



***DEPARTMENT OF THE
LEGISLATIVE ASSEMBLY***

ANNUAL REPORT

2006 - 2007



10 October 2007

Hon. Fred Riebeling, MLA
Speaker of the Legislative Assembly
Parliament House
PERTH WA 6000

Dear Mr Speaker

I am pleased to present to you for tabling in the Legislative Assembly, the Annual Report of the Department of the Legislative Assembly for the year ended 30 June 2007.

As in previous reports, this is a report on the operations of the Department for which I am the accountable officer, and it does not repeat the information about the House or the committees themselves. That information is separately produced in the *Parliamentary Digest* published by this Department, and in further detail in the annual and other reports of the committees themselves.

I commend to you the work of the staff of the Department.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Peter J. McHugh'.

PETER J. McHUGH
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TABLE OF CONTENTS

CHAPTER 1	OVERVIEW OF THE DEPARTMENT	1
1.1	OUR PURPOSE	1
1.2	DEPARTMENTAL STRUCTURE	1
	(a) The Speaker	1
	(b) The Clerk of the Legislative Assembly	2
	(c) Management	2
	(d) Chamber support	2
	(e) Committee support	2
	(f) Parliamentary Education Office	3
CHAPTER 2	SUMMARY OF ACTIVITIES FOR THE YEAR	5
2.1	INTRODUCTION	5
2.2	CHAMBER RELATED SERVICES	5
	(a) Chamber documents	5
	(b) Databases	5
	(c) Parliwiki	6
	(d) External users of facilities	6
	(e) 37th Presiding Officers and Clerks Conference - July 2006	6
2.3	ESTABLISHMENT OF THE PARLIAMENT'S ABORIGINAL ART COLLECTION	6
2.4	COMMITTEE SERVICES	7
	(a) Public Accounts Committee (PAC)	7
	(b) Community Development and Justice Standing Committee (CDJSC)	7
	(c) Economics and Industry Standing Committee (EISC)	8
	(d) Education and Health Standing Committee (EHSC)	8
	(e) Joint Standing Committee on the Corruption and Crime Commission (JSCCCC)	8
	(f) Procedure and Privileges Committee (PPC)	8
	(g) Parliamentary Services Committee	9
2.5	PARLIAMENTARY HISTORY ADVISORY COMMITTEE (PHAC)	9
2.6	PARLIAMENTARY EDUCATION OFFICE (PEO)	10
	(a) Joint Civics Education Outreach Program	10
2.7	PARLIAMENTARY EXTERNAL RELATIONS	11
2.8	ORGANISATIONS ADMINISTRATIVELY ASSISTED BY THE LEGISLATIVE ASSEMBLY	11
	(a) Australasian Study of Parliament Group (ASPG)	11
	(b) Australia and New Zealand Association of Clerks-at-the-Table (ANZACATT)	11
2.9	CAPITAL WORKS AND MAINTENANCE	12
2.10	PLANS FOR THE COMING YEAR	12
CHAPTER 3	DEPARTMENTAL STAFFING	13
3.1	BACKGROUND	13
3.2	PROFILE OF ASSEMBLY STAFF	13
CHAPTER 4	ASSESSMENT OF DEPARTMENTAL PERFORMANCE	17
4.1	BACKGROUND	17
4.2	MEMBERS' SURVEY 2006 - 2007	17
	(a) Analysis of results	17
APPENDIX ONE		21
APPENDIX TWO		53

CHAPTER 1 OVERVIEW OF THE DEPARTMENT

1.1 Our purpose

The Legislative Assembly of Western Australia is one of the two Houses of the State Parliament. It consists of 57 members who exercise five principal responsibilities in the Parliament, being:

- determination of which group or groups of members will form the Government;
- considering and providing appropriations for Government to function;
- providing a legislative framework for the State;
- scrutiny of the actions of Executive Government; and
- providing a forum for discussion of issues of public concern.

Supporting the members, the House and its committees in the exercise of these functions is the Department of the Legislative Assembly (the Department).

Procedural and administrative services provided by the Department include:

- advisory services on the procedure and practice of the House and its committees and on Parliaments more broadly, coupled with advice on the law and custom of Parliament. In practical terms this involves discussion with members and their staff on the methods of achieving their objectives, drafting of bills and amendments, providing background research, and in relation to committees, the drafting of reports and papers;
- administrative support for each sitting of the House and each meeting of its committees by providing appropriate venues and associated services, record-keeping and ancillary functions; and
- educational services not only for the Legislative Assembly but for the Parliament of Western Australia.

1.2 Departmental Structure

The Legislative Assembly is one of three Departments in the Parliament. The Department of the Legislative Council performs similar functions for the Legislative Council as this Department does for the Assembly. The Parliamentary Services Department (PSD) is responsible for providing support to both Houses, including building and grounds management, security, reporting services (Hansard), library, finance, human resources, information technology and catering services.

(a) The Speaker

The *Parliamentary and Electorate Staff (Employment) Act 1992* establishes the Speaker of the Legislative Assembly (the Speaker) as the employer of staff in the Department, other than the Clerk of the Legislative Assembly (the Clerk) and the Deputy Clerk.

The Speaker provides policy direction in relation to major issues and financial commitments of the Department. The Speaker also closely monitors the expenditure of Parliamentary committees which is outside everyday operating expenditure, by ensuring committees provide appropriate justification. Such expenditure is principally related to travel, specialist advisers and advertising, and is not approved within the Department until the Speaker has approved the purpose and the level of expenditure.

(b) The Clerk of the Legislative Assembly

The Clerk of the Legislative Assembly is responsible for the operation of the Department and that responsibility is channelled through the Speaker to the Legislative Assembly. In relation to those matters which are core services of the Department, such as Chamber support and committee work, the Clerk acts largely independently, but keeps the Speaker informed as necessary.

