act;
- the National Pollution Inventory (NPI); and
- the Australian Packaging Covenant (NPC).

Ecologically sustainable development

The objective of Ecologically Sustainable Development (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'.

DPS reports annually on ESD through this report. Program 3.1 in DPS Portfolio Budget Statement 2011–12 set energy and water consumption, greenhouse gas emissions and recycling targets.

Identification, management and monitoring of environmental impacts

DPS aims to ensure that the vital functions of Parliament House operate effectively, while minimising resource consumption and waste production by:

- monitoring environmental performance;
- implementing programs and projects to improve environmental performance; and
- developing forward plans to improve environmental performance.

Many activities at Parliament House, including maintenance, engineering, landscape, ICT, catering and office-based services—have the potential to affect the environment through energy consumption, greenhouse gas emissions and waste generation.

DPS works to improve outcomes in these areas in a number of ways. In 2011–12, actions included:

- energy reductions resulting from replacement of equipment with more efficient technology;
- ongoing water savings including through completion of drought tolerant grass planting in the landscape; and
- improved waste management from the development of an organic waste recycling scheme.

DPS also emphasises environmental improvements when undertaking the planning and delivery of infrastructure projects.

Project activities adhere to an environmental checklist that includes consideration of: whole-of-life principles; reuse and recycling of materials where possible; and energy, water and waste minimisation.

Communication and promotion

DPS provides information on its environmental performance and initiatives through its website, internal circulars and newsletters. (http://www.aph.gov.au/Visit_Parliament/About_the_Building/Environmental_Management).

DPS also conducted several activities to assist in educating building occupants on environmental initiatives impacting Parliament House, including the following.

- Promotion of non-polluting forms of transport—National Ride to Work Day was held on 12 October 2011. Building occupants were provided with information on how to travel safely to work using their bicycles. 36 cyclists registered to participate in the program. Consultation on initiatives to encourage riding to work was undertaken via workshops and the customer survey. In response to feedback from the workshops, additional lockers have been made available and there has been an increase in the number of bicycle racks available in various car parks.
- Reduction in energy use—Parliament House has signed up for the 10% energy efficiency challenge and has this year reduced energy consumption by 1.1% which has been achieved through improvements in building infrastructure and promotion of methods of reducing energy consumption to building occupants. Parliament House also participated in Earth Hour on 31 March 2012. The reduction in energy during Earth Hour was 4.7% of normal energy consumption. This initiative encourages building occupants to review what energy they use and encourages them to maintain good practices.
- Reduction in landfill waste—World Environment Day on 5 June 2012 at Parliament House providing tips on how parliamentary staff can help the environment, including the initiative to reduce landfill by using KeepCups instead of paper cups. During the promotion period 119 cups were sold.

Environmental performance

Water consumption

Total water consumption for 2011–12 was 156,853kL. Although this represented a 2.6% increase over 2009–10, it was still the second lowest level since the opening of Parliament House in 1988.

The increase in consumption from 2009–10 levels was mainly attributable to the reactivation of water features and a change back from an election year (2010–11) in which water consumption is typically lower as a result of fewer staff occupying the building.

Landscape water consumption decreased by 5.5% compared to 2010–11. This continued a downward trend over the last six years thanks to a program of introducing water-efficient couch grass and lower evaporation rates because of cooler weather. In 2011–12, the remaining areas planned for replacement around Parliament Drive were completed, representing 20% of the total lawn areas at Parliament House.

Figure 10 shows a breakdown of water use during 2011–12.

In 2011–12, two newly installed 45,000 litre water tanks reached capacity as a result of rainwater collection. The rainwater is mainly used for irrigating greenhouse plants. In future, excess rainwater will be transferred to small watering trucks for localised use in the landscape.

Energy

In 2011–12, energy improvement projects included:

- a solar electricity integration pilot;
- upgrade of kitchen equipment;
- upgrade of heating and cooling systems; and
- installation of energy-efficient lighting.

Electricity and natural gas consumption at Parliament House comprised 98%—139,349GJ—of total energy use. Gas is used for heating, general hot water and in kitchens. Electricity powers a variety of services including office lighting, mechanical services, lifts, chillers,

computer equipment and boosted hot water heating. In 2011–12, electricity consumption decreased by 3% and natural gas consumption increased by 5%. Gas consumption increased mainly as a result of lower autumn and winter temperatures.

Although significant reductions in energy consumption have been achieved, the analysis shows a small upward trend in recent years. This can be attributed to extra accommodation requirements, ageing equipment and operational demands.

During 2010–11, solar panels—with a maximum capacity of 43kW—were installed on the roof of part of the Senate wing and the Gardeners Compound to test integration with building systems.

As an additional outcome of the successfull integration trial, in 2011–12, the total output from the panels was 59,501 kWh, or enough to power the lights in both the Senate and House of Representatives chambers.

DPS is monitoring developments in solar technology and the practicality of expanding solar power for the future.

Figure 10—Breakdown of water use during 2011–12
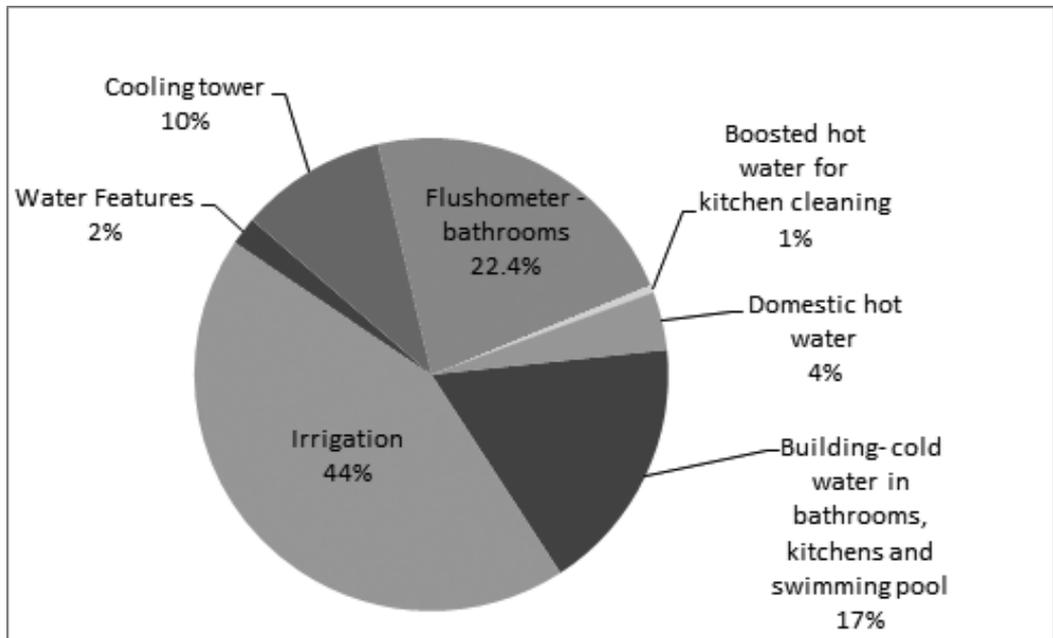
Table 5.13 show energy consumption at Parliament House and by transport

Energy-saving initiatives

DPS also undertook an Energy Use and Efficiency Review in 2011–12 to examine how current environmental strategies align with best practice. The review supported the strategic direction of energy efficiency measures in place and made some recommendations on how to better align internal policies and procedures to achieve set targets. Initiatives to conserve energy—including implementing more energy-efficient lighting schemes; upgrading building heating and cooling equipment; and improving kitchen equipment efficiency—have been, or are being implemented as set out below.

Lighting

Energy savings from lighting is a continued focus throughout the building. During 2011–12, lighting efficiency projects at Parliament House included:

- replacement of the 2nd floor library lighting including installation of occupancy sensors;
- replacement (stage one) of lighting in House of Representatives office suites;
- replacement of Forecourt car park lighting; and
- ongoing improvements to corridor and general circulation lighting using LED technology.

Table 5.13—Energy consumed at Parliament House and by transport

Indicator	Energy Consumption (GJ)		
	2009–10	2010–11	2011–12
Parliament House (building)	140,763	139,595	139,349
Passenger Vehicles	1,978	1,694	1,625
Other Transport	394[32]	377	441
Total energy consumption	143,134	141,665	141,415

32. This number was incorrectly reported as 447 in the 2009–10 and 2010–11 annual reports

10% Energy Efficiency challenge

As reported in Part 3—Report on performance, on 17 August 2011 the Parliament resolved to join the 'Do Something!' energy efficiency campaign (the 10% challenge) to reduce energy and fuel usage at Parliament House by 10%.

Total energy consumption for the building in the baseline year of 2009–10 was 140,402 gigajoules (GJ). A reduction of annual energy use to 126,361GJ will therefore be required if Parliament House is to meet the 10% objective. DPS has set 30 June 2015 as the target date for this goal.

A senior working group comprising executive staff from the parliamentary departments has been established to provide leadership in facilitating actions required to meet the 10% challenge over the coming years. The group met on two occasions in 2011–12.

In this, the first year of the challenge, energy consumption was 138,818GJ—an overall reduction of 1.1%. A half-year energy reduction of 4.3% was achieved at the end of December 2011, but was not sustainable throughout the remainder of the year due to unusually low winter temperatures. Figure 11 shows monthly energy usage in 2011–12 compared to the same period in 2009–10 (the baseline).

Figure 11—Monthly energy performance (for the 10% challenge)
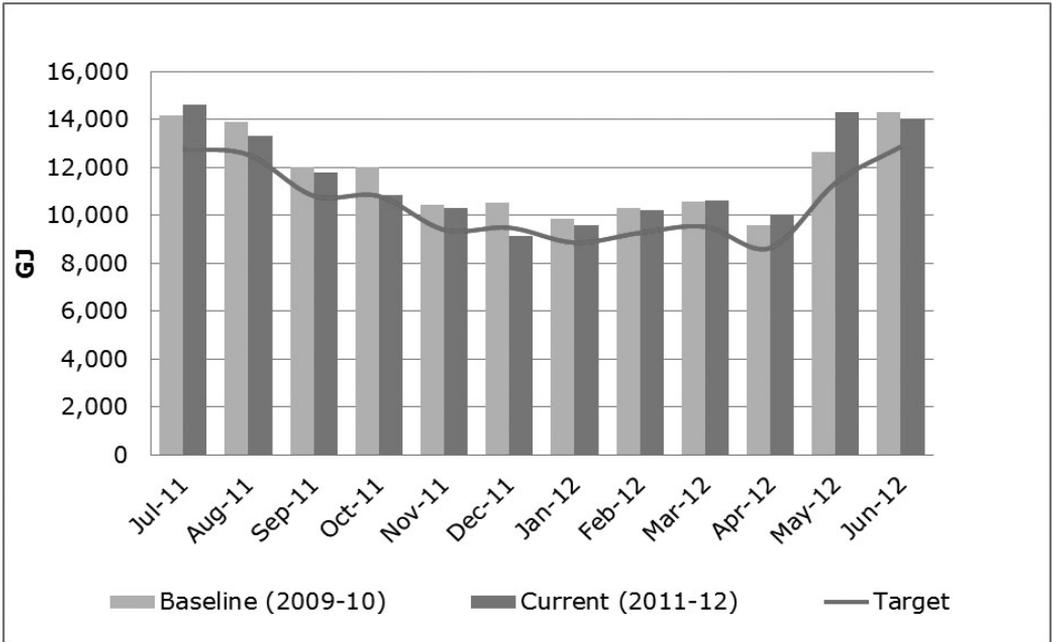
Sustainable Transport

Most transport-related energy consumption is associated with private commuter vehicles, and taxi travel to and from Parliament House.

DPS provides bike storage, shower and change room facilities for people who cycle to Parliament House and promoted cycling to building occupants through the 2011 annual Ride to Work day.

Vehicles

Parliament House's passenger vehicle fleet consisted of 33 leased vehicles in 2011–12. Eighteen vehicles (55%) achieved a rating higher than 10.5 in the Green Vehicle Guide—well above the whole-of-government's target of 28% set for the passenger vehicle fleet.

Recycling and waste management

Parliament House waste is generated from a diverse range of activities within the building. The complex nature of waste streams within the building means it is often difficult to identify changes to reported quantities; however, as illustrated in Figure 12, the amount of general waste (excluding construction waste) sent to landfill in 2011–12 was 403 tonnes. This is an increase of 19% compared to the 340 tonnes sent in 2010–11. DPS provides facilities to recycle paper, cardboard, printer cartridges, lamps, used oil, grease, batteries, landscape, metal, polystyrene and co-mingled waste.

The quantity of paper recycled decreased by 11% from 315 tonnes in 2010–11 to 279 tonnes in 2011–12.

The change may be attributed to less landfill waste generated in 2010 due to an election year, in which there are fewer building occupants, and more paper recycled as result of office clean-ups following the election.

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. When waste generated in the landscape cannot be chipped on site—for example, due to volume or composition—the material is taken off site to be recycled or sent to landfill. During 2011–12, 256 tonnes of landscape waste was sent for recycling by various private companies and none was sent to landfill.

