



PARLIAMENTARY SERVICES
DEPARTMENT

ANNUAL REPORT
2005-06



Hon Nick Griffiths, MLC
President of the Legislative Council

Hon Fred Riebeling, MLA
Speaker of the Legislative Assembly

I am pleased to present to you for tabling in each house the Annual Report of the Parliamentary Services Department for the year 2005-06.

The past year has presented numerous challenges for the Parliamentary Services Department, but I am pleased to report that staff managed these many and varied demands well and maintained their usual high standard of service.

This report details, for each Parliamentary Services functional area, a list of major achievements for the 2005-06 financial year, some planned initiatives for the future and some indicative statistics which provide examples of the outputs of the various areas. Included in the report are the results of the various user surveys undertaken to assess performance and also obtain valuable feedback.

A full set of audited financial statements, together with the Auditor General's audit opinion, is also attached.

I would like to thank you both for your support during the year, the members of the Thirty-seventh Parliament's Parliamentary Services Committees for their input to Parliamentary Services' operations, and the staff of the Parliamentary Services Department for their ongoing contribution.

A handwritten signature in black ink, which appears to read "R Bremner", followed by the date "26/9/2006".

Russell Bremner
Executive Manager Parliamentary Services
Accountable Officer
Parliamentary Services Department

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FOREWORD

WESTERN AUSTRALIA

The past year has been one of consolidation for the Parliamentary Services Department. After the many and varied activities of the previous financial year related to both the Centenary of Parliament House celebrations and the 2005 election, this year has seen the further refinement and introduction of systems, streamlining of processes and emphasis on corporate governance. Our focus has largely been on assisting both new and existing members and supporting Presiding Officers and chamber departments in undertaking their roles more effectively.

Within the limitation of available funds, a number of upgrades to facilities, infrastructure and services have been undertaken, and feedback on these changes has been overwhelmingly positive. Our annual user survey of members has been extended to also include staff and provide more representative assessment of our performance, as well as an avenue for feedback.

This second Annual Report now outlines many of the activities undertaken by the Parliamentary Services Department.

Increases in overall sitting weeks, an ongoing commitment to regional Parliaments and substantial increases in parliamentary committee activity have all impacted on the workload of our staff. This workload increase has so far necessitated minimal additional resources to maintain service levels, largely due to the commitment of our staff; however this aspect will need to be closely monitored to ensure additional resourcing can be provided if required.

Our staff continue to provide service in their usual professional and apolitical manner, and I take this opportunity to thank and congratulate them on their continued efforts. The long hours, sitting patterns and unusual constraints that arise from working in a Parliament are accepted by all staff, and yet their work is still produced on time and transparently to users of our services.

There is a pride in staff being able to say "we're not public servants, we're parliamentary officers". It is important that this distinction remains and that any attempts to blur and merge this essential distinction continue to be rejected.

Looking back, Parliamentary Services has refined and developed new methods of delivering improved services since its establishment in 1997. Outstanding improvements in facilities, services, systems and processes are the hallmark of Parliamentary Services.

Looking forward, Parliamentary Services will critically review the way it delivers services. To do this we will canvass all our stakeholders and adjust our activities to reflect the needs of all users. We will also undertake corporate development activities to further equip our staff to meet user needs.

Russell Bremner
Executive Manager Parliamentary Services



INTRODUCING PARLIAMENTARY SERVICES

The Parliamentary Services Department provides quality support services and resources to the Presiding Officers, members of Parliament and the chamber departments of the Parliament of Western Australia.

The Parliamentary Services Department was created in 1997 by the amalgamation of the three "service departments" of the Parliament - governed by the Joint House, Joint Printing and Joint Library Committees - into one department reporting to one Joint House Parliamentary Services Committee. It was considered that the Presiding Officers, members, chamber departments and staff could be more efficiently and effectively serviced by one coordinated entity rather than three separate groups.

Since that time, the Parliamentary Services Department has established itself in providing coordinated support services across the parliamentary environment. The Parliamentary Services Department structural model has since been adopted by both the Federal Parliament and the Victorian Parliament.

The department employs approximately 110 staff working in eight units:

Building Services (*includes switchboard, maintenance and gardens*); Catering Services (*provides members and staff with food and beverage services as well as function catering*); Financial Services (*incorporates both accounting and purchasing services*); Reporting Services (*both Hansard and parliamentary broadcasting*); Human Resources (*also provides payroll services to the whole of Parliament*); Information Technology (*including telecommunications*); Library and Information Services (*also provides a media monitoring service*); and Security Services (*also coordinates vehicle parking*).

Parliamentary departments operate in a unique environment; they are separate from the direction and control of executive government, and in the case of the Parliamentary Services Department, it is subject to the joint direction and control of the two Presiding Officers. The Presiding Officers receive assistance and advice from a Parliamentary Services Committee of each house, and these committees meet jointly several times a year to be presented with financial statements and operational reports of the Parliamentary Services Department.

MISSION

This Annual Report includes an overview of the key services provided by our staff, reflecting our commitment to providing professional services that are linked to unit business plans. The PSD mission is:

To ensure the provision of an appropriate environment and ancillary services to members of Parliament, chamber departments, parliamentary staff and other users.

STRATEGIC PLANNING

During the past year the department has undertaken extensive work in refining its strategic planning process, resulting in the creation of its first key efficiency indicators. We determined that our services broadly fitted into two categories: Infrastructure and Facilities, and Information and Services.



KEY PERFORMANCE INDICATORS

This coming year the Parliamentary Services Department plans to include these key efficiency indicators in the annual budget papers, thus marking a significant ongoing commitment to formalised monitoring and reporting on the efficiency and effectiveness of its services. Part of this commitment involves ongoing reviews and measurement of these services to establish baseline data to provide a barometer for future reporting. We anticipate that this valuable management information system will evolve as we refine our expertise in this area.

We believe that by aligning these key measures of our performance with our strategic planning process, we will continue to provide highly regarded services that are both accountable and dependable.

RECORD KEEPING AND RECORDS MANAGEMENT IN PSD

The Parliamentary Services Department's record-keeping plan was adopted by the Presiding Officers in November 2002. There is a requirement for a formal review by November 2007.

Parliamentary Services units review their record-keeping procedures each year. This year, a small project team reviewed each unit's record-keeping practices and provided feedback. The results of the review assisted unit managers in ensuring appropriate record-keeping practices were undertaken and that the requirements of the record-keeping plan were being met.

In addition, a Parliament-wide Record Keeping Committee is responsible for advising all parliamentary departments on the appropriate processes for managing records. This year a dedicated role of Project Manager Records Management was established to manage the scoping, acquisition and eventual implementation of an electronic document and records management system across all parliamentary departments.

All new parliamentary employees, during their induction program, are advised of the department's record-keeping plan. The record-keeping procedures are explained to new employees within their units on commencement.

CORPORATE MANAGEMENT TEAM

The Corporate Management Team (CMT) is the Parliamentary Services Department's leadership team, comprising the Executive Manager, and Deputy Executive Manager Parliamentary Services, and the managers of all PSD units. The CMT is responsible for setting the strategic direction for the department and managing its day to day operations. Each member of the CMT is an industry professional who has the responsibility of ensuring that the department is continually examining innovative policies and practices to maintain high standards and provide a high level of satisfaction to users of Parliament House facilities and services.

The CMT has an operational meeting each month, to update each other on developments and also to assist other units solve issues. A strategic meeting is held each quarter, and this involves a presentation by each unit manager on the previous quarter's performance and an outline of the challenges for the following quarter. In addition, the CMT meets annually to report, revise and develop their unit business plans and also to ensure that the strategic direction for PSD is reflected in those plans.



BUILDING SERVICES

GOAL

WESTERN AUSTRALIA

To ensure the quality of accommodation, gardens, building fabric, and switchboard services are of a high standard.

KEY RESPONSIBILITY

Building Services provides and maintains a safe and appropriate working environment for members, staff and visitors within Parliament House and its annexes. Additionally, Building Services ensures that Parliament House and its gardens and grounds are maintained as a prestigious public icon, today and in the future. Its services include responsibility for capital projects (infrastructure upgrades), the Parliament House art collection, the provision of post office/switchboard facilities and also the provision and maintenance of recreation facilities at Parliament House.