As Accountable Officer, the Clerk is responsible for all expenditure in accordance with the *Financial Management Act 2006*, and is responsible for the day-to-day management of the House and its committees. Although overall responsibility for the payment of members' salaries and allowances remains with the Clerk, the day-to-day work is undertaken by the Chief Finance Officer of the Legislative Assembly (the Finance Manager in the PSD), who prepares all documentation for financial reporting requirements (refer to Appendix One for the audited financial statements).

(c) Management

The Clerk is principally supported by the Deputy Clerk, the Clerk Assistant (Procedure) and the Clerk Assistant (Committees).

The Deputy Clerk reports directly to the Clerk and assists with the management of the Department and the provision of high level procedural advice for members.

The Clerk Assistants are responsible for the management of the two principal sections within the Department - the Assembly Office and the Committee Office, and also provide procedural advice to staff and members within their respective areas of responsibility.

(d) Chamber support

The position of Sergeant-at-Arms was re-established as a separate position in 2006-07: For some years it had been merged with the Clerk Assistant (Procedure). Traditionally, the role includes formal ceremonial duties and responsibility to the Speaker for security and control of Chamber precincts and accreditation of media representatives. In addition, the Sergeant-at-Arms assists at the Table of the House during sittings from time to time and is the Principal Research Officer for the Procedure and Privileges Committee, whose work has expanded considerably in the last few years.

The Assembly Office provides support services to the Chamber, Members of Parliament and Clerks-at-the-Table. This service includes the distribution of chamber documents such as bills and notice papers, and involves general reference work and recording and making available all tabled papers such as annual reports and regulations. The Assembly Office also deals with general enquiries from members, the media, Government Departments and the general public.

(e) Committee support

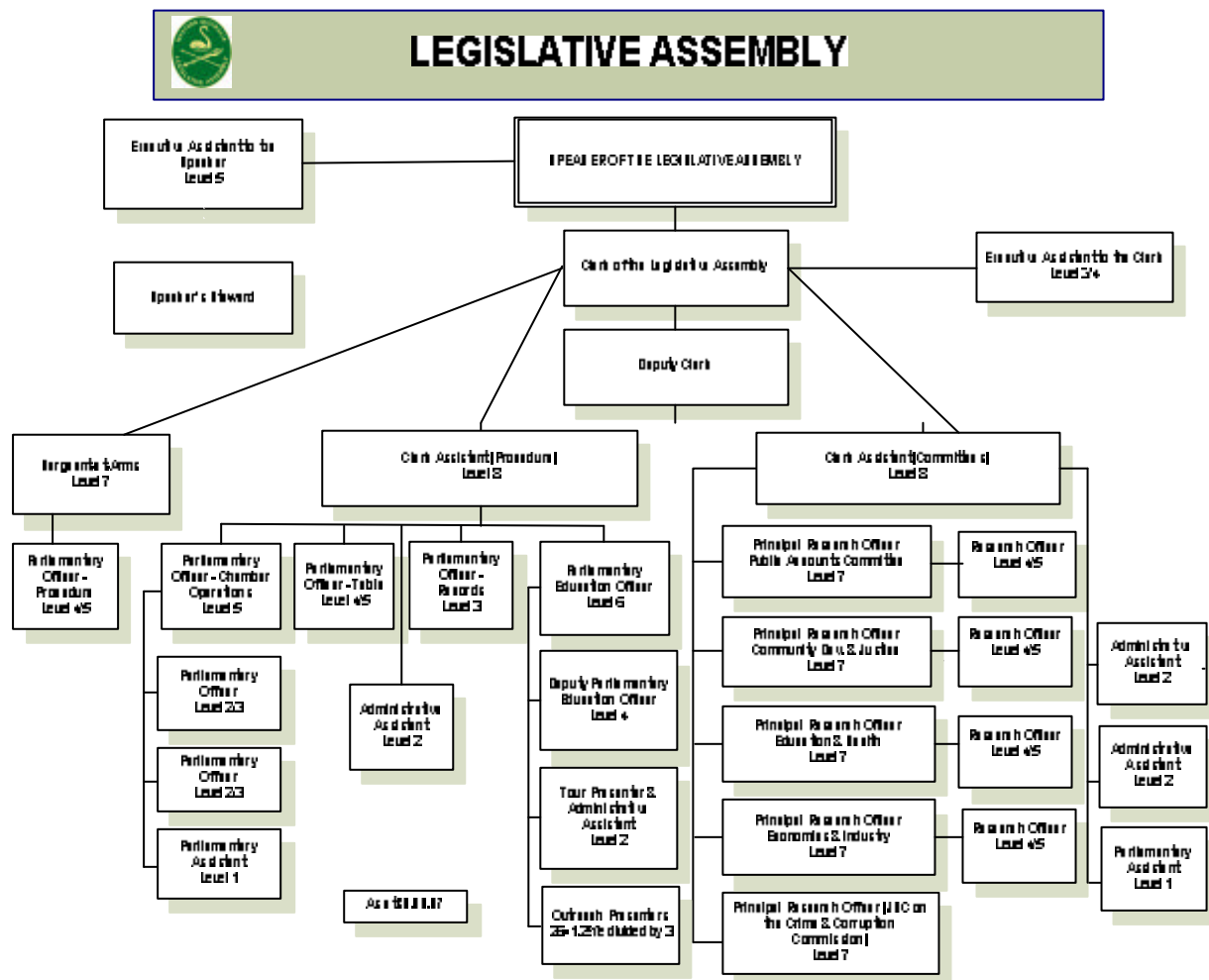
Each Standing Committee is assigned a Principal Research Officer, with all committees except the Joint Standing Committee on the Corruption and Crime Commission also being assisted by a Research Officer. Direct employment or secondment of additional staff is undertaken as necessary. Support staff for the Legislative Assembly's committees are principally located in separate premises at 11 Harvest Terrace.

