



PARLIAMENTARY SERVICES
DEPARTMENT

ANNUAL REPORT
2006-07



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 2006-07.

This report details, for each Parliamentary Services functional area a list of major achievements for the 2006-07 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, appearing to read "Russell Bremner". The signature is fluid and cursive, with a long horizontal stroke at the end.

Russell Bremner
Executive Manager Parliamentary Services
Accountable Officer
Parliamentary Services Department

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FOREWORD

WESTERN AUSTRALIA

The past year was, as usual, full of many challenges for Parliamentary Services which were met with the expected high level of competency and commitment by staff. I am pleased to note many improvements in the way staff delivered our many and varied services during the past year.

All of the operational units of the Parliamentary Services Department report increased activity and calls on their services, necessitating changes to the way we do things and better and more effective use of technology. This ever increasing reliance on and the costs involved in ensuring the currency and capacity of technology remains an ongoing challenge.

The Parliament House building grounds continue to require large expenditure for both routine and preventative maintenance. The lack of availability of trades and constant demand driven price increases means available funds are often insufficient for the work once tendered thus leading to deferral of other planned works. Significant core service upgrades to building fabric, plant and machinery are now long overdue.

The key issue however still remains that Parliament House is too small for members and staff to be adequately accommodated on-site. Offsite accommodation continues to be leased at premium commercial rates to accommodate many key parliamentary staff and functions.

One significant achievement has been the involvement of all Parliamentary Services Department Staff in a program entitled "Focus on the Future". Based around a simple premise of making Parliamentary Services a good place to work, many strategies have been introduced to effect changes throughout the workplace. It is most pleasing to see the investment in time and energy starting to bear results. All staff participated in various development courses leading to the establishment of a set of Parliamentary Services Department Values, and consequential changes to staff perceptions, communications and attitudes have all positively impacted both Departmental staff and also service provision to all occupants and users of Parliament House and Parliamentary Services on-line information.

Early 2007 saw the retirement of two long standing Parliamentary employees - Vince Pacecca, our Building Services Manager and Joint House Controller who lived on the premises for 14 years, and Joan Meaghan our Reporting Services Manager who worked in Hansard for over 23 years. We wish them both a long and happy retirement.

I continue to be impressed by, and proud of the dedication and contribution of all Parliamentary Services staff in undertaking their roles, and thank them all for their continuing contribution to Parliament.

We are looking forward to 2007/08 to further consolidate and improve on our services, and begin preparations for the next State Election period.



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 recordkeeping plan was adopted by the Presiding Officers in November 2002. A formal review is currently being undertaken as required by the State Records Act 2000 Part 2 s.14. The review will be completed by November 2007 and the results reported to the Presiding Officers.

All new parliamentary employees are advised of the department's recordkeeping plan as part of the induction process. Each unit is responsible for providing relevant training of unit recordkeeping procedures to new employees on their commencement.

CORPORATE MANAGEMENT TEAM

The Corporate Management Team (CMT) is the Parliamentary Services Department's leadership team, comprising the Executive Manager, the 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. 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 2006-07

- Installed airconditioning and replaced carpet and chamber and gallery seating in the Legislative Assembly chamber.
- Upgraded evaporative cooling system in main kitchen.
- Airconditioned President's corridor.
- Replaced external bar doors, painted courtyard windows and replaced roof membrane to bars.
- Achieved an energy efficiency rating of 10 percent.
- Upgraded the Legislative Council Procedure Office.

LOOKING AHEAD

- Prepare comprehensive building condition report and recommendations.
- Continue tree maintenance and landscaping program.
- Upgrade passenger and service lifts.
- Coordinate the relocation of the Legislative Council Committee Office to new premises.
- Engage in ongoing works to reduce maintenance backlog.

MAJOR ACHIEVEMENT

Legislative Assembly Chamber Refurbishment

The second and major stage of the chambers' airconditioning project was completed in March. The airconditioning was just one part of a major refurbishment project for the Legislative Assembly, which was completed on schedule despite the many challenges encountered along the way.

In addition to the airconditioning, specially designed carpet and seating were also installed, which resulted in a new-look chamber. The underfloor integration of data cabling, airconditioning and power ensured the preservation of the Assembly chamber's heritage with improvements to the functional design.


SURVEY RESULT

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

89%

"I have always found the service from Building Services to be of the highest quality."

"Building Services staff are prompt to act and are willing to go 'above and beyond'."

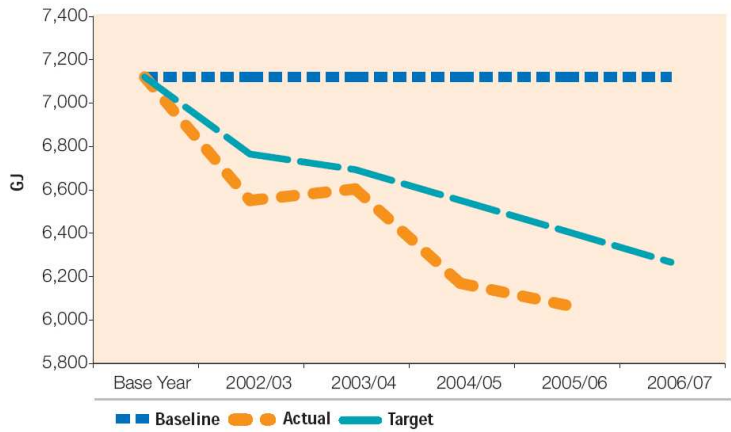


Parliamentary Services Department
has successfully achieved the

Energy Smart Government
10% target in 2005/06

A. Niddell
Executive Director

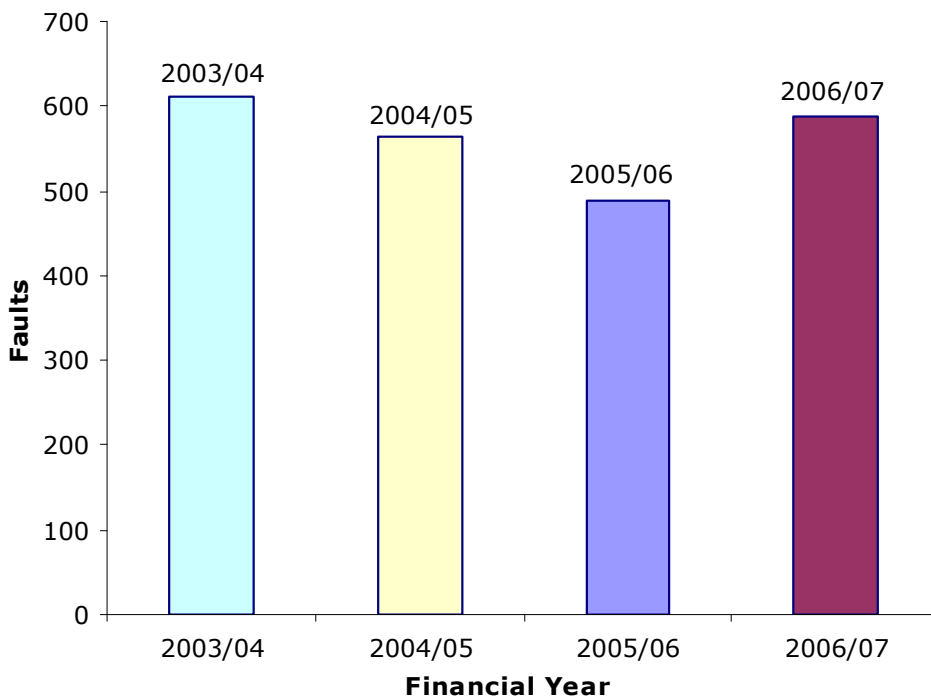
Sustainable Energy Development Office



The Parliamentary Services Department continues to reduce its energy consumption through the following actions:

- An ongoing program of installing energy efficient lighting in and around the building.
- Staff awareness to manage the use of energy.