HIGHLIGHTS OF 2005-06

- Coordinated the sale of 34 Parliament Place.
- Airconditioning and public gallery seating upgrade of Legislative Council chamber.
- Lighting upgrade of Legislative Assembly chamber.
- Annual tree maintenance program undertaken.
- Facilities upgrades and glazing work within Parliament House.
- Relocated National Party offices to within Parliament House.
- Logistical support for Geraldton Regional Parliament.
- Stage 2 of slump glass installation in Aboriginal People's Room undertaken.

LOOKING AHEAD

- Airconditioning, carpet replacement and seating replacement in Legislative Assembly chamber.
- Airconditioning in President's corridor.
- Evaporative cooling system replacement in main kitchen.
- Replacement of main lift motors.
- Re-tender of Parliament House cleaning contract
- Addressing the anticipated large energy increase due to airconditioning of chambers.

MAJOR ACHIEVEMENT

Legislative Council Chamber Airconditioning

For more than 100 years the chambers have not been airconditioned, and this large scale project presented many challenges. It was necessary to adhere to strict time constraints and budget and heritage requirements, while ensuring minimal disruption to the normal day-to-day working environment. The project was completed to a high standard, and all the criteria were met. The installation of airconditioning in the Legislative Assembly chamber will not be completed until 2007; this presents more challenges including excavation under the chamber floor. Planning for this installation was integrated with the overall project to install airconditioning in both chambers.



SURVEY RESULT

Percentage of respondents who rated 'Good' or 'Very Good'

93%

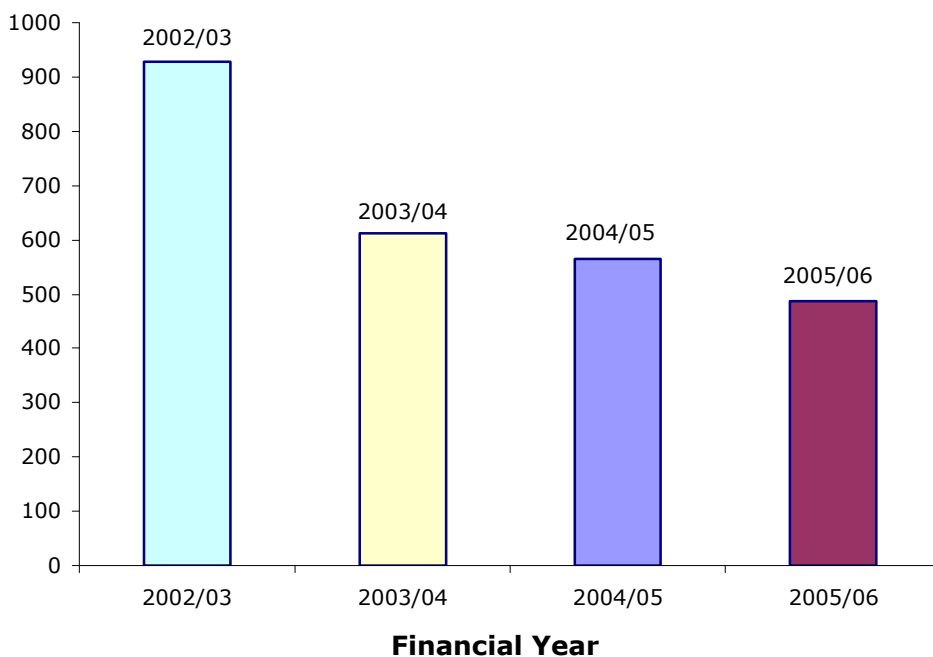
"Great switchboard, gardens and fault reporting"

"Personnel and service excellent"

"Very good cleaning"

Faults	488
Routine Maintenance	
Programmed Items Completed	78
Projects	
Minor Works/Capital Projects Completed	48
Energy Conservation	
Saving	10%
After Hours Calls	
Phone	320
Attendance	10
Recycling Bins	
Paper	520
Glass	260

Faults - Breakdown and Repair





SECURITY SERVICES

GOAL

WESTERN AUSTRALIA

To provide and maintain a safe and secure environment for members, staff and visitors.

KEY RESPONSIBILITY

The Security Services unit provides a range of services, including the provision of a secure environment for members of Parliament, staff and visitors within the parliamentary precinct. The security team is responsible for security services, emergency and evacuation procedures, mail distribution and parking facilities within the parliamentary precinct and at parliamentary annexes.

HIGHLIGHTS OF 2005-06

- o Continued installation of the CCTV security system.
- o Further installation of static security bollards.
- o Professional development of security officers, who all completed Certificate III in Security Operations.
- o Security provided for 15 official visits to Parliament House by VIPs.
- o Security management of the regional sitting of the Legislative Assembly in Geraldton.
- o Security management of 10 rallies/protests and various functions, including the YMCA Youth Parliament, UN Youth Association of WA, and the farewell function for the Governor.
- o Eleven new building fire wardens trained and appointed.

LOOKING AHEAD

- o Installation of boom gates to the staff car park and integration with the security system.
- o Ongoing review of security procedures for processing guests, visitors, maintenance operations and delivered items.
- o Increased emphasis on building and precinct security.
- o Contribution to the Parliament's business continuity plan.
- o Upgrading of the offices occupied by security staff and police at the main entrance to Parliament House.
- o Re-tender for the Parliament House after-hours security contract.

MAJOR ACHIEVEMENT

Geraldton Regional Parliament

The management of security for the Legislative Assembly's regional sitting in Geraldton involved coordination of local police, state security and private security contractors. The Security Services unit was responsible for asset protection, access and egress of members, staff, media and visitors, parking and traffic control, first aid and emergency response. The regional sitting required extensive planning, and took place without incident.

SURVEY RESULT

Percentage of respondents who rated 'Good' or 'Very Good'

88%

"Mail distributon finest in the country - better than Australia Post!"

"Great mail distribution and surveillance"

"Security Officers are great"



INFORMATION TECHNOLOGY

GOAL

*To facilitate the business of Parliament
by the provision of efficient, stable and secure IT systems
with professional and prompt customer service.*

KEY RESPONSIBILITY

The Information Technology unit coordinates the provision of IT and support services for parliamentary departments; provides IT services to members when they are at Parliament House; develops and coordinates information technology standards, policies and plans; maintains information technology infrastructure; manages the Parliament's telecommunications system, including mobile phones and voice mail services; and ensures the efficient and effective operation of all computer systems.

HIGHLIGHTS OF 2005-06

- Asset replacement of 91 members' laptops and 51 staff PCs.
- Upgraded wireless infrastructure in parliamentary precinct from 11Mb to 54Mb.
- Upgraded Internet infrastructure and expanded bandwidth.
- Provided IT infrastructure and support services for Geraldton Regional Parliament.
- E-mail scanning and quarantine system upgraded.
- Planning and scheduling of a simplified parliamentary questions/answers system.
- Server infrastructure upgrade, including physical relocations.
- Two disaster recovery exercises successfully conducted.

LOOKING AHEAD

- Replacement of four servers, 55 staff PCs, and eight laptops.
- Review of data backup and storage systems.
- Switching hub modifications to reduce risk of contamination.
- Improvements to the Hansard search functionality on the web site.
- Hansard documentation process improvement.
- Microsoft Vista, Groupwise 7 and Office 2007 review and analysis.

MAJOR ACHIEVEMENT

E-mail Scanning and Quarantine System Upgrade

The aim of this project was to upgrade the existing e-mail capture and quarantine system to improve performance, reliability and accuracy, as well as allow staff to administer their own quarantine system. The existing e-mail scanning system scanned all incoming and outgoing mail. If a mail message had a virus or malicious content or was spam, the message was stored in a quarantine area for IT staff to analyse and determine whether to release the e-mail into the internal mail system or reject it. The new system allows users to manage their own e-mails, rather than IT staff making these determinations. After a detailed comparison of eight mail security products, the system chosen has resulted in a more cost-effective and quicker and easier system for staff to access e-mails quarantined as suspected spam.