Principal Research Officers are responsible, on behalf of the Clerk, for the administrative, procedural and research advice to their respective committees. Three administrative staff provide additional support, while the overall management of the committee operations and staff is undertaken by the Clerk Assistant (Committees).

(f) Parliamentary Education Office

The Parliamentary Education Office (PEO) provides education services for both Houses of Parliament, and is administered by the Legislative Assembly. Its purpose is to promote and enhance awareness, knowledge and understanding of the role, functions and purpose of the Parliament of Western Australia.

Organisation Chart as at 30 June 2007



CHAPTER 2 SUMMARY OF ACTIVITIES FOR THE YEAR

2.1 Introduction

Throughout the period under review, the Assembly sat on 61 occasions, a total of 64 bills were passed and its committees presented 35 reports to the House. Major achievements for the period include the:

- continued support for the procedural operations of the House, key international relationships and the development of parliamentary services across Australia;
- further development of the Parliamentary Education section's Joint Civics Education Outreach Program and other educational programs;
- completion of the refurbishment and air-conditioning of the Legislative Assembly Chamber and galleries; and
- establishment of the Parliament's Aboriginal Art Collection.

2.2 Chamber Related Services

The Assembly Office is responsible for a range of services to members and related staff, including the provision and distribution of bills and statutes, processing Questions on Notice and general research. On sitting days, further support services include delivering messages to members in the Chamber, providing assistance to Hansard staff, and the distribution of introduced legislation, answers to questions on notice, chamber documents and Hansard transcripts. Members are surveyed each year to determine whether these services meet their requirements (refer section 4.2).

(a) Chamber documents

Production of accurate and timely Chamber documents which are necessary for the House to function each day, included 61 separate publications each of the daily Notice Paper and Votes and Proceedings, and Questions on Notice documents. Information Technology (IT) allows the use of macro systems, which help to reduce costs and ensure that the procedure, content and styles of the documents are consistent and accurate and allows 'camera ready' documents to be sent to the State Law Publisher for printing.

Other related documents such as the automated index to the Votes and Proceedings also make extensive use of IT.

(b) Databases

The Assembly Office regularly updates information and documents available on the Parliament's website. The data is contained in several electronic databases, which relate to:

- members' details;
- the progress of Bills through Parliament;
- the Legislative Assembly's sitting schedule;
- Bills synopses; and
- Tabled Papers.

Work on a comprehensive procedural database continued to be undertaken during the year under review.

(c) Parliwiki

The Legislative Assembly, in conjunction with the IT Manager and staff, provided administrative assistance with the development of the Parliwiki Website, an interactive community portal for Parliamentary staff for the sharing of relevant statistics and information.

This is being developed on behalf of ANZACATT (see section 2.8 (b)) and the pilot project also involves input from the Victorian and New Zealand Parliaments. The Western Australian Parliament's IT office is providing the development support services.

(d) External users of facilities

Approval to use the Assembly Chamber may be granted by the Speaker to external organisations who are conducting significant events, or whose activities are closely related to the Assembly or the Parliament, or for educational activities that foster awareness of the Parliament's role and functions.

During the reporting period, the Speaker approved the Chamber being used for a number of activities within these categories. By way of example, in July 2006 the YMCA conducted their annual Youth Parliament in the Chamber.

(e) 37th Presiding Officers and Clerks Conference - July 2006

The 37th Presiding Officers and Clerks Conference, conducted from 3 to 7 July 2006, was jointly hosted by both Houses of the Parliament with sessions held in the Assembly Chamber. Staff from the Department participated in organising and facilitating the conference, which was attended by more than 50 delegates from Australasian and Pacific Island Parliaments, including the Cook Islands, Fiji, Samoa, Kiribati, Niue, Tuvalu, and Vanuatu.

Topic covered included the Budget Process, Parliaments and Accountability, Members' Pecuniary Interests and Interactions between Clerks and Members.

The partners of delegates were provided with a program of events designed to introduce them to some of the highlights of Perth and its surrounding areas, including tours of the Swan Valley, the Perth Mint, Fremantle and Hillarys Boat Harbour.

2.3 Establishment of the Parliament's Aboriginal Art Collection

Throughout the year the Legislative Assembly purchased a number of pieces of Aboriginal Art to establish the Parliament's Aboriginal Art Collection. It is hoped that the opening of the collection (set for September 2007) will represent the Parliament's official recognition of the significant role of Aboriginal people in this State, specifically their important contribution in terms of their art work, but also in other spheres of Western Australian life.

The acquisition of the pieces has been supported by the Speaker's Art Acquisition Committee, which includes the Speaker the Hon. Fred Riebeling MLA, Dr Liz Constable MLA, the Hon. Sally Talbot MLC and the Clerk of the Legislative Assembly, Mr Peter McHugh. It is anticipated that the Assembly will further contribute to the collection in the coming year.

2.4 Committee services

The Legislative Assembly committee system is administered by the Department and consists of the Public Accounts Committee, three portfolio-based committees and the Joint Standing Committee on the Corruption and Crime Commission.

The 2006-2007 period saw all committees dealing with a range of inquiries and presenting 35 reports to the House. Specific topic reports and annual reports from all committees are presented to the Assembly. The Joint Standing Committee on Delegated Legislation is administered by the Department of the Legislative Council.

Departmental services assisting committees principally include research, witness and hearing scheduling, report drafting, meeting organisation and all financial and administrative support. In order for these services to be effective, training of existing staff and occasional recruitment has continued.

Additionally, the Procedure and Privileges Committee has met regularly and, the Parliamentary History Advisory Committee's work is ongoing.

(a) Public Accounts Committee (PAC)

The key role of the PAC is to assess the efficiency and effectiveness of Government financial management. To assist in this process the PAC has developed an independent but close relationship with the Office of the Auditor General.

