

Compliance index

Requirement

Letter of transmittal	iii
Table of contents	v
Index	147
Glossary	143
Contact officer	ii
Internet home page address and internet address for report	ii

Review by the Clerk

Summary of significant issues and developments	1–4
Overview of department's performance	1–4
Outlook for following year	4

Departmental overview

Overview description of department	7–13
Role and functions	7–13
Organisational structure	7–9
Outcome and output structure	9–11
Where outcome and output structures differ from PBS format, details of variation and reasons for change	Not applicable

Report on performance

Review of performance during the year in relation to outputs and contribution to outcome	15–47
Actual performance in relation to performance targets set out in PBS/PAES	112–115
Performance of purchaser/provider arrangements	Not applicable
Where performance targets differ from the PBS/PAES, and details of both former and new targets, and reasons for the change	Not applicable
Narrative discussion and analysis of performance	15–47
Trend information	15–47
Significant changes in nature of principal functions/services	Not applicable
Factors, events and trends influencing departmental performance	15–47
Performance against service charter customer service standards, complaints data, and the department's response to complaints	15–47
Social justice and equity impacts	Not applicable
Discussion and analysis of the department's financial performance	12–13
Summary resource table by outcome	13
Post-balance date events	Not applicable

Developments since the end of the financial year that have affected or may significantly affect the department's operations or financial results in future. 4, 37, 65

Management and accountability

<i>Corporate governance</i>	49–53
Statements of the main corporate governance practices in place	49–53
Names of the senior executive and their responsibilities	8
Senior management committees and their roles	50–51
Corporate and operational planning and associated performance reporting and review	53
Approach adopted to identifying areas of significant financial or operational risk and arrangements in place to manage risk	53
Certification of fraud measures in place	53
Policy and practices on the establishment and maintenance of appropriate ethical standards	49
How nature and amount of remuneration for senior executive service employees is determined	57
<i>External scrutiny</i>	54
Significant developments in external scrutiny	54
Judicial decisions and decisions of administrative tribunals	Not applicable
Reports by the Auditor-General, a parliamentary committee or the Commonwealth Ombudsman	54
<i>Management of human resources</i>	54–60
Assessment of effectiveness in managing and developing human resources to achieve departmental objectives	54–60
Workforce planning, staff turnover and retention	55, 60
Impact and features of certified agreements and AWAs	55–57
Training and development undertaken and its impact	57–58
Occupational health and safety performance	58–59
Productivity gains	3, 29, 30, 35, 55
Statistics on staffing	138–139
Certified agreements and AWAs	55–57
Performance pay	57
<i>Purchasing</i>	61–62
Assessment of purchasing against core policies and principles	61–62
<i>Assets management</i>	63
Assessment of effectiveness of assets management	63
<i>Consultants and competitive tendering and contracting</i>	63–64
Number of consultancy services contracts let and total expenditure on consultancy services	141

Competitive tendering and contracting contracts let and outcomes, including any net savings	141
Absence of contractual provisions allowing access by the Auditor-General	Not applicable
Contracts exempt from Purchasing and Disposal Gazette	None to report
<i>Providing access to people with disabilities</i>	64
Report on performance in implementing the Commonwealth Disability Strategy	64
Financial Statements	66–108
Specific legislative reporting requirements	
<i>Advertising and market research</i>	140
<i>Ecologically sustainable development and environmental performance</i>	64–65
<i>Freedom of information</i>	54
<i>Occupational health and safety</i>	58–59
Other reporting requirements	
<i>Discretionary grants</i>	64
<i>Correction of material errors in previous annual report</i>	None to report

