Department *of the*
House *of* Representatives

2008–09 ANNUAL REPORT

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Front cover images

Left to right: The Speaker (Mr Harry Jenkins MP) and Deputy Speaker (Ms Anna Burke MP) meeting with the Clerk (Mr Ian Harris) and the Deputy Clerk (Mr Bernard Wright). Photo courtesy of Auspic.

Members rising in their places in the House Chamber as a mark of respect to the victims of the Victorian bushfires and Queensland floods, 9 February 2009. Photo courtesy of Auspic.

Back cover images

The House Health and Ageing Committee playing basketball with students of St John the Evangelist Primary School, Melbourne, as part of its inquiry into obesity in Australia, 24 October 2008.

Left to right: Speaker's Panel Member Mr Steve Georganas MP, Ms Joanne Towner and Mr Paul Thomas in the Main Committee, 25 June 2009. Photo courtesy of Auspic.

The department welcomes your comments on this report.
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PARLIAMENT *of* AUSTRALIA
HOUSE *of* REPRESENTATIVES

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19 October 2009

Mr Harry Jenkins MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Dear Mr Speaker

I have pleasure in submitting to you, for presentation to the House, the Annual Report of the Department of the House of Representatives for the year ended 30 June 2009, pursuant to section 65 of the *Parliamentary Service Act 1999*.

Yours sincerely

I C Harris

ABOUT THIS REPORT

The Department of the House of Representatives provides services that allow the House to fulfil its role as a representative and legislative body of the Australian Parliament.

This annual report details our activities during the 2008–09 financial year.

The **overviews** section includes a report by the Clerk of the House of Representatives, Ian Harris, who is also the chief executive of our department. A departmental overview describes our purpose, role, structure and outputs.

The **performance** section describes the main activities of our five output groups, and measures our performance against our targets during the year.

The **management and accountability** section spells out our approach to corporate governance, the management of our people and assets, and our obligations under various laws. This section also provides an outlook on the next financial year.

The **appendixes** give detailed information about our work for the House, its committees and visitors, and about our publications and our staffing.

The **financial statements** show how we spent the money allocated to us by the Parliament.

Finally, to aid in navigating and interpreting the report, there is a list of abbreviations and acronyms, a compliance index and a general index.

CONTENTS

Letter of transmittal	iii
About this report	iv
OVERVIEWS	1
Clerk's review	2
Departmental overview	6
PERFORMANCE	11
Output Group 1.1—Chamber and Main Committee	12
Output Group 1.2—Community awareness	24
Output Group 1.3—Committee services	29
Output Group 1.4—Interparliamentary relations	36
Output Group 1.5—Members' services	41
MANAGEMENT AND ACCOUNTABILITY	49
Corporate governance	50
External scrutiny	54
Management of people	56
Management of financial resources	63
Ecologically sustainable development and environmental reporting	65
Outlook	66
APPENDIXES	67
1 Performance information	68
2 Resource statements	75
3 Business of the House and Main Committee	77
4 Committee activity	79
5 Committee reports and inquiries	80
6 Official incoming parliamentary delegations	88
7 Other incoming parliamentary visits	89
8 Outgoing parliamentary delegations	90
9 Parliamentary staff and other visits	93
10 Publications	94
11 Staffing statistics	97
12 Members' survey 2009	99
13 Contact directory	101
FINANCIAL STATEMENTS	103
Abbreviations and acronyms	147
Compliance index	148
Index	150

Figures

1	Organisational structure at 30 June 2009	7
2	Organisational contribution to the outcome at 30 June 2009	8
3	Outcome and output structure at 30 June 2009	9
4	Financial performance, 2004–05 to 2008–09	10
5	Government and private members' business and business of the House (Chamber and Main Committee)	15
6	'Leadership' satisfaction index ratings, 2005 to 2009	57
7	People strategies framework	57

Tables

1	Performance summary, Output Group 1.1	13
2	Questions in writing to ministers and answers to questions in writing, 2004–05 to 2008–09	14
3	Number of bills introduced in the House, and number of bills assented to, 2004–05 to 2008–09	16
4	Private members—bills introduced and amendments moved, 2004–05 to 2008–09	17
5	Petitions and signatories to petitions, 2004–05 to 2008–09	20
6	Committees supported by Output Group 1.1, 2008–09	21
7	Students visiting Parliament House, by location, 2004–05 to 2008–09	27
8	Committees supported by the Committee Office, 2008–09	30
9	Expenditure on training and development programs, 2007–08 and 2008–09	60
10	Average attendance of staff at training courses, 2007–08 and 2008–09	60
11	Salary scales of staff covered by the certified agreement, at 1 January 2009	61
12	Compensation claims incidence, by injury group, 2005–06 to 2008–09	62
13	Consultancy services, 2008–09	63

OVERVIEWS

- Clerk's review
- Departmental overview

Photo: The Speaker and Clerk of the House, 3 September 2008. Picture courtesy of Auspic.

CLERK'S REVIEW

INTRODUCTION

The 2008–09 financial year represents the midpoint of the parliamentary cycle for the Forty-second Parliament. The changes to procedure in the Chamber following the 2007 election have been implemented. The House, its committees and its members are now focused on debating legislation, conducting inquiries and attending to our relationships with the public and other parliaments.

The role of our staff is now to manage high volumes of work efficiently and effectively. The House has debated major pieces of legislation such as the industrial relations changes and the emissions trading scheme. Budgets and the economic debate now reflect the effects of the financial crisis. Many committee inquiries are now at the report-drafting stage—an intense period as staff respond to committees' deliberations and timelines.

These high volumes flow through the entire organisation. The Serjeant-at-Arms' Office, information systems and publishing, interparliamentary relations, public liaison and information, finance, people strategies, Chamber support and committee support areas—all are contributing to the services that we provide to members. This level of activity will continue into 2009–10.

CORPORATE PRIORITIES

The department is continuing to implement its priorities for 2007–10, as expressed in the corporate plan. The plan was developed in consultation with our staff. It sets out our purpose, values and business goals and recognises that it is through our people that we deliver our services and improve our productivity.

The department's priorities under the plan are to improve our ability to serve our clients; to develop our people; to sustain our capability; and to maintain strong relationships within the

Ian Harris, Clerk of the House of Representatives.

department, the Parliament and beyond. As in previous years, I will address our performance in these areas.

SERVICE—ENSURING STRONG CLIENT SERVICE

One of the department's most important roles is to serve the members of the House of Representatives and give them the advice and services that enable them to fulfil their parliamentary duties. The department has always had a strong service culture, and members regularly advise us that our staff have taken extra effort to meet their particular requirements. These informal communications are very important and I am pleased that our staff have continued to develop and maintain good working relationships with members.

In addition, the department conducts a members' survey each year as a formal procedure for monitoring our service standards. We conducted this year's survey in May and June 2009 and members confirmed that the department provides a high level of service. Further details are in Appendix 12.

PEOPLE—DEVELOPING LEADERS AND PROFESSIONALS

The formal centrepiece of the department's personnel strategy over the past eight years has been our accreditation with the Investors in People management system, which considers that an organisation's success is based substantially on the knowledge, skills and motivation of its people. The department was assessed in May 2009 as continuing to meet the Investors in People standard and is operating at a high level against the system's benchmarks. I am grateful to the members of the department who assisted in the interviews and other requirements of this process. Also, I am grateful to the staff as a whole for embracing the concepts of planning, performing, evaluating and self-development that being an Investors in People agency represents.

Consistent with its commitment to the Investors in People standard, the department seeks to assess leadership and management practices. The department conducts an annual staff survey, from which very helpful data and indices can be developed and results over time identified. The June 2009 survey showed ratings by staff in relation to questions about leadership of over 80 per cent. This is certainly a respectable level of performance. However, we are analysing the results of the survey to find avenues for further improvement. More detail on the survey can be found on pages 56–7.

Another regular event is the department's planning day, which was held in March 2009. The discussion topics this year were whether the department should continue with its Investors in People accreditation, and looking ahead to 2020 to examine some of the challenges that the department will face. On the first topic, the consensus was that the department should retain its involvement with the Investors in People program. The second discussion raised a number of issues that we have factored into our planning.

An important task for any organisation is to improve the breadth of skills and expertise among its people. One way in which the department continues to do this is the regular presentations on parliamentary issues and debriefs. These give staff the opportunity to reflect on recent notable work matters and enable all of us to learn from their experiences. Another way is the movement of staff between various parts of the department. For example, we have deployed non-procedural staff as Deputy Clerks-at-the-Table in the Main Committee. I believe there are further benefits to be obtained by similarly judicious risk taking.

A recent innovation in our people strategy has been the in-house leadership development program for middle level staff, which commenced in the second half of 2008. It introduces staff to management principles at the point in their career when they are beginning to accept responsibility for management and leadership. I attended the final session of the program and was impressed by the candour and enthusiasm of the staff at the course. The program appears to be successful in giving these staff a foundation for their role as current and future leaders.

SUSTAINABILITY—PEOPLE AND RESOURCES

The major sustainability issue for the department is its finances. The various funding rules used in the Budget, including the efficiency dividend, set a very high benchmark for agencies to find efficiencies. The application of these funding rules on a long-term basis now means that the department is projected to incur losses from 2009–10, leading to substantial losses in 2011–12. Unless the department receives significant, ongoing additional funding, it will need to reduce either its services or the quality of those services.

I support the requirement for agencies to continually find savings. Indeed, the department has regularly implemented efficiencies. Examples are flattening the management structure, the innovative use

of information technology, and consolidating committee secretariats as well as undertaking many additional tasks and functions without resource supplementation. The department is currently exploring the amalgamation of back-office functions with those of the other parliamentary departments. Since 2000, the department's budget has declined by 11 per cent in real terms and its staffing level has fallen by nearly 18 per cent.

The difficulty is that the rate of reduction of agencies' real budgets far exceeds the rate at which true efficiencies can be found. Indeed, the department will commence cutting back some services in 2009–10 such as printing and travel in order to manage its finances in the short term. Our staff have made significant contributions to identifying and achieving these smaller scale, short-term savings and I would like to thank them for this work.

In July 2008, the department made its submission to the inquiry into the efficiency dividend, conducted by the Joint Committee of Public Accounts and Audit. In August, I gave oral evidence with a number of colleagues from the department for that inquiry. The committee tabled its report in December 2008 and recommended that a parliamentary commission be established to set the budgets for parliamentary departments. I support greater parliamentary involvement in parliamentary budget setting, which is the practice in many other countries.

The other key event during the year was the negotiation of a new, two-year workplace agreement. As was the case with previous agreements, it was negotiated, after consultation with staff, between the department and staff representatives drawn from across the department. I would like to thank all parties for conducting the negotiations successfully and in good faith.

RELATIONSHIPS—WITHIN THE DEPARTMENT, THE PARLIAMENT AND BEYOND

The Podger Review and the creation of the Department of Parliamentary Services have increased the opportunities for us to work with the other parliamentary departments. We are more closely involved both in the approval and in the implementation of projects funded by that department. We also are examining efficiencies in combined back-office operations of the three parliamentary departments. While there is room for improvement, I am encouraged by the achievements of the past twelve to eighteen months. The governance framework surrounding the relationships between the parliamentary departments has been strengthened considerably, and the department has played a positive role in putting that framework into place.

Our department also has a role in promoting the work of the Parliament generally to the community. Two major projects on which we have been a driving force have been a review of the public display strategy at Parliament House and the commencement of a project to redesign the Parliament of Australia website. There is little doubt that our website and electronic communications will become increasingly important, and I appreciate the initiative displayed by our information systems and publishing staff with their regular innovations.

We also take the parliament to the people. The Speaker, members and our staff continue to participate in a number of seminars and presentations, both in Australia and overseas. These occasions allow us to promote our work and build relationships that support an exchange of information between legislatures.

OUTLOOK

The major issue facing the department in future is its financial position. If the department does not secure significant, ongoing additional funding, there will need to be a major reassessment of its role and major reductions in the level or quality of its services. Of course,

agencies such as the department do not have a right to a particular level of funding. They must make a case for spending public money. However, I believe that the department's services are central to our democracy and to the public debate that contributes to effective policy.

Falling as it does towards the end of the maximum life of the Forty-second Parliament, the year 2009–10 would be expected to see a high level of demand for departmental services as work on legislative, committee and interparliamentary activities is progressed prior to an expected election. A high priority will continue to be given to staff training and development, to the improvement of systems and to working with colleagues in the Department of the Senate and the Department of Parliamentary Services to advance the development of common services.

At the end of 2009, the statutory period of my tenure as Clerk will conclude. The appointment of a new Clerk will open up many opportunities, as a new chief executive officer will bring new perspectives and a fresh approach to the position. This upcoming event brings to mind three important considerations.

The first is that my time with the department has been enriched and supported by the professionalism and goodwill of my colleagues. To reflect the sentiments expressed by the late Professor Chris O'Brien, AO, it is a privilege to work with highly talented and committed people, at various stages of their parliamentary lives.

The second and third considerations are closely related. I was initially attracted to work in the House of Representatives in the light of the possibility of working for representatives chosen by the people of Australia from all political affiliations, or without political affiliation. This remains a major attraction for working in the House. Finally, I consider that the department's role is to serve one of the most important institutions in our democracy, the Parliament. Although our work is vital to the day-to-day operations of the Parliament, in a sense our most important role is to look after the institution for the next generation. I believe that the capacity and efficiency of the department have continued to improve over time and I owe a great debt to the people of the department who, in their totality, have brought this about.

Participants in a course run by the Centre for Democratic Institutions attending a presentation by the Clerk at Parliament House in September 2008.

DEPARTMENTAL OVERVIEW

PURPOSE

The department's purpose is:

> To support the House of Representatives to fulfil its role as a representative and legislative body by providing effective advice and services of the highest possible standard.

ROLE AND FUNCTIONS

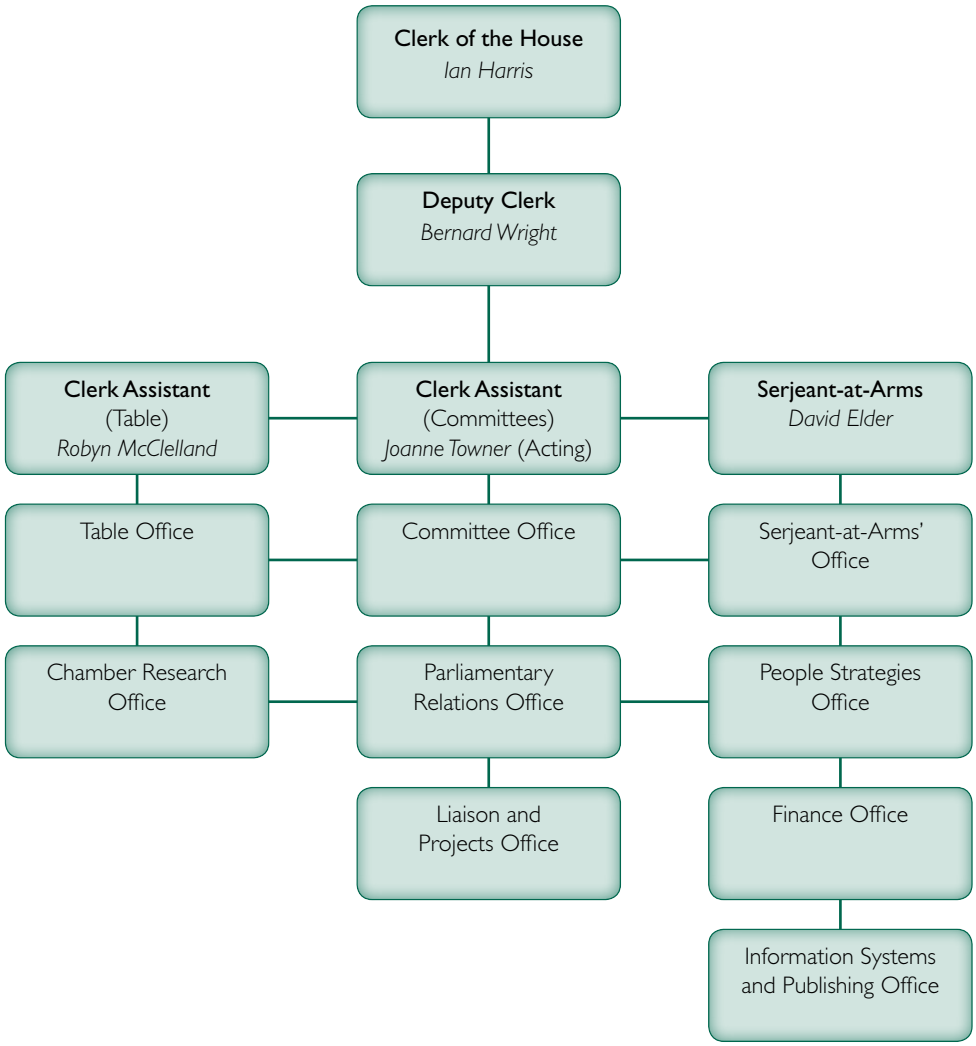
The *Parliamentary Service Act 1999* provides the legal framework for a nonpartisan Parliamentary Service to serve the Australian Parliament. The Act establishes this department and the other two parliamentary departments—the Department of the Senate and the Department of Parliamentary Services. It provides for the management, leadership and responsibilities of Parliamentary Service employees as well as the functions of the Parliamentary Service Commissioner and the Parliamentary Service Merit Protection Commissioner. The other parliamentary departments report separately to the Parliament.

During 2008–09, the department continued its role as a service department for the Parliament, supporting the work of the House of Representatives, including its members in their parliamentary work, its committees, and some joint committees comprising members of both Houses. The department also maintained its focus on assistance to the House and the Parliament in their relations within Australia and internationally.

ORGANISATIONAL STRUCTURE

The department is managed by its Executive, comprising the Clerk, Deputy Clerk, Clerk Assistant (Committees), Clerk Assistant (Table) and Serjeant-at-Arms. Their work is carried out through nine offices. The department's organisational structure at 30 June 2009 is depicted in Figure 1, and did not change in 2008–09.

Figure 1 Organisational structure at 30 June 2009



OUTCOME AND OUTPUT STRUCTURE

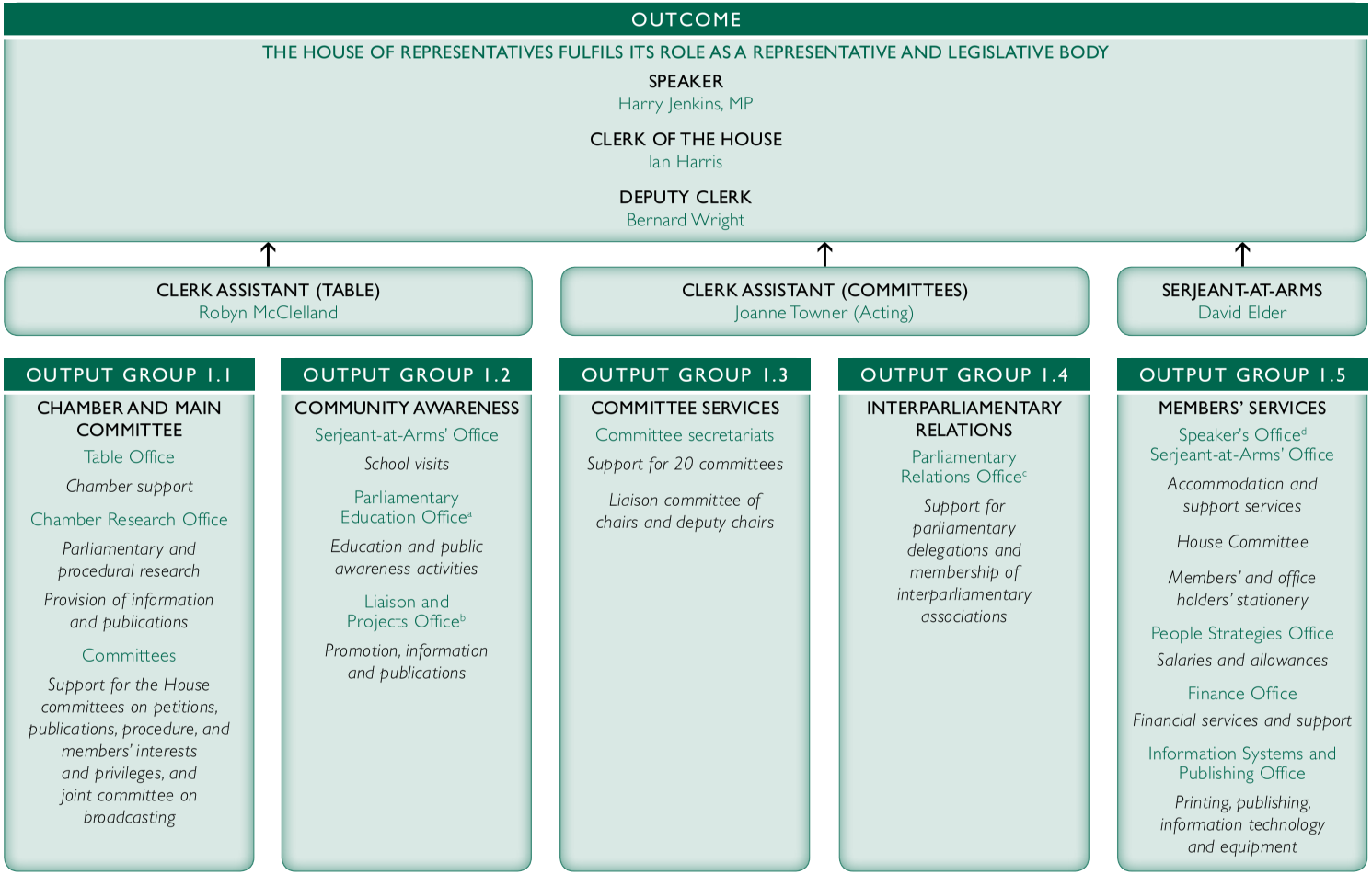
The department has one outcome:

> The House of Representatives fulfils its role as a representative and legislative body.

Five output groups contribute to this outcome: Output Group 1.1 (Chamber and Main Committee); 1.2 (Community awareness); 1.3 (Committee services); 1.4 (Interparliamentary relations); and 1.5 (Members' services). The structure did not change in 2008–09.

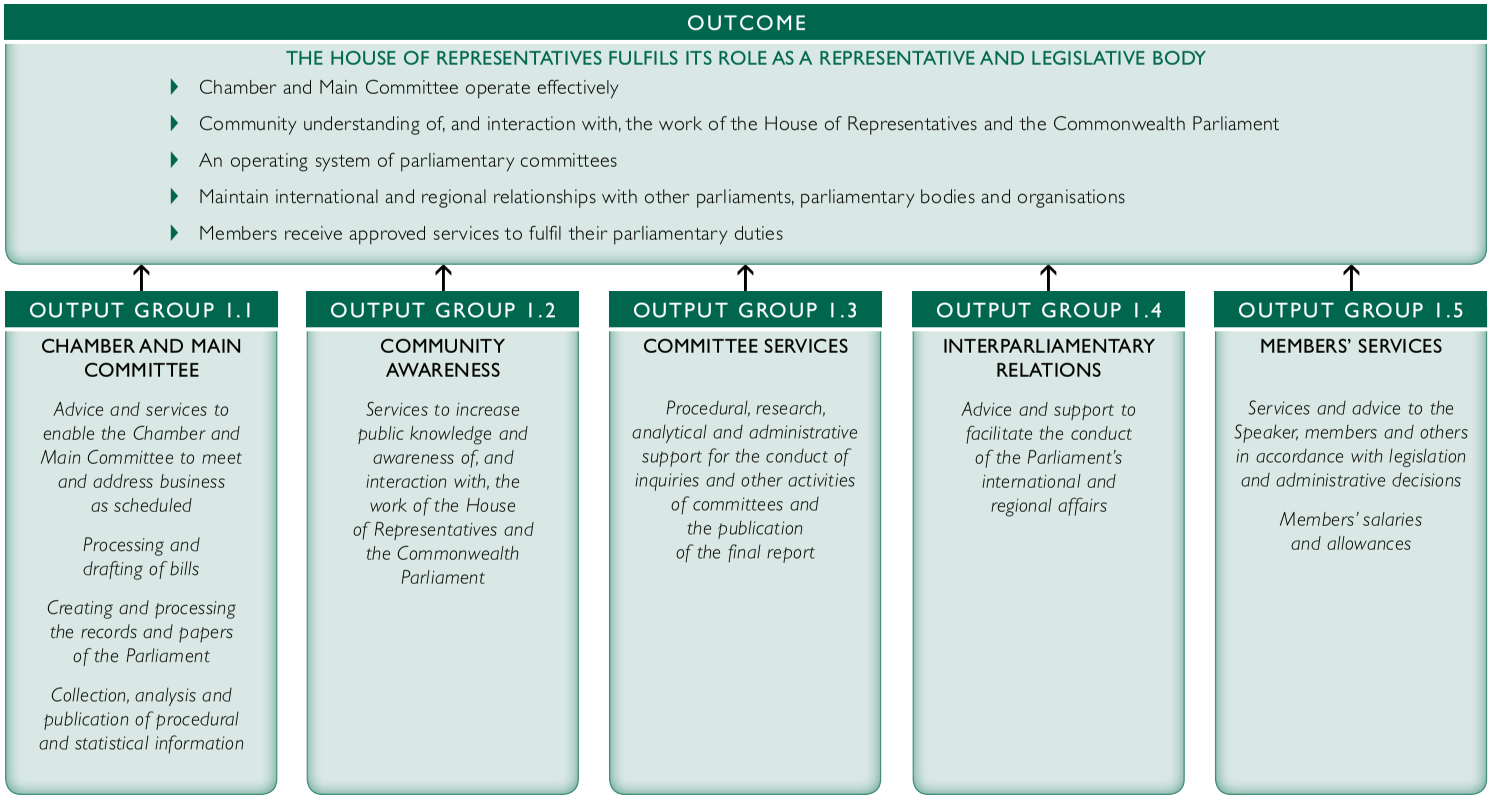
Figure 2 shows the organisational contribution to the outcome, and Figure 3 shows the outcome and output structure of the department.

Figure 2 Organisational contribution to the outcome at 30 June 2009



a Jointly funded by the department and the Department of the Senate and administered by the Department of the Senate.
b The Liaison and Projects Office reports to the Clerk Assistant (Committees).
c Jointly funded by the department and the Department of the Senate.
d Included in this output group for budgetary purposes.

Figure 3 Outcome and output structure at 30 June 2009



FINANCIAL PERFORMANCE

The department ended the 2008–09 financial year with a small operating surplus of $149,000. This result was due in part to the first-time recognition of some heritage and cultural assets, namely the Yirrkala bark petitions. Employee expenses were higher this year due to the decrease in the discount rate applied to the calculation of long service leave liabilities and the increased costs associated with salary increases and the second year of the parliamentary cycle. The department has continued to maintain a healthy balance sheet with adequate retained earnings. This will ensure that the department continues to be financially sustainable in the short-term.

Departmental revenue from government decreased in 2008–09 by 1.1 per cent while expenses increased by 8.4 per cent. This increase in expenses reflects, in part, normal activity in the second year of the parliamentary cycle. However, it also reflects the continued deterioration of the department's financial position.

As a result, the financial outlook for the coming years is serious. Savings achieved over the last 10 to 12 years through efficiencies are being eroded by increasing costs. The department's revenue is not keeping pace with these rising costs. If the department is not able to secure additional funding it will need to look at expenditure reductions that will lead to a reduction in core services that support the work of the House and its committees. The Clerk has advised members of the department's financial position.

Figure 4 provides a picture of the department's financial performance over the five-year period since 2004–05. A trend of decreasing revenue and increasing expenses is apparent and is not sustainable.

Accounting policy change

For the first time and following a change to the Finance Minister's Orders, the department is not responsible for preparing the administered financial statements relating to the special appropriations from which it draws down various monies to pay for members' remuneration and entitlements. The legislation establishing these appropriations is administered by the Department of Finance and Deregulation and the Department of Education, Employment and Workplace Relations, which are responsible for reporting these administered special appropriation items. The department is an agent agency as defined in the Finance Minister's Orders and as such must follow certain requirements set down by those orders.

Therefore the comparatives in Figure 4 have been adjusted to report only departmental financial performance since 2004–05.

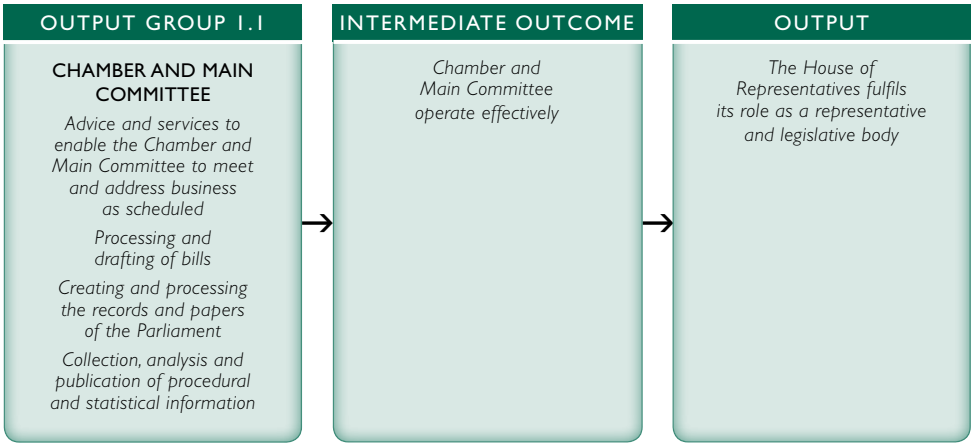
Figure 4 Financial performance, 2004–05 to 2008–09

PERFORMANCE

- **Output Group 1.1**—Chamber and Main Committee
- **Output Group 1.2**—Community awareness
- **Output Group 1.3**—Committee services
- **Output Group 1.4**—Interparliamentary relations
- **Output Group 1.5**—Members' services

Photo: The Clerk of the House with the department's recipients of Australia Day Medallions, 2 February 2009. Picture courtesy of Auspic.

OUTPUT GROUP 1.1— CHAMBER AND MAIN COMMITTEE



DESCRIPTION

The work of Output Group 1.1 is delivered primarily through the Clerk's Office, the Chamber Research Office and the Table Office. Other departmental work areas also contribute as required.

During the year, we provided effective secretariat and advisory support for the Chamber and Main Committee of the House of Representatives. Our main functions were:

- provision of advice to the Speaker and members of the House of Representatives
- provision of programming and procedural advice and support
- processing and drafting of bills
- preparation and publication of the record of proceedings of the House
- processing and custody of, and provision of access to, the documents and records of the House
- provision of procedural and parliamentary research and publication of statistical information on the business of the House, and
- provision of secretariat support to certain domestic committees.

In 2008–09, the budget allocation for Output Group 1.1 was $3.542 million and expenditure was $4.116 million. The financial resources for the output group are summarised in Appendix 2; staff levels, by location, are shown in Appendix 11.

PERFORMANCE

The results of the department's annual survey of members (see Appendix 12) indicated high levels of satisfaction with our work, consistent with the findings of earlier surveys. All respondents were satisfied with our advice and support, with 'extreme' or 'high' satisfaction reported as follows:

- advice and services received from the Clerks-at-the-Table in the Chamber and Main Committee—95 per cent (95 per cent in 2007–08)
- advice and services received from other staff in relation to Chamber and Main Committee duties—91 per cent (100 per cent in 2007–08)

- quality and availability of procedural and statistical publications and support in obtaining such information—77 per cent (81 per cent in 2007–08).

We continued to achieve high levels of performance as measured against performance indicators, including meeting targets set in the business plan and performing well against budget. Appendix 1 provides a summary of performance information.

The focus of the output group's work is supporting the sittings of the House of Representatives Chamber and meetings of the Main Committee. Quantitative information on the sittings of the House and meetings of the Main Committee in 2008–09 and the previous year is shown in Table 1.

In 2008–09, a middle year of the parliamentary cycle, sitting days totalled 72. This reflected a significant increase (37 per cent) in meeting hours of the Chamber and Main Committee compared with 2007–08, an election year. By comparison with the equivalent mid-cycle year (2006–07) in the previous parliament, there was also an increase in meeting hours (13 per cent), with a significant increase in the hours of meeting of the Main Committee (44 per cent). Legislative activity continued at a medium to high level during the period, requiring corresponding support from the department.

Further information on the business of the House and the Main Committee is in Appendix 3 and in the department's publication *Work of the Session* (available on the Parliament of Australia website).

ADVICE TO MEMBERS AND HOUSE SECRETARIAT SUPPORT

Advice

The Clerk, Deputy Clerk and other staff members provided advice to the Speaker, members and others on the practice and procedures of the House of Representatives.

Our oral and written advice ranged from immediate support for the Speaker, ministers, shadow ministers and others during proceedings, to detailed written advice. Subjects included the application of the practice and standing orders of the House; procedural options for the conduct of business; the admissibility of amendments to legislation; the requirements of the Constitution and standing orders in respect of financial legislation; parliamentary behaviour and language; privilege matters; and requirements of the House in respect of the registration of members' interests.

Feedback from the Speaker and members indicated a high level of satisfaction with these services.

Table 1 Performance summary, Output Group 1.1

Aspect of performance	Result 2007–08[b]	2008–09
Number of sittings of the House	48	72
Number of meetings of the Main Committee	38	65
Hours of sittings of the House[a]	441	682
Hours of meeting of the Main Committee[a]	157	267
Number of bills introduced	167	210
Number of bills passed both Houses and assented to	142	148

a Excludes suspensions.
b Election year.