During this period the PAC continued to follow up on the reports of the Auditor General to determine whether and to what extent agencies have implemented the recommendations in those reports. In the period under review the PAC tabled its inaugural *Review of the Reports of the Auditor General 2005-2006*.

The PAC completed an *Inquiry into Local Government Accountability in Western Australia* in September 2006 and is currently conducting an inquiry into the funding arrangements for major infrastructure projects, due to be tabled on 1 June 2008.

(b) Community Development and Justice Standing Committee (CDJSC)

In the reporting period the CDJSC finalised its *Inquiry into Fire and Emergency Services Legislation in Western Australia*, which was tabled in the Legislative Assembly on 19 October 2006. The CDJSC also finalised its *Inquiry on Western Australia's Natural Disaster Relief Arrangements*, and reported to the House in May 2007.

On 25 October 2006, pursuant to a resolution of the Legislative Assembly, the CDJSC was directed to undertake an inquiry to examine, report and make recommendations on decisions made in the past 5 years by the Director of Public Prosecutions not to proceed with prosecutions in cases which involve charges in relation to assaults or sexual offences. The Committee is scheduled to table its report on these matters in November 2007.

In the course of these inquiries, the CDJSC travelled widely throughout Western Australia, and conducted many hearings with interested persons in regional areas of the State. In the instance of the *Inquiry into the Prosecution of Assaults and Sexual Offences*, the committee conducted closed hearings.

(c) Economics and Industry Standing Committee (EISC)

The EISC has a diverse range of portfolio responsibilities. On 14 June 2007, the Committee tabled its major report for the year on *The State Government's Role in Developing and Promoting the Information Communications Technology (ICT) Industry in Western Australia*, an inquiry which commenced in June 2006.

The EISC also met with the Minister for Agriculture and Food to discuss agency timelines and programmes required to implement the 11 recommendations accepted from the Committee's 2006 report, *Inquiry into the Production and Marketing of Foodstuffs*. At the time of writing, the EISC was considering a number of potential areas for inquiry.

(d) Education and Health Standing Committee (EHSC)

During 2006-07, the EHSC commenced two inquiries. On 23 August 2006 the Committee resolved to examine, report and make recommendations on *Successful Initiatives in Remote Aboriginal Communities*. The EHSC travelled to Queensland in November 2006 to meet with Mr Noel Pearson and a number of communities in Cape York and the Torres Strait Islands in relation to this inquiry. On 5 April 2007 the Committee tabled its Report No. 6, *Where from? Where To? A Discussion Paper on Remote Aboriginal Communities*, and on 21 June 2007 tabled its Report No. 7, *Initiatives in the Remote Indigenous Communities of Cape York*.

Further reports for this inquiry were delayed by the Assembly's referral on 4 April 2007 of the *Inquiry into the Cause and Extent of Lead Pollution in the Esperance Area*, with two additional members seconded for its duration. In the reporting period the EHSC called for submissions, conducted site visits, held hearings in Perth and Esperance, carried out an extensive evidence-gathering program, and was due to report to the Legislative Assembly in August 2007.

(e) Joint Standing Committee on the Corruption and Crime Commission (JSCCCC)

The JSCCCC continued its oversight activities in respect of the Corruption and Crime Commission (CCC) and the Parliamentary Inspector of the Corruption and Crime Commission by holding quarterly public hearings with both bodies and tabling reports in Parliament based on those hearings.

On 30 November 2006 the JSCCCC resolved to undertake an *Inquiry into the Future Operation of Witness Protection Programmes in Western Australia*. Reports of the witness protection inquiry and the matter of a Public Interest Monitor for Western Australia have been tabled in the Legislative Assembly in this reporting period.

The JSCCCC commenced an examination of the issue of an expanded investigative crime function for the CCC, which is due to be tabled in the coming year.

On 28 March 2007 the Committee resolved to conduct an *Inquiry into the Efficacy of Public Hearings*. This will commence on completion of the Committee's *Inquiry into Legislative Amendments to the Corruption and Crime Commission Act 2003*.

(f) Procedure and Privileges Committee (PPC)

The PPC examines the procedures of the Legislative Assembly and issues relating to privilege matters as necessary. It also reviews any requests for responses to adverse comments made in the

Assembly and referred to the Committee by the Speaker, and matters referred by the House for the Committee's investigation.

In this reporting period the PPC presented six reports to the House, the most significant of these being the report on its *Inquiry into the Member for Murchison-Eyre's Unauthorised Release of Committee Documents and Related Matters*. The actions of a member of the Western Australian Legislative Assembly, who was at the time a member of a Standing Committee, and his involvement in releasing a confidential Committee Chair's Draft Report, and associated matters, were the subject of the inquiry.

The PPC also continued with its *Review of the Legislative Assembly's Committee System*, which it anticipates presenting in the coming year, and currently has a number of other references for its consideration.

(g) Parliamentary Services Committee

Most meetings of the Legislative Assembly Parliamentary Services Committee take place jointly with the Legislative Council Parliamentary Services Committee and those meetings and facilitation are arranged through the PSD. The Assembly committee's role is to advise the Speaker on matters dealing with Hansard, the Parliamentary Library, Catering and Building Management in the Parliament.

Occasionally the Legislative Assembly Parliamentary Services Committee meets separately to consider matters such as the Chamber redevelopment and air-conditioning project and on those occasions the Department of the Legislative Assembly provides support services.

2.5 Parliamentary History Advisory Committee (PHAC)

The PHAC is chaired by Professor David Black with Hon. Phillip Pandal as Vice Chairman. The other members currently are the Speaker, the President, the Clerk of the Legislative Assembly, the Clerk of the Legislative Council, Honorary Professor Harry Phillips and Professor Greg Craven. Administrative support is provided by the Department with the Clerk of the Legislative Assembly being the Honorary Secretary of the Committee.