SURVEY RESULT

Percentage of respondents who rated 'Good' or 'Very Good'

79%

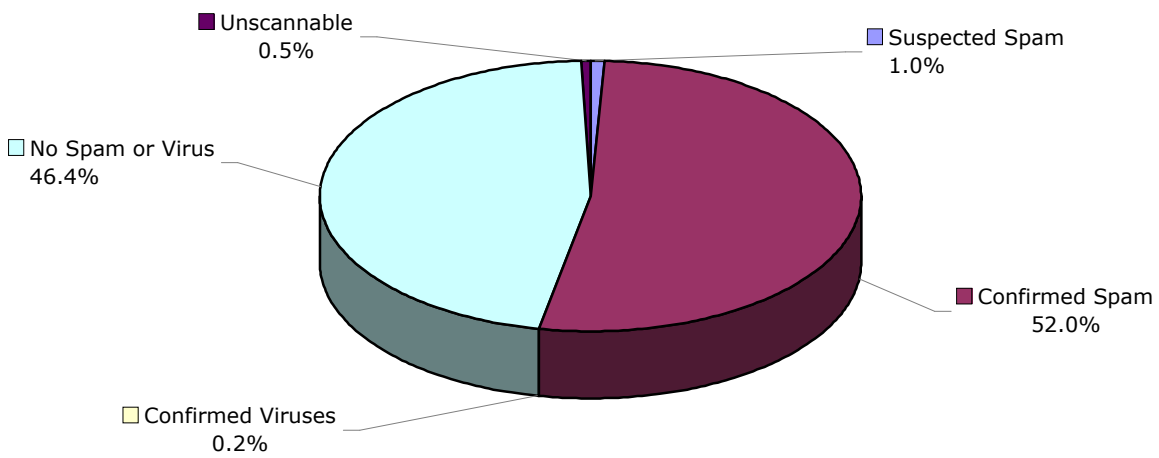
"Always receptive to the dumb enquiries from a technological novice!"

"IT has been outstanding. However, dealing with two separate departments is at times confusing"

"Staff service excellent"

Helpdesk Calls	2004/05	2005/06
Service Assistance - Info., Tech Support & Training	719	751
Hardware/Software Faults	792	675
Total	1,511	1,426
E-mail Scanning Statistics		
Confirmed as Spam		160,362
Suspected as Spam - Confirmed not Spam		2,954
Confirmed Viruses		625
Unscannable		1,570
No Spam or Viruses		143,042
Total		308,553

E-mail Scanning Statistics





REPORTING SERVICES

GOAL

To provide a timely, accurate and impartial record of the proceedings of the Legislative Council and Legislative Assembly, and their committees.

KEY RESPONSIBILITY

Reporting Services provides a clear and independent record of all the proceedings in the Legislative Council and the Legislative Assembly, and reports and provides transcripts of evidence given to select and standing committees of the Parliament, both in-house and throughout the state. A transcription service is also provided for interstate and overseas hearings of parliamentary committees, ministerial conferences, commonwealth parliamentary committee hearings and the Youth Parliaments.

Reporting Services also provides television and audio services for the Parliament. The proceedings of the Legislative Council and the Legislative Assembly are broadcast in-house, to which the media have access, and the proceedings of the Legislative Assembly are also broadcast on the Internet.

HIGHLIGHTS OF 2005-06

- Reported and broadcast proceedings of the Legislative Assembly and Legislative Council, including the Geraldton Regional Parliament.
- Prepared daily, weekly and bound volume editions of *Hansard* within specified deadlines, for hard copy and electronic publication.
- Reported and provided transcripts of all hearings of select and standing committees of the Parliament, including intrastate hearings.
- Completed stage 1 of the upgrade to the parliamentary broadcasting system.
- Coordinated regular updating of members handbook.
- Conducted in-house grammar courses for parliamentary staff.
- Increase in number of Battye Library oral history tapes transcribed.

LOOKING AHEAD

- Stage 2 of the upgrade to the parliamentary broadcasting system.
- Investigate archiving and storage systems for AV record of parliamentary proceedings.
- Develop a long-term staffing strategy to assist recruitment and retention of reporting services staff.
- Staff development to enable Reporting Services to have greater knowledge/control of publication of Hansard documents on POWAnet and the Internet.

MAJOR ACHIEVEMENT

Parliamentary Broadcasting System

The parliamentary broadcasting system is being progressively upgraded as a move into the digital age. In stage 1, digital cameras replaced the analog cameras in the Legislative Assembly chamber, and digital audio systems replaced the analog audio systems in both parliamentary chambers. In addition, a wall-mounted plasma screen replaced the many outdated CRT monitors in the audiovisual control room. Replacement pan, tilt and zoom heads have been fitted to cameras 1 and 2 in the LA chamber.

SURVEY RESULT

Percentage of respondents who rated 'Good' or 'Very Good'

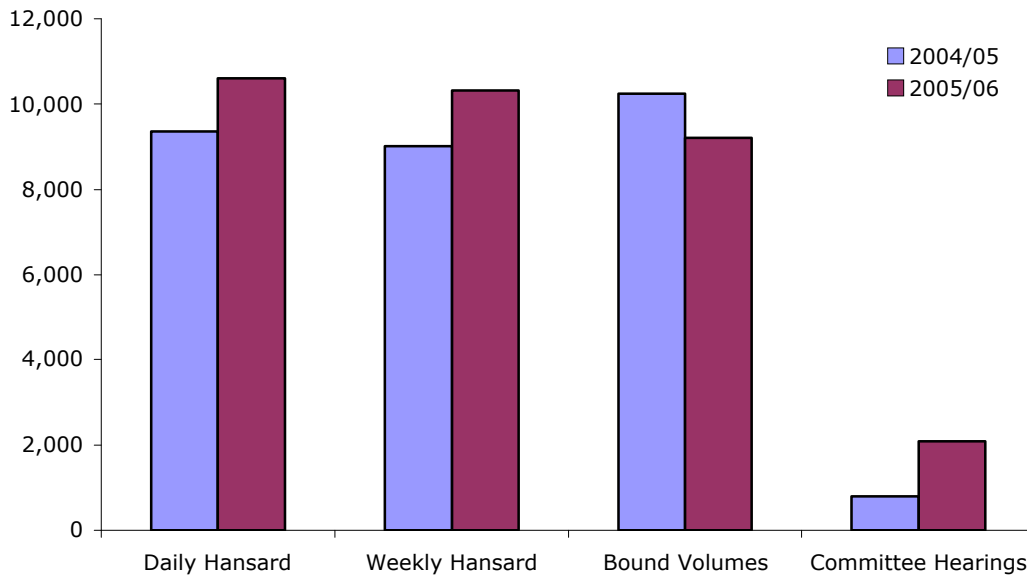
92%

"No problems. Hansard, in particular, is very helpful"
"Staff service excellent"
"Prompt and efficient"

Hansard	2004/05		2005/06	
	Number	Pages	Number	Pages
Daily Hansard	113	9,368	140	10,596
Weekly Hansard	21	9,013	26	10,313
Bound Volumes *		10,241		9,221
Committee Hearing Transcripts				
Select and Standing Committees	32	795	84	2,094
Broadcast of Parliamentary Proceedings				
		Hours		Hours
Legislative Council		377		378
Legislative Assembly		389		451

* Bound Volumes cover January - December in each calendar year

Transcript Pages



LIBRARY AND INFORMATION SERVICES

GOAL

WESTERN AUSTRALIA

*To support the democratic process
through the provision of relevant, timely and accurate information
to members and staff of the Parliament.*

KEY RESPONSIBILITY

The Library and Information Services unit provides services to meet the information requirements of members and staff of the Parliament. The Library functions as a central point in the collection, documentation, coordination and dissemination of information.

HIGHLIGHTS OF 2005-06

- o Hosted the Association of Parliamentary Libraries of Australasia 17th biennial conference in July 2005.
- o Print media: The library's "OnQ" media service was expanded to add a new service that delivers full text newspaper articles with high quality PDF images. Coverage has increased by the addition of 70 community and regional papers, with the result that between 3,000 and 4,000 clips are added to the database each month.
- o Radio and television: A real-time database has been developed that allows TV programs to be viewed, and radio clips to be listened to from POWAnet. Transcripts are included when available.
- o More than 2,000 electronic documents have been added to the library's collection over the past 12 months. A number of subscribed journals can now be viewed online as e-journals.
- o "In the Spotlight" is an online publication available on POWAnet. It was developed to target subject themes, and brings together information from a number of different sources. Subjects covered during 2005-06 include living wills, a cannabis update, food labelling, civil union, public funding of political parties, and a bill of rights.
- o Statistical analysis of 2005 state election commissioned and distributed.