Programming and coordination of business

Throughout 2008–09, we provided advice and services to facilitate sittings of the House, including:

- programming and procedural advice to ministers, shadow ministers, party whips, other members, their staff and others
- the preparation and publication each sitting day of:
  - the *Notice Paper*—a document listing all unresolved business before the House in proposed order of consideration
  - the *Daily Program* (also known as 'the Blue')—an informal agenda for the day, and
  - procedural scripts for all items of business for use in the Chamber
- provision of Serjeants and attendants for sittings of the House and meetings of the Main Committee to oversee ceremonial and security arrangements and ensure sittings can be conducted in an appropriate environment, and chamber papers made available
- processing members' questions in writing to ministers, including editing for compliance with the standing orders, publication in the *Notice Paper* for the next day of sitting, and managing answers to questions
- providing a broadcasting captioning service for the televised and webcast proceedings of the House and Main Committee, and
- preparation of *This Week in the House*, a weekly online forecast of expected business for the House, and its counterpart document, *Last Week in the House*.

Table 2 provides details of the number of questions in writing to ministers dealt with by the House of Representatives for the period 2004–05 to 2008–09. There was an increase in the number of questions in writing in 2008–09 in comparison with the preceding year, although the number of questions in the Forty-second Parliament continued to be markedly lower than in the Forty-first Parliament.

All sittings required the coordination of people, documents and actions, and programming of the following categories of business:

- government business, e.g. legislation
- private members' business, e.g. a motion proposed by an individual member, and
- House business (matters potentially involving all members), e.g. question time, debate on committee reports, privilege matters.

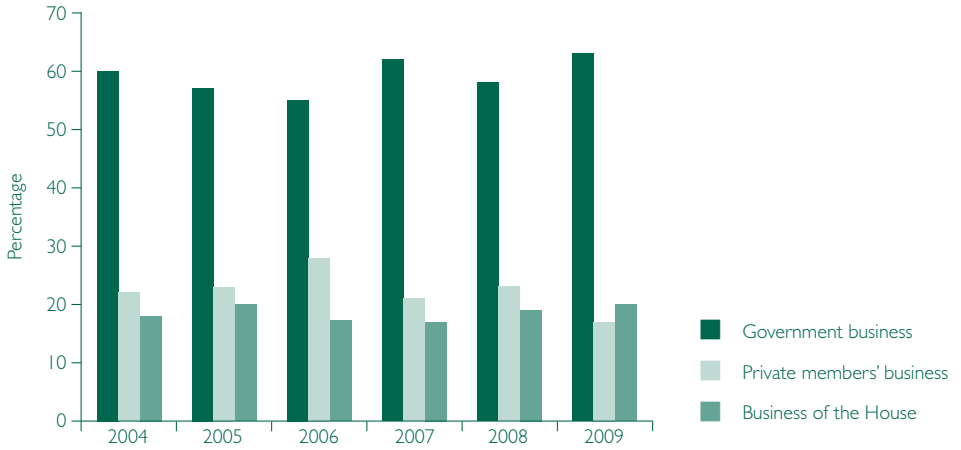
A longitudinal view of the amount of time the House (Main Chamber and Main Committee inclusive) has devoted to each of these types of business is shown in Figure 5. In 2009, there was an increase in government business and a corresponding reduction in private members' business.

Table 2 Questions in writing to ministers and answers to questions in writing, 2004–05 to 2008–09

	2004–05 [c]	2005–06	2006–07	2007–08 [c]	2008–09
Questions in writing [a]	1,919	1,904	2,120	453	644
Questions answered [b]	951	1,234	1,313	177	497

a Net of any questions withdrawn.
b The responsibility for responding to questions in writing rests with the individual ministers to whom the questions are put.
c Election year.

Figure 5 Government and private members' business and business of the House (Chamber and Main Committee)



Processing and drafting of bills

Legislation

As in previous years, our support for the legislative process in 2008–09 included the following:

- receipt from the Office of Parliamentary Counsel, and custody under embargo, of bills before their introduction
- provision to ministers of bills for introduction, and, after introduction, to all members in the Chamber
- loading of bills, explanatory memoranda and proposed amendments to the Parliament of Australia website via ParlInfo Search and provision of an inquiry counter service for access to hard copies of bills and associated material
- processing all bills and amendments to bills—from introduction to assent for bills initiated in the House; and from introduction in the House until passage by the House for bills initiated in the Senate
- provision of a legislative drafting service for private members
- preparation and delivery of messages to the Senate—230 messages relating to the passage of bills in 2008–09 (176 in 2007–08) and 19 other messages (15 in 2007–08), and
- preparation and issue each sitting day of a *Daily Bills List*—providing cumulative information on the status of all bills before the Parliament or assented to in the current calendar year.

The new system for the electronic storing, managing and publishing of bills referred to in the 2007–08 annual report was implemented in late 2008. The new system is more robust than its predecessor and enables efficiencies in the processing of bills. Importantly, all 'versions' of bills are now retained in the system—whereas previously only the latest version of the bill was retained. This meant that the legislative history of the bill was not available to users.

An 'As passed both Houses' version of the bill is another new addition to the system and is available prior to the bill receiving assent. This version incorporates any amendments agreed to by the non-originating House, which was previously only available when the Act print was published to the comlaw.gov.au website up to a fortnight after assent.

A further major benefit of the new system is that information on the status and passage of

bills in the legislative process is readily available through individual bill 'homepages'.

There was a total of 4,531,766 queries of the bills and legislation collection available on the internet during eleven months of the year (usage statistics were not available for September 2008), by comparison with 7,940,523 in 2007–08. This represented 36 per cent (46 per cent in 2007–08) of the queries made through ParlInfo Search. As mentioned, a new bills system and new ParlInfo Search system were implemented during the year. Usage will be monitored and is expected to increase over time as users become accustomed to the new systems.

Legislative workload

Table 3 shows the number of bills introduced in the House and the number of bills passed by both Houses and assented to, for the past five years. Bills and amendments dealt with by the House during this period are shown in Appendix 3.

In brief, the Table Office prepared 13 third reading prints (17 in 2007–08), 139 assent prints (130 in 2007–08), and 1 schedule of amendments (1 in 2007–08). All of these documents accurately reflected the decisions of the Houses and were processed promptly, and all final deadlines were met.

Table 3 Number of bills introduced in the House, and number of bills assented to, 2004–05 to 2008–09

	2004–05[b]	2005–06	2006–07	2007–08[b]	2008–09
Bills introduced	215	162	218	167	210
Bills assented to[a]	139	154	207	142	148

a Includes bills that passed both Houses in the financial year but were assented to in the following financial year.
b Election year.

The Clerk greeting Her Excellency the Governor-General, Ms Quentin Bryce AC, at Government House, Canberra, before she assented to the first bill as Governor-General of the Commonwealth of Australia, 15 September 2008. Picture courtesy of Auspic.

During the year, 210 bills were introduced (167 in 2007–08), of which 200 were initiated in the House of Representatives and 10 were received from the Senate; 148 bills passed both Houses (142 in 2007–08), of which 139 were initiated in the House of Representatives (130 in 2007–08) and 9 in the Senate (12 in 2007–08). An 'As passed both Houses' version was prepared and checked for each bill in addition to the assent print. This has placed an additional workload on bills processing staff, which has been managed within existing staffing resources.

In 2008–09, the House passed 187 bills (164 in 2007–08). This represented 2.6 bills on average each sitting day compared with 3.4 bills on average passed in the previous year. The House amended 9.6 per cent of the bills it passed (10.0 per cent in 2007–08).

Thirteen bills in 2008–09 (17 in 2007–08) that were initiated in the House were amended before being agreed to and read a third time. The Table Office incorporated the amendments into the text of the bills and arranged for their reprinting (as third reading prints) before transmittal to the Senate. In addition, the House agreed to Senate amendments, or made amendments requested by the Senate, to 28 House bills (9 in 2007–08), with further processing by the office before the bills were presented, as assent prints, to the Governor-General for assent. The House amended 1 bill initiated in the Senate (1 in 2007–08) and the office prepared the schedule of amendments for transmittal to and consideration by the Senate.

During the year, there was one error in the department's processing of bills.

On 25 June 2009, the House of Representatives passed the Private Health Insurance Legislation Amendment Bill 2009 and transmitted the bill to the Senate for its concurrence. The bill passed the Senate without amendment. Table Office staff discovered, during the preparation of the assent print, that the version of the bill transmitted to the Senate was not the same as the bill that had passed the House. This was caused by the failure to destroy all stock of an earlier version of the bill and one of these copies was inadvertently used as the message copy of the bill. The version of the bill available to, and considered by, members and senators was the correct version.

With appropriate disclosure, the Clerk of the House and the Clerk of the Senate subsequently certified the correct version of the bill and the bill received assent on 1 July 2009.

Steps have been taken to ensure that the message copy of the bill is always the correct version in future.

Legislative drafting

The department drafts bills and amendments for private members and checks second reading (in principle) amendments for conformity with the standing orders. It also prepares bills and amendments in correct form and arranges copies for circulation. Trends in the legislative drafting services provided by the department for private members are reflected in Table 4, which shows a reduction in second reading amendments moved in 2008–09. The new bills management system referred to previously includes a facility for managing the drafting of bills and amendments but is yet to be used for this purpose.

Table 4 Private members—bills introduced and amendments moved, 2004–05 to 2008–09

	2004–05 [b]	2005–06	2006–07	2007–08 [b]	2008–09
Bills introduced	9	15	11	4	6
Second reading amendments moved[a]	46	62	63	42	10
Consideration in detail amendments moved[a]	41	186	188	36	85

a Includes Main Committee.
b Election year.

In the survey of members, as in previous years, all members who had used our legislative drafting service indicated their satisfaction with the service (see Appendix 12).

Record of proceedings and House documents

Votes and proceedings

The *Votes and Proceedings* continued to provide an accurate, comprehensive and concise record of proceedings. The draft document for each sitting day is published on the Parliament of Australia website, usually within an hour of the adjournment of the House.

The *Votes and Proceedings* are prepared from the *Votes Officer's Minutes*, an electronic record of the proceedings of the House and the Main Committee compiled progressively throughout a sitting day and made available online, enabling anyone with access to the internet to follow events in the House and Main Committee as they occur. Internal and external clients continued to provide positive feedback on this service.

The *Votes and Proceedings* for the Forty-first Parliament were finalised to final edition of the index at year end. The completion of the index has been delayed by staffing turnover. The index to the *Votes and Proceedings* for 2008 was finalised during the year.

The project to digitise the *Votes and Proceedings* from 1901 referred to in the 2007–08 annual report was completed during the year, making the complete record of the *Votes and Proceedings* available online. A fully digitised version of the official record of business of the House improves public access to information and constitutes a valuable research tool.

Documents

During the year, we processed all documents presented to the House and recorded their details in the *Votes and Proceedings* and the *Index of Papers Presented to the Parliament*. We made copies available to members and their staff and others, principally in Parliament House, in response to requests, including through an online daily document-ordering system. The original documents were added to the records of the House, which we continued to maintain (see page 19, 'House records').

The number of documents presented to the House stabilised in 2008–09 following significant growth in recent years. In 2008–09, 6,519 documents (8,073 in 2007–08) were presented to the House, a decrease of 19 per cent. In line with reductions in demand as a result of electronic publication, we reduced our tabling stock requirements for a subset of those documents—namely, documents presented by the Leader of the House on behalf of the government, parliamentary committee reports and audit reports—from 60 to 40 copies. This will result in some reduction in printing costs for agencies, with environmental benefits. For the majority of documents presented—that is, those presented by means of the deemed document mechanism—only one stock copy is now required rather than two as previously. The review of the *Legislative Instruments Act 2003*, presented to Parliament in May 2009, recommended that the Act be amended to remove the requirement to table instruments that are not subject to disallowance. If enacted, this would significantly reduce the number of instruments processed.

Our reduction in stock copies over the years has led to a reduction in the workload of our basement records manager. The position was made part-time rather than full-time during the year. No other savings measures were able to be identified during the year. Approximately 90 per cent of Chamber support expenditure is for salaries and allowances.

The preparation of the cumulative *Index of Papers Presented to the Parliament* for the Forty-first Parliament has been an extended process because of:

- inconsistencies in the styles of entries (this deficiency was addressed by internal review in late 2007), and
- turnover of staff in the Table Office.

At year end, the consolidated index was ready for printing and distribution.

The review of legislative instruments referred to above also recommended that the Attorney-General's Department and the Table Office of each House of Parliament pursue the potential for efficiencies through the active sharing of information. This approach was strongly advocated by the department in its submission to the review in 2008. We developed an electronic interface between the Register of Legislative Instruments and the Table Office documents database, and during the year the Table Office and the Attorney-General's Department trialled sharing electronic information on legislative instruments. Consistent formatting of source information needs to be achieved to maximise the potential for efficiencies of this process. At year end, the department was working with the Department of the Senate and the Department of Parliamentary Services on a project to identify solutions to achieve greater efficiency and effectiveness in the processing of documents presented to the Parliament.

To meet the needs of clients, each sitting day the Table Office prepares and issues in electronic and hard-copy form a *Disallowable Instruments List*. The list provides details of all instruments presented to the House that are subject to disallowance, by number of sitting days remaining for a notice of disallowance to be lodged.

Parliamentary Papers Series

The Parliamentary Papers Series consists of documents of a substantial nature presented to the Parliament. This year, the 2006 and 2007 series were completed for distribution to recipients. The delay in distribution of full-year sets results from the tardy provision, by a small number of agencies, of copies of documents for the series. The Publications Committee reports to the House on non-complying agencies. At year end, thirty-five agencies had reports outstanding for 2008.

As separately reported (page 54), the Australian National Audit Office conducted a performance audit during the year that involved the department and four other agencies. The report suggested that a central digital repository be considered for parliamentary papers and certain other tabled documents to improve their online availability. The department will confer with the other parliamentary departments on this matter in the coming year.

House records

We are responsible for the custody and preservation of, and access to, the official records of the House, including Acts, bills, the *Votes and Proceedings* and all documents presented to the House, dating from 1901. The records are stored in a basement archive area at Parliament House.

The long-term relocation of House records into archival-quality containers and implementation of preventive conservation measures for the records was completed during the year. Working largely within existing Table Office resources, the project has taken many years to complete.

A project to improve the archive storage area and reduce potential risks arising from building systems and infrastructure, as mentioned in the 2007–08 annual report, was a priority during the year. Plans for the works, which include improvements to the storage area's air-conditioning system and risk-abatement measures for the hydraulic piping, were finalised during the year, and funding from the Department of Parliamentary Services of $501,000 to implement the enhancements was approved. The project is planned for completion in 2009–10. The project will ensure the archive storage area meets document preservation standards, with low risk of damage to records from pipe malfunction.

Arrangements were made to lend, on a temporary basis, the 1963 Yirrkala bark petitions to the Museum of Australian Democracy at Old Parliament House. This loan is subject to the agreement of the Yirrkala community.

Petitions

In 2008, the House established the Standing Committee on Petitions (see page 21).

Table 5 provides details of petitions presented to the House, and the number of signatories, for the past five years.

Research

The Chamber Research Office continued to collect, store, analyse and publish a range of procedural and statistical information. The office provided:

- advice, or assistance with advice, to the Speaker and other members on the application of the standing orders and precedents in applying the standing orders and other House practices, and support to the procedure committee
- advice and publications on statistics of legislation and House practices
- advice and publications on precedents and procedural records, and
- information to members of the public and to other parliaments on how the House operates.

Feedback from the Speaker, members and the public on the provision of procedural and statistical services and advice by the Chamber Research Office continued to be very positive.

Publications

The Chamber Research Office is responsible for the maintenance, publication and distribution of the standing orders. A new edition of the standing orders was produced in December 2008, published in hard copy and in electronic format.

The text of the standing orders and the Australian Constitution was processed for eComPress software, and both documents are now available to internal users in a sophisticated searchable format alongside *House of Representatives Practice*.

Several publications produced by the office were updated, including the department's Infosheets series and the *Facts and Figures* booklet. Work continued on the next edition of *House of Representatives Practice*, a major reference work for the Parliament. The next (sixth edition) is scheduled for completion later in 2009, with publication in 2010.

The office continued to produce two publications detailing procedural issues of note, generally following each sitting fortnight. The *Procedural Digest*, a subject-based record of proceedings, is now available on the Parliament of Australia website, while the *Procedural Extracts*, derived from a precedents database, have a more limited distribution, primarily to internal users. The office also continued to produce the *Statistical Digest*, which is available online and provides details of particular proceedings of the House. It is published with the same frequency as the *Procedural Digest* and supplements the six-monthly publication *Work of the Session*.

Parliamentary committees

In addition to the support provided to the Chamber and Main Committee of the House of Representatives, the department continued to provide effective secretariat and advisory support to a number of House committees and to a joint committee dealing with the

Table 5 Petitions and signatories to petitions, 2004–05 to 2008–09

	2004–05[a]	2005–06	2006–07	2007–08[a]	2008–09
Number of petitions presented	245	244	305	150	141
Number of signatories	138,606	272,662	204,509	104,903	234,622

a Election year.

Note: With the changed arrangements for tabling of petitions from February 2008, the petitions committee has combined petitions in the same terms received at the same time for the purposes of presentation. The reduction in the total number of petitions from comparable earlier years can be partly attributed to this change in the way petitions are counted.

powers and procedures of the House (see Table 6).

During the year, the committees held a total of 66 meetings (33 in 2007–08) for 49.5 hours (20 in 2007–08) and produced 16 reports (14 in 2007–08). Details of meetings and reports are set out in Appendixes 4 and 5.

Standing Committee on Procedure

The committee presented one report in the period, *Re-opening the Debate: Inquiry into the arrangements for the opening day of Parliament*, tabled in October 2008. The report reviewed opening day procedures and made ten recommendations aimed at balancing tradition and modernity, as well as incorporating an Indigenous ceremony and giving a higher profile to significant moments in the day. To date, there has been no government response.

The committee continued with its inquiries into the maintenance of standing and sessional orders, and the conduct of the business of the House. It also initiated an inquiry into the effectiveness of the House's committee system.

Standing Committee on Petitions

The committee has been in operation since February 2008, receiving and processing petitions. The committee may also inquire into and report to the House on any matter relating to petitions and the petitions system.

The chair of the committee regularly presents petitions in the House, although many members still wish to present the petitions from their electorates. The committee refers each petition to the minister responsible for the administration of the subject matter in that petition. The response from ministers to these referrals has been very positive, with most making a written response within the expected time expressed in the sessional order time frame (ninety days from presentation of the petition in the House). As mentioned in the 2007–08 annual report, responses from ministers to petitions were provided infrequently under the previous arrangements for petitions.

Regular public hearings have been held in Canberra, enabling the committee to keep current the information and advice that has been provided by ministers. In some instances, the committee has been pleased to learn that the concerns raised in petitions have been addressed: For example, at a hearing in May 2009 that covered, among other petitions, one relating to a post office, a committee member remarked: 'I think this has been where a petition has achieved something for the petitioners. It has brought discussion and improved especially the disability access to the post office …'. More often, though, it is a matter of obtaining the most up-to-date information possible, and making it available publicly.

In addition, round-table meetings have been undertaken outside of Canberra, with petitioners and other interested parties, building on the early work of the committee in raising public awareness of the new arrangements for petitions. Public participation on the part of petitioners, members of the public, and school children at these meetings has been heartening.

The committee's web page gives access to the terms of petitions, ministers' responses, and transcripts of hearings and round-table meetings. By providing centralised access in

Table 6 Committees supported by Output Group 1.1, 2008–09

House committees	Joint committee
Standing Committee on Procedure	Joint Committee on the Broadcasting of Parliamentary Proceedings
Standing Committee on Petitions	
Standing Committee on Publications	
Standing Committee of Privileges and Members' Interests	

this way, the committee has contributed to making the petitions process more open and accessible.

The committee's inquiry into electronic petitions is ongoing.

Standing Committee on Publications

The committee met on four occasions in 2008–09, and it met together with the Senate Publications Committee on another eight occasions. The committee presented twelve reports recommending which documents presented to Parliament should be included in the Parliamentary Papers Series. All reports were agreed to.

Standing Committee of Privileges and Members' Interests

The committee was quite active during the reporting period, meeting ten times. The major matter the committee examined during the period was a reference from the House concerning the issue of an exchange between two members in the Main Committee and the subsequent withdrawal and apology by one of the members. In reporting to the House on the matter, the committee concluded that there were no matters of privilege that arose from the events. However, the committee made some comments about the behaviour of both members. The committee also indicated it would examine the question of a code of conduct for members and would report back to the House.

The committee also reported to the House on procedures it had adopted internally for the conduct of its inquiries. The committee presented proposed procedures for discussion and suggested that the House should resolve to make them formal procedures to be followed by the committee. The committee is yet to report finally to the House on whether such procedures should be formally adopted by the House.

Information technology

As foreshadowed in the 2007–08 annual report, a number of major information technology (IT) projects were finalised during the year. During the Spring sittings in 2008, the redevelopment of the bills system

Avila College students giving evidence to the House of Representatives Standing Committee on Petitions at its first interstate public hearing on petitions presented from Victoria, 20 October 2008.

was completed and ParlInfo Search, which replaces the ParlInfo system, was implemented. Both projects represented major and core parliamentary projects, involving the three parliamentary departments working collaboratively. The projects as delivered met the contract requirements and were completed on time and on budget. In terms of the scale and complexity of the projects compared to budget, they represented exceptional value for money.

In partnership with the Department of the Senate, we updated applications used by the Table Office—the Document Production System and the Table Office databases—to ensure compatibility with Microsoft Office 2007, which was rolled out in April 2009. The timing was coordinated with the Office of Parliamentary Counsel.

The newly designed petitions database is now in operation and is proving very useful in supporting the role of the petitions committee by tracking petitions and responses and producing a range of associated reports.

Planning for the redevelopment of the Document Production System and associated database commenced. Initial work has begun on investigating improvements to technology in the House of Representatives Chamber (see page 43). From a strategic perspective, it will be important to develop the capability to support an 'electronic chamber'. Initial work was also done on redevelopment of the Procedural Records System.

IMPROVING PERFORMANCE

The focus of our work in 2008–09 was on capability development and service delivery, reflecting implementation of new IT systems and some staffing turnover as mentioned. The redevelopment of the new bills system, the implementation of ParlInfo Search and the rollout of Microsoft Office 2007 have enhanced our IT capability and service provision. Some savings were achieved for agencies by further reduction of the stock requirements for documents presented to the House.

The emphasis on training and development outlined in previous reports continued during the year, as did planning, people management and evaluation strategies. Several staff members undertook leadership training, and performance indicators were reviewed.

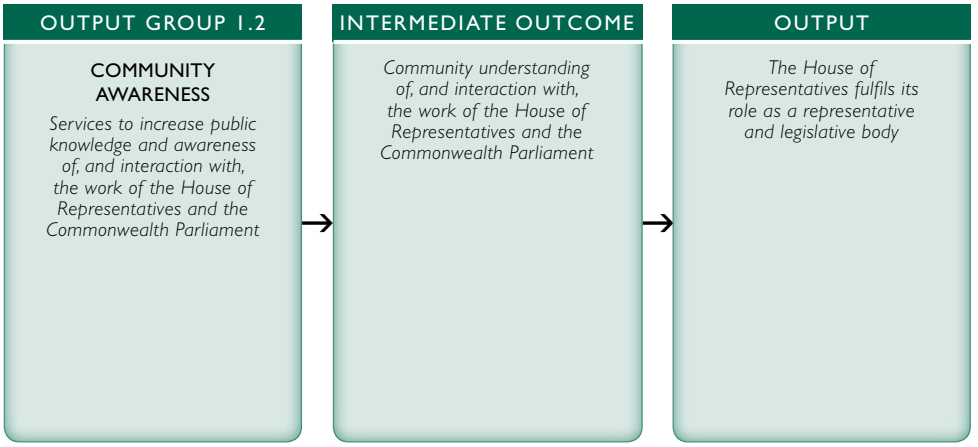
OUTLOOK

In 2009–10, the output group will continue providing advice and services of a high standard to support the Chamber and Main Committee of the House of Representatives. Next year will be the third full year of the Forty-second Parliament and it is anticipated that the level of direct support activity for the output group during the year will be high. The workload in supporting the government's legislative program is also likely to be at trend levels.

There will again be focus on IT, with attention turning to redevelopment of the Document Production System and the Procedural Records System, finding efficiencies in the processing of legislative instruments, and enhancing the online availability of the Parliamentary Paper Series. Support will also be provided for the parliamentary project to redevelop the Parliament of Australia website. There will also be continued focus on efficient service delivery, although the scope for expenditure reductions without reductions in services is limited.

The basement archive redevelopment project will be finalised, achieving a preservation-standard environment. Support for the department's public seminar and publication programs will continue.

OUTPUT GROUP 1.2— COMMUNITY AWARENESS



DESCRIPTION

The work of Output Group 1.2 is aimed at increasing knowledge about the House of Representatives in the community and encouraging community participation in the work of the House and its committees. The department's Liaison and Projects Office works in cooperation with other departmental areas to provide information to the community, including the media, through a range of products and services that help inform people about the work of the House.

Output Group 1.2 is also a priority area of responsibility for the Serjeant-at-Arms' Office. The office maintains several important databases to facilitate the dissemination of information to the public and to encourage community participation in the proceedings of the House. The most significant of these is the members information database, from which information about members is disseminated through the publication of members' contact details on the Parliament of Australia website.

The school visits database enables the management of visits by school students to participate in Parliamentary Education Office programs and, with a guide from Visitor Services of the Department of Parliamentary Services, to have a tour of the building and observe proceedings in the House of Representatives Chamber. The gallery bookings database assists the department in managing visits by members of the public in the galleries of the Chamber to view question time and other important sittings such as the presentation of the Budget. The office also oversees security arrangements for the Chamber, the Main Committee and all House of Representatives committee rooms. The Serjeant-at-Arms' Office plays a vital role in liaising with and coordinating other offices across the Parliament in support of visitor access to parliamentary proceedings.

Output Group 1.2 recorded an expenditure of $1.600 million for 2008–09, against a budget allocation of $1.848 million. The financial resources for the output group are summarised in Appendix 2; staff levels, by location, are shown in Appendix 11.

PERFORMANCE

The department's community outreach program continued to promote the work of the House and its committees through a variety of media. Existing programs were supplemented with new products that used the latest technology to provide the public with improved access to parliamentary information.

Schools can bring their students to visit Parliament and participate in the schools visits program throughout the year. Once again, the number of students visiting under this program has increased, sustaining the trend of growing student visitor numbers. Statistics are given below under 'Public visits to the House'.

COMMUNITY LIAISON

Print and electronic media

The *About the House* magazine remains a key publication for informing the community about the work of the House and its committees, with an estimated readership of more than 80,000 people across Australia. Feedback from readers, through emails and phone calls, indicates that the publication is highly regarded in the community for its content and design.

Four editions of the magazine were published during the year, in September and December 2008 and in March and June 2009. To assist in recovering some production costs, some advertising has been included in the magazine.

Complementing the magazine, the half-hour *About the House* television program was broadcast regularly on Sky News on the Friday of sitting weeks and on some Saturdays. It is also broadcast regularly on the new Australian Public Affairs Channel (A-PAC). The programmers for that channel provided positive feedback on the content and presentation of the program, which highlights current committee investigations.

The new *About the House* web page was launched at www.aph.gov.au/ath, providing the public with improved access to parliamentary information, including a variety of video material on the work of the House and its committees. Segments from the *About the*

Filming a committee hearing in the Torres Strait in March 2009 for the About the House *television program.*

House television program are now available on the website along with question time replays and other video and audio material, including interviews with committee members and participants in committee inquiries. The web page has proved popular, with more than 100,000 visitor sessions during the year. The online version of the *About the House* magazine has had more than 35,000 visitor sessions.

The email alert service, which provides regular updates on committee investigations, remained popular. More than 3,200 organisations and individuals subscribe to the free service.

Media liaison and advice services were provided to committees to help maximise media coverage of committee investigations. Staff of the Liaison and Projects Office worked with committee staff to prepare media strategies for committee inquiries. Feedback indicates that the media as well as committees appreciate having this centralised service for the ease of access to information about parliamentary committees that it provides.

Seminars and presentations

Eleven seminars with a total of 319 attendees were conducted during the year (compared with eight seminars with 181 attendees in 2007–08). This included four seminars arranged specifically for individual government agencies. Evaluation forms completed by seminar participants indicated a high level of satisfaction with the content of the seminars.

The *House Calls* university lecture program continued. The Speaker and the Clerk made presentations at the University of Tasmania, the University of Western Sydney, Notre Dame University Australia (Fremantle campus) and Murdoch University. Lecturers at those universities indicated that the program is very valuable for students in giving them an appreciation of the real workings of the House of Representatives.

The new About the House *web page.*

Projects and events

An interdepartmental working group on public displays at Parliament House was established in August 2008 to review existing displays and consider future directions. The department was represented on the working group by the Liaison and Projects Office and the Chamber Research Office. The director of the Liaison and Projects Office chaired the group. The working group's report, including recommendations for improving public displays, was submitted in April 2009 for consideration by the executives of the three parliamentary departments. The report is under consideration.

A touch-screen kiosk about members of the House of Representatives was commissioned for the public areas of Parliament House. The 'Meet your MP' kiosk is being produced by the Liaison and Projects Office. It will provide visitors to Parliament House with information about the 150 members of the House of Representatives in an interactive format. Currently there is little information in the public areas of Parliament House regarding members and their electorates. This kiosk will fill that gap. It is expected to be ready for installation by September 2009.

During the year, an exhibition on the work of the House of Representatives was arranged for one of the exhibition areas at the front of Parliament House. The display focused on the traditions and innovations of the House and included a section on parliamentary strengthening projects undertaken with parliaments in the Asia–Pacific region.

PARLIAMENTARY ASSISTANTS PROGRAM

As it has done for nine years now, the department recruited students from universities in the Australian Capital Territory under the parliamentary assistants program, which combines elements of educational, employment and outreach programs (see page 45 for more detail).

PUBLIC VISITS TO THE HOUSE

Public visits to observe proceedings

During sittings, there are a large number of visitors who book seats in the galleries to observe proceedings. Peak times for gallery attendances other than question time were the presentation of the Budget and the Budget reply. During the year, 96,079 visitors viewed proceedings from galleries of the Chamber, not including school students. On several occasions, there were more than 2,000 visitors to the galleries; the largest number (2,441) was recorded on 4 February 2009.

School visits to Parliament House

In 2008–09, a total of 114,190 students visited Parliament House, compared with 112,460 for 2007–08. An increase was particularly noticeable during the first quarter of 2009. The busiest months of the year were June through to November; Parliamentary Education Office classes were booked out over this period. After-hours classes during Term 3 continued to be heavily used. In February, some cancellations were received due to the Victorian bushfires and, in May, some cancellations were attributed to H1N1 Influenza 09 (Human Swine Flu).

The economic crisis has also resulted in cancellations and this is expected to affect visits further during the next financial year. Table 7 shows the breakdown for the past five years, by state and territory, of students visiting Parliament House.

Of the students visiting, the majority participated in a special tour of Parliament House, including a visit to the House of Representatives galleries; 80 per cent participated in a parliamentary education program (see below) and 83 per cent enjoyed refreshments provided by the department.

Parliamentary Education Office

The department and the Department of the Senate jointly fund the Parliamentary Education Office (PEO), which is administered by the Department of the Senate to provide parliamentary education services to schools, teachers and students. The two departments confer on the strategic direction of the PEO and the content of its educational material and online resources. The PEO Advisory Committee, chaired by the Deputy Speaker, met in May 2009. The Clerk Assistant (Table) attended as an observer.

A new record of 90,786 students from every state and territory participated in the PEO's role-play program at Parliament House during the year (compared with the previous record of 89,061 in 2007–08). This brought the cumulative total of students who had participated in the role-play programs since the Parliament House building opened on 9 May 1988 to 1,369,000.

Table 7 Students visiting Parliament House, by location, 2004–05 to 2008–09

	ACT	NSW	NT	Qld	SA	Tas.	Vic.	WA	Other	Total
2004–05	3,824	73,513	245	11,574	2,411	787	16,676	2,052	149	111,231
2005–06	2,350	71,586	354	12,100	3,255	1,084	15,423	2,408	127	108,687
2006–07	3,270	73,891	336	14,663	3,400	877	16,879	2,759	8	116,083
2007–08	3,733	67,148	532	15,077	4,523	1,050	17,002	3,100	295	112,460
2008–09	4,031	69,673	341	14,333	4,024	1,113	16,913	3,591	171	114,190

The PEO continued to invest substantially in other activities and in technology. The PEO website (www.peo.gov.au) now offers a multimedia section, including video, and many more interactive features. Website patronage continued to increase; over three million page views were recorded in 2008–09. The PEO also worked closely with members and senators this year in a targeted school visits program called 'Parliament Alive' and continued to produce a wide range of resources on CD and DVD and in print.

IMPROVING PERFORMANCE

The new *About the House* web page was launched during the year. The technology now available on the web page provides the community with greater access to information about the work of the House and its committees.

A review was undertaken of public displays in Parliament House, and a number of recommendations were made to improve displays and the way in which the work of the House is promoted at Parliament House.