Figure 12—Annual waste disposed to landfill and recycled
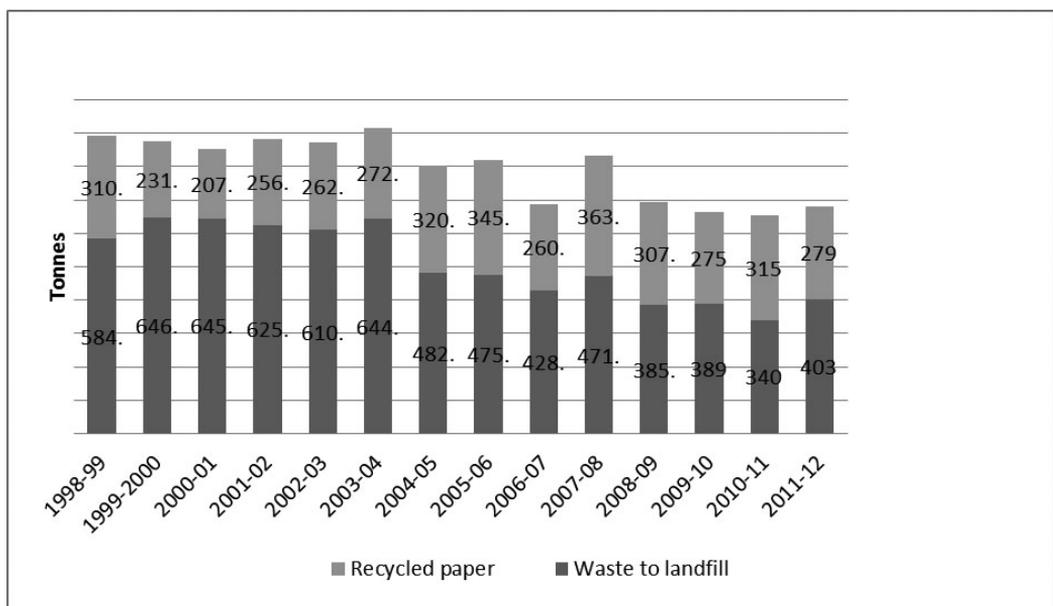
Figure 13 shows annual trends in landscape waste and recycling rates. The peak in landscape waste 2005–06 was because of waste generated by turf replacement projects on the grass ramps. The increases of landscape waste over the last two years, compared to the previous four, are due to project activity in the building.

Co-mingled waste includes metal cans, glass bottles, milk cartons and plastic which are collected in a common bin. During 2011–12, 30 tonnes[33] of co-mingled waste was collected and recycled. This was a reduction of 6% (32 tonnes) from 2010–11.

To improve recycling, DPS plans to develop improved signage and bin management in offices and suites together with providing timely recycling education and awareness for staff and building occupants. Figure 14 illustrates annual co-mingled recycling rates.

Figure 13—Annual quantity of landscape waste
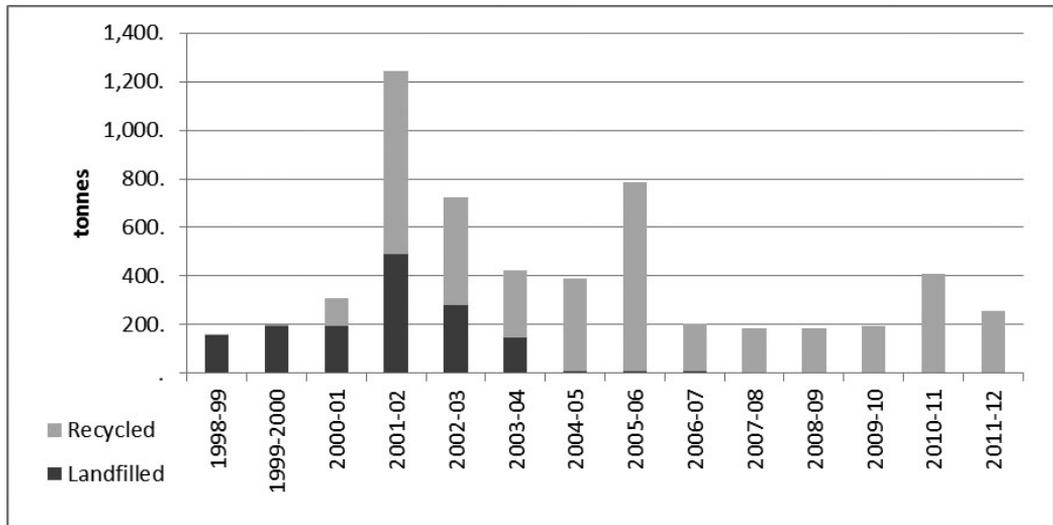
Figure 14—Annual co-mingled recycling waste
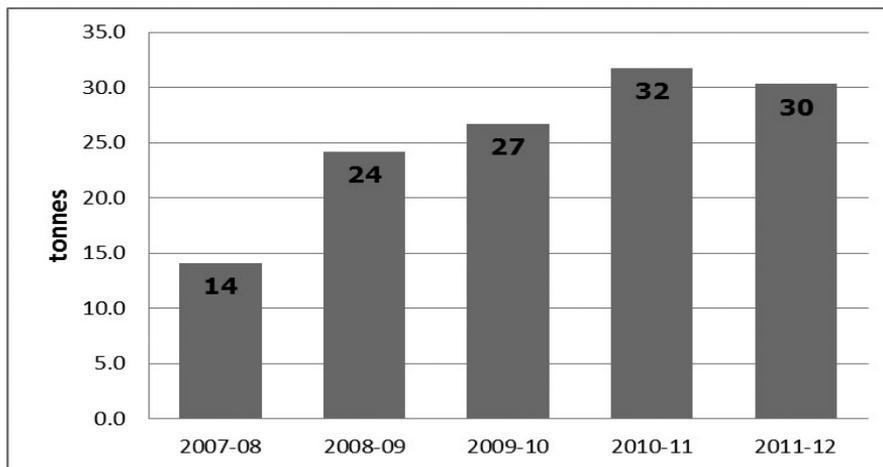
33. Co-mingled quantities are based on volume to weight conversion factors. Since co-mingling was introduced at Parliament House, a factor of 250 kg per cubic metre has been used by DPS which was based on an internal waste audit. As part of the 2011–12 sustainability reporting pilot, a conversion factor of 63 kg/m3 was agreed to (based on Victoria's 'Waste Wise' factors) and specified by DoFD. Co-mingled quantities prior to 2011–12 have been adjusted to reflect the conversion factor change and provide comparative results.

Organic waste recycling

Recycling organic waste assists the environment by reducing greenhouse gas emissions (methane) and groundwater pollution caused from the breakdown of organic food matter in landfill. Diversion of organic waste from landfill is one of three key initiatives in the ACT Government's Waste Strategy 2011–2025 aiming to reduce emissions from waste and minimise the impact on diminishing landfill sites.

Waste audits at Parliament House indicate that up to 90% of catering waste comprises organic waste and paper towelling material that can be recycled. A plan to trial food waste recycling, starting with the catering areas in Parliament House, was finalised in 2011–12 and will commence in early 2012–13.

Emissions and effluents

Greenhouse gas emissions

During 2011–12, 27,264 tonnes of carbon dioxide equivalent (CO_2-e) were generated from energy consumption at Parliament House. As illustrated in table 5.12, net greenhouse gas emissions decreased from 27,980 tonnes CO_2-e in 2010–11 to 27,264 tonnes CO_2-e in 2011–12, a reduction of 2.56%.

DPS purchased 10% of its electricity from renewable sources through the whole-of-government energy contract to assist in reducing emissions.

Table 5.14 shows direct and indirect emissions, including SES and operational vehicle fleets.

Table 5.14—Parliament House emissions

Emission Category	Comment	2009–10 (tonnes CO_2-e)	2010–11 (tonnes CO_2-e)	2011–12 (tonnes CO_2-e)
Scope 1	Emissions at the source of the activity (for example, emitted from gas and fuels used at Parliament House and by vehicles)	2,461	2,557	2,688
Scope 2	Emissions generated elsewhere (for example, by the power plants that produce the electricity used at Parliament House)	24,407	20,745	19,993
Scope 3	Indirect emissions, meaning emissions generated during the delivery of electricity, gas and fuel to Parliament House, over which DPS has little control.	4,204	4,678	4,583
Scopes 1 & 2	DPS has direct responsibility for these emissions.	26,868	23,302	22,681
Scopes 1,2 and 3	Direct and indirect emissions.	31,072	27,980	27,264

Figure 15 shows annual greenhouse gas emissions since Parliament House opened in 1988.

Ozone depleting substances

Parliament House uses refrigerants that contain ozone-depleting substances. These are used for chillers, cool rooms and refrigerators.

DPS is reducing the requirement for ozone depleting gases through timely replacement of older equipment with equipment that uses safe refrigerants.

During 2011–12, three new chillers were in operation, using refrigerants with zero ozone depletion. In 2012–13, newly installed cool rooms, freezers and refrigerators will also operate using ozone-safe refrigerants.

Figure 15—Annual greenhouse gas emissions from electricity and gas
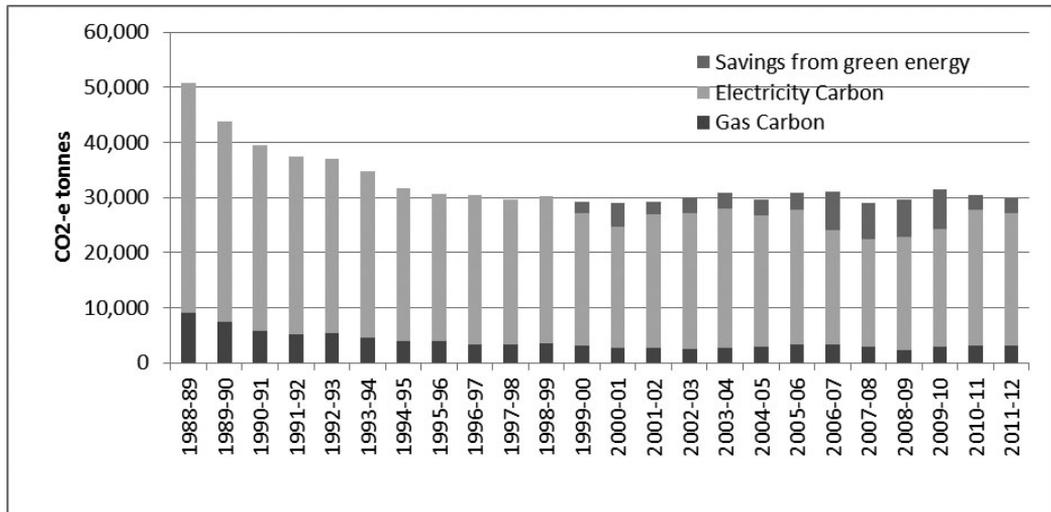
Table 5.15—Emissions of air pollutants from natural gas consumption[34]

Air pollutants	2009–10 (kg)	2010–11 (kg)	2011–12 (kg)
Carbon monoxide	1,814	1,912	2,009
Oxides of nitrogen	2,153	2270	2,389
Particulate matter (PM10)	159	168	177
Particulate matter (PM2.5)	159	168	176
Total Volatile organic compounds	119	125	131
Sulphur dioxide	24	25	26
Polycyclic aromatic hydrocarbons	<1 (0.14)	<1(0.015)	<1(0.015)

---

34. Air pollutants are calculated using the National Pollution Inventory (NPI) online reporting tool.

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). Table 5.15 lists these emissions for 2011–12. Parliament House gas combustion increased by 5% in 2011–12 as a result of colder autumn and winter temperatures and, as a result, the majority of 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, the following facilities are in place:

- a grease trap on each kitchen drain;
- a coalescing plate filter on the vehicle wash-down bay (to prevent oil from entering the sewer); and
- a system to remove paint solids from paint brush washing facilities before they enter the sewer.

Significant spills of chemicals, oils and fuels

In 2011–12, there were no significant spills of chemicals, oils or fuels from Parliament House.

Financial statements
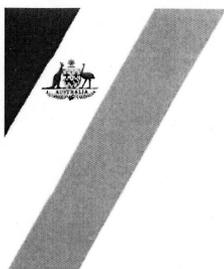
INDEPENDENT AUDITOR'S REPORT

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

I have audited the accompanying financial statements of the Department of Parliamentary Services for the year ended 30 June 2012, which comprise: a Statement by the Chief Executive and Chief Finance Officer; Statement of Comprehensive Income; Balance Sheet; Statement of Changes in Equity; Cash Flow Statement; Schedule of Commitments; Administered Schedule of Comprehensive Income; Administered Schedule of Assets and Liabilities; Administered Reconciliation Schedule; Administered Cash Flow Statement; Schedule of Administered Commitments; and Notes to and forming part of the Financial Statements, including a Summary of Significant Accounting Policies.

The Secretary's Responsibility for the Financial Statements

The Secretary of the Department of Parliamentary Services is responsible for the preparation of financial statements that give a true and fair view in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, including the Australian Accounting Standards, and for such internal control as is necessary to enable the preparation of the financial statements that give a true and fair view and are free from material misstatement, whether due to fraud or error.

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 about 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 of the financial statements that give a true and fair view 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 the accounting policies used and the reasonableness of accounting estimates made by the Secretary of the Department of Parliamentary Services, 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 my audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate the requirements of the Australian accounting profession.

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 2012 and of its financial performance and cash flows for the year then ended.

Australian National Audit Office

Ron Wah
Audit Principal

Delegate of the Auditor-General

Canberra
2 October 2012

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 2012 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.