LOOKING AHEAD

- o The migration of the 2000-2005 newspaper clippings into the OnQ newspaper clipping database
- o Expansion of the current members' database to include former members. A special feature of this database will be the inclusion of information on works written by or about members of the Western Australian Parliament.
- o Developing improved access to information.
- o Standardisation of databases to provide a consistent look and feel.
- o Update of library publications with relevant-statistical data from the 2006 census results.
- o Plan for the five year review of PSD record-keeping plan.

MAJOR ACHIEVEMENT

Improved Delivery of Media Services

The introduction of new technologies has improved access to the Library's media services. Members can now check what has been happening in the Western Australian media from their laptops, anywhere in the world. They can listen to the latest radio talkback programs, and watch the previous night's local and regional television news, read articles from the major national, state and local newspapers keeping them informed on what is happening in the state and their electorates.

SURVEY RESULT

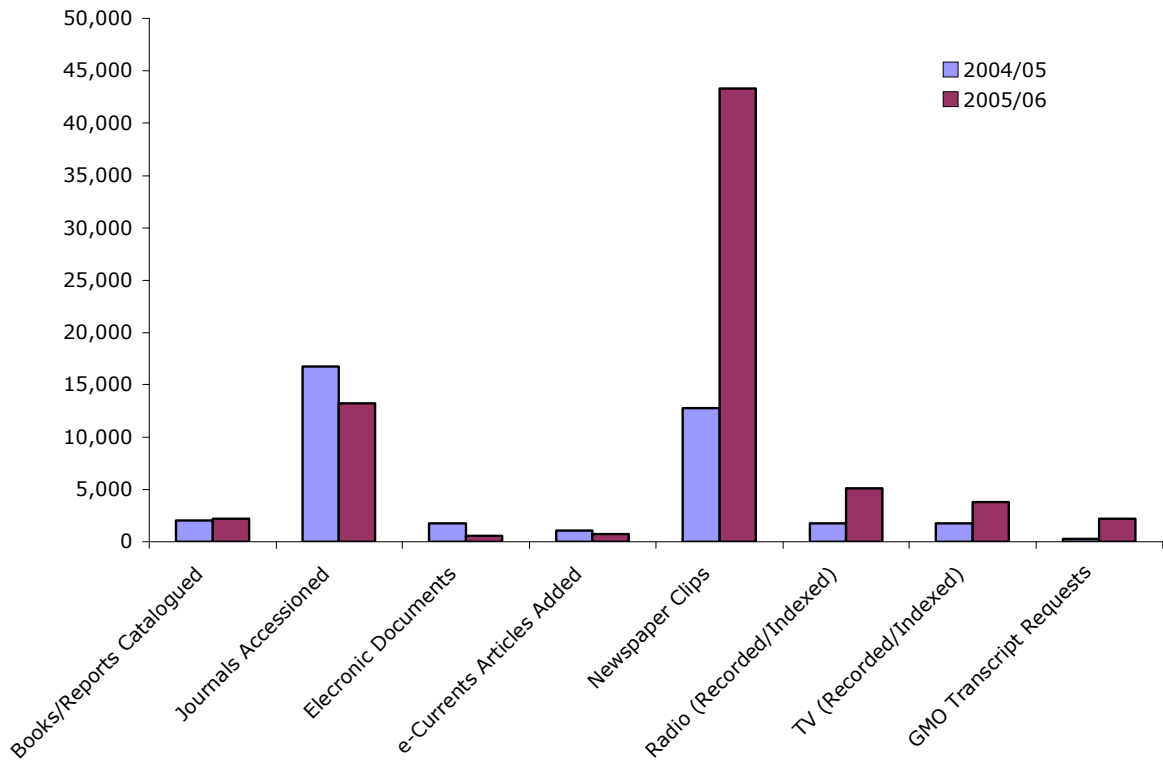
Percentage of respondents who rated 'Good' or 'Very Good'

95%

"On the few occasions I have used the services I have been most satisfied"
"Exceptional service that continues to improve with latest technology"
"Service is always prompt, efficient, friendly and professional"

Reference Services	2004/05	2005/06
Inter-Library Loans	169	118
Requests	1,153	5,425
Special Searches	16,843	5,378
Online Queries	41,420	56,023
Items Circulated	68,216	98,631
Total	127,801	165,575
Collection Development		
Documents/Books Catalogued	21,551	16,729
News Items Recorded/Indexed	16,591	54,398
Total	38,142	71,127

Library Collection Development





CATERING SERVICES

GOAL

To provide quality, cost-effective catering services to members of Parliament and their guests, visitors and Parliament House staff.

KEY RESPONSIBILITY

The Catering Services unit provides appropriate food and beverage services to members of Parliament and their guests, visitors and Parliament House staff.

Services include restaurant dining in the members' dining room and staff cafeteria. There is a room service facility to all meeting rooms for morning and afternoon teas, working luncheons and dinners, and function catering in the Centenary Room and courtyard, as well as a full bar service in the members' and visitors' bars.

HIGHLIGHTS OF 2005-06

- Provided catering for state visits from Ambassadors and High Commissioners from: Chile, Japan, Brunei, Cyprus, Britain, Hungary, Bangladesh, Sri Lanka, California, Mexico, Iraq, France, Belgium, Iran and Spain.
- Catered for the farewell and welcome receptions for the outgoing and incoming Governors.
- Infrastructure replaced, including dishwasher and pastry oven in the main kitchen.
- Kitchen servery upgraded.
- Catering financial system upgrade undertaken.

LOOKING AHEAD

- Refrigeration upgrade for members' dining room, kitchen servery and bars.
- Evaporative cooling upgrade for Parliament House main kitchen area.
- Review pricing and menu availability to ensure that optimum service levels are maintained.
- Conduct wine tasting with members of Parliament to select next year's house wine.

MAJOR ACHIEVEMENT

Parliamentary Refreshment Rooms - Review of Opening Times

The operating hours of the members' dining room were reviewed, and staff rosters were modified to provide members of Parliament with a continuous dinner service. A la carte dining is now available from 6.00 pm until 7.15 pm, after which the daily menu is available until 8.00 pm, when the supper menu now starts. Previously no dining facilities were available between 7.15 pm and 8.30 pm.

The operation of the staff cafeteria was also reviewed, and this area now opens for service from 10.00 am until 3.30 pm on non-sitting days, and from 10.00 am until 7.30 pm on sitting days. Previously there was no service between 10.45 am and 11.45 am, and between 2.00 pm and 3.00 pm. No additional costs have been incurred as a result of these initiatives.

SURVEY RESULT

Percentage of respondents who rated 'Good' or 'Very Good'

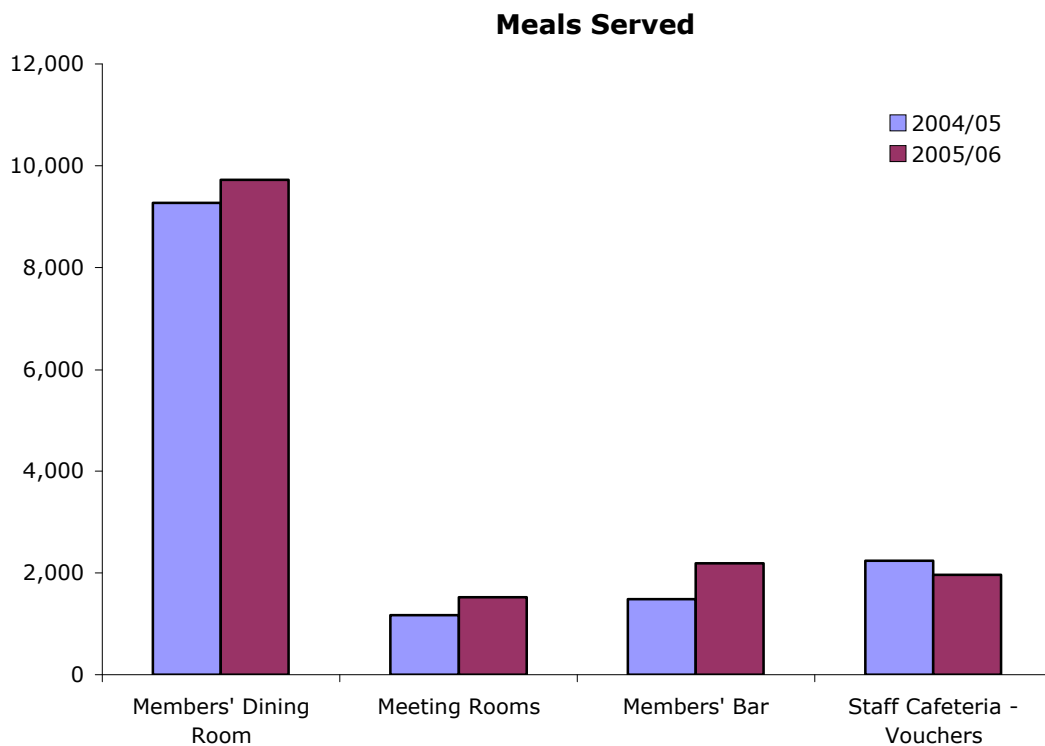
91%

"Each aspect of catering services is most impressive"

