



PARLIAMENTARY SERVICES



Annual Report
2009–10



Hon Barry House, MLC
President of the Legislative Council

Hon Grant Woodhams, 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 2009–10.

This report details, for each Parliamentary Services functional area, a list of major achievements for the 2009–10 financial year, some planned initiatives for the future and statistics relating to some 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 about our services.

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

I would like to thank you for the support you have provided, the members of the Parliament's Parliamentary Services Committees for their input to Parliamentary Services' operations and, of course, the staff of the Parliamentary Services Department for their ongoing contribution.

Russell Bremner
Executive Manager Parliamentary Services
Accountable Officer
Parliamentary Services Department



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FOREWORD

The Parliamentary Services Department (PSD) focuses on providing high quality services to the two chamber departments, Members of Parliament, staff and users of our facilities such as visitors, guests and visiting dignitaries.

Each year our team of specialised managers, together with their staff, examine our services with a view to finding more efficient systems of delivery. Integral to this process is the feedback we receive from the Presiding Officers, members and staff in the department's annual survey. In 2009–10 PSD was able to enhance its services while at the same time maintain a tight budget within the confines of continuing financial pressure. During the year, we:

- streamlined our highly popular media monitoring services and added podcasting of press conferences to the many services available to members;
- increased the reliability of our wireless network by upgrading the technology and implemented new back-end infrastructure to provide a more secure and robust platform for our IT applications;
- improved the safety and health of our environment by actively educating staff, completing workplace hazard inspections, developing policies and remedying problems;
- redesigned our emergency response procedures;
- implemented an electronic document and records management system to enable us to better manage our important corporate records;

- commenced work on the strategic Parliamentary Reserve Master Plan, which incorporates the Parliament's current and future accommodation requirements;
- managed the Legislative Council chamber refurbishment, which preserved its heritage while modernising its functionality;
- revised some of our financial management practices, which resulted in our Finance unit being awarded an Excellent rating by the Office of the Auditor General;
- continued our program to implement waterwise strategies in our reserve with drought-tolerant gardens and scaled watering;
- contributed to the Parliament's risk management strategy by creating a Crisis Management Team, participating in a business risk analysis, developing a strategic risk management framework for IT infrastructure and services and supporting various initiatives to reduce the overall risk to the Parliament;
- upgraded parts of our audiovisual equipment to deliver a higher quality and more reliable broadcast of parliamentary proceedings throughout the building and across the internet; and
- installed broadcasting facilities in the Legislative Assembly Committee Office.

We are particularly proud of our achievements this year.





We are excited about 2010–11, during which we aim to redesign the Parliament's website, implement Microsoft Office 2010, tighten security controls, enhance occupational safety and health, improve sustainability and develop a comprehensive business continuity plan. We will also continue to review the cost of our services.

We anticipate some challenges in 2010–11, including obtaining funding for some of our capital projects and unfunded recurrent expenses, moving our corporate hard copy and vital records into the electronic document and records management system and gaining support to deliver a 'one-stop shop' for members, in which all members' services are delivered by the Parliament.

As usual, our professional and committed staff will provide the valuable support needed to ensure that PSD achieves success in 2010–11.



Russell Bremner
Executive Manager Parliamentary Services





The Parliamentary Services Department (PSD) has the primary role of providing professional support services to the Members and Departments of the Legislative Council and Legislative Assembly. Comprising approximately 120 staff employed across nine business units, Parliamentary Services provides specialist support and advice, manages both the building and information technology infrastructure and is responsible for ensuring that parliamentary facilities meet the requirements of users.

PSD is subject to the joint direction and control of the two Presiding Officers, who work closely with the department's executive group. With a clear focus on governance, safety and health, sustainability and risk management, the department achieved outstanding success in 2009–10.

PLANNING IN THE PARLIAMENTARY SERVICES DEPARTMENT

The business units within PSD take great pride in planning and delivering their services. Each year the various teams meet to discuss future challenges and devise a plan to improve services. Underpinning our planning is a strong sense of professionalism, which is one of the department's core values.

STRATEGIC DIRECTION

As part of our overarching strategic plan the department has committed to a set of strategic themes. Each business unit plays a role, either directly or indirectly, by contributing to activities that reflect our themes. From an operational perspective this means that our procurement follows best practice; decisions we make about services consider sustainability; our working practices maintain a safe and healthy environment; risks are adequately managed; and we capture and retain our corporate information.

Planning in PSD is approached in two main ways.

- At a business unit level, each unit examines its costs and service objectives and devises a plan to achieve its agreed standards. Unit managers and their key staff regularly review these commitments and their resources. Where necessary units amend their plans to ensure that the best outcome is always achieved. As part of the planning approach managers monitor their own budgets, produce an annual unit plan and report monthly to the executive.
- At a departmental level, the department's overarching commitment to our users and our future expectations come together to form the Parliamentary Services Department's strategic plan. The strategic plan guides the business units toward our service deliverables and outlines the department's longer term ambitions. Within this plan the department has identified the key themes of Service Delivery, Sustainability, Risk Management, Occupational Safety and Health, Governance and Accountability and Records and Document Management.



Building Services Manager Graham McDonald discussing plans with Project Manager Dan Cochrane





PARLIAMENTARY SERVICES CORPORATE MANAGEMENT TEAM

MISSION

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

GOAL

Excellence in the provision of quality services to the Parliament of Western Australia



The department's Corporate Management Team representing the nine business unit managers: f.l.t.r. Ken Craig, John Buchanan, Dawn Timmerman, Enno Schijf, Russell Bremner, Graham McDonald, Belinda Corey, Rob Hunter and Judy Ballantyne

KEY CHALLENGES

Parliamentary accommodation

The Parliament has insufficient accommodation. The majority of Members of Parliament share restrictive, modestly fitted offices that have no room in which to hold a meeting or have a private discussion. On sitting days, when activity around the House is particularly busy, meeting rooms are often fully booked, and members have to 'make do' because they have no alternative. Almost 30 per cent of parliamentary staff are accommodated in off-site buildings within walking distance of the House, and this presents some challenges, as does a lack of function, reception and storage facilities; lack of space for plant and equipment; and insufficient parking on sitting days.

To ensure that the Parliament has adequate facilities and resources, planning is underway on a statement of current and future needs.

Sustainability

The Parliament is committed to reducing its carbon footprint and contributing to improvements in sustainability. Initiatives range from simple processes such as installing energy-efficient light globes, increased recycling and raising staff awareness, through to major projects in which building design and fit-out focus on fabrics and materials that are environmentally sympathetic and new plant is chosen to deliver the highest efficiency rating possible.

Workloads

2009–10 was a very busy year for Parliamentary Services, with both a heavy sitting schedule and a number of large projects undertaken. This year we experienced a significant increase in committee activity, with a 50 per cent increase in hearing bookings since 2007–08 and an 85 per cent increase in hearing hours. Provision of support services to meet this level of activity necessitated flexibility in work scheduling and commitment from our staff.

Our capital works program was also very demanding; however, we mitigated any disruption to services by closely managing the projects. These included the refurbishment of the Legislative Council chamber, upgrades to the fire hydrant system, new catering refrigeration facilities, the establishment of a wash-up area for gardeners and the installation of broadcasting facilities in the Legislative Assembly Committee Office.





Safety Culture

The Parliament's occupational safety and health management system (OSHMS) was implemented in earnest during 2009–10. The OSHMS is the overarching framework for a documented and coordinated approach to safety management and is made up of five key elements: management commitment; planning; implementation; measurement and evaluation; and review and improvement.

Significant progress was made to support our commitment in such areas as training for all staff, workplace hazard inspections, increased communication and reporting, enhanced emergency and first aid response and the documenting and implementation of many policies.

We have had pleasing progress with implementing an OSH environment and embracing the safety and health culture that is developing amongst our staff.

Record Keeping, and Electronic Document and Records Management System

Parliamentary Services fully implemented an electronic document and records management system (EDRMS) in early 2010. Four months after implementation we are already realising some of its great benefits, including its search and access capabilities. A special project team was also established during the year to audit our record-keeping practices and coordinate records management training and information sessions. We are looking forward to making a full transition of our record-keeping systems to the EDRMS in 2010–11.

Member IT Services

For many years the split service arrangement between the Department of the Premier and Cabinet and the Parliament has caused difficulties and confusion for members. Both departments have worked hard to improve the service provided to members; however, this ongoing issue has not been resolved, and we remain in discussion with the Department of the Premier and Cabinet about how IT facilities for members can be improved.

Improved Risk Management

In conjunction with the other two parliamentary departments, we have been making good progress in improving risk management practices. In 2009–10 we reviewed all business continuity plans and established a crisis management team.

The crisis management team is activated if the impact of an emergency event exceeds, or is likely to exceed, a pre-agreed threshold. The members of the crisis management team have the authority to direct personnel and resources as required.

The destructive hail storm that hit Perth on 22 March this year caused significant damage to parliamentary property and was the only occasion during the year that the crisis management team was required to meet. Fortunately, it was able to stand down quickly as Parliamentary Services had recovery processes well in hand. With significant water damage to a number of offices, it was necessary to relocate approximately 30 staff but the overall loss in productivity was minimal.

Equal Opportunity Employment Arrangements

Parliamentary Services continues to provide equal employment opportunities for all employees and potential employees, and remains conscious of the needs of disabled staff, members and visitors, as well as of the elderly, parents, children and non-English speaking visitors.

Our recruitment strategies promote openness, with applications screened against clearly articulated selection criteria. If short-listed, candidates are then interviewed by a panel. The successful applicant is ultimately chosen based on their capacity to meet the job requirements. The department does not seek disclosure of birthplace, cultural or religious beliefs, family or marital status, gender orientation or sexuality, or any other information that is not relevant to the selection process. Our selection process is free from nepotism.



Storm damage, 22 March 2010



Facilities for People with Disabilities

The department conducts its business from three locations and we ensure that all new capital building projects include specific provisions to cater for people with disabilities. We have also retrofitted various areas within our facilities to improve access and egress for people with disabilities.

Our current facilities include parking spaces; disabled toilets and bathrooms; wheelchair access via a ramp and internal lifts, including to the public galleries; facilities for the hearing impaired in the chambers and public galleries; and priority assistance in our emergency evacuation response. In addition, we cater for special needs when design decisions are made.

**PARLIAMENTARY SERVICES
VALUES**

COOPERATION

*We support others to achieve excellence
We promote teamwork and share
responsibility as one Parliamentary Service*

ENCOURAGEMENT

*We value individual contributions
We recognise a job well done*

FAIRNESS & CONSISTENCY

*We make decisions in a fair
and equitable manner
We respect individual differences*

HONESTY & TRUST

*We act ethically and openly
We act with integrity*

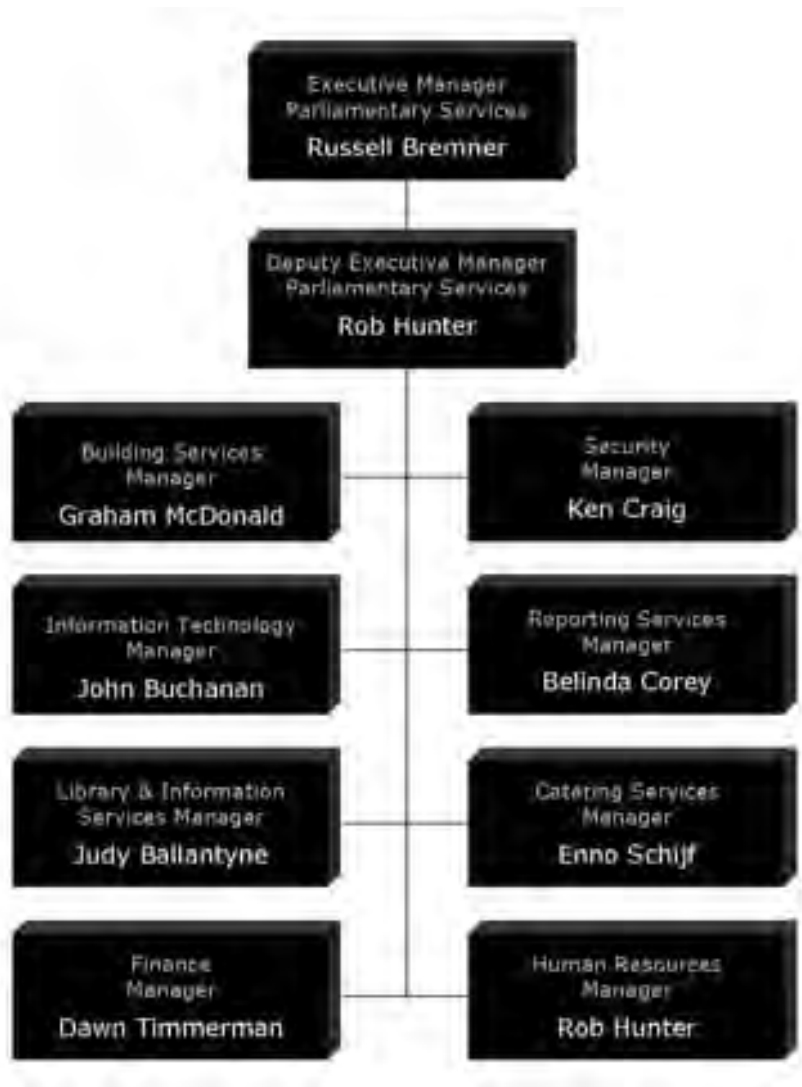
PROFESSIONALISM

*We strive to achieve excellence
We take pride in delivering our services*

RESPECT

*We treat people as we want to be treated
We maintain respect through our actions*

**PARLIAMENTARY SERVICES
STRUCTURE CHART**






 ECO-FRIENDLY PARLIAMENT
 WESTERN AUSTRALIA



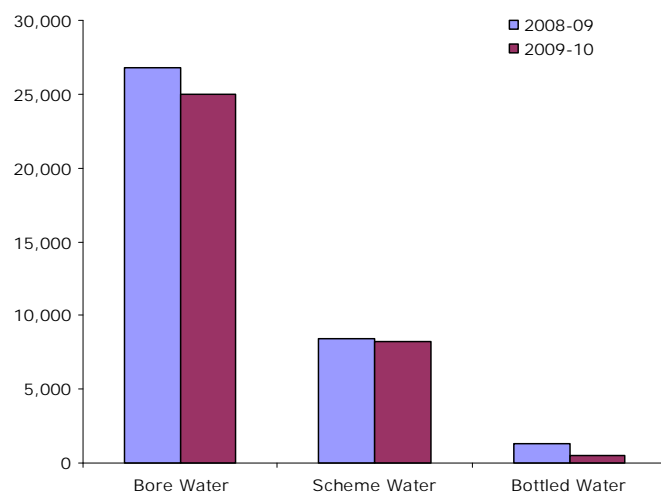
Environmentally Friendly Improvements

The parliamentary departments are committed to delivering services that are sustainable and contribute to a reduction in our carbon footprint. In the last decade we have:

- Installed low energy lamps throughout Parliament House.
- Decommissioned the fountains, which consumed vast quantities of both energy and water.
- Installed solar hot water panels to reduce our electricity usage.
- Fitted time-switch controls to the fans and air conditioning units.
- Installed motion controls to lighting circuits.
- Replaced equipment such as computers and fridges with low-energy alternatives.
- Modified tap outlets, changed shower heads, installed waterless urinals and fitted water-efficient dishwashers to reduce water usage.
- Converted exotic plants and areas of lawn in our gardens to drought-tolerant native plants.
- Installed a rain-water sensor on our bore water supply and shut the bore down for four months of the year.
- Installed waste paper recycling bins at all photocopying areas and recycled paper, cardboard, bottles and oil from the kitchen.