Carol Mills
Secretary

2 October 2012
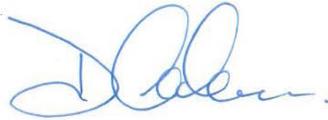
Derek Ambrose
A/Chief Finance Officer

2 October 2012

DEPARTMENT OF PARLIAMENTARY SERVICES
STATEMENT OF COMPREHENSIVE INCOME
for the period ended 30 June 2012

	Notes	2012 $'000	2011 $'000
EXPENSES			
Employee benefits	3A	**66,678**	62,759
Supplier	3B	**41,748**	42,193
Depreciation and amortisation	3C	**23,593**	17,852
Write-down and impairment of assets	3D	**295**	56
Losses from asset sales	3E	**58**	23
Total expenses		**132,372**	122,883
LESS:			
OWN-SOURCE INCOME			
Own-source revenue			
Sale of goods and rendering of services	4A	**4,805**	4,561
Rental income	4B	**1,469**	1,385
Other revenue	4C	**107**	199
Total own-source revenue		**6,381**	6,145
Gains			
Other gains	4D	**179**	525
Total gains		**179**	525
Total own-source income		**6,560**	6,670
Net cost of services		**125,812**	116,213
Revenue from Government	4E	**103,641**	102,045
Deficit attributable to the Australian Government		**(22,171)**	(14,168)
OTHER COMPREHENSIVE INCOME			
Changes in asset revaluation surplus		**414**	3,386
Total comprehensive loss attributable to the Australian Government		**(21,757)**	(10,782)

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

DEPARTMENT OF PARLIAMENTARY SERVICES
BALANCE SHEET
as at 30 June 2012

	Notes	2012 $'000	2011 $'000
ASSETS			
Financial Assets			
Cash and cash equivalents	5A	**306**	214
Trade and other receivables	5B	**22,996**	27,723
Total financial assets		**23,302**	27,937
Non-Financial Assets			
Property, plant and equipment	6A,B	**85,907**	86,745
Intangibles	6C	**32,525**	32,333
Inventories	6D	**188**	241
Other non-financial assets	6E	**2,162**	1,380
Total non-financial assets		**120,782**	120,699
Total assets		**144,084**	148,636
LIABILITIES			
Payables			
Suppliers	7A	**(2,605)**	(6,273)
Other payables	7B	**(2,658)**	(1,796)
Total payables		**(5,263)**	(8,069)
Provisions			
Employee provisions	8	**(20,890)**	(21,012)
Total provisions		**(20,890)**	(21,012)
Total liabilities		**(26,153)**	(29,081)
Net assets		**117,931**	119,555
EQUITY			
Contributed equity		**154,256**	134,123
Reserves		**15,353**	14,939
Accumulated deficit		**(51,678)**	(29,507)
Total equity		**117,931**	119,555

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

DEPARTMENT OF PARLIAMENTARY SERVICES
Statement of Change in Equity for not-for-profit Reporting Entities
for the period ended 30 June 2012

	Retained earnings		Asset revaluation surplus		Contributed equity/capital		Total equity	
	2012 $'000	2011 $'000	2012 $'000	2011 $'000	2012 $'000	2011 $'000	2012 $'000	2011 $'000
Opening balance								
Balance carried forward from previous period	(29,507)	(15,339)	14,939	11,553	134,123	85,380	119,555	81,594
Comprehensive income								
Other comprehensive income	-	-	414	3,386	-	-	414	3,386
Deficit for the period	(22,171)	(14,168)	-	-	-	-	(22,171)	(14,168)
Total comprehensive income	(22,171)	(14,168)	414	3,386	-	-	(21,757)	(10,782)
Transactions with owners								
Contributions by owners								
Equity injection - Appropriations	-	-	-	-	-	1,938	-	1,938
Departmental Capital Budget	-	-	-	-	20,133	46,805	20,133	46,805
Sub-total transactions with owners	-	-	-	-	20,133	48,743	20,133	48,743
Closing balance at 30 June	(51,678)	(29,507)	15,353	14,939	154,256	134,123	117,931	119,555
Closing balance attributable to the Australian Government	(51,678)	(29,507)	15,353	14,939	154,256	134,123	117,931	119,555

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

DEPARTMENT OF PARLIAMENTARY SERVICES
CASH FLOW STATEMENT
for the period ended 30 June 2012

	Notes	2012 $'000	2011 $'000
OPERATING ACTIVITIES			
Cash received			
Appropriations		**100,014**	99,861
Sales of goods and rendering of services		**6,410**	6,722
Net GST received		**13,349**	6,229
Other		**16**	116
Total cash received		**119,789**	112,928
Cash used			
Employees		**(66,131)**	(62,189)
Suppliers		**(53,650)**	(50,853)
Total cash used		**(119,781)**	(113,042)
Net cash from (used by) operating activities	10	**8**	(114)
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment		**84**	124
Total cash received		**84**	124
Cash used			
Purchase of property, plant and equipment		**(16,037)**	(30,901)
Purchase of intangibles		**(9,891)**	(10,841)
Total cash used		**(25,928)**	(41,742)
Net cash used by investing activities		**(25,844)**	(41,618)
FINANCING ACTIVITIES			
Cash received			
Contributed equity		**834**	1,104
Departmental capital budget		**25,094**	40,638
Total cash received		**25,928**	41,742
Net increase in cash held		**92**	10
Cash and cash equivalents at the beginning of the reporting period		**214**	204
Cash and cash equivalents at the end of the reporting period	5A	**306**	214

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

DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF COMMITMENTS
as at 30 June 2012

	2012 $'000	2011 $'000
BY TYPE		
Commitments receivable		
Sublease rental income	**3,460**	5,515
Net GST recoverable on commitments	**1,828**	1,996
Total Commitments Receivable	**5,288**	7,511
Commitments payable		
Capital commitments		
Property, plant and equipment[1]	**(1,590)**	(5,819)
Intangibles	**(320)**	(1,612)
Total capital commitments	**(1,910)**	(7,431)
Other commitments		
Operating leases[2]	**(155)**	(213)
Other[3]	**(21,504)**	(19,824)
Total other commitments	**(21,659)**	(20,037)
Net commitments by type	**(18,281)**	(19,957)
BY MATURITY		
Commitments receivable		
Operating lease income		
One year or less	**1,358**	1,612
From one to five years	**2,102**	3,903
Total operating lease income	**3,460**	5,515
Other commitments receivable		
One year or less	**841**	1,324
From one to five years	**987**	672
Total other commitments receivable	**1,828**	1,996
Commitments payable		
Capital commitments		
One year or less	**(918)**	(7,431)
From one to five years	**(992)**	-
Total capital commitments	**(1,910)**	(7,431)
Operating lease commitments		
One year or less	**(106)**	(155)
From one to five years	**(49)**	(58)
Total operating lease commitments	**(155)**	(213)
Other Commitments		
One year or less	**(9,583)**	(8,583)
From one to five years	**(11,921)**	(11,241)
Total other commitments	**(21,504)**	(19,824)
Net commitments by maturity	**(18,281)**	(19,957)

NB : Commitments are GST inclusive where relevant.
1   Property, plant and equipment commitments are primarily for purchase of equipment and services for IT system assets and furniture and fittings.
2   Operating leases included are effectively non-cancellable and comprise agreements for the provision of motor vehicles.

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

3   Other commitments are comprised of long term contracts in force as at 30 June 2012, where total consideration is greater than $100,000.

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

DEPARTMENT OF PARLIAMENTARY SERVICES
ADMINISTERED SCHEDULE OF COMPREHENSIVE INCOME
for the period ended 30 June 2012

	Notes	2012 $'000	2011 $'000
EXPENSES			
Depreciation and amortisation	15	**26,645**	26,262
Write-down and impairment of assets	15	**508**	7,222
Losses from asset sales	15	**30**	95
Total expenses administered on behalf of Government		**27,183**	33,579
LESS:			
OWN-SOURCE INCOME			
Own-source revenue			
Other revenue	16	**46**	7,236
Total own-source revenue administered on behalf of Government		**46**	7,236
Net cost of services		**27,137**	26,343
Total comprehensive loss		**(27,137)**	(26,343)

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

DEPARTMENT OF PARLIAMENTARY SERVICES
ADMINISTERED SCHEDULE OF ASSETS AND LIABILITIES
as at 30 June 2012

	Notes	2012 $'000	2011 $'000
ASSETS			
Financial assets			
Receivables	17	**655**	780
Total financial assets		**655**	780
Non-financial assets			
Land and buildings	18	**2,070,352**	2,062,079
Property, plant and equipment			
Other property, plant and equipment	18	**6,378**	6,551
Heritage and cultural assets	18	**78,112**	78,208
Total non-financial assets		**2,154,842**	2,146,838
Total assets administered on behalf of Government		**2,155,497**	2,147,618
LIABILITIES			
Payables			
Suppliers	19	**(1,087)**	(852)
Total liabilities administered on behalf of government		**(1,087)**	(852)
Net assets		**2,154,410**	2,146,766

This schedule should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES

ADMINISTERED RECONCILIATION SCHEDULE

	2012 $'000	2011 $'000
Opening administered assets less administered liabilities as at 1 July	**2,146,766**	2,152,996
Surplus (deficit) items:		
Plus: Administered income	**46**	7,236
Less: Administered expenses	**(27,183)**	(33,579)
Administered transfers to/from Australian Government:		
Appropriation transfers from OPA:		
Administered assets and liabilities appropriations	**34,825**	20,128
Transfers to OPA:		
Administered receipts	**(44)**	(14)
Closing administered assets less administered liabilities as at 30 June	**2,154,410**	2,146,766

DEPARTMENT OF PARLIAMENTARY SERVICES
ADMINISTERED CASH FLOW STATEMENT
for the period ended 30 June 2012

	Notes	2012 $'000	2011 $'000
OPERATING ACTIVITIES			
Cash received			
Net GST received		**3,270**	1,254
GST Receipts from customers		**1**	1
GST Annotations Appropriation		**3,134**	1,718
Other revenue		**43**	8
Total cash received		**6,448**	2,981
Cash used			
GST paid to suppliers		**(3,134)**	(1,718)
Net GST returned		**(3,271)**	(1,255)
Other		**(44)**	(14)
Total cash used		**(6,449)**	(2,987)
Net cash from (used by) operating activities	20	**(1)**	(6)
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of property, plant and equipment		**1**	6
Total cash received		**1**	6
Cash used			
Purchase of property, plant and equipment		**(34,825)**	(20,128)
Total cash used		**(34,825)**	(20,128)
Net cash from (used by) investing activities		**(34,824)**	(20,122)
FINANCING ACTIVITIES			
Cash received			-
Asset and Liability Appropriation		**34,832**	20,128
Return to Assets and Liability Appropriation		**(7)**	-
Total cash received		**34,825**	20,128
Net cash from (used by) financing activities		**34,825**	20,128
Net Increase (Decrease) in Cash Held			
Cash at the beginning of reporting period		**-**	-
Cash at the end of the reporting period		**-**	-
Cash and cash equivalents at the beginning of the reporting period		-	-
Cash from Official Public Account for:			
- Appropriation		**37,959**	21,846
		37,959	21,846
Cash to Official Public Account for:			
- Appropriation		**(3,271)**	(1,255)
- Administered receipts		**(44)**	(14)
		(3,315)	(1,269)
Cash and cash equivalents at the end of the reporting period		**-**	-

This schedule should be read in conjunction with the accompanying notes.

DEPARTMENT OF PARLIAMENTARY SERVICES
SCHEDULE OF ADMINISTERED COMMITMENTS
As at 30 June 2012

	2012 $'000	2011 $'000
BY TYPE		
Commitments receivable		
Other commitments receivable		
GST recoverable on commitments	455	480
Total commitments receivable	455	480
Commitments payable		
Capital commitments		
Property, plant and equipment	(5,001)	(5,277)
Total capital commitments	(5,001)	(5,277)
Net commitments by type	(4,546)	(4,797)
BY MATURITY		
Commitments receivable		
Other commitments receivable		
One year or less	455	480
Total other commitments receivable	455	480
Commitments payable		
Capital commitments		
One year or less	(5,001)	(5,277)
Total capital commitments	(5,001)	(5,277)
Net commitments by maturity	(4,546)	(4,797)

NB: Commitments are GST inclusive where relevant.

Administered activities

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 DPS Portfolio Budget Statements for 2011-12.

This schedule should be read in conjunction with the accompanying notes.

Note	Description	

1

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.*

The continued existence of DPS in its present form and with its present programs is dependent on continued funding by Parliament for DPS's administration and programs.

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 Commonwealth, of items controlled or incurred by the Commonwealth.

DPS conducts the following administered activities:

> PARLIAMENT HOUSE WORKS PROGRAM—Supports 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.

1.2   Basis of Preparation of the Financial Statements

The financial statements and notes are required by section 49 of the *Financial Management and Accountability Act 1997* and are general purpose financial statements.

The financial statements have been prepared in accordance with:

- Finance Minister's Orders **(FMOs)**, for reporting periods ending on or after 1 July 2011; and
- Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (**AASB**) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with historical cost convention, except for certain assets and liabilities 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 statements are presented in Australian dollars and values are rounded to the nearest thousand dollars unless otherwise specified.

Unless an alternative treatment is specifically required by an accounting standard or the 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 executor contracts are not recognised unless required by an accounting standard. Liabilities and assets that are unrecognised are reported in the schedule of commitments or the schedule of contingencies.

Unless alternative treatment is specifically required by an accounting standard, income and expenses are recognised in the Statement of Comprehensive Income when and only

2

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 are disclosed in the Schedule of Administered Items and related notes and are accounted for on the same basis, 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 has been taken to be the market value subject to restricted use clause as determined by an independent valuer. Parliament House, the building, is purpose-built and its fair value is determined using the depreciated replacement cost.

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.

1.4   New Australian Accounting Standards

Adoption of new Australian Accounting Standard requirements

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, none had a material financial impact on DPS.

