
APPENDIX 1 PROCEDURE OFFICE CHARTER

PROCEDURE OFFICE CHARTER

MISSION STATEMENT

We, the Procedure Office Team, are committed to work together to develop our relationship to provide an enjoyable work environment and expand services and strengthen professional support and advice to clients.

Client Service Performance

Our section is principally involved in a service delivery and therefore the client focus is the foremost objective. The team has acknowledged this by adopting the following -

The Procedure Office Teams' Six Principles of Client Service represent the overarching goals of the Department for its client service performance. The principles are for all team members to use in serving all external and internal clients. The Six Principles are the basic building blocks that apply to any activity that serves clients.

The Procedure Office Teams' Six Principles of Client Service:

- 1. Be helpful. Listen to your clients.*
- 2. Acknowledge all communication by the close of business that day.*
- 3. Respond to all correspondence within 5 business days.*
- 4. Provide clear, timely, accessible and accurate information..*
- 5. Work collaboratively with management to improve products and services.*
- 6. Involve clients and utilize their ideas and input.*

The mission statement requires enhanced client focus by improving professional advice and support

Goal 1 - Ensure chamber is prepared with documentation and staffed appropriately to provide support and research.

Goal 2 - Increase previous year's client satisfaction by decreasing processing times and increasing accuracy rates for Internet information.

Goal 3 - Provide timely, clear and accurate information to clients.

OBJECTIVES

Communication Objectives:

Decision making at the lowest possible level
Using collective power of the team to resolve problems
Pre-planning of tasks, collectively agreeing on timeframes
Early access to information and involvement in projects
Improve productivity without adversely affecting any other party
Improve our performance through knowledge gained, and the spirit of co-operation
Open reporting and sharing of information
Overall recognition for the whole team
Increase communication

Performance Objectives:

Finish projects within agreed timeframes
More work for all the team
Financial success
Safety-incident free

Reduce sick leave
Create a no blame culture
Simplify procedures and systems
Make projects more enjoyable to work on
Ensure data is up-to-date and correct
Work enthusiastically to the betterment of the team

The mission statement requires enhanced client focus by improving professional advice and support

Goal 1 - Ensure chamber is prepared with documentation and staffed appropriately to provide support and research

Action

Monitor time taken to prepare and distribute documentation before sitting.

Review staffing levels during sitting day.

Measurement

Clients surveyed indicating overall satisfaction with chamber services.

Recording time taken to update documentation in chamber.

Standards

Chamber prepared for sitting within 2 hours before sitting.

Minimal of 1 team member in the chamber at any given time.

The percentage of clients surveyed indicating satisfaction no less than 56% - 65%.

Goal 2 - Increase previous year's client satisfaction by decreasing processing times and increasing accuracy rates for Internet information

Action

Reduce the number of times information is not updated on the Internet.

Streamline procedures to reduce processing time and improve processing accuracy.

Create a manual listing of all information published on the Internet which will also contain a flow chart showing when and who will update. Also, who will replace that person during periods of absence.

Provide all team members with training to enable updating of all databases on the Internet.

Measurement

Clients surveyed who indicate overall satisfaction with information on the site. (The goal is to reach 90 %.)

Recording the number of times parliamentary departments pass on information regarding errors on the Parliament Web Site within our area of responsibility. (The goal is a maximum of 5 % error notification.)

The staff advised that they are required to update one of the databases within a time frame. (The goal to reach is 95 %.)

Assistance of IT or other staff members not required to complete tasks. (The goal to reach is 95%.)

Standards

Updating processing times. (The goal is within 8 hours.)

Information accuracy. (The goal is no more than two complaints/errors per month.)

Team member prior to their period of absence to advise their replacement. (The goal is 1 day prior to taking leave.)

Information accuracy. (The goal is no more than two complaints/errors per month.)

Goal 3 - Provide timely, clear and accurate information to clients

Action

Provide clear and accurate responses to requests for information.

Measurement

Clients surveyed who indicate overall satisfaction with information. (The goal is to reach 90%.)