A touch-screen kiosk is being developed to provide improved information on the members of the House of Representatives for visitors to Parliament House.

We are reviewing the school bookings system to improve the service provided to schools and to enhance the administrative information that is available.

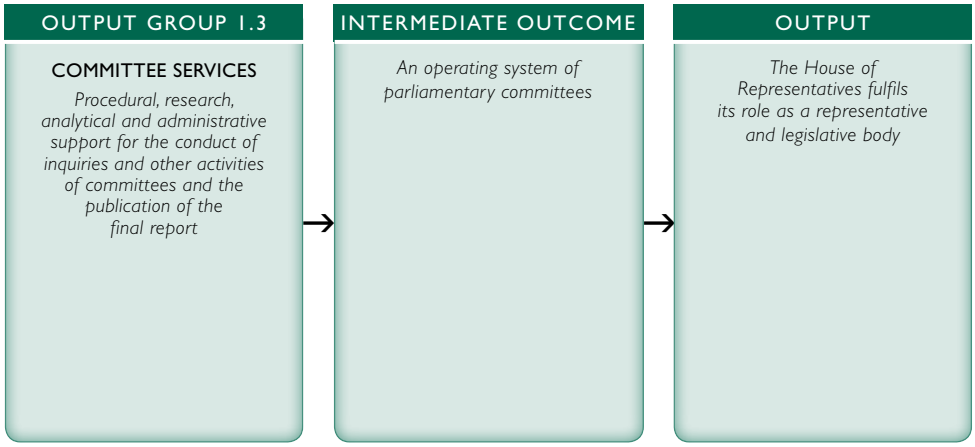
OUTLOOK

We will continue to publicise the work of the House and its committees using the variety of products that have been developed for this purpose over the past decade, including the magazine, television program, email alert service and new web page. Budgetary pressures will have a bearing on the extent to which all of these products can be used and on our ability to expand the audience for our publications.

We anticipate that the long-term trend of increasing numbers of students visiting Parliament each year will be sustained. While this trend is highly desirable in terms of increasing access by students to their Parliament, it nevertheless presents a challenge for the school visits program in the face of budgetary pressures. The proposal by Visitor Services for roster changes for parliamentary guides has increased the complexity for staff in the Serjeant-at-Arms' Office in taking and managing bookings for school visits in 2010. We will continue to take bookings for all visits and provide information services to the community, reflecting our liaison with, and any changes from, the PEO and Visitor Services.

A departmental staff member adds some finishing touches to the traditions and innovations exhibition at Parliament House in May 2009.

OUTPUT GROUP 1.3— COMMITTEE SERVICES



DESCRIPTION

The work of Output Group 1.3 is primarily performed by the Committee Office. The office supports parliamentary committees in discharging their responsibilities of parliamentary consideration of policy and legislation and scrutiny of government.

The expenditure for the services of Output Group 1.3 in 2008–09 was $8.696 million, which was $2.104 million below the budget allocation of $10.800 million. The financial resources for the output group are summarised in Appendix 2; staff levels, by location, are shown in Appendix 11.

PERFORMANCE

Committees in the Forty-second Parliament

The 2008–09 financial year was the midpoint of the parliamentary cycle. Most committees started the year with inquiries in progress that had originated largely in the previous financial year. The committees' efforts during the reporting period have focused on completing these inquiries and developing a work program to take them to the end of this parliamentary cycle.

The committee and administrative structures remained unchanged during the year. Eight secretariats provided support to twelve House committees and eight joint committees.[1] Of the eight joint committees, three have been created by statute (Public Accounts and Audit, Intelligence and Security, and Public Works) and five by resolution of the two Chambers.

Committees supported by the Committee Office in 2008–09 are shown in Table 8.

The Liaison Committee of Chairs and Deputy Chairs (the Liaison Committee) was first established in the Thirty-eighth Parliament. Chaired by the Deputy Speaker, it meets every six months and is an informal means by which chairs and deputies can discuss issues common to committees. It also promotes communication between committees and the Committee Office. The Liaison Committee met in November 2008 and June 2009.

1 Five other committees mainly concerned with the domestic operations of the House are supported by other areas of the department and are discussed at pages 20–2. The Department of the Senate supports three joint committees. Information on these committees is included in Appendixes 4 and 5.

Table 8 Committees supported by the Committee Office, 2008–09

House committees
Standing Committee on Aboriginal and Torres Strait Islander Affairs
Standing Committee on Climate Change, Water, Environment and the Arts
Standing Committee on Communications
Standing Committee on Economics
Standing Committee on Education and Training
Standing Committee on Employment and Workplace Relations
Standing Committee on Family, Community, Housing and Youth
Standing Committee on Health and Ageing
Standing Committee on Industry, Science and Innovation
Standing Committee on Infrastructure, Transport, Regional Development and Local Government
Standing Committee on Legal and Constitutional Affairs
Standing Committee on Primary Industries and Resources

Joint committees
Joint Committee of Public Accounts and Audit
Joint Standing Committee on Electoral Matters
Joint Standing Committee on Foreign Affairs, Defence and Trade
Joint Standing Committee on Migration
Joint Standing Committee on the National Capital and External Territories
Joint Standing Committee on Treaties
Parliamentary Joint Committee on Intelligence and Security
Parliamentary Standing Committee on Public Works

Committee activity

On 1 July 2008, the investigatory committees supported by the department had forty-one ongoing inquiries. During 2008–09, these committees commenced 46 inquiries and tabled 57 reports related to 53 inquiries. As at 30 June 2009, the committees had 35 ongoing inquiries.

Most inquiries typically relate to policy or administrative issues within government. The inquiry-related activities of committees are summarised at Appendixes 4 and 5.

During the year, the Committee Office supported some high-profile inquiries. For example, the House of Representatives Standing Committee on Family, Community, Housing and Youth conducted an inquiry into carers, receiving 1,305 written submissions. The committee also heard directly from over 250 witnesses at fourteen public hearings and teleconferences held around Australia between July and December 2008. The committee launched its report, *Who Cares...?*, on 1 May 2009 and made fifty recommendations to increase practical support for carers.

Between May 2008 and June 2009, the Joint Standing Committee on Foreign Affairs, Defence and Trade conducted its inquiry into issues arising from damage caused to the health of Royal Australian Air Force personnel tasked with keeping the F-111 aircraft airworthy (deseal/reseal). The committee's report made eighteen recommendations relating to health scheme

compensation, ongoing health research, and the administration of ex gratia payments and compensation by the Department of Defence and the Department of Veterans' Affairs. The committee was told that up to 2,000 workers and their families could be affected by the outcomes of the inquiry.

Making committees more accessible

Committee inquiries generally employ a format involving written submissions, hearings in Canberra and throughout Australia, and a written report. While this approach is often effective, it also assumes that groups and individuals in the wider community have the necessary communication skills and capabilities to participate and that they feel comfortable providing evidence within the formal submission and public hearing process.

In 2008–09, a number of committees supported by the department used innovative procedures to enable marginalised groups to better participate in inquiries. For example, key stakeholders participating in the Joint Standing Committee on Migration's inquiry into immigration detention in Australia often had difficulty with English. The committee used interpreters at hearings and translations of correspondence to conduct its business. Further, it conducted a full inspection program of detention centres (including the facilities on Christmas Island), immigration transit accommodation and immigration residential housing in Australia to have first-hand experience of the conditions. The committee released its first two reports during the year.

In October 2008, the House of Representatives Standing Committee on Education and Training commenced an inquiry into the impact on high school students of combining school and work. The committee developed a student survey form, which it posted on its website and widely advertised. It asked students to indicate their school and the type and amount of work they performed; it also provided opportunity for further comment. The survey elicited approximately 3,000 responses. The committee pursued issues raised in the survey and written submissions through round tables, classroom visits, meetings with teaching staff and principals, and student forums in schools around the country.

In December 2008, the Standing Committee on Legal and Constitutional Affairs commenced an inquiry into the draft Disability

Witnesses giving evidence to the Joint Standing Committee on Foreign Affairs, Defence and Trade for its deseal/reseal inquiry in July 2008.

(Access to Premises—Buildings) Standards. Key stakeholders for the inquiry were people with a disability. Therefore, the committee used venues that had disabled access and hearing loops for attendees with hearing aids. Venues also needed to have accessible toilets nearby and tactile ground-surface indicators, so that vision-impaired attendees could better navigate their way around the premises. Some hearing-impaired members of the public requested real-time captions or a sign language interpreter when attending hearings. In these cases, Hansard provided transcripts on the next business day, rather than the usual period of one to two weeks.

Also in December 2008, the Standing Committee on Aboriginal and Torres Strait Islander Affairs commenced its inquiry into community stores in remote Aboriginal and Torres Strait Islander communities. The committee promoted Indigenous involvement in a number of ways. For example, it used local interpreters at hearings and distributed pamphlets throughout the communities to advertise the public hearings and open forums. Public hearings took on a different format. The traditional owners of the lands welcomed the committee, and committee members accepted the welcome and acknowledged the traditional owners. This dialogue was included in the transcript of the hearings. The committee experimented with its proceedings in other ways, such as simplifying Hansard forms, using roving microphones at community forums, and making the layout of the hearing area less formal. Where available, the committee used Indigenous businesses for catering and other supplies.

Throughout these inquiries, the department has received positive feedback from participants and committee members about these approaches. A common observation made by participants in the building standards inquiry was that, while they appreciated better access to the process, they believed it was something parliamentary committees could achieve for all inquiries. It is said that 20 per cent of the population has reported a disability.

The House of Representatives Standing Committee on Aboriginal and Torres Strait Islander Affairs taking evidence for its inquiry into community stores at the Papunya community in April 2009.

Within available resources, one task for the department is to examine ways in which community participation can be increased in future inquiries.

Monitoring defence expenditure

The Australian National Audit Office (ANAO) has regularly reported on difficulties in defence procurement, which involves tens of billions of dollars of projected spending on hundreds of projects. These projects have long lead times, involve large amounts of public money, are complex, and rely on the performance of third parties.

The Joint Committee of Public Accounts and Audit, in the course of its inquiry into defence financial reporting and equipment acquisition, recommended in 2007 that the ANAO be funded to produce an annual report on progress in major defence acquisition projects. This process is modelled on a similar process in the United Kingdom. A similar recommendation had previously been made by a Senate committee.

In December 2008, the ANAO and the Defence Materiel Organisation released a trial report on nine major projects comprising summaries of individual projects in a standard format. The Defence Materiel Organisation prepared the report, which the ANAO checked for accuracy. The committee examined the report at a public hearing on 19 March 2009. It will hold similar public hearings each year after the tabling of future major projects reports.

This new ongoing role for the committee puts the Parliament and the ANAO in a stronger position to exercise oversight of key financial and performance risks in defence. Further, it assists in promoting cultural change in the management of defence projects. Finally, it demonstrates how the Parliament and the ANAO cooperate to improve public administration.

Building ties with Indonesia

In July 2008, the Joint Standing Committee on Foreign Affairs, Defence and Trade participated in the third Indonesia–Australia Parliamentary Committees Forum in Jakarta. The committee was represented by a delegation of six senior members of the Parliament, led by the committee chair, Senator Michael Forshaw, and accompanied by a committee staffer, Dr John Carter. The forum comprised two days of discussions between the delegation and the chair and other representatives of the Indonesian legislature's Commission One (Commission on Foreign Affairs, Defence, Communication and Information).

The forums have been facilitated and supported by the Centre for Democratic Institutions at the Australian National University. The forums aim to strengthen the ties between the two countries and allow members of both committees to learn about each other's system of government.

The discussions were open and frank and included issues such as the Lombok treaty, migration and security cooperation, as well as other issues of general interest. In addition to these discussions between the two sets of committee members, Dr Carter met with the staff of Commission One and with Indonesian parliamentary research staff to discuss parliamentary practices.

The committee's 2004 report on Australia's relationship with Indonesia, *Near Neighbours—Good Neighbours*, contained a recommendation that the government establish a regular program of parliamentary exchange visits between Australia and Indonesia. While the committee continues to pursue implementation of this recommendation, the Centre for Democratic Institutions has brought about a similar result through its support for the forums. This example shows that the effect of committee inquiries can be gradual and involve many parties. It need not be limited to the government response.

COMMITTEE SUPPORT

The 2008–09 financial year was the midpoint in the cycle of the Forty-second Parliament. It saw a return to high levels of committee activity after the establishment of committees and the commencement of inquiries, typically after a minister issued terms of reference. Secretariats have focused on organising public hearings, drafting reports and assisting committees at report consideration meetings.

Access to Commonwealth Parliament Offices

Commonwealth Parliament Offices are located in major centres around Australia and supply office services to senators and members. Some senators have their electorate offices located on these premises. They are managed and funded by the Department of Finance and Deregulation.

Traditionally, committees have used Commonwealth Parliament Offices for small-scale hearings. Their advantages are that they are rent free for parliamentary use, centrally located and well equipped. In August 2007, the Department of Finance and Deregulation began to place restrictions on the committee use of the offices due to security concerns about allowing members of the public access to these premises.

Since that time, suitable access arrangements have been pursued both by the Liaison Committee and at departmental officer level. In April 2009, the Department of Finance and Deregulation issued new guidelines permitting public hearings in the offices subject to certain requirements, including that committees give advance notice of all members of the public who will attend to observe proceedings. The Liaison Committee and the department are continuing to seek the restoration of the access arrangements that applied up to 2007.

Staff flexibility

From 1996, committee secretariats have been consolidated; instead of supporting one committee each, they now support either two or three. This has meant that there is more scope to meet peaks in demand, as the staff serving one committee are often available to help their colleagues, if need be.

One trend in committee work during the Forty-second Parliament is that peaks in demand have meant that the reallocation of staff within a secretariat is not always sufficient to manage the workload of that particular secretariat. The department has responded to this by reallocating staff from one secretariat to another on a short-term basis. From time to time, committee members have expressed their preference for greater staff continuity. The department appreciates that greater staff continuity improves committee effectiveness through greater corporate knowledge. However, maintaining staff flexibility is likely to be the best way of managing workload peaks in the current financial environment.

Records management and archiving

Committee Office staff continued to work closely with the Records Management Unit to process the remaining committee records that predate the Forty-second Parliament using the streamlined electronic system implemented during 2007–08. Over twenty-five shelf metres of committee records were transferred into the custody of the National Archives during the year, and a further six shelf metres of committee records to be retained permanently at Parliament House were sorted, boxed and placed in appropriate on-site storage.

The Records Management Unit continued to offer a program of formal and on-the-job records management training to Committee Office staff during the year.

IMPROVING PERFORMANCE

Members' survey

In May and June 2009, a random selection of thirty current members of parliament were asked to participate in the department's annual survey of members. The survey provides feedback to the Committee Office, as well as all other offices, from their major stakeholders on levels of satisfaction with committee support services. It supplements ongoing

feedback from members in the course of committee operations.

The survey was conducted confidentially with an option to participate in a confidential interview with a departmental executive officer. Twenty-three current members responded to the survey (twenty-two in 2007–08), ten of whom participated in an interview.

There was a very high level of satisfaction reported on the overall services and support members received from the department. The majority of responses to committee service satisfaction yielded an extremely satisfied or highly satisfied response. Details of the survey findings are at Appendix 12.

Responses to committee reports

Successive governments have set themselves a three-month limit for responding to committee reports. A large number of government responses take significantly longer than this benchmark. In November 2008, the Liaison Committee discussed the status of committee reports tabled prior to the Forty-second Parliament that were yet to receive a response.

In December 2008, as a consequence of this discussion, the Speaker requested individual committees to consider which of these earlier reports no longer required a government response because of the passage of time or other factors. On 13 May 2009, the Speaker advised the House that seven reports no longer required a response and these would be removed from the schedule of outstanding government responses tabled every six months. As at 30 June 2009, twenty-three House committee reports and twenty-five joint committee reports from this prior period still require a government response.

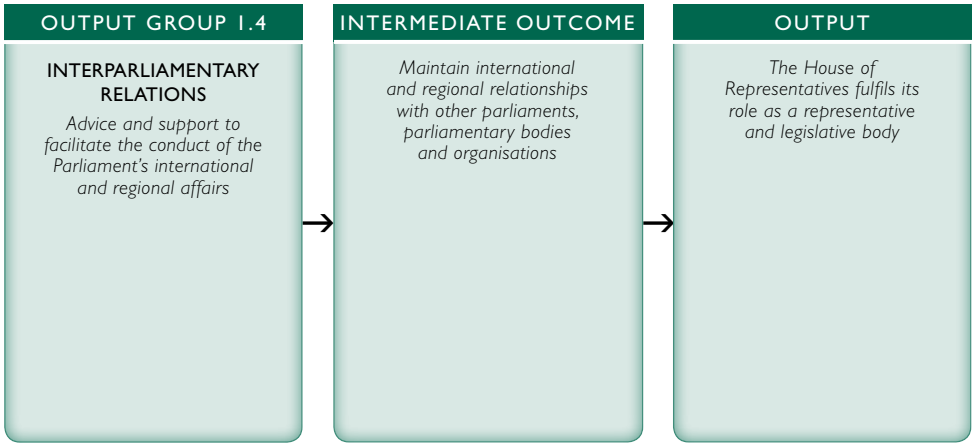
OUTLOOK

In June 2009, the House Standing Committee on Procedure announced an inquiry into committee effectiveness. The terms of reference include the number, subject coverage and membership of committees as well as the appropriateness of current standing orders. The committee is expected to report in 2009–10 and the department is preparing a submission to the inquiry. Subject to the committee's recommendations being accepted by the House, this inquiry has considerable potential to change the structure and work of committees.

A concern is whether sufficient resources will be available to maintain current levels of service to committees in future. If current resourcing trends continue, the department will need to review the amount of funding for committees, compared with other priorities.

However, funding constraints also present the Committee Office with the opportunity of reassessing how we support committees and determining whether additional savings are possible. The Committee Office will be involved in a detailed examination of its business processes in the first part of 2009–10 to identify areas for potential savings. Areas being examined include more extensive use of electronic communication in advertising inquiries and greater use of video conferencing. The question in future is whether the rate at which it is possible to implement these efficiencies will be sufficient to meet reductions or limited growth in the real budget.

OUTPUT GROUP 1.4— INTERPARLIAMENTARY RELATIONS



DESCRIPTION

Output Group 1.4 provides advice and support for the conduct of the Parliament's regional and other international affairs. The functions and services of the output group are delivered primarily by the Parliamentary Relations Office (PRO), which is jointly funded by the departments of the House of Representatives and the Senate, and administered by the Department of the House of Representatives.

Output Group 1.4 recorded an expenditure of $2.312 million for 2008–09, against a budget allocation of $1.960 million. The financial resources for the output group are summarised in Appendix 2; staff levels, by location, are shown in Appendix 11.

PERFORMANCE

During the year a range of activities helped to promote relations with other parliaments and strengthen Australia's relations with other countries. Some modifications were made to the outgoing delegations program to increase contact with parliaments in the Asia–Pacific region. A number of parliamentary strengthening activities were supported to assist in the development of parliaments in the region.

DELEGATIONS AND VISITS

During 2008–09, the department coordinated 19 official overseas visits, which included bilateral visits to sixteen countries; attendance at six conferences, workshops and seminars; and seven other visits (see Appendix 8). There were also eighteen official visits to Australia by parliamentary delegations from other countries as guests of the Australian Parliament (see Appendix 6), along with thirty-five other visits (see Appendixes 7 and 9).

The outgoing delegations program was modified to strengthen its focus on the Asia–Pacific region and to ensure the program remains relevant to parliamentarians and their work. To this end, two new delegation visits were included in the 2009 program: a delegation to countries that are members of the Association of Southeast Asian Nations (ASEAN); and a committee visit to two countries in the Asia–Pacific region. The committee visit will take place in the second half of 2009. In their evaluation of the visit to ASEAN countries in April 2009, members of the delegation indicated that it was worthwhile in helping them better understand developments in neighbouring countries and appreciate the opportunities for further

developing Australia's relations with those countries. Delegation members supported the inclusion of a delegation to ASEAN countries in future outgoing delegation programs.

The incoming visits program also was focused on strengthening relations with parliaments of the Asia–Pacific region. Delegations from Canada, Chile, China, Cook Islands, Indonesia, Russia, Samoa and Singapore undertook official visits to Australia. Visits to the Australian Parliament were also undertaken by parliamentarians from countries in Africa, Europe and the Middle East.

A Guest of Parliament lecture was introduced during the year. It provides an opportunity for visiting parliamentarians to deliver an address during their visit to Parliament House, as a way of informing Australian parliamentarians and other interested people about developments in the visitor's country. The inaugural lecture was delivered in September 2008 by the leader of the delegation from the NATO Parliamentary Assembly. The second lecture was delivered in March 2009 by the chairman of Russia's Federation Council (the upper house of the Russian Parliament). Video recordings of the lectures are made available on the Parliament of Australia website (at www.aph.gov.au/ath).

A parliamentary partnership agreement was signed between the Department of the House of Representatives and the Cambodian Parliament during a visit to Canberra by the secretary-general of the Cambodian Senate. The agreement establishes a framework for exchanges between the two parliaments and helps to strengthen relations between Australia and Cambodia.

Administrative support for incoming and outgoing delegations met the required performance standards. At debrief meetings, delegation members generally indicated a high level of satisfaction with the arrangements made for delegations. Twelve evaluation forms were received from members of delegations. Three delegation members rated the support services and program arrangements for outgoing visits as 'excellent', seven provided a rating of 'good', and two provided a rating of 'fair'.

Parliamentary delegates from Afghanistan at Parliament House during a study visit in November 2008.

SUPPORT FOR OTHER PARLIAMENTS

A number of parliamentary training and development programs were coordinated during the year. These were aimed at raising awareness and understanding of parliamentary processes and practices, particularly for parliamentarians and parliamentary staff from developing democracies.

Following on from a strategic planning workshop for staff of the Afghanistan Parliament held in Dubai in April 2008 (as detailed in last year's annual report), a mentoring program was arranged for Afghani parliamentarians. Coordinated in conjunction with the United Nations Development Programme (UNDP), the mentoring program involved meetings and briefings in Canberra as well as visits to federal parliamentarians' offices in Sydney. At the conclusion of the program, the UNDP project manager in Afghanistan advised that the Afghani parliamentarians had been 'significantly, positively affected by the knowledge transfer, exposure to established parliamentary culture and practice, and enormous organisation, hospitality and goodwill' they had experienced at the Australian Parliament. 'We have assessed the visit as a major success', the project manager said, indicating it would be used as a model for similar programs in the future.

The Inter-Parliamentary Study Program was conducted in March 2009, with fifteen parliamentary officials from Africa, Asia, Europe, the Middle East, North America and the Pacific. The annual two-week program provided the opportunity for participants to explore in detail parliamentary procedures and practices. Evaluations from the participants showed a high level of satisfaction with the program; participants commended the program for its content and administration. Of the thirteen participants who completed evaluation forms, nine said that the program met objectives to a high degree, three said the program largely met objectives, while one said the program met objectives to a limited extent.

Training, equipment and project support were provided for Pacific Island parliaments through the Commonwealth Parliamentary Association (CPA) Australian Region Education Trust Fund, which is a joint initiative of Australia's federal, state and territory parliaments. The fund is

Officials from various overseas parliaments during their study program at Parliament House in February 2009.

administered by the PRO, which provides the secretariat for the Australian Region of the CPA.

The support included training in Australia for Pacific Island parliamentary officials as well as project work conducted by Australian parliamentary officials in the Pacific region. Among the projects supported was the development of a website for the Tongan Parliament, the third Pacific parliamentary website to be developed with the support of the fund. Training and development placements included Hansard and committee staff. Participants were offered opportunities to attend forums and conferences covering information technology, parliamentary education and parliamentary libraries. Evaluations completed at the end of the training indicated that training participants gained a great deal from the experience and would be able to use what they had learned in their own parliaments.

In administering the fund, the PRO took up opportunities to partner with other organisations providing support to Pacific Island countries. This included assisting AusAID with a project to upgrade the sound system for the Solomon Islands Parliament; cooperating with the Centre for Democratic Institutions to provide a training placement at the New South Wales Parliament for a staff member from the Bougainville Parliament; and supporting the Australian Capital Territory Legislative Assembly in providing technical and procedural assistance to the Kiribati Parliament.

Other training and development activities were supported by the department, including participation in staff workshops held in Tonga in September 2008 by the CPA. The Chair of the Procedure Committee, the Clerk and the department's media manager made presentations. One workshop was for members of the Tongan National Assembly and the other for staff from legislatures in the South Pacific. Issues covered included the importance of procedural rules, capacity building, information disclosure by the Tongan National Assembly and freedom of information.

PARTICIPATION IN INTERNATIONAL PARLIAMENTARY ORGANISATIONS

The Australian Parliament continued to be an active participant in a number of international parliamentary organisations, including the Inter-Parliamentary Union, the CPA and the Asia Pacific Parliamentary Forum. Australia retained observer status at the ASEAN Inter-Parliamentary Assembly.

The PRO coordinated the Australian Parliament's participation in the annual conferences and meetings of these organisations. The Department of Foreign Affairs and Trade also provided support. Feedback from parliamentarians indicated that participation in these organisations provided worthwhile opportunities for discussions and exchanges with parliamentarians of other countries. Performance standards for the coordination of these activities were met.

At the Inter-Parliamentary Union assemblies held in Geneva, Switzerland and Addis Ababa, Ethiopia, the Australian delegation participated in drafting committees for the assemblies, including as rapporteurs. The Australian delegation took a lead role in relation to a debate on nuclear non-proliferation and disarmament.

A proposal for Australian state and territory parliaments to twin with Pacific Island parliaments was formally approved at a regional meeting of the CPA held in July 2008. As the secretariat for the Australian Region of the CPA, the PRO assisted with the coordination of the twinning arrangements.

As part of the twinning arrangements, training attachments were arranged between Australian and Pacific Island parliaments. In addition, official delegations from the Cook Islands and Samoa visited their twinned parliaments in Western Australia and Tasmania as part of their official programs in Australia.

The PRO also provided secretariat support for the Australian Region Steering Committee of Commonwealth Women Parliamentarians. As this was the first year of the steering

committee's operation, support included assistance in developing the rules and operating procedures for the committee.

IMPROVING PERFORMANCE

The outgoing delegations program was modified to strengthen its regional focus and ensure it remains relevant to parliamentarians and their work.

Procedural documents, including delegation handbooks, were updated.

Evaluation forms and debrief meetings continued to be used for outgoing delegations as a way to obtain feedback on delegation programs and administrative arrangements. The feedback is useful in preparing future programs, to ensure they meet the expectations of parliamentarians participating in delegations.

An audit of PRO's management of parliamentarians' passports was undertaken by KPMG. The audit found that the passport and visa application process is organised in a manner that enables timely issue of passports and visas to parliamentarians, with appropriate controls in place. Some suggestions relating to passport tracking and data checking were made and these are being implemented.

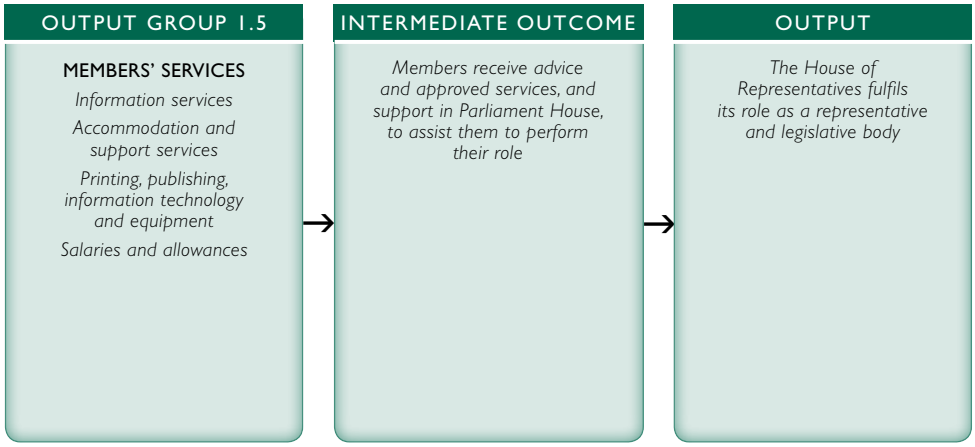
OUTLOOK

Budgetary pressures will have an impact on the programs that will be able to be delivered in 2009–10, with a likely reduction in the number of official visits that can be accepted.

Opportunities to partner with organisations that undertake development activities in Pacific Island countries will continue to be explored as part of our administration of the trust fund that provides training and equipment for Pacific Island parliaments.

The potential to develop further the twinning arrangements between Australian and Pacific Island parliaments will be explored.

OUTPUT GROUP 1.5— MEMBERS' SERVICES



DESCRIPTION

Output Group 1.5 provides advice, services and support for members of the House of Representatives. Responsibilities include support for accommodation at Parliament House; the delivery of office and communication services such as stationery, printing and information technology; and the payment of salaries and allowances. These responsibilities are undertaken by the Serjeant-at-Arms' Office, the People Strategies Office, the Information Systems and Publishing Office, and the Finance Office.

In providing these services, the department maintains a close liaison with the Department of Parliamentary Services. The Department of Parliamentary Services is responsible for providing building maintenance and the central information technology services for Parliament House generally, while staff in the Department of the House of Representatives act as the primary contact point for members in relation to the provision of the services.

The expenditure for Output Group 1.5 in 2008–09 was $5.093 million. The budget allocation was $3.815 million. The financial resources for the output group are summarised in Appendix 2; staff levels, by location, are shown in Appendix 11.

PERFORMANCE

All four offices involved in the output group experienced some reduction in activity levels during the year. The results of the 2009 members' survey indicated varying levels of satisfaction with our work. There was a high level of satisfaction with the work of the Serjeant-at-Arms' Office in supporting members (83 per cent either extremely or highly satisfied, compared with 69 per cent in 2008). The level of satisfaction with members' home pages on the Parliament of Australia website rose to 30 per cent who were either extremely or highly satisfied (up from 18 per cent in 2008). However, the level of satisfaction with the payment of members' salaries and allowances and with members' in-house printing fell (see detailed comments below). The survey results are presented in Appendix 12.

INFORMATION SERVICES

To help keep members and their staff informed about developments in the House, four editions of the members' bulletin, *House*

Update, were published during the year. In addition, the annual series of briefings on procedural and other developments in the House was continued; five briefings were held during the year.

The department continued to operate its drop-in centre every sitting Tuesday to enable members and their staff to get information or provide feedback on any of the services provided by the department. During the year, the centre operated during all seventeen sitting Tuesdays, and twenty-eight members or their staff used the service. It was staffed, as before, by senior departmental staff members. The department continued to invite a representative of the Department of Finance and Deregulation to attend to increase the value of the service to members.

ACCOMMODATION SERVICES

Staff in the Serjeant-at-Arms' Office serve as the principal contacts in relation to accommodation, capital works and maintenance services within the House of Representatives wing of Parliament House. In 2008–09, they were involved in an accommodation review of the basement area.

Requests for accommodation changes during the year included making a doorway into a shadow minister's suite to allow for increased access for staff. Changes in the composition of the shadow ministry, including the Leader of the Opposition, the election of three new members of the House of Representatives and ministerial changes resulted in nineteen office relocations. All requests were met in a timely manner and preparations for incoming members were in place well before their arrival.

The Serjeant-at-Arms' Office received 527 requests to supply and move furniture, 147 fewer than in 2007–08. The decrease reflects the lower requirement for these services in a non-election year.

MAINTENANCE, ACCESS AND TRANSPORT SERVICES

Requests for emergency, routine and periodic maintenance work are managed by the Serjeant-at-Arms' Office. A total of 335 emergency requests were processed during 2008–09 and were attended to within five minutes of receipt. Once again, the office employed a pre-emptive maintenance program to avoid a large number of otherwise emergency maintenance requests when members return for sittings.

Routine maintenance requests for repairs or alterations to suites or common areas numbered 158, a decrease from the previous year, when 482 requests were received. This significant decrease is due in part to our pre-emptive maintenance program and the lower requirement for refurbishment projects in a non-election year.

The refurbishment program continued; no suites were refurbished due to the non-availability of carpet and three sets of members' furniture were refurbished during the year.

The office received and dealt with 194 requests for assistance with telephone faults, relocations and allocation of telephone numbers. Of the 194 requests, 11 related to faults. These faults were reported to telephone support within five minutes of receipt. Telephone support officers resolved these faults within the forty-five-minute agreed time frame.

There were 704 requests for access to suites and general circulation areas.

The office coordinated transport services for members, including managing the members' shuttle service, on behalf of the Department of Finance and Deregulation, during sitting weeks. There were 7,923 bookings made in 2008–09, with a 99.4 per cent success rate. The significant increase in bookings (3,988 in 2007–08) was due to the year being a normal full sitting year and the attendant increase in the use of the shuttle by members on Sundays of sitting weeks and during sitting days.

The provision of support to requests for filming and use of facilities has not been reported previously in our annual report. However, details will now be included because not only is it an important core function, but the incidence of requests has been increasing and the work associated with the processes has increased. The office has responded to 336 filming/photography requests and has dealt with 409 proposals to use facilities at Parliament House. Trend analysis will be possible in future reporting periods.

SOFTWARE AND HARDWARE SERVICES

A new version of the Microsoft Office suite, Office 2007, was rolled out to all staff in Parliament House during the year. There was a considerable amount of work involved in the preparation for this rollout, in testing all software applications and making modifications to some applications to ensure they worked correctly with the new version of Office. Similar preparatory work has begun in anticipation of the upgrade of computers to the Microsoft Vista operating system, due to be rolled out in the next financial year.