"Service and food always of a very high standard"

"Too good"

Meals	2004/05	2005/06
Members' Dining Room	9,277	9,720
Working Luncheons (Meeting Rooms)	1,169	1,525
Members' Bar	1,478	2,189
Staff Cafeteria (staff meal vouchers)	2,232	1,959
Total	14,156	15,393
Functions		
Number of Functions Held	319	321





FINANCIAL SERVICES

GOAL

WESTERN AUSTRALIA

*To provide quality financial services
and advice to the parliamentary departments.*

KEY RESPONSIBILITY

The Financial Services unit provides accounting services to the three parliamentary departments and the Governor's Establishment. Responsibilities also include administering, interpreting and advising on members' salaries and allowances, preparation of parliamentary budgets, management of statutory financial reporting, providing strategic commercial and financial advice, providing procurement advice, and business continuity and risk management coordination.

HIGHLIGHTS OF 2005-06

- Coordinated the pre-approval by Treasury of funding for the airconditioning of the Legislative Council chamber pending the sale of 34 Parliament Place, and enabled planning of works prior to the sale.
- Provided assistance in the development of departmental key performance indicators.
- Provided support to the Governor's Establishment at the estimates committee hearing.
- Updated accounting manuals and key financial controls.
- Drafted risk management and business continuity plans, with input from stakeholders.
- Travel and procurement policies developed.
- Coordinated superannuation seminars for members and staff.
- Finalised leasing evaluation and arrangements for members' laptops and staff IT equipment.
- Received clear audit opinions for the 2004-05 financial statements.

LOOKING AHEAD

- System upgrade to new server.
- Ongoing review of risk management and business continuity plans.
- Develop procurement initiatives, including an electronic purchase order system.
- Review and refine capital budget process within the Parliamentary Services Department.

MAJOR ACHIEVEMENT

Legislative Council Zero-based Budget Review and Negotiations with Treasury

Worked closely with the Legislative Council as part of its financial and risk management team to strengthen management controls, develop key performance indicators and review funding issues. Strategic financial advice was provided to the Clerk and President, and various submissions were prepared that resulted in a significant funding adjustment to the operational budget of the Legislative Council in 2005-06 and out years.

SURVEY RESULT

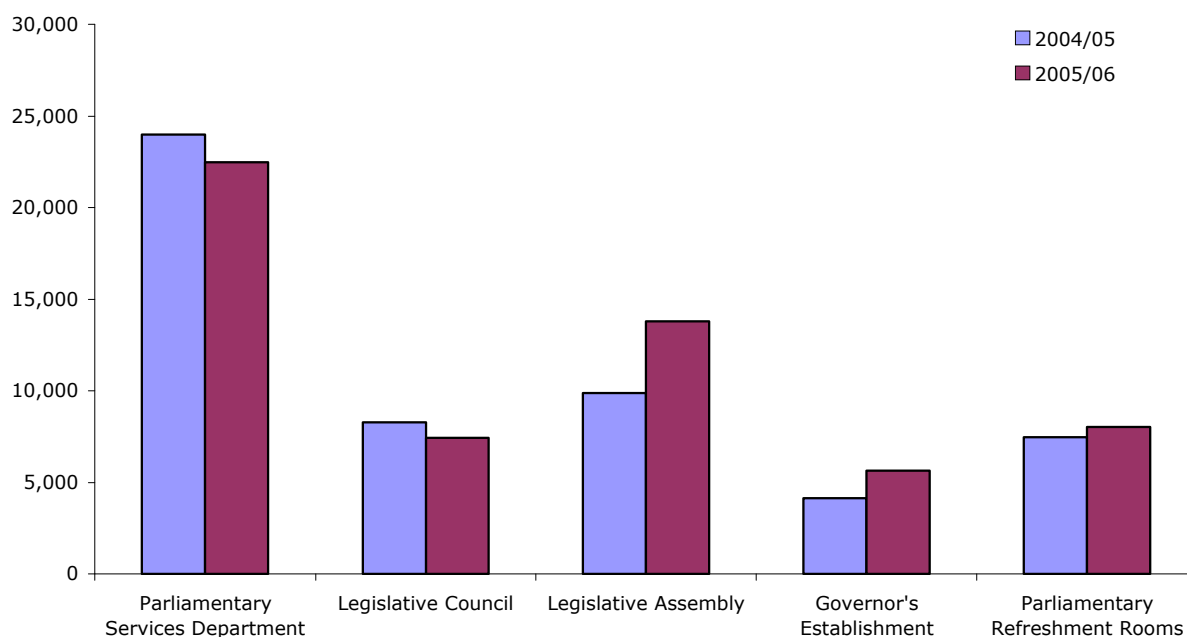
Percentage of respondents who rated 'Good' or 'Very Good'

92%

"Always approachable, all helpful"
"Always willing to provide extra help when required"
"Terrific advice and assistance"

Transactions by category		
	2004/05	2005/06
Number of transactions processed		
Parliamentary Services Department	23,968	22,490
Legislative Council	8,267	7,434
Legislative Assembly	9,870	13,791
Governor's Establishment	4,152	5,658
Parliamentary Refreshment Rooms	7,450	8,019
Total	53,707	57,392
Number of Members' Claims Processed		
Legislative Council	436	344
Legislative Assembly	484	394
Total	920	738
Average Turnaround for Members' Claims (Days)		
Legislative Council	1.8	1.8
Legislative Assembly	1.7	1.7

Number of transactions processed





HUMAN RESOURCES

GOAL

*To maximise the organisation's performance
by realising the potential of its employees.*

KEY RESPONSIBILITY

Human Resources develops, implements and reviews HR policy, procedures and systems for all parliamentary departments. Responsibilities include recruitment; performance development and review; training; employee relations and industrial relations advice; interpretation and explanation of conditions of employment; dealing with various staff enquiries; staff payroll; production of *Parliament News* (regular newsletter for staff and members); employee and member assistance services; and occupational health and safety.

HIGHLIGHTS OF 2005-06

- o Independent classification review and improved methodology adopted by the Classification Review Committee.
- o Presented paper on staff retention at the ANZACATT conference in Brisbane.
- o Recruitment of 28 staff to fill permanent positions (17 in PSD; four in LA; and seven in LC), including the appointment of the first female Clerk of the Legislative Council.
- o Twenty-one staff received recognition awards at the members and staff Christmas party.
- o Fifty per cent of PSD staff attended training workshops/courses.
- o Payroll and HR system upgraded.
- o Adopted new study assistance policy.

LOOKING AHEAD

- o Renegotiation of the Parliamentary Employees General Agreement.
- o Ongoing classification of parliamentary positions.
- o Implement new staff salary packaging policy with improved suite of items.
- o Explore facilities that will improve the Parliament's family friendly practices, following feedback in the staff and member survey.
- o Workers' compensation injury management policy to be finalised.
- o Request for quotations for member and staff employee assistance program (EAP).

MAJOR ACHIEVEMENT

Payroll Upgrade

The upgrade of the new payroll system has improved the functionality of payroll processing for members, staff and the Governor's Establishment. Although from a user's perspective this was a seamless transition, the payroll officer worked very hard to ensure background changes were made so that everyone received his or her pay on time. Many time-consuming manual calculations have been superseded by a more sophisticated system, and the improved reporting capabilities mean managers and supervisors quickly receive hard copy data to assist with work force management. This year the pay office upgraded its online systems, participated in two positive audits, implemented changed tax rates and maintained extensive back-payment data for the new general agreement.