In accordance with our energy management plan, waterwise policy and waste management procedures we will continue to focus our efforts on reducing our environmental footprint.

Water Usage Parliament House



End of an Era

'I loved it and have no regrets at all,' said security manager Ken Craig when he retired after 16 and a half years of service at Parliament House.

During his time at Parliament Ken served under four Speakers and five Presidents and witnessed the introduction of many changes.

Ken said that when he first started in November 1993 there were no X-ray machines, closed-circuit television cameras or metal detectors. However, as security awareness

heightened over the years with events such as 11 September, the death of Detective Sergeant Geoffrey Bowen in South Australia by parcel bomb and the Bali bombings, Parliament House followed suit.

Of course, Ken had been in the security business long before his time at Parliament, which he refers to as his 'third career'. His first career was in Northern Ireland with the Royal Ulster Constabulary and his second career was with Wormald Security.

Aside from changes in security, Ken noticed other changes at Parliament House over the years. He said there had been several all-night sittings but this had not happened in recent years. The introduction of regional Parliaments was a real highlight for him. He especially enjoyed the opportunity to liaise with senior police in the regions, many of whom he knew from when they were based in Perth.

Demonstrations at Parliament House are a regular occurrence and Ken's role involved liaising with people wanting to protest to ensure the security of everyone—Members of Parliament, staff and the protesters themselves. Ken said that people have the right to protest and be heard in a secure environment and as such over the years the process has become more formalised to enable that. Ken is known for his ability to keep calm and resolve incidents through respectful negotiation. He faced many challenging situations and remembers vividly the challenge involved during the protest against the third wave of industrial relations legislation in 1997. Some protesters had occupied part of Parliament House and Ken said that it took careful negotiation to bring about a peaceful resolution. He said, 'I now have the children of protesters ringing me to apply to protest.'

Ken said, 'I will miss the unpredictability; I never had a single boring day in the whole 16.5 years—not a single boring day.' It will be a surprise to most people how frequently a security incident occurs, but, as Ken said, the role of security is to always negotiate; therefore, incidents are generally resolved discreetly. 'I always wanted everybody sitting at their office desk to feel safe while still being in a public building.'

Ken said he has the utmost respect for the police he has worked with here and at regional Parliaments, particularly the dignitary protection unit of WAPOL, which he said does a fantastic job but never gets mentioned. Ken said that he will miss the staff and members at Parliament House. 'The staff are wonderful; a fabulous bunch of people. I'll miss that because I've always had the feeling of family in the building.'

However, it is time for a sea change. Ken is looking forward to spending more time with his wife, Maureen, and enjoying his retirement. 'Everything has its time and it is like another chapter starting in my life.'



Rob Hunter, Deputy Executive Manager, honouring Ken Craig's career at his farewell function



OUR HIGHLIGHTS 2009-10





9 February 2010

Comprehensive workplace hazard inspections commence as part of a Parliament-wide program to assess OSH risks and improve safety and health in the workplace.



15 February 2010

PSD's electronic document and records management system goes live, bringing together months of planning by PSD's project manager, who was responsible for the Parliament-wide implementation.



22 March 2010

A destructive hail storm hits Perth, causing widespread damage to parliamentary premises and requiring an urgent contingency response, which was effectively coordinated by our Building Services and IT teams.



19 April 2010

The Governor of Western Australia officially opens the newly refurbished Legislative Council chamber and congratulates PSD's Building Services team on its role in managing the project.



20 April 2010

The Parliamentary Library launches podcasting of members' media statements on the intranet, providing another valuable addition to the Library's comprehensive media coverage facilities.



May–June 2010

Legislative Council and Legislative Assembly committee activity peaks at an all-time high, resulting in a dramatic increase in reportable hours for our Reporting Services team.



22 June 2010

The annual PSD members and staff satisfaction survey is distributed to gather valuable feedback about our services and measure our activity against our key performance indicators.



Legislative Council Chamber Refurbishment

The Legislative Council chamber refurbishment was completed between November 2009 and April 2010. The Building Services team worked tirelessly and in concert with consultants, contractors and stakeholders to ensure the project met the requirements of the Legislative Council.

Before the contract documentation was finalised, presentations were made to the Members of prototypes for the seats and desks and a detailed computer-generated walkthrough of the new chamber. Work went to plan, with the sitting schedules of both Houses being staggered in February and March to allow the Legislative Council to sit in the Legislative Assembly chamber during the final stages of construction.

The new chamber accommodates the current 36 members with room for expansion to 40. Each desk is equipped with a microphone, sound-enhancing speaker, hardwired data connection, attendant call button and easily accessible power socket. The air conditioning, installed several years earlier, was modified to suit the new layout and remains inconspicuous in the heritage-listed chamber. To improve wheelchair access and sightlines and increase the seating capacity for large ceremonies, the public gallery was also refurbished.

The members' seats are now mobile, and while this is a deviation from the previous fixed seating design, it is a return to the original style of seating used when the chamber was first opened in 1904.

PSD MAJOR ACHIEVEMENTS

- Refurbished main cool room to ensure it is a modern, fully compliant system.
- Upgraded fire hydrant booster set as part of our Fire Code compliancy program.
- Installed RCD protection to the electrical lighting circuits and half the distribution boards.
- Established an emergency shower and wash-up facility for the gardeners.
- Installed edge protection (safety fence) at the forecourt level.
- Installed broadcasting facilities, including cameras and control systems, in two Legislative Assembly committee rooms.
- Installed new mail X-Ray machine.
- Upgraded digital recording devices for Security's CCTV system.
- Upgraded fire detection system.
- Changed drinking water fountains from bottled water to scheme water.
- Procured and upgraded some staff desktop machines.
- Delivered upgrade to the committee system database in Lotus Notes.
- Implemented a 'Recent Sitting Video' store for both Houses.
- Implemented an electronic document and records management system for all three parliamentary departments.
- Added podcasts to the media statements database with links from the library's e-media section.
- Published an intranet page of Western Australian Royal Commissions with full bibliographic information and with some text copies.
- Developed a members' 'vault' for downloading large documents from the Parliamentary Library, accessible by a hyperlink and password.
- Upgraded Hansard search and help, and began project to put 1988–96 Hansards online.
- Expanded use of voice recognition.
- Provided timely service to committees, despite significant increase in hearing requests.
- Began providing footage of Legislative Assembly question time to A-PAC (Australian Public Affairs Channel).
- Achieved unqualified audit opinions for all parliamentary departments and Governor's Establishment in 2008–09.
- Implemented electronic purchase order system for the Legislative Assembly.
- Completed fringe benefits tax compliance review and implemented new reporting procedures.
- Progressed risk management strategies for the parliamentary departments.
- Recruited for 19 positions across the three parliamentary departments.
- Established further nine HR policies and published them on POWAnet.
- Enhanced HR databases to enable better recording of OSH and workers' compensation issues.





Reporting Workload

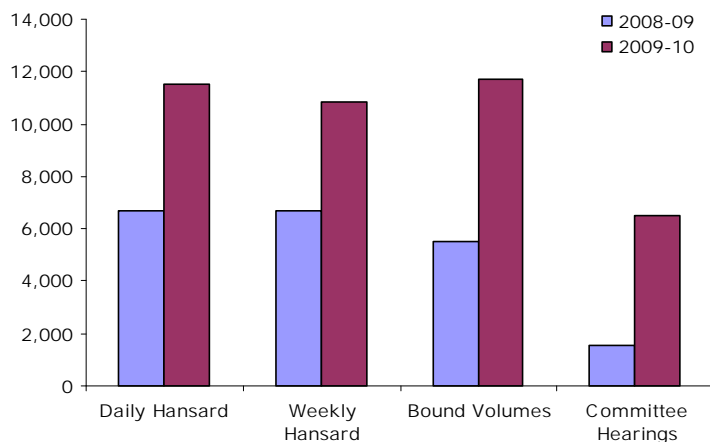
2009–10 was a very busy year for Reporting Services as it continued to provide Hansard services to the chambers and their committees. While the number of chamber hours has remained relatively constant over the past few years, Reporting Services experienced a significant increase in requests for committee hearings, reporting a total of 176 hearings over 440 hours. This represents a 50 per cent increase in hearing requests since 2007–08, and an 85 per cent increase in hearing hours. This increased output has occurred against a backdrop of changed Council sitting hours and changes to the general pattern of committee hearings, with many committees increasingly holding half or full-day hearings on the Mondays and Fridays of a sitting week. This has had the effect of compressing workload so that fewer hours are available for transcription, placing pressure on the Reporting Services team to meet Hansard deadlines and service the committees. In addition, there was increased committee travel in 2009–10, with almost 60 hours of hearings being held either interstate or intrastate.

Flexibility of the Hansard reporters, including the use of high-speed machine shorthand writers, and strategic rostering (including of part-time staff) enabled Reporting Services to maintain a service to committees in periods of high volume. Despite the increase in committee workload, about 75 per cent of all transcripts for hearings held within the metropolitan area were provided within two working days, and 12 per cent were provided within 24 hours. It is not anticipated that this demand for Hansard services for committees will decline in the near future, and alternative models are being investigated to enable Reporting Services to maintain a timely and accurate service to committees.

LOOKING AHEAD 2010–11

- Extend the coverage of the fire detection and warning systems.
- Install above-ground fire hydrants, forming a fire hydrant ringmain.
- Develop clear policies on sustainability and maintenance.
- Upgrade Security's CCTV system.
- Redevelop Word document automation to support Objective EDRMS and Office 2010.
- Migrate from Office 2003 suite to Office 2010.
- Upgrade broadcast captioning system software and hardware.
- Procure and replace next group of staff desktop machines.
- Provide audiovisual support for broadcasting of Legislative Committees.
- Make all Hansards from 1988–96 available online.
- Implement facility for members to receive speech duplicates electronically.
- Implement widescreen and digital broadcast of parliamentary debates.
- Investigate the development of a customised members' portal to bring together specific information relating to that member, including media statements, appearances and parliamentary speeches.
- Extend historical members' database by including biographical profiles.
- Consider the use of emerging web technologies and social information forums as a means of providing better and targeted information for Members.
- Review internal audit scope and engage new external contractors.
- Complete financial management system upgrade and optimisation project.
- Review and update financial policies and procedures manual.
- Coordinate risk management practices, including business continuity management planning.
- Negotiate the 2011 Parliamentary Employees General Agreement
- Coordinate a review of security processes, protocols and practices
- Update hard copy records to be fully compliant with keyword AAA filing system.

Transcript Pages





Bunbury Regional Parliament

PSD has been involved in four regional sittings, with the most recent being the Legislative Assembly's sitting in Bunbury during October 2009.

The department provided support by arranging much of the logistics, such as furniture and equipment transfer and staging; broadcast set-up; provision of IT support and network establishment; reporting services; liaison with local suppliers; and security and parking management.

Although we were able to rely on previous experience to plan for this regional sitting, each occasion presents a unique set of challenges. One of the greatest challenges in Bunbury was the reticulation of the IT network and ensuring a continuous link back to Perth so that we could prepare the Hansard.

A bonus, however, was Bunbury's close proximity to Perth, with the newly opened Forrest Highway allowing the opportunity for more site visits compared with other regional Parliaments. Overall, the department's involvement in the regional sitting was highly successful.



INFRASTRUCTURE & FACILITIES

WESTERN AUSTRALIA

BUILDING SERVICES

Goal

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

Key Responsibility

The Building Services unit 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 for today and the future.

Services include responsibility for capital projects (infrastructure upgrades) and the Parliament House art collection, the provision of switchboard facilities and the provision and maintenance of recreation facilities at Parliament House.

SECURITY

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.





Implementation of an Electronic Document and Records Management System (EDRMS)

A phased implementation of the Objective EDRMS software suite was undertaken across all three departments to deliver a corporate solution to facilitate document management and assist with the adoption of sound records management practices.

The successful implementation of the EDRMS was achieved by the establishment of an eight-month project manager position, which allowed for detailed planning and effective migration of data. The project manager role was undertaken by PSD's Library Manager, who continues to provide ongoing administration support.

IT was heavily involved in the project to ensure existing data was effectively migrated from existing locations to the new system. PSD went live with its EDRMS on 15 February 2010. This EDRMS project had been a long-term goal for the Parliament to deliver consistent document management and file-naming conventions.



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 provides all IT support services for parliamentary departments. Information Technology delivers services to members when they are at Parliament House; develops and implements appropriate standards, policies and plans; maintains an appropriate information technology hardware/software infrastructure; manages the Parliament's telecommunications systems; provides a single point of contact service desk; and ensures the efficient and effective operation of all computer systems with an attitude of best-practice professionalism and interdepartmental cooperation.

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

The Reporting Services unit 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 special parliamentary events.

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 on the internet.





Occupational Safety and Health System

As part of the ongoing implementation of the OSH system, an 'OSH toolkit' was launched in late 2009.

The information pack and accompanying education session provided staff with an overview of the responsibilities of both the employer and the employee in maintaining a safe and healthy workplace. It also outlined a schedule of OSH events for the coming year, and introduced OSH workplace inspections, which is the proactive process of reviewing the workplace to ensure any hazards are identified and then remedied.

Staff began completing the inspection checklists in February 2010 and a number of improvements have occurred as a consequence. Combined with other activities like ergonomic assessments, specialised safety training, fatigue management awareness and a comprehensive safety induction, we are on track to complete the implementation of the system within two years.



LIBRARY AND INFORMATION SERVICES

Goal

To support the parliamentary 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.

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 are also room service facilities 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.





Financial Management

PSD's financial management and reporting continues to improve, and we can proudly boast to having achieved 'Best Practice' status from the Auditor General for the external audit for 2008–09.

This recognition highlighted the benefit of significant process improvements implemented during 2008–09 and into 2009–10 and reflects the hard work and commitment of our finance staff.

Additionally, the first full financial year of PSD's zero-based budgeting approach proved highly effective, with very small variance between the projected and actual expenditure of the business units.