Faults - Breakdown and Repair





SECURITY SERVICES

GOAL

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 2006-07

- o Improved coverage and monitoring of CCTV system.
- o Installed boom gates to the staff car park, which are integrated into security system.
- o Provided security management for 37 official visits, 19 rallies, the ANZACATT conference, YMCA Youth Parliament and two major parliamentary conferences.
- o Coordinated the training and appointing of seven new building fire wardens and four new first aid officers.
- o All Security personnel attained Certificate III in Security Operations.
- o Successfully conducted emergency response building evacuations.

LOOKING AHEAD

- o Review of security procedures for receiving visitors and maintenance personnel.
- o Enhancements to mail processing procedures.
- o Increased emphasis on building and precinct security.
- o Support and continuous review of the Parliament's business continuity plan.
- o Upgrade the security infrastructure at Parliament House.

MAJOR ACHIEVEMENT

Improved staff car park security

The installation of security-controlled access to the staff car park has ensured that parking bays are available to authorised personnel only. The integration of the boom gate control system with Parliament's monitored control system allows for visual and voice contact with staff (if a pass is forgotten), or with unauthorised people attempting to access the car park.

The opening and closing of the boom gates can be controlled from the operations room at Parliament House. During non-peak periods, such as weekends and public holidays, the boom gates are left open to allow casual public parking for events such as the Australia Day Sky Show, and to deter damage by vandals.

SURVEY RESULT

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

79%

"I commend security for their diligence in relation to their surveillance operations, which prevented an offender from escaping after breaking into my motor vehicle."

Visitors attending a tour at Parliament House				
<i>From July 2006 - June 2007</i>				
Month	Schools	Others	Total	YTD
July	143	316	459	459
August	1,673	324	1,997	2,456
September	1,583	146	1,729	4,185
October	756	281	1,037	5,222
November	1,321	268	1,589	6,811
December	100	129	229	7,040
January		151	151	7,191
February	86	117	203	7,394
March	1,239	222	1,461	8,855
April	605	194	799	9,654
May	1,730	198	1,928	11,582
June	1,669	176	1,845	13,427

Comparison	Total
July 06 - June 07	13,427
July 05 - June 06	12,201
July 04 - June 05	23,126
July 03 - June 04	13,443
July 02 - June 03	13,113
July 01 - June 02	13,421
July 00 - June 01	17,477
July 99 - June 00	16,533
July 98 - June 99	17,231
July 97 - June 98	15,699
July 96 - June 97	13,591
July 95 - June 96	17,527



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 2006-07

- Installed storage area network infrastructure to provide an expandable data storage capacity.
- Designed and tested a simplified parliamentary questions and answers system in liaison with the Department of the Premier and Cabinet.
- Upgraded the members' wireless network infrastructure to fully support the latest security standards.
- Provided new communications infrastructure to the Legislative Assembly chamber as part of the chamber refurbishment.
- Developed an electronic purchase order system for use across Parliament.
- Upgraded the core networking hardware of the local area network.
- Adopted the ITIL framework and Australian Standards in support of best practice service delivery and information security.
- Designed new website for the Legislative Council's 175th Anniversary.

LOOKING AHEAD

- Assist with IT and communication aspects of Legislative Council Committee Office relocation project.
- Continue to apply relevant Australian Standards to the provision of IT services.
- Continue to virtualise the operation of major servers.
- Implement an online information security management system.
- Implement an improved service desk management and software audit tool.
- Undertake a three-year strategic plan reviewing all aspects of IT service delivery, risk assessment and disaster recovery.

MAJOR ACHIEVEMENT

Server virtualisation

The delivery of parliamentary IT services via a "virtual" server infrastructure facilitates greatly streamlined server management. The previous model was one of 'an IT server for each and every purpose', but now multiple servers with massive memory space can exist within only a couple of machines.

This delivers savings through reduced hardware purchase costs, less power required to run (and cool) servers and fewer administrative overheads in installing, managing and migrating server configurations. The addition of fault-tolerant interchangeable hardware components and virtual server clustering ensures that the services provided are always available.



SURVEY RESULT

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

87%

"Always willing to help technologically challenged people such as myself."

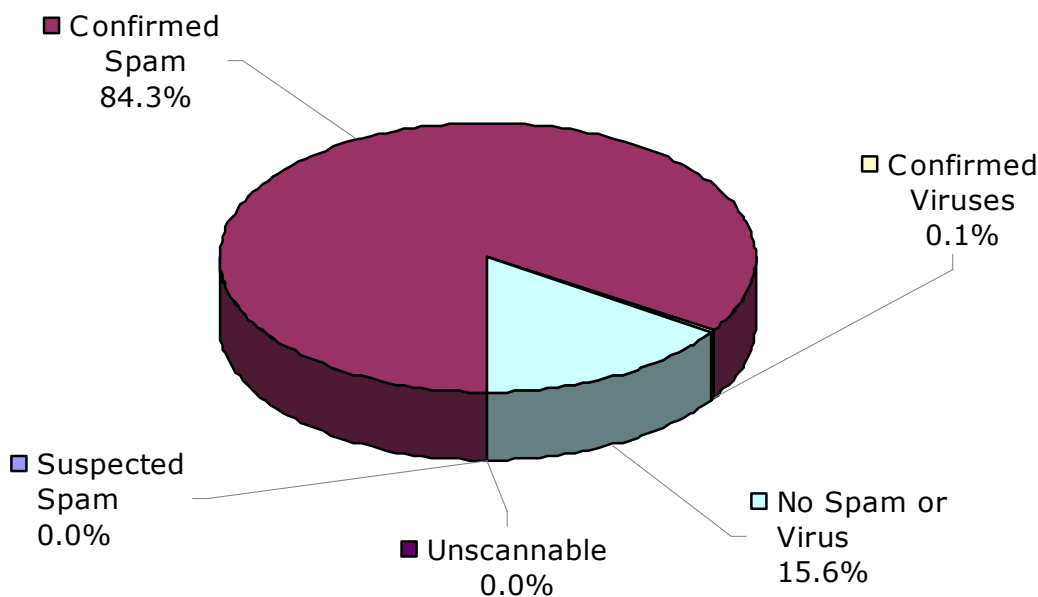
"IT staff are always helpful and professional."