SURVEY RESULT

Percentage of respondents who rated 'Good' or 'Very Good'

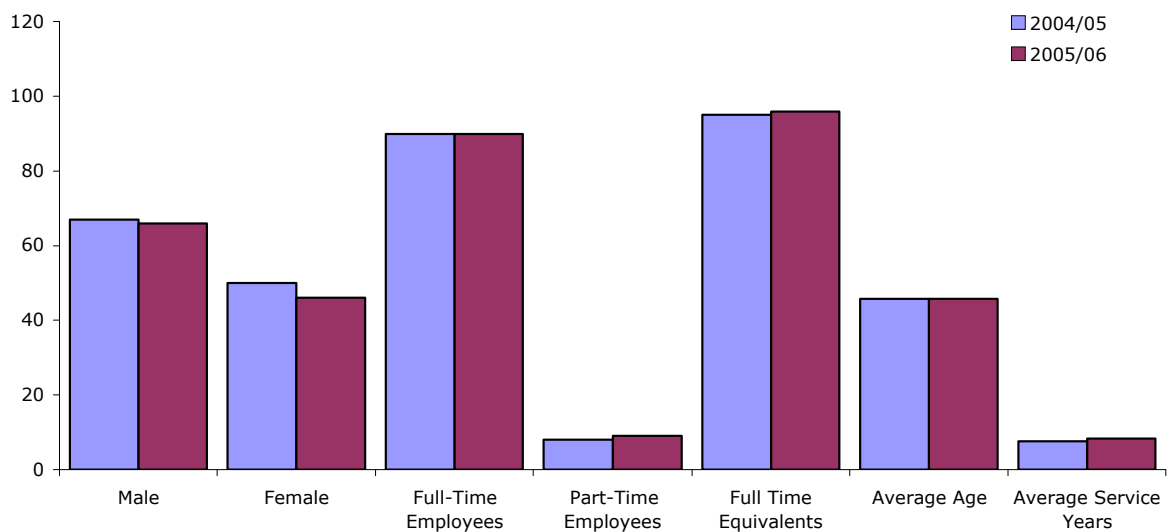
79%

"Payroll services are always excellent and prompt"
"Fantastic support whenever an issue arises"
"Excellent - can't think how it could be better"

PSD Staff Movement	FTEs		Headcount					
	(Ex. Casuals)		Male		Female		Total	
	2004/05	2005/06	2004/05	2005/06	2004/05	2005/06	2004/05	2005/06
at 1 July	92.33	94.97	58	67	53	50	111	117
Recruited	12.06	7.6	16	12	9	5	25	17
Separated	11.21	10.7	7	14	12	9	19	23
at 30 June	94.97	91.65	67	66	50	46	117	112
Positions Vacant		4						4
Total	94.97	95.65	67	66	50	46	117	116
% Turnover	12.1%	11.3%						

PSD Staff Statistics	Headcount					
	Male		Female		Total	
	2004/05	2005/06	2004/05	2005/06	2004/05	2005/06
Employees						
of age > 48 years	29	29	23	21	52	50
within 2 years of next LSL entitlement	13	15	3	10	16	25
with current LSL Entitlement	15	12	10	10	25	22
Training						
Employees who attended a course	55					
as a % of total staff	49.11%					

Employee Demographics





APPENDICES

APPENDIX A:

Parliamentary Services Department - **Survey Results**

APPENDIX B:

Parliamentary Services Department - **Structure Chart**

APPENDIX C:

Parliamentary Services Department - **Staffing at a glance**

APPENDIX D:

Parliamentary Services Department - **Travel & Conferences**

APPENDIX E:

Internet, Intranet & Extranet - **POWAnet Statistics**

APPENDIX F:

Parliamentary Services Department - **Expenditure at a glance**

APPENDIX G:

Parliamentary Services Department - **Financial Statements**

SURVEY RESULTS

MEMBERS SURVEY

A survey was conducted of all members of both the Legislative Council and Legislative Assembly. Members were asked to rate the performance of the Parliamentary Services Department functional areas on a scale of 1 (very poor) to 5 (very good), and were also given the opportunity for free-form comments.

An overall 69 per cent response rate indicated the following assessment:

- **50 per cent** of members rated performance as **'very good'**
- **82 per cent** of members rated performance as **'good' or 'very good'**
- **96 per cent** of members rated performance as **'satisfactory' to 'very good'**

A number of suggestions were submitted on further improvements that could be made, and these will now be followed up.

This survey provides a benchmark for future annual surveys to obtain members' feedback on the performance of the Parliamentary Services Department.

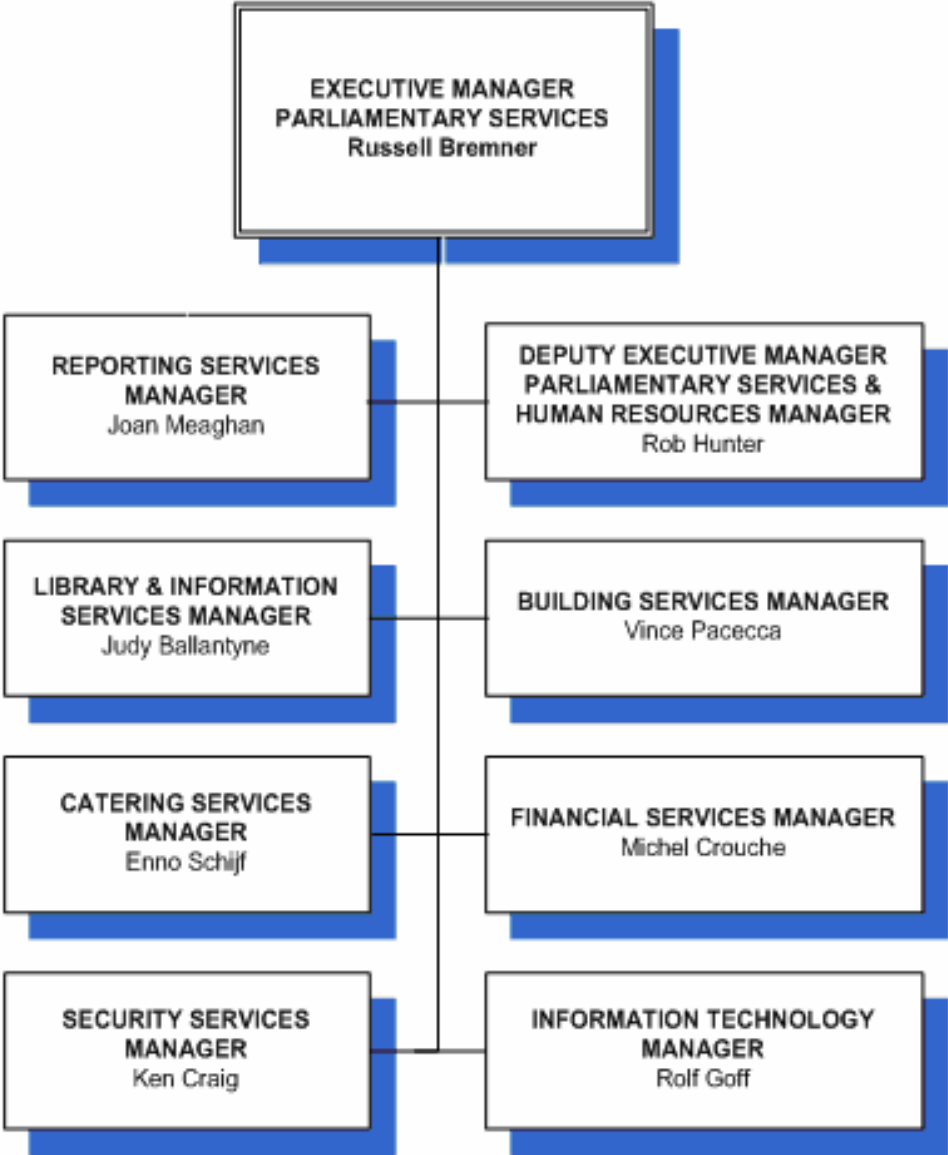
PRESIDING OFFICERS, MEMBERS, and STAFF SURVEY

The survey completed by members was also completed by the Presiding Officers and staff, and included questions relating to Human Resources. A total of 102 responses were received: 61 from members, 39 from staff and one from each Presiding Officer.

The table below summarises the overall percentage rating for the Parliamentary Services Department's two key effectiveness objectives as reflected in this year's budget papers.