The prime role this year was to over see the 2006-2007 parliamentary publication program. Early in the financial year the Speaker launched *An Index to Parliamentary Candidates in Western Australian Elections State and Federal 1890-2006*.

For the remainder of the financial year the major activity of the three Parliamentary Fellows, Hon. Phillip Pandal, Professor David Black and Honorary Professor Harry Phillips, has been the preparation of the manuscript for the latest major authoritative work on the history of the Parliament titled *Mirror of the People: Members of the Western Australian Parliament 1890 - 2007*.

Another significant production being prepared by the Parliament's Reporting Services (Hansard) under the auspices of the PHAC and as part of the celebrations of the 175th Anniversary of the Legislative Council, has been the transcribing of the handwritten minutes of the Legislative Council covering the period from 1832 to 1870. It is anticipated that this task will be completed in the coming year and will mean that all of the proceedings of the Western Australian Parliament, from its very first sitting to the present day, will then be available in published form to historians and the general public.

The Parliamentary History interviewing program also proceeded during the year. Copies of the transcripts of these interviews as they are completed are lodged in the special Members' Publications Section of the Parliamentary Library and also in the JS Battye Library of Western Australian History.

2.6 Parliamentary Education Office (PEO)

The main function of the PEO is to promote awareness, knowledge, and understanding of the history, role and functions of the Parliament of Western Australia.

Key programs include: the provision of education tours for visiting school, TAFE, university, ministerial and departmental groups; familiarisation tours for the general public and a broad range of other groups; being a principal provider of an outreach program which targets schools outside the metropolitan region; contributing to induction of Parliament House staff; and coordination of a parliamentary internship program for university students.

This year over 13,000 participants were received in Parliament House.

Other events and programs for the year included:

- planning events for 175th Anniversary of the Legislative Council;
- planning and preparation for the State-wide Student Parliament and Internship Program;
- coordination of special events and forums, such as Children's Week;
- twice daily tours of Parliament House for senior citizens during Seniors' Week;
- the annual YMCA Youth Parliament;
- professional development seminars for teachers;
- contributing to the development of the "Politics and Law" course of study; and
- recruiting and training presenters for the Joint Civics Education Outreach Program.

(a) Joint Civics Education Outreach Program

The Joint Civics Education Outreach Program (JCE) is a collaborative development between the Parliament of Western Australia, the Constitutional Centre of Western Australia and the Western Australian Electoral Commission.

The aim of the JCE is to provide a civics and citizenship education program to school students in regional and remote areas of Western Australia to enhance their understanding of the relevance of Western Australia's political and legal systems to their lives, and opportunities to participate as informed, effective and responsible citizens.

The JCE has been in operation for four years with the first presentations beginning in July 2003. More than 21,000 primary and secondary students in regional schools have participated in the program. Further, approximately 29,000 primary and secondary students in metropolitan schools have participated in the program.

2.7 Parliamentary external relations

Each year, the Assembly hosts a number of overseas visitors, parliamentarians and delegations, which includes 'Sister State' relations. Many diplomatic calls are made on the Speaker by ambassadors, High Commissioners and Consuls-General. During the year, the Speaker visited China, specifically Zhejiang province, on the 20th anniversary of the Sister State relationship and presented computers to the Quzhou school for hearing-impaired children.

The Speaker and the Department recognise our implicit obligations to assist other Parliaments where possible with training and other forms of assistance, including the provision of equipment or services from time to time.

2.8 Organisations administratively assisted by the Legislative Assembly

(a) Australasian Study of Parliament Group (ASPG)

The Assembly continued to provide administrative support to the Australasian Study of Parliament Group (ASPG). Parliamentary Fellow Professor David Black is Chairman of the WA Chapter and the Deputy Clerk is the Honorary Secretary and a member of the Australasian Executive.

In the period under review, the WA Chapter held seminars and distributed regular newsletters and the Australasian Parliamentary Review publication to its members. In June 2007 the newly refurbished Assembly Chamber was provided to the ASPG for its seminar on the *Effectiveness of the Legislative Council in reviewing actions of the Executive*.

(b) Australia and New Zealand Association of Clerks-at-the-Table (ANZACATT)

The Australasian Association of Clerks-at-the-Table (ANZACATT) was formed in 2001, and by the end of the reporting period comprised over 80 members from each House of Parliament in Australia, Norfolk Island and New Zealand.

ANZACATT aims to advance the professional development of officers and staff of Parliaments in Australia and New Zealand.

The Western Australian Parliament hosted the 8th annual ANZACATT seminar for over 80 Australian and international delegates in January 2007. The theme of the conference was *Committees: Investigations, Privilege and related matters*.

Assembly staff were represented on the planning committee and many were involved in the development and presentation of sessions throughout the seminar.

ANZACATT, in conjunction with the Queensland University of Technology, also conducts an annual Parliamentary Law, Practice and Procedure course. The July 2006 course included two participants from the Legislative Assembly.

The Assembly continued to provide administrative support to ANZACATT during the reporting period via a number of officers. The Clerk was a member of the Association's Parliamentary Case Law Committee, the Deputy Clerk was a member of the Association's Education and Professional Development Committees, and the Clerk Assistant (Committees) continued as the Secretary/Treasurer to the Executive Committee.

2.9 Capital Works and Maintenance

Under the three-Department Parliamentary structure, the PSD undertakes capital works and maintenance on behalf of the Legislative Assembly. Capital requirements in relation to the Assembly are approved by the Speaker and the Clerk of the House and are funded principally through capital funding to PSD.