Recording the number of days it takes to send out information.

Standards

Information is sent to clients within 5 working days.

95% of clients surveyed indicate information was clear and accurate.

The mission statement requires the team to use its collective power to resolve problems.

Goal 1 - Reduce the number of sick days taken

Action

Monitor the number of days lost in any financial year.

Monitor the cost to the team.

Measurement

No more than 7-9 days taken in any quarter for the entire team.

Cost in any one month.

Standards

Aim for no more than 9 days in any quarter for the entire team.

Goal 2 - Ensure Procedure Office meetings are productive, improve service and resolve problems

Action

Ensure all documentation is prepared and distributed for next Procedure Office meeting.

Discuss problems identified.

Brainstorm to find new service requirements.

Measurement

The percentage of team members that agree papers provided are accurate and usually available before next meeting

Time that the team takes to resolve conflicts and problems.

Increase the number of new services or improved services.

Standards

59-80% of team members agree that papers provided are accurate and usually available two days before the meeting.

Problems that require a meeting of the team are resolved within two meetings.

Document all new services and provide budget figures of savings from improved services.

MEASURES

Our Measures are based on Quality, Quantity, Timeliness and Cost Effectiveness

Quality = accuracy, appearance, usefulness, or effectiveness. Measures can include error rates (such as the number of or percentage of errors allowable per the team) and client satisfaction (survey).

Quantity = how much work the individual or team produced.

Timeliness = how quickly, when, or by what date the individual or team produce the work.

Cost-effectiveness = dollars and can be measured by performance as maintaining or reducing unit costs, reducing the time it takes to produce or provide a product or service, or reducing waste.

BOUNDARIES

1. Punctuality to meetings.
2. Commitment to the team and projects.
3. Positive attitude.
4. Protocol (ie one speaker at a time).
5. Contribution through individual input.
6. Trust, respect and support Team Members.
7. No undermining of decisions.
8. Decisions to be:
 - data driven;
 - voted (majority of 75%).
9. No intimidation of members.
10. Time frames to be set and adhered to.
11. Ensure Agenda and relevant documentation for meetings are circulated at least 24 hrs before meetings.

REWARDS

The Team will provide the Clerk with statistical information on the progress of the team and team members. Where the Clerk deems a member or the team has excelled that member or team will be rewarded with a plaque and some other benefit to be determined from time to time.

APPENDIX 2 COMMITTEE OFFICE VISION AND MISSION STATEMENT



COMMITTEE OFFICE

VISION

The vision of the Committee Office is to be the best in Australia in the provision of information, advice and executive support to Parliamentary committees.

Mission

In pursuit of our vision we will strive to provide committees with:

1. the most relevant and recent information about matters referred to them;
2. independent, high quality, apolitical advice on:
 - a) the structure, procedures and direction of inquiries;
 - b) options available to committees in respect of matters referred to them;
 - c) legal and other technical questions arising in respect of matters referred to them;
 - d) Parliamentary procedure in the context of matters referred to them;
 - e) high quality executive and administrative support.

Core Values

The core values of the staff of the Committee Office are:

- 1 to provide excellence in service;
- 2 to remain independent and apolitical in the course of provision of all services;
- 3 to maintain confidentiality;
- 4 to maintain honesty, integrity, fairness and professionalism in all situations;
- 5 to co-operate with colleagues in the provision of services to committees and the operation of the Committee Office;
- 6 to offer mutual support and assistance to colleagues in the provision of services to committees and the operation of the Committee Office;
- 7 where appropriate, to work as a team;
- 8 to be flexible and adaptable in order to meet the changing needs of committees;
- 9 in the face of continual political uncertainty and change, to maintain a sense of humour without detracting from our professionalism;
- 10 to participate in continually maintaining and, where possible, improving the excellence of service provided by the Committee Office.