"IT support is excellent."

Helpdesk Calls	2005/06	2006/07
Service Assistance - Info., Tech Support & Training	751	884
Hardware/Software Faults	675	781
Total	1,426	1,665
E-mail Scanning Statistics		
Confirmed as Spam	160,362	1,951,872
Suspected as Spam - Confirmed not Spam	2,954	0
Confirmed Viruses	625	2,664
Unscannable	1,570	0
No Spam or Viruses	143,042	361,090
Total	308,553	2,315,626

* More effective email scanning software installed December

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.

Reporting Services publishes *Hansard*, the record of the parliamentary debates, 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 2006-07

- Reported and broadcast proceedings of the Legislative Assembly and Legislative Council.
- Prepared daily, weekly and bound volume editions of *Hansard* within specified deadlines for publication in hard copy and on internet.
- Completed stage 2 of the upgrade to the parliamentary broadcasting system.
- Undertook project to convert to electronic copy Minutes of Legislative Council meetings from 1832 to 1870 for the Council's 175th Anniversary.
- Provided audiovisual expertise for refurbishment of Legislative Assembly chamber.
- Reported parliamentary conferences and provided proofreading/editing services for parliamentary publications.
- Senior staff member attended the Australasian and Pacific Hansard Editors Association.
- Hosted two Hansard Reporters on exchange from the Parliament of Tonga.

LOOKING AHEAD

- Continue strategy to develop Hansard Reporters through a structured trainee program.
- Develop hard disc recording and storage system for the audiovisual record of parliamentary proceedings.
- Improve online search functionality of *Hansard* to provide better results for users.
- Report YMCA Youth Parliament, Statewide Student Parliament and Commonwealth Parliamentary Association seminar.

MAJOR ACHIEVEMENT

Increase in committee workload

In 2006-07 there was a significant increase in the number of committees reported. This provided significant challenges for Reporting Services in resourcing these committees and providing a timely transcript, particularly due to the volume of committees hearings held in sitting weeks. As well as reporting hearings in the Parliament House precinct, reporters travelled to Albany, Kununurra, Halls Creek, Fitzroy Crossing, Esperance, Lake Grace, Mullewa, Bunbury, Karratha and South Hedland. Reporting Services also transcribed hearings held in Melbourne, Brisbane, Sydney and New Zealand. Through judicious rostering and greater use of the realtime skills of machine shorthand writers and the digital audio recording software, Reporting Services was able to consistently provide committees with their transcripts within two working days of a hearing.



SURVEY RESULT

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

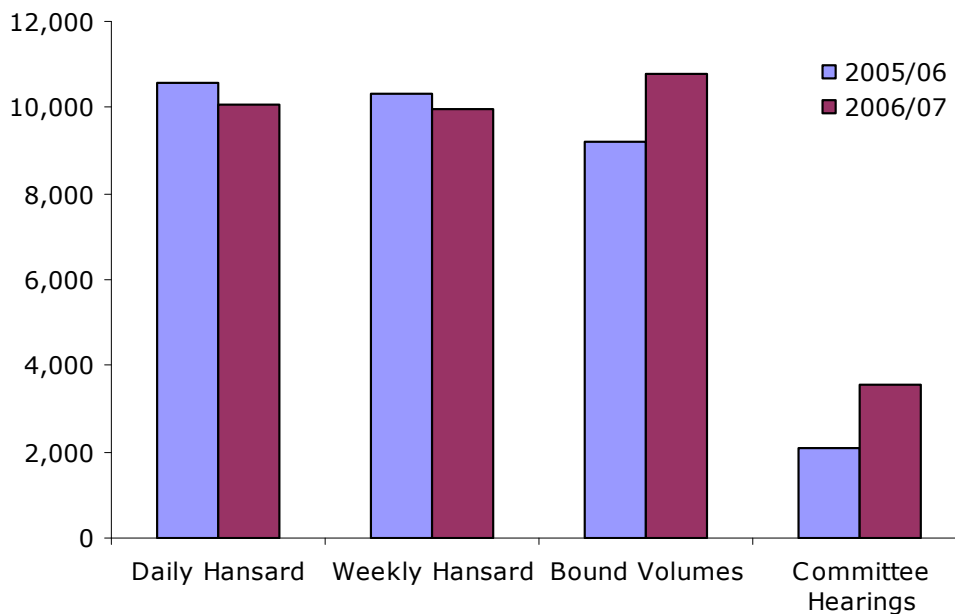
98%

"Professional, accurate and timely"
"Offer great services and they put a lot of pride in their work"
"Excellent service and friendly, helpful staff."

Hansard	2005/06		2006/07	
	Number	Pages	Number	Pages
Daily Hansard	140	10,596	121	10,085
Weekly Hansard	26	10,313	29	9,981
Bound Volumes *		9,221		10,797
Committee Hearing Transcripts				
Select and Standing Committees	84	2,094	122	3,568
Broadcast of Parliamentary Proceedings				
		Hours		Hours
Legislative Council		378		355
Legislative Assembly		451		487

* Bound Volumes cover January - December in each calendar year

Transcript Pages



LIBRARY AND INFORMATION SERVICES

GOAL

*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 2006-07

- o Redesigned the Library's intranet pages.
- o Upgraded the Library's management systems resulting in an expansion of the electronic document collection, improved cataloguing standards and consistency across all databases.
- o Expanded the print media database to allow members of Parliament to access national, state and local news by 8.00 am each day.
- o Developed new publications to complement the history of the Parliament of Western Australia, including *Electorate Profiles for the Legislative Council, Government Ministries from 1890 to present time* and *MP Footballers*, and summary sheets were prepared on a bill of rights, heritage, carbon emissions, daylight saving, emission trading, local government electoral system, parliamentary ethics commissioners, surrogacy and prosecuting sexual assault.
- o Expanded members' collection, with more than 100 electronic items added.
- o Expanded training role on Library services for users.
- o Developed a records management thesaurus for the Parliamentary Services Department.

LOOKING AHEAD

- o Finalise the updating of electorate profiles with 2005 Census data.
- o Investigate ways to improve searching across library databases with federated and enterprise search options.
- o Publish an analysis of changes to electoral boundaries with the introduction of one vote, one value electoral reform.
- o Continue development of library publications to share information and improve knowledge and understanding of relevant issues.

MAJOR ACHIEVEMENT

Improved Online Information

Considerable improvements to the accessibility of online information, including the redesign of the Library's intranet site, have resulted in increased usage of the site. Quick links, via 'Hot Topics', 'Express Lane', 'Top Stories' and 'This Month's Read', provide easy access to pages and databases. The addition of book cover graphics drawing attention to new books has increased borrowing. The Library's "OnQ" media service continues to be heavily patronised. The development of relevant library publications such as 'In the Spotlight' brings together information from around Australia and overseas on particular topics relevant to parliamentary debates and committee work.