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, the Parliamentary Refreshment Rooms and the Governor's Establishment. Responsibilities also include administering, interpreting and advising on members' salaries and allowances; preparing parliamentary budgets; managing statutory financial reporting; providing strategic commercial, financial and procurement advice; and business continuity and risk management coordination.

HUMAN RESOURCES

Goal

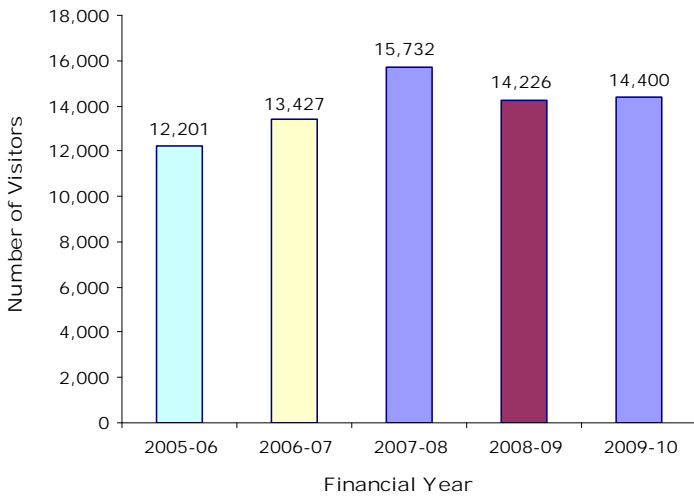
To maximise the organisation's performance by realising the potential of its employees.

Key Responsibility

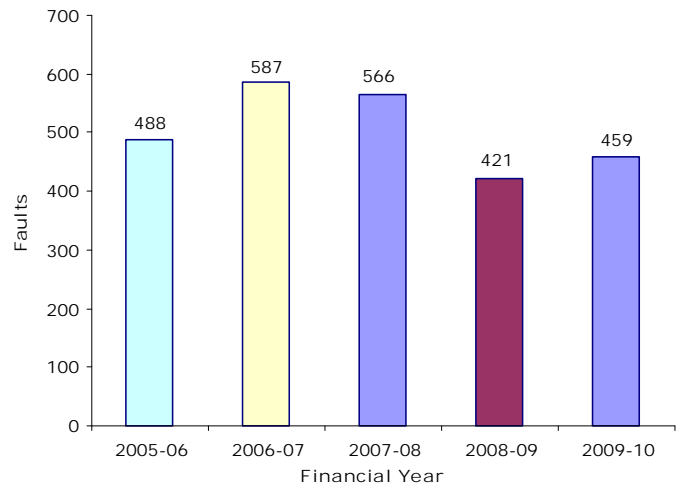
The Human Resources unit develops, implements and reviews HR policy, procedures and systems for all parliamentary departments. Responsibilities include recruitment; performance development and review; training; employee relations and industrial relations advice; interpretation and explanation of conditions 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 safety and health.



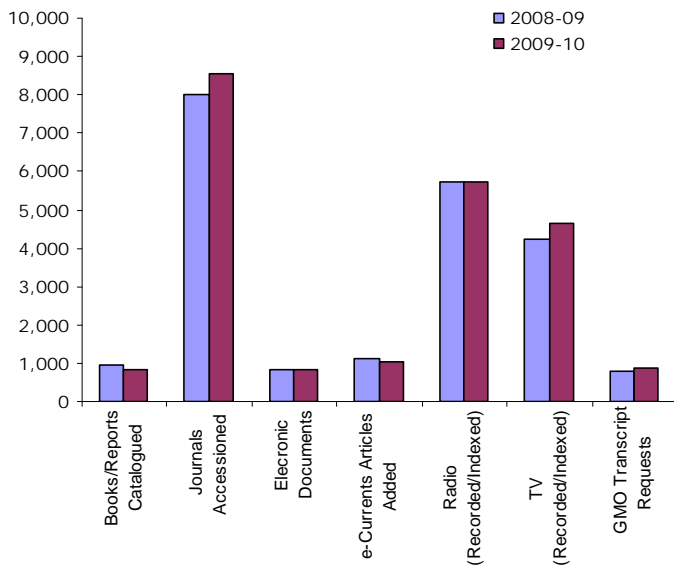
Visitors Attending a Tour



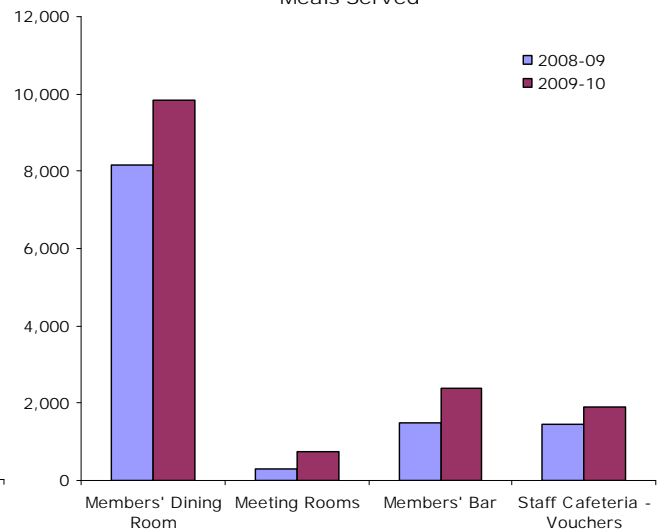
Faults - Breakdown and Repair



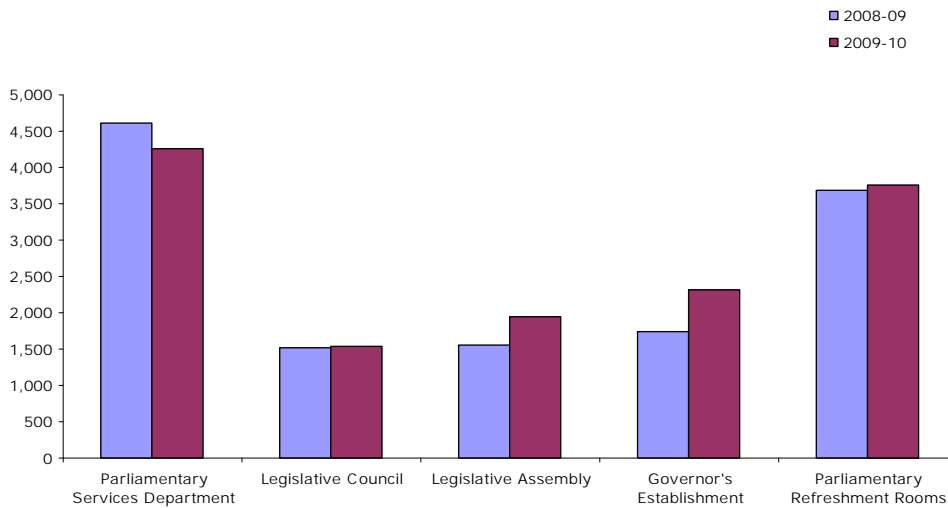
Library Collection Development



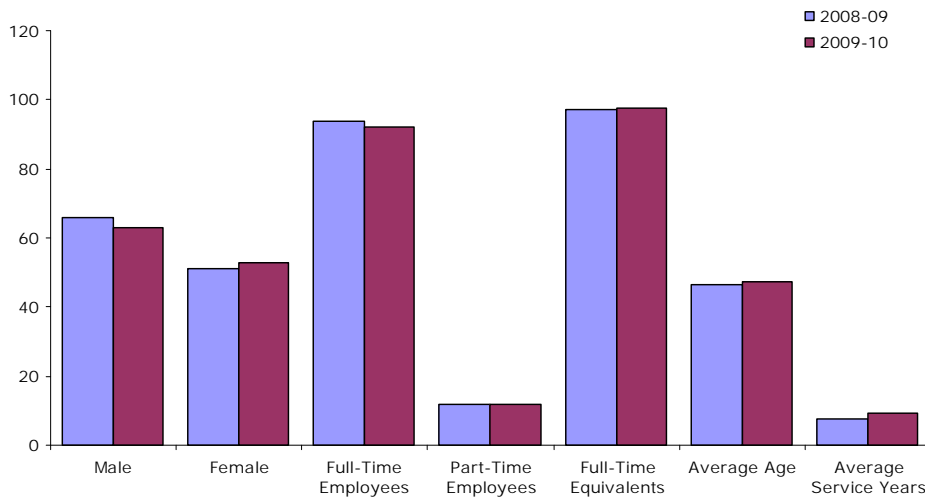
Meals Served



Number of Finance Transactions Processed



Employee Demographics





PRESIDING OFFICERS, MEMBERS AND STAFF SURVEY

A survey was conducted of all members of 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 to make comments.

The response rate indicated the following assessment:

- 31 per cent of members rated performance as 'very good'.
- 78 per cent of members rated performance as 'good' or 'very good'.
- 95 per cent of members rated performance as 'satisfactory' to 'very good'.

A number of suggestions for further improvements were submitted, and these will now be followed up.

A similar survey was also completed by the Presiding Officers and staff, and included questions relating to Human Resources. A total of 120 responses were received: 19 from members, 99 from staff and one from each Presiding Officer.

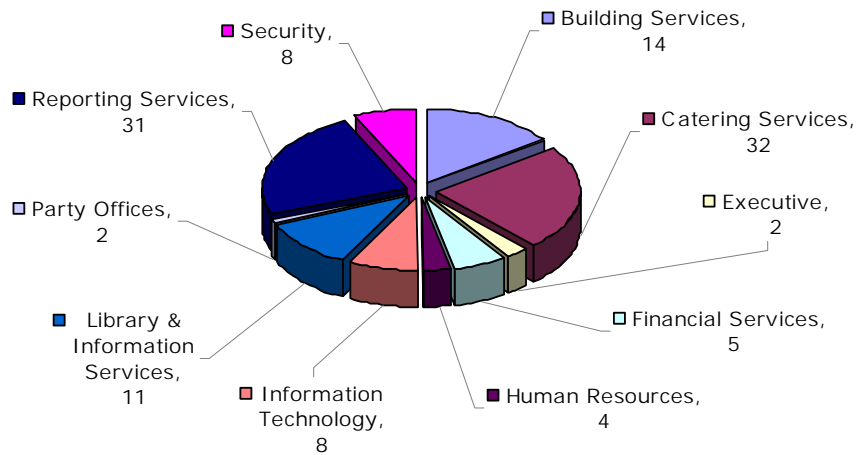
The table below summarises the overall effectiveness rating for the Parliamentary Services Department's two key services.

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	97.6%	96.5%	96.8%
Members of Parliament	97.0%	94.0%	95.1%
Staff and Presiding Officers	97.7%	97.4%	97.5%




STAFFING AT A GLANCE
 WESTERN AUSTRALIA

Unit Head Count
as at 30 June 2010



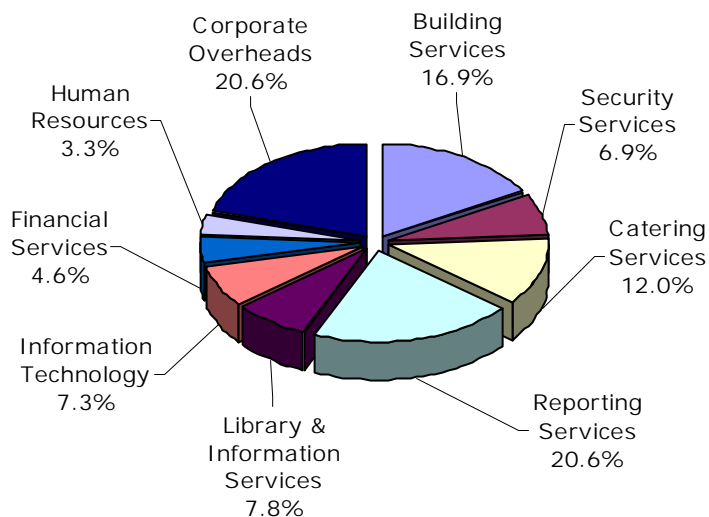
Recruitment for Parliamentary Departments (includes casuals)	2008/09	2009/10
Legislative Council	6	3
Legislative Assembly	9	6
Parliamentary Services Department	17	10
Total	32	19

Payroll Services Provided	2008/09	2009/10
Legislative Council Members	51	37
Legislative Council Staff	41	39
Legislative Assembly Members	79	60
Legislative Assembly Staff	55	49
Parliamentary Services Department Staff	142	129
Governor's Establishment	39	26
Total	407	340