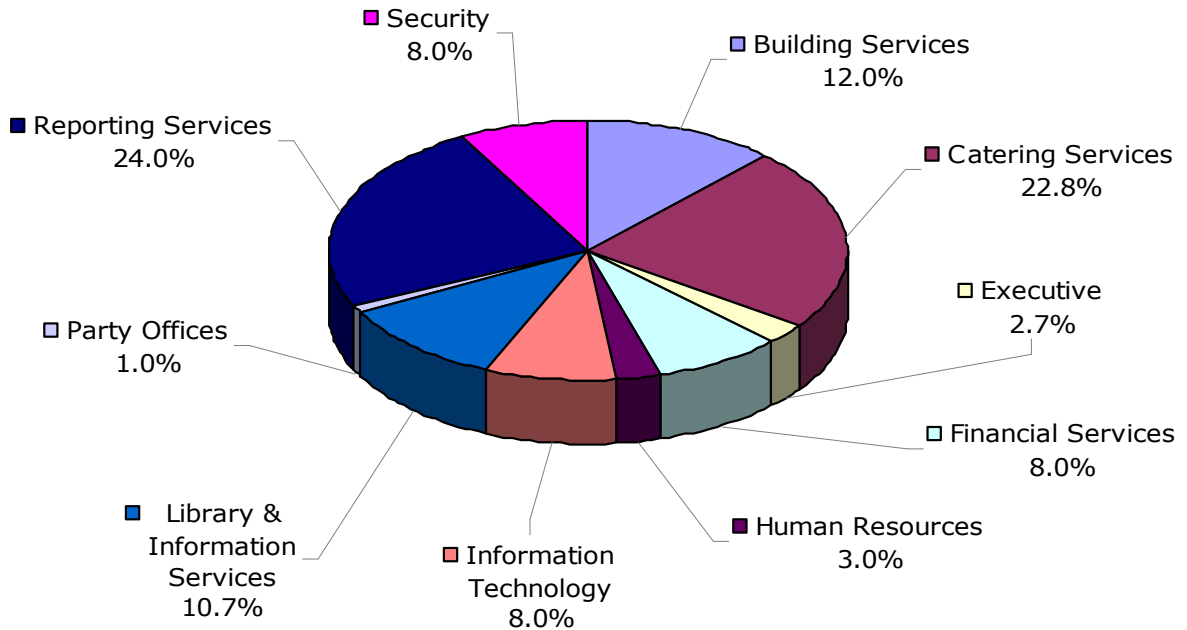
PARLIAMENTARY SERVICES DEPARTMENT SUMMARY OF SURVEY Percentage of Responses 'Satisfactory', 'Good' or 'Very Good'			
	Total Infrastructure and Facilities	Total Information and Services	Total
All Respondents	97%	97%	97%
Members of Parliament	95%	98%	96%
Staff and Presiding Officers	99%	97%	98%

PSD STRUCTURE CHART



STAFFING AT A GLANCE

Unit FTEs



Recruitment for Parliamentary Departments (includes casuals)	2004/05	2005/06
Legislative Council	2	7
Legislative Assembly	20	11
Parliamentary Services Department	23	15
Total	45	33

Payroll Services Provided	2004/05	2005/06
Legislative Council Members	48	34
Legislative Council Staff	31	33
Legislative Assembly Members	71	58
Legislative Assembly Staff	59	57
Parliamentary Services Department Staff	131	130
Governor's Establishment	29	36
Total	369	348

TRAVEL AND CONFERENCES

HOSTED

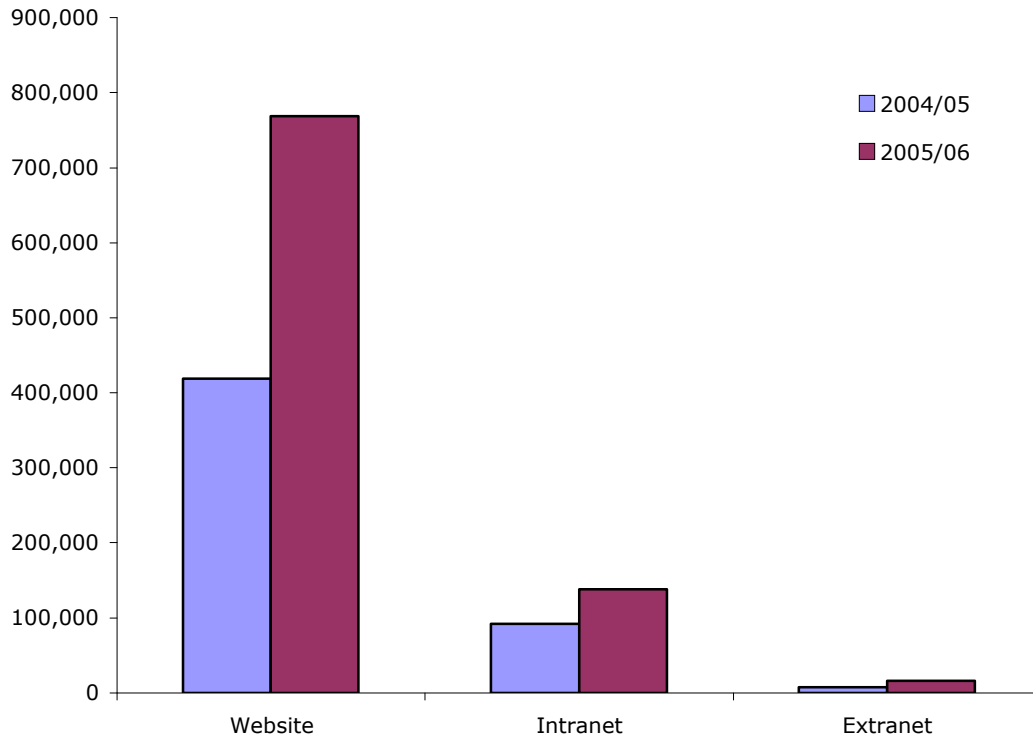
- Australia Pacific Forum of Parliamentary Services Chief Executive Officers
- Association of Parliamentary Libraries of Australasia 17th Biennial Conference

ATTENDED

- Combined Conference of Commonwealth Hansard Editors Association and Australasian and Pacific Hansard Editors Association, Edmonton, Alberta, Canada
- Legislative Assembly of British Columbia
- United States Legislatures in Illinois, Hawaii and Missouri
- Legislative Assembly of Alberta
- Law Librarians Conference, Hobart
- Australia's Study of Parliamentary Group Conference, Sydney
- Association of Parliamentary Librarians of Australasia Conference, Brisbane
- Parliamentary Building Services and Finance Conference, Adelaide
- ANZACATT Conference, Brisbane
- Victorian Parliament
- Shorthand Reporters Association of Australia Conference, Sydney
- National Council of State Legislatures Conference, Seattle
- Parliamentary IT Forum, Sydney

POWAnet STATISTICS

Total Number of Visits



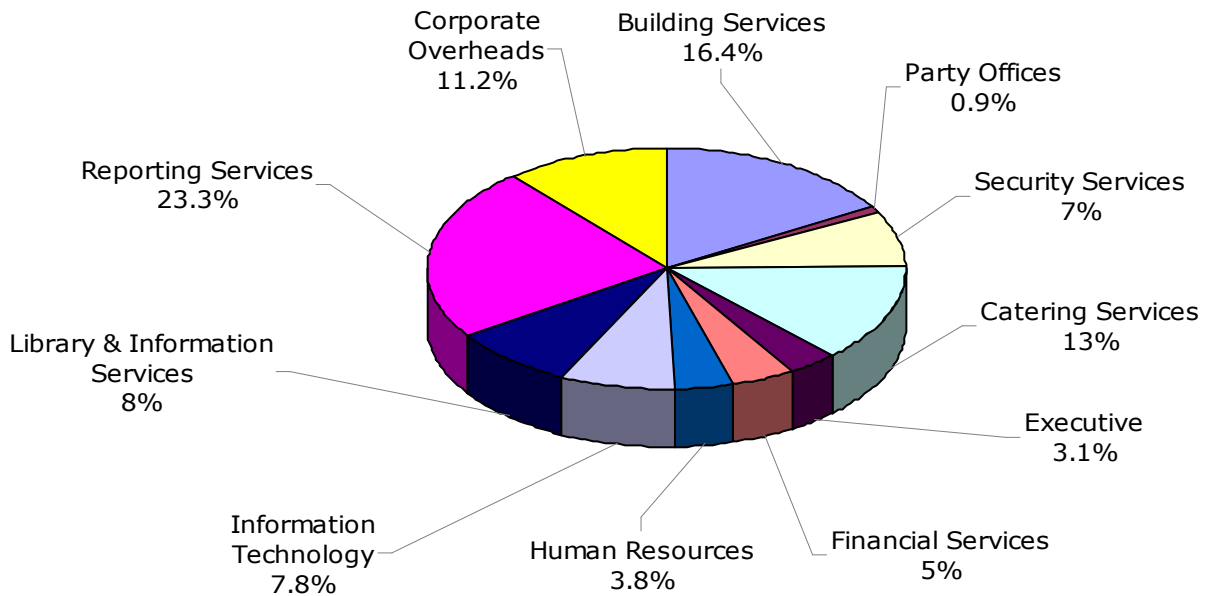
Parliament Web Site Statistics	2004/05	2005/06
Total no. visits	418,597	768,082
Average no. visits per day	1,146	2,104
Total no. pages accessed	3,076,100	5,904,184
Average no. pages accessed per day	8,427	16,175
Total no. Live Broadcast visits	15,535	22,811
Average no. Live Broadcast visits per sitting day	298	326