Work began on a project to investigate improvements to technology in the House of Representatives Chamber. This project is being managed by the Department of Parliamentary Services, at the request of the department. The project is exploring better ways to integrate technology hardware in places where space is limited such as at the Speaker's chair and the Clerks' table. A number of hardware options were presented to the stakeholders for consideration.

The changes to the process for making petitions to the House of Representatives introduced at the beginning of the Forty-second Parliament required that a new database be developed to track the processing of all petitions. This database was made available to the secretariat serving the Standing Committee on Petitions in late 2008.

Initial discussions were held between the parliamentary departments and the Department of Finance and Deregulation to consider the feasibility of transferring to one agency some of the responsibility for administering technology services to senators and members. Preliminary information is being assessed and further discussions will be held during the next financial year.

The Australian Parliament hosted the fifth Australia and New Zealand Parliamentary IT Forum in September 2008. Parliamentary staff from Australian state and territory parliaments attended, along with staff from the New Zealand Parliament and a representative from the Parliament of the Cook Islands. The chair

Providing information technology support to members. Pictured: Mark Hargans (seated) assists the Hon. Peter Lindsay, MP, with an IT issue.

The Clerk of the House of Representatives and the Secretary of the Department of Parliamentary Services open the fifth Australia and New Zealand Parliamentary IT Forum.

and deputy chair of the Presiding Officers' Information Technology Advisory Group (POITAG) presented one of the sessions. The forum consisted of delegate presentations, tours of various technology facilities, and workshop discussions on topics of common interest related to the provision of information technology services to parliaments. This forum, as was the case with previous forums, further developed relations between officers of the parliaments. This has led to preliminary discussions between the department and the South Australian Parliament to consider collaboration on developing a procedural records system to serve both parliaments.

INTERNET AND INTRANET SERVICES

A new streaming video and audio service, ParlReplay, was launched on the Parliament of Australia website in September 2008. This service provides streaming video in Flash® format, in both high and low resolution. Audio is available to download as MP3 files. The service is available on both the House of Representatives and Senate web pages. From the *About the House* page, visitors to the site are able to replay the *About the House* television program, question time, various Chamber highlights (such as the Budget speech) and audio clips of interviews and lectures. Consideration is being given to using the same technology on other areas of the internet site to provide streaming video and audio.

The Parliament of Australia website is undergoing review and a redesign has been proposed. This project is being conducted by the Department of Parliamentary Services in conjunction with the two parliamentary chamber departments. The initial phase of the project involves consultation with stakeholders, including internal clients, internal publishers and external clients. The department is actively involved in this project given that the internet site has become one of the major platforms for disseminating information about the work of the House and its committees. It is hoped that the redesigned website will provide efficiencies in managing the publishing processes and incorporate new technologies to better facilitate opportunities for interaction with the general public. The redesigned site is expected to be operational in 2010.

PRINTING

The department's in-house printing service produced approximately 7.2 million impressions in 2008–09. Of these, 4.2 million were completed for members as part of their

The new ParlReplay service was launched on the Parliament of Australia website.

in-house printing allowance. A total of 104 members used all or part of their allowance, and six members transferred part of their allowance to other members.

The number of impressions produced by the department's printing service has declined significantly over the past year. This is due to changes in work practices, such as making use of the high-speed networked photocopiers available in some offices and hallways, and more electronic distribution of documents rather than hard-copy dissemination. The use of CommDocs, which is a series of secure intranet sites used by committees, is just one example of this type of electronic distribution of documents.

The requirements for printing were reviewed and from 1 July 2009 the members' in-house printing allowance ceased. The feedback from the members' survey can be read as reinforcing the department's decision to discontinue this allowance. The percentage of members either extremely or highly satisfied with this service fell from 55 per cent in 2008 to 31 per cent in 2009. Members indicated that the service was too basic and restricted, with limited choice. Twenty-six per cent of members said that the service was not applicable to them so it was not used (up from 9 per cent in 2008).

MESSENGER SERVICES

During 2008–09, the Serjeant-at-Arms' Office continued to provide messenger services to the standards specified in its service charter. The office received no complaints, either formally or through the feedback process identified in the charter.

Messengerial staff numbers remain the same; however, due to natural attrition, four new staff members were appointed.

PARLIAMENTARY ASSISTANTS PROGRAM

The department continued its program of recruiting university students to work as parliamentary assistants alongside the messengerial attendants. This is the tenth year of the parliamentary assistants program, which has elements of employment, educational and outreach programs. It is managed through the Serjeant-at-Arms' Office. Parliamentary assistants perform the duties of messengerial attendants for an average of ten hours per week; rosters are planned around student

Participants in the fifth Australia and New Zealand Parliamentary IT Forum hosted by the Australian Parliament, September 2008.

commitments and work requirements of the Chamber and the department.

As in previous years, four experienced parliamentary assistants applied to become senior parliamentary assistants, and four new parliamentary assistants were appointed. The new students appointed were from metropolitan and country New South Wales and the Australian Capital Territory.

MANAGEMENT AND ADMINISTRATION

Members' salaries and services

All processing of members' salaries and entitlements by the People Strategies Office was in accordance with legislation and administrative decisions. In the 2009 members' survey, 39 per cent of members were extremely or highly satisfied (55 per cent in the 2008 survey) and, in total, 83 per cent were satisfied with services in relation to their base salary, electorate allowances and deductions (96 per cent in the 2008 survey). The detailed comments provided by members in the survey indicated that they had some difficulty distinguishing between the services provided to members by the department and those provided by the Department of Finance and Deregulation. At least some of the decrease in the level of satisfaction reflected concerns about services provided by the Department of Finance and Deregulation.

Annual expenditure on members' salaries and other entitlements was $26.802 million during 2008–09, an increase over the $25.59 million spent last year. All performance targets were met during the year, with all salary variations completed when required and with 99 per cent accuracy. The cost per transaction rose slightly from $6.15 to $6.46.

The office processed an increase to members' electorate allowances during the year, with effect from 1 May 2009. The Remuneration Tribunal's Determination 2009/04 increased the allowance to $32,000 for members with an electorate of less than 2,000 square kilometres, $36,000 for members with an electorate between 2,000 square kilometres and 4,999 square kilometres, and $46,000 for members with an electorate of 5,000 square kilometres or more.

On 11 May 2009, the department began providing a counselling service for members through an external provider. The service is provided as an adjunct to the counselling service provided to departmental employees.

Staff of holders of public office

Following a request from the Prime Minister to the Speaker, the responsibility for administering the salary payments and conditions of service for certain staff of the Speaker and Deputy Speaker was transferred to the Department of Finance and Deregulation from 1 July 2008.

IMPROVING PERFORMANCE

The department has commented in earlier reports on its evolving relationship with the Department of Parliamentary Services and in particular its concern that the department be made aware of and have the opportunity to be involved in Department of Parliamentary Services activities that affect members and the department.

The department had raised concerns with the Department of Parliamentary Services about the process for approval of the major building and information technology projects it conducted that had the potential to affect members, the building and the department. Previously, there had been insufficient involvement of the department in the approval process. A Project Assessment Committee (PAC) was established in January 2008 to approve major projects funded by the Department of Parliamentary Services and to prioritise the projects. The PAC is chaired by the deputy secretary of the Department of Parliamentary Services, and the department is represented by the Serjeant-at-Arms. The establishment of the PAC has significantly improved the involvement of the department in the project approval process. The PAC recently developed a revised approval process for minor works, which will be implemented

from 1 July 2009. This process will be assessed quarterly by the Senior Management Coordination Group (SMCG), which coordinates corporate and related matters among the three parliamentary departments (see page 50 for further information on the SMCG).

The process to involve the department in the oversight of the implementation of projects also has improved significantly. The Department of Parliamentary Services uses a PRINCE2 project methodology for the implementation of projects. The department invariably is now involved in the boards overseeing those projects in which the department has a strong interest. The department also is involved in project implementation at other levels, helping to ensure that projects achieve the objectives the department wishes.

OUTLOOK

The outlook for the output group is affected by the constraint on financial resources that will face the department generally from 2009–10 onwards. Examination has commenced of expenditure reductions that will involve the achievement both of efficiencies and of reductions in services.

MANAGEMENT AND ACCOUNTABILITY

- Corporate governance
- External scrutiny
- Management of people
- Management of finanacial resources
- Ecologically sustainable development and environmental reporting
- Outlook

Photo: The Clerk of the House and Clerk Assistant (Table) with the department's participants in the 2008 Parliamentary Law, Practice and Procedure course conducted by the Australia and New Zealand Association of Clerks-at-the-Table, 2 July 2009. Picture courtesy of Auspic.

CORPORATE GOVERNANCE

The Speaker of the House of Representatives is responsible to the Parliament for the department. The Clerk of the House of Representatives, who is responsible for managing the department, reports to the Speaker. Key elements of the department's corporate governance framework are outlined below.

LEGISLATIVE STRUCTURES

The department's operations are governed by the *Parliamentary Service Act 1999* and the *Financial Management and Accountability Act 1997*, and are subject to provisions of the *Workplace Relations Act 1996* and other legislation. Those Acts set out the responsibilities of the Clerk for the management of the department.

ETHICAL STANDARDS

The Parliamentary Service Values and Code of Conduct set out in the *Parliamentary Service Act 1999* provide a framework for the department's ethical conduct.

The department actively promotes sound ethical behaviour. All staff new to the department receive a briefing on what it means to work in a values-based environment and how ethical standards apply to their day-to-day work.

SENIOR MANAGEMENT

Senior management of the department consists of the Executive and managers at the Executive Band 2 level. The Executive comprises the Clerk, the Deputy Clerk and three Senior Executive Service Band 1 staff—the Clerk Assistant (Committees), the Clerk Assistant (Table) and the Serjeant-at-Arms—each of whom has management responsibility for one or two of the five output groups (see Figure 2 on page 8). During the year, the Executive met every five weeks to discuss and decide on a wide range of departmental management issues.

SENIOR MANAGEMENT COORDINATION GROUP

The Senior Management Coordination Group (SMCG), whose role is to coordinate corporate and related matters among the three parliamentary departments, comprises the heads of corporate services of the departments. The department is represented by the Serjeant-at-Arms. The position of chair of the SMCG rotates annually among the three members. The Serjeant-at-Arms is chairing the SMCG in 2009.

During the year, the SMCG met six times. Among the issues considered were:

- workplace relations
- building projects
- information technology and telecommunications, and
- common purchasing arrangements.

The SMCG established a working group, with representatives from the three parliamentary departments, to identify and review the potential for implementing common services arrangements shared by all three parliamentary departments. This work flowed from a recommendation made by the Parliamentary Service Commissioner in 2008, as part of a review of the implementation of an earlier report on parliamentary administration prepared by the previous Parliamentary Service Commissioner (Podger Review 2002). The working group's report will be considered by the departments in 2009–10.

MANAGEMENT COMMITTEES

Audit Committee

The department's Audit Committee comprises the Clerk Assistant (Committees), the Clerk Assistant (Table), the Serjeant-at-Arms and an independent member (currently Mr David Toll). The committee, chaired by the Clerk Assistant (Table), met four times during the year.

The department's contracted internal auditor is KPMG. During the year the committee endorsed reports of the following internal audits and reviews:

- data matching and automation capabilities report—Table Office database and Federal Register of Legislative Instruments
- protection of information
- IT environment key control framework review
- management of parliamentarians' official passports and visas
- performance information
- financial management and accountability framework compliance
- business risk management plan.

Internal audit fieldwork was also undertaken in relation to an assessment of fraud risk and development of a fraud control plan.

These audits identified a number of minor matters, and implementation of recommendations is being monitored by the Audit Committee. During the year the department reviewed its Chief Executive Instructions, updating them for legislative and policy changes, and also reviewed its financial delegations. The ANAO audited the department's financial statements, and provided an unqualified audit report. Only one minor procedural issue was identified for action.

Consistent with the internal audit charter, the internal auditor provided an annual report on internal controls. The report contained generally favourable overarching observations on the status of the department's control environment. The committee approved strategic and annual internal audit plans during the year.

Consultative Committee

The Consultative Committee, which is chaired by the Deputy Clerk, continued to be an important mechanism for communicating and consulting with staff on workplace issues. The committee's membership consists of:

- two union-nominated representatives
- two elected staff representatives, and
- four departmental representatives.

Routine matters discussed at the meetings included monitoring of the certified agreement, recruitment policy, general employment matters and reports from other committees. The committee met six times during 2008–09. Discussions covered a further range of matters including issues relating to the certified agreement, the new childcare facilities in Parliament House, and the rostering arrangements for deputy clerks.

PLANNING AND EVALUATION

More than seventy-five staff attended the department's annual planning workshop on 3 March 2009. The Clerk presented staff with his annual address, 'The Year Ahead', which outlined the themes underpinning the Clerk's leadership of the department and the department's general direction and the challenges it faces. The department looked to the future as the basis of the planning day this year. Two specific topics were selected as priority areas for discussion:

- whether to proceed to seek a post-recognition assessment against the Investors in People standard or to move to another approach, and
- the Department of the House of Representatives in 2020.

The planning workshops generated discussion, ideas and recommendations:

- On the first topic, it was agreed that the planning workshop had been a good opportunity to take stock, especially as the department had not done so in this context for three years. There was clear value in receiving feedback via an external 'audit' process, from an objective perspective. It was considered that the department should seek a post-recognition assessment before considering another approach. (The results of the post-recognition assessment against the Investors in People standard are covered on page 56.)

- The second discussion used a strengths, weaknesses, opportunities and threats analysis to gauge the issues facing the department in 2020. The information from this discussion assisted in a risk management workshop conducted by KPMG in March 2009.

Corporate plan

The Corporate Plan 2007–10 continued to be implemented this year. The priorities during the period of the corporate plan are closely linked with:

- improving our ability to serve our clients
- developing our people
- sustaining our capability, and
- maintaining strong relationships within the department, the Parliament and beyond.

Business plan

The department's business plan for 2008–09 was issued in July 2008. Through the weekly senior management meeting and the six-monthly reporting meetings, senior managers were able to report that a very high level of achievement had been reached against the business plan.

Following a review by KPMG of performance indicators, some minor amendments to indicators were made in the business plan. Internal and external reporting indicators were also revised.

MEMBERS' SURVEY

The department receives periodic and ongoing feedback from members to gauge the effectiveness of its service provision.

In May and June 2009, the 2009 members' survey was conducted. This was the fifth survey, and the same questions were asked as in previous years.

As in previous years, the department surveyed a random sample of thirty members, twenty-three of whom responded (twenty-two participated last year). All participants were asked whether they were satisfied with the services and support they received from the department. Details of the survey findings are at Appendix 12.

ACCOUNTABILITY MECHANISMS

The department's main external accountability mechanisms are the Portfolio Budget Statements and the annual report, which is prepared pursuant to section 65 of the *Parliamentary Service Act 1999*. The annual report for 2007–08 assessed performance against the targets set out in the Portfolio Budget Statements 2007–08 and presented the financial statements of the department.

Copies of the department's annual report and Portfolio Budget Statements were provided to all members and published on the department's website.

RISK MANAGEMENT AND FRAUD CONTROL

In accordance with the department's risk management policy, the department's risk management plan was reviewed during the year. The policy requires an overall risk assessment process to be undertaken each two years. The department's internal auditor, KPMG, facilitated a workshop with the Executive and Executive Band 2 level staff in March 2009. The final risk management plan was endorsed by the Audit Committee in May 2009.

During the year, the department, with the assistance of KPMG, reviewed its existing fraud risk assessment and control plans. The audit fieldwork was completed by year end.

New staff were informed of their financial management responsibilities and the department's fraud risk assessment and control plan in the regular induction programs. There were no losses of public money or property, and no instances of fraud, identified during the year.

As required under the Commonwealth Fraud Control Guidelines, the Clerk of the House of Representatives hereby certifies that the department has complied with the guidelines.

SERVICE CHARTERS

The department's service charters for members and the community continued to provide the basis for the standards of service that members and the public can expect from the department. The service charter for members is included in the handbook provided to members at the start of the Parliament.

In 2006, the department established a central complaints register. Staff are required to record any complaints received in relation to services provided by the department or others, the action (and if necessary further action) taken in response, and the status of the matter (resolved or in progress). There were no recorded complaints during 2008–09.

SOCIAL JUSTICE AND EQUITY IMPACTS

The department was established to support the House of Representatives rather than to deliver services directly to the public. Accordingly, contributing towards achieving social justice within the community, in the main, is not a direct responsibility of the department. However, the department meets social justice needs indirectly through the work of the House of Representatives itself, its members and its committees. Our service charter for the community reflects our commitment to assisting everyone who visits the House or wants to know more about or contribute to the work of the Australian Parliament.

PURCHASER–PROVIDER ARRANGEMENTS

The department does not have arrangements in place that involve it buying or selling services from or to an Australian government agency. The department receives certain building, information technology and communication services from the Department of Parliamentary Services and audit services from the Australian National Audit Office. These services are accounted for in the department's financial statements as resources received free of charge.

EXTERNAL SCRUTINY

The department's operations are primarily administrative and are therefore not usually subjected to formal external scrutiny.

JUDICIAL AND ADMINISTRATIVE DECISIONS

No judicial decisions or decisions in administrative tribunals during 2008–09 had, or are anticipated to have, a significant impact on the operation of the department.

REPORTS BY THE AUDITOR-GENERAL, A PARLIAMENTARY COMMITTEE OR THE COMMONWEALTH OMBUDSMAN

Findings of the ANAO in relation to its audit of the department's annual financial statements in 2008 are discussed under 'Audit Committee' (page 50).

During the year, the ANAO undertook a performance audit and tabled a report titled *Online availability of Government Entities' Documents Tabled in the Australian Parliament*. As part of the audit, the ANAO reviewed the online publishing practices of the department and four other agencies. The ANAO found that each of the agencies audited had sound online publishing practices. The ANAO suggested, as an option to improve online availability, that a parliamentary department host a central digital repository for certain tabled documents. The department will confer with the other parliamentary departments on this matter in the coming year.

During 2008–09, as in previous years, the department contributed to inquiries by the House Standing Committee on Procedure. The Clerk made one submission to the procedure committee this financial year (on the conduct of business inquiry) and appeared with the Deputy Clerk before the committee on one occasion for the same inquiry.

The Clerk also made a submission to and appeared with another officer before the Standing Committee on Petitions (on the inquiry into electronic petitioning). The department supported the introduction of electronic petitioning for the House. It supported a website-based model but on the basis that it be fully funded. Introduction was supported on a trial basis, perhaps for two years.

In addition, the Clerk made a submission to and appeared with other officers before the Joint Committee of Public Accounts and Audit (on the inquiry into the effects of the ongoing efficiency dividend on smaller public sector agencies). The committee reported in December 2008 and recommended:

- the establishment of a parliamentary commission co-chaired by the Speaker of the House and the President of the Senate and comprising elected representatives to recommend funding levels for the parliamentary departments in each Budget, and
- the exemption of the first $50 million of all agencies' appropriations from the efficiency dividend (which would include the department).

The government has not yet responded to the report.

No investigations by the Commonwealth Ombudsman in 2008–09 involved the department.

FREEDOM OF INFORMATION

Although the department is not considered to be a department or agency for the purposes of the *Freedom of Information Act 1982*, we comply with the intent of the Act in relation to the release of administrative information. No freedom of information requests were received during the year.

We provide information about the department's structure on the Parliament of Australia website and in publications such as the annual report. We also widely disseminate information on the ways in which members of the public can interact with the work of the House and its committees.

PRIVACY

While the department is not an agency to which the *Privacy Act 1988* applies, the department is committed to abide by the principles of the legislation in its dealing with employees, including handling employees' records.

MANAGEMENT OF PEOPLE

INVESTORS IN PEOPLE

The department holds accreditation against the Investors in People standard, an international quality standard that sets a level of good practice and a basis for continuous improvement of a department's or agency's performance through people.

A post-recognition assessment was conducted on 6 and 7 May 2009 by an Investors in People Australia assessor. The department was assessed against the Investors in People standard along with evidence of continuous improvement.

The department was assessed as having met the standard to a high degree. Some strengths that were identified were the department's learning culture, its well-developed plans cascading down from the corporate plan, and its well-defined requirements of leaders.

Some areas for continuous improvement were identified, including:

- the need to develop a wider management team including staff at the Executive Band 2 level
- increased and more timely communication about the process for the appointment of a new Clerk and the review of budget issues, and
- the need to capture and evaluate the development undertaken by staff.

COMMONWEALTH DISABILITY STRATEGY

All of the department's employment policies continued to comply with the requirements of the *Disability Discrimination Act 1992*.

The department's former certified agreement, the employee collective agreement and all Australian Workplace Agreements in place during 2008–09 contained the same clauses to allow staff with disabilities to lodge a complaint or grievance about any matter affecting their employment. During the year, there were no complaints or grievances about employment practices from staff with disabilities.

The department made recruitment information available to potential job applicants in electronic and non-electronic formats that are accessible to people with disabilities, as defined in the Act. No staff were recruited who required the department to make 'reasonable adjustments' to the workplace or work practices to accommodate additional needs caused by a disability.

STAFF SURVEY

In June 2009, the department conducted its fifth annual staff survey, the 2009 Survey Feedback Action. The survey, derived from a benchmarking exercise conducted in July 2004, incorporated the features of previous separate surveys, particularly the previous staff survey and leadership questionnaire, completed in 2003.

As in previous years, most staff participated in the survey. The survey measures the quality of the department's leadership, the satisfaction of staff with pay and conditions of service, and the strengths of the department. The results are taken into account in the department's ongoing development of its strategy for attracting and retaining staff.

The department has established a number of internal benchmarks based on the results of the survey. These benchmarks, or index scores, correspond to the total percentages of staff selecting 'strongly agreed' and 'agreed' in response to specific sets of questions.

- The 'core elements' satisfaction index measures the extent to which the department provides the core elements needed to attract, focus and keep the most talented staff—82 per cent in 2009 (81 per cent in 2008) and an average of 78 per cent over the five annual surveys.

- The 'leadership' satisfaction index measures the level of satisfaction of staff with their managers, as measured against the department's leadership statement—85 per cent in 2009 (87 per cent in 2008) and an average of 82 per cent over the five annual surveys.
- The 'benefits' satisfaction index measures the level of staff satisfaction with pay and working conditions—86 per cent in 2009 (77 per cent in 2008) and an average of 78 per cent over the five annual surveys.

Figure 6 shows the results over the five years of the survey (2005 to 2009) for the 'strongly agree' and 'agree' ratings of the 'leadership' satisfaction index.

PEOPLE STRATEGIES PLANNING

The department's annual people strategies plan sets in place a framework for achieving corporate outcomes through departmental staff. An outline of the ongoing people strategies framework, which is central to the annual plan, is shown at Figure 7.

Figure 6 'Leadership' satisfaction index ratings, 2005 to 2009

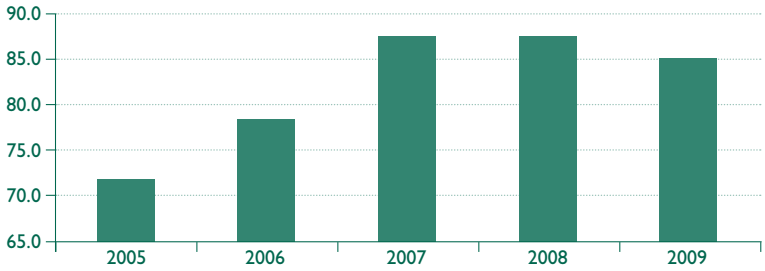
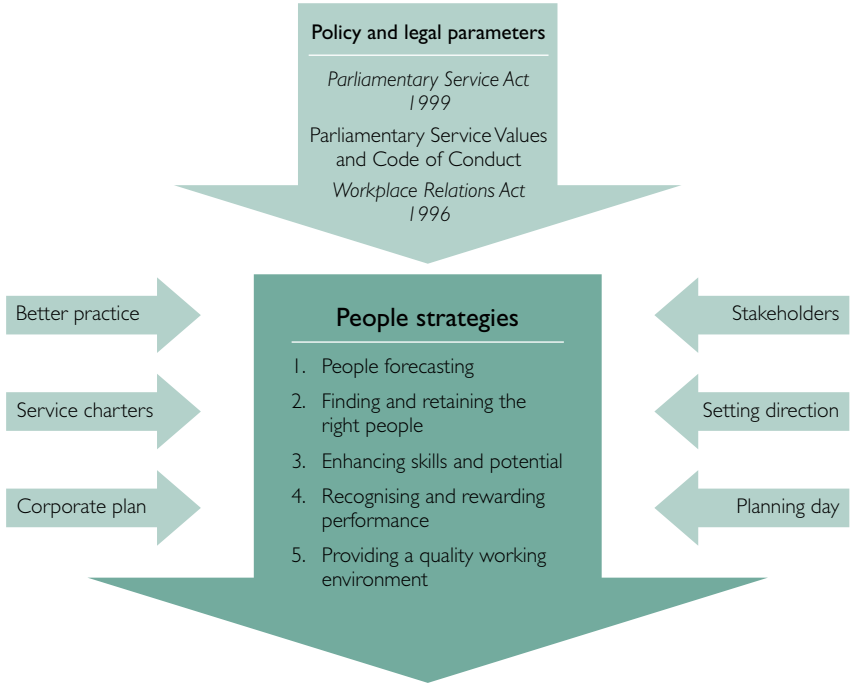


Figure 7 People strategies framework



PEOPLE STRATEGY 1: PEOPLE FORECASTING

Workforce planning

At a meeting in July 2008, the Executive considered the staffing profile. It was recognised that, with the number of senior staff who are approaching retirement age, there may be opportunities for staff to be promoted more on the basis of their potential than on the basis of their experience. This will result in a slightly higher risk to the department as these staff will face a steep learning curve and it may be some time before they are able to work at full capacity. The Executive considered that this risk was manageable.

It was agreed that the department's emphasis on leadership development and continuation of other professional development for staff feeding into more senior levels was of high importance in mitigating the risks associated with the loss of senior staff.

Organisational reviews

The department conducts organisational reviews as required to ensure that workload is matched with the number of staff required to undertake the work in all areas, and that the classification levels or work value requirements of individual jobs are appropriate to the work being carried out.

Stuart Burgess of Investors in People Australia presents the post-recognition certificate to Bernard Wright, Deputy Clerk, on 29 May 2009.

PEOPLE STRATEGY 2: FINDING AND RETAINING THE RIGHT PEOPLE

Recruitment of staff

The department advertised to fill sixteen ongoing vacancies during 2008–09 (fifteen in 2007–08), of which twelve were filled by internal applicants. Of the four external successful applicants, three were women (in 2007–08, seven of the eleven successful external applicants were women).

Selection advisory committees continued to explore the use of additional exercises to enhance the selection process.

Retention of staff

A total of thirteen ongoing and fifteen non-ongoing staff left the department in 2008–09—a turnover rate of 9.6 per cent of ongoing staff. This compares with 10.1 per cent in 2007–08. Appendix 11 includes details of separations.

Exit interviews with staff leaving the department continued to be conducted by Senior Executive Service managers. Three interviews were conducted during the year; the main reasons given for leaving were to pursue a change in career, retirement or promotion.

Graduate placement program

The Department of the Senate joined with the department in its graduate placement program for 2009. The program involves three-month placements of people from the graduate recruitment programs of Australian Government agencies. An objective of this program is to promote the work of the Parliament to agencies and the staff of those agencies.

The program continued to draw a high level of interest from individual graduates and a range of agencies. We placed four graduates on three-month placements in 2008–09.

Feedback from graduates has confirmed that the program is very successful, that they would recommend it to other graduates and that the objectives of the placements have been achieved.

Administrative traineeships

The purpose of an administrative traineeship is to provide vocational training consistent with the needs of the department and general skills appropriate to the workforce, and to enhance the skill levels and future employment prospects of trainees.

Two traineeship vacancies were advertised in January 2009 and the successful applicants were employed from March 2009. The trainees will rotate through three offices in the department while undertaking vocational training.

Alumni

The department has formed an alumni association of former staff. In 2007, former staff employed by the department were contacted and invited to indicate whether they wanted to be part of the Alumni and whether they wished to serve as a board member.

On 20 November 2008, the annual general meeting of the association was held; twenty-five members of the association attended. At the meeting, the two co-chairs were re-elected and the membership of the Alumni board was increased by self-nomination of attendees.

The board has met twice in 2009. A reception is planned for 1 July 2009 to give members of the Alumni and staff of the department an opportunity to meet socially.

PEOPLE STRATEGY 3: ENHANCING SKILLS AND POTENTIAL

Training and development

Table 9 compares the department's training and development expenditure as a percentage of expenditure on salaries in 2007–08 and 2008–09. It also shows the average number of person-days spent on training and average staffing level in both years. The average number of training days for staff increased from 2.7 days to 5.0 days of off-the-job training per person per year. The increase may have reflected the stage of the parliamentary cycle and the continuation of knowledge-sharing briefings and workshops being conducted by the department.

Table 10 compares the average attendance of staff at training courses in 2007–08 and 2008–09. It also shows the average staffing level and total number of training days attended in 2007–08 for each classification.

Leadership development

During 2008–09, there has been a continued emphasis on developing leaders at the classification levels of Parliamentary Service Level 6 and Executive Band 1. In December 2008, fifteen staff completed a program conducted for the department by the Centre for Public Management. The program comprised six sessions on leadership concepts

Stuart Burgess, Investors in People Australia, presents the findings of the post-recognition assessment to staff of the department at a monthly forum on 29 May 2009.

Table 9 Expenditure on training and development programs, 2007–08 and 2008–09

	2007–08	2008–09
Expenditure as percentage of annual payroll	1.4%	1.5%
Average training days per person	2.7[a]	5.0
Average staffing level	154.5	152.3

a This figure does not include time spent on mobility assignments during the election period.

Table 10 Average attendance of staff at training courses, 2007–08 and 2008–09

Classification	Average staffing level 2008–09	Total number of training days attended 2008–09	Average number of training days attended 2008–09	2007–08
Senior Executive Service[a]	5	3.6	0.7	1.9
Executive Band 2	18.3	35.1	1.9	2.2
Executive Band 1	39.5	231.6	5.9	2.7
Parliamentary Service Level 6	21.4	103.4	4.8	5.6
Parliamentary Service Level 5	6.9	25.7	3.7	2.1
Parliamentary Service Level 4	25.5	143.5	5.6	3.0
Parliamentary Service Level 3	9	21.1	2.3	2.7
Parliamentary Service Level 2	26.7	82.6	3.1	1.3
Not specified[b]		110.6		
Totals	**152.3**	**757.2**	**5.0**	**2.7**

a The Senior Executive Service staffing figure includes the Clerk of the House.
b This row reflects the attendance of departmental staff at certain in-house training and development programs where only the total numbers of staff in attendance were recorded.

over several months. The program was rated highly by participants and the second course, with thirteen participants, commenced in May 2009.

Studybank

Twenty staff participated in the department's Studybank program during the year (compared with 28 staff in 2007–08). Collectively, they received financial assistance of $28,085 (compared with $25,499 in 2007–08), along with some study leave on full pay.

Security-awareness training

As part of their induction program, all staff are required to undertake an online security-awareness training program provided by the Protective Security Coordination Branch of the Attorney-General's Department.

PEOPLE STRATEGY 4: RECOGNISING AND REWARDING PERFORMANCE

Performance assessment processes

The department has a policy of carrying out universal work performance assessment and feedback against measurable standards on a yearly basis. This contributes to:

- a stronger performance culture in the department
- commitment to, and a shared understanding of, business directions being pursued at the team and individual level
- better communication between staff and their supervisors
- the progression of individuals through classification levels and bands

- the identification of the development needs of staff to help them improve their work performance, and
- the management of the unsatisfactory work performance process.

All eligible staff participated in the annual work performance assessment cycle, completed on 31 October 2008. The cycle consists of setting individual work objectives, conducting performance assessments, preparing individual development plans and providing feedback to supervisors.

The individual development plans are compiled and the development requirements of staff are reviewed. These then form the basis for the training program for the next calendar year.

PEOPLE STRATEGY 5: PROVIDING A QUALITY WORKING ENVIRONMENT

Employee collective agreement

The *Department of the House of Representatives Employee Collective Agreement 2009–10* covers all staff except Senior Executive Service staff, who are covered by a determination made under subsection 24(1) of the *Parliamentary Service Act 1999*.

The agreement was negotiated between the Clerk and the department in 2008. In August 2008, staff voted on whether the agreement would be a union or employee collective agreement. A majority voted for an employee collective agreement.

A staff bargaining group was formed to facilitate the agreement-making process. All workgroups were briefed on the agreement-making process and received further briefings after the first draft of the agreement was issued. Discussions were also held with staff during focus group meetings and a meeting of all staff. All staff were able to vote on the agreement in December 2008; 91.7 per cent of staff voted in favour of the agreement.

The agreement was lodged with and approved by the Workplace Authority in December 2008. The first pay rise was paid on 1 January 2009. Staff salary scales under the agreement are summarised in Table 11.

Australian Workplace Agreements

From January 2009, there were no Australian Workplace Agreements in place in the department.