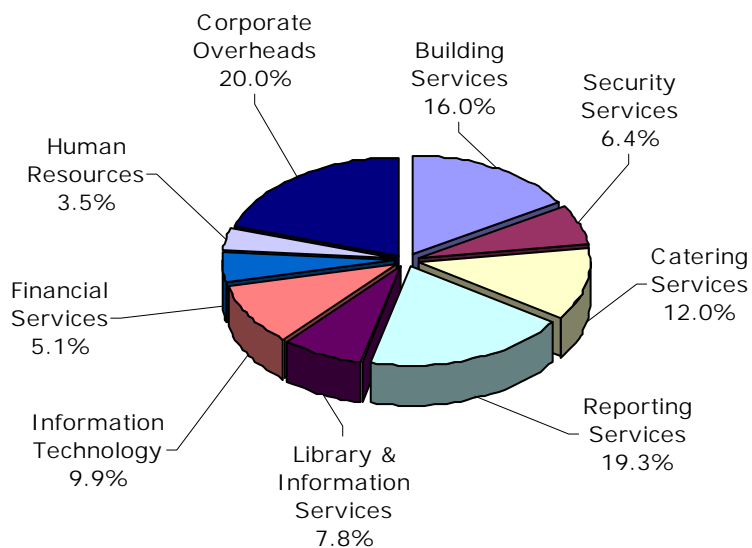



EXPENDITURE AT A GLANCE
 WESTERN AUSTRALIA

Recurrent Expenditure by Unit 2009-10

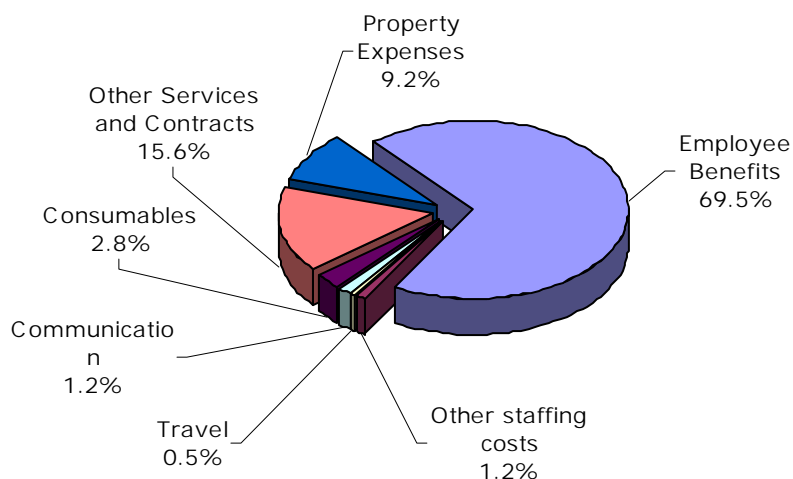


Recurrent Expenditure by Unit 2008-09

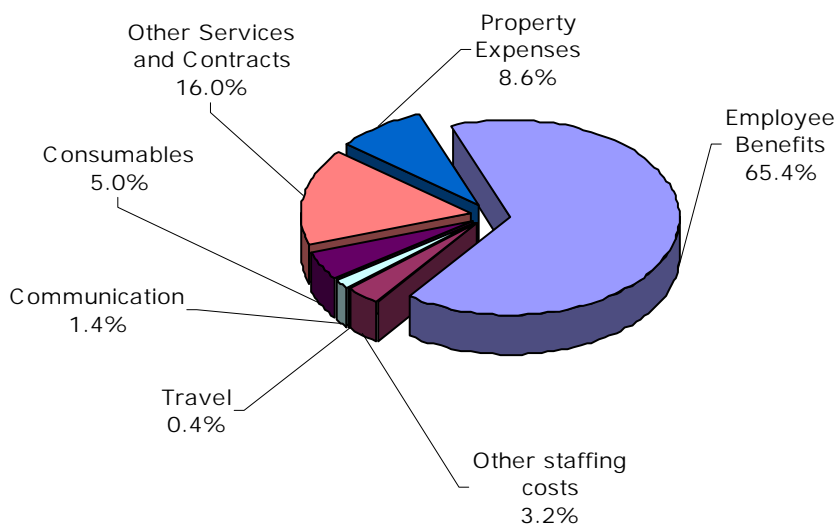



EXPENDITURE AT A GLANCE
 WESTERN AUSTRALIA

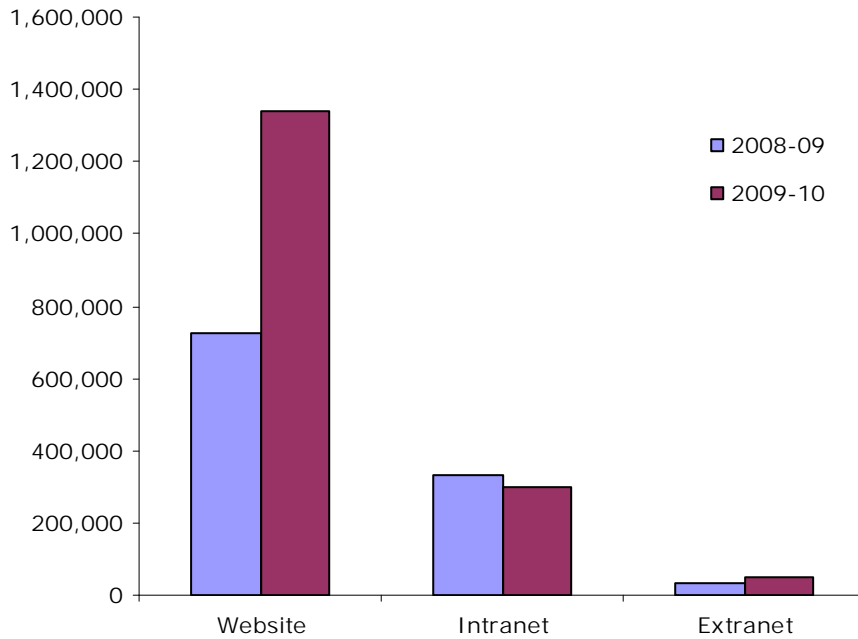
Recurrent Expenditure by Category 2009-10



Recurrent Expenditure by Category 2008-09



Total Number of Visits



Parliament Website Statistics	2008/09	2009/10
Total no. visits	725,887	1,342,135
Average no. visits per day	1,988	3,588
Total no. pages accessed	13,265,317	26,329,870
Average no. pages accessed per day	36,343	70,400

POWAnet - Intranet Statistics	2008/09	2009/10
Total no. visits	331,884	298,841
Average no. visits per day	909	799
Total no. pages accessed	2,036,961	2,309,563
Average no. pages accessed per day	5,580	6,175

POWAnet - Extranet Statistics	2008/09	2009/10
Total no. visits	35,498	48,721
Average no. visits per day	97	130
Total no. pages accessed	553,168	731,790
Average no. pages accessed per day	1,515	1,956



PARLIAMENT HOUSE
FINANCIAL STATEMENTS
WESTERN AUSTRALIA





Auditor General

INDEPENDENT AUDIT OPINION

To the Parliament of Western Australia

PARLIAMENTARY SERVICES DEPARTMENT FINANCIAL STATEMENTS AND KEY PERFORMANCE INDICATORS FOR THE YEAR ENDED 30 JUNE 2010

I have audited the accounts, financial statements, controls and key performance indicators of the Parliamentary Services Department.

The financial statements comprise the Statement of Financial Position as at 30 June 2010, and the Statement of Comprehensive Income, Statement of Changes in Equity, Statement of Cash Flows, Schedule of Income and Expenses by Service, Schedule of Assets and Liabilities by Service, and Summary of Consolidated Account Appropriations and Income Estimates for the year then ended, a summary of significant accounting policies and other explanatory Notes.

The key performance indicators consist of key indicators of effectiveness and efficiency.

Executive Manager's Responsibility for the Financial Statements and Key Performance Indicators

The Executive Manager is responsible for keeping proper accounts, and the preparation and fair presentation of the financial statements in accordance with Australian Accounting Standards and the Treasurer's Instructions, and the key performance indicators. This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements and key performance indicators that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; making accounting estimates that are reasonable in the circumstances; and complying with the Financial Management Act 2006 and other relevant written law.

Summary of my Role

As required by the Auditor General Act 2006, my responsibility is to express an opinion on the financial statements, controls and key performance indicators based on my audit. This was done by testing selected samples of the audit evidence. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion. Further information on my audit approach is provided in my audit practice statement. This document is available on the OAG website under "How We Audit".

An audit does not guarantee that every amount and disclosure in the financial statements and key performance indicators is error free. The term "reasonable assurance" recognises that an audit does not examine all evidence and every transaction. However, my audit procedures should identify errors or omissions significant enough to adversely affect the decisions of users of the financial statements and key performance indicators.

Parliamentary Services Department
Financial Statements and Key Performance Indicators for the year ended 30 June 2010

Audit Opinion

In my opinion,

- (i) the financial statements are based on proper accounts and present fairly the financial position of the Parliamentary Services Department at 30 June 2010 and its financial performance and cash flows for the year ended on that date. They are in accordance with Australian Accounting Standards and the Treasurer's Instructions;
- (ii) the controls exercised by the Department provide reasonable assurance that the receipt, expenditure and investment of money, the acquisition and disposal of property, and the incurring of liabilities have been in accordance with legislative provisions; and
- (iii) the key performance indicators of the Department are relevant and appropriate to help users assess the Department's performance and fairly represent the indicated performance for the year ended 30 June 2010.



COLIN MURPHY
AUDITOR GENERAL
17 September 2010

PARLIAMENTARY SERVICES DEPARTMENT

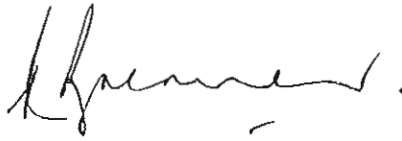
CERTIFICATION OF FINANCIAL STATEMENTS FOR THE YEAR ENDED 30 JUNE 2010

The accompanying financial statements of the Parliamentary Services Department have been prepared in compliance with the provisions of the *Financial Management Act 2006* from proper accounts and records to present fairly the financial transactions for the financial year ended 30 June 2010 and the financial position as at 30 June 2010.

At the date of signing we are not aware of any circumstances which would render any particulars included in the financial statements misleading or inaccurate.



Dawn Timmerman
Chief Finance Officer
Date: 15th September 2010



Russell Bremner
Accountable Authority
Date: 15th September 2010





PARLIAMENTARY SERVICES DEPARTMENT
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 JUNE 2010

	Note	2010 \$000	2009 \$000
COST OF SERVICES			
Expenses			
Employee benefits expense	6	8,285	7,903
Supplies and services	7	2,518	3,088
Depreciation and amortisation expense	8	814	798
Accommodation expenses	9	1,096	1,032
Other expenses	10	33	38
Total cost of services		12,746	12,859
Income			
<i>Revenue</i>			
Other revenue	11	38	305
<i>Gains</i>			
Gain on disposal of non-current assets	12	16	3
Total income other than income from State of WA		54	308
NET COST OF SERVICES		12,692	12,551
Income from State of WA			
Resources received free of charge	13	9	-
Service appropriation		12,556	11,970
Total income from State of WA		12,565	11,970
SURPLUS/(DEFICIT) FOR THE PERIOD		(127)	(581)
OTHER COMPREHENSIVE INCOME			
Changes in asset revaluation surplus		26,518	734
Total other comprehensive income		26,518	734
TOTAL COMPREHENSIVE INCOME FOR THE PERIOD		26,391	153

Refer to the 'Schedule of Income and Expenses by Service'.

The Statement of Comprehensive Income should be read in conjunction with the accompanying notes.





PARLIAMENTARY SERVICES DEPARTMENT
STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2010

	Note	2010 \$000	2009 \$000
ASSETS			
Current Assets			
Cash and cash equivalents	24	1,414	1,999
Receivables	15	75	143
Amounts receivable for services	16	-	-
Other current assets	17	125	222
Total Current Assets		1,614	2,364
Non-Current Assets			
Restricted cash and cash equivalents	14, 24	221	123
Amounts receivable for services	16	3,094	2,179
Property, plant and equipment	18	66,595	37,962
Intangible Assets		452	-
Total Non-Current Assets		70,362	40,264
TOTAL ASSETS		71,976	42,628
LIABILITIES			
Current Liabilities			
Payables	21	838	1,151
Provisions	22	1,310	1,032
Total Current Liabilities		2,148	2,183
Non-Current Liabilities			
Provisions	22	409	563
Total Non-Current Liabilities		409	563
TOTAL LIABILITIES		2,557	2,746
NET ASSETS		69,419	39,882
EQUITY			
Contributed equity	23	15,631	12,485
Reserves		48,942	22,424
Accumulated surplus/(deficit)		4,846	4,973
TOTAL EQUITY		69,419	39,882

Refer to the 'Schedule of Assets and Liabilities by Service'.

The Statement of Financial Position should be read in conjunction with the accompanying notes.





PARLIAMENTARY SERVICES DEPARTMENT
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2010

	Note	Contributed equity \$000	Reserves \$000	Accumulated surplus/ (deficit) \$000	Total equity \$000
Balance at 1 July 2008	23	9,954	21,690	5,554	37,198
Changes in accounting policy or correction of prior period		-	-	-	-
Restated balance at 1 July 2008		9,954	21,690	5,554	37,198
Total comprehensive income for the year		-	734	(581)	153
Transactions with owners in their capacity as owners:					
Capital appropriations		650	-	-	650
Other contributions by owners		1,881	-	-	1,881
Distributions to owners		-	-	-	-
Total		2,531	-	-	2,531
Balance at 30 June 2009		12,485	22,424	4,973	39,882
Balance at 1 July 2009		12,485	22,424	4,973	39,882
Total comprehensive income for the year		-	26,518	(127)	26,391
Transactions with owners in their capacity as owners:					
Capital appropriations		3,146	-	-	3,146
Other contributions by owners		-	-	-	-
Distributions to owners		-	-	-	-
Total		3,146	-	-	3,146
Balance at 30 June 2010		15,631	48,942	4,846	69,419

The Statement of Changes in Equity should be read in conjunction with the accompanying notes.





PARLIAMENTARY SERVICES DEPARTMENT
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2010

	2010	2009
Note	\$000	\$000
CASH FLOWS FROM STATE OF WA		
Service appropriation	11,641	11,270
Capital appropriations	3,146	650
Holding account drawdowns	-	-
Net cash provided by State of WA	14,787	11,920
Utilised as follows:		
CASH FLOWS FROM OPERATING ACTIVITIES		
Payments		
Employee benefits	(7,880)	(7,588)
Supplies and services	(2,319)	(3,215)
Accommodation	(2,209)	(485)
GST payments on purchases	(708)	(431)
Other payments	(33)	(38)
Receipts		
GST receipts from taxation authority	677	393
GST receipts on sales	44	49
Other receipts	38	295
Net cash provided by/(used in) operating activities	25 (12,390)	(11,020)
CASH FLOWS FROM INVESTING ACTIVITIES		
Proceeds from sale of non-current physical assets	24	3
Purchase of non-current assets	(2,908)	(923)
Net cash provided by/(used in) investing activities	(2,884)	(920)
Net increase/(decrease) in cash and cash equivalents	(487)	(20)
Cash and cash equivalents at the beginning of period	2,122	2,142
CASH AND CASH EQUIVALENTS AT THE END OF PERIOD	25 1,635	2,122

The Statement of Cash Flows should be read in conjunction with the accompanying notes.





**PARLIAMENTARY SERVICES DEPARTMENT
SCHEDULE OF INCOME AND EXPENSES BY SERVICE
FOR THE YEAR ENDED 30 JUNE 2010**

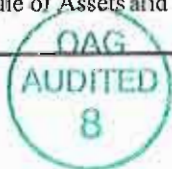
	Infrastructure and Facilities		Information and Services		Total	
	2010	2009	2010	2009	2010	2009
	\$000	\$000	\$000	\$000	\$000	\$000
COST OF SERVICES						
<u>Expenses</u>						
Employee benefits expense	1,170	906	7,115	6,997	8,285	7,903
Supplies and services	1,355	1,384	1,163	1,704	2,518	3,088
Depreciation and amortisation expense	814	798	-	-	814	798
Accommodation expenses	1,059	1,016	37	16	1,096	1,032
Other expenses	-	-	33	38	33	38
Total cost of services	4,398	4,104	8,348	8,755	12,746	12,859
<u>Income</u>						
Other Income	3	2	35	306	38	308
Gain on disposal of assets	16	-	-	-	16	-
Total income other than income from State of WA	19	2	35	306	54	308
NET COST OF SERVICES	4,379	4,102	8,313	8,449	12,692	12,551
<u>Income from State of WA</u>						
Service appropriation	4,344	4,080	8,212	7,890	12,556	11,970
Resources received free of charge	9	-	-	-	9	-
Total income from State of WA	4,353	4,080	8,212	7,890	12,565	11,970
SURPLUS/(DEFICIT) FOR THE PERIOD	(26)	(22)	(101)	(559)	(127)	(581)

The Schedule of Income and Expenses by Service should be read in conjunction with the accompanying notes.