The major capital works into which the Department has put much planning time is the renovation of the Legislative Assembly Chamber and galleries in preparation for the increase in numbers of members (from 57 to 59) following the next General Election. In the previous financial year the building at 34 Parliament Place, which was acquired for committee purposes by the Legislative Assembly in 1988, was sold and some of the sale proceeds were allocated for redeveloping the Assembly Chamber. Chamber renovations were completed over the 2006-2007 summer break in sittings and there are also now a number of monitors situated in both the Speaker's Gallery and the public gallery to enhance visitors' capacity to view proceedings of the House

2.10 Plans for the coming year

In addition to the usual provision of services to the Legislative Assembly and its committees, support for members, and provision of education services, the Department has a range of activities planned for the coming year, including to:

- increase training and development of staff to service the House and its committees;
- provide input into the development of an Australia-wide conference of Parliamentarians;
and
- refine plans for further regional sittings of the Legislative Assembly and the induction of new members following the next general election.

Specifically, planning has commenced for a third regional sitting and the Assembly will continue to develop its comprehensive procedural database, along with a range of other projects aimed at streamlining the Department's practices and procedures.

CHAPTER 3 DEPARTMENTAL STAFFING

3.1 Background

There were a number of developments in relation to the Department's human resources in the review period. In February 2006, the Management Executive Committee engaged a consultant to independently review the salary classifications of a number of benchmark positions across the Parliament. Following that report, a comprehensive review which will see all positions assessed is underway.

As indicated in Chapter One, the position of Clerk Assistant (Procedure) and Sergeant-at Arms was split, which has the additional advantage of expanding career-path options for officers.

Education staffing has increased to significantly add to the number of groups which can be accommodated in the education programs.

In the coming year the position of Parliamentary Assistant in the Assembly Office will be split and changed to accommodate two permanent part-time seasonal Parliamentary Assistants, both of whom will work in the Assembly Office and Chamber when the House is sitting, and share some non-sitting weeks between them. Plans are also underway to appoint an Administrative Assistant, who will be required to work primarily within the PEO, but also the within the Assembly Office.

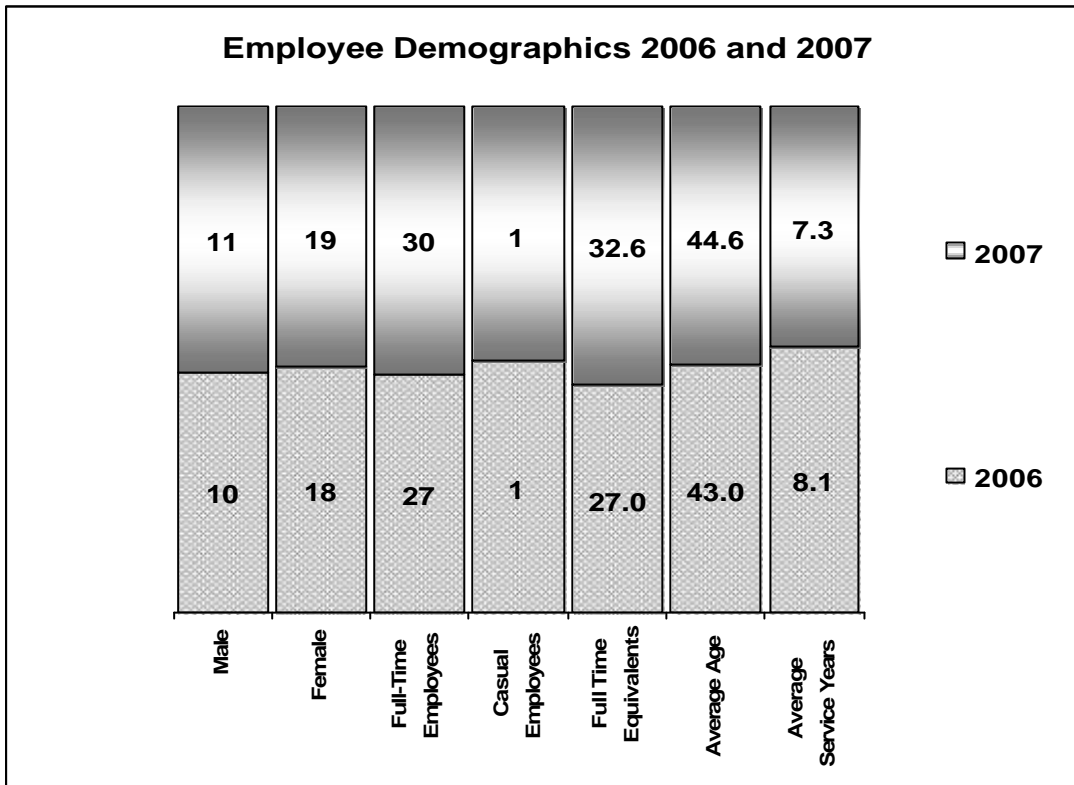
3.2 Profile of Assembly staff

Statistics and graphs showing the profile of Assembly staff follow.