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**APPENDIX 3 MEMBERS OF THE LEGISLATIVE COUNCIL
IN THE THIRTY-SIXTH AND THIRTY-SEVENTH
PARLIAMENTS**

**36th Parliament of Western Australia
(Second Session opened
August 13 2002, prorogued January 23 2005)**

REGION	NAME	PARTY
Agricultural Region	^DONALDSON, Bruce	Liberal
Agricultural Region	HOUGH, Frank	*One Nation Party
Agricultural Region	^CHANCE, Kim	Australian Labor Party
Agricultural Region	^CRIDDLE, Murray	National Party
Agricultural Region	MARGETTS, Dee	Greens (WA)
East Metropolitan Region	^GRIFFITHS, Nick	Australian Labor Party
East Metropolitan Region	^FOSS, Peter	Liberal
East Metropolitan Region	^RAVLICH, Ljiljana	Australian Labor Party
East Metropolitan Region	PRATT, Louise	Australian Labor Party
East Metropolitan Region	^TOMLINSON, Derrick	Liberal
Mining and Pastoral Region	^STEPHENS, Tom	Australian Labor Party
Mining and Pastoral Region	^MOORE, Norman	Liberal
Mining and Pastoral Region	FORD, Jon	Australian Labor Party
Mining and Pastoral Region	FISCHER, John	*One Nation Party
Mining and Pastoral Region	CHAPPLE, Robin	Greens (WA)
Mining and Pastoral Region	~LEAHY, Kevin	Australian Labor Party
North Metropolitan Region	^CASH, George	Liberal

REGION	NAME	PARTY
North Metropolitan Region	^DERMER, Ed	Australian Labor Party
North Metropolitan Region	^HALLIGAN, Ray	Liberal
North Metropolitan Region	^TRAVERS, Ken	Australian Labor Party
North Metropolitan Region	CADBY, Alan	**Liberal
North Metropolitan Region	^WATSON, Giz	Greens (WA)
North Metropolitan Region	GIFFARD, Graham	Australian Labor Party
South Metropolitan Region	ELLERY, Sue	Australian Labor Party
South Metropolitan Region	^SCOTT, Barbara	Liberal
South Metropolitan Region	DOUST, Kate	Australian Labor Party
South Metropolitan Region	^O'BRIEN, Simon	Liberal
South Metropolitan Region	^SCOTT, Jim	Greens (WA)
South West Region	^HOUSE, Barry	Liberal
South West Region	^COWDELL, John	Australian Labor Party
South West Region	EMBRY, Paddy	*One Nation Party
South West Region	^STRETCH, Bill	Liberal
South West Region	FARINA, Adele	Australian Labor Party
South West Region	McSWEENEY, Robyn	Liberal
South West Region	^SHARP, Christine	Greens (WA)
South West Region	~MacLAREN, Lynn	Greens (WA)

* Formerly One Nation Party (WA) became Independent - Hon Paddy Embry on May 15 2003 and Hon John Fischer and Hon Frank Hough both on June 1 2004.

** Formerly Liberal Party (WA) became Independent on June 2 2004.

^ Members of the Legislative Council in the 35th Parliament.

~ Hon Kevin Leahy replaced Hon Tom Stephens on September 28 2004 on his resignation from the Legislative Council. Hon Lynn MacLaren filled a casual vacancy on February 15 2005 upon the resignation of Hon Jim Scott.

37th Parliament of Western Australia
(General Election February 26 2005. Elected Members sworn May 23 2005 and
first took seats May 24 2005)