Subject index

- 1999–2000 annual report, 33
 2000–01 annual report, 33, 54, 60
 2000–02 corporate plan, 4
 2002–05 corporate plan, 4
 3rd Professional Development Seminar for
 Parliamentary Staff, 41
 39th Parliament, 1, 19, 20, 21, 26
 40th Parliament, 2, 3, 12, 18, 19, 20, 24, 26, 27, 29,
 30, 32, 42, 47
 47th Conference of the Commonwealth
 Parliamentary Association, 3, 39–40
- abbreviations, 143
About the House magazine, 3, 41–42, 43, 46, 53
 accommodation refurbishment, 2, 32
 accommodation services, 32
 accountability mechanisms, 3, 53
 accounting functions, 54
 activities of parliamentary committees, 118–119
 Acts,
 Disability Discrimination Act 1992, 64
 *Environment Protection and Biodiversity
 Conservation Act 1999*, 64
 *Financial Management and
 Accountability Act 1997*, 49
 *Occupational Health and Safety
 (Commonwealth Employment) Act 1991*, 58
 Parliamentary Service Act 1999, 7
 Workplace Relations Act 1996, 49
 administration of parliament, review of, 4, 37, 65
 Administrative Agreement, 55–56, 64
 administrative records keeping, 61
 administrative staff salary scales, 56
 advertising, 29, 30, 43–44, 47, 64, 140
 advertising and market research, 64, 140
 advisings, procedural, 15–16, 41
 African parliaments, 3, 41
 age profile of staff, 4
 ANAO (Australian National Audit Office), 54, 60
 annual business plan, 4, 53
 annual report contact officer, ii
 annual reports, 33, 53, 54, 60
 Ansett collapse, effect on operations, 2, 40, 47
 appendices, 110–142
 archives, 20, 28, 61
 Asia Development Bank, 40
 asset losses, 63
 assets disposal, 63
 assets management, 63
 assets stocktake, 63
 Association of Secretaries General of Parliaments, 3
 attendance at training courses, 58
 audit committee, 50–51
 audit controls, 54, 60
 Auditor-General, 51
 Auditor-General reports, 51, 54, 68
 audits
 financial, 68
 occupational health and safety, 59
 protective security, 54
 work performance management, 59
*Audits of Financial Statements of
 Commonwealth Entities 2001*, 54
 Australian and New Zealand Association of
 Clerks-at-the-Table, 20, 41
 Australian and Pacific parliamentary seminar, 47
 Australian Federal Police, 36
 Australian National Audit Office (ANAO), 54, 60
 Australian National University, 44
 Australian Protective Service, 35, 36, 64
 Australian Workplace Agreements (AWAs), 56, 57, 64
 award recipients, 45
 awards, 3, 45
 AWAs, 56, 57, 64
- Balancing tradition and progress:
 Procedures for the opening of Parliament*, 10
 banking arrangements, 62
 benchmarking projects, 28
 bilateral relations, 39
BillsNet, 17
 bills processing, 2, 17, 20
 Broadcasting of Parliamentary Proceedings,
 Joint Committee, 19
 budget surplus, 2, 12
 business of the House and Main Committee, 116–117
 business plan, 4, 53
 business risk management plan, 53
 business unit management, 50
- captioning system working group, 17
 CEIs (Chief Executive's Instructions), 61, 63
 centenary year celebrations, 44–45
 ceremonial openings inquiry, 19
 certified agreements, 51, 55–56, 64
 CFO (Chief Financial Officer), 50
 Chamber and Main Committee
 client feedback, 15, 18, 19
 cost savings, 18, 21
 description, 15
 document management, 20
 expenses, 15
 improving performance, 21
 legislation and research services, 20
 outlook, 22
 performance review, 15–22