Productivity

The department's collective agreement has as its objective a business model that ties together its people, the service it provides and its productivity. Productivity improvement is concerned with increasing flexibility, achieving continuous improvements and enhancing efficiency and effectiveness of advice and services. The department has emphasised the flexible use of its staff and the implementation of new systems to increase the efficiency and effectiveness of its advice and services to clients.

Table 11 Salary scales of staff covered by the certified agreement, at 1 January 2009

Classification	Salary scale
Executive Band 2	$109,463–115,986
Executive Band 1	$84,575–94,336
Parliamentary Service Level 6	$68,158–77,353
Parliamentary Service Level 5	$63,000–66,663
Parliamentary Service Level 4	$55,697–60,259
Parliamentary Service Level 3	$50,389–54,130
Parliamentary Service Level 2	$44,781–48,896
Parliamentary Service Level 1	$39,586–43,314

Salaries expenditure

In 2008–09, salaries and allowances totalled $15.7 million ($14.0 million in 2007–08).

Workplace diversity

The department's workplace diversity program aligns our workplace diversity strategies and actions with the Parliamentary Service Values. The program builds on the department's existing commitment to embed the Parliamentary Service Values into our business.

Training in the prevention of discrimination, bullying and harassment was provided to all new staff. Additional training for new harassment contact officers was conducted for nominated staff and extended to staff undertaking staff and union representative roles.

Occupational health and safety

Draft health and safety management arrangements were forwarded to staff for consultation in August 2008. The arrangements, including a revised policy, were finalised in September 2008.

During the year, no dangerous occurrences required notification under section 68 of the *Occupational Health and Safety Act 1991*.

No investigations were carried out and no directions or notices were received by the department in relation to sections 29, 45, 46 or 47 of the Act.

Table 12 provides statistics on compensation claims by injury group for the past four years.

Table 12 Compensation claims incidence, by injury group, 2005–06 to 2008–09

Injury group	2005–06	2006–07	2007–08	2008–09
Fracture excluding back	–	–	–	–
Strain excluding back	2	5	–	–
External effects	2	–	–	–
Multiple injuries	–	1	–	–
Occupational overuse syndrome	–	–	–	1
Psychological injuries	2	–	–	1
Totals	**6**	**6**	**0**	**2**

MANAGEMENT OF FINANCIAL RESOURCES

PURCHASING

The department did not undertake any significant procurement during 2008–09. All purchasing activity in 2008–09 was conducted within financial delegation limits. New Commonwealth Government Procurement Guidelines were released in December 2008. The department has complied with core purchasing policies and principles as articulated in the guidelines.

ASSETS MANAGEMENT

The department's assets management strategy focuses on efficient asset utilisation and allows the department to identify underperforming assets. The department operates within a controlled environment at Parliament House, and the risk of loss for the majority of assets is minimal.

A stocktake of computing equipment, plant and portable and attractive assets was completed during 2008–09. The department completed a desk-top review of the furniture and fittings asset class. Impairment testing was undertaken during the stocktake. There were no material impairment adjustments required.

As a result of changes to the Finance Minister's Orders in relation to heritage and cultural items, a number of items that were previously classified as heritage and cultural were transferred to the furniture and fittings asset class. These items are currently in use and no longer satisfy the definition of heritage and cultural.

The Yirrkala bark petitions were recognised as assets for the first time in 2008–09 and have been added to the list of heritage and cultural items.

CONSULTANTS

Consultancy services procured in 2008–09 at a value in excess of $10,000 are shown in Table 13.

COMPETITIVE TENDERING AND CONTRACTING

The department's contracting activities have been disclosed as required through the government's AusTender system. There were no instances during 2008–09 where contracts were let that did not provide for the Auditor-General to have access to the contractor's premises, or where the Chief Executive exempted a contract from being published on AusTender.

The department did not engage in any competitive tendering during 2008–09.

Table 13 Consultancy services, 2008–09

Consultant name	Description	Contract payments 2008–09 (incl. GST)	Selection process	Justification
KPMG[a]	Internal audit services	$99,719	Open tender	Need for specialised or professional skills and independent research or assessment

a Ongoing consultancy contract.

ADVERTISING AND MARKET RESEARCH

Section 311A of the *Commonwealth Electoral Act 1918* requires the department to detail amounts paid to advertising agencies, market research organisations, polling organisations, direct mail organisations and media advertising organisations during the financial year.

The department's total advertising expenditure for 2008–09 was $204,765, an increase from the previous year's total ($157,421). This reflects the increased activity levels in line with the stage of the parliamentary cycle.

The expenditure was as follows:

- $168,233 for publicising the work of the House and committees ($102,632 in 2007–08)
- $21,387 for advertising in relation to inquiries being undertaken by parliamentary committees ($39,360 in 2007–08)
- $11,728 for publicising recruitment advertising ($12,867 in 2007–08)
- $3,415 paid to the Attorney-General's Department for chamber-related gazettals ($2,562 in 2007–08).

The majority of advertising for 2008–09 was placed with hma Blaze.

GRANT PROGRAMS

The department did not administer any grant programs in 2008–09. As previously mentioned, training, equipment and project support were provided for some Pacific Island parliaments (pages 38–9).

ECOLOGICALLY SUSTAINABLE DEVELOPMENT AND ENVIRONMENTAL REPORTING

Although the department is not subject to the provisions of the *Environment Protection and Biodiversity Conservation Act 1999*, it has adopted policies and practices in energy and water use and recycling that contribute to sound environmental performance.

Most aspects of the parliament's environmental management are coordinated by the Department of Parliamentary Services, which is responsible for managing the Parliament House building and grounds. The department participates in meetings of the parliament-wide Environment Management Committee, which was re-established by the Department of Parliamentary Services during the year. The committee provides a useful forum for progressing environmental initiatives and improving environmental performance at Parliament House.

The Department of Parliamentary Services prepares an annual report on behalf of all parliamentary departments, in accordance with section 516A of the *Environment Protection and Biodiversity Conservation Act 1999*. The report is structured using core performance indicators of the Global Reporting Initiative, and is included in the Department of Parliamentary Services' annual report and is available from the Parliament of Australia website. The report includes information on specific measures taken by the Department of the House of Representatives.

OUTLOOK

The overall business outlook for the department is one of constrained finances. The significant tightening of the department's budgetary position was foreshadowed in last year's report. As highlighted in the Clerk's review in this report, it is now the major issue facing the department.

Another issue facing the department is the upcoming retirement of the Clerk of the House, Mr Ian Harris AO, in December 2009, after some 12 years as Clerk. The *Parliamentary Service Act 1999* limits the term of the Clerk to a ten-year period, from the commencement of the Act. At year end, the recruitment process for the appointment of a new Clerk commenced. The appointment of a new Clerk will bring new perspectives and will likely involve some changes within the department.

In 2009–10, the department will be working with the other parliamentary departments on a number of projects and initiatives, as mentioned elsewhere in the report.

In particular, the three departments will consider the report of the working group on shared services referred to at page 50. The departments will need to work collaboratively to maximise the potential for benefits and minimise the potential costs from any implementation of such services. It is likely that there will be scope for some modest efficiency gains from such implementation.

In 2009–10, the department will address recommendations of the Investors in People post-recognition assessment, including the need to develop a wider management team with greater involvement of staff at the Executive Band 2 level. The department will also continue to emphasise leadership and parliamentary skills development.

APPENDIXES

- 1 Performance information
- 2 Resource statements
- 3 Business of the House and Main Committee
- 4 Committee activity
- 5 Committee reports and inquiries
- 6 Official incoming parliamentary delegations
- 7 Other incoming parliamentary visits
- 8 Outgoing parliamentary delegations
- 9 Parliamentary staff and other visits
- 10 Publications
- 11 Staffing statistics
- 12 Members' survey 2009
- 13 Contact directory

Photo: Her Excellency the Governor-General, Ms Quentin Bryce AC, assenting to her first bill as Governor-General of the Commonwealth of Australia, in the presence of the Speaker, Mr Harry Jenkins MP, the Attorney-General, Mr Robert McClelland MP, the Clerk of the House and senior advisors, 15 September 2008. Picture courtesy of Auspic.

1 PERFORMANCE INFORMATION

The following tables summarise the performance of the Department of the House of Representatives in 2008–09. Comparable performance information for 2007–08, where available, is shown in brackets.

Summary of performance in relation to each output, 2008–09

OUTPUT GROUP 1.1: CHAMBER AND MAIN COMMITTEE	
Key performance indicator: Advice and services to enable the Chamber and Main Committee to meet and address business as scheduled	
Target	*Performance*
Quality 1: Members and others are highly satisfied with the advice and services provided by Clerks-at-the-Table ***How measured:*** Trends over time, measured through formal and informal feedback	100 (100) per cent of members surveyed were satisfied with advice and service provision; 95 (95) per cent were 'extremely' or 'highly' satisfied.[a]
Quality 2: Members and others are highly satisfied with the quality and timeliness of the following support services: ▸ provision of documents of the House (including bills) ▸ programming and procedural advice ▸ questions in writing ▸ presentation of petitions ***How measured:*** Trends over time, measured through formal and informal feedback	100 (100) per cent of members surveyed were satisfied with the advice and services received in relation to the Chamber and Main Committee; 91 (100) per cent were 'extremely' or 'highly' satisfied.
Quantity 1: Hours sat by House and Main Committee ***How measured:*** Trends over time, taking into account the parliamentary cycle	The House sat for 682 (441) hours, excluding suspensions. The Main Committee met for 267 (157) hours, excluding suspensions.
Key performance indicator: Processing and drafting of bills	
Target	*Performance*
Quality 3: Processing deadlines met with no errors ***How measured:*** Trends over time	All final deadlines were met. As a result of human error, an incorrect version of a bill was transmitted to the Senate for concurrence. This was discovered after the Senate had completed deliberations on the bill. The Clerk of the House subsequently provided a correct version of the bill to the Clerk of the Senate, who signed the certificate on the bill. The bill was then assented to. Steps have been taken to prevent a recurrence. There were no other known errors (no significant errors in 2007–08).
Quality 4: Members are satisfied that drafting meets their intentions in a timely way ***How measured:*** Trends over time, measured through formal and informal feedback	All members surveyed who had used legislative and drafting services were satisfied with advice and service provision (as in 2007–08).

Key performance indicator: Processing and drafting of bills	
Target	*Performance*
Quantity 2: Number of bills processed to third reading/assent stage within deadlines ***How measured:*** Trends over time, taking into account the parliamentary cycle	152 (147)
Quantity 3: Number of bills/amendments drafted within timeframe required ***How measured:*** Trends over time, taking into account the parliamentary cycle	28 (33) private members' bills and bills with detailed stage amendments by private members.
Key performance indicator: Creating and processing the records and papers of the Parliament	
Target	*Performance*
Quality 5: Votes officer's minutes for House and Main Committee accurate and current to within 5 minutes ***How measured:*** Target is met	The minutes were accurate and available through the parliamentary computing network, current to within 5 minutes, on all but one sitting day.
Quantity 4: Number of disallowable instruments and documents processed ***How measured:*** Trends over time, taking into account the parliamentary cycle	6,519 (8,073)
Key performance indicator: Collection, analysis and publication of procedural and statistical information	
Target	*Performance*
Quality 6: Accuracy and relevance of information; timeliness of information ***How measured:*** Trends over time, measured through formal and informal feedback	Formal and informal feedback and statements made in the House indicate a high level of satisfaction with the information provided.
Quality 7: Quality of publications ***How measured:*** Trends over time, measured through formal and informal feedback	Internal and external users indicated a high level of satisfaction with procedural and statistical publications.
Total budget for 1.1 : $3.5 million	***$4.1 ($3.6) million***

OUTPUT GROUP 1.2: COMMUNITY AWARENESS

Key performance indicator: Services to increase public knowledge and awareness of, and interaction with, the work of the House of Representatives and the Commonwealth Parliament

Target	*Performance*
Quality 1: Ninety per cent of participants completing seminar evaluations are satisfied with the seminar program ***How measured:*** Seminar evaluations, trends over time	More than 90 per cent of participants completing evaluation forms indicated they were highly satisfied with the seminar they attended. Each seminar received an overall rating of 'highly satisfied' from seminar participants who completed evaluations.
Quality 2: Quality of publications ***How measured:*** *About the House* magazine survey (last conducted September 2007), trends over time	Positive feedback was received through letters, emails and telephone calls from readers.
Quantity 3: Number of people subscribing to the email alert service ***How measured:*** Trends over time	3,200 (3,000) individuals and organisations subscribe to the email alert service.
Quantity 4: Number of student visitors ***How measured:*** Trends over time	114,190 (112,460) student visitors.
Total budget for 1.2: $1.85 million	***$1.6 ($1.3) million***

OUTPUT GROUP 1.3: COMMITTEE SERVICES

Key performance indicator: Procedural, research, analytical and administrative support for the conduct of inquiries and other activities of committees and the publication of the final report

Target	*Performance*
Quality 1: Rate of satisfaction of committee members with advice and services provided, through discussions with and surveys of key clients ***How measured:*** Trends over time, measured through formal and informal feedback	100 (95) per cent of members surveyed were 'satisfied', 'highly satisfied', or 'extremely satisfied' with the procedural advice, research, analytical, drafting and administrative support services received in relation to the conduct of committee inquiries and the publication of final reports.
Quantity 2: Number of full year inquiries completed per year ***How measured:*** Trends over time, taking into account the parliamentary cycle	37.3[b] (25.9)
Total budget for 1.3: $10.8 million	***$8.7 ($10.2) million***

OUTPUT GROUP 1.4: INTERPARLIAMENTARY RELATIONS

Key performance indicator: Advice and support to facilitate the conduct of the Parliament's international and regional affairs

Target	*Performance*
Quality 1: Rate of satisfaction of delegates with arrangements for overseas visits by Australian parliamentary delegations ***How measured:*** Trends over time and surveys from debriefing meetings with delegates and other stakeholders	Outgoing parliamentary delegations held debrief meetings following their return to Australia. Most feedback forms received from delegates indicated satisfaction levels ranging from 'good' to 'excellent'.
Quality 2: Rate of satisfaction of Presiding Officers with arrangements for incoming parliamentary delegations, participation in parliamentary organisations and quality of policy advice ***How measured:*** Feedback from Presiding Officers	Positive feedback was received from the Presiding Officers in regard to policy advice and program arrangements.
Quality 3: Rate of satisfaction of delegates with arrangements for incoming parliamentary delegations ***How measured:*** Feedback and surveys from diplomatic representatives in Australia and Australian diplomatic missions overseas	Correspondence and informal feedback from delegates and foreign diplomatic missions based in Australia indicated a high level of satisfaction with programs for incoming delegations.
Quality 4: Timeliness of provision of passport and visa services ***How measured:*** Trends over time	All passports and visa requests were provided within the required timeframes.
Total budget for 1.4: $1.96 million	***$2.3 ($2.2) million***

OUTPUT GROUP 1.5: MEMBERS' SERVICES

Key performance indicator: Services and advice to the Speaker, members and others in accordance with legislation and administrative decisions

Target	*Performance*
Quality 1: High level of client satisfaction—number of clients satisfied or very satisfied with services and advice received—measured through surveys or by direct feedback ***How measured:*** Trends over time, measured through formal and informal feedback	100 (92) per cent of members surveyed were satisfied with services provided; 86 (74) per cent were 'extremely' or 'highly' satisfied.
Quantity 1: Number of accommodation-related services provided to members ***How measured:*** Trends over time, taking into account the parliamentary cycle	158 (482) routine maintenance requests were actioned. The target for emergency requests was 'action within five minutes'; this target was reached in relation to 100 (100) per cent of the 335 (416) emergency requests received. Furniture movement requests targets are set at four levels: Priority 1 (within 3 hours)—43 Priority 2 (within 12 hours)—17 Priority 3 (within 24 hours)—129 Priority 4 (within 2 to 5 days)—338 Total: 527 (674) All were processed within the agreed timeframes (as in 2007–08). 7,923 (3,988) transport requests were processed with 99.4 (99.0) per cent accuracy.

Key performance indicator: Members' salaries and allowances

Performance indicator	*Performance*
Quality 2: All variations and salary increases are processed with an accuracy rate of at least 99 per cent ***How measured:*** Target is met	All variations and salary increases were processed with an accuracy rate of at least 99.4 (99.2) per cent.
Quantity 2: 150 payments processed monthly with an annual budget of $27.569 million ***How measured:*** Target is met	An average of 152 (163) payments were processed monthly at a cost of $6.43 ($6.23) per transaction. One increase in Electorate Allowance (one) pay increase was processed. Salary and allowance expenses for members were $26.528 ($25.83) million.
Total budget for 1.5: $3.8 million	***$3.2 ($3.0) million***

a In 2008-09, one respondent reported each of these items as 'not applicable'. That nil response has not been included in the calculation of percentages.

b This figure represents the full-year equivalent for House and Joint Committees supported by Output Group 3 only. The full-year equivalent is calculated by the number of months an inquiry was active during the financial year. For example, a report tabled on 21 September 2008 means the inquiry was active for three months of the financial year—3/12 or 0.25.

Summary of overall performance in relation to Outcome 1, 2008–09

OUTCOME 1: THE HOUSE OF REPRESENTATIVES FULFILS ITS ROLE AS A REPRESENTATIVE AND LEGISLATIVE BODY	
Intermediate outcome: Chamber and Main Committee operate effectively	
Performance indicator	***Performance***
Number of sittings of the House and Main Committee	The House sat on 72 occasions (48 occasions). The Main Committee met on 65 occasions (38 occasions).
Hours of sittings	The House sat for 732 (454) hours including suspensions, or 682 (441) hours excluding suspensions. The Main Committee met for 311 (183) hours including suspensions, or 267 hours (157) excluding suspensions.
Legislation processed ▸ number of bills ▸ number of amendments	210 (167) bills were introduced, including those received from the Senate, and 148 (142) passed both Houses and were assented to. 16 (17) bills originating in the House and 1 (1) bill received from the Senate were amended by the House of Representatives. 29 (9) bills were amended by the Senate and agreed to by the House of Representatives.
Intermediate outcome: Community understanding of, and interaction with, the work of the House of Representatives and the Commonwealth Parliament	
Performance indicator	***Performance***
Increased community awareness and involvement	We received visits from 114,190 students from 3,335 schools (112,460 students from 3,245 schools). 319 persons (181 persons) attended seminars. Four issues (four issues) of *About the House* magazine were published. Advertisements about the work of the House and committees were placed fortnightly in *The Australian*.
Intermediate outcome: An operating system of parliamentary committees	
Performance indicator	***Performance***
Number of committees	28 (42nd Parliament); 30 (41st Parliament)
Number of committee meetings	785 (403)
Hours of committee meetings	1,671 hours 29 minutes (616 hours 43 minutes)
Number of committee reports tabled	80 (71)

Intermediate outcome: Maintain international and regional relationships with other parliaments, parliamentary bodies and organisations	
Performance indicator	*Performance*
Number of official and unofficial visits to Australia	There were 18 (9) official delegations and 20 (18) other parliamentary visits to Australia from overseas parliaments.
Level of participation in parliamentary organisations	Of eligible senators and members, 59 (59) per cent were members of the Commonwealth Parliamentary Association (CPA), while 85 (84) eligible former senators and members were life members of the CPA and 19 (16) were associate members. Of eligible senators and members, 81 per cent (78 per cent) were members of the Inter-Parliamentary Union.
The degree of focus on priority areas of Australia's bilateral relationships within the visit programs	11 (10) visits were from countries from the Asia–Pacific region.
Level of activity with regard to training for parliamentary staff from overseas departments	The department continued to support the training and development of staff from other parliaments. One (1) inter-parliamentary study program was conducted with participants from 15 (13) parliaments. Training and study visits were also provided for staff from 6 (3) individual parliaments.
Intermediate outcome: Members receive approved services to fulfil their parliamentary duties	
Performance indicator	*Performance*
Members satisfied that support services enable them to fulfil their parliamentary duties	All 23 members who participated in the members' survey 2009 were asked if they were satisfied overall with the support services they received from the department to help them fulfil their parliamentary duties. As in previous years, members were unanimously satisfied with the department's support in this regard.

2 RESOURCE STATEMENTS

This appendix contains a summary table of the total resources for the department in comparison to the total payments made during the year, and a summary table showing the total resources for Outcome 1.

Agency resource statement, 2008–09

	Actual available appropriations for 2008–09 $'000 (a)	Payments made 2008–09 $'000 (b)	Payments to special accounts 2008–09 $'000 (c)	Balance remaining 2008–09 $'000 (a)–(b)–(c)
Ordinary annual services[1]				
Departmental appropriation				
Prior year departmental appropriation	11,655	–	–	11,655
Departmental appropriation	21,935	20,502	–	1,433
Appropriations to take account of recoverable GST (FMA Act s 30A)	483	483	–	–
Comcover receipts	7	7	–	–
S 31 agency receipts	97	–	–	97
Amounts credited to special accounts	–	–	391	(391)
Total	**34,177**	**20,992**	**391**	**12,794**
Administered expenses				
Outcome 1: The House of Representatives fulfils its role as a representative and legislative body	–	–		
Total	–	–		
Total ordinary annual services	**34,177**	**20,992**		
Other services				
Departmental non-operating				
Previous years' outputs	31	–	–	31
Total	**31**	**–**	**–**	**31**
Total other services	**31**	**–**	**–**	
Special appropriations				
Special appropriations limited by criteria/entitlement				
Members' salaries— *Remuneration and Allowances Act 1990*, s 8		19,029		
Members' allowances— *Remuneration Tribunal Act 1973*, s 7(13)		6,145		
Members' superannuation— *Parliamentary Superannuation Act 2004*, s 18		1,354		
Transfer of bulk papers and postage— *Parliamentary Entitlements Act 1990*, s 11		274		
Total special appropriations		**26,802**		
Special accounts				
Opening balance	2,728	–	–	
Appropriation receipts	141	–	–	
Non-appropriation receipts to special accounts	8	–	–	
Payments made	–	484	–	
Closing balance	**2,877**	**–**	–	**2,393**
Total resourcing and payments	**36,944**	**21,476**		

1 *Appropriation (Parliamentary Departments) Act (No. 1) 2008–09.*

Third-party drawdowns from and on behalf of other agencies

	$'000
Payments made on behalf of the Department of Finance and Deregulation	1,628
Payments made on behalf of the Department of Education, Employment and Workplace Relations (third party drawing rights) (these amounts are disclosed above as special appropriations limited by criteria/entitlement)	25,174

Total resources for Outcome 1, 2008–09

Outcome 1: The House of Representatives fulfils its role as a representative and legislative body	Budget* 2008–09 $'000	Actual expenses 2008–09 $'000	Variation $'000
Departmental outputs			
Departmental Output 1.1—Chamber and Main Committee	3,543	4,116	(573)
Departmental Output 1.2—Community awareness	1,848	1,600	248
Departmental Output 1.3—Committee services	10,800	8,696	2,104
Departmental Output 1.4—Interparliamentary relations	1,960	2,312	(352)
Departmental Output 1.5—Members' services	3,815	5,093	(1,278)
Revenue from government (appropriations) for departmental outputs	21,966	21,817	149
Revenue from other sources (s 31)	170	127	(43)
Other gains (includes resources received free of charge)	3,845	3,234	(611)
Total for departmental outputs	**25,981**	**25,178**	**(505)**
Special accounts			
Inter-Parliamentary Relations Special Account			
Opening balance	2,728	2,728	–
Appropriation receipts	141	141	–
Payments	(391)	(476)	(85)
Other Trust Moneys Account—House of Representatives			
Opening balance	38	38	–
Non-appropriation receipts to special accounts	7	7	–
Total special accounts	**2,523**	**2,438**	**(85)**
Total resources for Outcome 1	**28,504**	**27,616**	**(590)**
Average staffing level (number)		**152**	

* Full-year budget, including any subsequent adjustment made to the 2008–09 Budget.

3 BUSINESS OF THE HOUSE AND MAIN COMMITTEE

This appendix contains summary information on the business of the House and Main Committee in 2008–09.

Meetings of the House of Representatives, 2008–09

Events	Spring 2008	Autumn/Winter 2009	Total
Sitting weeks	9	10	19
Sitting days	35	37	72
Hours of sitting[a]			
including suspensions (e.g. meal breaks)	335	397	732
excluding suspensions	325	357	682
Sittings after midnight	–	1	1
Bills introduced	78	132	210
Private members' business items debated[b]	14	7	21
Committee reports presented	40	40	80
Days on which			
the adjournment motion was debated	31	27	58
matters of public importance were discussed	23	24	47
private members' business occurred	8	6	14
Divisions	66	76	142
Closures of question agreed to	10	6	16
Closures of member agreed to	5	12	17
Bills guillotined[c]	–	6	6

a Hours of sitting are rounded to the nearest whole hour.
b Includes private members' bills and motions.
c Includes bills with no declaration of urgency, but time allotted by suspension of standing orders.

Meetings of the House of Representatives, 2008–09

Events	Spring 2008	Autumn/Winter 2009	Total
Number of meetings	33	32	65
Hours of meeting (excluding suspensions)[a]	122	145	267
Bills referred	22[b]	27	49
Committee and delegation reports referred	12	20	32
Private members' business items debated	22	19	41
Other papers debated	1	1	2
Days on which			
the adjournment motion was debated	9	10	19
grievance debate occurred	7	6	13
private members' business occurred	7	6	13

a Hours of meeting are rounded to the nearest whole hour.
b Three bills were re-referred and counted only once.

Bills and amendments dealt with by the House of Representatives (including the Main Committee), 2005–06 to 2008–09

Events	2005–06	2006–07	2007–08	2008–09
Total government bills (including bills brought from the Senate)	147	207	163	204
Introduced in				
the House	123	184	149	195
the Senate	24	23	14	9
Second reading amendments moved	62	63	42	10
Consideration in detail amendments moved				
government	250	383	137	422
opposition	117	172	35	53
independent/minor party	65	14	1	32
private member	4	2	–	–
Consideration in detail amendments passed				
government	250	383	137	422
opposition	2	–	1	–
independent/minor party	–	–	–	–
private member	–	–	–	–
Total private members' bills	15	11	4	6

4 COMMITTEE ACTIVITY

The following table summarises the activities of the House of Representatives and joint committees of the Forty-second Parliament in 2008–09.

Committee activity, Forty-second Parliament, 2008–09

Committee	Meetings	Inquiries active at 30 June 2009	Reports presented
Aboriginal and Torres Strait Islander Affairs	39	1	1
Australian Commission for Law Enforcement Integrity[a]	20	1	2
Australian Crime Commissiona	42	1	2
Broadcasting of Parliamentary Proceedings	1	–	–
Climate Change, Water, Environment and the Arts	38	1	1
Communications	15	1	1
Corporations and Financial Servicesa	36	2	3
Economics	24	2	3
Education and Training	28	1	1
Electoral Matters	21	1	4
Employment and Workplace Relations	27	1	–
Family, Community, Housing and Youth	29	2	2
Foreign Affairs, Defence and Trade	52	4	3
Health and Ageing	34	1	1
Industry, Science and Innovation	31	1	2
Infrastructure, Transport, Regional Development and Local Government	43	1	4
Intelligence and Security	21	2	5
Legal and Constitutional Affairs	31	–	2
Migration	30	1	2
National Capital and External Territories	30	1	2
Petitions	24	1	–
Primary Industries and Resources	25	1	1
Privileges and Members' Interests	10	–	3
Procedure	19	3	1
Public Accounts and Audit	35	6	4
Publications	12	–	12
Public Works	29	3	8
Treaties	39	4	10

a Joint committees supported by the Department of the Senate.

Note: The House Committee and Parliamentary Library Committee, which are advisory committees that do not undertake inquiries or present reports, are not included in this table.

5 COMMITTEE REPORTS AND INQUIRIES

The following tables provide details of the activities of House of Representatives and joint committees in 2008–09.

Scrutiny committees, 2008–09

Committee	Reports	Inquiries active at 30 June 2009
Aboriginal and Torres Strait Islander Affairs, Standing Committee on	*Open for business: developing Indigenous enterprises in Australia* Presented: 20 October 2008 PP: 430/2008	Inquiry into community stores in remote Aboriginal and Torres Strait Islander communities (reference received 4 December 2008)
Australian Commission for Law Enforcement Integrity, Parliamentary Joint Committee on the[a]	*Examination of the Annual Report of the Integrity Commissioner 2007–08* Presented: 1 June 2009 PP: 112/2009 *Inquiry into Law Enforcement Integrity Models* Presented: 23 February 2009 PP: 43/2009	Inquiry into the operation of the *Law Enforcement Integrity Commissioner Act 2006* (reference adopted 14 May 2009)
Australian Crime Commission, Parliamentary Joint Statutory Committee on the[a]	*Examination of the Annual Report of the Australian Crime Commission for 2007–08* Presented: 22 June 2009 PP:117/2009 *Inquiry into the Australian Crime Commission Amendment Act 2007* Presented: 15 September 2008 PP: 330/2008	Inquiry into the legislative arrangements to outlaw serious and organised crime groups (reference adopted 17 March 2008)
Climate Change, Water, Environment and the Arts, Standing Committee on	*Resale Royalty Right for Visual Artists Bill 2008* Presented: 23 February 2009 PP: 36/2009	Inquiry into climate change and environmental impacts on coastal communities (reference received 20 March 2008)
Communications, Standing Committee on	*Phoning home: inquiry into International Mobile Roaming* Presented: 19 March 2009 PP: 76/2009	Inquiry into Cyber Crime (reference received 13 May 2009)
Corporations and Financial Services, Parliamentary Joint Statutory Committee on[a]	*Statutory Oversight of the Australian Securities and Investments Commission* Presented: 23 February 2009 PP: 44/2009 *Opportunity not opportunism: improving conduct in Australian franchising* Presented: 1 December 2008 PP: 547/2008 *Statutory Oversight of the Australian Securities and Investments Commission* Presented: 1 September 2008 PP: 325/2008	Inquiry into Agribusiness Managed Investment Schemes (reference adopted 27 May 2009) Inquiry into financial products and services in Australia (reference adopted 25 February 2009)

Committee	Reports	Inquiries active at 30 June 2009
Economics, Standing Committee on	*Review of the Reserve Bank Annual Report 2008 (First Report)* Presented: 24 March 2009 PP: 99/2009 *Review of the Reserve Bank Annual Report 2007 (Second Report)* Presented: 24 November 2008 PP: 564/2008 *Inquiry into competition in the banking and non-banking sectors* Presented: 21 November 2008 PP: 568/2008	Review of the Reserve Bank Annual Report 2008 (reference adopted 23 October 2008) Inquiry into raising the level of productivity growth in the Australian economy (reference received 25 June 2009)
Education and Training, Standing Committee on	*Review of the Department of Education, Science and Training's Annual Report 2006–07* Presented: 1 June 2009 PP: 110/2009	Inquiry into combining school and work: supporting successful youth transitions (reference received 13 October 2008)
Electoral Matters, Joint Standing Committee on	*Advisory report on the Commonwealth Electoral (Above-the-Line Voting) Amendment Bill 2008* Presented: 22 June 2009 PP: 131/2009 *Report on the conduct of the 2007 federal election and matters related thereto* Presented: 22 June 2009 PP: 130/2009 *Report on the 2007 federal election electronic voting trials* Presented: 16 March 2009 PP: 58/2009 *Advisory report on the Commonwealth Electoral Amendment (Political Donations and other measures) Bill 2008* Presented: 23 October 2008 PP: 490/2008	Inquiry into the 2007 federal election (reference received 27 February 2008)
Employment and Workplace Relations, Standing Committee on	None	Inquiry into pay equity and associated issues related to increasing female participation in the workforce (reference received 26 June 2008)
Family, Community, Housing and Youth, Standing Committee on	*Who cares …? Report on the inquiry into better support for carers* Presented: 22 April 2009 PP: 100/2009 *The value of volunteering: a discussion paper on volunteering in the community and welfare sector* Presented: 13 October 2008 PP: 380/2008	Inquiry into the impact of violence on young Australians (reference received 24 June 2009) Inquiry into homelessness legislation (reference received 17 June 2009)
Foreign Affairs, Defence and Trade, Joint Standing Committee on	*Sealing a just outcome: report from the inquiry into RAAF F-111 Deseal/Reseal workers and their families* Presented: 25 June 2009 PP: 142/2009	Review of the Defence Annual Report 2007–2008 (reference adopted 3 December 2008)

Committee	Reports	Inquiries active at 30 June 2009
	Inquiry into Australia's relationship with ASEAN Presented: 24 June 2009 PP: 137/2009 *Review of the Defence Annual Report 2006–2007* Presented: 1 December 2008 PP: 574/2008	Inquiry into Human Rights Mechanisms and the Asia–Pacific (reference received 3 September 2008) Inquiry into Australia's Trade and Investment Relations with Asia, the Pacific and Latin America (reference received 4 June 2008) Inquiry into Australia's relationship with India as an emerging world power (reference received 2 March 2006)
Health and Ageing, Standing Committee on	*Weighing it up: obesity in Australia* Presented: 1 June 2009 PP: 109/2009	Roundtable forum into impotence medications (reference adopted 29 June 2009)
Industry, Science and Innovation, Standing Committee on	*Building Australia's research capacity: Final Report* Presented: 1 December 2008 PP: 573/2008 *Research training in Australian universities: An Interim Report* Presented: 24 October 2008 PP: 572/2008	Inquiry into long-term meteorological forecasting in Australia (reference received 18 March 2009)
Infrastructure, Transport, Regional Development and Local Government, Standing Committee on	*Level crossing safety: an update to the 2004 Train Illumination Report* Presented: 22 June 2009 PP: 132/2009 *Funding regional and local community infrastructure: principles for the development of a regional and local community infrastructure program—Final Report* Presented: 1 June 2009 PP: 108/2009 *Funding regional and local community infrastructure: proposals for the new regional and local community infrastructure program—Interim Report* Presented: 24 November 2008 PP: 565/2008 *Rebuilding Australia's coastal shipping industry: inquiry into coastal shipping policy and regulation* Presented: 20 October 2008 PP: 429/2008	Inquiry into the impact of the global financial crisis on regional Australia (reference received 11 February 2009)
Intelligence and Security, Parliamentary Joint Committee on	*Review of the re-listing of Hizballah's External Security Organisation as a terrorist organisation under the Criminal Code Act 1995* Presented: 25 June 2009 PP: 143/2009	Review of administration and expenditure No. 7—Australian Intelligence Agencies (reference adopted 16 October 2008)