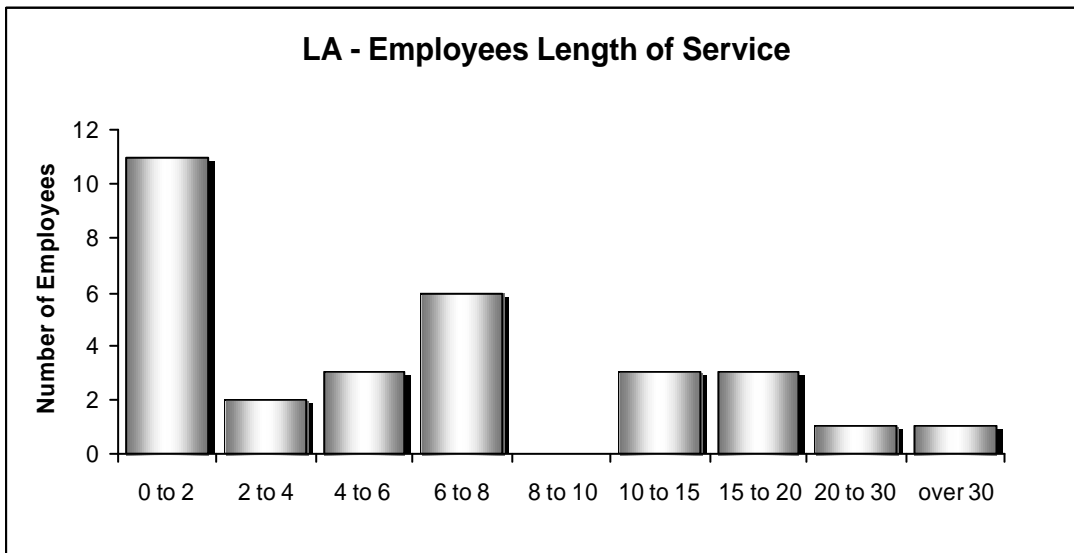
Overall staff profile

Staff Movement	FTE's (Ex. Casuals)	Headcount		
		Male	Female	Total
at 1 July 2006	27	10	18	28
Recruited	11	6	5	11
Separated	9	5	4	9
at 30 June 2007	29	11	19	30
Positions Vacant	3.6			0
Total	32.6	11	19	35
% Turnover	33.33%			
Employees of age > 48 years		6	4	10
Employees within 2 years of next LSL entitlement		4	7	11
Employees with current LSL Ent.		1	3	4

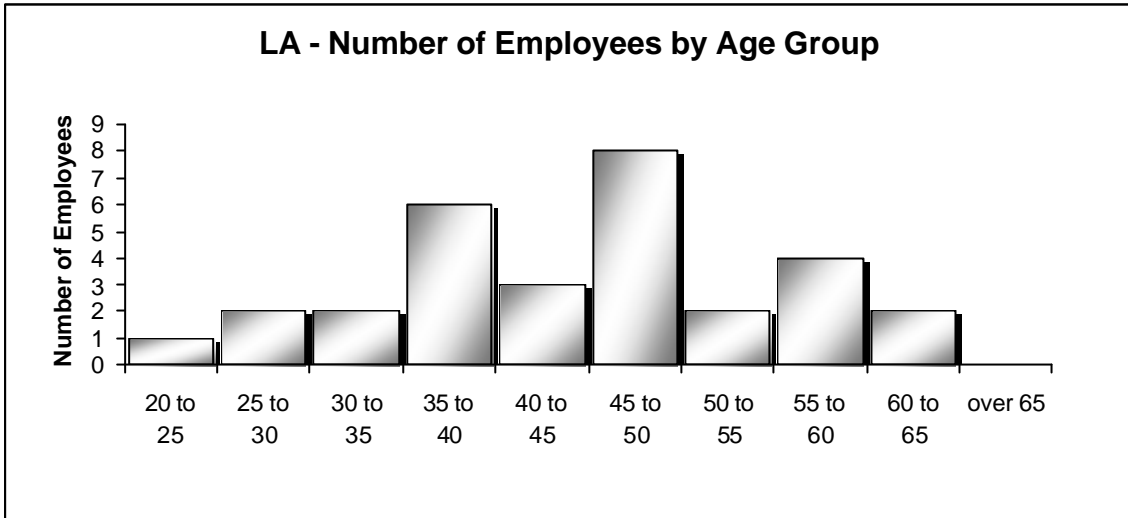
Staff Demographics 2006 and 2007



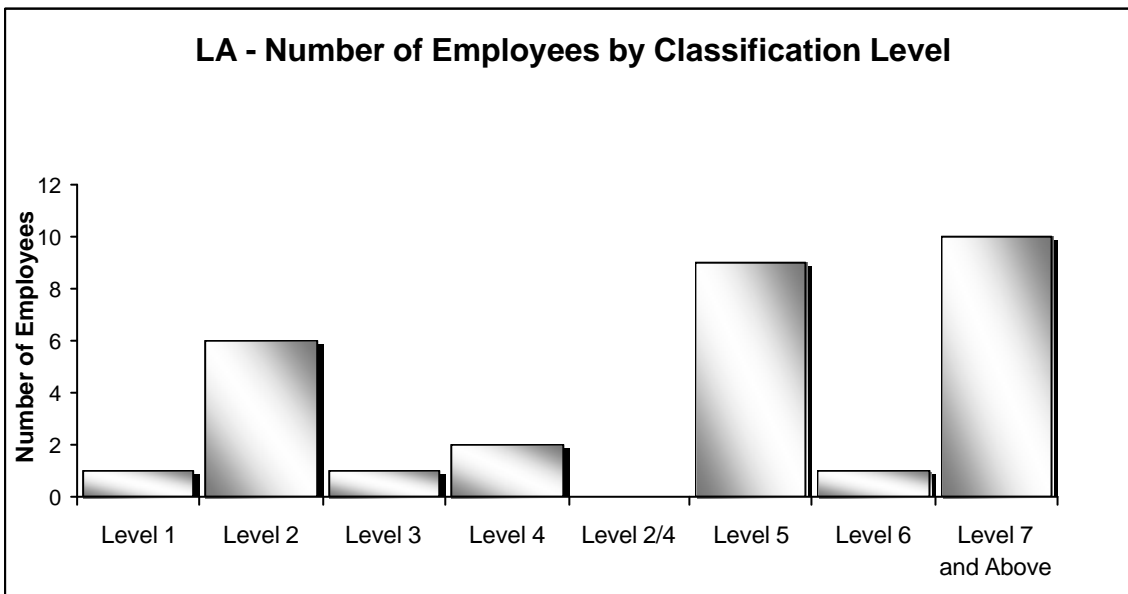
Staff Length of Service 2006 and 2007



Staff Age Profile 2006 and 2007



Staff by Classification Level



CHAPTER 4 ASSESSMENT OF DEPARTMENTAL PERFORMANCE

4.1 Background

The Department has commenced assessing its performance through a series of measures, incorporating the findings of the Members' survey which has been conducted in previous years. Appendix Two of this report contains the results of the Department's inaugural performance indicators, which will be submitted to the Outcome Structure Review Group (OSRG) for its approval.