**SCHEDULE OF ASSETS AND LIABILITIES BY SERVICE
AS AT 30 JUNE 2010**

	Infrastructure and Facilities		Information and services		Total	
	2010	2009	2010	2009	2010	2009
	\$000	\$000	\$000	\$000	\$000	\$000
<u>Assets</u>						
Current assets	6	300	1,608	2,064	1,614	2,364
Non-current assets	70,165	40,114	197	150	70,362	40,264
Total assets	70,171	40,414	1,805	2,214	71,976	42,628
<u>Liabilities</u>						
Current liabilities	645	512	1,503	1,671	2,148	2,183
Non-current liabilities	54	68	355	495	409	563
Total liabilities	699	580	1,858	2,166	2,557	2,746
NET ASSETS	69,472	39,834	(53)	48	69,419	39,882

The Schedule of Assets and Liabilities by Service should be read in conjunction with the accompanying notes.





PARLIAMENTARY SERVICES DEPARTMENT
SUMMARY OF CONSOLIDATED ACCOUNT APPROPRIATIONS AND INCOME
ESTIMATES
FOR THE YEAR ENDED 30 JUNE 2010

	2010	2010		2010	2009	
	Estimate	Actual	Variance	Actual	Actual	Variance
	\$000	\$000	\$000	\$000	\$000	\$000
<u>Delivery Services</u>						
Item 3 Net amount appropriated to deliver services	12,516	12,556	(40)	12,556	11,970	586
Total appropriations provided to deliver services	12,516	12,556	(40)	12,556	11,970	586
<u>Capital</u>						
Item 114 Capital appropriations	2,906	3,146	(240)	3,146	650	2,496
GRAND TOTAL	15,422	15,702	(280)	15,702	12,620	3,082
<u>Details of Expenses by Service</u>						
Provision of infrastructure and facilities	4,348	4,398	(50)	4,398	4,104	294
Provision of information and services	8,261	8,348	(87)	8,348	8,755	(407)
Total Cost of Services	12,609	12,746	(137)	12,746	12,859	(113)
Less total income	-	(54)	54	(54)	(308)	254
Net Cost of Services	12,609	12,692	(83)	12,692	12,551	141
Adjustments	(93)	(136)	43	(136)	(581)	445
Total appropriations provided to deliver services	12,516	12,556	(40)	12,556	11,970	586
<u>Capital Expenditure</u>						
Purchase of non-current physical assets	2,906	3,068	(162)	3,068	923	2,145
Adjustments for other funding sources	-	78	(78)	78	(273)	351
Capital Appropriations	2,906	3,146	(240)	3,146	650	2,496

Adjustments comprise movements in cash balances and other accrual items such as receivables, payables and superannuation.

Note 29 'Explanatory statement' provides details of any significant variations between estimates and actual results for 2010 and between the actual results for 2009 and 2010.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 1. Australian Accounting Standards

General

The Department's financial statements for the year ended 30 June 2010 have been prepared in accordance with Australian Accounting Standards. The term 'Australian Accounting Standards' refers to Standards and Interpretations issued by the Australian Accounting Standard Board (AASB).

The Department has adopted any applicable, new and revised Australian Accounting Standards from their operative dates.

Early adoption of standards

The Department cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 *Application of Australian Accounting Standards and Other Pronouncements*. No Australian Accounting Standards that have been issued or amended but not operative have been early adopted by the Department for the annual reporting period ended 30 June 2010.

Note 2. Summary of significant accounting policies

(a) General statement

The financial statements constitute general purpose financial statements that have been prepared in accordance with the Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board as applied by the Treasurer's Instructions. Several of these are modified by the Treasurer's Instructions to vary application, disclosure, format and wording.

The *Financial Management Act* and the Treasurer's Instructions are legislative provisions governing the preparation of financial statements and take precedence over Australian Accounting Standards, the Framework, Statements of Accounting Concepts and other authoritative pronouncements of the Australian Accounting Standards Board.

Where modification is required and has a material or significant financial effect upon the reported results, details of that modification and the resulting financial effect are disclosed in the notes to the financial statements.

(b) Basis of preparation

The financial statements have been prepared on the accrual basis of accounting using the historical cost convention, modified by the revaluation of land, buildings and infrastructure which have been measured at fair value.

The accounting policies adopted in the preparation of the financial statements have been consistently applied throughout all periods presented unless otherwise stated.

The financial statements are presented in Australian dollars and all values are rounded to the nearest thousand dollars (\$'000).





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 2. Summary of significant accounting policies (cont.)

(b) Basis of preparation (cont.)

The judgements that have been made in the process of applying the Department's accounting policies that have the most significant effect on the amounts recognised in the financial statements are disclosed at note 3 'Judgements made by management in applying accounting policies'.

The key assumptions made concerning the future, and other key sources of estimation uncertainty at the end of the reporting period that have a significant risk of causing a material adjustment to the carrying amounts of assets and liabilities within the next financial year are disclosed at note 4 'Key sources of estimation uncertainty'.

(c) Reporting entity

The reporting entity comprises the Department.

Mission

The mission of the Parliamentary Services Department is to ensure the provision of an appropriation environment and ancillary services to Members of Parliament, Chamber departments, Parliamentary staff and other users.

The Department is predominantly funded by Parliamentary appropriations. The financial statements encompass all funds through which the Department controls resources to carry on its functions.

Services

The Department provides the following services:

Service 1: Provision of Infrastructure and Facilities

This service includes the establishment and maintenance of buildings and technology infrastructure to support the operations of the Parliament. This service is provided through the Building Services, Security and Information Technology units.

Service 2: Provision of Information and Services

This service provides information and ancillary services to the relevant groups through the Executive, Human Resources, Catering, Reporting Services, Library, Information Technology and Finance units.

(d) Contributed equity

AASB Interpretation 1038 *Contributions by Owners Made to Wholly-Owned Public Sector Entities* requires transfers in the nature of equity contributions, other than as a result of a restructure of administrative arrangements, to be designated by the Government (the owner) as contributions by owners (at the time of, or prior to transfer) before such transfers can be recognised as equity contributions. Capital appropriations have been designated as contributions by owners by TI 955 *Contributions by Owners made to Wholly Owned Public Sector Entities* and have been credited directly to Contributed Equity.

The transfer of net assets to/from other agencies, other than as a result of a restructure of administrative arrangements, are designated as contributions by owners where the transfers are non-discretionary and non-reciprocal.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 2. Summary of significant accounting policies (cont.)

(e) Income

Revenue recognition

Revenue is measured at the fair value of consideration received or receivable. Revenue is recognised for the major business activities as follows:

Sale of goods

Revenue is recognised from the sale of goods and disposal of other assets when the significant risks and rewards of ownership transfer to the purchaser and can be measured reliably.

Provision of services

Revenue is recognised on delivery of the service to the client or by reference to the stage of completion of the transaction.

Interest

Revenue is recognised as the interest accrues.

Service appropriations

Service Appropriations are recognised as revenues at nominal value in the period in which the Department gains control of the appropriated funds. The Department gains control of appropriated funds at the time those funds are deposited to the bank account or credited to the 'Amounts receivable for services' (holding account) held at Treasury.

Net appropriation determination

The Treasurer may make a determination providing for prescribed receipts to be retained for services under the control of the Department. In accordance with the determination specified in the 2009-2010 Budget Statements, the Department retained \$38,000 in 2010 being \$34,000 credit refund for prior year insurance contributions and \$4,000 in other expenditure recoups (\$295,000 in 2009).

Grants, donations, gifts and other non-reciprocal contributions

Revenue is recognised at fair value when the Department obtains control over the assets comprising the contributions, usually when cash is received.

Other non-reciprocal contributions that are not contributions by owners are recognised at their fair value. Contributions of services are only recognised when a fair value can be reliably determined and the services would be purchased if not donated.

Gains

Gains may be realised or unrealised and are usually recognised on a net basis. These include gains arising on the disposal of non-current assets and some revaluations of non-current assets.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 2. Summary of significant accounting policies (cont.)

(f) Property, plant and equipment

Capitalisation/expensing of assets

Items of property, plant and equipment costing \$5,000 or more are recognised as assets and the cost of utilising assets is expensed (depreciated) over their useful lives. Items of property, plant and equipment costing less than \$5,000 are immediately expensed direct to the Statement of Comprehensive Income (other than when they form part of a group of similar items which are significant in total).

Initial recognition and measurement

All items of property, plant and equipment are initially recognised at cost.

For items of property, plant and equipment acquired at no cost or for nominal consideration, the cost is their fair value at the date of acquisition.

Subsequent measurement

Subsequent to initial recognition as an asset, the revaluation model is used for the measurement of land, buildings and works of art, and the cost model for all other property, plant and equipment. Land and buildings are carried at fair value less accumulated depreciation (buildings only) and accumulated impairment losses. Works of art are carried at fair value less accumulated impairment losses. All other items of property, plant and equipment are stated at historical cost less accumulated depreciation and accumulated impairment losses.

Where market based evidence is available, the fair value of land and buildings is determined on the basis of current market buying values determined by reference to recent market transactions. When buildings are revalued by reference to recent market transactions, the accumulated depreciation is eliminated against the gross carrying amount of the asset and the net amount restated to the revalued amount.

Where market-based evidence is not available, the fair value of land and buildings is determined on the basis of existing use. This normally applies where buildings are specialised or where land use is restricted. Fair value for existing use assets is determined by reference to the cost of replacing the remaining future economic benefits embodied in the asset, ie. the depreciated replacement cost. Where the fair value of buildings is dependent on using the depreciated replacement cost, the gross carrying amount and the accumulated depreciation are restated proportionately.

Independent valuations of land and buildings are provided annually by the Western Australian Land Information Authority (Valuation Services) and recognised annually to ensure that the carrying amount does not differ materially from the asset's fair value at the end of the reporting period.

The most significant assumptions in estimating fair value are made in assessing whether to apply the existing use basis to assets and in determining estimated useful life. Professional judgment by the valuer is required where the evidence does not provide a clear distinction between market type assets and existing use assets.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 2. Summary of significant accounting policies (cont.)

(f) Property, plant and equipment (cont.)

Derecognition

Upon disposal or derecognition of an item of property, plant and equipment and infrastructure, any revaluation surplus relating to that asset is retained in the asset revaluation surplus.

Asset revaluation surplus

The asset revaluation surplus is used to record increments and decrements on the revaluation of non-current assets as described in note 18 'Property, Plant and Equipment'.

Depreciation

All non-current assets having a limited useful life are systematically depreciated over their estimated useful lives in a manner that reflects the consumption of their future economic benefits.

Land is not depreciated. Depreciation on other assets is calculated using the straight line method, using rates which are reviewed annually. Estimated useful lives for each class of depreciable asset are:

Buildings	100 years
Leasehold Improvements	Lower of asset life or lease term
Plant and Equipment	5 to 10 years
Office Equipment	5 to 10 years
Computer Equipment	3 years
Computer Software ^(a)	3 years

^(a) Software that is integral to the operation of related hardware.

Works of art controlled by the Department are classified as property, plant and equipment, which are anticipated to have very long and indefinite useful lives. Their service potential has not, in any material sense, been consumed during the reporting period and so no depreciation has been recognised.

(g) Intangible assets

Capitalisation/expensing of assets

Acquisitions of intangible assets costing \$5,000 or more and internally generated intangible assets costing \$50,000 or more are capitalised. The cost of utilising the assets is expensed (amortised) over their useful life. Costs incurred below these thresholds are immediately expensed directly to the Statement of Comprehensive Income.

All acquired and internally developed intangible assets are initially recognised at cost. For assets acquired at no cost or for nominal cost, the cost is their fair value at the date of acquisition.

The cost model is applied for subsequent measurement requiring the asset to be carried at cost less any accumulated amortisation and accumulated impairment losses.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 2. Summary of significant accounting policies (cont.)

(g) Intangible assets (cont.)

Amortisation for intangible assets with finite useful lives is calculated for the period of the expected benefit (estimated useful life) on the straight line basis using rates which are reviewed annually. All intangible assets controlled by the Department have a finite useful life and zero residual value.

The expected useful lives for each class of intangible asset are:

Development Costs	3 to 5 years
Software ^(a)	3 to 5 years

^(a) Software that is not integral to the operation of any related hardware.

Licences

Licences have a finite useful life and are carried at cost less accumulated amortisation and accumulated impairment losses.

Computer software

Software that is an integral part of the related hardware is treated as property, plant and equipment. Software that is not an integral part of the related hardware is treated as an intangible asset. Software costing less than \$5,000 is expensed in the year of acquisition.

Website costs

Website costs are charged as expenses when they are incurred unless they relate to the acquisition or development of an asset when they may be capitalised and amortised. Generally, costs in relation to feasibility studies during the planning phase of a website, and ongoing costs of maintenance during the operating phase are expensed. Costs incurred in building or enhancing a website, to the extent that they represent probable future economic benefits that can be reliably measured, are capitalised.

(h) Impairment of assets

Property, plant and equipment, and intangible assets are tested for any indication of impairment at the end each reporting period. Where there is an indication of impairment, the recoverable amount is estimated. Where the recoverable amount is less than the carrying amount, the asset is considered impaired and is written down to the recoverable amount and an impairment loss is recognised. As the Department is a not-for-profit entity, unless an asset has been identified as a surplus asset, the recoverable amount is the higher of an asset's fair value less costs to sell and depreciated replacement cost.

The risk of impairment is generally limited to circumstances where an asset's depreciation is materially understated, where the replacement cost is falling or where there is a significant change in useful life. Each relevant class of assets is reviewed annually to verify that the accumulated depreciation/amortisation reflects the level of consumption or expiration of asset's future economic benefits and to evaluate any impairment risk from falling replacement costs.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 2. Summary of significant accounting policies (cont.)

(h) Impairment of assets (cont.)

Intangible assets with an indefinite useful life and intangible assets not yet available for use are tested for impairment at the end of each reporting period irrespective of whether there is any indication of impairment.

The recoverable amount of assets identified as surplus assets is the higher of fair value less costs to sell and the present value of future cash flows expected to be derived from the asset. Surplus assets carried at fair value have no risk of material impairment where fair value is determined by reference to market-based evidence. Where fair value is determined by reference to depreciated replacement cost, surplus assets are at risk of impairment and the recoverable amount is measured. Surplus assets at cost are tested for indications of impairment at the end of each reporting period.

(i) Leases

The Department does not hold any finance leases.

The Department holds operating leases for the rent of an office building, motor vehicles and computer equipment. Lease payments are expensed on a straight line basis over the lease term as this represents the pattern of benefits derived from the leased properties.

(j) Financial instruments

In addition to cash, the Department has two categories of financial instrument:

- Receivables; and
- Financial liabilities measured at amortised cost.