Future Australian Accounting Standard requirements

Of the new standards/revised standards/interpretations/amending standards issued by the Australian Accounting standards board prior to sign-off date, none are expected to have a financial impact on the entity for future reporting periods.

1.5   Revenue

Revenue from the sale of goods is recognised when:
  a) the risks and rewards of ownership have been transferred to the buyer;
  b) DPS retains no managerial involvement or effective control over the goods;
  c) the revenue and transaction costs incurred can be reliably measured; and
  d) it is probable that the economic benefits associated with the transaction will flow to DPS.

Revenue from rendering of services is recognised by reference to the stage of completion of contracts at the reporting date. The revenue is recognised when:

  a) the amount of revenue, stage of completion and transaction costs incurred can be reliably measured; and

  b) 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.

3

Receivables for goods and services, which have 30 day terms, are recognised at the nominal amounts due less any impairment allowance account. Collectability of debts is reviewed at the end of the reporting period. Allowances are made when collectability of the debt is no longer probable.

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.

Revenue from Government

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions or reductions) are recognised as Revenue from Government 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.

1.6   Gains

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 entity as a consequence of a restructuring of administrative arrangements (Refer to Note 1.7).

Sale of Assets

Gains from disposal of 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) and Departmental Capital Budgets (**DCBs**) are recognised directly in contributed equity in that year.

Restructuring of Administrative Arrangements

Net assets received or relinquished to another Government entity 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 'short-term employee benefits' (as defined in AASB 119 *Employee Benefits*) and termination benefits due within twelve months of end of reporting period are measured at their nominal amounts.

4

The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

Other long-term employee benefits are measured as net total of the present value of the defined benefit obligation at the end of the reporting period minus the fair value at the end of the reporting period of plan assets (if any) out of which the obligations are to be settled directly.

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, including the DPS employer superannuation contribution rates 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 has been calculated using the short hand 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 benefit 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 in the Department of Finance and Deregulation's administered schedules and notes.

DPS makes employer contributions to the employees' superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the Government. DPS accounts for the contributions as if they were contributions to defined contribution plans.

The liability for superannuation recognised as at 30 June represents outstanding contributions for the final fortnight of the year.

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 assets. An operating lease is a lease that is not a finance lease. In operating leases, the lessor effectively retains substantially all such risks and benefits.

5

Where an asset is acquired by means of a finance lease, the asset is capitalised at either the fair value of the lease property or, if lower, the present value of minimum lease payments at the inception of the contract and a liability recognised at the same time and for the same amount.

The discount rate used is the interest rate implicit in the lease. Leased assets are amortised over the period of the lease. Lease payments are allocated between the principal component and the interest expense.

Operating lease payments are expensed on a straight line basis which is representative of the pattern of benefits derived from the leased assets.

1.10   Borrowing Costs

All borrowing costs are expensed as incurred.

1.11   Cash

Cash is recognised at its nominal amount. Cash and cash equivalents include:
   a) cash on hand; and
   b) demand deposits in bank accounts with an original maturity of 3 months or less that are readily convertible to known amounts of cash and subject to insignificant risk of changes in value.

1.12   Financial Assets

DPS classifies its financial assets in the following categories:
   a) financial assets at fair value through profit or loss;
   b) held-to-maturity investments;
   c) available-for-sale financial assets; and
   d) 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 that are recognised at fair value through profit or loss.

Financial Assets at Fair Value Through Profit or Loss

DPS has no such instruments.

Available-for-Sale Financial Assets

DPS has no such instruments.

Held-to-Maturity Investments

DPS has no such investments.

6

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'. 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 the end of each reporting period.

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 statement of comprehensive income.

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 statement of comprehensive income.

Financial assets held at cost - if there is objective evidence that an impairment loss has been incurred the amount of the impairment loss is the difference between the carrying amount of the asset and the present value of the estimated future cash flows discounted at the current market rate for similar assets.

1.13   Financial Liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities. Financial liabilities are recognised and derecognised upon 'trade date'.

Financial Liabilities at Fair Value Through Profit and Loss

Financial liabilities at fair value through profit or loss are initially measured at fair value. Subsequent fair value adjustments are recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest paid on the financial liability.

Other Financial Liabilities

Other financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. These 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 asset or liability in respect of which the

7

amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed 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 income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor agency's accounts immediately prior to the restructuring.

1.17   Property, Plant and Equipment (PP&E)

Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the balance sheet, except for purchases costing less than $2,000, which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total, or add to system assets).

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located.

Definition of Assets

In these statements, except for office equipment, technical equipment and furniture which are recorded as individual items, a reportable asset is a functional system in which component parts do not retain a separate identity and are not expected to be used by DPS after the asset is disposed of.

All reportable 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.

8

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

Following initial recognition at cost, property, plant and equipment and heritage and cultural assets are carried at fair value less subsequent 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 in the surplus/deficit. Revaluation decrements for a class of assets are recognised directly through surplus/deficit except to the extent that they reverse a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is restated proportionately with the change in gross carrying amount of the asset so that the carrying amount of the asset after revaluation equals its revalued amount.

Work-in-progress

If, at 30 June, an asset is not fully constructed, the expenditure will be disclosed separately as "work in progress". Depreciation will not commence 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 lives 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.

9

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:

	2012	**2011**
Building	20 to 200 years	20 to 200 years
IT Assets	2 to 25 years	2 to 25 years
Communication Assets	4 to 30 years	4 to 30 years
Monitoring Assets	3 to 20 years	3 to 20 years
Furniture and Equipment	3 to 50 years	3 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 2012. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

The recoverable amount of an asset is the higher of its fair value less costs to sell and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if DPS were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

No indicators of impairment were found for Property, Plant and Equipment (PP&E) assets at fair value.

Derecognition

An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Heritage and Cultural Assets

DPS has a number of stand-alone collections, collectively managed as the Parliament House Art Collection (PHAC) including:

- the Rotational Collection, consisting largely of contemporary Australian artworks;
- the Architectural Commissions, consisting of artworks that were commissioned as an integrated part of the architectural design of the building (including commissioned artist-made furniture);
- the Historic Memorials Collection, consisting of historical portraits and paintings of significant events;
- the Gift Collection, consisting of gifts that have been made to the Parliament;
- the Constitutional Documents, a group of significant archival documents managed as part of the PHAC; and
- the Archive, a range of historic and archival materials about Parliament, the PHAC and the construction of Parliament House.

10

DPS has classified the collection as heritage and cultural assets because the collection includes artworks that were commissioned as an integrated part of the architectural design of Parliament House, and are intended to be retained for the life of the building. Artworks, documents and artefacts that encompass a very broad time span are also classified as heritage and cultural assets. In addition, some items in the collection are widely regarded as being of national and international importance, to be preserved indefinitely.

DPS has adopted appropriate curatorial and preservation policies for the collections and all items in the collection are deemed to have indefinite useful lives and hence are not depreciated.

DPS curatorial and preservation policies incorporate preventative measures to minimise damage and deterioration. The value and historical significance of individual items determines the level of care, security and intervention required to preserve the collection items. Most of the objects in the collection have characteristics or qualities that require them to be preserved in their original format, and in optimum condition.

1.18   Intangibles

DPS intangibles comprise purchased and internally developed software for internal use and work-in-progress, and other intangibles consisting of Hansard digitised data. 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. Work-in-progress is not depreciated. The useful life of the Hansard digitised data is currently 100 years.

All software assets were assessed for indications of impairment as at 30 June 2012, 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. Values 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 (**FBT**) 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
- 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.

11

Administered cash transfers to and from the Official Public Account (OPA)

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules 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 Cash Transfers to and from the Official Public Account (OPA)

Revenue collected by DPS is deposited in the OPA for use by Government rather than DPS and is reported as administered revenue. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of Government. Administered appropriations received or receivable from the 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 transfers to and from the OPA are reported as such in the Schedule of Administered Cash Flows and in the Administered Reconciliation Schedule.

1.22   Adjustment to 2010-11 comparatives

Where changes to the presentation of the financial statements have required additional disclosure for 2011-12, DPS has adjusted the comparatives for 2010-11.

12

Note 2   Events after the reporting period

There were no events following the reporting period that impact on the Department of Parliamentary Services' financial statements for the year ended 30 June 2012.

	2012	2011
	$'000	$'000

Note 3   Expenses

Note 3A   Employee benefits

	2012	2011
Wages and salaries	(49,009)	(46,412)
Superannuation:		
Defined contribution plans	(2,807)	(2,357)
Defined benefit plans	(6,498)	(7,049)
Leave and other entitlements	(6,360)	(6,197)
Separation and redundancies	(1,800)	(578)
Other	(204)	(166)
Total employee benefits	(66,678)	(62,759)

Note 3B   Suppliers

	2012	2011
Goods and services		
Asset maintenance	(5,999)	(5,318)
Accommodation expenses (including utilities)	(11,157)	(11,715)
Contractors and consultants	(13,670)	(13,387)
General insurance premium	(1,206)	(1,121)
Staff related and training	(2,223)	(2,279)
Telecommunications	(2,487)	(1,848)
Information resources	(1,342)	(2,016)
Other	(2,868)	(2,859)
Total goods and services	(40,952)	(40,544)
Goods and services are made up of:		
Provision of goods - related entities	(25)	(35)
Provision of goods - external parties	(5,003)	(5,698)
Rendering of services - related entities	(17,701)	(13,067)
Rendering of services - external parties	(18,223)	(21,744)
Total goods and services	(40,952)	(40,544)
Other supplier expenses		
Operating lease rentals - non-related entities:		
Minimum lease payments	(29)	(36)
Workers' compensation expense	(767)	(1,613)
Total other supplier expenses	(796)	(1,649)
Total supplier expenses	(41,748)	(42,193)

13

Notes to and forming part of the Financial Statements

	2012	2011
	$'000	$'000
Note 3C Depreciation and amortisation		
Depreciation:		
Information technology assets	(5,564)	(5,061)
Communication assets	(3,878)	(3,516)
Monitoring assets	(36)	(75)
Furniture and equipment	(582)	(562)
Library collection	(1,017)	(1,052)
Security infrastructure	(4,454)	(2,870)
Total depreciation	**(15,531)**	(13,136)
Amortisation:		
Intangibles-computer software	(8,062)	(4,716)
Total amortisation	**(8,062)**	(4,716)
Total depreciation and amortisation	**(23,593)**	(17,852)
Note 3D Write-down and impairment of assets		
Plant and equipment write-down	(295)	(28)
Intangibles-computer software write-down	-	(28)
Total write-down and impairment of assets	**(295)**	(56)
Note 3E Losses from assets sales		
Information technology assets		
Proceeds from sale	64	88
Carrying value of assets sold	(66)	(126)
Selling expenses	(6)	(12)
Communication assets		
Proceeds from sale	7	-
Carrying value of assets sold	(23)	(1)
Selling expenses	(3)	-
Monitoring assets		
Proceeds from sale	-	-
Carrying value of assets sold	(1)	-
Furniture and equipment		
Proceeds from sale	25	35
Carrying value of assets sold	(52)	(5)
Selling expenses	(3)	(2)
Total losses from assets sales	**(58)**	(23)

14

	2012	2011
	$'000	$'000

Note 4   Income

Revenue

Note 4A   Sale of goods and rendering of services

Provision of goods - related entities	**5**	5
Provision of goods - external parties	**1,194**	1,092
Rendering of services - related entities	**2,482**	2,430
Rendering of services - external parties	**1,124**	1,034
Total sale of goods and rendering of services	**4,805**	4,561

Note 4B   Rental income

Operating lease:		
Other	**1,469**	1,385
Total rental income	**1,469**	1,385

Note 4C   Other revenue

Sale of used material	**107**	199
Total other revenue	**107**	199

Note 4D   Other gains

Resources received free of charge:		
Provision of library services	**25**	30
Provision of external audit services	**141**	141
Transfer from related entities	**-**	302
Other	**13**	52
Total other gains	**179**	525

Note 4E   Revenue from Government

Appropriation:		
Departmental appropriations	**103,641**	102,045
Total revenue from Government	**103,641**	102,045

15

	2012	2011
	$'000	$'000

Note 5   Financial Assets

Note 5A   Cash and cash equivalents

Cash on hand or on deposit	**306**	214
Total cash and cash equivalents	**306**	214

Note 5B   Trade and other receivables

Goods and services		
Goods and services – related entities	**160**	43
Goods and services – external parties	**323**	436
Total receivables for goods and services	**483**	479
Appropriations receivable:		
For existing programs	**21,406**	23,575
Total appropriations receivable	**21,406**	23,575
Other receivables		
GST receivable from the Australian Taxation Office	**1,107**	3,669
Total other receivables	**1,107**	3,669
Total trade and other receivables (gross)	**22,996**	27,723
Less impairment allowance account:		
Goods and services	**-**	-
Total trade and other receivables (net)	**22,996**	27,723

All receivables are current assets

Receivables are aged as follows:		
Not overdue	**22,891**	27,708
Overdue by:		
less than 30 days	**3**	1
31 days to 60 days	**-**	-
61 days to 90 days	**54**	-
More than 90 days	**48**	14
Total receivables (net)	**22,996**	27,723

16

	2012	2011
	$'000	$'000
Note 6 Non-Financial Assets		
Note 6A Property, plant and equipment		
Information technology assets		
Work in progress (at cost)	**14,089**	12,467
Gross carrying value (at fair value)	**35,638**	32,056
Accumulated depreciation	**(27,817)**	(22,712)
Total information technology assets	**21,910**	21,811
Communication assets		
Work in progress (at cost)	**14,155**	22,044
Gross carrying value (at fair value)	**89,618**	85,539
Accumulated depreciation	**(65,532)**	(71,470)
Total communication assets	**38,241**	36,113
Monitoring assets		
Gross carrying value (at fair value)	**1,279**	1,396
Accumulated depreciation	**(1,250)**	(1,330)
Total monitoring assets	**29**	66
Furniture and equipment		
Work in progress (at cost)	**169**	1,042
Gross carrying value (at fair value)	**12,733**	11,654
Accumulated depreciation	**(8,907)**	(8,898)
Total furniture and equipment	**3,995**	3,798
Library collection		
Work in progress (at cost)	**-**	17
Gross carrying value (at fair value)	**10,965**	13,705
Accumulated depreciation	**(6,149)**	(8,690)
Total Library collection	**4,816**	5,032
Security infrastructure		
Work in progress (at cost)	**1,764**	10,165
Gross carrying value (at fair value)	**82,331**	72,485
Accumulated depreciation	**(67,179)**	(62,725)
Total security infrastructure	**16,916**	19,925
Total property, plant and equipment (non-current)	**85,907**	86,745

All revaluations are conducted by qualified officers from the Australian Valuation Office, and in accordance with the revaluation policy stated at Note 1. There was a revaluation resulting in an increment of $414,482 in departmental assets in 2011-12 (2010-11: $3,386,259).