- procedural advice and support services, 16–20
- role, 15
- service standards, 15
- standing orders review, 21
- staff levels, 138
- Chamber practice, 18
- Chamber Research Office, 7, 15, 21, 41
- changes to organisational structure, 7–9
- Chief Executive's Instructions, (CEIs), 61, 63
- Chief Finance Officer (CFO), 50
- Citizenship Visits Program (CVP), 45–46, 47
- claims for compensation, 59
- classification structure, 55–56
- Clerk of the House, 7, 16, 28, 36, 44, 49, 50, 53
- Clerks Assistant, 7, 20, 28, 49, 50
- client feedback, 1, 15, 18, 19, 27, 28–29, 31, 34, 36, 39, 43, 44
- client satisfaction, 1, 15, 18, 19, 27, 28–29, 31, 34, 36, 39, 43, 44
- Code of Conduct, 4, 49
- Committee activity, 120
- committee media liaison, 43
- Committee of Members' Interests, 19
- Committee of Privileges, 19
- Committee Office, 23, 24, 26–27, 30
- Committee Procedure and Practice Manual, 26
- committee records archiving, 28
- committee reports, 19
- Committee Services
 - client feedback, 27, 28–29
 - cost savings, 29
 - description, 23
 - improving performance, 29
 - inquiry facilitation, 28–29
 - non-inquiry support services, 27–28
 - outlook, 30
 - performance review, 26–30
 - role, 23
 - staff levels, 138
- committees
 - audit, 50–51
 - consultative, 51
 - management, 50–51, 58
 - occupational health and safety, 58
 - parliamentary, 19, 24–25, 118–130
- committees supported, 24–25
- Commonwealth Disability Strategy, 64
- Commonwealth Fraud Control Guidelines, 53
- Commonwealth Parliamentary Association (CPA), 3, 39, 40, 46, 47
- communications strategy guidelines, 44
- community liaison, 41–46
- community outreach programs, 47
- compensation claims, 59
- competitive tendering and contracting, 63–64
- compliance index, 144
- computer network, 21, 33, 36
- computer upgrades, 33, 61
- Conference for Pacific Parliamentarians, 40
- Conference of the Commonwealth Parliamentary Association, 3, 39–40
- conferences, 3, 28, 39–40
- consultants, 28, 45, 63–64, 141
- consultants and competitive tendering and contracting (CTC), 63–64
- Consultative Committee, 51
- contact directory, 142
- contact officer for annual report, ii
- contracted services, 63–64
- contractors, 45, 51, 63–64
- corporate goals, 4
- corporate governance, 49–53
- corporate objectives, 4
- corporate plan, 4, 7, 50, 52, 53
- corporate priorities, 50
- cost savings, 18, 21, 29, 33, 35
- CPA (Commonwealth Parliamentary Association), 3, 39, 40, 46, 47
- CPA branches, 47
- critical incident support, 59
- CTC (competitive tendering and contracting), 63–64
- CVP (Citizenship Visits Program), 45–46, 47
- Deakin Consulting Pty Ltd, 61
- debriefing of delegations, 39
- delegations and visits program, 39
- delegations
 - election observer, 39, 133
 - official incoming, 131
 - outgoing, 39, 133
 - unofficial incoming, 132
- demonstration guidelines, 35–36
- demonstrations in the precincts, 35–36
- Department of Finance and Administration (DoFA), 33
- Department of Prime Minister and Cabinet, 36
- Department of the House of Representatives*
 - Certified Agreement 2002–03*, 51, 55–56
- Department of the Parliamentary Library, 7
- Department of the Parliamentary Reporting Staff, 7, 33, 45
- Department of the Senate, 7, 35, 45, 51
- departmental Executive, 15, 41, 49–50, 57
- departmental overview
 - financial performance, 12–13
 - outcome and output structure, 9–11
 - role and functions, 7
 - service standards, 12
 - structure, 7–8
- departmental procedural library, 21
- departmental purpose, 7
- departmental restructure, 50
- departmental role, 1–2, 7