Committee	Reports	Inquiries active at 30 June 2009
	Review of the re-listing of six terrorist organisations under the Criminal Code Act 1995 Presented: 15 June 2009 PP: 125/2009 *Review of the re-listing of Abu Sayyaf Group, Jamiat ul-Ansar and Al-Qa'ida in Iraq as terrorist organisations under the Criminal Code Act 1995* Presented: 11 February 2009 PP: 32/2009 *Annual Report of Committee Activities 2007–08* Presented: 13 October 2008 PP: 382/2008 *Review of the re-listing of Al-Qa'ida, Jemaah Islamiyah and Al-Qa'ida in the Lands of the Islamic Maghreb as terrorist organisations under the Criminal* Code Act 1995 Presented: 13 October 2008 PP: 381/2008	Review of administration and expenditure No. 6—Australian Intelligence Agencies (reference adopted 15 May 2008)
Legal and Constitutional Affairs, Standing Committee on	*Access all areas: report of the inquiry into draft Disability (Access to Premises—Buildings) Standards* Presented: 15 June 2009 PP:127/2009 *Whistleblower protection: a comprehensive scheme for the Commonwealth public sector* Presented: 25 February 2009 PP: 40/2009	None
Migration, Joint Standing Committee on	*Report 2: Community-based alternatives to detention* Presented: 25 May 2009 PP: 101/2009 *Report 1: Criteria for release from detention* Presented: 1 December 2008 PP: 571/2008	Inquiry into immigration detention in Australia (reference received 29 May 2008)
National Capital and External Territories, Joint Standing Committee on the	*Inquiry into the Immigration Bridge Proposal* Presented: 29 May 2009 PP: 111/2009 *The way forward: inquiry into the role of the National Capital Authority* Presented: 16 July 2008 PP: 324/2008	Inquiry into the changing economic environment in the Indian Ocean Territories (reference received 11 February 2009)
Primary Industries and Resources, Standing Committee on	*Down Under: Greenhouse Gas Storage—Review of the Draft Offshore Petroleum Amendment (Greenhouse Gas Storage) Bill* Presented: 1 September 2008 PP: 323/2008	Inquiry into the role of government in assisting Australian farmers to adapt to the impacts of climate change (reference received 4 February 2009)

Committee	Reports	Inquiries active at 30 June 2009
Public Accounts and Audit, Joint Committee of	*Report 414: Review of Auditor-General's Reports tabled between August 2007 and August 2008* Presented: 22 June 2009 PP: 133/2009 *Report 413: The Efficiency Dividend: Size does matter* Presented: 4 December 2008 PP: 578/2008 *Report 412: Audit reports reviewed during the Forty-first Parliament* Presented: 25 August 2008 PP: 322/2008 *Report 411: Progress on equipment acquisition and financial reporting in Defence* Presented: 8 August 2008 PP: 321/2008	Review of Auditor-General's Reports Nos. 18 to 31 (2008/2009) (reference adopted 13 May 2009) Inquiry into the *Auditor-General Act 1997* (reference adopted 25 February 2009) Review of Auditor-General's Reports Nos. 3 to 17 (2008/2009) (reference adopted 4 February 2009) Annual Public Hearing on the Defence Major Projects Report (reference adopted 12 November 2008 – ongoing) Role of the Auditor-General in scrutinising government advertising campaigns (reference adopted 15 October 2008) Biannual Hearing with the Commissioner of Taxation (reference adopted 29 November 2006 – ongoing)
Public Works, Parliamentary Standing Committee on	*Report 3/2009: Referrals made February and March 2009* Presented: 23 June 2009 PP: 136/2009 *Report 2/2009: Referral made February 2009, Redevelopment of RAAF Base Edinburgh, Adelaide, SA* Presented: 26 May 2009 PP: 102/2009 *Seventy-Second Annual Report* Presented: 11 March 2009 PP: 53/2008 *Report 1/2009: Enhanced Land Force Stage 1 Facilities Project* Presented: 10 March 2009 PP: 124/2009 *Report 9/2008: Referrals tabled June – September 2008* Presented: 1 December 2008 PP: 570/2008 *Report 8/2008: Australian Super Hornet Facilities Project, RAAF Base Amberley, Qld* Presented: 22 October 2008 PP: 434/2008 *Report 7/2008: Christmas Island Immigration Detention Centre Project Update* Presented: 22 September 2008 PP: 349/2008	Construction of a new Australian Embassy complex including Chancery, Head of Mission residence, staff housing and recreational facilities in Jakarta, Indonesia (reference received 18 June 2009) Re-fit and refurbishment of Tuggeranong Office Park, Canberra (reference received 4 June 2009) Proposed fit-out of the Anzac Park West Building, Parkes, ACT (reference received 14 May 2009)

Committee	Reports	Inquiries active at 30 June 2009
	Report 6/2008: Referrals tabled March – June 2008 Presented: 2 September 2008 PP: 326/2008	
Treaties, Joint Standing Committee on	*Report 102: Treaties tabled on 12 and 16 March 2009* Presented: 24 June 2009 PP: 139/2009 *Report 101: Treaties tabled on 3 February 2009* Presented: 15 June 2009 PP: 126/2009 *Report 100: Treaties tabled on 25 June 2008 (2)* Presented: 19 March 2009 PP: 60/2009 *Report 99: Treaties tabled on 3 December 2008 and 3 February 2009* Presented: 12 March 2009 PP: 57/2009 *Report 98: Treaties tabled on 26 November 2008 and 4 December 2008* Presented: 12 March 2009 PP: 56/2009 *Report 97: Treaties tabled on 16 September 2008* Presented: 4 December 2008 PP: 579/2008 *Report 96: Treaties tabled on 16 September 2008* Presented: 24 November 2008 PP: 566/2008 *Report 95: Treaties tabled on 4 June, 17 June, 25 June and 26 August 2008* Presented: 16 October 2008 PP: 414/2009 *Report 94: Treaties tabled on 14 May 2008* Presented: 18 September 2008 PP: 347/2008 *Report 93: Treaties tabled on 12 March and 14 May 2008* Presented: 4 September 2008 PP: 345/2008	Treaties tabled on 25 June 2009 (reference received 25 June 2009) Treaties tabled on 13 May 2009 (reference received 13 May 2009) Treaties tabled on 12 March 2009 (reference received 12 March 2009) Inquiry into Nuclear Non-proliferation and Disarmament (reference received 13 October 2008)

a Joint committees supported by the Department of the Senate.

Internal committees, 2008–09

Committee	Purpose	Reports/inquiries
Broadcasting of Parliamentary Proceedings, Joint Committee on the	The committee meets when required to consider the general principles applying to radio broadcasting of proceedings of parliament; the committee has more limited jurisdiction in relation to televising of proceedings.	None
House Committee	The committee usually meets with the equivalent Senate committee as the Joint House Committee, serviced by the Department of Parliamentary Services.	The committee is advisory in nature and does not undertake inquiries or present reports.
Parliamentary Library, Joint Standing Committee on the	The committee provides advice to the Presiding Officers on any matters relating to the operation of the Parliamentary Library. As a consequence, the House Library committee is not functioning.	The committee is advisory in nature and does not undertake inquiries or present reports.
Petitions, Standing Committee on	The committee receives and processes petitions, and inquires into and reports to the House on any matter relating to petitions and the petitions system. Information on how to go about petitioning the House of Representatives is available at the petitions page on the Parliament of Australia website.	Inquiry into an electronic petitioning system for the House of Representatives (reference adopted 4 June 2008)
Privileges and Members' Interests, Standing Committee of	The committee is appointed at the commencement of each parliament to inquire into and report on complaints of breach of privilege referred to it by the House, oversee arrangements for the maintenance of the Register of Members' Interests and consider any specific complaints about the registering of interests.	*Report on the review of procedures of the Committee* Presented: 10 November 2008 PP: 501/2008 *Report on the issue of the exchange between the Member for Robertson and the Member for Indi on 28 May 2008 and the subsequent withdrawal and apology by the Member for Robertson on 29 May 2008* Presented: 23 October 2008 PP: 499/2008 *Report concerning an application from Professor Flint for the publication of a response to a Reference made in the House of Representatives* Presented: 4 September 2008 PP: nil

Committee	Purpose	Reports/inquiries
Procedure, Standing Committee on	The committee's role is to inquire into and report on the practices and procedures of the House.	Re-opening the debate: review of arrangements for the Opening Day of Parliament Presented: 23 October 2008 PP: 489/2008 Inquiry into the Effectiveness of House of Representatives Domestic and General Purpose Standing Committees (reference adopted 28 May 2009) Inquiry into the conduct of the business of the House (reference adopted 5 June 2008) Inquiry into the maintenance of the Standing Orders (reference adopted 13 March 2008)
Publications, Standing Committee on	The committee presents reports making recommendations relating to the inclusion in the Parliamentary Paper Series of papers presented to parliament.	The committee presented 12 reports on documents presented to Parliament.

6 OFFICIAL INCOMING PARLIAMENTARY DELEGATIONS

This appendix contains summary information on the official incoming parliamentary delegations in 2008–09.

Date	Delegation	Country represented
22 August 2008 to 31 August 2008	Parliamentary delegation from Canada	Canada
26 August 2008 to 2 September 2008	Parliamentary delegation from France	France
31 August 2008 to 3 September 2008	Parliamentary delegation from the United Kingdom	United Kingdom
1 September 2008 to 7 September 2008	Parliamentary delegation from Ireland	Ireland
12 September 2008 to 17 September 2008	Parliamentary delegation from China	China
20 September 2008 to 27 September 2008	Parliamentary delegation from the Cook Islands	Cook Islands
9 November 2008 to 15 November 2008	Parliamentary delegation from Kenya	Kenya
23 November 2008 to 30 November 2008	Parliamentary delegation from Saudi Arabia	Saudi Arabia
23 November 2008 to 28 November 2008	Parliamentary delegation from Singapore	Singapore
3 December 2008 to 7 December 2008	Parliamentary delegation from Indonesia	Indonesia
2 February 2009 to 9 February 2009	Parliamentary delegation from Chile	Chile
18 February 2009 to 25 February 2009	Parliamentary delegation from Samoa	Samoa
22 February 2009 to 28 February 2009	Delegation from the European Parliament	European Union
9 March 2009 to 15 March 2009	Parliamentary delegation from Uganda	Uganda
15 March 2009 to 18 March 2009	Parliamentary delegation from Russia	Russia
20 May 2009 to 26 May 2009	Parliamentary delegation from China	China
21 June 2009 to 25 June 2009	Parliamentary delegation from the Philippines	Philippines
21 June 2009 to 27 June 2009	Parliamentary delegation from Colombia	Colombia

7 OTHER INCOMING PARLIAMENTARY VISITS

This appendix contains summary information on other incoming parliamentary visits in 2008–09.

Date	Delegation	Country represented
23 July 2008 to 25 July 2008	Parliamentary delegation from Japan	Japan
2 September 2008 to 3 September 2008	Dr Wolfgang Thierse, Deputy Speaker of the Bundestag	Germany
3 September 2008	Parliamentary delegation from Sweden, Civil Affairs Committee	Sweden
3 September 2008 to 4 September 2008	Rt Hon Baroness Ashton of Upholland Leader of the House of Lords	United Kingdom
3 September 2008	Parliamentary delegation from Sweden, Social Insurance Committee	Sweden
15 September 2008 to18 September 2008	Parliamentary delegation from Indonesia	Indonesia
17 September 2008 to 18 September 2008	Parliamentary delegation from the Czech Republic	Czech Republic
22 September 2008 to 26 September 2008	Delegation from the NATO Parliamentary Assembly	Bulgaria, Canada, Estonia, Germany, Greece, Norway, Portugal, Romania, Spain, Turkey, United Kingdom
13 October 2008 to14 October 2008	Institute of Legislative Studies of the National Assembly of Vietnam	Vietnam
24 November 2008 to 25 November 2008	Judicial Affairs Committee of the National Assembly of Vietnam	Vietnam
24 November 2008	Dr Safet Halilovic, Minister for Human Rights and Refugees from Bosnia and Herzegovina	Bosnia and Herzegovina
3 December 2008 to 4 December 2008	Parliamentary delegation from Iraq	Iraq
22 December 2008	HE Mr Mohammed El-Ahdad, MP, of the Parliament of Lebanon	Lebanon
20 January 2009	HE Mr Prasobsook Boondech, President of the Thai Senate	Thailand
3 February 2009	Hon Sabir Rustemkhanli, MP, of the Parliament of Azerbaijan	Azerbaijan
23 February 2009	Rt Hon Baroness Scotland QC Attorney-General	United Kingdom
10 March 2009	Senator the Hon Francis Escudero of the Parliament of the Philippines	Philippines
12 March 2009	Senator Obert Gutu of the Parliament of Zimbabwe	Zimbabwe
17 March 2009 to 18 March 2009	Australian Political Exchange Council: Fourth Philippine Council of Young Political Leaders	Philippines
1 June 2009	Parliamentary delegation from Thailand	Thailand

8 OUTGOING PARLIAMENTARY DELEGATIONS

This appendix contains summary information on the outgoing parliamentary delegations in 2008–09.

Date	Event	Delegation members
4 August 2008 to 15 August 2008	Parliamentary delegation to attend the 54th Commonwealth Parliamentary Association conference in Malaysia and bilateral visit to Thailand	Senator the Hon. Alan Ferguson *President of the Senate and Delegation Leader* Mr Michael Danby, MP Mr Barry Haase, MP Senator the Hon. Bill Heffernan Mr Graham Perrett, MP
9 August 2008 to 24 August 2008	Parliamentary delegation to Colombia and Argentina	Senator Steve Hutchins *Delegation Leader* Mr Luke Hartsuyker, MP Ms Melissa Parke, MP Senator Marise Payne Senator Helen Polley Mr Don Randall, MP
18 August 2008 to 24 August 2008	Parliamentary delegation to attend the 29th ASEAN Inter-Parliamentary Association General Assembly in Singapore	Ms Sharon Bird, MP *Delegation Leader* Hon. Andrew Robb, MP
15 September 2008 to 19 December 2008	Parliamentary delegation to attend the United Nations General Assembly in New York	Senator Kerry O'Brien Mrs Joanna Gash, MP
28 September 2008 to 10 October 2008	Parliamentary delegation to Croatia and Bosnia and Herzegovina	Senator the Hon. John Hogg *President of the Senate and Delegation Leader* Hon. Philip Ruddock, MP *Deputy Leader* Senator Steve Fielding Senator Mark Furner Mr Steve Georganas, MP Senator Annette Hurley Senator Barnaby Joyce
4 October 2008 to 18 October 2008	Parliamentary delegation to attend the 119th Assembly of the Inter-Parliamentary Union in Switzerland and bilateral visit to Serbia	Hon. Roger Price, MP *Delegation Leader* Hon. Danna Vale, MP *Deputy Leader* Senator Claire Moore Senator the Hon. Judith Troeth
23 October 2008 to 8 November 2008	Parliamentary delegation to Egypt and Israel	Ms Annette Ellis, MP *Delegation Leader* Hon. Bruce Scott, MP *Deputy Leader* Senator the Hon. Richard Colbeck Senator Gavin Marshall Hon. Peter Slipper, MP Senator Glenn Sterle

Date	Event	Delegation members
26 October 2008 to 6 November 2009	Parliamentary delegation to Papua New Guinea and Timor-Leste	Mr Kelvin Thomson, MP *Delegation Leader* Mrs Louise Markus, MP *Deputy Leader* Senator Michaelia Cash Mr Brett Raguse, MP
27 October 2008 to 8 November 2008	Parliamentary delegation to Singapore and Indonesia	Mr Harry Jenkins, MP *Speaker of the House of Representatives and Delegation Leader* Hon. Bronwyn Bishop, MP *Deputy Leader* Ms Sharon Grierson, MP Mr Shayne Neumann, MP Hon. Dr Sharman Stone, MP
13 December 2008 to 21 December 2008	President of the Senate visit to the Republic of Korea and Singapore	Senator the Hon. John Hogg *President of the Senate*
4 January 2009 to 16 January 2009	Parliamentary delegation to attend the Asia Pacific Parliamentary Forum in Laos and bilateral visit to Vietnam	Mr Harry Jenkins, MP *Speaker of the House of Representatives and Delegation Leader* Mr Luke Simpkins, MP *Deputy Leader* Senator Jacinta Collins Senator Helen Kroger Senator Claire Moore
2 April 2009 to 20 April 2009	Parliamentary delegation to attend the 120th Assembly of the Inter-Parliamentary Union in Ethiopia and bilateral visit to Switzerland	Mr Harry Jenkins, MP *Speaker of the House of Representatives and Delegation Leader* Senator the Hon. Judith Troeth *Deputy Leader* Hon. Bronwyn Bishop, MP Ms Annette Ellis, MP Hon. Roger Price, MP
12 April 2009 to 3 May 2009	Additional parliamentary delegation to Canada, the United States, Italy, Austria, the United Kingdom and the Netherlands by members of the Parliamentary Joint Committee on the Australian Crime Commission	Senator Steve Hutchins *Chair of the Committee and Delegation Leader* Mr Chris Hayes, MP Senator Stephen Parry Mr Jason Wood, MP
14 April 2009 to 19 April 2009	Additional parliamentary delegation to attend the Australasian Council of Public Accounts Committees in New Zealand by members of the Public Accounts Committee	Ms Sharon Grierson, MP *Chair of the Committee and Delegation Leader* Senator Guy Barnett Mr Shayne Neumann, MP
14 April 2009 to 17 April 2009	President of the Senate visit to Chile	Senator the Hon. John Hogg *President of the Senate*

Date	Event	Delegation members
18 April 2009 to 1 May 2009	Parliamentary delegation to Canada and Mexico	Senator the Hon. John Hogg *President of the Senate and Delegation Leader* Hon. Bob Baldwin, MP *Deputy Leader* Hon. Dick Adams, MP Mr Barry Haase, MP Senator the Hon. Bill Heffernan Hon. John Murphy, MP Ms Belinda Neal, MP
19 April 2009 to 1 May 2009	Parliamentary delegation to ASEAN countries: the Philippines, Cambodia and Malaysia	Ms Julie Owens, MP *Delegation Leader* Mr Robert Oakeshott, MP Senator Glenn Sterle
28 June 2009 to 3 July 2009	President of the Senate visit to New Zealand	Senator the Hon. John Hogg *President of the Senate*
30 June 2009 to 15 July 2009	Additional parliamentary delegation to Switzerland, Austria and the United States by members of the Joint Standing Committees on Treaties	Mr Kelvin Thomson, MP *Chair of the Committee and Delegation Leader* Mr John Forrest, MP *Deputy Leader* Ms Jill Hall, MP Mr Luke Simpkins, MP

9 PARLIAMENTARY STAFF AND OTHER VISITS

This appendix contains summary information on parliamentary staff and other visits in 2008–09.

Date	Visit	Country/parliament represented
15 July 2008	His Eminence Cardinal Mar Nasrsrallah Boutros Sfeir, Patriarch of Antioch and all the East	Lebanon
1 September 2008 to 5 September 2008	Colonel Theodophilus Tawiah, Serjeant-at-Arms, Ghana	Ghana
2 September 2008 to 3 September 2008	Australian Political Exchange Council, 12th Delegation from Vietnam	Vietnam
10 September 2008 to 15 September 2008	Centre for Democratic Institutions, Responsible Parliamentary Governance Course	Bougainville, Cambodia, Indonesia, Papua New Guinea, Thailand, Timor-Leste, Vanuatu
15 September 2008 to 19 September 2008	Australian Political Exchange Council, 25th Delegation from the United States	United States
8 November 2008 to 15 November 2008	Parliamentary staff from Jordan	Jordan
9 November 2008 to 19 November 2008	Delegation from the National Assembly of Afghanistan, visit sponsored by the United Nations Development Programme	Afghanistan
25 November 2008	Parliamentary staff, Nigeria	Nigeria
30 November 2008 to 6 December 2008	Australian Political Exchange Council, 17th Delegation from China	China
3 December 2008 to 4 December 2008	Delegation from the Secretariat of the Japanese House of Councillors	Japan
1 February 2009 to 4 February 2009	HE Mr Oum Sarith, Secretary-General of the Cambodian Senate and senior parliamentary staff	Cambodia
4 February 2009 to 5 February 2009	Mark Hutton, Clerk of the Overseas Office, United Kingdom Commons	United Kingdom
16 February 2009 to 26 February 2009	Inter-Parliamentary Study Program	Afghanistan, Bhutan, Canada, China, Estonia, Ghana, Hong Kong, Iceland, Indonesia, Marshall Islands, Seychelles, Solomon Islands, Sri Lanka, Sweden, Timor-Leste, Vietnam
16 March 2009 to 20 March 2009	Debra Angus, Deputy Clerk, New Zealand Parliament	New Zealand
31 March 2009 to 1 April 2009	Clerk and staff of the Parliament of Malawi	Malawi
25 May 2009 to 26 May 2009	Centre for Democratic Institutions, Political Party Development Course	Fiji, Malaysia, Papua New Guinea, Samoa, Solomon Islands, Timor-Leste, Vanuatu
26 May 2009 to 27 May 2009	Australian Political Exchange Council, 26th Delegation from the United States	United States
11 June 2009	Head of Human Resources and Development, Parliamentary Information Communications Technology, United Kingdom Parliament	United Kingdom
16 June 2009 to19 June 2009	Staff from the Parliament of Mongolia	Mongolia

10 PUBLICATIONS

This appendix contains summary information on Department of the House of Representatives publications.

Type	Title
House of Representatives pages on Parliament of Australia website	www.aph.gov.au/house The site includes members' home pages and home pages for House of Representatives committees and for joint committees administered by the Department of the House of Representatives. Most of the publications listed below are available from the site.
Publications directly related to the work of the House and its committees	***The Speaker of the House of Representatives,*** second edition An illustrated history of the office, role and duties of the Speaker, April 2008
	About the House Magazine containing news of the House and its members; four issues were produced during the year
	A House for the Nation History project including CD-ROM, documentary and study guide on 100 years of Australia's House of Representatives (1901–2001)
	Committee Office pamphlets ▸ *Appearing as a witness: notes to assist those appearing as a witness at a parliamentary committee hearing,* January 2005 ▸ *Preparing a submission: notes to assist those preparing a submission to a parliamentary committee inquiry,* February 2009 ▸ *Dealing with Parliamentary Committees,* March 2009 ▸ *Committee support standards,* January 2005 ▸ *Public hearings schedule,* revised weekly
	House of Representatives Guide to Procedures, third edition A concise introduction to the procedures of the House of Representatives, June 2008
	House of Representatives Facts and Figures: Forty-second Parliament, third edition A document produced primarily for use by Parliament House visitors' guides, February 2009

Type	Title
	House of Representatives infosheets
	1 *Questions,* March 2008
	2 *A typical sitting day,* June 2008
	3 *The Speaker,* March 2008
	4 *Committees,* March 2008
	5 *Parliamentary privilege,* March 2008
	6 *Opportunities for private Members,* June 2008
	7 *Making laws,* September 2008
	8 *Elections for the House of Representatives,* March 2008
	9 *A new Parliament,* March 2008
	10 *The Budget and financial legislation,* March 2008
	11 *Petitions,* June 2008
	12 *Finding out about the House,* March 2008
	13 *The Constitution,* March 2008
	14 *Making decisions—debate and division,* March 2008
	15 *The work of a Member of Parliament,* March 2008
	16 *The Main Committee,* June 2008
	17 *Citizens' right of reply,* March 2008
	18 *Double dissolution,* March 2008
	19 *The House, Government and Opposition,* March 2008
	20 *The Australian system of government,* March 2008
	21 *The Clerk and other officials,* March 2008
	House of Representatives Practice, fifth edition, 2005
	The official authority for issues of practice and procedure
	Images of the House
	A pictorial record of the people and events that shaped the House from 1901 to 2001, June 2002
	Members' guides
	▸ *Members' Guide to Private Members' Bills and Amendments,* March 2008
	▸ *Members' Guide to Presenting a Petition,* June 2008
	▸ *Members' Guide to Raising a Matter for Debate,* June 2008
	Members' Handbook
	A guide to services and facilities for members of the House of Representatives, January 2008
	Standing and Sessional Orders of the House of Representatives
	The permanent rules of procedure, as at 1 December 2008
	Work of the Session
	A summary of the business of the House and its committees, published after each period of sittings: Forty-second Parliament, Autumn, Winter and Spring sittings 2008

Type	Title
	Working with Parliamentary Committees, February 2008 ▸ A Guide for Committee Chairs ▸ A Guide for Members ▸ A Guide for Members' Staff
	Your Key to the House A guide to the House of Representatives, May 2002
Publications of an administrative nature	*Department of the House of Representatives Annual Report 2007–08* The annual report on the operations of the department, presented to the House pursuant to the *Parliamentary Service Act 1999*
	Department of the House of Representatives Certified Agreement 2009–10
	Department of the House of Representatives Corporate Plan 2007–10
	Department of the House of Representatives Portfolio Budget Statements 2009–10
	Department of the House of Representatives Service Charter: Community Service Standards, May 2002

11 STAFFING STATISTICS

This appendix contains summary information on the Department of the House of Representatives staffing in 2008–09.

LOCATION AND CLASSIFICATION OF STAFF

Included in the figures in the following table are those representing the sessional staff and parliamentary assistants employed by the department and working on 30 June 2009. These staff are employed in order to accommodate variations in working patterns during the sittings of the House and are generally not employed when the House is not sitting. Figures corresponding to other non-ongoing staff are also included in the table.

Staff by location, as at June 2006, 2007, 2008 and 2009

Location	2006	2007	2008	2009
Executive	5	5	5	**5**
Executive support/project staff	6	6	6	**6**
Table Office	13	16[a]	14	**15**[e]
Chamber Research Office	5	6	8	**8**
Parliamentary Relations Office	7	8	8	**7**
Liaison and Projects Office	6	5[a]	5	**6**
Committee Office	68	65	61	**63**
Serjeant-at-Arms' Office	17	19[b]	18[d]	**14**[f]
Finance Office	5	5	6	**6**
Information Systems and Publishing Office	16	17[c]	18[e]	**15**[a]
People Strategies Office	6	5	5	**5**
Totals	**154**	**157**	**154**	**150**
Staff of Speaker, Deputy Speaker and Second Deputy Speaker	6	6	5	–

a Includes one sessional staff.
b Includes eight sessional staff.
c Includes four sessional staff.
d Includes nine sessional staff.
e Includes two sessional staff.
f Includes five sessional staff.

Non-ongoing staff (excluding sessional staff), by location, as at 30 June 2009

Location	Staff
Executive	–
Executive support/project staff	1
Table Office	2
Chamber Research Office	1
Parliamentary Relations Office	–
Liaison and Projects Office	1
Committee Office	2
Serjeant-at-Arms' Office	1
Finance Office	1
Information Systems and Publishing Office	–
People Strategies Office	–
Total	**9**

Staff by classification and equal employment opportunity group, as at 30 June 2009

	Executive[a]	Parliamentary Service Levels 4–6	Parliamentary Service Levels 1–3	Totals
Female	34	37	18	89
Male	30	15	16	61
Sub-totals	**64**	**52**	**34**	**150**
Aboriginal and Torres Strait Islander	1 (1.6%)	– (– %)	1 (2.9%)	2 (1.3%)
Non-English-speaking background	2 (3.1%)	4 (7.7%)	4 (11.8%)	10 (6.7%)
People with disabilities	1 (1.6%)	1 (1.9%)	2 (5.9%)	4 (2.7%)

a The Executive classification group consists of Senior Executive Service Bands 1–2 and Executive Bands 1–2 staff.

SEPARATIONS

The reasons for staff separating from the department, with comparative figures for 2006–07 and 2007–08, are detailed below.

Separations, 2006–07, 2007–08 and 2008–09

Location	2006–07	2007–08	2008–09
Transfer/promotion to another Commonwealth agency	12	1	7
Resignation	8	8	1
Medical incapacity	–	–	–
Retirement	2	4	3
Cessation of non-ongoing employment	20	17	15
Voluntary retrenchment	1	1	2
Death	–	–	–
Totals	**43**	**31**	**28**

12 MEMBERS' SURVEY 2009

A members' survey was carried out by the Department of the House of Representatives in May–June 2009 to identify levels of satisfaction with services provided by the department. This was the seventh survey conducted and the questions were identical to those in last year's survey. The information gathered is required for internal and external reporting purposes and as a benchmark for service provision.

Thirty members were selected randomly for survey and interview. Members were assured of confidentiality in the survey. A total of twenty-three respondents completed the surveys (77 per cent) and ten were available for interview. Over the seven years the survey has been undertaken twenty-three responses is the highest response rate.

All participants in the survey were asked if they were satisfied overall with the services they received from the department. Members were unanimously satisfied with the department's support in helping them fulfil their parliamentary duties. The responses to the other questions asked in the survey and during interviews are contained in the table below (which also shows the responses from the 2008 survey, in brackets). The result is an overwhelming endorsement of the quality of service provided by the department, with a 96 per cent satisfaction rate overall. The satisfaction rate last year was 97 per cent.

The participants in the survey were also asked a question about their satisfaction level with the legislative drafting support they receive. Ten of the members responding stated they were satisfied with the service, compared with nine last year. The remainder stated they had not used the service.

In response to a question about areas for change, there was a suggestion that the amount of paper-based information provided be decreased and also that further training be provided to members.

Members' satisfaction levels with departmental services including an average satisfaction rating based on the seven surveys [a]

Service area	Average satisfaction ratings over seven years [b]	Extremely satisfied	Highly satisfied	Satisfied	Not satisfied
Advice and services received from the Clerk at the Table in the Chamber and Main Committee	98.6%	14 (16)	7 (5)	1 (1)	– (–)
Advice and services received from other staff in relation to Chamber and Main Committee duties	98.5%	11 (11)	9 (11)	2 (–)	– (–)
Quality and availability of procedural and statistical publications and support in obtaining such information	98.9%	9 (7)	8 (10)	5 (4)	– (–)
Procedural advice, research, analytical drafting and administrative support services in relation to committee inquiries and publication of the final report	91.7%	10 (6)	8 (10)	4 (4)	– (1)
Rating of the House of Representatives magazine *About the House*	91.1%	7 (5)	9 (13)	5 (3)	1 (–)
Advice and support received in relation to overseas parliamentary delegation visits	71.9%	4 (4)	6 (7)	3 (2)	– (–)
Services in relation to pay entitlements supplied by the department	96.9%	5 (7)	4 (5)	10 (9)	3 (–)
Services provided by the Serjeant-at-Arms' Office	97.3%	11 (8)	8 (7)	4 (5)	– (1)
In-house printing services provided at Parliament House	87.6%	2 (4)	5 (8)	9 (7)	1 (1)
Information on members' home page on the Parliament House internet site	88.0%	3 (2)	4 (2)	14 (17)	– (–)

a Numbers indicate the responses to the survey questions in 2009, with 2008 responses in brackets.

b Percentage for each item indicates the seven-year average of the percentage of members responding as extremely satisfied, highly satisfied, or satisfied against the service area compared with the total number responding to the survey.

Note: Some responents did not report against all items.

13 CONTACT DIRECTORY

This appendix contains the contact details of House of Representatives office holders and Department of the House of Representatives Senior Executive officers, as at 30 June 2009.

Office holders and Senior Executive officers		
Speaker of the House of Representatives, Mr Harry Jenkins MP		
Parliament House	Phone (02) 6277 4000	Fax (02) 6277 2050
Electorate office	Phone (03) 9467 8055	Fax (03) 9467 1407
		Email Harry.Jenkins.MP@aph.gov.au
Deputy Speaker, Ms Anna Burke MP		
Parliament House	Phone (02) 6277 4127	Fax (02) 6277 8528
Electorate office	Phone (03) 9802 0566	Fax (02) 9802 0588
		Email Anna.Burke.MP@aph.gov.au
Second Deputy Speaker, the Hon Bruce Scott MP		
Parliament House	Phone (02) 6277 4949	Fax (02) 6277 8421
Electorate office	Phone (07) 4662 2715	Fax (07) 4662 5149
		Email Bruce.Scott.MP@aph.gov.au
Clerk of the House, Mr Ian Harris		
Phone (02) 6277 4111	Fax (02) 6277 2006	Email Ian.Harris.Reps@aph.gov.au
Deputy Clerk, Mr Bernard Wright		
Phone (02) 6277 4222	Fax (02) 6277 2006	Email B.Wright.Reps@aph.gov.au
Clerk Assistant (Table), Ms Robyn McClelland		
Phone (02) 6277 4777	Fax (02) 6277 4517	Email Robyn.McClelland.Reps@aph.gov.au
Acting Clerk Assistant (Committees), Ms Joanne Towner		
Phone (02) 6277 4399	Fax (02) 6277 4034	Email Joanne.Towner.Reps@aph.gov.au
Serjeant-at-Arms, Mr David Elder		
Phone (02) 6277 4444	Fax (02) 6277 2006	Email David.Elder.Reps@aph.gov.au

Departmental address	
Department of the House of Representatives PO Box 6021 Parliament House Canberra ACT 2600	http://www.aph.gov.au/house

FINANCIAL STATEMENTS

Photo: Presentation of Dhammapada Buddhist text by the President of the Australian Buddhist Councils to the Speaker of the House, for placement in the despatch box in the House Chamber, 15 June 2009. Picture courtesy of Auspic.