No indicators of impairment were found for property, plant and equipment.

17

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 2011-12

Item	Information Technology assets	Communication assets	Monitoring Assets	Furniture and equipment	Library collection	Security assets	Total
As at 1 July 2011:	$'000	$'000	$'000	$'000	$'000	$'000	$'000
Work in progress	12,467	22,044	-	1,042	17	10,165	45,734
Gross book value	32,056	85,539	1,396	11,654	13,705	72,485	216,836
Accumulated depreciation/amortisation	(22,712)	(71,470)	(1,330)	(8,898)	(8,690)	(62,725)	(175,825)
Net book value 30 June 2011	**21,811**	**36,113**	**66**	**3,798**	**5,032**	**19,925**	**86,745**
Additions							
By purchase	5,731	6,118	-	832	589	1,445	14,715
Revaluations and impairments recognised through equity	-	-	-	-	414	-	414
Depreciation/amortisation expense	(5,565)	(3,877)	(36)	(582)	(1,017)	(4,454)	(15,531)
Other Movements:							
Disposals:							
By sale	(66)	(23)	(1)	(51)	-	-	(141)
By Write down	(1)	(90)	-	(2)	(202)	-	(295)
Net book value 30 June 2012	**21,910**	**38,241**	**29**	**3,995**	**4,816**	**16,916**	**85,907**
Net book value as of 30 June 2012 represented by:							
Work in progress	14,089	14,155	-	169	-	1,764	30,177
Gross book value	35,638	89,618	1,279	12,733	10,965	82,331	232,564
Accumulated depreciation/amortisation	(27,817)	(65,532)	(1,250)	(8,907)	(6,149)	(67,179)	(176,834)
	21,910	**38,241**	**29**	**3,995**	**4,816**	**16,916**	**85,907**

18

Note 6B   Analysis of property, plant and equipment

TABLE A—Reconciliation of the opening and closing balances of property, plant and equipment 2010-11

Item	Information Technology assets	Communic-ation assets	Monitoring Assets	Furniture and equipment	Library collection	Security assets	Total
As at 1 July 2010:	$'000	$'000	$'000	$'000	$'000	$'000	$'000
Work in progress	8,687	9,564	2,427	116	43	7,975	28,812
Gross book value	27,132	88,208	3,848	11,055	13,177	71,862	215,282
Accumulated depreciation/amortisation	(20,425)	(76,043)	(3,709)	(8,647)	(7,670)	(59,865)	(176,359)
Net book value 30 June 2010	15,394	21,729	2,566	2,524	5,550	19,972	67,735
Additions							
By purchase	11,538	14,182	2	1,044	566	2,823	30,145
From acquisition of entities or operations	-	-	-	302	-	-	302
Revaluations and impairments recognised through equity	-	2,891	-	495	-	-	3,386
Depreciation/amortisation expense	(5,061)	(3,516)	(75)	(562)	(1,052)	(2,870)	(13,136)
Other Movements:							
Reclassification	72	828	(2,427)	-	-	-	(1,527)
Disposals:							
By sale	(127)	(1)	-	(5)	-	-	(133)
By Write down	(5)	-	-	-	(22)	-	(27)
Net book value 30 June 2011	21,811	36,113	66	3,798	5,032	19,925	86,745
Net book value as of 30 June 2011 represented by:							
Work in progress	12,467	22,044	-	1,042	17	10,165	45,734
Gross book value	32,056	85,539	1,396	11,654	13,705	72,485	216,836
Accumulated depreciation/amortisation	(22,712)	(71,470)	(1,330)	(8,898)	(8,690)	(62,725)	(175,825)
	21,811	36,113	66	3,798	5,032	19,925	86,745

19

	2012 $'000	2011 $'000
Note 6C Intangibles		
Computer software at cost:		
Purchased—in progress	7,243	10,044
Internally developed—in use	110	4,040
Purchased—in use	49,604	42,541
Accumulated amortisation	(29,048)	(28,311)
Total computer software (net)	27,909	28,314
Other intangibles at cost		
Internally developed—in use	5,076	4,304
Accumulated amortisation	(460)	(285)
Total other intangibles (net)	4,616	4,019
Total intangibles	32,525	32,333

No indicators of impairment were found for intangible assets.
No intangibles are expected to be sold or disposed of within the next 12 months.

TABLE B-Reconciliation of the opening and closing balances of intangibles (2011-12)

Item	Computer software internally developed $'000	Computer software purchased $'000	Other Intangibles $'000	Total $'000
As at 1 July 2011				
Work in progress	-	10,044	2,262	12,306
Gross book value	4,040	42,541	2,042	48,623
Accumulated amortisation	(4,038)	(24,273)	(285)	(28,596)
Net book value 1 July 2011	2	28,312	4,019	32,333
Additions				
By purchase	-	7,482	772	8,254
Amortisation	(2)	(7,885)	(175)	(8,062)
Net book value 30 June 2012	-	27,909	4,616	32,525
Net book value as at 30 June 2012 represented by:				
Work in progress	-	7,243	3,018	10,261
Gross book value	110	49,604	2,058	51,773
Accumulated amortisation	(110)	(28,938)	(460)	(29,509)
	-	27,909	4,616	32,525

TABLE B-Reconciliation of the opening and closing balances of intangibles (2010-11)

Item	Computer software internally developed $'000	Computer software purchased $'000	Other Intangibles $'000	Total $'000
As at 1 July 2010				
Work in progress	-	12,676	1,022	13,698
Gross book value	4,040	30,566	416	35,022
Accumulated amortisation	(4,038)	(20,870)	(255)	(25,163)
Net book value 1 July 2010	2	22,372	1,183	23,557
Additions				
By purchase	-	9,127	2,866	11,993
Amortisation	-	(4,686)	(30)	(4,716)
Other Movements:				
Reclassification	-	1,527	-	1,527
Write downs	-	(28)	-	(28)
Net book value 30 June 2011	2	28,312	4,019	32,333
Net book value as at 30 June 2011 represented by:				
Work in progress	-	10,044	2,262	12,306
Gross book value	4,040	42,541	2,042	48,623
Accumulated amortisation	(4,038)	(24,273)	(285)	(28,596)
	2	28,312	4,019	32,333

	2012 $'000	2011 $'000
Note 6D Inventories		
Inventories held for sale—The Parliament Shop		
Finished goods	188	241
Total inventories	188	241

During 2011-12 $612,087 of inventory held for sale was recognised as a cost of goods sold expense (2010-11 $539,919). All inventory is expected to be sold in the next 12 months.

	2012 $'000	2011 $'000
Note 6E Other non-financial assets		
Prepayments	2,162	1,380
Total other non-financial assets	2,162	1,380

21

Total other non-financial assets are expected to be recovered in:

Less than 12 months	**1,857**	1,378
More than 12 months	**305**	2
Total other non-financial assets	**2,162**	1,380

No indicators of impairment were found for other non-financial assets.

	2012	2011
	$'000	$'000

Note 7   Payables

Note 7A   Suppliers

Trade creditors and accruals	**(2,605)**	(6,273)
Total supplier payables	**(2,605)**	(6,273)

Supplier payables expected to be settled within 12 months:

Related entities	**(881)**	(1,020)
External parties	**(1,724)**	(5,253)
Total supplier payables	**(2,605)**	(6,273)

Settlement is usually made net 30 days

Note 7B   Other payables

Salaries and wages	**(1,455)**	(1,445)
Superannuation	**(259)**	(222)
Separations and redundancy	**(939)**	(123)
Unearned income	**(5)**	(6)
Total other payables	**(2,658)**	(1,796)

Total other payables expected to be settled within 12 months:	**(2,658)**	(1,796)
Total other payables	**(2,658)**	(1,796)

Note 8   Employee Provisions

Leave	**(20,890)**	(21,012)
Total employee provisions	**(20,890)**	(21,012)

Employee provisions are expected to be settled in:

Less than 12 months	**(5,856)**	(5,830)
More than 12 months	**(15,034)**	(15,182)
Total employee provisions	**(20,890)**	(21,012)

22

Note 9 Restructuring

Note 9A Departmental restructuring

In September 2011, a Machinery of Government change transferred functions of the Electorate Office Information Technology (EOIT) – departmental operating costs, and administered costs relating to Information Technology entitlements for former Prime Ministers from the Department of Finance and Deregulation to the Department of Parliamentary Services.

This resulted in a transfer $708,688.35 to the Department of Parliamentary Services departmental appropriation in 2011-12 of which $472,372.81 related to operating costs for the EOIT support function and $236,315.54 related to information technology entitlements for former Prime Ministers.

	2012 $'000	2011 $'000

Note 10 Cash Flow Reconciliation

	2012 $'000	2011 $'000
Reconciliation of cash and cash equivalents as per Balance Sheet to Cash Flow Statement		
Cash and cash equivalents as per:		
Cash Flow Statement	306	214
Balance Sheet	306	214
Difference	-	-
Reconciliation of net cost of services to net cash from operating activities:		
Net cost of services	(125,812)	(116,213)
Add revenue from Government	103,641	102,045
Adjustments for non-cash items		
Depreciation / amortisation	23,595	17,852
Net write down of non-financial assets	295	56
Loss on disposal of assets	58	23
Resources received free of charge	(166)	(171)
Gain on previously unrecognised assets	(12)	-
Gain on transfer of assets from related entities	-	(302)
Gain on foreign currency exchange	(1)	(1)
Changes in capital budget - equity	(5,795)	7,001
Changes in assets/liabilities		
(Increase) / decrease in comcare receipts not yet recognised	10	(16)
(Increase) / decrease in net receivables	4,727	(10,666)
(Increase) / decrease in inventories	53	(27)
(Increase) / decrease in prepayments	(782)	5
Increase / (decrease) in supplier payables	(541)	(896)
Increase / (decrease) in other payables	862	257
Increase / (decrease) in employee provisions	(122)	339
Net cash from / (used by) operating activities	8	(114)

23

Note 11   Contingent Liabilities and Assets

Quantifiable Contingencies

As at 30 June 2012 DPS had no quantifiable contingencies.

Unquantifiable Contingencies

As at 30 June 2012 DPS was managing one legal claim relating to workplace arrangements. It is not possible to estimate the gain or loss in relation to this claim.

Significant Remote Contingencies

As at 30 June 2012 DPS had no remote contingencies.

Note 12   Senior Executive Remuneration

Note 12A: Actual remuneration expense for the reporting period	2012	2011
	$	$
Total expense recognised in relation to senior executive employment:		
Short term employee benefits:		
Salary	1,724,866	1,571,023
Changes in annual leave provisions	112,028	139,333
Performance Bonus	12,556	14,500
Other[1]	150,823	165,207
Total short term employee benefits	**2,040,273**	1,890,063
Post-employment benefits:		
Superannuation (post employment benefits)	279,826	281,326
Total post-employment benefits	**279,826**	281,326
Other long-term benefits		
Long-service leave	24,273	45,428
Total other long-term benefits	**24,273**	45,428
Total	**2,304,372**	2,216,817

[1]Includes motor vehicle and other allowances and associated FBT.

Notes:
1. 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.
2. Note 12A is prepared on an accrual basis (therefore the performance bonus expenses disclosed in this table may differ from the cash 'Bonus paid' in Note 12B).
3. Note 12A excludes acting arrangements and part-year service where total remuneration expense for a senior executive was less than $150,000.

24

Notes to and forming part of the Financial Statements

Note 12B: Average Annual Reportable Remuneration Paid to Substantive Senior Executives During the Reporting Period

Average annual reportable remuneration[1]	Senior Executives No.	2012				
		Reportable salary[2] $	Contributed superannuation[3] $	Reportable allowances[4] $	Bonus paid[5] $	Total $
Total remuneration (including part-time arrangements):						
less than $150,000	**5**	**53,100**	**13,908**		**-**	**67,008**
$150,000 to $179,999	**1**	**133,859**	**16,992**		**-**	**150,851**
$180,000 to $209,999	**4**	**158,074**	**35,313**		**-**	**193,387**
$210,000 to $239,999	**2**	**190,727**	**27,890**		**3,916**	**222,533**
$300,000 to $329,999	**2**	**277,886**	**32,106**		**2,362**	**312,354**
$330,000 to $359,999	**1**	**302,406**	**54,792**		**-**	**357,198**
Total	**15**					

Average annual reportable remuneration[1]	Senior Executives No.	2011				
		Reportable salary[2] $	Contributed superannuation[3] $	Reportable allowances[4] $	Bonus paid[5] $	Total $
Total remuneration (including part-time arrangements):						
less than $150,000	2	49,564	12,194		1,653	63,411
$150,000 to $179,999	2	142,429	32,898			175,327
$180,000 to $209,999	4	154,189	38,975		2,479	195,643
$210,000 to $239,999	1	209,533	28,473			238,006
$270,000 to $299,999	1	240,324	48,173		4,585	293,082
$330,000 to $359,999	1	287,656	52,545			340,201
Total	11					

25

Notes to and forming part of the Financial Statements

Note 12 B: (continued)

Notes:

1. This table reports substantive senior executives who received remuneration during the reporting period. Each row is an averaged figure based on headcount for individuals in the band.