SURVEY RESULT

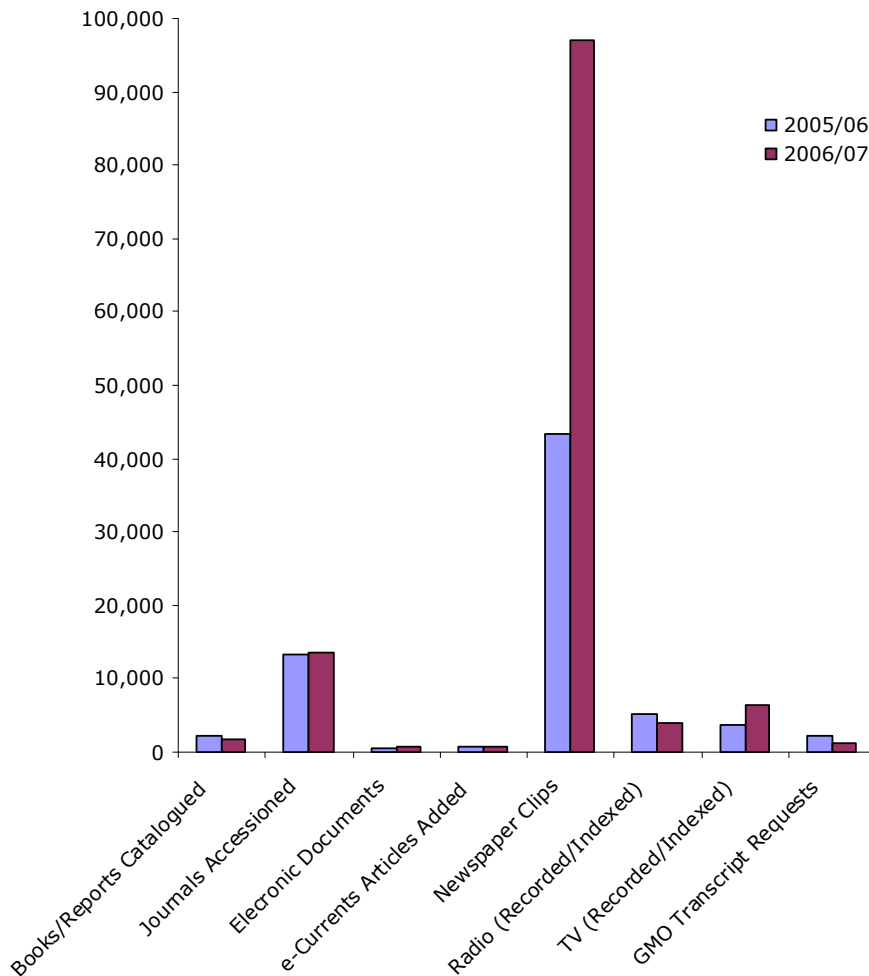
Percentage of respondents who rated 'Good' or 'Very Good'

94%

"The Library always performs at an exemplary level"
"This Library is a model for all other State Library Services"
"Helpful staff and always ready to assist"

Reference Services	2005/06	2006/07
Inter-Library Loans	118	237
Requests	5,425	4,777
Special Searches	5,378	2,457
Online Queries	56,023	356,355
Items Circulated	98,631	175,060
Total	165,575	538,886
Collection Development		
Documents/Books Catalogued	16,729	16,518
News Items Recorded/Indexed	54,398	108,501
Total	71,127	125,019

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 2006-07

- Provided catering for state visits from Ambassadors and High Commissioners from Israel, Singapore, Canada, the United States of America, Vietnam, Peru, Norway, Argentina, Chile, Bangladesh, Fiji, the Czech Republic, Sri Lanka, Ghana, the European Commission, Thailand, Turkey, Bosnia and Herzegovina and Laos.
- Catered for the receptions associated with the reopening of the Legislative Assembly Chamber.
- Catered for the ANZACATT conference during Catering's traditional shutdown period.
- Introduced a continental breakfast service in the members' bar on Thursday sitting days.
- Upgraded evaporative cooling system in main kitchen.
- Upgraded point of sale system and enhanced monthly account processing.

LOOKING AHEAD

- Purchase key kitchen equipment, including a food service trolley, vacuum packing machine and additional industrial microwaves to reduce wastage and increase food safety and speed of service.
- Plan and implement a Traineeship Program and an apprentice Chef Program.
- Set up function and event planning brochure including booking protocols, menu, beverage price lists and details of other charges.
- Communicate seasonal catering changes to members via promotional brochure displaying new menus and updates.

MAJOR ACHIEVEMENT

Improved Management of Catering Facilities

The Catering Services unit has introduced a range of new processes to improve communication and refine the delivery of key services. Regular and structured meetings for dining room, bar, kitchen and senior Catering Services staff have created a forum in which many suggestions to improve our services can and have been made. These meetings improved communication within Catering Services.

Meetings are held daily, weekly and monthly, and ensure that all Catering Services staff are briefed on upcoming functions, general operations and other PSD unit developments consistent with the new Parliamentary Services values.



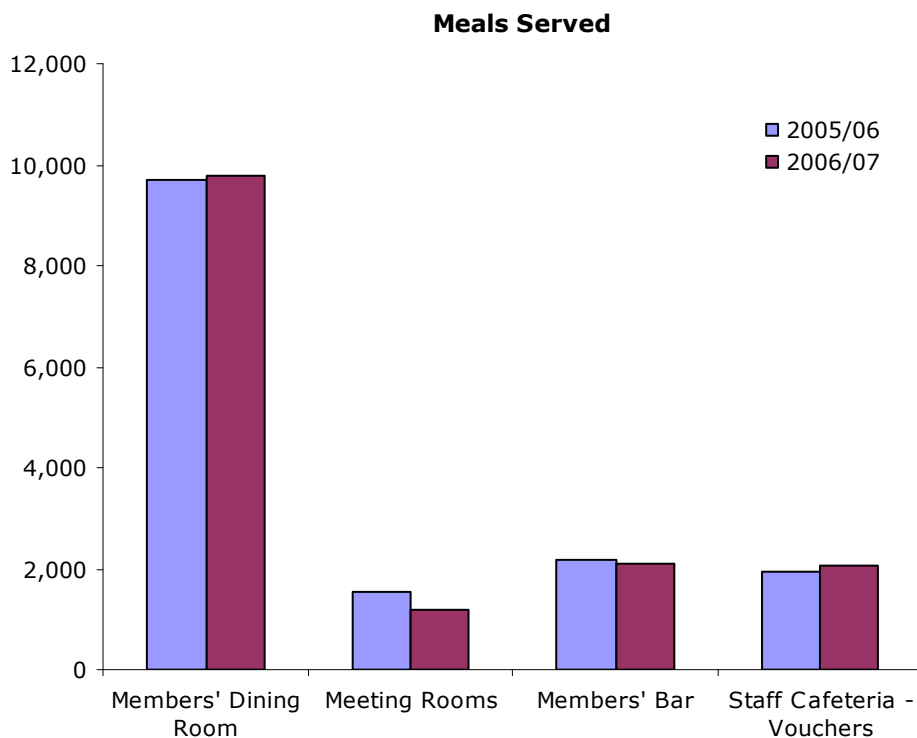
SURVEY RESULT

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

86%

"Great catering staff - the kitchen are always flexible and willing to help when meetings need to be catered for 'at the last minute'."
"Considering the long hours and having to serve both staff and members, all catering staff are always so nice and friendly."