Australian National
Audit Office

INDEPENDENT AUDITOR'S REPORT

To the Speaker of the House of Representatives

Scope

I have audited the accompanying financial statements of the Department of the House of Representatives for the year ended 30 June 2009, which comprise: a Statement by the Clerk of the House and Chief Financial Officer; Income Statement; Balance Sheet; Statement of Changes in Equity; Cash Flow Statement; Schedule of Commitments; and Notes to and Forming part of the Financial Statements, including a Summary of Significant Accounting Policies.

The Responsibility of the Clerk of the House of Representatives for the Financial Statements

The Clerk of the House is responsible for the preparation and fair presentation of the financial statements in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997*, including the Australian Accounting Standards (which include the Australian Accounting Interpretations). This responsibility includes establishing and maintaining internal controls relevant to the preparation and fair presentation of the financial statements that are free from material misstatement, whether due to fraud or error; selecting and applying appropriate accounting policies; and making accounting estimates that are reasonable in the circumstances.

Auditor's Responsibility

My responsibility is to express an opinion on the financial statements based on my audit. I have conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. These auditing standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the Department of the House of Representatives' preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not

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for the purpose of expressing an opinion on the effectiveness of the Department of the House of Representatives' internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Clerk of the House, as well as evaluating the overall presentation of the financial statements.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Independence

In conducting the audit, I have followed the independence requirements of the Australian National Audit Office, which incorporate the requirements of the Australian accounting profession.

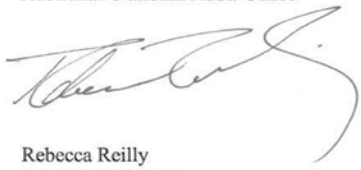
Auditor's Opinion

In my opinion, the financial statements of the Department of the House of Representatives:

(a) have been prepared in accordance with the Finance Minister's Orders made under the *Financial Management and Accountability Act 1997,* including the Australian Accounting Standards; and

(b) give a true and fair view of the matters required by the Finance Minister's Orders including the Department of the House of Representatives' financial position as at 30 June 2009 and its financial performance and cash flows for the year then ended.

Australian National Audit Office



Rebecca Reilly
Executive Director
Delegate of the Auditor-General

Canberra
10 September 2009

DEPARTMENT OF THE HOUSE OF REPRESENTATIVES
STATEMENT BY THE CLERK OF THE HOUSE AND CHIEF FINANCIAL OFFICER

In our opinion, the attached financial statements for the year ended 30 June 2009 are based on properly maintained financial records and give a true and fair view of the matters required by the Finance Ministers Orders made under the *Financial Management and Accountability Act 1997,* as amended.

I C HARRIS
Clerk of the House

9 September 2009

K SAUNDERS
Chief Financial Officer

9 September 2009

INCOME STATEMENT
for the period ended 30 June 2009

	Notes	2009 $'000	2008 $'000
INCOME			
Revenue			
Revenue from Government	3A	**21,966**	22,210
Sale of goods and rendering of services	3B	**127**	98
Other revenue	3C	**250**	9
Total revenue		**22,343**	22,317
Gains			
Sale of assets	3D	**9**	47
Other gains	3E	**2,975**	3,255
Total gains		**2,984**	3,302
Total Income		**25,327**	25,619
EXPENSES			
Employee benefits	4A	**15,720**	14,046
Suppliers	4B	**8,175**	8,448
Depreciation and amortisation	4C	**1,264**	1,233
Write-down and impairment of assets	4D	**11**	20
Other expenses	4E	**8**	-
Total Expenses		**25,178**	23,747
Surplus attributable to the Australian Government		**149**	1,872

The above statement should be read in conjunction with the accompanying notes.

BALANCE SHEET
as at 30 June 2009

	Notes	2009 $'000	2008 $'000
ASSETS			
Financial Assets			
Cash and cash equivalents	5A	**228**	661
Trade and other receivables	5B	**15,101**	13,856
Total financial assets		**15,329**	14,517
Non-Financial Assets			
Infrastructure, plant and equipment	6A	**2,949**	3,426
Intangibles	6B	**1,013**	1,193
Other non-financial assets	6C	**102**	108
Total non-financial assets		**4,064**	4,727
Total Assets		**19,394**	19,244
LIABILITIES			
Payables			
Suppliers	7A	**104**	164
Other payables	7B	**557**	920
Total payables		**661**	1,084
Provisions			
Employee provisions	8A	**4,211**	3,803
Total provisions		**4,211**	3,803
Total Liabilities		**4,872**	4,887
Net Assets		**14,522**	14,357
EQUITY			
Contributed equity		**(12,500)**	(12,500)
Reserves		**11,646**	11,646
Retained earnings		**15,376**	15,211
Total Equity		**14,522**	14,357
Current Assets		**15,431**	14,625
Non-Current Assets		**3,962**	4,619
Current Liabilities		**4,328**	4,412
Non-Current Liabilities		**544**	475

The above statement should be read in conjunction with the accompanying notes.

STATEMENT of CHANGES in EQUITY
as at 30 June 2009

	Retained Earnings		Asset Revaluation Reserves		Contributed Equity/Capital		Total Equity	
	2009	2008	**2009**	2008	**2009**	2008	**2009**	2008
	$'000	$'000	**$'000**	$'000	**$'000**	$'000	**$'000**	$'000
Opening balance								
Balance carried forward from previous period	**15,211**	13,339	**11,646**	11,646	**(12,500)**	(12,500)	**14,357**	12,485
Adjustment for errors	**16**	-	**-**	-	**-**	-	**16**	-
Adjustment for changes in accounting policies		-	-	-	-	-	-	-
Adjusted opening balance	**15,227**	13,339	**11,646**	11,646	**(12,500)**	(12,500)	**14,373**	12,485
Income and expense								
Revaluations recognised Directly in Equity (each item)	**-**	-	**-**	-	**-**	-	**-**	-
Sub-total income and expenses recognised Directly in Equity	**-**	-	**-**	-	**-**	-	**-**	-
Surplus (Deficit) for the period	**149**	1,872	**-**	-	**-**	-	**149**	1,872
Total income and expenses	**149**	1,872	**-**	-	**-**	-	**149**	1,872
Closing balance at 30 June	**15,376**	15,211	**11,646**	11,646	**(12,500)**	(12,500)	**14,522**	14,357

The above statement should be read in conjunction with the accompanying notes.

CASH FLOW STATEMENT
for the period ended 30 June 2009

	Notes	2009 $'000	2008 $'000
OPERATING ACTIVITIES			
Cash received			
Goods and services		**85**	359
Appropriations		**20,463**	20,700
Net GST received		**483**	589
Total cash received		**21,031**	21,648
Cash used			
Employees		**15,240**	14,022
Suppliers		**5,808**	5,541
Cash to OPA for special account		**-**	2,629
Total cash used		**21,048**	22,192
Net cash from or (used by) Operating Activities	9	**(17)**	(544)
INVESTING ACTIVITIES			
Cash received			
Proceeds from sales of infrastructure, plant and equipment		**12**	92
Total cash received		**12**	92
Cash used			
Purchase of infrastructure, plant and equipment		**290**	881
Purchase of intangibles		**137**	1,050
Total cash used		**427**	1,931
Net cash from or (used by) investing activities		**(415)**	(1,839)
Net increase or (decrease) in cash held		**(433)**	(2,383)
Cash and cash equivalents at the beginning of the reporting period		**661**	3,044
Cash and cash equivalents at the end of the reporting period	5A	**228**	661

The above statement should be read in conjunction with the accompanying notes.

SCHEDULE OF COMMITMENTS
as at 30 June 2009

	2009	2008
BY TYPE	**$'000**	$'000
Commitments receivable		
GST recoverable on commitments	**(14)**	(40)
Total Commitments receivable	**(14)**	(40)
Capital commitments		
Intangibles[1]	**-**	-
Total capital commitments	**-**	-
Other commitments		
Operating leases[2]	**71**	94
Other commitments[3]	**82**	304
Total other commitments	**153**	398
Net commitments by type	**139**	358
BY MATURITY		
Commitments receivable		
Operating lease income		
One year or less	**(5)**	(7)
From one to five years	**(2)**	(3)
Over five years	**-**	-
Total operating lease income	**(7)**	(10)
Other commitments receivable		
One year or less	**(5)**	(30)
From one to five years	**(2)**	-
Over five years	**-**	-
Total other commitments receivable	**(7)**	(30)
Commitments payable		
Capital commitments		
One year or less	**-**	166
From one to five years	**-**	-
Over five years	**-**	-
Total capital commitments	**-**	166
Operating lease commitments		
One year or less	**57**	68
From one to five years	**13**	26
Over five years	**-**	-
Total operating lease commitments	**70**	94
Other Commitments		
One year or less	**60**	138
From one to five years	**23**	-
Over five years	**-**	-
Total other commitments	**83**	138
Net commitments by maturity	**139**	358

NB: Commitments are GST inclusive where relevant.

[1] Department does not have any commitments for intangibles in 2009.
[2] Operating leases are effectively non-cancellable and comprise agreements for the provision of motor vehicles to senior executives and for departmental use.
[3] Other commitments relate to contracts lodged with suppliers.

The above schedule should be read in conjunction with the accompanying notes

Notes to and Forming part of the Financial Statements

Note 1: Summary of Significant Accounting Policies page 113
Note 2: Events after the Balance Sheet Date page 123
Note 3: Income page 123
Note 4: Expenses page 124
Note 5: Financial Assets page 125
Note 6: Non-Financial Assets page 127
Note 7: Payables page 130
Note 8: Provisions page 131
Note 9: Cash Flow Reconciliation page 132
Note 10: Contingent Liabilities and Assets page 133
Note 11: Executive Remuneration page 134
Note 12: Remuneration of Auditors page 135
Note 13: Financial Instruments page 136
Note 14: Expenses Administered on Behalf of Government page 139
Note 15: Appropriations page 140
Note 16: Special Accounts page 143
Note 17: Compensation and Debt Relief page 144
Note 18: Reporting of Outcomes page 145

Note 1: Summary of Significant Accounting Policies

1.1 Objectives of the Department of the House of Representatives

The Department of the House of Representatives (the department) is one of three parliamentary departments supporting the Australian Parliament. The department provides services to support the efficient conduct of the House of Representatives, its committees and certain joint committees as well as a range of services for Members in Parliament House.

The department is structured to meet one outcome:

The House of Representatives fulfils its role as a representative and legislative body.

The department's activities contributing to this outcome are classified as either departmental or administered. Departmental activities involve the use of assets, liabilities, revenues and expenses controlled or incurred by the department in its own right. Administered activities involve the management or oversight by the department, on behalf of the Parliament, of items controlled or incurred by the Government.

Departmental activities are identified under five Outputs -

- Chamber and Main Committee
- Community Awareness
- Committee Services
- Interparliamentary Relations
- Members' Services

The continued existence of the department in its present form is dependent on continuing appropriations by Parliament for the department's administration and programs.

1.2 Basis of Preparation of the Financial Report

The Financial Statements and notes are required by section 49 of the *Financial Management and Accountability Act 1997* and are a general purpose financial report.

The Financial Statements and notes have been prepared in accordance with:

- Finance Minister's Orders (or FMO) for reporting periods ending on or after 1 July 2008; and
- Australian Accounting Standards and Interpretations issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial report has been prepared on an accrual basis and is in accordance with historical cost convention, except for certain assets at fair value. Except where stated, no allowance is made for the effect of changing prices on the results or the financial position.

The financial report is presented in Australian dollars and values are rounded to the nearest thousand dollars unless otherwise specified.

Unless an alternative treatment is specifically required by an accounting standard or the FMO, assets and liabilities are recognised in the Balance Sheet when and only when it is probable that future economic benefits will flow to the Entity or a future sacrifice of economic benefits will be required and the amounts of the assets or liabilities can be reliably measured. However, assets and liabilities arising under agreements equally proportionately unperformed are not recognised unless required by an Accounting Standard. Liabilities and assets that are unrealised are reported in the schedule of commitments and contingencies in Note 10.

Unless alternative treatment is specifically required by an accounting standard, revenues and expenses are recognised in the income statement when and only when the flow, consumption or loss of economic benefits has occurred and can be reliably measured.

1.3 Significant Accounting Judgements and Estimates

No accounting assumptions or estimates have been identified that have a significant risk of causing a material adjustment to carrying amounts of assets and liabilities within the next accounting period.

1.4 Changes in Australian Accounting Standards

Adoption of New Australian Accounting Standard Requirements

No accounting standard has been adopted earlier than the application date as stated in the standard. The following new standards are applicable to the current reporting period:

Financial instrument disclosure

The following new standards, amendments to standards or interpretations for the current financial year have no material financial impact on the department.

AASB 1 *First-time Adoption of Australian Equivalents to International Financial Reporting Standards (June 2007)*

AASB 7 *Financial Instruments Disclosures*

AASB 101 *Presentation of Financial Statements (Dec 2007)*

AASB 116 *Property, Plant and Equipment*

AASB 137 *Provisions, Contingent Liabilities and Contingent Assets*

AASB 2007-9 *Amendments to australian Accounting Standards arising from the Review of AASs 27, 29 and 31*

AASB 2008-10 *Amendments to Australian Accounting Standards - Reclassification of Financial Assets*

AASB 2008-12 *Amendments to australian Accounting Standards - Reclassification of Financial Assets - Effective Date and Transition*

Interpretation 4 *Determining whether an Arrangement contains a Lease*

Future Australian Accounting Standard requirements

The following new standards, amendments to standards or interpretations have been issued by the Australian Accounting Standards Board but are effective for future reporting periods. It is estimated that the impact of adopting these pronouncements when effective will have no material financial impact on future reporting periods.

AASB 1 *First-time Adoption of Australian Equivalents to International Financial Reporting Standards (May 2009)*

AASB 101 *Presentation of Financial Statements (Sep 2007)*

AASB 123 *Borrowing Costs*

AASB 2007-8 *Amendments to Australian Accounting Standards arising from AASB 101*

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

AASB 2008-5 *Amendments to AAS arising from the Annual Improvements Project*

AASB 2008-6 *Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project*

AASB 2008-13 *Amendments to Australian Accounting Standards arising from AASB Interpretation 17– Distributions of Non-cash Assets to Owners*

AASB 2009-1 *Amendments to Australian Accounting Standards – Borrowing Costs of Not-for-Profit Public Sector Entities*

AASB 2009-2 *Amendments to Australian Accounting Standards – Improving Disclosures about Financial Instruments*

AASB 2009-4 *Amendments to Australian Accounting Standards arising from the Annual Improvements Project*

AASB 2009-5 *Further Amendments to Australian Accounting Standards arising from the Annual Improvements Project*

AASB Interpretation 1 *Changes in Existing Decommissioning, Restoration and Similar Liabilities*

AASB Interpretation 17 *Distributions of Non-cash Assets to Owners*

Other

The following standards and interpretations have been issued but are not applicable to the operations of the department.

AASB 1049 Financial Reporting of General Government Sector Financial Reporting

AASB 1049 specifies the reporting requirements for the General Government Sector. The FMO's do not apply to the reporting of the Consolidated Financial Statements of the Australian Government.

1.5 Disclosure of changes in accounting policies

The department is not responsible for preparing the administered schedules and notes relating to the special appropriations from which it draws down various monies to pay for members' remuneration and entitlements. The legislation establishing these appropriations is administered by the Department of Finance and Deregulation and the Department of Education, employment and Workplace Relations and they are responsible for reporting these administered special appropriation items. The department is an agent agency as defined in the FMO's and as such must follow certain requirements set down by those Orders.

These are disclosed at note 15B.

1.6 Revenue

Revenue from Government

Amounts appropriated for departmental outputs appropriations for the year (adjusted for any formal additions and reductions) are recognised as revenue when the department gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned.

Appropriations receivable are recognised at their nominal amounts.

Other Types of Revenue

Revenue from the sale of goods is recognised when:

- The risks and rewards of ownership have been transferred to the buyer;
- The seller retains no managerial involvement nor effective control over the goods;
- The revenue and transaction costs incurred can be reliably measured; and
- It is probable that the economic benefits associated with the transaction will flow to the department.

Revenue from rendering of services is recognised by reference to the stage of completion of contracts at the reporting date. The revenue is recognised when:

- The amount of revenue, stage of completion and transaction costs incurred can be reliably measured; and
- The probable economic benefits with the transaction will flow to the department.

The stage of completion of contracts at the reporting date is determined by reference to the proportion that costs incurred to date bear to the estimated total costs of the transaction.

Receivables for goods and services, which have 30 day terms, are recognised at the nominal amounts due less any provision for bad and doubtful debts. Collect ability of debts is reviewed at balance date. Provisions are made when collect ability of the debt is no longer probable.

1.7 Gains

Other Resources Received Free of Charge

Resources received free of charge are recognised as gains when and only when a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense.

Contributions of assets at no cost of acquisition or for nominal consideration are recognised as gains at their fair value when the asset qualifies for recognition, unless received from another Government Agency or Authority as a consequence of a restructuring of administrative arrangements (Refer to Note 1.8)

Resources received free of charge are recorded as either revenue or gains depending on their nature.

Sale of Assets

Gains from disposal of non-current assets is recognised when control of the asset has passed to the buyer.

1.8 Transactions with the Government as Owner

Equity injections

Amounts appropriated which are designated as 'equity injections' for a year (less any formal reductions) are recognised directly in Contributed Equity in that year.

Restructuring of Administrative Arrangements

Net assets received from or relinquished to another Australian Government Agency or Authority under a restructuring of administrative arrangements are adjusted at their book value directly against Contributed Equity.

Other distributions to owners

The FMOs require that distributions to owners be debited to contributed equity unless in the nature of a dividend.

1.9 Employee Benefits

Liabilities for services rendered by employees are recognised at the reporting date to the extent that they have not been settled.

Liabilities for 'short-term employee benefits' (as defined in AASB 119 *Employee Benefits*) and termination benefits due within twelve months of balance date are measured at their nominal amounts.

The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

All other employee benefit liabilities are measured at the present value of the estimated future cash outflows to be made in respect of services provided by employees up to the reporting date.

Leave

The liability for employee benefits includes provision for annual leave and long service leave. No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees of the department is estimated to be less than the annual entitlement for sick leave.

The leave liabilities are calculated on the basis of employees' remuneration, including the department's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave has been determined by reference to the allowable short-hand method. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Separation and Redundancy

Provision is made for separation and redundancy benefit payments. The department recognises a provision for termination when it has developed a detailed formal plan for the terminations and has informed those employees affected that it will carry out the terminations.

Superannuation

Staff of the department are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS) or the PSS accumulation plan (PSSap).

The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported by the Department of Finance and Deregulation as an administered item.

The department makes employer contributions to the employee superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the Government of the superannuation entitlements of the department's employees. The department accounts for the contributions as if they were contributions to defined contribution plans.

The liability for superannuation recognised as at 30 June represents outstanding contributions for the final fortnight of the year.

1.10 Leases

A distinction is made between finance leases and operating leases. Finance leases effectively transfer from the lessor to the lessee substantially all the risks and rewards incidental to ownership of leased non-current assets. An operating lease is a lease that is not a finance lease. In operating leases, the lessor effectively retains substantially all such risks and benefits.

Where a non-current asset is acquired by means of a finance lease, the asset is capitalised at either the fair value of the lease property or, if lower, the present value of minimum lease payments at the inception of the contract and a liability is recognised at the same time and for the same amount.

The discount rate used is the interest rate implicit in the lease. Leased assets are amortised over the period of the lease. Lease payments are allocated between the principal component and the interest expense. The department does not currently have any finance leases.

Operating lease payments are expensed on a straight line basis which is representative of the pattern of benefits derived from the leased assets.

1.11 Cash

Cash and cash equivalents includes notes and coins held and any deposits in bank accounts with an original maturity of 3 months or less that are readily convertible to known amounts of cash and subject to insignificant risk of changes in value. Cash is recognised at its nominal amount.

1.12 Financial Assets

The department classifies its financial assets in the following categories:

- financial assets as 'at fair value through profit or loss'
- 'held-to-maturity investments',
- 'available-for-sale' financial assets, and
- 'loans and receivables'.

The classification depends on the nature and purpose of the financial assets and is determined at the time of initial recognition. The department holds only loans and receivable financial assets.

Effective interest method

The effective interest method is a method of calculating the amortised cost of a financial asset and of allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset, or, where appropriate, a shorter period.

Income is recognised on an effective interest rate basis except for financial assets 'at fair value through profit or loss'.

Financial assets at fair value through profit or loss

Financial assets are classified as financial assets at fair value through profit or loss where the financial assets:

- has been acquired principally for the purpose of selling in the near future;
- is a part of an identified portfolio of financial instruments that the agency manages together and has a recent actual pattern of short-term profit-taking; or
- is a derivative that is not designated and effective as a hedging instrument.

Assets in this category are classified as current assets.

Financial assets at fair value through profit or loss are stated at fair value, with any resultant gain or loss recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest earned on the financial asset.

Available-for-sale financial assets

Available-for-sale financial assets are non-derivatives that are either designated in this category or not classified in any of the other categories. They are included in non-current assets unless management intends to dispose of the asset within 12 months of the balance sheet date.

Available-for-sale financial assets are recorded at fair value. Gains and losses arising from changes in fair value are recognised directly in the reserves (equity) with the exception of impairment losses. Interest is calculated using the effective interest method and foreign exchange gains and losses on monetary assets are recognised directly in profit or loss. Where the asset is disposed of or is determined to be impaired, part or all of the cumulative gain or loss previously recognised in the reserve is included in profit for the period.

Where a reliable fair value can not be established for unlisted investments in equity instruments cost is used. The department has no such instruments.

Held-to-maturity investments

Non-derivative financial assets with fixed or determinable payments and fixed maturity dates that the group has the positive intent and ability to hold to maturity are classified as held-to-maturity investments. Held-to-maturity investments are recorded at amortised cost using the effective interest method less impairment, with revenue recognised on an effective yield basis.

Loans and receivables

Trade receivables, loans and other receivables that have fixed or determinable payments that are not quoted in an active market are classified as 'loans and receivables'. They are included in current assets, except for maturities greater than 12 months after the balance sheet date. These are classified as non current assets. Loans and receivables are measured at amortised cost using the effective interest method less impairment. Interest is recognised by applying the effective interest rate.

Impairment of financial assets

Financial assets are assessed for impairment at each balance date.

- *Financial assets held at amortised cost* - If there is objective evidence that an impairment loss has been incurred for loans and receivables or held to maturity investments held at amortised cost, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate. The carrying amount is reduced by way of an allowance account. The loss is recognised in the income statement.

1.13 Financial Liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities.

Financial liabilities are recognised and derecognised upon 'trade date'.

Financial liabilities at fair value through profit or loss

Financial liabilities at fair value through profit or loss are initially measured at fair value. Subsequent fair value adjustments are recognised in profit or loss. The net gain or loss recognised in profit or loss incorporates any interest paid on the financial liability.

Other financial liabilities

Other financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs.

Other financial liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective yield basis.

The effective interest method is a method of calculating the amortised cost of a financial liability and of allocating interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments through the expected life of the financial liability, or, where appropriate, a shorter period.

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

1.14 Contingent Liabilities and Contingent Assets

Contingent Liabilities and Contingent Assets are not recognised in the Balance Sheet but are reported in the relevant schedules and notes. They may arise from uncertainty as to the existence of a liability or asset, or represent an existing liability or asset in respect of which settlement is not probable or the amount cannot be reliably measured. Remote contingencies are part of this disclosure. Contingent assets are reported when settlement is probable, and contingent liabilities are recognised when settlement is greater than remote.

1.15 Acquisition of Assets

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenues at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor agency's accounts immediately prior to the restructuring.

1.16 Property, Plant and Equipment

Asset Recognition Threshold

Asset purchases of property, plant and equipment are recognised initially at cost in the Balance Sheet, except for purchases costing less than $2,000, which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total and IT equipment which has a capitalisation threshold of $500).

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located.

Grouping

Assets are grouped where a group of like items are purchased at a total cost in excess of $25,000, and an individual item cost of at least $1,000.

Revaluations

Fair values for each class of asset are determined as shown below:

Asset Class:	**Fair Value Measured at:**
Property Plant and Equipment	Market Selling Price
Heritage and Cultural Assets	Market Selling Price

Following initial recognition at cost, infrastructure plant and equipment are carried at fair value less accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets do not differ materially from the assets' fair values as at the reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of asset revaluation reserve except to the extent that it reverses a previous revaluation decrement of the same asset class that was previously recognised through surplus and deficit. Revaluation decrements for a class of assets are recognised directly through surplus and deficit except to the extent that they reverse a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset restated to the revalued amount.

Depreciation

Depreciable infrastructure plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the department using, in all cases, the straight-line method of depreciation.

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Depreciation rates applying to each class of depreciable asset are based on the following useful lives:

	2009	**2008**
Plant and equipment	15 years	15 years
Computer equipment	2 to 5 years	2 to 5 years
Furniture and fittings[1]	15 to 20 years	15 to 20 years
Office machines and equipment	5 to 15 years	5 to 15 years

[1] Within this asset class there are two items with a useful life of 82 years and two hundred and eleven items with a useful life of 32 years. These items are located within the House of Representatives chamber.

Heritage and cultural assets are not depreciated. The aggregate amount of depreciation allocated for each class of asset during the reporting period is disclosed in note 4C.

Impairment

All assets were assessed for impairment at 30 June 2009. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

The recoverable amount of an asset is the higher of its fair value less costs to sell and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the department were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

1.17 Intangibles

The department's intangibles comprise internally developed and purchased software for internal use. These assets are carried at cost less accumulated amortisation and impairment losses.

Software is amortised on a straight-line basis over its anticipated useful life. The useful lives of the department's software is 3 to 5 years (2007-08: 3 to 5 years).

No indicators of impairment were found for intangible assets.

1.18 Taxation / Competitive Neutrality

The department is exempt from all forms of taxation except fringe benefits tax (FBT) and the goods and services tax (GST).

Revenues, expenses and assets are recognised net of GST:

- except where the amount of GST incurred is not recoverable from the Australian Taxation Office; and
- except for receivables and payables.

Competitive Neutrality

The department does not carry out functions to which competitive neutrality applies.

Note 2: Events after the Balance Sheet Date

There have been no significant events after balance date that may have an impact on the department's operations.

Note 3: Income

	2009	2008
Revenue	**$'000**	$'000
Note 3A: Revenue from Government		
Appropriation:		
Departmental outputs	**21,966**	22,210
Total revenue from Government	**21,966**	22,210
Note 3B: Sale of goods and rendering of services		
Provision of goods - related entities	**48**	22
Provision of goods - external entities	**28**	29
Total sale of goods	**76**	51
Rendering of services - related entities	**50**	47
Rendering of services - external entities	**-**	-
Total rendering of services	**50**	47
Total sale of goods and rendering of services	**127**	98
Note 3C: Other Revenue		
Income from sponsorships	**-**	9
Income - CPA Special Purpose	**250**	-
Total other revenue	**250**	9
Gains		
Note 3D: Sale of assets		
Infrastructure, plant and equipment		
Proceeds from sale	**14**	111
Carrying value of assets sold	**(3)**	(44)
Selling expense	**(2)**	(20)
Net gain from sale of assets	**9**	47
Note 3E: Other gains		
Resources received free of charge	**2,780**	3,229
Asset first time recognition	**195**	26
Total other gains	**2,975**	3,255

Note 4: Expenses

	2009 $'000	2008 $'000
Note 4A: Employee benefits		
Wages and salaries	**11,534**	10,714
Superannuation		
Defined contribution plans	**247**	169
Defined benefit plans	**2,024**	1,960
Leave and other entitlements	**1,840**	1,161
Separation and redundancies	**75**	42
Total employee benefits	**15,720**	14,046
Note 4B: Suppliers		
Provision of goods – related entities	**-**	-
Provision of goods – external entities	**1,338**	1,522
Rendering of services – related entities	**2,882**	3,360
Rendering of services – external entities	**3,743**	3,414
Operating lease rentals:		
Minimum lease payments	**80**	84
Workers compensation premiums	**132**	68
Total supplier expenses	**8,175**	8,448
Note 4C: Depreciation and amortisation		
Depreciation:		
Infrastructure, plant and equipment	**948**	1,127
Total depreciation	**948**	1,127
Amortisation:		
Intangibles:		
Computer Software	**317**	106
Total amortisation	**317**	106
Total depreciation and amortisation	**1,264**	1,233
Note 4D: Write-down and impairment of assets		
Asset write downs from		
IP & E write-off	**11**	19
other	**-**	1
Total write-down and impairment of assets	**11**	20
Note 4E: Other Expenses		
Resources provided free of charge	**8**	-
Total other expenses	**8**	-

Note 5: Financial Assets

	2009 $'000	2008 $'000
Note 5A: Cash and cash equivalents		
Special Accounts	**14**	99
Cash on hand or deposit	**198**	562
Cash held by the salary sacrifice service provider	**16**	-
Total cash and cash equivalents	**228**	661
Note 5B: Trade and other receivables		
Goods and services	**74**	74
Appropriations receivable:		
for existing outputs	**12,596**	11,093
for special account	**2,379**	2,629
Total appropriations receivable	**14,975**	13,722
GST receivable from the Australian Taxation Office	**52**	61
Total other receivables	**52**	61
Total trade and other receivables (gross)	**15,101**	13,857
Less allowance for impairment:		
Goods and services	**-**	1
Total trade and other receivables (net)	**15,101**	13,856
Receivables are represented by:		
Current	**15,101**	13,857
Non-current	**-**	-
Total trade and other receivables (gross)	**15,101**	13,857
Receivables are aged as follows:		
Not overdue	**15,101**	13,856
Overdue by:		
Less than 30 days	**-**	-
30 to 60 days	**-**	-
61 to 90 days	**-**	-
More than 90 days	**-**	1
Total receivables (gross)	**15,101**	13,857
The allowance for doubtful debts is aged as follows:		
Not overdue	**-**	-
Overdue by:		
Less than 30 days	**-**	-
30 to 60 days	**-**	-
61 to 90 days	**-**	-
More than 90 days	**-**	1
Total allowance for doubtful debts	**-**	1

Reconciliation of the allowance for doubtful debts:

Movements in relation to 2009

	Goods and services **2009** **$'000**	Total **2009** **$'000**
Opening balance	**1**	**1**
Amounts written off	**-1**	**-1**
Amounts recovered and reversed	**-**	**-**
Increase/decrease recognised in net surplus	**-**	**-**
Closing balance	**-**	**-**

Movements in relation to 2008

	Goods and services 2008 $'000	Total 2008 $'000
Opening balance	-	-
Amounts written off	-	-
Amounts recovered and reversed	-	-
Increase/decrease recognised in net surplus	1	1
Closing balance	1	1

Note 6: Non-Financial Assets

	2009 $'000	2008 $'000
Note 6A: Infrastructure, plant and equipment		
Infrastructure, plant and equipment:		
- fair value	**4,536**	4,252
- accumulated depreciation	**(1,876)**	(1,024)
Total infrastructure, plant and equipment	**2,660**	3,228
Heritage and cultural:		
- Artworks – at fair value	**289**	198
Total heritage and cultural	**289**	198
Total infrastructure, plant and equipment (non-current)	**2,949**	3,426

All revaluations and impairment testing are conducted in accordance with the revaluation policy stated at Note 1.

No indicators of impairment were found for non-financial assets.

Note 6B: Intangibles		
Computer software at cost:		
Internally developed – in progress	**-**	155
Internally developed – in use	**531**	362
Purchased software - in progress	**46**	
Purchased	**2,193**	2,116
Accumulated amortisation	**(1,757)**	(1,440)
Total intangibles (non-current)	**1,013**	1,193

No indicators of impairment were found for intangible assets.

Note 6C: Other non-financial assets		
Prepayments	**102**	108
Total other non-financial assets	**102**	108

All other non-financial assets are current assets.

No indicators of impairment were found for other non-financial assets.