4.2 Members' survey 2006 - 2007

A survey of Members of the Assembly was undertaken to assess their perception of the services delivered by the Department. Members were asked how they rated the following seven aspects of the work of the Department in terms of the quality, timeliness and effectiveness of the services provided:

- 1 Procedural advice related to general operations of the House;
- 2 Procedural advice related to achieving members' specific purposes in the House;
- 3 Assistance with drafting of, and amendments to, Bills and motions;
- 4 Procedural advice in relation to standing committees;
- 5 Administrative advice and arrangements in relation to standing committees;
- 6 Provision of bills, papers and general services in the Chamber and in non-sitting periods;
and
- 7 Educational services such as -
 - school visits/students to Parliament; and
 - the Joint Outreach Education Program.

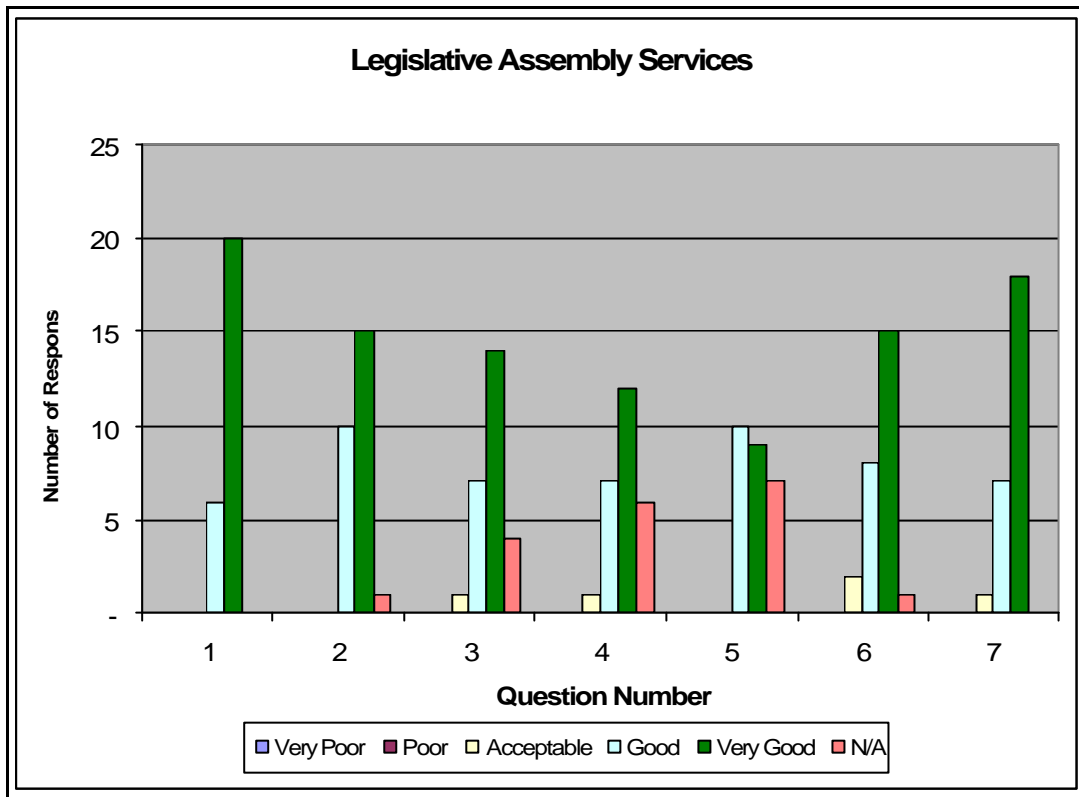
The survey instrument on this occasion, as previously, requested respondents to provide their name to enable prompt follow up and response to specific concerns that might have been highlighted by a member.

(a) Analysis of results

Of the 57 questionnaires distributed to members, 26 were completed and returned.

The results of the survey are graphically displayed below.

Members' survey 2006 - 2007



Feedback from those members who responded appears to suggest that the services provided by the Department are on the whole considered either 'very good' or 'good'. The average combined responses to the survey questions achieved a departmental performance actual of 92.02 per cent (refer Appendix Two).

Responses to the question regarding *procedural advice related to general operations of the House* received the highest satisfaction rating. All respondents indicated they had received a 'very good' or 'good' service in this respect.

The second question addressed *procedural advice related to achieving members' specific purposes in the House*, and approximately 58 per cent of respondents indicated a 'very good' response in this area, while approximately 38 per cent registered a 'good' response.

Approximately 81 per cent of members surveyed recorded positive satisfaction ratings against the question relating to *assistance with drafting of, and amendments to, Bills and motions*, with around 54 per cent of these indicating a 'very good' satisfaction rating and 27 percent indicating a 'good' rating.

Around 73 per cent of members indicated positive ratings in response to the question of the *quality of procedural advice in relation to standing committees*, while 23 percent indicated they did not use these services and registered a 'not applicable' response. Members' responses to the question regarding *administrative advice and arrangements in relation to standing committees* largely reflected those relating to the previous question.

Approximately 88 per cent of respondents indicated either a 'very good' or 'good' rating for the *provision of bills, papers and general services in the Chamber and in non-sitting periods*, while around 8 per cent indicated the service was 'acceptable'.

For educational services such as school visits to Parliament and the Joint Outreach Education Program, approximately 69 per cent of respondents indicated a 'very good' approval rating, and a further 27 per cent registered a 'good' response. These were supported by positive written feedback on the level of educational services provided.