Meals	2005/06	2006/07
Members' Dining Room	9,720	9,800
Working Luncheons (Meeting Rooms)	1,525	1,200
Members' Bar	2,189	2,102
Staff Cafeteria (staff meal vouchers)	1,959	2,041
Total	15,393	15,143
Functions		
Number of Functions Held	321	215





FINANCIAL SERVICES

GOAL

*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 2006-07

- Finalised procurement policies and implemented electronic purchase order system in liaison with IT.
- Upgraded the Financial and Management Information System and migrated to a new server.
- Reviewed and implemented system maintenance support with new service provider.
- Updated risk management policy and risk management guidelines based on unit business impact analysis questionnaires.
- Reviewed capital budget process and prepared capital investment plan for 2007-08 and out years.
- Implemented improved salary packaging provisions and coordinated superannuation seminars for members.
- Implemented new remittance notification to members.
- Assisted parliamentary departments with funding requests.
- Provided ongoing support to the Governor's Establishment.
- Received clear audit opinions for all 2005-06 financial statements.

LOOKING AHEAD

- Enhance procurement processes, including the introduction of the electronic purchase order system in the Legislative Council and Legislative Assembly.
- Ongoing review of risk management and business continuity plans.
- Review of the accounting manuals.

MAJOR ACHIEVEMENT

Procurement Advisory Function

As part of Financial Services' procurement advisory function, procurement policies were reviewed in liaison with the Legislative Council, the Legislative Assembly and the Parliamentary Services Department. Processes have been established to assist with the procurement of goods and services, market testing of suppliers and documentation. An electronic purchase order system to enhance procurement was also developed jointly with IT and implemented within the Parliamentary Services Department.

SURVEY RESULT

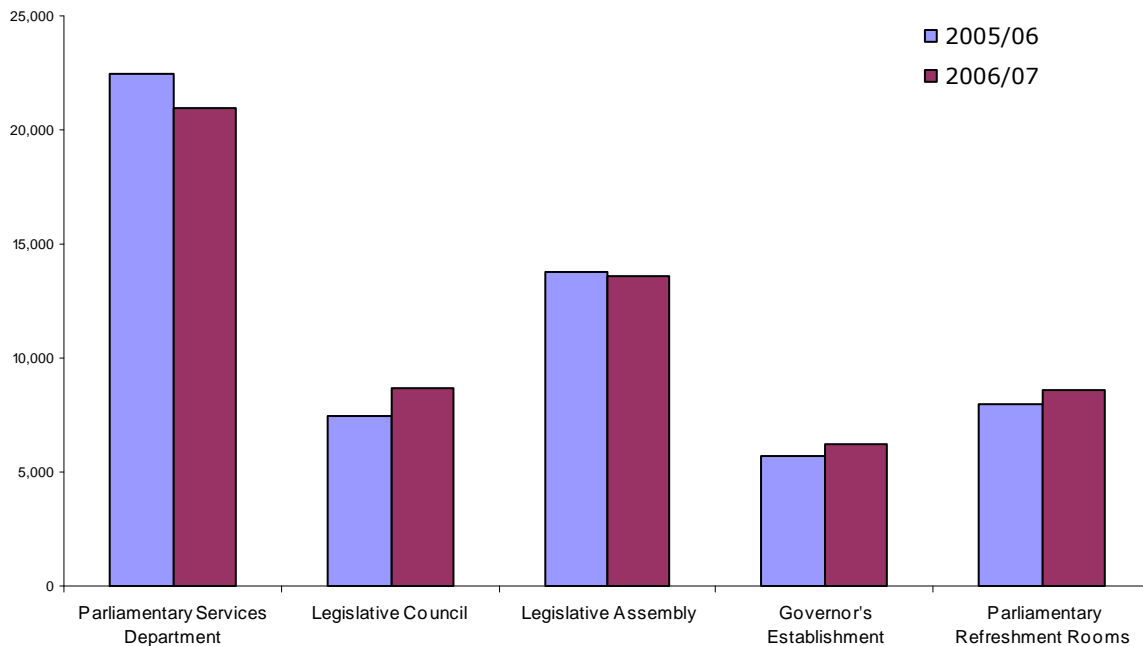
Percentage of respondents who rated 'Good' or 'Very Good'

90%

"They provide great services and offer training to staff"

Transactions by category		
	2005/06	2006/07
Number of transactions processed		
Parliamentary Services Department	22,490	20,992
Legislative Council	7,434	8,706
Legislative Assembly	13,791	13,623
Governor's Establishment	5,658	6,240
Parliamentary Refreshment Rooms	8,019	8,589
Total	57,392	58,150
Number of Members' Claims Processed		
Legislative Council	344	489
Legislative Assembly	394	669
Total	738	1,158
Average Turnaround for Members' Claims (Days)		
Legislative Council	1.8	1.4
Legislative Assembly	1.7	1.8

Number of transactions processed





HUMAN RESOURCES

GOAL

WESTERN AUSTRALIA

*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 2006-07

- o Assisted with the implementation of various Focus on the Future initiatives.
- o Presented a paper on professional development at the Perth ANZACATT conference.
- o Negotiated Parliamentary Employees General Agreement 2006 through to registration.
- o Recognised 22 staff through awards at the members' and staff Christmas party.
- o Ensured the participation of PSD staff in various development workshops designed to better the workplace, improve communication and establish corporate values.
- o Committed to independently review classification levels for parliamentary positions.
- o Positive audit finding on the back-payment of salaries relating to the 2006 GA.
- o Expanded the induction program to include mentoring and organisational health checks.
- o Established workers' compensation injury management policy.
- o Enhanced salary packaging provisions for staff.

LOOKING AHEAD

- o Renegotiate the Parliamentary Employees General Agreement for 2008.
- o Ongoing classification of parliamentary positions.
- o Develop additional HR policies.
- o Improve ConnX payroll self-service kiosk function to enable remote access.
- o Continued emphasis on flexible working conditions.
- o Continue Focus on the Future program.

MAJOR ACHIEVEMENT

Focus on the Future (FOTF)

The FOTF workshops were a major initiative aimed at improving the working environment of all Parliamentary Services Department employees. There was strong participation by staff, who made many suggestions, some of which were implemented immediately, and other longer term strategies have now commenced. Key themes that emerged from these workshops, facilitated by external consultants, were the need to improve communication, involve employees more in decisions that affect their work, and value each person and their role in the Parliamentary Services Department.