2. 'Reportable salary' includes the following:
   a) gross payments (less any bonuses paid, which are separated out and disclosed in the 'bonus paid' column);
   b) reportable fringe benefits (at the net amount prior to 'grossing up' to account for tax benefits); and
   c) exempt foreign employment income.

3. The 'contributed superannuation' amount is the average actual superannuation contributions paid to senior executives in that reportable remuneration band during the reporting period, including any salary sacrificed amounts, as per the individuals' payslips.

4. 'Reportable allowances' are the average actual allowances paid as per the 'total allowances' line on individuals' payment summaries.

5. 'Bonus paid' represents average actual bonuses paid during the reporting period in that reportable remuneration band. The 'bonus paid' within a particular band may vary between financial years due to various factors such as individuals commencing with or leaving the entity during the financial year.

6. Various salary sacrifice arrangements were available to senior executives including superannuation, motor vehicle and expense payment fringe benefits. Salary sacrifice benefits are reported in the 'reportable salary' column, excluding salary sacrificed superannuation, which is reported in the 'contributed superannuation' column.

7. The number of substantive senior executive positions in 2011-12 includes the Interim Executive Officer for the Parliamentary Budget Office (PBO). All costs for this position will be recovered from the PBO.

8. In 2011-12 there were a total of nine substantive senior executive positions at DPS. This table includes all substantive senior executives who filled these positions throughout the year.

26

Note 12C: Other Highly Paid Staff

2012

Average annual reportable remuneration[1]	**Staff No.**	**Reportable salary**[2] **$**	**Contributed superannuation**[3] **$**	**Reportable allowances**[4] **$**	**Bonus paid**[5] **$**	**Total $**
Total remuneration (including part-time arrangements):						
$150,000 to $179,999	**10**	**124,646**	**28,916**			**153,562**
Total	**10**					

2011

Average annual reportable remuneration[1]	Staff No.	Reportable salary[2] $	Contributed superannuation[3] $	Reportable allowances[4] $	Bonus paid[5] $	Total $
Total remuneration (including part-time arrangements):						
$150,000 to $179,999	4	119,479	32,844			152,323
Total	4					

Notes:

1. This table reports staff:
   a) who were employed by the entity during the reporting period;
   b) whose reportable remuneration was $150,000 or more for the financial period; and
   c) were not required to be disclosed in Tables A, B or director disclosures.
   Each row is an averaged figure based on headcount for individuals in the band.

2. 'Reportable salary' includes the following:
   a) gross payments (less any bonuses paid, which are separated out and disclosed in the 'bonus paid' column);
   b) reportable fringe benefits (at the net amount prior to 'grossing up' to account for tax benefits); and
   c) exempt foreign employment income.

3. The 'contributed superannuation' amount is the average actual superannuation contributions paid to senior executives in that reportable remuneration band during the reporting period, including any salary sacrificed amounts, as per the individuals' payslips.

4. 'Reportable allowances' are the average actual allowances paid as per the 'total allowances' line on individuals' payment summaries.

27

Note 12C: (continued)

5. 'Bonus paid' represents average actual bonuses paid during the reporting period in that reportable remuneration band. The 'bonus paid' within a particular band may vary between financial years due to various factors such as individuals commencing with or leaving the entity during the financial year.

6. Various salary sacrifice arrangements were available to other highly paid staff including superannuation, motor vehicle and expense payment fringe benefits. Salary sacrifice benefits are reported in the 'reportable salary' column, excluding salary sacrificed superannuation, which is reported in the 'contributed superannuation' column.

	2012	2011
	$'000	$'000

Note 13   Remuneration of Auditors

Financial statement audit services were provided free of charge to the Department of Parliamentary Services by the Australian National Audit Office (ANAO).

Fair value of the services provided	**(141)**	(141)
Financial statements audit services		

No other services were provided by the auditors of the financial statements.

28

	2012	2011
	$'000	$'000
Note 14 Financial Instruments		
Note 14A Categories of financial instruments		
Financial Assets		
Loans and Receivables:		
Cash and cash equivalents	**306**	214
Trade receivables	**483**	479
Total	**789**	693
Carrying amount of financial assets	**789**	693
Financial Liabilities		
At amortised cost:		
Trade creditors	**(2,605)**	(6,273)
Carrying amount of financial liabilities	**(2,605)**	(6,273)

29

Note 14B Liquidity risk

DPS's financial liabilities were payables and employee liabilities. The exposure to liquidity risk was based on the notion that the entity will encounter difficulty in meeting its obligations associated with financial liabilities. This was highly unlikely as the entity is appropriated funding from the Australian Government and the entity manages its budgeted funds to ensure it has adequate funds to meet payments as they fall due. In addition, the entity has policies in place to ensure timely payments were made when due and has no past experience of default.

Maturities for financial liabilities 2012

	On demand 2011 $'000	Within 1 year 2011 $'000	1 to5 years 2011 $'000	> 5 years 2011 $'000	Total $'000
Other liabilities					
Trade creditors	-	(2,605)	-	-	(2,605)
Other	-	(5)	-	-	(5)
Total	**-**	**(2,610)**	**-**	**-**	**(2,610)**

Maturities for financial liabilities 2011

	On demand 2010 $'000	Within 1 year 2010 $'000	1 to5 years 2010 $'000	> 5 years 2010 $'000	Total $'000
Other liabilities					
Trade creditors	-	(6,273)	-	-	(6,273)
Other	-	(6)	-	-	(6)
Total	-	(6,279)	-	-	(6,279)

DPS had no derivative financial liabilities in either 2012 or 2011

Note 14C Market risk

DPS holds basic financial instruments that do not expose the department to certain market risks. DPS is not exposed to "currency risk", "interest rate risk" or "other price risk".

DPS is an appropriated entity and, as such, this enables DPS to meet the obligations associated with the financial liabilities.

30

Note 15   Administered - Expenses

	2012 $'000	2011 $'000
Depreciation		
Buildings	**(25,716)**	(25,401)
Other property, plant and equipment	**(929)**	(861)
Total depreciation	**(26,645)**	(26,262)
Assets written-down or transferred		
Infrastructure	**(1)**	(6)
Artworks[1]	**(507)**	-
Buildings	**-**	(7,216)
Assets written-down or transferred	**(508)**	(7,222)
Value of assets sold		
Other property, plant and equipment	**(30)**	(95)
Total value of assets sold	**(30)**	(95)
Total expenses	**(27,183)**	(33,579)

1. During 2011-12, 26 Historical Memorials Collection portraits to the value of $507,228 were transferred to the High Court of Australia.

Note 16   Administered - Income

	2012 $'000	2011 $'000
OWN-SOURCE REVENUE		
Other revenue		
Heritage and cultural assets donated to the Parliament of Australia	**2**	5
Proceeds on sale of property	**7**	14
Assets transferred from related entity	-	7,217
Other	**37**	-
Total other revenue	**46**	7,236

31

Note 17   Administered – Financial Assets

	2012 $'000	2011 $'000
Other receivables		
GST receivable from ATO	634	780
Other receivables	21	-
Total other receivables	655	780
Other receivables are expected to be recovered in:		
No more than 12 months	655	780
Total other receivables	655	780
Other receivables were aged as follows:		
Not overdue	655	780
Total other receivables	655	780

Note 18   Administered – Non-Financial Assets

	2012	2011
Note 18A: Land and buildings	**$'000**	$'000
Land		
At fair value - cost	50,000	50,000
Total land	50,000	50,000
Buildings		
At fair value - cost	2,597,784	2,576,158
At fair value - accumulated depreciation	(600,560)	(580,997)
Work in progress – at cost	23,128	16,918
Total buildings	2,020,352	2,012,079
Total land and buildings	2,070,352	2,062,079

32

Note 18B: Property, plant and equipment
Other property, plant and equipment:
Furniture, fittings and equipment

At fair value - cost	**8,472**	7,706
At fair value - accumulated depreciation	**(5,348)**	(4,952)
Total furniture, fittings and equipment	**3,124**	2,754

Note 18B: (continued)
Plant and equipment

At fair value – cost	**10,559**	10,689
At fair value - accumulated depreciation	**(7,305)**	(6,892)
Total plant and equipment	**3,254**	3,797
Total other property, plant and equipment	**6,378**	6,551

Heritage and cultural assets

At fair value - cost	**77,772**	77,866
Work in progress—at cost	**340**	342
Total heritage and cultural assets	**78,112**	78,208
Total property, plant and equipment	**84,490**	84,759

The revaluation cycle of the Building and PP&E is every three years. The previous revaluation was undertaken in 2009-10 and the next is due in 2012-13.

In 2011-12 no indicators of impairment were found for Land and Buildings, or Property, Plant and Equipment (2010-11 Buildings: $7,216,000).

33

Notes to and forming part of the Financial Statements

Note 18 *(continued)*

TABLE C Reconciliation of the opening and closing balances of land and buildings and property, plant and equipment (2011-12)

Item	Land and Buildings	Property, Plant and Equipment		Total
		Other PP&E	Heritage and Cultural Assets	
	$'000	$'000	$'000	$'000
As at 1 July 2011				
Work in progress	16,918	-	342	17,260
Gross book value	2,626,158	18,395	77,866	2,722,419
Accumulated depreciation/amortisation	(580,997)	(11,844)	-	(592,841)
Net book value 1 July 2011	**2,062,079**	**6,551**	**78,208**	**2,146,838**
Additions:				
By donation	-	-	2	2
By purchase	34,809	25	351	35,185
By reclassification	(820)	762	58	-
Depreciation/amortisation expense	(25,716)	(929)	-	(26,645)
Other Movements:				
Disposals:				
By sale	-	(30)	-	(30)
By write-down	-	(1)	(507)	(508)
Net book value 30 June 2012	**2,070,352**	**6,378**	**78,112**	**2,154,842**
Net book value as of 30 June 2012 represented by:				
Work in progress	23,128	-	340	23,468
Gross book value	2,647,784	19,031	77,772	2,744,587
Accumulated depreciation	(600,560)	(12,653)	-	(613,213)
	2,070,352	**6,378**	**78,112**	**2,154,842**

Notes to and forming part of the Financial Statements

Note 18 *(continued)*

TABLE C Reconciliation of the opening and closing balances of land and buildings and property, plant and equipment (2010-11)

Item	Land and Buildings	Property, Plant and Equipment		Total
		Other PP&E	Heritage and Cultural Assets	
	$'000	$'000	$'000	$'000
As at 1 July 2010				
Work in progress	13,805	-	378	14,183
Gross book value	2,604,683	17,502	77,275	2,699,460
Accumulated depreciation/amortisation	(549,324)	(11,177)	-	(560,501)
Net book value 1 July 2010	2,069,164	6,325	77,653	2,153,142
Additions:				
By donation	-	-	5	5
By transfer from another agency	7,217	-	-	7,217
By purchase	19,464	219	370	20,053
By reclassification	(1,094)	914	180	-
Depreciation/amortisation expense	(25,401)	(861)	-	(26,262)
Other Movements:				
Impairment	(7,216)	-	-	(7,216)
Disposals:				
By sale	(55)	(40)	-	(95)
By write-down	-	(6)	-	(6)
Net book value 30 June 2011	2,062,079	6,551	78,208	2,146,838
Net book value as of 30 June 2011 represented by:				
Work in progress	16,918	-	342	17,260
Gross book value	2,626,158	18,395	77,866	2,722,419
Accumulated depreciation	(580,997)	(11,844)	-	(592,841)
	2,062,079	6,551	78,208	2,146,838

35

Note 19   Administered – Payables

	2012 $'000	2011 $'000
Note 19A: Suppliers		
Trade creditors - external parties	(1,087)	(852)
Total suppliers	(1,087)	(852)

All payables are current liabilities.

Note 20   Administered – Cash Flow Reconciliation

	2012 $'000	2011 $'000
Reconciliation of cash and cash equivalents as per Administered Schedule of Assets and Liabilities to Administered Cash Flow Statement		
Cash and cash equivalents as per:		
Schedule of Administered Cash Flows	-	-
Schedule of Administered Assets and Liabilities	-	-
Reconciliation of net cost of services to net cash from operating activities:		
Net cost of services	(27,137)	(26,343)
Less income tax expense	-	-
Less administered receipts to OPA	(44)	(14)
Adjustments for non-cash items		
Depreciation / amortisation	26,645	26,262
Net write down of non-financial assets	508	7,222
Loss on disposal of assets	29	89
Resources received free of charge - goods		
Heritage & cultural assets donated	(2)	(5)
Assets transferred from other agencies	-	(7,217)
Net cash used by operating activities	(1)	(6)

36

Note 21   Administered – Contingent Assets and Liabilities

Quantifiable Administered Contingencies

As at 30 June 2012 there were no quantifiable administered contingencies.

Unquantifiable Administered Contingencies

As at 30 June 2012 there were no unquantifiable administered contingencies.