- departmental structure, 7–9, 50
 Deputy Clerk, 7, 16, 49, 50, 53
 development and training of staff, 2, 19, 21, 26, 57, 58, 64
 Digipath, 34
 dignitaries' visits, 36, 131
 Director of Finance, 50
 directory of contacts, 142
Disability Discrimination Act 1992, 64
 disability strategy, 64
 disabled persons, 64
 discretionary grants, 64
 disposal of assets, 63
 disposal of records, 28, 61
 distribution of publications, 47
 document management, 20, 28, 61
 document services, 17–18
 documentary, 45
 DoFA (Department of Finance and Administration), 33
- East Timor, 39
 ecologically sustainable development and environmental reporting, 64
 education function, 38, 45, 47
 educational products, 3, 45, 47
 effectiveness of staff, 3,
 election observer delegations, 39, 133
 electronic publications, 3, 12, 17–18, 29–30
 emergency maintenance, 32
 employee self-service, 60
 enterprise agreement, 3, 4
 entitlements, members', 31, 33
 employment conditions, 55–60
 Environment and Heritage Standing Committee conference, 28
Environment Protection and Biodiversity Conservation Act 1999, 64
 environmental management plan, 64–65
 environmental reporting, 64
 equipment losses, 63
 Ernst & Young, 36
 ethical standards, 40
 evaluation and planning framework, 51–53, 54
 events in the precincts, 35–36
 Executive, 15, 41, 49–50, 57
 Executive meetings, 50
 Executive's responsibilities, 7–9, 49–50
 exit interviews, 60
 expenditure
 - consultants, 63
 - salaries, 57
 - training and development, 57
 expenses of Output Groups, 15, 31, 38, 39
 external audit reports, 51
 external consultants, 45
 external contractors, 45
 external scrutiny, 54
- 'Factsheets', 42
 feedback, 1, 15, 18, 19, 27, 28–29, 31, 34, 36, 39, 43, 44, 59
 feedback mechanisms, 27, 28, 59
 female staff, selection of, 60
 filming and photographing guidelines, 18
 Finance and Procurement Office, 31
 Finance Officer, 60–61
Financial Management and Accountability Act 1997 (FMA Act), 49, 61
 financial management information system (FMIS), 3, 13, 60
 financial performance, 3, 12–13
 financial resource management, 54, 60–64
 financial risk management, 53
 financial statements, 51, 65–109
 FMA Act (*Financial Management and Accountability Act 1997*), 49, 61
 FMIS (financial management information system), 3, 13, 60
 FOI (freedom of information), 54
 foreign dignitaries' visits, 36, 131
 Fortieth Parliament, 2, 3, 12, 18, 19, 20, 24, 26, 27, 29, 30, 32, 42, 47
 Forty-seventh Conference of the Commonwealth Parliamentary Association, 3, 39–40
 fraud control, 53
 Fraud Control Guidelines, 53
 fraud control plan, 53
 freedom of information (FOI), 54
 functions of the department, 1, 7
- glossary, 143
 goals, 4
 governance, corporate, 49–53
 Governor-General's messages, 18
 grants, 64
 Griffith University, 44
 guidelines
 - advertising, 44
 - communications strategy, 44
 - conduct of protests in parliamentary precincts, 35–36
 - filming and photographing, 18
 - fraud control, 53*Guidelines for the conduct of protests and demonstrations in the Parliamentary Precincts*, 35–36
- health and safety of staff, 58–59
 'Hillside', 42
 House and Main Committee business, 116
 House committees supported, 24–25
 House documents production and delivery, 17–18
A House for the Nation documentary, 45, 47
 'House News' web page, 42
 'House News', 46