REGION	NAME	PARTY
Agricultural Region	DONALDSON, Bruce	Liberal
Agricultural Region	CHANCE, Kim	Australian Labor Party
Agricultural Region	CRIDDLE, Murray	National Party
Agricultural Region	*FELS, Anthony	Liberal
Agricultural Region	*ROWE, Margaret	Liberal
East Metropolitan Region	RAVLICH, Ljiljana	Australian Labor Party
East Metropolitan Region	*MORTON, Helen	Liberal
East Metropolitan Region	GRIFFITHS, Nick	Australian Labor Party
East Metropolitan Region	PRATT, Louise	Australian Labor Party
East Metropolitan Region	*TAYLOR, Donna	Liberal
Mining and Pastoral Region	*ARCHER, Shelley	Australian Labor Party
Mining and Pastoral Region	MOORE, Norman	Liberal
Mining and Pastoral Region	FORD, Jon	Australian Labor Party
Mining and Pastoral Region	*BASTON, Ken	Liberal
Mining and Pastoral Region	*CATANIA, Vince	Australian Labor Party
North Metropolitan Region	DERMER, Ed	Australian Labor Party
North Metropolitan Region	CASH, George	Liberal
North Metropolitan Region	TRIVERS, Ken	Australian Labor Party
North Metropolitan Region	*COLLIER, Peter	Liberal
North Metropolitan Region	GIFFARD, Graham	Australian Labor Party
North Metropolitan Region	HALLIGAN, Ray	Liberal

REGION	NAME	PARTY
North Metropolitan Region	WATSON, Giz	Greens (WA)
South Metropolitan Region	DOUST, Kate	Australian Labor Party
South Metropolitan Region	O'BRIEN, Simon	Liberal
South Metropolitan Region	ELLERY, Sue	Australian Labor Party
South Metropolitan Region	SCOTT, Barbara	Liberal
South Metropolitan Region	*MILLS, Sheila	Australian Labor Party
South West Region	HOUSE, Barry	Liberal
South West Region	FARINA, Adele	Australian Labor Party
South West Region	McSWEENEY, Robyn	Liberal
South West Region	*TALBOT, Sally	Australian Labor Party
South West Region	*HALLETT, Nigel	Liberal
South West Region	*BENSON-LIDHOLM, Matthew	Australian Labor Party
South West Region	*LLEWELLYN, Paul	Greens (WA)

* First elected at the Thirty-Seventh Parliament.

APPENDIX 4 STATISTICS RELATING TO SITTINGS OF THE LEGISLATIVE COUNCIL 2000-01 TO 2004-05

	2000-01	2001-02	2002-03	2003-04	2004-05
Number of days House met	48	76	71	73	63
Number of hours House met	263.55	470.51	410.45	390.52	378.35
Average number of hours per sitting	5.49	6.19	5.78	5.35	6.00
Bills dealt with					
Initiated in Legislative Council	29	4	10	6	12
By the Government	20	1	5	2	11
By a Private Member	9	3	5	4	1
Initiated in Legislative Assembly	34	80	62	66	68
Total Bills	55	46	84	47	71
Bills passed without amendment	29	34	53	22	36
Bills passed with amendments	26	12	31	25	35
Bills defeated	0	0	2	1	0
Bills lapsed	18	41	7	17	11
Bills withdrawn	0	0	0	0	0
Bills ruled out of order	0	0	0	0	0
Sets of amendments circulated	59	57	69	102	74
Questions on Notice processed	1158	620	1327	1177	3044
Questions without Notice	907	1309	1339	1168	1018
Divisions (total)	66	190	92	91	68
House	35	47	51	33	40
Committees	31	143	41	58	28

	2000-01	2001-02	2002-03	2003-04	2004-05
Disallowance Motions					
Notice	29	61	25	29	35
Moved	4	9	4	11	16
Passed	0	3	0	1	0
Negatived	4	6	4	10	5
Discharged	14	50	16	17	20
Petitions tabled (total)	38	66	60	47	46
Presented	21	56	38	39	28
By-delivery	17	10	21	7	17
Non-conforming with Standing Orders	0	0	1	1	1
Papers tabled (total)	881	1308	1255	1121	1157
Annual Reports	165	396	275	237	227
Subsidiary Legislation	399	415	385	338	416
Planning schemes and amendments	3	5	9	10	7
Standing Committees Reports	29	23	36	21	28
Select Committees Reports	2	1	2	2	4
Others	283	468	548	513	475
No of Individual Instruments within tabled papers	figure not available	1192	490	530	576

APPENDIX 5 STATISTICS RELATING TO COMMITTEE WORK 2004-05

Key:

DG = Delegated Legislation Joint Committee
 EP = Environment and Public Affairs Committee
 LN = Legislation Committee
 PF = Public Administration and Finance Committee
 UG = Uniform Legislation and General Purposes Committee
 RS = Reserves (Reserve 43131) Bill 2003 Select Committee
 CN = Advocacy for Children (Appointment of a Commissioner for Children)
 Select Committee

General Statistics¹⁷

<i>Key Items</i>	DG	EP	LN	PF	UG	RS	CN	Total	Avg
No of meetings	16	21	47	33	18	16	0	151	22
No of hours of meetings	16	61.9	61.8	65.9	17.5	51.2	0	274	39
No of reports tabled	2	5	5	5	8	1	1	27	4
Average staff hours per week	98.75	51.15	32.90	77.94	24.76	16.67	50.00	352	50

<i>Meetings</i>	DG	EP	LN	PF	UG	RS	CN	Total	Avg
No of meetings	16	21	47	33	18	16	0	151	22
No of hours of meetings	16	61.9	61.8	65.9	17.5	51.2	0	274	39
No of meetings/hearings in sitting weeks	16	14	23	28	13	11	0	105	15
No of hours of meetings/hearings in sitting weeks	16	36.3	27	49	10.4	30	0	169	24
No of meetings/hearings in non-sitting weeks	0	7	24	5	4	5	0	45	6
No of hours of meetings/hearings in non-sitting weeks	0	25.6	34.8	16.9	7.08	21.3	0	106	15

¹⁷ **Note:** The Procedure and Privileges Committee did not meet during this reporting period and the Estimates and Financial Operations Committee was formed on June 30 2005 and did not meet on that day. These committees have therefore not been included. Both select committees did not operate for the entire year which impacts on statistics, including averages.

	DG	EP	LN	PF	UG	RS	CN	Total	Avg
No of public hearings	2	0	5	9	1	0	0	17	2
No of hours of public hearings	1.17	0	5.08	16	1.67	0	0	24	3
No of private hearings	0	1	2	1	0	2	0	6	1
No of hours of private hearings	0	1.1	0.67	0.17	0	4.92	0	7	1
No of witnesses	3	1	8	30	3	2	0	47	7
No of sub committee meetings	2	3	17	20	0	0	0	42	6
No of hours of sub committee meetings	2.17	2.45	21.5	42.7	0	0	0	69	10
Reports	DG	EP	LN	PF	UG	RS	CN	Total	Avg
No of reports tabled	2	5	5	5	8	1	1	27	4
No of pages of reports tabled	38	853	704	253	491	246	117	2,702	386
No of copies of tabled reports printed	120	540	440	365	915	180	165	2,725	389
No of copies of tabled reports distributed	105	440	410	350	875	164	150	2,494	356
No of government responses to reports received ¹⁸	0	4	1	5	4	1	0	15	2
Submissions	DG	EP	LN	PF	UG	RS	CN	Total	Avg
No of submissions received	0	36	23	0	1	0	0	60	9
No of pages of submissions received	0	916	311	0	3	0	0	1,230	176
Summonses	DG	EP	LN	PF	UG	RS	CN	Total	Avg
No of summonses issued	0	1	0	0	0	0	0	1	0
Staff	DG	EP	LN	PF	UG	RS	CN	Total	Avg
Average staff hours per week	98.75	51.15	32.90	77.94	24.76	16.67	50.00	352	50
No of Advisory Officer hours	2649	1093	954	2188	978	180	15	8,057	1,151
No of Committee Clerk hours	2238	1567	696	1830	310	120	15	6,776	968
No of Articled Clerk hours	248	0	61.5	35	0	0	0	345	49
No of temporary staff hours	0	0	0	0	0	0	0	0	0

¹⁸ In some cases it is appropriate that more than one Minister respond to a Committee, and thus more than one response may be received for a single report. A government response is not required for reports on inquiries into bills as matters raised by the committee will be addressed by the Government when the bill is debated in the House.