Financial instruments have been disaggregated into the following classes:

- Financial Assets
 - Cash and cash equivalents
 - Restricted cash and cash equivalents
 - Receivables
 - Amounts receivable for services
- Financial Liabilities
 - Payables

Initial recognition and measurement of financial instruments is at fair value which normally equates to the transaction cost or the face value. Subsequent measurement is at amortised cost using the effective interest method.

The fair value of short-term receivables and payables is the transaction cost or the face value because there is no interest rate applicable and subsequent measurement is not required as the effect of discounting is not material.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 2. Summary of significant accounting policies (cont.)

(k) Cash and cash equivalents

For the purpose of the Statement of Cash Flows, cash and cash equivalent (and restricted cash and cash equivalent) assets comprised of cash on hand.

(l) Accrued salaries

Accrued salaries (refer to note 21 'Payables') represent the amount due to staff but unpaid at the end of the financial year, as the pay date for the last pay period for that financial year does not coincide with the end of the financial year. Accrued salaries are settled within a fortnight of the financial year end. The Department considers the carrying amount of accrued salaries to be equivalent to its net fair value.

Accrued salaries suspense account (see note 14 'Restricted cash and cash equivalents') consists of amounts paid annually into a suspense account over a period of 10 financial years to largely meet the additional cash outflow in each eleventh year when 27 pay days occur in that year instead of the normal 26. No interest is received on this account.

(m) Amounts receivable for services (holding account)

The Department receives funding on an accrual basis that recognises the full annual cash and non-cash cost of services. The appropriations are paid partly in cash and partly as an asset (holding account receivable) that is accessible on the emergence of the cash funding requirement to cover leave entitlements and asset replacement.

(n) Receivables

Receivables are recognised and carried at original invoice amount less an allowance for any uncollectible amounts (i.e., impairment). The collectability of receivables is reviewed on an ongoing basis and any receivables identified as uncollectible are written-off against the allowance account. The allowance for uncollectible amounts (doubtful debts) is raised when there is objective evidence that the Department will not be able to collect the debts. No receivables have been identified as uncollectible at year end. The carrying amount is equivalent to fair value as it is due for settlement within 30 days.

(o) Payables

Payables are recognised at the amounts payable when the Department becomes obliged to make future payments as a result of a purchase of assets or services. The carrying amount is equivalent to fair value, as they are generally settled within 30 days.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 2. Summary of significant accounting policies (cont.)

(p) Provisions

Provisions are liabilities of uncertain timing and amount and are recognised where there is a present legal or constructive obligation as a result of a past event and when the outflow of resources embodying economic benefits is probable and a reliable estimate can be made of the amount of the obligation. Provisions are reviewed at the end of each reporting period.

Provisions - employee benefits

Annual leave

The liability for annual leave expected to be settled within 12 months after the reporting period is recognised and measured at the undiscounted amounts expected to be paid when the liabilities are settled. Annual leave expected to be settled more than 12 months after the reporting period is measured at the present value of amounts expected to be paid when the liabilities are settled. Leave liabilities are in respect of services provided by employees up to the end of the reporting period.

All annual leave provisions are classified as current liabilities as the Department does not have an unconditional right to defer settlement of the liability for at least 12 months after the reporting period.

Long service leave

A liability for long service leave is recognised after an employee has completed four years of service. An actuarial assessment of long service leave undertaken by PricewaterhouseCoopers Actuaries at 31 May 2010 determined that the liability measured using the short hand method was not materially different from the liability measured using the present value of expected future payments.

Deferred leave

The provision for deferred leave relates to Parliamentary Service employees who have entered into an agreement to self-fund an additional twelve months leave in the fifth year of the agreement. The provision recognises the value of salary set aside for employees to be used in the fifth year. This liability is measured on the same basis as annual leave. Deferred leave is reported as a non-current provision until the fifth year.

Purchased Leave

The provision for purchased leave relates to Parliamentary Service employees who have entered into an agreement to self-fund up to an additional ten weeks leave per calendar year. The provision recognises the value of salary set aside for employees and is measured at the nominal amounts expected to be paid when the liabilities are settled. This liability is measured on the same basis as annual leave.

Superannuation

The Government Employees Superannuation Board (GESB) in accordance with legislative requirements administers public sector superannuation arrangements in Western Australia.

Employees may contribute to the Pension Scheme, a defined benefit pension scheme now closed to new members or the Gold State Superannuation Scheme (GSS), a defined benefit lump sum scheme also closed to new members.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 2. Summary of significant accounting policies (cont.)

(p) Provisions (cont.)

The Department has no liabilities under the Pension or the GSS Schemes. The liabilities for the unfunded Pension Scheme and the unfunded GSS Scheme transfer benefits due to members who transferred from the Pension Scheme, are assumed by the Treasurer. All other GSS Scheme obligations are funded by concurrent contributions made by the Department to the GESB. The concurrently funded part of the GSS Scheme is a defined contribution scheme as these contributions extinguish all liabilities in respect of the concurrency funded GSS Scheme obligations.

Employees commencing employment prior to 16 April 2007 who are not members of either the Pension or the GSS Schemes became non-contributory members of the West State Superannuation Scheme (WSS). Employees commencing employment on or after 16 April 2007 became members of the GESB Super Scheme (GESBS). Both of these schemes are accumulation schemes. The Department makes concurrent contributions to GESB on behalf of employees in compliance with the Commonwealth Government's *Superannuation Guarantee (Administration) Act 1992*. These contributions extinguish the liability for superannuation charges in respect of the WSS and GESBS Schemes.

The GESB makes all benefit payments in respect of the Pension and GSS Schemes, and is recouped by the Treasurer for the employer's share.

Provisions - other

Employment on-costs

Employment on-costs, including workers' compensation insurance, are not employee benefits and are recognised separately as liabilities and expenses when the employment to which they relate has occurred. Employment on-costs are included as part of the 'Other Expenses' and are not included as part of the Department's 'Employee benefits expense'. The related liability is included in 'Employment on-costs provision'.

(q) Superannuation expense

The superannuation expense in the Statement of Comprehensive Income comprises of employer contributions paid to the GSS (concurrent contributions), the West State Superannuation Scheme (WSS), and the GESB Super Scheme (GESBS).

The GSS Scheme is a defined benefit scheme for the purposes of employees and whole-of-government reporting. However, it is a defined contribution plan for agency purposes because the concurrent contributions (defined contributions) made by the agency to GESB extinguishes the agency's obligations to the related superannuation liability.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 2. Summary of significant accounting policies (cont.)

(r) Resources received free of charge or for nominal cost

Resources received free of charge or for nominal cost that can be reliably measured are recognised as income and as assets or expenses as appropriate, at fair value.

Where assets or services are received from another State Government agency, these are separately disclosed under Income from State Government in the Statement of Comprehensive Income.

(s) Resources provided free of charge

A small, agreed component of the net cost of services of the Department is allocated to the Administration of the Governor's Establishment for accounting and payroll services provided during the year. The remaining, majority of the net cost of services of the Department is apportioned based on the number of Members of Parliament in the Legislative Council and Legislative Assembly. These amounts are recorded in the financial statements of the Administration of the Governor's Establishment, Legislative Council and Legislative Assembly respectively, as resources received free of charge.

(t) Comparative figures

Comparative figures are, where appropriate, reclassified to be comparable with the figures presented in the current financial year.

Note 3. Judgements made by management in applying accounting policies

The preparation of financial statements requires management to make judgements about the application of accounting policies that have a significant effect on the amounts recognised in the financial statements. The Department evaluates these judgements regularly.

Operating lease commitments

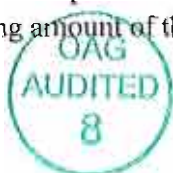
The Department has entered into a number of leases for buildings for branch office accommodation. Some of these leases relate to buildings of a temporary nature and it has been determined that the lessor retains substantially all the risks and rewards incidental to ownership. Accordingly, these leases have been classified as operating leases.

Note 4. Key sources of estimation uncertainty

The Department makes key estimates and assumptions concerning the future. These estimates and assumptions are based on historical experience and various other factors that have a significant risk of causing a material adjustment to the carrying amount of assets and liabilities within the next financial year.

Long Service Leave

In calculating the Department's long service leave provision, several estimations and assumptions have been made. These include expected future salary rates, salary inflation, discount rates, employee retention rates and expected future payments. Any changes in these estimations and assumptions may impact on the carrying amount of the long service leave provision.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 5. Disclosure of changes in accounting policy and estimates

Initial application of an Australian Accounting Standard

The Department has applied the following Australian Accounting Standards effective for annual reporting periods beginning on or after 1 July 2009 that impacted on the Department.

AASB 101 Presentation of Financial Statements (September 2007).

This Standard has been revised and introduces a number of terminology changes as well as changes to the structure of the Statement of Changes in Equity and the Statement of Comprehensive Income. It is now a requirement that owner changes in equity be presented separately from non-owner changes in equity. There is no financial impact resulting from the application of this revised Standard.

AASB 2007-10 Further Amendments to Australian Accounting Standards arising from AASB 101.

This Standard changes the term 'general purpose financial report' to 'general purpose financial statements', where appropriate in Australian Accounting Standards and the Framework to better align with IFRS terminology. There is no financial impact resulting from the application of this Standard.

AASB 2008-13 Amendments to Australian Accounting Standards arising from AASB Interpretation 17 – Distributions of Non-cash Assets to Owners [AASB 5 & AASB 110].

This Standard amends AASB 5 Non-current Assets Held for Sale and Discontinued Operations in respect of the classification, presentation and measurement of non-current assets held for distribution to owners in their capacity as owners. This may impact on the presentation and classification of Crown land held by the Department where the Crown land is to be sold by the Department of Regional Development and Lands (formerly Department for Planning and Infrastructure). The Department does not expect any financial impact when the Standard is first applied prospectively.

AASB 2009-2 Amendments to Australian Accounting Standards – Improving Disclosures about Financial Instruments AASB 4, AASB 7, AASB 1023 & AASB 1038.

This Standard amends AASB 7 and will require enhanced disclosures about fair value measurements and liquidity risk with respect to financial instruments. There is no financial impact resulting from the application of this Standard.

Voluntary changes in Accounting Policy

There were no voluntary changes in accounting policy during the reporting period.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 5. Disclosure of changes in accounting policy and estimates (cont.)

Future impact of Australian Accounting Standards not yet operative

The Department cannot early adopt an Australian Accounting Standard unless specifically permitted by TI 1101 *Application of Australian Accounting Standards and Other Pronouncements*. Consequently, the Department has not applied early any following Australian Accounting Standards that have been issued that may impact the Department. Where applicable, the Department plans to apply these Australian Accounting Standards from their application date.

		Operative for reporting periods
AASB 2009-11	Amendments to Australian Accounting Standards arising from AASB 9 [AASB 1, 3, 4, 5, 7, 101, 102, 108, 112, 118, 121, 127, 128, 131, 132, 136, 139, 1023 & 1038 and Interpretations 10 & 12]. The amendment to AASB 7 requires modification to the disclosure of categories of financial assets. The Authority does not expect any financial impact when the Standard is first applied. The disclosure of categories of financial assets in the notes will change.	1 January 2013
AASB 1053	Application of Tiers of Australian Accounting Standards This Standard establishes a differential financial reporting framework consisting of two tiers of reporting requirements for preparing general purpose financial statements. The Standard does not have any financial impact on the Department. However it may affect disclosures in the financial statements of the Department if the reduced disclosure requirements apply. DTF has not yet determined the application or the potential impact of the new Standard for agencies	1 July 2013
AASB 2010-2	Amendments to Australian Accounting Standards arising from Reduced Disclosure Requirements This Standard makes amendments to many Australian Accounting Standards, including Interpretations, to introduce reduced disclosure requirements into these pronouncements for application by certain types of entities. The Standard is not expected to have any financial impact on the Department. However this Standard may reduce some note disclosures in financial statements of the Department. DTF has not yet determined the application or the potential impact of the amendments to these Standards for agencies.	1 July 2013

Changes in accounting estimates

There were no changes in accounting estimates during the reporting period.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 6. Employee benefits expense

	2010	2009
	\$000	\$000
Wages and salaries ^(a)	6,416	6,033
Superannuation - defined contribution plans ^(b)	655	595
Long service leave ^(c)	271	345
Annual leave ^(c)	943	930
	<u>8,285</u>	<u>7,903</u>

^(a) Includes the value of fringe benefit to the employee plus the fringe benefits tax component.

^(b) Defined contribution plans include West State, Gold State and GESBS (contributions paid).

^(c) Includes a superannuation contribution component.

Employment on-costs such as workers' compensation insurance are included at note 10 'Other expenses'.
The employment on-costs liability is included at note 22 'Provisions'.

Note 7. Supplies and services

	2010	2009
	\$000	\$000
Communications	142	164
Consultants and contractors	192	460
Consumables	337	601
Travel	63	43
IT equipment leasing & maintenance	571	564
Security services	246	236
Hansard printing	215	152
Insurances	125	60
Utility charges	245	197
Contract staff	96	340
Staff training	52	50
Other	233	221
	<u>2,517</u>	<u>3,088</u>





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 8. Depreciation and amortisation expense

	2010	2009
	\$000	\$000
<u>Depreciation</u>		
Plant and equipment	266	162
Buildings	327	376
Leasehold improvements	188	260
Total depreciation	781	798
<u>Amortisation</u>		
Intangible assets	33	-
Total amortisation	33	-
Total depreciation and amortisation	814	798

Note 9. Accommodation expenses

	2010	2009
	\$000	\$000
Lease rentals	279	209
Rates	55	53
Repairs and maintenance	568	560
Cleaning	194	210
	1,096	1,032

Note 10. Other expenses

	2010	2009
	\$000	\$000
Employment on-costs ^(a)	(3)	(1)
Other ^(b)	36	39
	33	38

^(a) Includes workers' compensation insurance and other employment on-costs. The on-costs liability associated with the recognition of annual and long service leave liability is included at note 22 'Provision Superannuation contributions accrued as part of the provision for leave are employee benefits and are not included in employment on-costs.

^(b) Audit fee, see also note 32 'Remuneration of auditor'.





**PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010**

Note 11. Other revenue

	2010	2009
	\$000	\$000
Proceeds from disposal of property not classified as non-current assets	-	218
Credit adjustment for insurance contributions prior years	-	71
Other	38	16
	38	305

Note 12. Net gain/(loss) on disposal of non-current assets

	2010	2009
	\$000	\$000
Cost of disposal of non-current assets	8	1
Proceeds from disposal of non-current assets	24	4
	16	3

Note 13. Income from State of WA

	2010	2009
	\$000	\$000
Appropriation received during the year:		
Service appropriations ^(a)	12,556	11,970
Resources received free of charge ^(b)		
Determined on the basis of the following estimates provided by agencies		
- Landgate	4	-
- Department of Treasury and Finance (Building Management and Works)	5	-
	12,565	11,970

(a) Service appropriations are accrual amounts reflecting the full cost of services delivered. The appropriation revenue comprises a cash component and a receivable (asset). The receivable (holding account) comprises the depreciation expense for the year and any agreed increase in leave liability during the year.