Significant progress was made on initiatives arising from the workshops, including the establishment of a staff noticeboard and electronic Bulletin Board, Employees of the Quarter awards, sundowners, improvements to inductions for new employees, the establishment of Parliamentary Services values, mentoring and organisational health checks, and the installation of a PC in the staff cafeteria to assist wages staff who do not have work-related computer access. We accept we still have a way to go; however, these new strategies are now a part of how we do things. Each year we plan to renew our commitment with an all-of-PSD staff follow-up.



SURVEY RESULT

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

86%

"Human Resources is always ready to listen and help. Very good to me, well done"
"Exceptional services. Compared with all the other places I used to work, here is the best qualified, appreciative and trustworthy staff."
"Appreciate all the work and willingness to help. Thanks"

PSD Staff Movement	FTEs		Headcount					
	(Ex. Casuals)		Male		Female		Total	
	2005/06	2006/07	2005/06	2006/07	2005/06	2006/07	2005/06	2006/07
at 1 July	94.97	91.65	67	66	50	46	117	112
Recruited	7.6	10.5	12	9	5	9	17	18
Separated	10.7	9.2	14	8	9	6	23	14
at 30 June	91.65	92.37	66	67	46	49	112	116
Positions Vacant	4	3					4	3
Total	95.65	95.37	66	67	46	49	116	119
% Turnover	11.3%	10.0%						

PSD Staff Statistics	Headcount					
	Male		Female		Total	
	2005/06	2006/07	2005/06	2006/07	2005/06	2006/07
Employees						
of age > 48 years	29	30	21	21	50	51
within 2 years of next LSL entitlement	15	10	10	12	25	22
with current LSL Entitlement	12	13	10	8	22	21
Training						
Employees who attended a course	49					
as a % of total staff	42.24%					

Other Services





APPENDICES

WESTERN AUSTRALIA

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 - **Focus on the Future**

APPENDIX E:

Parliamentary Services Department - **Travel & Conferences**

APPENDIX F:

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

APPENDIX G:

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

APPENDIX H:

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 43 per cent response rate indicated the following assessment:

- **47 per cent** of members rated performance as **'very good'**
- **93 per cent** of members rated performance as **'good' or 'very good'**
- **99 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.

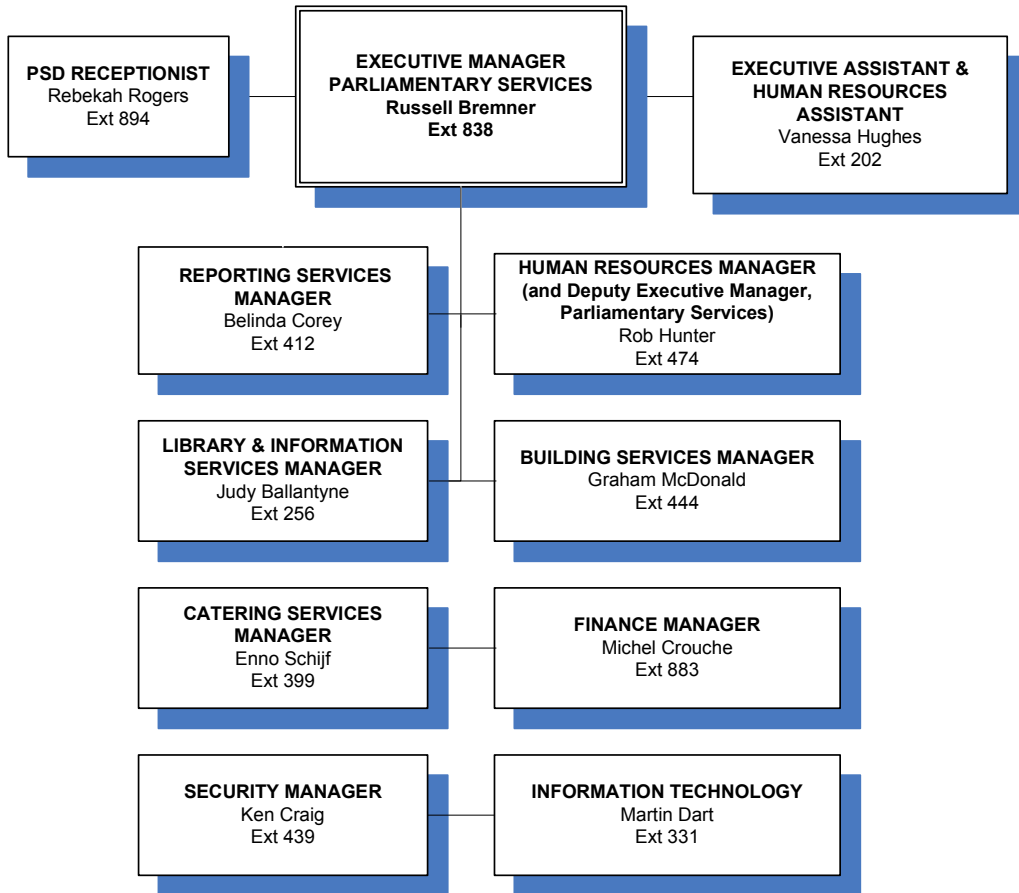
PRESIDING OFFICERS, MEMBERS, and STAFF SURVEY

The survey completed by members was also completed by the Presiding Officers and staff, and included questions relating to Human Resources. A total of 95 responses were received: 39 from members, 54 from staff and one from each Presiding Officer.

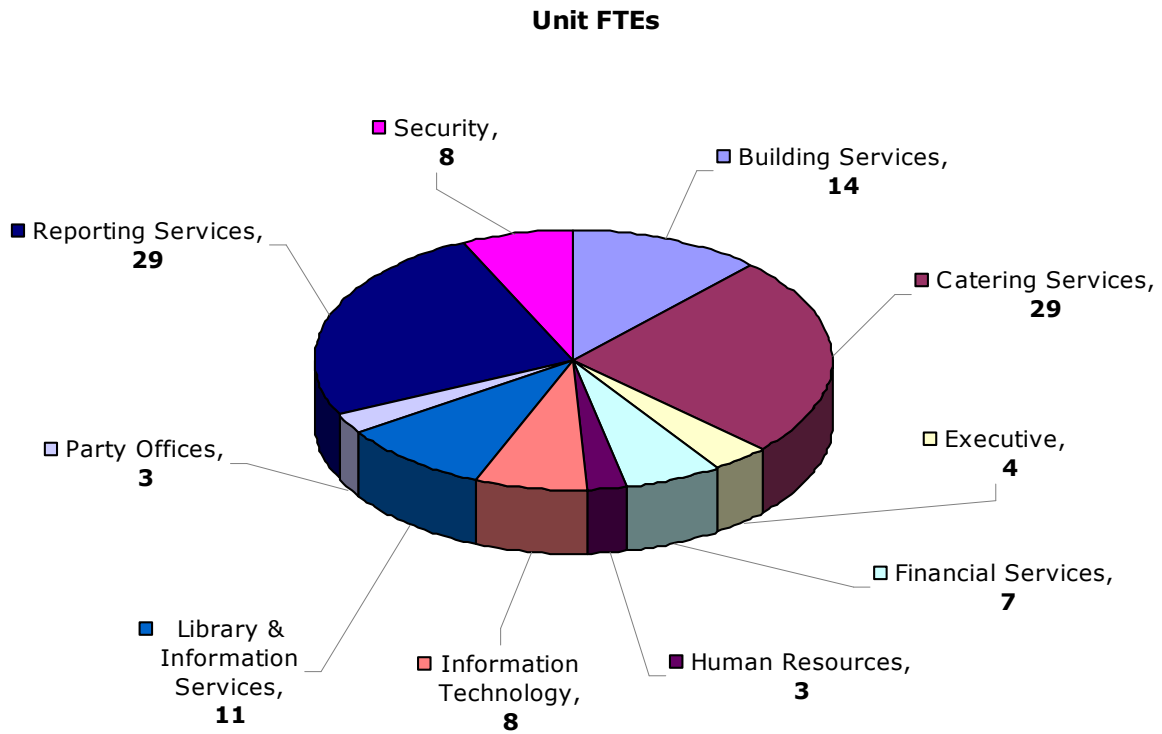
The table below summarises the overall percentage rating for the Parliamentary Services Department's two key effectiveness objectives as reflected in this year's budget papers.