- House of Representatives certified agreement, 51, 55–56
- House of Representatives Practice*, 3, 18
- House of Representatives Standing Committee on the Environment and Heritage conference, 28
- House Update* newsletter, 2, 31
- HouseNet*, 29
- human resources development, 2, 19, 21, 26, 57, 58, 64
- human resources management, 3, 13, 21, 26, 34, 51, 52, 54–60: *see also* staffing matters
- human resources management committees, 51
- human resources management information system, 13, 60
- human resources retention, 60
- human resources recruitment, 26, 60
- Images of the House – The First Hundred Years*, 45, 47
- improving performance,
 - Chamber and Main Committee, 21
 - Committee Services, 29
 - Interparliamentary Relations and Community Liaison, 46–47
 - Members' Services, 36
 - Output Group 1, 21
 - Output Group 2, 29
 - Output Group 3, 36
 - Output Group 4, 46–47
- incoming parliamentary delegations
 - official, 131
 - unofficial, 132
- Indonesian Parliament, 3, 40
- information about members, 34, 43
- information management systems, 13, 60–61
- Information Systems and Publishing Office, 31
- information technology services, 33
- information technology systems, 3, 21, 29, 33, 61
- 'Infosheets', 42
- injuries at work, 59
- inquiries, 19, 118–130
- inquiry facilitation, 28
- Institute of Public Administration of Australia
 - Centenary Medals, 45
- internal audit committee, 50–51
- internal audit controls, 54, 60
- internal audit reports, 51
- internal audit strategic planning, 51
- internal auditor, 51
- International Organisation for Standardisation, 64–65
- international parliamentary organisations, 3, 39, 40, 46, 47
- international training and
 - information exchange, 3, 40
- internet, 34, 42–43
- interparliamentary departmental committees, 50
- interparliamentary relations, 38–41
- Interparliamentary Relations and Community Liaison,
 - client feedback, 39, 43, 44
 - description, 38
 - expenses, 38, 39
 - improving performance, 46–47
 - interparliamentary relations, 38–41
 - outlook, 47
 - performance review, 38–47
 - role, 38
 - staff levels, 138
- interparliamentary study program, 41, 47
- Inter-Parliamentary Union, 3
- intranet, 29
- Investor in People program, 3, 55
- ISO 4001, 64–65
- ISYS text retrieval system, 30
- Joint Committee on Broadcasting of Parliamentary Proceedings, 19
- Joint committees supported, 24–25
- Joint House Department, 7, 36, 61
- key performance indicators for purchasing, 61–62
- Kosovo, 3
- KPMG, 51, 53
- laptop upgrades, 33, 61
- law enforcement agencies, liaison, 36
- leadership framework, 50
- leadership survey, 57
- leadership workshops, 57
- Learning and Development Program, 64
- lectures program, 47
- legislation processing, 2, 19, 20
- legislation
 - Disability Discrimination Act 1992*, 64
 - Environment Protection and Biodiversity Conservation Act 1999*, 64
 - Financial Management and Accountability Act 1997*, 49
 - Occupational Health and Safety (Commonwealth Employment) Act 1991*, 58
 - Parliamentary Service Act 1999*, 7
 - Workplace Relations Act 1996*, 49
- legislation and research services, 20
- legislative framework, 49
- letter of transmittal, iii
- letterhead expenditure, 33
- Liaison and Projects Office (LPO), 7, 38, 41
- liaison with law enforcement agencies, 36
- library services, 21, 64
- LPO (Liaison and Projects Office), 7, 38, 41
- Main Committee *see* Chamber and Main Committee
- maintenance, 32–33
- management and accountability, 49–65
 - advertising and market research, 64

- assets management, 63
- Commonwealth Disability Strategy, 64
- consultants and competitive tendering and contracting, 63–64
- corporate governance, 49–53
- discretionary grants, 64
- ecologically sustainable development and environmental reporting, 64–65
- external scrutiny, 54
- human resource management, 54–60
- operational initiatives, 60–61
- outlook, 65
- purchasing, 61–62
- staff levels, 138
- management committees, 50–51
- management reporting mechanism, 13
- market research, 64, 140
- marketing of publications, 45, 47
- medal recipients, 45
- medals, 45
- media liaison, 43
- meetings with staff, 50
- members' entitlements, 31, 33, 41
- Members' Entitlements and Human Resources Office, 31, 41
- Members' Handbook*, 12
- Members' Interests Committee, 19
- members' seminars, 2, 30
- Members' Services
 - client feedback, 31, 34, 36
 - cost savings, 33, 35
 - description, 31
 - expenses, 31
 - facilities and services, 32
 - improving performance, 36
 - outlook, 37
 - performance review, 31–37
 - policy advice, 31
 - role, 31
 - salary and entitlements, 32
 - staff levels, 138
- members information, 34, 43
- members' staff policy and practices, 41
- messenger services, 33, 34

- NAA (National Archives of Australia), 28
- National Archives of Australia (NAA), 28
- new members' seminars, 2, 30
- non-inquiry support services, 27–28
- non-ongoing staff, 35, 60
- Northern Territory CPA, 47
- Notice Paper, 17–18