(b) Where assets or services have been received free of charge or for nominal cost, the Department recognises revenue equivalent to the fair value of the assets and/or the fair value of those services that can be reliably measured and which would have been purchased if they were not donated, and those fair values shall be recognised as assets or expenses, as applicable. Where the contributions of assets or services are in the nature of contributions by owners, the Department makes an adjustment direct to equity.

Note 14. Restricted cash and cash equivalents

	2010	2009
	\$000	\$000
<u>Non-current</u>		
Accrued salaries suspense account ^(a)	221	123
	221	123

(a) Amount held in the suspense account is only to be used for the purpose of meeting the 27th pay in a financial year that occurs every 11 years.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 15. Receivables

	2010	2009
	\$000	\$000
<u>Current</u>		
Receivables	17	83
GST Receivable	58	60
Total Current	75	143

The Department does not hold any collateral as security or other credit enhancements relating to receivables.

Note 16. Amounts receivable for services

	2010	2009
	\$000	\$000
Current	-	-
Non-Current	3,094	2,179
	3,094	2,179

Represents the non-cash component of service appropriations. It is restricted in that it can only be used for asset replacement or payment of leave liability.

Note 17. Other assets

	2010	2009
	\$000	\$000
<u>Current</u>		
Prepayments	125	222
Total Current	125	222





**PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010**

Note 18. Property, plant and equipment

	2010	2009
	\$000	\$000
<u>Land</u>		
At Fair Value ^(a)	3,071	1,771
 <u>Buildings</u>		
At Fair Value ^(a)	60,118	32,662
	60,118	32,662
 <u>Leasehold Improvements</u>		
At Cost	3,119	3,119
Accumulated Amortisation	(1,686)	(1,498)
	1,433	1,621
 <u>Office Equipment</u>		
At Cost	1,936	2,440
Accumulated Depreciation	(1,416)	(1,821)
	520	619
 <u>Computer Equipment</u>		
At Cost	767	1,159
Accumulated Depreciation	(536)	(805)
	231	354
 <u>Works of Art</u>		
At Valuation	774	780
	66,595	37,962

The valuation of works of art is in accordance with an independent valuation which was undertaken by Joy Legge of the Joy Legge Art Consultancy, on the basis of current market value in 2009.

Works in Progress

At Cost 448 155

Represents projects currently being undertaken but not yet finished and liable to depreciation.

^(a) Land and buildings were revalued as at 1 July 2009 by the Western Australian Land and Information Authority (Valuation Services). The valuations were performed during the year ended 30 June 2010 and recognised at 30 June 2010. In undertaking the revaluation, fair value of land and buildings was determined on the basis of depreciated replacement cost.





PARLIAMENTARY SERVICES DEPARTMENT
 NOTES TO THE FINANCIAL STATEMENTS
 FOR THE YEAR ENDING 30 JUNE 2010

Note 18. Property, plant and equipment (cont.)

Reconciliations of the carrying amounts of property, plant and equipment at the beginning and end of the reporting period are set out in the table below.

	Land \$000	Building \$000	Leaschold Improvements \$000	Office & Equipment \$000	Computer Equipment \$000	Works of Art \$000	Works in Progress \$000	Total \$000
2010								
Carrying amount at start of year	1,771	32,662	1,621	619	354	780	155	37,962
Additions	-	2,464	-	89	58	-	293	2,904
Transfers	-	101	-	(84)	(17)	-	-	-
Other disposals	-	-	-	-	(2)	(6)	-	(8)
Revaluation increments	1,300	25,218	-	-	-	-	-	26,518
Depreciation	-	(327)	(188)	(104)	(162)	-	-	(781)
Carrying amount at end of year	3,071	60,118	1,433	520	231	774	448	66,595

	Land \$000	Building \$000	Leasehold Improvements \$000	Office & Equipment \$000	Computer Equipment \$000	Works of Art \$000	Works in Progress \$000	Total \$000
2009								
Carrying amount at start of year	1,935	31,269	-	439	80	705	716	35,144
Additions	-	880	1,881	276	403	3	(550)	2,893
Transfers	-	-	-	-	-	-	(11)	(11)
Other disposals	-	-	-	-	-	-	-	-
Revaluation increments	(164)	826	-	-	-	72	-	734
Depreciation	-	(313)	(260)	(96)	(129)	-	-	(798)
Carrying amount at end of year	1,771	32,662	1,621	619	354	780	155	37,962





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 19. Intangible assets

	2010	2009
	\$000	\$000
<u>Computer software</u>		
At Cost	725	356
Accumulated amortisation	(273)	(356)
	<u>452</u>	<u>-</u>

Electronic Document Records Management System implemented during 2010.

Note 20. Impairment of assets

There were no indications of impairment to property, plant and equipment and intangible assets at 30 June 2010. The Department held no goodwill or intangible assets with an indefinite useful life during the reporting period and at the end of the reporting period there were no intangible assets not yet available for use. The Department has no surplus assets at 30 June 2010.

Note 21. Payables

	2010	2009
	\$000	\$000
<u>Current</u>		
Trade payables	121	476
Accrued expenses	476	506
Accrued salaries	241	169
Total current	<u>838</u>	<u>1,151</u>

Note 22. Provisions

	2010	2009
	\$000	\$000
<u>Current</u>		
<i>Employee benefits provision</i>		
Annual Leave ^(a)	662	617
Long Service Leave ^(b)	646	410
	<u>1,308</u>	<u>1,027</u>
<i>Other provisions</i>		
Employment on-costs ^(c)	2	5
	<u>1,310</u>	<u>1,032</u>
<u>Non-current</u>		
<i>Employee benefits provision</i>		
Long Service Leave ^(b)	407	561
<i>Other provisions</i>		
Employment on-costs ^(c)	2	2
	<u>409</u>	<u>563</u>





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 22. Provisions (cont.)

(a) Annual leave liabilities have been classified as current as there is no unconditional right to defer settlement for at least 12 months after the reporting period. Assessments indicate that actual settlement of the liabilities will occur as follows:

	2010	2009
	\$000	\$000
Within 12 months of the end of the reporting period	662	617
More than 12 months after the reporting period	-	-
	<u>662</u>	<u>617</u>

(b) Long service leave liabilities have been classified as current where there is no unconditional right to defer settlement for at least 12 months after the reporting period. Assessments indicate that actual settlement of the liabilities will occur as follows:

	2010	2009
	\$000	\$000
Within 12 months of the end of the reporting period	308	272
More than 12 months after the reporting period	745	699
	<u>1,053</u>	<u>971</u>

(c) The settlement of annual and long service leave liabilities gives rise to the payment of employment on-costs including workers' compensation insurance. The provision is the present value of expected future payments. The associated expense, apart from the unwinding of the discount (finance cost) is disclosed in note 10 'Other expenses'.

Movements in other provisions

Movements in each class of provisions during the financial year, other than employee benefits, are set out below.

	2010	2009
	\$000	\$000
<u>Employment on-cost provision</u>		
Carrying amount at start of year	7	8
Additional provisions recognised	1	3
Payment/other sacrifices of economic benefits	(4)	(4)
Carrying amount at end of year	<u>4</u>	<u>7</u>





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 23. Equity

Equity represents the residual interest in the net assets of the Department. The State of WA holds the equity interest in the Department on behalf of the community. The asset revaluation surplus represents that portion of equity resulting from the revaluation of non-current assets.

Contributed equity	2010	2009
	\$000	\$000
Balance at start of period	12,485	9,954
<u>Contributions by owners</u>		
Capital appropriation	3,146	650
<u>Transfer of net assets from other agencies</u>		
Transfer of Legislative Council Committee Office fitout asset	-	1,881
Total contributions by owners	3,146	2,531
Balance at end of period	15,631	12,485
Reserves	2010	2009
	\$000	\$000
<u>Asset revaluation surplus</u>		
Balance at start of year	22,424	21,690
Net revaluation increments/(decrements):		
Land	1,300	(164)
Buildings	25,218	826
Artworks	-	72
Balance at end of year	48,942	22,424
Accumulated surplus/(deficit)	2010	2009
	\$000	\$000
Balance at start of year	4,973	5,554
Result for the period	(127)	(581)
Income and expense recognised directly in equity	-	-
Balance at the end of the year	4,846	4,973





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 24. Notes to the Statement of Cash Flows

Reconciliation of Cash

Cash at the end of the financial year as shown in the Statement of Cash Flow is reconciled to the related items in the Statement of Financial Position as follows:

	2010	2009
	\$000	\$000
Cash and cash equivalents	1,414	1,999
Restricted cash and cash equivalents	221	123
	<u>1,635</u>	<u>2,122</u>

Reconciliation of net cost of services to net cash flows provided by/(used in) operating activities

Net cost of services	(12,692)	(12,551)
<u>Non-cash items:</u>		
Depreciation and amortisation expense	814	798
Supernnuation expense	9	-
<u>(Increase)/decrease in assets:</u>		
Net (gain) / loss on sale of property, plant and equipment	(16)	(3)
Current receivables ^(c)	66	14
Prepayments	(66)	(141)
<u>Increase/(decrease) in liabilities:</u>		
Current payables ^(c)	(631)	537
Current provisions	278	62
Accrued salaries	-	-
Non-current provisions	(154)	253
Deferred Revenue	-	-
Net GST receipts/(payments) ^(a)	13	11
Change in GST in receivables/payables ^(b)	(11)	-
Net cash provided by/(used in) operating activities	<u>(12,390)</u>	<u>(11,020)</u>

^(a) This is the net GST paid/received, i.e. cash transactions.

^(b) This reverses out the GST in receivables and payables.

^(c) Note that the Australian Taxation Office (ATO) receivable/payable in respect of GST and the receivable/payable in respect of the sale/purchase of non-current assets are not included in these items as they do not form part of the reconciling items.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 25. Resources provided free of charge

During the year the following resources were provided free of charge and calculated on the basis of the net cost of services of the Department. The net cost of services of this Department amounted to \$12,692,000 in 2009-10 and was apportioned based on 59 Members of the Legislative Assembly and 36 members of the Legislative Council, after a small, agreed component of the net cost of services of the Department is allocated to the Administration of the Governor's Establishment for accounting and payroll services provided during the year.

	2010	2009
	\$000	\$000
Administration of Governor's Establishment	31	31
Department of the Legislative Assembly	7,863	7,776
Department of the Legislative Council	4,798	4,744
	<u>12,692</u>	<u>12,551</u>

Note 26. Commitments

Capital expenditure commitments

Capital expenditure commitments, being contracted capital expenditure additional to the amounts reported in the financial statements, are payable as follows:

	2010	2009
	\$000	\$000
Within 1 year	145	591
Later than 1 year and not later than 5 years	-	-
Later than 5 years	-	-
	<u>145</u>	<u>591</u>

The capital commitments include amounts for:

- Building upgrades	43	83
- Plant and Equipment	102	508
	<u>145</u>	<u>591</u>

Lease commitments

Commitments in relation to leases contracted for at the end of the reporting period but not recognised in the financial statements are payable as follows:

	2010	2009
	\$000	\$000
Within 1 year	388	486
Later than 1 year and not later than 5 years	181	471
Later than 5 years	-	-
	<u>569</u>	<u>957</u>

Representing:

Cancellable operating leases	-	-
Non-cancellable operating leases	569	957
	<u>569</u>	<u>957</u>





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 26. Commitments (cont.)

Non-cancellable operating lease commitments

	2010	2009
	\$000	\$000
Commitments for minimum lease payments are payable as follows:		
Within 1 year	388	486
Later than 1 year and not later than 5 years	181	471
Later than 5 years	-	-
	<u>569</u>	<u>957</u>

The property lease is a non-cancellable lease with a five year term, with rent payable monthly in advance. Contingent rent provisions within the lease agreement require that the minimum lease payments shall be increased by the lower of CPI or 4% per annum. An option exists to renew the lease at the end of the five year term for an additional term of five years. These commitments are all inclusive of GST.

Other expenditure commitments

Other expenditure commitments contracted for at the end of the reporting period but not recognised as liabilities, are payable as follows:

	2010	2009
	\$000	\$000
Within 1 year	74	-
Later than 1 year and not later than 5 years	-	-
Later than 5 years	-	-
	<u>74</u>	<u>-</u>

Note 27. Contingent Liabilities and contingent assets

The Department had no contingent liabilities or contingent assets at the end of the reporting period.

Note 28. Events occurring after the end of the reporting period

There were no events occurring after reporting date which would materially impact on the financial statements.





**PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010**

Note 29. Explanatory statement

Significant variations between estimates and actual results for income and expenses as presented in the financial statement titled 'Summary of Consolidated Account Appropriations and Income Estimates' are shown below. Significant variations are considered to be those greater than 10% or \$100,000.

Total appropriation provided to deliver services

Significant variances between estimate and actual for 2010

	2010	2010	
	Estimate	Actual	Variance
	\$000	\$000	\$000
Total appropriation provided to deliver services for the year.	12,516	12,556	40

The variance is a result of funding provided to the Legislative Council for the licensing of the Electronic Document Records Management System being transferred to the Parliamentary Services Department as this system is now administered by PSD for the whole of Parliament.

Significant variances between actual results for 2009 and 2010

	2010	2009	
	Actual	Actual	Variance
	\$000	\$000	\$000
Total appropriation provided to deliver services for the year.	12,556	11,970	586

Additional funding of \$331,000 was provided to reflect the increased cost of wages; \$215,000 to cover the increased depreciation expense as a result of the transfer of the Legislative Council Committee Office leasehold fitout asset to the Parliamentary Services Department during 2009; and \$40,000 transferred from the Legislative Council for the licensing of the Electronic Document Records Management System.

Service Expenditure

Variances between estimate and actual for 2010

	2010	2010	
	Estimate	Actual	Variance
	\$000	\$000	\$000
Provision of Infrastructure and Facilities ^(a)	4,348	4,398	50
Provision of Information Services ^(b)	8,261	8,348	87

Significant variances between actual results for 2009 and 2010

	2010	2009	
	Actual	Actual	Variance
	\$000	\$000	\$000
Provision of Infrastructure and Facilities ^(a)	4,398	4,104	294
Provision of Information Services ^(b)	8,348	8,755	-407

(a) Employee benefits for Provision of Infrastructure and Facilities increased by \$264,000, lease costs increased by \$70,000 while building maintenance (\$27,000) and IT provision costs (\$13,000) decreased. \$244,000 of the additional cost had been budgeted.