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%	98%	98%
Members of Parliament	100%	99%	99%
Staff and Presiding Officers	98%	99%	99%

PSD STRUCTURE CHART



STAFFING AT A GLANCE



Recruitment for Parliamentary Departments (includes casuals)		
	2005/06	2006/07
Legislative Council	7	5
Legislative Assembly	11	11
Parliamentary Services Department	15	18
Total	33	34

Payroll Services Provided		
	2005/06	2006/07
Legislative Council Members	34	34
Legislative Council Staff	33	34
Legislative Assembly Members	58	58*
Legislative Assembly Staff	57	69
Parliamentary Services Department Staff	130	130
Governor's Establishment	36	33
Total	348	358

* New Member of Parliament elected to replace retiring Member

FOCUS ON THE FUTURE

The winners of the Parliamentary Services Department "Employee of the Quarter Awards" for the January-March and April-June 2007 quarters are listed below (commenced January 2007).

All have been recognised for their outstanding work contribution over the past quarter, their willingness to assist and support other team members achieve results, their positive displays of customer service, their demonstrated commitment to the Parliamentary Services Department Values, their role modelling for other staff and their contributions to process improvements.

Congratulation to all winners.

	January- March	April- June
Building Services	Paul Tupanceski	Joe Fenech
Security Services	Lance Rosich	Neill Dorset
Information Technology	Phil Edwards	Mike Nye
Reporting Services	Morey Grafton Kylie Wild	Sandra Stockman Helen Steven
Library and Information Services	Marko Kanban	Kyley Felix
Catering Services	Mark Bore Alice Muller	Greg Craib Josipa Bacic
Financial Services	Carolynn Hill	Allyson Wake
Human Resources and Executive Services	Tina Hunter	Rosa Butto

TRAVEL AND CONFERENCES

TRAVEL AND CONFERENCES

HOSTED at Parliament House

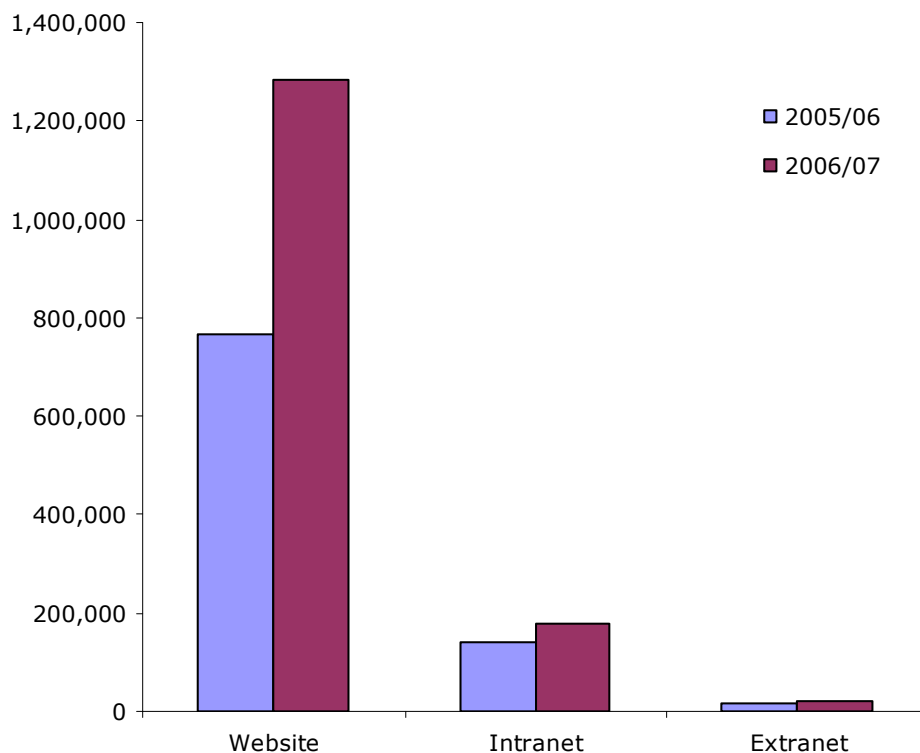
- The Australia and New Zealand Association of Clerks-at-the-Table Conference (ANZACATT)

ATTENDED

- CEO Conference, Canberra
- 32nd Conference of the Australasian and Pacific Hansard Editors Association, Brisbane
- Information Online 2007 Conference and Exhibition, Sydney
- APLA Workshop, Canberra
- Australia and New Zealand Parliamentary Information Technology Forum 2006, Adelaide
- Visits to South Australia, NSW, Victoria, QLD and Federal Parliaments
- Parliamentary Bowls Carnival, Adelaide