- objectives, 4
- Occupational Health and Safety (Commonwealth Employment) Act 1991*, 58
- occupational health and safety (OH&S), 58–59
- occupational health and safety audit, 59
- occupational health and safety committee, 58
- office maintenance, 32–33
- office refurbishments, 2, 32
- office services, 32–33
- Office of Parliamentary Counsel, 20
- official parliamentary delegations, 131
- OH&S (occupational health and safety), 58–59
- OH&S audit, 59
- OH&S committee, 59
- on-the-job training, 2
- operational enhancement of
 - security arrangements, 35
- operational initiatives, 60–61
- operational risk management, 53
- Oracle Financials, 13, 60–61
- organisational restructure, 50
- organisational structure, 7–8, 50
- outcome and output structure, 9–11
- outgoing parliamentary delegations, 39, 133–134
- outlooks
 - Chamber and Main Committee, 22
 - Committee Services, 30
 - departmental, 4
 - Interparliamentary and Community Liaison, 47
 - Management and Accountability, 65
 - Members' Services, 37
 - Output Group 1, 22
 - Output Group 2, 30
 - Output Group 3, 37
 - Output Group 4, 47
- output and outcome structure, 9–11
- Output Group 1 performance review, 15–22; *see also* Chamber and Main Committee
- Output Group 2 performance review, 23–30; *see also* Committee Services
- Output Group 3 performance review, 31–37; *see also* Members' Services
- Output Group 4 performance review, 38–47; *see also* Interparliamentary Relations and Community Liaison
- outreach program, 41, 47
- overseas parliaments, 3, 40, 41
- overviews
 - Clerk's review, 1–4
 - Departmental overview, 7–13

- Pacific parliaments, 3, 40, 41
- page programs, 19
- Parliament of Australia web site, 3, 29
- parliamentary assistants, 19
- parliamentary associations, 39
- parliamentary committee activities, 19, 118–130

- parliamentary committee reports, 19, 118–130
- parliamentary committees, 19, 118–130
- parliamentary computer network, 33, 36
- parliamentary conferences, 3, 28, 39–40
- parliamentary delegations
 - official incoming, 131
 - outgoing, 133–134
 - unofficial incoming, 132
- parliamentary departments, 7, 33, 35, 45, 51, 60
- Parliamentary Education Office, 45
- parliamentary inquiries, 19, 118–130
- Parliamentary Library, 7, 60
- parliamentary press gallery, 43
- parliamentary procedures briefings, 31
- Parliamentary Relations Office (PRO), 38, 39, 40
- Parliamentary Reporting staff, 33
- Parliamentary Security Operation Staff Certified Agreement 2001–03*, 56
- Parliamentary Security Service, 34, 36
- Parliamentary Service Act 1999*, 49, 53
- Parliamentary Service Commissioner, 4, 37, 65
- Parliamentary Service Values and Code of Conduct, 4, 49
- Parliamentary Standing Committee on
 - Public Works conference, 28
- parliamentary staff, 41
- parliamentary visitors, 40, 135
- pay conditions, 32, 56–57
- pay scale, 56–57
- PBS (Portfolio Budget Statements), 53
- people management, *see* human resource management
- PeopleSoft, 13, 60
- performance appraisal mechanism, 4, 59
- performance assessment, 53
- performance bonuses, 57
- performance improvement
 - Chamber and Main Committee, 21
 - Committee Services, 29
 - Interparliamentary Relations and Community Liaison, 46
 - Members' Services, 36
- performance indicators, 61–62, 112–113
- performance information, 112–113
- performance measurements, 30, 65
- performance reviews, 15–47
 - Chamber and Main Committee, 15–22
 - Committee Services, 23–30
 - Interparliamentary Relations and Community Liaison, 38–47
 - Members' Services, 31–37
 - Output Group 1, 15–22
 - Output Group 2, 23–30
 - Output Group 3, 31–37
 - Output Group 4, 38–47
- personalised letterhead policy, 33
- personnel management system, 60
- physical security audit, 54
- planning and evaluation framework, 51–53, 54
- plans and planning
 - business, 53
 - corporate, 4, 7, 50, 52, 53
 - environmental management, 64–65
 - external, 53
 - fraud control, 53
 - internal audit, 51
 - risk management, 53
 - work area, 53
 - workforce, 55
- Podger, Andrew, 4, 37, 65
- Podger review, 4, 37, 65
- portfolio budget statement targets, 4
- Portfolio Budget Statements (PBS), 9, 53
- Presiding Officers' review, 35
- press gallery, 43
- press liaison, 43
- print architecture review, 34
- printing costs, 18
- printing services, 33–34
- Privileges Committee, 19
- PRO (Parliamentary Relations Office), 38, 39, 40
- procedural advisings, 15–16, 41
- procedural library, 21
- procedural training, 19
- Procedures Standing Committee, 19
- procurement arrangements, 4, 61–62
- productivity gains, 3, 29, 30, 35, 55
- Professional Development Seminar for Parliamentary Staff, 41
- protective security, 31, 34–36, 54
- protective security audit, 54
- protest guidelines, 35–36
- protests in the precincts, 35–36
- Public Works Standing Committee conference, 28
- Publications Standing Committee, 19
- publications, 29–30, 136
 - About the House* magazine, 3, 41–42, 43, 46, 53
 - 'Factsheets', 42
 - Guidelines for the conduct of protests and demonstrations in the Parliamentary Precincts*, 35–36
 - 'Hillside', 42
 - 'House News', 46
 - House of Representatives Practice*, 3, 18
 - House Update* newsletter, 2, 31
 - 'Infosheets', 42
 - Images of the House – The First Hundred Years*, 45, 47
 - Members' Handbook*, 12
 - Service Charter: Community Service Standards*, 12
 - Work of the Session*, 53
 - Your Key to the House* guide, 42