(b) The reduction in expenses for Information and Services was largely due to lower contracted services (\$280,000) and contract staff (\$245,000). This was offset by an increase in employee benefits costs \$119,000, Printing \$63,000, Insurance \$64,000, travel \$20,000 and other services \$51,000 and a decrease in equipment and repairs (\$68,000) and consumables (\$131,000). A reduction of \$494,000 had been budgeted.





**PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010**

Note 29. Explanatory statement (cont.)

Capital Contribution	2010		Variance
	Estimate	Actual	
	\$000	\$000	
<u>Significant variances between estimate and actual for 2010</u>			
Capital contribution	2,906	3,146	240

The Legislative Council Chamber Refurbishment project was approved late in 2008, with an initial contribution of \$240,000 to be received as supplementary funding in 2008-09. However this was not received until 2010.

	2010		Variance
	Actual	Actual	
	\$000	\$000	
<u>Significant variances between actual results for 2009 and 2010</u>			
Capital contribution	3,146	650	2,496

Funding for the Legislative Council Chamber Refurbishment (\$2,440,000) and the Electronic Document Records Management System (\$206,000) was provided in 2010 in addition to the base funding of \$500,000. In 2009, the base funding had been increased by \$150,000 for the Lift Replacement project.

Note 30. Financial instruments

(a) Financial Risk Management Objectives and Policies

Financial instruments held by the Department are cash and cash equivalents, restricted cash and cash equivalents, borrowings, finance leases, Treasurer's advances, loans and receivables, and payables. The Department has limited exposure to financial risks. The Department's overall risk management program focuses on managing the risks identified below.

Credit Risk

Credit risk arises when there is the possibility of the Department's receivables defaulting on their contractual obligations resulting in financial loss to the Department.

The maximum exposure to credit risk at the end of the reporting period in relation to each class of recognised financial assets is the gross carrying amount of those assets inclusive of any provisions for impairment as shown in the table at Note 30(c) 'Financial Instrument Disclosures' and Note 15 'Receivables'.

Credit risk associated with the Department's financial assets is minimal because the main receivable is the amounts receivable for services (holding account). The Department is not actively involved in any trading activities. All other receivable balances are monitored on an ongoing basis with the result that the Department's exposure to bad debts is minimal. At the end of the reporting period there are no significant concentrations of credit risk.

Liquidity Risk

Liquidity risk arises when the Department is unable to meet its financial obligations as they fall due.

The Department is exposed to liquidity risk through its trading in the normal course of business.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 30. Financial instruments (cont.)

(a) Financial Risk Management Objectives and Policies (cont.)

The Department has appropriate procedures to manage cash flows including drawdowns of appropriations by monitoring forecast cash flows to ensure that sufficient funds are available to meet its commitments.

Market Risk

Market risk is the risk that changes in market prices such as foreign exchange rates and interest rates will affect the Department's income or the value of its holdings of financial instruments. The Department does not trade in foreign currency and is not materially exposed to other price risks. The Department is not exposed to interest rate risk because all financial assets and liabilities are non-interest bearing.

(b) Categories of Financial Instruments

In addition to cash, the carrying amounts of each of the following categories of financial assets and financial liabilities at the balance sheet date are as follows:

	2010	2009
	\$000	\$000
<u>Financial Assets</u>		
Cash and cash equivalents	1,414	1,999
Restricted Cash and cash equivalents	221	123
Loans and Receivables ⁽ⁱ⁾	3,111	2,262
<u>Financial Liabilities</u>		
Financial liabilities measured at amortised cost	838	1,151

⁽ⁱ⁾ The amount of receivables excludes GST recoverable from the ATO (statutory receivable).

(c) Financial Instrument Disclosures

Credit Risk and Interest Rate Risk Exposure

The following table discloses the Department's maximum exposure to credit risk, interest rate exposures and the ageing analysis of financial assets.

The Department's maximum exposure to credit risk at the end of the reporting period is the carrying amount of the financial assets as shown below. The table is based on information provided to senior management of the Department.

The Department does not hold any collateral as security or other credit enhancements relating to the financial assets it holds.

The Department does not hold any financial assets that had to have their terms renegotiated that would have otherwise resulted in them being past due or impaired.





**PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010**

Note 30. Financial instruments (cont.)

(c) Financial Instrument Disclosures (cont.)

All financial assets and financial liabilities are non-interest bearing.

	Non-Interest Bearing	Carrying Amount	Past Due < 3 Months
	\$000	\$000	\$000
2010			
<u>Financial Assets</u>			
Cash and cash equivalents	1,414	1,414	-
Restricted cash and cash equivalents	221	221	-
Receivables ⁽ⁱ⁾	17	17	17
Amounts receivable for services	3,094	3,094	-
	4,746	4,746	17
2009			
<u>Financial Assets</u>			
Cash and cash equivalents	1,999	1,999	-
Restricted cash and cash equivalents	123	123	-
Receivables ⁽ⁱ⁾	83	83	83
Amounts receivable for services	2,179	2,179	-
	4,384	4,384	83

	Non-Interest Bearing	Carrying amount	Maturity Date < 3 mths
	\$000	\$000	
2010			
<u>Financial Liabilities</u>			
Payables	838	838	838
2009			
<u>Financial Liabilities</u>			
Payables	1,151	1,151	1,151

⁽ⁱ⁾ The amount of receivables excludes GST recoverable from the ATO (statutory receivable).

Interest Rate Sensitivity Analysis

The Department's financial assets and liabilities at balance sheet date are not subject to any interest rate risk.

Fair Values

All financial assets and liabilities recognised in the Statement of Financial Position, whether they are carried at cost or fair value, are recognised at amounts that represent a reasonable approximation of fair value unless otherwise stated in the applicable notes.





**PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010**

Note 31. Remuneration of senior officers

The number of senior officers, whose total of fees, salaries, superannuation, non-monetary benefits and other benefits for the financial year, fall within the following bands are:

	2010	2009
	\$000	\$000
\$10,001-\$20,000	-	1
\$80,001-\$90,000	-	-
\$90,001-\$100,000	-	1
\$100,001-\$110,000	-	1
\$110,001-\$120,000	1	2
\$120,001-\$130,000	3	2
\$130,001-\$140,000	2	1
\$170,001-\$180,000	-	-
\$180,001-\$190,000	1	1
\$190,001-\$200,000	1	-
\$210,001-\$220,000	-	-
\$230,001-\$240,000	1	1
The total remuneration of senior officers	1,357	1,243

The total remuneration includes the superannuation expense incurred by the Department in respect of senior officers.

Note 32. Remuneration of the auditor

Remuneration payable to the Auditor General in respect of the audit for the current financial year is as follows:

	2010	2009
	\$000	\$000
Auditing the accounts, financial statements and performance indicators.	39	37
	39	37

Note 33. Related bodies

The Department had no related bodies during the financial year.

Note 34. Affiliated bodies

The Department had no affiliated bodies during the financial year.





PARLIAMANTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 35. Supplementary financial information

(a) Write-offs

During the financial year, \$7,003 was written off the Department's asset register under the authority of the Accountable Authority. Bad debts written off totalled \$640. These expenses are included in Other Expenses (see note 10).

(b) Losses through thefts, defaults and other causes

There were no items lost by the Department through thefts, defaults or other causes.

(c) Gifts of public property

There were no gifts of public property made by the Department during the financial year.





PARLIAMENTARY SERVICES DEPARTMENT
NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDING 30 JUNE 2010

Note 35. Supplementary financial information

(a) Write-offs

During the financial year, \$7,003 was written off the Department's asset register under the authority of the Accountable Authority. Bad debts written off totalled \$640. These expenses are included in Other Expenses (see note 10).

(b) Losses through thefts, defaults and other causes

There were no items lost by the Department through thefts, defaults or other causes.

(c) Gifts of public property

There were no gifts of public property made by the Department during the financial year.



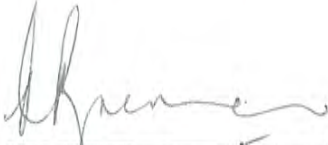
**PERFORMANCE INDICATORS
OF THE
PARLIAMENTARY SERVICES DEPARTMENT**

**FOR THE YEAR ENDED
30 JUNE 2011**



PARLIAMENTARY SERVICES DEPARTMENT
CERTIFICATION OF PERFORMANCE INDICATORS
FOR THE YEAR ENDED 30 JUNE 2011

I hereby certify that the performance indicators are based on proper records, are relevant and appropriate for assisting users to assess the Parliamentary Service Department's performance, and fairly represent the performance of the Parliamentary Services Department for the financial year ended 30 June 2011.



Russell Bremner
Accountable Authority

Date: 12 September 2011.



Desired Outcome

Parliamentary Services Department provides apolitical ancillary services to Members of Parliament, Chamber departments, Parliamentary staff and other users through two specific service roles that are undertaken to meet the Department’s single desired outcome. In doing so, the Department supports a broad, high level goal that reflects its service provision role.

Parliamentary Services Department is not part of the State public service nor an agency of Government and does not directly contribute to the Government desired outcomes.

The following table illustrates the relationship between the Department’s primary goal and the desired outcome of service activities.

Desired Outcome	Services
Infrastructure, facilities, information and services that meet the needs of stakeholders.	1. Provision of Infrastructure and Facilities 2. Provision of Information and Services

Key Effectiveness Indicators

Three indicators have been identified to measure the effectiveness of services in meeting the desired outcome.

Availability of Services

This indicator measures the availability of services (distinguishing between Infrastructure/Facilities and Information/Services), recognising that service outages significantly impact upon the operations of Parliament.

The calculation of service availability is based on recorded service down time of more than half a day that has not been scheduled and advised to stakeholders in advance. A weighting is allocated to different services and to sitting and non-sitting days to reflect the perceived impact of a particular outage on the operations of Parliament. For example, an outage of IT services on a sitting day is given a higher weighting compared to a non-sitting day.

This was a new Key Effectiveness Indicator in 2008. The Target figure represents a threshold of minimum acceptable performance in the effective delivery of service. It is expected that actual performance may exceed these targets.

	2008 Actual	2009 Actual	2010 Actual	2011 Target	2011 Actual	Variance
Availability of Infrastructure and Facilities.	99.5%	100%	96.6%	95.0%	99.8%	4.8%
Availability of Information and Services.	96.5%	99.6%	99.7%	95.0%	99.5%	4.5%



Member Satisfaction with Services

This Key Effectiveness Indicator measures Member satisfaction with the services provided, with separate measures for the Infrastructure/Facilities and Information/Services groupings of services. A Member survey was developed with the help of Data Analysis Australia and the Outcomes Structure Review Group. The survey was distributed to all Legislative Council and Legislative Assembly Members using Survey Monkey software in June 2011, with 40 out of 93 Members (excluding the Presiding Officers) acknowledging receipt of the survey. A response rate of 52.5% (21 out of 40) was achieved and collated to provide the Members' ratings. A response of Satisfactory, Good or Very Good was considered satisfactory, with any lower rating impacting upon the percentage of service achievement.

This was also a new Key Effectiveness Indicator in 2008. The Target figure represents a threshold of minimum acceptable performance in the effective delivery of service. It is expected that actual performance may exceed these targets.

	2008 Actual	2009 Actual	2010 Actual	2011 Target	2011 Actual	Variance
Average Member rating of Infrastructure and Facilities.	93.8%	97.2%	97.0%	90%	93.5%	3.5%
Average Member rating of Information and Services.	96.3%	95.7%	94.0%	90%	97.3%	7.3%

Parliamentary Staff and Presiding Officers Satisfaction with Services

This Key Effectiveness Indicator measures the satisfaction of a different group of stakeholders, being the Presiding Officers (President of the Legislative Council and Speaker of the Legislative Assembly) and Parliamentary staff who support the Members and the operations of Parliament. While the Presiding Officers are also Members, the Department provides particular services to the Presiding Officers that differ from those provided to other Members.

A Staff survey was developed with the help of Data Analysis Australia and Outcomes Structure Review Group. The survey was distributed to all Parliamentary staff and the two Presiding Officers during June 2011. A response rate of 55.3 % (99 out of 179) was achieved and responses were collated to provide the PO and Staff rating. A rating of Satisfactory, Good or Very Good was considered satisfactory, with any lower rating impacting upon the percentage of service achievement.

	2008 Actual	2009 Actual	2010 Actual	2011 Target	2011 Actual	Variance
Average Presiding Officer and Staff rating for Infrastructure, Facilities, Information and Services.	95.3%	97.2%	97.5%	95%	97.5%	2.5%

Key Efficiency Indicators

These Key Efficiency Indicators identify two distinct service groups provided by the Department in support of the operations of Parliament. These indicators measure the resources used by the Department in providing services to Members and Chamber Departments.

Service 1: Provision of Infrastructure and Facilities

Key Efficiency Indicators	2008 Actual	2009 Actual	2010 Actual	2011 Target	2011 Actual	Variance to Target
Average cost of providing Infrastructure and Facilities for the Members of Parliament and Chamber Departments' staff.	\$23,965	\$25,825	\$27,555	\$31,246	\$29,816	(\$1,430) (4.6%) (b)
Percentage of variable costs expended to maintain Parliament House building and grounds ^(a) .	16%	18%	21%	18%	18%	-

(a) Variable costs represent the Department's total recurrent funds less staffing costs, statutory charges and contractual obligations. Depreciation expense is included in variable costs in this measure as the majority of this expense relates to buildings and building improvements. This provides a link between building maintenance expenditure and the value of buildings and improvements.

(b) The total cost of this service was \$76,000 lower than budget. Whilst the number of Members of Parliament remained constant, the number of Chamber Departments' staff increased during 2010-11 to 68.92 FTE to give a total combined figure of 163.92 compared to the budget of 158.9, further reducing the average cost figure.

Service 2: Provision of Information and Services

Key Efficiency Indicators	2008 Actual	2009 Actual	2010 Actual	2011 Target	2011 Actual	Variance
Average cost of providing Information and Services for the Members of Parliament and Chamber Departments' staff ^(c)	\$34,919	\$40,735	\$34,002	\$35,450	\$35,136	(\$314) (0.9%)
Average cost of services per sitting day ^(d)	\$40,209	\$46,583	\$40,004	\$42,050	\$43,406	\$1,356 3.2% (e)

(c) This measure relates to expenses associated with non-sitting days. The 2009 cost was significantly higher due to a very low number of sitting days as a result of the extended election recess. A greater proportion of overhead costs were therefore allocated to this measure.

- (d) The average cost per sitting day is calculated as the average cost of services per business day (excluding sitting related expenses) plus the average sitting specific costs per sitting day. The average was higher in 2009 due to a significantly lower number of sitting days resulting from the extended election recess.
- (e) The total cost of Information and Services was \$75,000 (0.85%) lower than budget. This resulted in a lower average cost per Member/staff for non-sitting days. However, there were only 68 sitting days compared to a budget estimate of 75. This resulted in an increase in the average cost of service per sitting day compared to budget.