POWAnet - Intranet Statistics	2004/05	2005/06
Total no. visits	92,242	138,795
Average no. visits per day	252	380
Total no. pages accessed	840,825	1,091,168
Average no. pages accessed per day	2,303	2,989

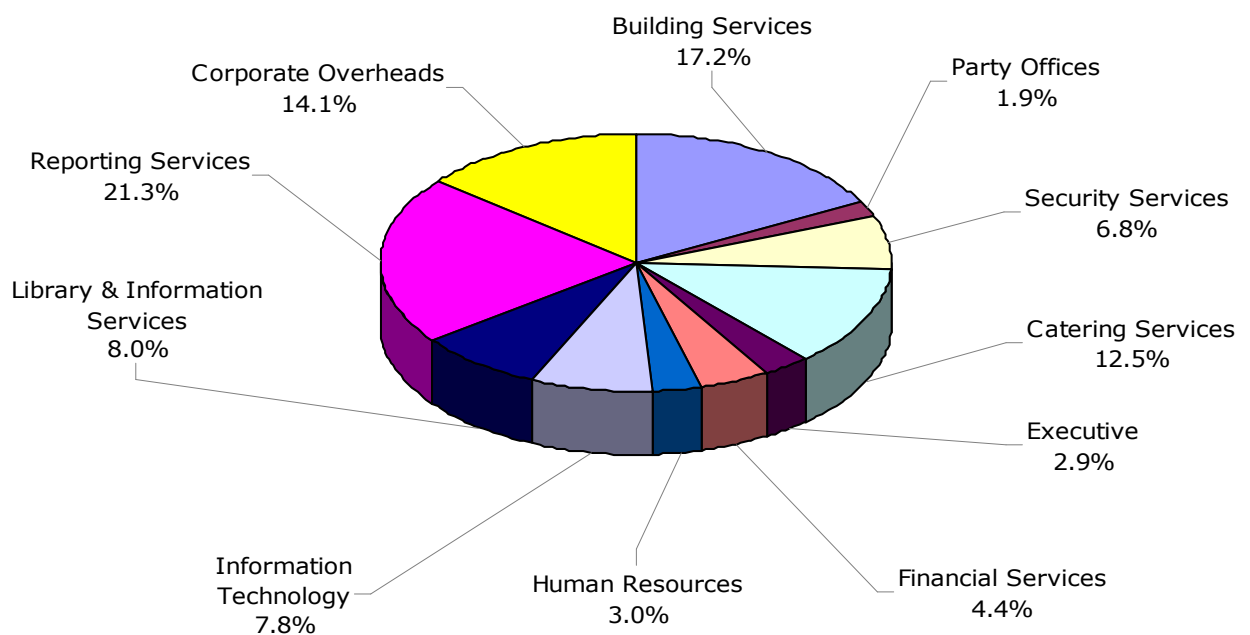
POWAnet - Extranet Statistics	2004/05	2005/06
Total no. visits	8,100	16,094
Average no. visits per day	22	44
Total no. pages accessed	427,774	996,391
Average no. pages accessed per day	1,171	2,729

PSD EXPENDITURE

2005-06 Recurrent Expenditure by Unit

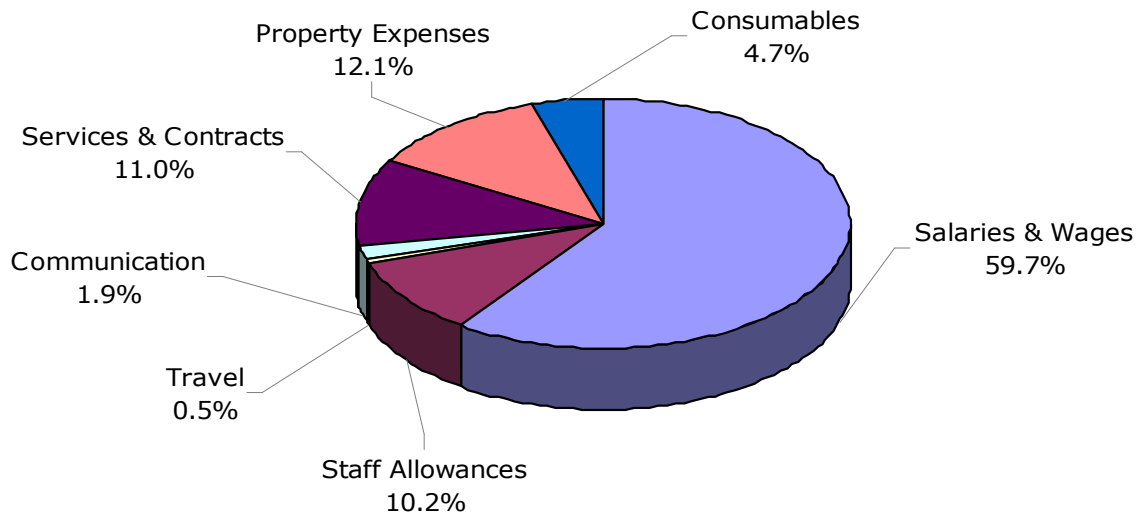


2004-05 Recurrent Expenditure by Unit

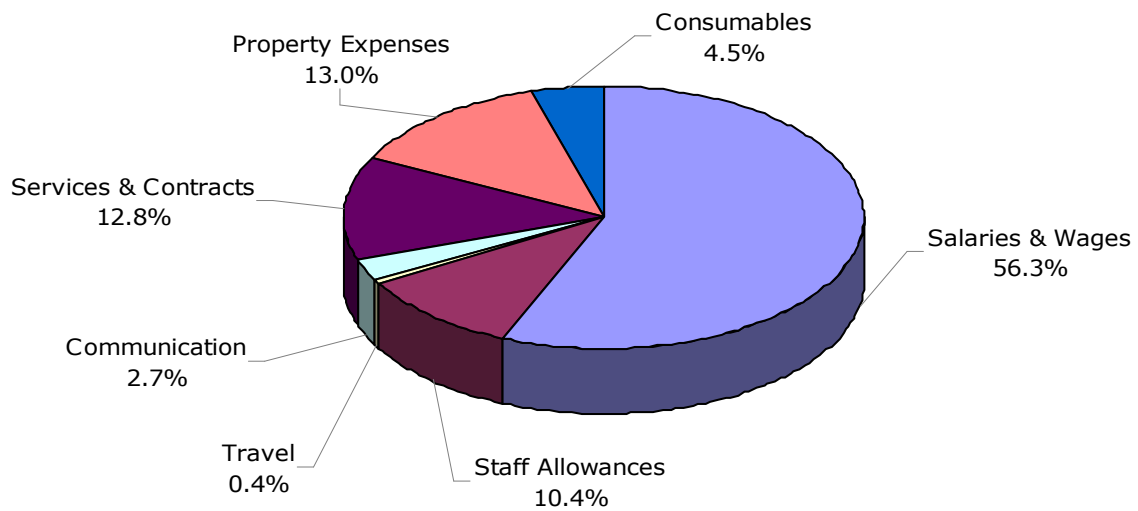


PSD EXPENDITURE

2005-06 Recurrent Expenditure by Cost Category



2004-05 Recurrent Expenditure by Cost Category



FINANCIAL STATEMENTS