- publications marketing and distribution, 47
 publicity, 29, 43–44, 47, 64, 140
 purchasing arrangements, 4, 61–62
 purchasing performance indicators, 61–62
 purpose, 7
- RDA (Records Disposal Authority), 28
 recipients of awards, 45
 Records Disposal Authority (RDA), 28
 records disposal, 28, 61
 records management, 20, 28, 61
 recruitment, 26, 54, 60
 refurbishments, 2, 32
 relocation of staff, 32
 remuneration, 32, 56–57
 reports and reporting
 annual, 33, 53, 54, 60
 audit, 51
 ceremonial openings, 19
 ecologically sustainable development, 64
 environmental, 64
 management, 13
 parliamentary committee, 19, 118–130
 records management review, 61
 security, 4
- research, market, 64, 140
 research staff recruitment, 26
 Reserve Bank of Australia, 62
 resource management
 financial, 60–64; *see also* entries under financial
 human resource, 54–60; *see also* staffing matters
- resources for Outcome 1, 13
 retention of staff, 60
 reunion of staff, 44
 revenue, 12
 review of parliamentary administration, 4, 37, 65
 review of standing orders, 21
 reviews
 delegations procedures, 45
 Podger, 4, 37, 65
 Presiding Officers', 35
 printing arrangements, 34
 records management, 20, 61
 security, 4, 37
 standing orders, 21
 training program procedures, 45
- risk assessment and fraud control, 53
 role
 of Chamber and Main Committee, 15
 of Committee Services, 23
 of department, 1–2, 7
 of Executive, 49–50
 of Interparliamentary Relations and
 Community Liaison, 38
 of Members' Services, 31
 of Output Group 1, 15
 of Output Group 2, 23
 of Output Group 3, 31
 of Output Group 4, 38
- safety, 34, 58–59
 salaries, 32, 56–57
 salaries expenditure, 57
 salary and entitlements, 32, 56–57
 salary scales, 56–57
 Samoan CPA, 47
 savings, 18, 21, 29, 33, 35
 school visits, 45–46
 secretariat services, 19, 39, 40
 Secretaries General of Parliaments Association, 3
 Secretary of Joint House Department, 35
 security, 4, 31, 34–36, 51, 56, 60
 Security Agreement, 56
 Security Consultative Committee, 51
 Security Controller's Office, 31, 60
 security incidents, 35
 Security Management Board, 35
 security review, 4, 35
 security services, 34–36
 security staff recruitment, 60
 security staff salary scale, 56
 security training, 58
 Selection Committee, 19
 selection processes, 60
 seminar program, 2, 30, 40, 44, 47
 Senior Executive Service (SES), 7, 15, 49–50, 57
 Senior Executive Service (SES) staff agreements, 57
 Senior Executive Service (SES) remuneration, 57
 senior managers, 7, 15, 49–50, 57
 senior staff rotation, 50
 Serjeant-at-Arms, 7, 31, 35, 41, 49, 50
 Serjeant-at-Arms' Office, 15, 31, 33, 41
Service Charter: Community Service Standards, 12
 service charters, 3, 4, 12, 34, 50
 service delivery, 34
 service standards, 12
 SES (Senior Executive Service), 7, 15, 49–50, 57
 SES (Senior Executive Service) staff agreements, 57
 SES (Senior Executive Service) remuneration, 57
 single-folio approach to document provision, 18
 skills development, 2, 21
 South East Asia, 40
 Speaker, 18, 33, 44
 Special Minister of State, 33
 staff agreements, 55–60
 staff awards, 3, 45
 staff injuries, 59
 staff meetings, 50
 staff newsletter, 50
 staff reunion, 50