Significant Remote Administered Contingencies

As at 30 June 2012 there were no remote administered contingencies.

Note 22   Administered – Financial Instruments

	2012	2011
Note 22A: Categories of Financial Instruments	**$'000**	$'000
Financial assets		
Loans and receivables		
Other receivables	**21**	**-**
Total loans and receivables	**21**	**-**
Carrying amount of financial assets	**21**	**-**
Financial liabilities		
Other liabilities		
Payables - suppliers	**(1,087)**	(852)
Total financial other liabilities	**(1,087)**	(852)
Carrying amount of financial liabilities	**(1,087)**	(852)

Note 22B: Liquidity risk

The following tables illustrates the maturities for financial liabilities:

2012	On demand 2012 $'000	Within 1 year 2012 $'000	1 to 5 years 2012 $'000	> 5 years 2012 $'000	Total $'000
Liabilities					
Payables - suppliers	-	(1,087)	-	-	(1,087)
Total	**-**	**(1,087)**	**-**	**-**	**(1,087)**

37

2011	On demand 2011 $'000	Within 1 year 2011 $'000	1 to 5 years 2011 $'000	> 5 years 2011 $'000	Total 2011 $'000
Liabilities					
Payables - suppliers	-	(852)	-	-	(852)
Total	-	(852)	-	-	(852)

Note 22C: Market risk

The administered activities of DPS holds basic financial instruments that do not expose DPS to certain market risks. DPS is not exposed to "currency risk", "interest rate risk" or "other price risk".

Note 23   Administered – Financial Assets Reconciliation

	Notes	2012 $'000	2011 $'000
Financial assets			
Total financial assets as per Schedule of Administered Assets and Liabilities		**655**	780
Less: non-financial instrument components			
GST receivable	**17**	**634**	780
Total non-financial instrument components		**634**	780
Total financial assets as per financial instruments note		**21**	**-**

38

Note 24   Appropriations

Table A Annual Appropriations ('Recoverable GST exclusive')

	2012 Appropriations						Appropriation applied in 2012 (current and prior years)	Variance
	Appropriation Act		FMA Act					
	Annual Appropriation	Appropriations reduced1	Section 30	Section 31	Section 32	Total appropriation		
	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000
DEPARTMENTAL								
Ordinary annual services	123,065	-	192	6,510	709	130,476	(132,644)	(2,168)
Total departmental	123,065	-	192	6,510	709	130,476	(132,644)	(2,168)
ADMINISTERED								
Other services								
Administered assets and liabilities	12,279	-		-	-	12,279	(34,825)	(22,546)
Total administered	12,279	-		-	-	12,279	(34,825)	(22,546)

39

Table A (continued)

	2011 Appropriations							
	Appropriation Act		FMA Act				Appropriation applied in 2012 (current and prior years)	
	Annual Appropriation	Appropriations reduced	Section 30	Section 31	Section 32	Total appropriation		Variance
	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000
DEPARTMENTAL								
Ordinary annual services	150,788	-	197	6,962	-	157,947	(148,762)	9,185
Total departmental	150,788	-	197	6,962	-	157,947	(148,762)	9,185
ADMINISTERED								
Other services								
Administered assets and liabilities	28,383	-	-	-	-	28,383	(20,128)	8,255
Total administered	28,383	-	-	-	-	28,383	(20,128)	8,255

Notes:
1. Appropriations reduced under Appropriation Acts (Nos. 1,3&5) 2011-12: sections 10, 11, and 12 and under Appropriation Acts (Nos. 2,4&6) 2011-12: sections 12,13, and 14. Departmental appropriations do not lapse at financial year-end. However, the responsible Minister may decide that part or all of a departmental appropriation is not required and request the Finance Minister to reduce that appropriation. The reduction in the appropriation is effected by the Finance Minister's determination and is disallowable by Parliament.

40

Table B: Departmental and Administered Capital Budgets ('Recoverable GST exclusive')

	2012 Capital Budget Appropriations				Capital Budget Appropriations applied in 2012 (current and prior years)			
	Appropriation Act		FMA Act					
	Annual Capital Budget	Appropriations reduced[2]	Section 32	Total Capital Budget Appropriations	Payments for non-financial assets[3]	Payments for other purposes	Total payments	Variance
	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000
DEPARTMENTAL								
Ordinary annual services – Departmental Capital Budget[1]	20,133	-	-	20,133	(25,094)	-	(25,094)	(4,961)
ADMINISTERED								
Ordinary annual services – Administered Capital Budget[1]	12,279	-	-	12,279	(34,824)	-	(34,824)	(22,545)

41

Table B: (continued)

	2011 Capital Budget Appropriations				Capital Budget Appropriations applied in 2011 (current and prior years)			
	Appropriation Act		FMA Act					
	Annual Capital Budget	Appropriations reduced[2]	Section 32	Total Capital Budget Appropriations	Payments for non-financial assets[3]	Payments for other purposes	Total payments	Variance
	$'000	$'000	$'000	$'000	$'000	$'000	$'000	$'000
DEPARTMENTAL								
Ordinary annual services - Departmental Capital Budget[1]	46,805	-	-	46,805	(40,638)	-	(40,638)	6,167
ADMINISTERED								
Ordinary annual services - Administered Capital Budget[1]	28,383	-	-	28,383	(20,122)	-	(20,122)	8,261

1. Departmental and Administered Capital Budgets are appropriated through Appropriation Acts (No.1,3,5). They form part of ordinary annual services, and are not separately identified in the Appropriation Acts. For more information on ordinary annual services appropriations, please see Table A: Annual appropriations.
2. Appropriations reduced under Appropriation Acts (No.1,3,5) 2010-11: sections 10, 11, 12 and 15 or via a determination by the Finance Minister.
3. Payments made on non-financial assets include purchases of assets, expenditure on assets which has been capitalised, costs incurred to make good an asset to its original condition, and the capital repayment component of finance leases.

42

Table C Unspent departmental annual appropriations ('Recoverable GST exclusive')

Authority	2012 $'000	2011 $'000
Appropriation (Parliamentary Departments)Act (No. 1) 2011-2012	**20,200**	23,773
Parliamentary Act 1 (Non Operating) Equity Injection	**1,206**	-
Cash at hand	**306**	214
Total	**21,712**	23,987
ADMINISTERED Appropriation (Parliamentary Departments)Act (No. 1) 2011-2012	**-**	**-**
Total	**-**	-

Table D: Disclosure by Agent in Relation to Annual and Special Appropriations ('Recoverable GST exclusive')

Department of Finance & Deregulation
Special Appropriation for Electorate Office Information Technology.

	$'000
2012	
Total receipts	12,529
Total payments	(12,529)

Nil affect in 2010-11. Refer to Note 9.

Note 25   Special Accounts

The Department of Parliamentary Services does not have a Special Account.

43

Note 26   Compensation and Debt Relief

Note 1: Departmental	2012 $	2011 $
No 'Act of Grace payments' were expended during the reporting period (2011: No payments).	**Nil**	Nil
No waivers of an amount owing to the Commonwealth were made pursuant to subsection 34(1) of the *Financial Management and Accountability Act 1997* (2011: No waivers).	**Nil**	Nil
No payments were made under the "Scheme for Compensation for Detriment caused by Defective Administration" during the reporting period (2011: No payments)[1].	**Nil**	Nil
No ex-gratia payments were provided for during the reporting period (2011: No payments).	**Nil**	Nil
No payments were provided in special circumstances relating to PS employment pursuant to section 66 of the Parliamentary Service Act 1999 during the reporting period. (2011: No payments).	**Nil**	Nil

Note 2: Administered		
No 'Act of Grace payments' were expended during the reporting period (2011: No payments).	**Nil**	Nil
No waivers of an amount owing to the Commonwealth were made pursuant to subsection 34(1) of the *Financial Management and Accountability Act 1997* (2011: No waivers).	**Nil**	Nil
No payments were made under the "Scheme for Compensation for Detriment caused by Defective Administration" during the reporting period (2011: No payments)[1].	**Nil**	Nil
No ex-gratia payments were provided for during the reporting period (2011: No payments).	**Nil**	Nil
No payments were provided in special circumstances relating to PS employment pursuant to section 66 of the Parliamentary Service Act 1999 during the reporting period. (2011: No payments).	**Nil**	Nil

44

Note 27 Assets Held in Trust

Non-monetary assets
Heritage and cultural assets on long term loan to enhance the Parliament House art collection.

	2012 $'000	2011 $'000
Heritage and Cultural Assets		
Total amount held at beginning of the reporting period	**4,200**	4,200
Receipts	**-**	-
Payments	**-**	-
Total amount held at the end of the reporting period	**4,200**	4,200
Total	**4,200**	4,200

45

Note 28   Reporting of Outcomes

DPS has one outcome and all expenses and revenue are reported under that outcome.

Note 28A   Net cost of Outcome Delivery

	Outcome 1	
	2012	2011
	$'000	$'000
Departmental		
Expenses	**(132,372)**	(122,883)
Own-source income	**6,381**	6,145
Administered		
Expenses	**(27,183)**	(33,579)
Own-source income	**46**	7,236
Net cost/(contribution) of outcome delivery	**(153,128)**	(143,081)

46

Note 29   Net Cash Appropriation Arrangements

	2012 $'000	2011 $'000
Total comprehensive income less depreciation/amortisation expenses previously funded through revenue appropriations[1]	**1,836**	7,070
Plus: depreciation/amortisation expenses previously funded through revenue appropriation	**(23,593)**	(17,852)
Total comprehensive loss - as per the Statement of Comprehensive Income	**(21,757)**	(10,782)

1. From 2010-11, the Government introduced net cash appropriation arrangements, where revenue appropriations for depreciation/amortisation expenses ceased. Entities now receive a separate capital budget provided through equity appropriations. Capital budgets are to be appropriated in the period when cash payment for capital expenditure is required.

47

Appendices

Appendix A

Material Errors in 2010–11 annual report

There were no material errors in the Department of Parliamentary Services Annual Report and Financial Statements 2010–11.

Appendix B

Agency resource statement and summary resource tables by outcome

	Actual available appropriation for 2011-12 $'000 (a)	Payments made 2011-12 $'000 (b)	Balance remaining 2011-12 $'000 (a) – (b)
Ordinary Annual Services[1]			
Departmental appropriation[2]	152,508	131,101	21,407
Section 32 transfers	709	709	-
Total ordinary annual services	**153,217**	**131,810**	**21,407**
Departmental non-operating			
Equity injections[3]	834	834	-
Administered non-operating			
Administered Assets and Liabilities[4]	35,020	34,824	196
Total other services	**35,854**	**35,658**	**196**
Total net resourcing and payments for the Department of Parliamentary Services	**189,071**	**167,468**	**21,603**

[1] Includes Appropriation (Parliamentary Departments) Bill (No. 1) 2011-12. This includes Prior Year Departmental appropriation, capital and s.31 relevant agency receipts.

[2] Includes an amount of $20.133 million in 2011-12 for the Departmental Capital Budget. For accounting purposes this amount has been designated as 'contributions by owners'

[3] Equity injection is from a prior year appropriations

[4] Includes Appropriation (Parliamentary Departments) Bill (No. 1) 2011-12 and prior year appropriations.

Outcome: Occupants of Parliament House are supported by integrated services and facilities, Parliament functions effectively and its work and building are accessible to the public	Budget* 2011-12 $'000	Actual Expenses 2011-12 $'000	Variation 2011-12 $'000
	(a)	(b)	(a) – (b)
Program 1 - Library Services			
Program 1.1 - Research Services			
Departmental Expenses			
Departmental appropriation [1]	12,521	11,439	1,082
Expenses not requiring appropriation in the Budget year [2]	333	143	190
Subtotal for Program1.1	12,854	11,582	1,272
Program1.2 - Information Access Services			
Departmental Expenses			
Departmental appropriation [1]	10,499	9,816	683
Expenses not requiring appropriation in the Budget year [2]	2,248	2,278	(30)
Subtotal for Program1.2	12,747	12,094	653
Subtotal for Program1	25,601	23,675	1,925
Program 2 - Building and Occupant Services			
Program 2.1 - Security Services			
Departmental Expenses			
Departmental appropriation [1]	32,900	29,145	3,754
Expenses not requiring appropriation in the Budget year [2]	5,201	4,922	279
Subtotal for Program2.1	38,101	34,067	4,033
Program 2.2 - Facilities Services			
Departmental Expenses			
Departmental appropriation [1]	3,886	7,661	(3,775)
Expenses not requiring appropriation in the Budget year [2]	215	113	102
Subtotal for Program2.2	4,101	7,774	(3,673)
Subtotal for Program2	42,202	41,841	361
Program 3 - Infrastructure Services			
Program 3.1 - Building Infrastructure Services			
Departmental Expenses			
Departmental appropriation [1]	20,936	19,521	1,415
Expenses not requiring appropriation in the Budget year [2]	764	474	290
Subtotal for Program 3.1	21,700	19,995	1,705

Table 2.1 Budgeted Expenses and Resources for Outcome (continued)

	Budget*	Actual	Variation
Program 3.2 - IT Infrastructure Services			
Departmental Expenses			
Departmental appropriation [1]	11,614	14,122	(2,508)
Expenses not requiring appropriation in the Budget year [2]	15,579	15,594	(15)
Subtotal for Program 3.2	27,193	29,716	(2,523)
Subtotal for Program 3	48,892	49,710	(818)

Program 4 - Parliamentary Records Service

Program 4.1 - Broadcasting Services

Departmental Expenses

Departmental appropriation[1]	6,291	6,207	84
Expenses not requiring appropriation in the Budget year[2]	250	201	49
Subtotal for Program4.1	6,541	6,408	133

Program 4.2 - Hansard Services

Departmental Expenses

Departmental appropriation[1]	11,586	10,516	1,070
Expenses not requiring appropriation in the Budget year[2]	416	221	195
Subtotal for Program 4.2	12,001	10,737	1,265
Subtotal for Program 4	18,542	17,144	1,398

Program 5 - Parliament House Works Program

Administered Expenses

Expenses not requiring appropriation in the Budget year[2]	26,639	27,183	(544)
Total Administered Expenses	26,639	27,183	(544)

Outcome 1 Totals by appropriation type

Administered Expenses

Expenses not requiring appropriation in the Budget year[2]	26,639	27,183	(544)

Departmental Expenses

Departmental appropriation[1]	110,231	108,426	1,805
Expenses not requiring appropriation in the Budget year[2]	25,006	23,946	1,060
Total expenses for Outcome	161,876	159,555	2,321

	2010-11	2011-12
Average staffing level (number)	720	721

1 Departmental appropriation combines 'Ordinary annual services (Appropriation (Parliamentary Departments) Bill (No. 1) 2012-13)' and 'Revenue from independent sources (s31)'.