	DG	EP	LN	PF	UG	RS	CN	Total	Avg
No of consultants/counsel	0	0	0	0	0	0	0	0	0
No of consultants/counsel hours	0	0	0	0	0	0	0	0	0
No of staff who have worked on committee	6	5	5	6	4	2	2	30	4

TRAVEL

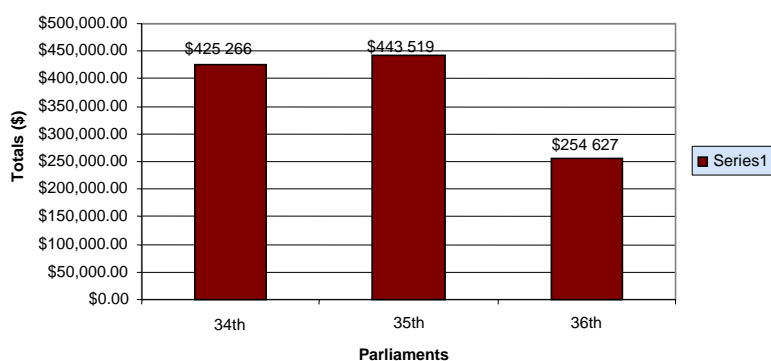
Number of Trips

Travel	DG	EP	LN	PF	UG	RS	CN	Total	Avg
No of trips – within Australia	1		1	4	1			7	1
No of trips – international									
No of seminars/conferences organised									
Site visits				2				2	

Expenditure

Committee	Intrastate	Interstate	International	Total
Delegated Legislation Environment and Public Affairs		\$12,721.79		\$12,721.79
Legislation		\$18,866.00		\$18,866.00
Public Administration and Finance	\$14,412.00	\$2,896.74		\$17,308.74
Uniform Legislation and General Purposes		\$2,495.77		\$2,495.77
Select Committees				
Total	\$14,412.00	\$36,980.30		\$51,392.30

Travel Costs for the Thirty-Fourth, Thirty-Fifth and Thirty-Sixth Parliaments



Details

	Inquiry	Trip	Date	No of Members	No of Staff	Intrastate	Interstate	International	Total
DG									
	Ninth Australasian and Pacific Conference on Delegated Legislation and Sixth Australasian and Pacific Conference on the Scrutiny of Bills	Canberra	2-4/03/2005	3	2		\$12,721.79		
	Working Group of Chairs of Scrutiny Committees meeting	Canberra	1/03/2005	1	2		included in above		
					Total:	\$0.00	\$12,721.79	\$0.00	\$12,721.79
LN									
	State Administrative Tribunal Bill 2003 and State Administrative Tribunal (Conferral of Jurisdiction) Amendment and Repeal Bill 2003	Melbourne and Sydney	1-5/08/04	4	2		\$18,866.00		
					Total:	\$0.00	\$18,866.00	\$0.00	\$18,866.00
PF									
	Water Services	Kununurra	21-23/07/04	4	2	\$13,786.00			
	Water Services	Bunbury	29/07/2004	4	4	\$626.00			
	Water Services	Kalgoorlie	27/09/2004	4	4	\$0.00			
	Australasian Council of Public Accounts Committees Biennial Conference in Brisbane	Brisbane	6-9/02/2005	0	2		\$2,896.74		
					Total:	\$14,412.00	\$2,896.74	\$0.00	\$17,308.74

	Inquiry	Trip	Date	No of Members	No of Staff	Intrastate	Interstate	International	Total
UG									
	Ninth Australasian and Pacific Conference on Delegated Legislation and the Sixth Australasian and Pacific Conference on the Scrutiny of Bills and Working Group of Chairs of Scrutiny Committees meeting	Canberra	1-4/03/2005		1		\$2,495.77		
					Total:	\$0.00	\$2,495.77	\$0.00	\$2,495.77
					Grand Total:	\$14,412.00	\$36,980.30	\$0.00	\$51,392.30