- staffing matters
 - assessment, 56, 59
 - classification, 55–56
 - development and training, 2, 19, 21, 26, 57, 58, 64
 - health and safety, 58–59
 - levels, 138–139
 - management, 54–60
 - performance assessment program, 56, 59
 - placements, 26
 - planning, 55
 - policy and practices, 41
 - profile, 55–56, 138–139
 - recruitment, 26, 54, 60
 - relocations, 32
 - remuneration, 32, 56–57
 - retention, 60
 - rotation, 50
 - secondment, 29
 - skills, 21
 - structure, 29, 55–56, 138–139
 - training and development, 2, 19, 21, 26, 57, 58, 64
 - turnover, 60
- staffing statistics, 138–139
- standards for environmental management, 65
- standards of service, 12
- Standing Committee on Procedure, 19
- Standing Committee on Publications, 19
- standing orders review, 21
- Starcom Worldwide, 29
- stationery entitlements, 33
- statistics on staff, 138–139
- stocktake, 63
- strategic planning
 - internal audit, 51
- structure of department, 7–8, 50
- student intake, 19
- Studybank, 58
- subsidies to CVP participants, 45
- support to parliamentary committees, 24–25
- surplus, 2, 12
- suspect mail procedures, 35

- Table Office, 7, 15, 40
- Telephone Support Section, 32
- terrorist attacks, effects on operations, 4, 34, 40
- The Australian* newspaper, 43
- Third Professional Development Seminar for Parliamentary Staff, 41
- Thirty-ninth Parliament, 1, 19, 20, 21, 26
- training and development activities, 2, 19, 21, 26, 57, 58, 64
- training and development expenditure, 57
- training course attendance, 58
- transaction costs, 32
- transactional banking services, 62
- transmittal letter, iii
- turnover of staff, 60

- United Nations, 40
- United Nations Interim Administration
 - Mission in Kosovo, 40
- university lectures, 44, 47
- University of Canberra, 44
- University of New South Wales, 44
- University of Queensland, 44
- university students, 19
- unofficial parliamentary delegations, 132
- Usher of the Black Rod, 35

- values, 4, 49
- visiting dignitaries, 36
- visitors, 45–46
- visitors, parliamentary, 36, 135
- visits program, 39
- Votes and Proceedings, 17
- Votes Manager's minutes system, 21

- web site, 3, 12, 29, 32, 34, 42–43
- women staff, selection of, 60
- work area plans, 53
- Work of the Session*, 53
- work performance assessment, 59
- workforce management, 54–60
- workforce planning, 55
- working groups, 1, 12, 17
- workplace agreements, 3, 51, 55–57
- workplace health and safety, 34, 58–59
- workplace injuries, 59
- workplace planning, 65
- Workplace Relations Act 1996*, 49
- workplace safety, 58–59
- workshops, 57
- World Bank, 40

- year in review, 2–4
- Your Key to the House* guide, 42

- Zimbabwe, 39