2 Expenses not requiring appropriation in 2011-12 is made up of Depreciation Expense, Amortisation Expense, Write-down and impairment of assets and Losses from asset sales.

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.

3G Technology—a set of standards used for mobile devices and mobile telecommunication services and networks that comply with the International Mobile Telecommunications–2000 (IMT–2000) specifications by the International Telecommunication Union.

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.

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, parliamentary departments and other agencies prescribed under the *Financial Management and Accountability Act 1997*. Authorities are bodies corporate 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*.

Building fabric—The basic elements making up a building; the structure without finishings or decoration.

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 Officer—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.

Co-mingled waste—Includes metal cans, glass bottles, milk cartons and plastic collected in a common bin.

Enterprise Agreement—An agreement between DPS and its employees about terms and conditions of employment.

Federation Chamber—the second chamber of the House of Representatives.

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.

Outcomes and programs—Parliamentary outcomes are the intended results, impacts or consequences of actions by the Parliament on the Australian community. Commonwealth programs are the primary vehicle by which parliamentary agencies achieve the intended results of their outcome statements.

Parliament House Art Collection (PHAC)— Comprises a number of stand-alone collections (the Rotational Collection, the Architectural Commissions, the HMC, 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.

ParlMap—An application to draw maps of any electoral division showing Census or voting characteristics.

Portfolio Budget Statements (PBS)—Statements prepared by agencies to explain the Budget appropriations in terms of outcomes and outputs.

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.

Question in Writing—Where a member of the House of Representatives ask ministers a question in writing by having it placed on the Notice Paper. Neither the question nor the answer is read in the House.

Question on Notice—Where a senator seeks a detailed answer from a minister to a question, particularly where statistical information is sought, submitted in written form and placed on notice.

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.

Staff Dining Room—The Staff Dining Room is also referred to as the Staff Cafeteria or the Staff Café.

Acronyms and abbreviations

AAC	Art advisory committee
ACT	Australian Capital Territory
AFP	Australian Federal Police
AFP–UP	Australian Federal Police–Uniform Protection
AIC	Australian institute of criminology
ANAO	Australian National Audit Office
APH	Australian Parliament House
APLA	Association of Parliamentary Libraries of Australia
APSC	Australian Public Service Commission
BCI	Building condition index
CCTV	Closed circuit television
CEI	Chief Executive's Instruction
CEO	Chief Executive Officer
CPG	Commonwealth procurement guidelines
CPI	Consumer price index
CSS	Commonwealth superannuation scheme
DCB	Departmental capital budget

DII	Design integrity index
DPS	Department of Parliamentary Services
EAP	Employee assistance program
EDRMS	Electronic document and records management system
EEGO	Energy efficiency in government operations
EMMS	Electronic media monitoring service
EOIT	Electorate office IT
ESCI	Engineering systems condition index
ESD	Ecologically sustainable development
ETD	Explosive trace detection
EWIS	Emergency warning and intercommunication system
FBT	Fringe benefits tax
FMA	Financial Management and Accountability (Act)
FOI	Freedom of information
FTE	Full time equivalent
GBPs	General briefs and publications
GFRR	Ground floor reading room
GRI	Global Reporting Initiative
HAB	Heritage advisory board
HCO	Harrassment contact officer
HMC	Historic memorials collection
HPS	Hansard production system
HRC	Health & recreation centre
HSR	Health and safety representative
IAB	Information Access Branch
ICT	Information and communications technology
IHG	InterContinental Hotels Group
IT	Information technology
JHC	Joint house committee
LAST	Library authoring system and thesaurus
LCI	Landscape condition index

LED	Light emitting diode
NEPM	National environment protection measures
NPC	National packaging covenant
NPI	National pollution inventory
NRS	Network reputation services
ParlInfo Search	Parliamentary information system
PBS	Portfolio Budget Statement
PCN	Parliamentary computing network
PEL	Parliamentary executive level
PHAC	Parliament House art collection
POITAG	Presiding Officers' Information Technology Advisory Group
PSL	Parliamentary service level
PSS	Parliamentary security service
RB	Research Branch
RCD	Residual current device
SAN	Storage area network
SARMS	Service and request management system
SES	Senior Executive Service
SFC	Strategy and finance committee
SMB	Security management board
SMCG	Senior management coordination group
TR	Total remuneration
WHS	Work health and safety
WoG	Whole-of-Government

Compliance index

The Department of Parliamentary Services is required at the end of each financial year to give a report to the Presiding Officers for presentation to each House of the Parliament under subsection 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 2010.

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	Letters of transmittal	Pages iii, v
Aids to access	Table of contents	Page vii
	Index	Page 193
	Glossary	Page 175
	Abbreviations and acronyms	Page 177
	Contact officer	Page ii
	Internet home page address and internet address of report	Page ii

Part of report	Requirement item	Location
Part 1—Review by Secretary	Review by departmental Secretary	Page 1
	Summary of significant issues and developments	Pages 1–3
	Outlook for 2012–13	Page 3
Part 2—Departmental overview	Overview description of department	Page 5
	Role and functions	Page 5
	Organisational structure	Pages 6–7
	Outcome and program structure	Page 9
	Where outcome and program structures differ from PB Statements/PAEs or other portfolio statements accompanying any other additional appropriation bills (other portfolio statements), details of variation and reasons for change	N/A
Parts 3 & 4—Report on performance	Review of performance during the year in relation to programs and contribution to outcomes	Pages 13–17
	Actual performance in relation to deliverables and KPIs set out in PB Statements/PAES or other portfolio statements	Parts 3 & 4
	Where performance targets differ from the PBS/PAES, details of both former and new targets, and reasons for the change	N/A
	Narrative discussion and analysis of performance	Parts 3 & 4
	Trend Information	Parts 3 & 4
	Significant changes in nature of principle functions/services	Page 20
	Factors, events or trends influencing departmental performance	Parts 3 & 4
	Social inclusion outcomes	N/A
	Performance against service charter customer service standards, complaints data, and the department's response to complaints	N/A
	Discussion and analysis of department's financial performance	Parts 3 & 4
	Discussion of any significant changes from the prior year, from budget or anticipated to have a significant impact on future operations.	Page 2
	Agency resource statement and summary resource tables by outcomes	Pages 171–173

Part of report	Requirement item	Location
Part 5—Sustainability		
Corporate governance	Agency heads are required to certify that their agency comply with the Commonwealth Fraud Control Guidelines.	Page 85
	Statement of the main corporate governance practices in place	Part 5
	Names of the senior executive and their responsibilities	Pages 7–8
	Senior management committees and their roles	Pages 79–83
	Corporate and operational planning and associated performance reporting and review	Page 84
	Approach adopted to identify areas of significant financial or operational risk	Page 83
	Policy and practices on the establishment and maintenance of appropriate ethical standards	Page 83
	How nature and amount of remuneration for SES officers is determined	Page 86
External scrutiny	Significant developments in external scrutiny	Page 95
	Judicial decisions and decisions of administrative tribunals	Page 95
	Reports by the Auditor-General, a parliamentary committee or the Commonwealth Ombudsman	Page 95
Management of human resources	Assessment of effectiveness in managing and developing human resources to achieve departmental objectives	Pages 86–93
	Workforce planning, staff turnover and retention	Pages 87–90
	Impact and features of enterprise or collective agreements, individual flexibility arrangements (IFAs), determinations, common law contracts and AWAs	Page 92
	Training and development undertaken and its impact	Page 91
	Work health and safety performance	Pages 92–93
	Statistics on staffing	Pages 86–93
	Enterprise or collective agreements, IFAs, determinations, common law contracts and AWAs	Page 92
	Performance pay	Page 86
Assets management	Assessment of effectiveness of assets management	Part 3
Purchasing	Assessment of purchasing against core policies and principles	Page 94

Part of report	Requirement item	Location
Consultants	The annual report must include a summary statement detailing the number of new consultancy services contracts let during the year; the total actual expenditure on all new consultancy contracts let during the year (inclusive of GST); the number of ongoing consultancy contracts that were active in the reporting year; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST). The annual report must include a statement noting that information on contracts and consultancies is available through the AusTender website.	Page 94
Australian National Audit Office Access Clauses	Absence of provisions in contracts allowing access by the Auditor-General	Page 94
Exempt Contracts	Contracts exempt from AusTender	Page 94
Financial Statements	Financial Statements	Pages 107–168
Other Mandatory Information	Work health and safety (Schedule 2, Part 4 of the *Work Health and Safety Act 2011*)	Pages 92–93
	Advertising and Market Research (Section 311A of the *Commonwealth Electoral Act 1918*) and statement on advertising campaigns	Page 96
	Ecologically sustainable development and environmental performance (Section 516A of the *Environment Protection and Biodiversity Conservation Act 1999*)	Pages 97–106
	Grant Programs	Page 95
	Disability reporting—explicit and transparent reference to agency-level information available through other reporting mechanisms	93
	Correction of material errors in previous annual report	Page 172
	List of requirements	Pages 181–184

Global reporting initiative index

Information contained in part 5 of the DPS Annual Report is structured using the core Global Reporting Initiative (GRI) performance indicators as a framework—see www.globalreporting.org for more information. The GRI is an independent institution that provides a sustainability reporting framework allowing suitable benchmarking.

DPS has reported against GRI indicators relating to its specific functions since

2003–04, in separate stand-alone environmental performance reports. For 2011–12, DPS has extended its coverage of GRI indicators to include economic. social and governance performance information.

Previous reports are available on the Parliament House website at the following address: http://www.aph.gov.au/dps/building/EMS/EM_Perfomance.htm.

GRI Indicator	Description	Location
Organisational Profile		
2.1	Name of Organisation	ii
2.2	Primary brands, products or services	5
2.3	Operational Structure of the organisation	6
2.4	Location of organisations headquarters.	ii
2.5	Locations of operations	ii
2.9	Significant changes during the reporting period regarding size, and structure.	1–3

GRI Indicator	Description	Location
Report Scope and Boundary		
3.6	Boundary of the report	182
3.7	State any specific limitations on the scope or boundary of the report	182
3.9	Data measurement techniques and the bases of calculations	Parts 3 & 4
3.12	Table identifying the location of the standard disclosures in report	75–78
Governance		
4.1	Governance structure of the organisation, including committees under the highest governance body responsible for specific tasks	79
4.8	Mission or value statements, codes of conduct, and principles relevant to sustainability performance and the status of their implementation	9
Economic Performance		
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings and payments to capital providers and governments	107–168
Employment		
LA1	Total workforce by employment type, employment contract and region, broken down by gender.	88
LA2	Total number and rate of new employee hires and turnover by age, gender and region	89–91
Labour/Management Relations		
LA4	Percentage of employees covered by collective bargaining agreements	86
Occupational Health and Safety		
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advice on OHS programs.	92
LA7	Rates of injury, occupational diseases, lost days and absenteeism and number of work-related fatalities by region and gender	93
Training and Education		
LA10	Average hours of training per year per employee by gender and employment category.	90
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them manage career endings	91
LA12	Percentage of employees receiving regular performance and career development reviews by gender	86

GRI Indicator	Description	Location
Diversity and Equal Opportunity		
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, agegroup, minority group membership and other indicators of diversity.	79
Materials		
EN2	Percentage of materials used that are recycled input	102
Energy		
EN3	Direct energy consumption by primary source	77, 100
EN4	Indirect energy consumption by primary source	N/A[35]
EN5	Energy saved due to conservation and efficiency improvements	101
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	101
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them manage career endings	91
LA12	Percentage of employees receiving regular performance and career development reviews by gender	86
Water		
EN8	Total water withdrawal by source	98–99
Emissions, Effluent and Waste		
EN16	Total direct and indirect greenhouse gas emissions by weight	104
EN17	Other relevant indirect green-house gas emissions by weight.	104
EN18	Initiatives to reduce greenhousegas emissions and reductions achieved.	100, 104
EN19	Emissions of ozone depleting substances by weight.	105
EN20	NOx, SOx, and other significant airemissions by type and weight.	106
EN21	Total water discharge by quality and destination.	106
EN22	Total weight of waste by type and disposal method.	102–103
EN23	Total number and volume of significant spills	106
Transport		
EN29	Significant env impacts of transporting products and other goods, and transporting members of the workforce.	102

35. Indirect energy not measured. Greenhouse gas emissions from indirect energy use are shown on page 104

List of tables

List of figures

Index