POWAnet STATISTICS

Total Number of Visits



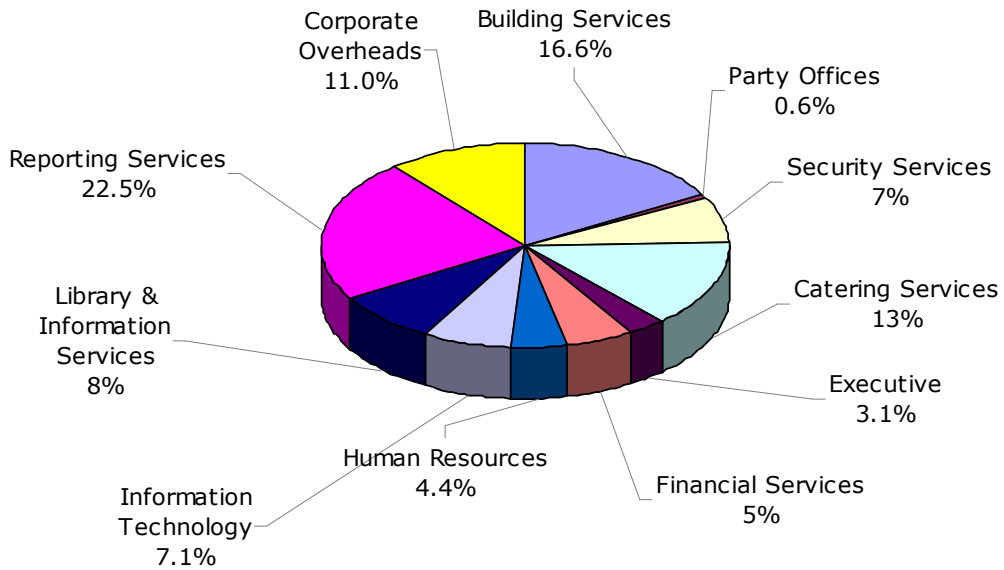
Parliament Web Site Statistics	2005/06	2006/07
Total no. visits	768,082	1,284,241
Average no. visits per day	2,104	3,518
Total no. pages accessed	5,904,184	7,181,381
Average no. pages accessed per day	16,175	19,675
Total no. Live Broadcast visits	22,811	18,432
Average no. Live Broadcast visits per sitting day	326	438

POWAnet - Intranet Statistics	2005/06	2006/07
Total no. visits	138,795	177,204
Average no. visits per day	380	485
Total no. pages accessed	1,091,168	2,852,664
Average no. pages accessed per day	2,989	7,815

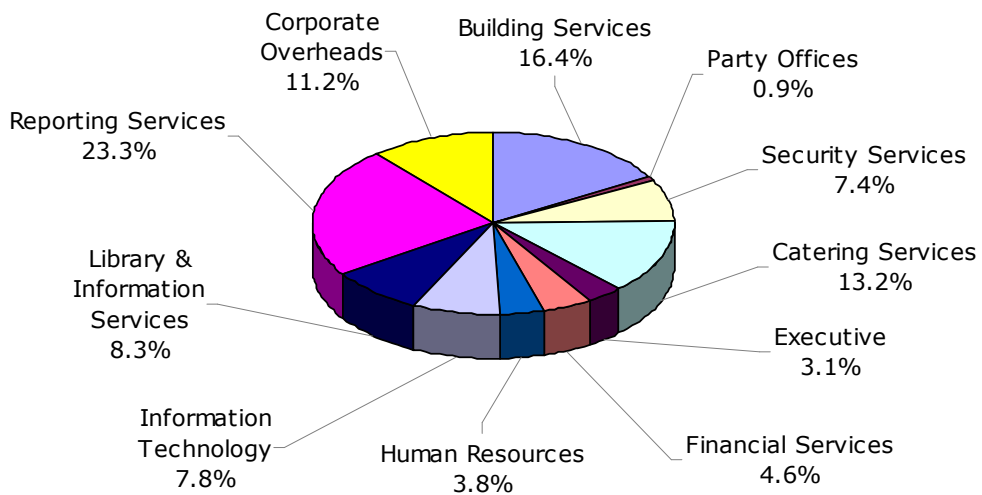
POWAnet - Extranet Statistics	2005/06	2006/07
Total no. visits	16,094	20,949
Average no. visits per day	44	49
Total no. pages accessed	996,391	1,319,747
Average no. pages accessed per day	2,729	3,615

PSD EXPENDITURE

2006-07 Recurrent Expenditure by Unit

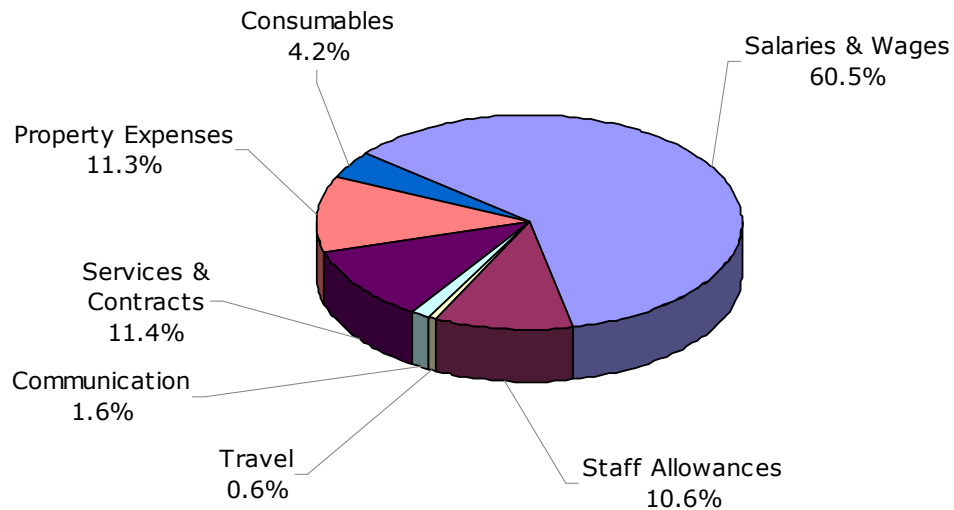


2005-06 Recurrent Expenditure by Unit

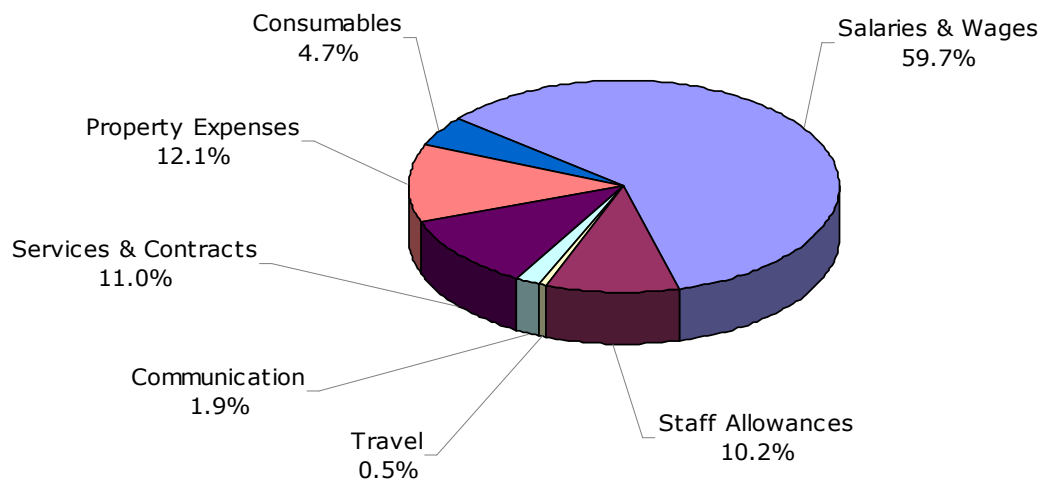


PSD EXPENDITURE

2006-07 Recurrent Expenditure by Cost Category



2005-06 Recurrent Expenditure by Cost Category



FINANCIAL STATEMENTS