Note 6: Non-Financial Assets

Note 6A: Analysis of infrastructure, plant and equipment

TABLE A – Reconciliation of the opening and closing balances of infrastructure, plant and equipment (2008-09)

	Other IP & E	Heritage and Cultural	Total
	$'000	$'000	$'000
As at 1 July 2008			
Gross book value	**4,252**	**198**	**4,450**
Accumulated depreciation/amortisation and impairment	**(1,024)**	**-**	**(1,024)**
Net book value 1 July 2008	**3,228**	**198**	**3,426**
Additions:			
by purchase and assets found[1]	**290**	**195**	**485**
Revaluations and impairments through equity	**-**	**-**	**-**
Reclassification/Transfer	**105**	**(105)**	**-**
Depreciation/amortisation expense	**(948)**	**-**	**(948)**
Impairments recognised in the operating result	**-**	**-**	**-**
Disposals:			
Write Offs	**(11)**	**-**	**(11)**
Other disposals	**(3)**	**-**	**(3)**
Net book value 30 June 2009	**2,660**	**289**	**2,949**
Net book value as of 30 June 2009 represented by:			
Gross book value	**4,536**	**289**	**4,825**
Accumulated depreciation/amortisation and impairment	**(1,876)**	**-**	**(1,876)**
	2,660	**289**	**2,949**

[1] Heritage and Cultural assets refer to items recognised in 2008-09

TABLE A – Reconciliation of the opening and closing balances of infrastructure, plant and equipment (2007-08)

Item	Other IP & E	Heritage and Cultural	Total
	$'000	$'000	$'000
As at 1 July 2007			
Gross book value	3,511	198	3,709
Accumulated depreciation/amortisation and impairment	-	-	-
Net book value 1 July 2007	3,511	198	3,709
Additions:			
by purchase	907	-	907
Revaluations and impairments through equity	-	-	-
Reclassification	-	-	-
Depreciation/amortisation expense	(1,127)	-	(1,127)
Impairments recognised in the operating result	-	-	-
Disposals:			
Write-offs	(19)	-	(19)
Other disposals	(44)	-	(44)
Net book value 30 June 2008	3,228	198	3,426
Net book value as of 30 June 2008 represented by:			
Gross book value	4,252	198	4,450
Accumulated depreciation/amortisation and impairment	(1,024)	-	(1,024)
	3,228	198	3,426

Note 6B: Analysis of Intangibles

Table B: Reconciliation of the opening and closing balances of intangibles (2008-09).

Item	Computer software internally developed $'000	Computer software purchased $,000	Total $'000
As at 1 July 2008			
Gross book value	**517**	**2,116**	**2,633**
Accumulated amortisation	**(344)**	**(1,096)**	**(1,440)**
Net book value 1 July 2008	**173**	**1,020**	**1,193**
Additions:			
by purchase or internally developed	**14**	**123**	**137**
Amortisation	**(34)**	**(283)**	**(317)**
Impairments recognised in the operating result	**-**	**-**	**-**
Net book value 30 June 2009	**153**	**860**	**1,013**
Net book value as of 30 June 2009 represented by:			
Gross book value	**531**	**2,239**	**2,770**
Accumulated depreciation/amortisation and impairment	**(378)**	**(1,379)**	**(1,757)**
	153	**860**	**1,013**

Table B: Reconciliation of the opening and closing balances of intangibles (2007-08).

Item	Computer software internally developed $'000	Computer software purchased $'000	Total $'000
As at 1 July 2007			
Gross book value	362	1,221	1,583
Accumulated amortisation	(331)	(1,003)	(1,334)
Net book value 1 July 2007	31	218	249
Additions:			
by purchase or internally developed	155	895	1,050
Amortisation	(13)	(93)	(106)
Impairments recognised in the operating result	-	-	-
Net book value 30 June 2008	173	1,020	1,193
Net book value as of 30 June 2008 represented by:			
Gross book value	517	2,116	2,633
Accumulated depreciation/amortisation and impairment	(344)	(1,096)	(1,440)
	173	1,020	1,193

Note 7: Payables

	2009 $'000	2008 $'000
Note 7A: Suppliers		
Trade creditors	**104**	164
Total supplier payables	**104**	164
Supplier payables are represented by:		
Current	**104**	164
Non-current	**-**	-
Total supplier payables	**104**	164

Settlement is usually made net 30 days.

Note 7B: Other payables		
Salaries and wages	**182**	137
Superannuation	**36**	41
Salary sacrifice payables	**16**	-
Unearned income	**-**	250
GST payable to ATO	**3**	15
Accrued expenses	**320**	477
Total other payables	**557**	920

All other payables are current liabilities.

Note 8: Provisions

	2009 $'000	2008 $'000
Note 8A: Employee provisions		
Leave	**4,211**	3,803
Total employee provisions	**4,211**	3,803
Employee provisions are represented by:		
Current	**3,667**	3,328
Non-current	**544**	475
Total employee provisions	**4,211**	3,803

The classification of current employee provisions includes amounts for which there is not an unconditional right of deferral of one year, hence in the case of employee provisions the above classification does not equal the amount expected to be settled within one year of reporting date. Employee provisions expected to be settled in one year $3.798m (2008: $3.018m), in excess of one year $0.413 (2008: $0.785m)

Note 9: Cash flow reconciliation

	2009 $'000	2008 $'000
Reconciliation of cash and cash equivalents as per Balance Sheet to Cash Flow Statement		
Report cash and cash equivalents as per:		
Cash Flow Statement	**228**	661
Balance Sheet	**228**	661
Difference	-	-
Reconciliation of operating result to net cash from operating activities:		
Operating result	**149**	1,872
Depreciation /amortisation	**1,264**	1,233
Net write down of non-financial assets	**11**	20
Loss/(Gain) on disposal of assets	**(9)**	(47)
Loss/(Gain) on assets found first time	**(195)**	(26)
(Increase) / decrease in net receivables	**(1,244)**	(4,144)
(Increase) / decrease in prepayments	**6**	152
Increase / (decrease) in employee provisions	**408**	25
Increase / (decrease) in supplier payables	**(60)**	164
Increase / (decrease) in prepayments received/unearned income	**(250)**	250
Increase / (decrease) in GST payable	**(12)**	5
Increase / (decrease) in accrued expenses	**(157)**	(36)
Increase / (decrease) in other provisions	**-**	(12)
Increase / (decrease) in other payables	**72**	-
Net cash from / (used by) operating activities	**(17)**	(544)

Note 10: Contingent Liabilities and Assets

The department does not have and contingent liabilities and assets as at 30 June 2009.

The department did not have contingent liabilities and assets for the preceding financial year 2007-08

Note 11: Senior Executive Remuneration

	2009	2008
The number of senior executives who received or were due to receive total remuneration of $130,000 or more:		
$170 000 to $184 999	**1**	-
$185 000 to $199 999	**-**	1
$200 000 to $214 999	**1**	2
$215 000 to $229 999	**1**	-
$245 000 to $259 999	**1**	1
$340 000 to $384 999	**1**	-
$400 000 to $414 999	-	1
Total	**5**	5
The aggregate amount of total remuneration of senior executives shown above.	**$1,235,242**	$1,249,138
The aggregate amount of separation and redundancy/termination benefit payments during the year to executives shown above.	**Nil**	Nil

Note: the comparatives for 2008 have been re-stated due to an adjustment to include FBT.

Note 12: Remuneration of Auditors

	2009 $	2008 $
Financial statement audit services are provided free of charge to the department.		
The fair value of the services provided was:	**84**	85
	84	85

No other services were provided by the Auditor-General.

Note 13: Financial Instruments

	2009 $'000	2008 $'000
13A Categories of financial instruments		
Financial Assets		
Loans and receivables		
Cash and cash equivalents	**228**	661
Trade and other receivables	**74**	73
Carrying amount of financial assets	**302**	734
Financial Liabilities		
Other Liabilities (amortised cost)		
Suppliers	**104**	164
Unearned income	**-**	250
Accrued expenses	**320**	477
Carrying amount of financial liabilities	**424**	891

13B Net income and expense from financial assets

There is no income/expense from the department's financial assets.

13C Net income and expense from financial liabilities

There is no net income/expense from the department's financial liabilities.

13D Fair value of financial instruments

The fair value of the department's financial assets and liabilities equal the carrying amount in the current and preceding financial year.

13E Credit risk

The department is exposed to minimal credit risk as receivables are cash and trade receivables. The maximum exposure to credit risk is the risk that arises from potential default of a debtor. This amount is equal to the total amount of trade receivables (2009: $74,000 and 2008: $73,000). The department has assessed the risk of the default on payment and has allocated Nil in 2009 (2008: $1,000) to an 'allowance for doubtful debts' account.

The department has no significant exposures to any concentrations of credit risk.

All figures for credit risk referred to do not take into account the value of any collateral or other security.

Credit quality of financial instruments not past due or individually determined as impaired.

	Not Past Due Nor Impaired 2009 $'000	Not Past Due Nor Impaired 2008 $'000	**Past due or impaired 2009 $'000**	Past due or impaired 2008 $'000
Financial assets				
Cash and cash equivalents	**228**	661	-	-
Trade and other receivables	**74**	73	-	
Total	**302**	734	-	-
Financial liabilities				
Suppliers	**104**	164	-	-
Unearned income	**-**	250	-	-
Other payables	**320**	477	-	-
Total	**424**	891	-	-

Ageing of financial assets that are past due but not impaired for 2009

	0 to 30 days $'000	**31 to 60 days $'000**	**61 to 90 days $'000**	**90+ days $'000**	**Total $'000**
Trade and other receivables	-	-	-	-	-
Total	**-**	-	-	-	-

Ageing of financial assets that are past due but not impaired for 2008

	0 to 30 days $'000	31 to 60 days $'000	61 to 90 days $'000	90+ days $'000	Total $'000
Trade and other receivables	-	-	-	-	-
Total	-	-	-	-	-

The following list of assets have been individually assessed as impaired:

Trade Receivables of Nil (2008: Nil)

13F Liquidity risk

The department's financial liablilities are payables. The exposure to liquidity risk is based on the notion that the department will encounter difficulty in meeting its obligations associated with financial liabilities. This is highly unlikely due to appropriation funding and internal policies and proceedures put in place to ensure there are appropriate resources to meet its financial obligations.

The following tables illustrates the maturities for financial liabilities

	On demand 2009 $'000	**within 1 year 2009 $'000**	**1 to 5 years 2009 $'000**	**> 5 years 2009 $'000**	**Total 2009 $'000**
Other Liabilities	**-**	**-**	**-**	**-**	**-**
Payables - suppliers	**-**	**104**	**-**	**-**	**104**
Other payables	**-**	**320**	**-**	**-**	**320**
Total	**-**	**424**	**-**	**-**	**424**

	On demand 2008 $'000	within 1 year 2008 $'000	1 to 5 years 2008 $'000	> 5 years 2008 $'000	Total 2008 $'000
Other liabilities	-	-	-	-	-
Payables - suppliers	-	164	-	-	164
Other payables	-	727	-	-	727
Total	-	891	-	-	891

13G Market risk

The department is not exposed to market risk.

Note 14: Expenses Administered on Behalf of Government

The department is not responsible for preparing the administered schedules and notes relating to the special appropriations from which it draws down various monies to pay for members remuneration and entitlements. The legislation establishing these appropriations is administered by the Department of Finance and Deregulation and the Department of Education, Employment and Workplace Relations and they are responsible for reporting these administered special appropriation items. The department is an agent agency as defined in the FMO's and as such must follow certain reporting requirements set down by those Orders. These are disclosed at note 15B.

Note 15: Appropriations

Table A: Acquittal of Authority to Draw Cash from the Consolidated Revenue Fund for Ordinary Annual Services Appropriations

Particulars	Administered Expenses		Departmental Outputs		Total	
	Outcome 1					
	2009	2008	**2009**	2008	**2009**	2008
	$'000	$'000	**$'000**	$'000	**$'000**	$'000
Balance carried from previous period	**130**	130	**11,655**	9,958	**11,785**	10,088
Appropriation Act:						
Appropriation (Parliamentary Departments) Act 1	**-**	712	**21,935**	22,313	**21,935**	23,025
Lapsed Administered Appropriations	**(11)**	(29)		-	**(11)**	(29)
Reductions of appropriations (Appropriation Act section 9)	**-**	-	**-**	(103)	**-**	(103)
Advance to the Speaker (Appropriation Act section 9)		210				210
Comcover receipts		-	**7**	13	**7**	13
FMA Act:						
Refunds credited (FMA s 30)	**-**	-	-	2	**-**	2
Appropriations to take account of recoverable GST (FMA s 30A)	**-**	-	**483**	589	**483**	589
Relevant agency receipts (FMA s 31)	**-**	-	**97**	201	**97**	201
Total appropriation available for payments	**119**	1,023	**34,177**	32,973	**34,296**	33,996
Cash payments made during the year (GST inclusive)		893	**20,992**	21,177	**20,992**	22,070
Appropriations credited to Special Accounts (excluding GST)	**-**	-	**391**	141	**391**	141
Balance of Authority to Draw Cash from the Consolidated Revenue Fund for Ordinary Annual Services Appropriations	**119**	130	**12,794**	11,655	**12,913**	11,785
Represented by						
Cash at bank and on hand	**-**	-	**198**	562	**198**	562
Departmental appropriations receivable	-	-	**12,565**	11,093	**12,565**	11,093
Undrawn, unlapsed administered appropriations	**119**	130	**-**	-	**119**	130
Adjustments under s101.13 of the Finance Minister's Orders not reflected above	-	-	**31**	-	**31**	-
Total	**119**	130	**12,794**	11,655	**12,913**	11,785

Departmental and non-operating appropriations do not lapse at financial year end. However, the responsible Minister may decide that part or all of a departmental or non-operating appropriation is not required and request the Finance Minister to reduce that appropriation. The reduction in the appropriation is effected by the Finance Minister's determination and is disallowable by Parliament.

Table B: Acquittal of Authority to Draw Cash from the Consolidated Revenue Fund - Special Appropriations (Unlimited Amount)

All special appropriations (unlimited amounts) are under Outcome 1.

All transactions under these Acts are recognised as administered items.

Remunerations and Allowances Act 1990 section 8	**2009**	2008
	$'000	$'000
Purpose: An Act relating to certain remunerations and allowances.		
Cash payments made during the year	19,029	18,998
Estimated Actual	20,019	18,921

Remunerations Tribunal Act 1973 section 7(13)	**2009**	2008
	$'000	$'000
Purpose: An Act to establish a tribunal in relation to the remuneration and allowances, and recreation leave entitlements, of holders of certain public and other offices, and for related purposes.		
Cash payments made during the year	6,145	5,622
Estimated Actual	6,063	5,906

Parliamentary Entitlements Act 1990 section 11	**2009**	2008
	$'000	$'000
Purpose: An Act relating to the provision of benefits to Members of each House of Parliament		
Cash payments made during the year	274	258
Estimated Actual	420	400

Parliamentary Superannuation Act 2004 section 18	**2009**	2008
	$'000	$'000
Purpose: An Act to provide for the making of superannuation contributions in respect of members of Parliament, and for related purposes.		
Cash payments made during the year	1,354	954
Estimated Actual	1,487	802

Totals for unlimited appropriations		
Cash payments made during the year	26,802	25,832
Estimated Actual	27.989	26.029

Table C: Disclosure by agent in relation to Annual and Special Appropriations

Department of Finance and Deregulation	Parliamentary Entitlements Act 1990 section 11		Parliamentary Superannuation Act 2004 section 18	
	2009	2008	**2009**	2008
	$'000	$'000	**$'000**	$'000
Total payments	**274**	258	**1,354**	954
Total of payments for the responsible agency	**274**	258	**1,354**	954

Department of Education, Employment and Workplace Relations	Remunerations and Allowances Act 1990 section 8		Remunerations Tribunal Act 1973 section 7(13)	
	2009	2008	**2009**	2008
	$'000	$'000	**$'000**	$'000
Total payments	**19,029**	18,998	**6,145**	5,622
Total of payments for the responsible agency	**19,029**	18,998	**6,145**	5,622

Note 16: Special Accounts

Inter-Parliamentary Relations Special Account (Departmental)	2009	2008
	$'000	$'000
Legal Authority: *Financial Management and Accountability Act 1997; s20*		
Purpose : For the receipt of all moneys and the payment of all expenditure related to the operation of the Commonwealth Parliamentary Association on behalf of the States, Territories and Commonwealth Branches of the Commonwealth Parliamentary Association, inter-parliamentary training, education and development services provided to support other governments and bodies that are not agencies within the meaning of the *Financial Management and Accountability Act 1997* .		
The Minister for Finance and Administration has approved the earning of interest for this account under section 20 of the FMA Act. Interest is appropriated under this section of the Act.		
Balance carried from previous period	**2,728**	2,672
Appropriation for reporting period	**141**	141
GST credits (FMA Act s 30A)	**8**	9
Other receipts (unearned income)	**-**	250
Other receipts	**-**	-
Total credits	**2,877**	3,072
Payments made to suppliers	**(484)**	(344)
Total debits	**(484)**	(344)
Balance carried to next year (excluding investment balances)	**2,393**	2,728
Represented by:		
Cash transferrred to the Official Public Account	**-**	2,629
Cash receivables	**2,379**	-
Cash – held by the department	**14**	99
Total balance carried to the next period	**2,393**	2,728

Other Trust Monies Special Account	2009	2008
	$'000	$'000
Legal Authority: *Financial Management and Accountability Act 1997;* s20		
Purpose : For expenditure of monies temporarily held on trust or otherwise for the benefit of a		
This account is not interest bearing		
Balance carried from previous period	**38**	25
Other receipts	**7**	13
Available for payments	**45**	38
Payments made to suppliers	**-**	-
Total debits	**-**	-
Balance carried to next period	**45**	38
Represented by:		
Cash – held by the department	**45**	38
Total balance carried to the next period	**45**	38

Services for other Governments and Non-Agency Bodies Special Account	2009	2008
	$'000	$'000
Legal Authority: *Financial Management and Accountability Act 1997;* s20		
Purpose : For expenditure in connection with services performed on behalf of other governments		
This account is interest bearing		
Balance carried from previous period	**113**	108
Other receipts	**-**	5
Total credits	**-**	-
Available for payments	**113**	113
Payments made to suppliers	**-**	-
Total debits	**-**	-
Balance carried to next period	**113**	113
Represented by:		
Cash – held by the department	**113**	113
Total balance carried to the next period	**113**	113

Note 17: Compensation and Debt Relief

	2009 $	2008 $
Administered		
No 'Act of Grace' expenses were incurred during the reporting period (2008: No expenses).	-	-
No waivers of amounts owing to the Australian Government were made pursuant to subsection 34(1) of the *Financial Management and Accountability Act 1997 (2008: No waivers)* .	-	-
No payments of amounts owing to the Australian Government were made pursuant to 'Defective Administration Scheme' (2008: No payments)	-	-
No ex-gratia payments were provided for during the reporting period. (2008: No payments)	-	-
Departmental		
No payments were made during the reporting period. (2008: No payments made)	-	-
No payments were made under s66 of the *Parliamentary Service Act 1999* during the reporting period. (2008: No payments made)	-	-

Note 18: Reporting of Outcomes

Note 18A: Net Cost of Outcome Delivery

	Outcome 1	
	2,009	2,008
	$'000	$'000
Expenses		
Departmental	**25,178**	23,747
Total expenses	**25,178**	23,747
Costs recovered from provision of goods and services to the non government sector		
Administered	**-**	-
Departmental	**28**	29
Total costs recovered	**28**	29
Other external revenues		
Departmental		
Revenue from disposal of assets	**9**	47
Goods and services revenue from related entities	**99**	69
Departmental	**108**	116
Total other external revenues	**108**	116
Net cost/(contribution) of outcome	**25,042**	23,602

Outcome 1 is described in Note 1.1. Net costs shown include intra-government costs that are eliminated in calculating the actual Budget Outcome. Refer to Outcome 1 Resourcing Table on page 76 of this Annual Report.

Note 18B: Major Classes of Departmental Revenues and Expenses by Output Groups and Outputs

Outcome 1	Output Group 1.1		Output Group 1.2		Output Group 1.3		Output Group 1.4		Output Group 1.5		Outcome 1 Total	
	2009	2008	**2009**	2008	**2009**	2008	**2009**	2008	**2009**	2008	**2009**	2008
	$'000	$'000	**$'000**	$'000	**$'000**	$'000	**$'000**	$'000	**$'000**	$'000	**$'000**	$'000
Departmental expenses												
Employees	**3,586**	2,813	**735**	639	**7,382**	7,994	**904**	986	**3,113**	1,614	**15,720**	14,046
Suppliers	**1,210**	1,311	**1,094**	880	**2,581**	3,528	**1,623**	1,563	**1,667**	1,166	**8,175**	8,448
Depreciation and Amortisation	**106**	104	**27**	26	**335**	327	**48**	47	**748**	729	**1,264**	1,233
Other expenses	**-**	4	**-**	1	**11**	11	**8**	2	**-**	2	**19**	20
Total departmental expenses	**4,902**	4,232	**1,856**	1,546	**10,309**	11,860	**2,583**	2,598	**5,528**	3,511	**25,178**	23,747
Funded by:												
Revenues from government	**4,758**	4,175	**1,548**	1,488	**9,034**	11,061	**1,714**	1,755	**4,912**	3,731	**21,966**	22,210
Sale of goods and services	**27**	27	**87**	48	**-**	-	**13**	23	**-**	-	**127**	98
Other gains	**759**	621	**169**	230	**1,613**	1,644	**258**	261	**435**	555	**3,234**	3,311
Total departmental revenues	**5,544**	4,823	**1,804**	1,766	**10,647**	12,705	**1,985**	2,039	**5,347**	4,286	**25,327**	25,619

Outcome 1 is described in Note 1.1. Net costs shown include intra-government costs that are eliminated in calculating the actual Budget outcome.

ABBREVIATIONS AND ACRONYMS

ANAO	Australian National Audit Office
A-PAC	Australian Public Affairs Channel
ASEAN	Association of Southeast Asian Nations
AusAID	Australian Agency for International Development
CPA	Commonwealth Parliamentary Association
FMA Act	*Financial Management and Accountability Act 1997*
IT	information technology
PAC	Project Assessment Committee
PEO	Parliamentary Education Office
POITAG	Presiding Officers' Information Technology Advisory Group
PRO	Parliamentary Relations Office
SMCG	Senior Management Coordination Group
UNDP	United Nations Development Programme

COMPLIANCE INDEX

Requirement	Page
Letter of transmittal	iii
Table of contents	v
Index	150
Glossary	106
Contact officer	ii
Internet home page address and internet address for report	ii
Clerk's review	**2–5**
Departmental overview	**6–10**
Overview description of department	6–10
Role and functions	6
Organisational structure	6–7
Outcome and output structure	7–9
Variation to outcome and output structure	None to report
Report on performance	**11–48**
Performance in relation to outputs and contribution to outcome	12, 24, 29, 36, 41
Performance in relation to performance targets set out in PBS/PAES	68–74
Purchaser–provider arrangements	53
Variations to performance targets	None to report
Narrative discussion and analysis of performance	11–48
Service charter customer service standards, complaints data, and response to complaints	52–3, 99–100
Social justice and equity impacts	53
Discussion and analysis of financial performance	10
Significant changes from prior year or budget	None to report
Agency resource statement and summary resource table by outcome	75–6
Developments affecting future operations or financial results	10
Management and accountability	**49–66**
Corporate governance	50–3
Main corporate governance practices	50
Senior executives and their responsibilities	8, 50
Senior management committees and their roles	47, 50
Corporate and operational planning	52
Identification and management of significant financial or operational risk	52
Certification of compliance with the Commonwealth Fraud Control Guidelines	52

Requirement	Page
Ethical standards	50
Determination of remuneration for Senior Executive Service employees	61
External scrutiny	54–5
Significant developments	None to report
Judicial decisions and decisions of administrative tribunals	None to report
Reports by the Auditor-General, a Parliamentary Committee or the Commonwealth Ombudsman	54
Management of people	56–62
Assessment of the effectiveness of human resources management	56–7
Workforce planning, staff turnover and retention	58
Training and development	59, 60
Occupational health and safety	62
Productivity gains	61
Statistics on staffing	97–8
Collective agreements, determinations, common law contracts and AWAs	61
Performance pay	60–1
Assets management	63
Purchasing	63
Consultants	63
Total actual expenditure on all new consultancy contracts let during the year and total expenditure on them	63
Number of ongoing consultancy contracts active in the reporting year and actual expenditure on them	63
AusTender statement	63
Access by Auditor-General	63
Contracts exempt from the AusTender	63
Commonwealth Disability Strategy	56
Financial statements	**103–46**
Specific legislative reporting requirements	
Occupational health and safety	62
Freedom of information	55
Advertising and market research	64
Ecologically sustainable development and environmental performance	65
Other reporting requirements	
Grant programs	64
Correction of material errors in previous annual report	None to report

INDEX

A

About the House
magazine, 25–6, 70, 73, 94, 100
television program, 25–6, 44
web page, 25–6, 28, 44
access requests, 42
accidents and injuries, 62
accommodation services, 42, 72
accountability mechanisms, 52
accuracy
Defence Materiel Organisation report on Defence equipment, 33
information provision to members, 69
members' salary variations processing, 46, 72
processing and drafting of bills, 68
transport request processing, 72
votes officer's minutes, 69
administered items, 10
administration, amalgamation of common services, 4, 19, 50, 66
administrative traineeships, 59
administrative tribunal decisions, 54
advertising, 25, 58, 59, 64
work of House and committees, 31, 32, 35, 73
advice, 13, 14
members' satisfaction, 13, 100
Afghanistan, 37, 38, 93
Africa, 37, 38
allowances
see salaries and entitlements
Alumni, 59
amendments to bills, 15, 16, 17, 69, 73, 78
private members' bills, 17, 78
annual report, 55
contact officer, ii
annual report, matters referred to in previous
Afghani parliamentarians, support, 38
budget constraints, 66
digitising of *Votes and Proceedings* from 1901, 18
improvement of archive storage area, 19, 23
major information technology projects, 22
relationship with Department of Parliamentary Services, 46
training and development, 23
appropriations, government, 10, 54, 75, 76
archiving, 19, 23, 34
see *also* records management
Asia–Pacific region, 26, 36–7, 38, 39, 74
assent prints, 16, 17
assets management, 63
Association of Southeast Asian Nations (ASEAN), 36–7
Attorney-General's Department, 19
Audit Committee, 50–1
audit report
external, 106–7
internal, 51, 63
Auditor-General, 54, 63
audits and reviews, 51
ANAO performance audit, online publishing, 54
management of parliamentarians' passports, 40
organisational review, 58
public displays at Parliament House, 4, 26, 28
Podger Review, 4, 50
AusAID, 39
AusTender, 63
Australia and New Zealand IT Forum, 43
The Australian (newspaper), 73
Australian Capital Territory, 39
parliamentary assistants program, 27, 46
Australian Constitution, 20
Australian National Audit Office (ANAO), 19, 33, 53, 54
Australian National University, 33
Australian Workplace Agreements, 56, 61
average staffing level, 60, 76

B

balance sheet position, 10
see *also* financial statements
bills, 15–18
Daily Bills List, 15
new electronic system of publication, 15–16, 17, 22–3
message copy error, 17
number of queries, 16
number introduced and assented to, 16, 73
processing and drafting, 15–18, 68–9
see *also* amendments to bills
'the Blue', 14
broadcasting, 14, 86
About the House television program, 25–6, 44
streaming video and audio service, 44
business of the House and Main Committee, 77
business plan, 52
business processes, examination of, 35
business programming and coordination, 14–15

C

Cambodia, 37, 92, 93
Canada, 38, 88, 89, 91, 92, 93
carers, inquiry into, 30
Centre for Democratic Institutions, 5, 33, 39, 93
certified agreement, 51
Chamber and Main Committee (Output Group 1.1), 12–23, 68–9, 77, 78
  financial expenditure, 18
  financial resources, 12, 76
  gallery visitors, 24, 27
  members' survey results, 12–13, 68
  performance summary, 13, 68–9
Chamber Research Office, 20, 26
Chief Executive Instructions, 51
Chile, 37, 88, 91
China, 37, 88, 93
classification of staff, 97
Clerk, 7, 8, 13, 26, 43, 50, 51, 101
  certification of compliance with Commonwealth Fraud Control Guidelines, 52
  pending retirement, 5, 66
  review by, 2–6
  'The Year Ahead' address, 51
Clerk Assistant (Committees), 6, 7, 8, 50, 101
Clerk Assistant (Table), 6, 7, 8, 27, 50, 101
Clerks-at-the-Table, 3, 12, 68
client services
  see Members' services
code of conduct, 50, 57
collective agreement, 56, 61
Comcover, 75
CommDocs, 45
committee inquiries and reports, 30–3, 35, 70
  list of, 80–7
Committee Office, 29–35
  committees supported by, 29, 30
Committee services (Output Group 1.3), 29–35, 70, 76
  expenditure, 29
  financial resources, 29
  performance summary, 70
committees
  internal scrutiny, 86–7
  management, 50–1
  meetings, 73, 79
  parliamentary, 20–2, 29–33, 73, 79–87
Commonwealth Disability Strategy, 56
Commonwealth Electoral Act 1918, 64
Commonwealth Fraud Control Guidelines, certificate of compliance, 52
Commonwealth Government Procurement Guidelines, 63
Commonwealth Ombudsman, 54
Commonwealth Parliamentary Association (CPA), Australian Region Education Trust Fund, 38, 74
Commonwealth Parliament Offices, 34
Community awareness (Output Group 1.2), 24–8, 70
  expenditure, 24
  financial resources, 24, 76
  performance, 25, 70
compensation claims, 62
competitive tendering and contracting, 63–4
complaints and grievances, staff, 56
complaints register, 53
conferences, 36, 39
  see also seminars and presentations
consultancy services, 63
Consultative Committee, 51
contact directory, 101
contracts, 22, 51, 63
Cook Islands, 37, 39, 43, 88
corporate governance, 50–3
corporate plan, 52
  priorities under, 2, 52

D

Daily Program, 14
dangerous occurrences, 62
Defence Materiel Organisation, 33
defence procurement, 33
delegations
  see visitors and delegations
Department of Defence, 31
Department of Education, Employment and Workplace Relations, 10, 76
Department of Finance and Deregulation, 10, 34, 42, 43, 46, 76
Department of Foreign Affairs and Trade, 39
Department of Parliamentary Services, 4, 5, 6, 19, 24, 41, 44, 46, 47, 53, 65
Department of the House of Representatives Employee Collective Agreement 2009–10, 56, 61
Department of the Senate, 5, 6, 19, 23, 36, 58
Department of Veterans' Affairs, 31
Deputy Clerk, 6, 7, 8, 13, 50, 51, 54, 58, 101
Deputy Speaker, 27, 29, 46, 101
Disability (Access to Premises—Buildings) Standards, inquiry, 31–2
Disability Discrimination Act 1992, 56
Disallowable Instruments List, 19, 69
discrimination, 56, 62
Document Production System, 23
documents, electronic distribution of, 45
documents presented to House, 18–19, 22, 23, 87
  deemed documents, 18
drafting of legislation, 17–18, 68–9
Dubai, 38

E

eComPress, 20
education and training programs, 24
    interparliamentary, 39
    parliamentary assistants, 27, 45–6
    school visits, 27
    see *also* staff, training and development
efficiency dividend, 3, 54
    inquiry into, 4, 54
election, general, 2, 5, 13, 42
email alert service, 26, 28, 70
emergency requests, maintenance, 42, 72
energy and water use, 65
environmental performance, 65
Environment Protection and Biodiversity Conservation Act 1999, 65
equal employment opportunity groups, 98
ethical standards, 50
Europe, 37, 38, 88
Executive, 50, 52, 58, 98
Executive Level staff, 50, 52, 56, 59, 98
exempt contracts, 63
exhibition at Parliament House, 26–7
expenditure/expenses
    see finance; see *also* salaries and entitlements
external scrutiny, 54–5
    audit report, 106–7

F

filming/photography requests, 43
finance, 10, 12, 23, 24, 29, 36, 41, 47, 64
    accounting policy change, 10
    outlook, 4–5, 10
    parliamentary budget setting, 4
    performance, 10
    reduction in real budget, 4, 35, 47, 66
    resource statements, 75–6
    staff costs, 10, 62
    training and development expenditure, 59, 60
    see *also* Department of Finance and Deregulation
Finance Minister's Orders, 10, 63
Finance Office, 8, 97, 98
Financial Management and Accountability Act 1997, 50, 75
financial statements, 104–7
flexibility of staffing arrangements, 34
Forty-first Parliament
    committees, 84
    delegations program, 36
    Index of Papers Presented to the Parliament, 18–19
    questions in writing, 14
    index of *Votes and Proceedings*, 2008, 18
Forty-second Parliament, 2, 5, 23
    committees, 29–30, 34, 79
    management of records predating, 34
    petition processing, changes to, 43
    questions in writing, 14
    reports tabled prior to, 35
fraud control, 51, 52
freedom of information, 55
Freedom of Information Act 1982, 55
functions and role, 6
furniture, 63
    refurbishment, 42
    requests to supply and move, 42, 72

G

gallery visitors, 24
governance, 50–3
government business, 14, 15
graduate placement program, 58
grants programs, 64
Guest of Parliament lecture, 37
guide to the report, iv
guides, parliamentary, 28

H

Hansard, 32, 39
harassment, 62
health and safety, 62
hma Blaze, 64
hours of meetings, 13, 21, 68, 73
hours of sittings, 13, 68, 73, 77, 78
House
    see Chamber and Main Committee
House Calls, 26
House of Representatives Practice, 20
House Update, 41–2
human resources
    see staff

I

incoming delegations and visitors, 71, 88, 89
Index of Papers Presented to the Parliament, 18–19
Indigenous community
    inquiry into remote community stores, 32, 80
    Parliament opening day ceremony, 21
Indonesia, 33, 37, 84, 88, 89, 91, 93
information and communication technology, 22–3, 43–4, 46, 53
    development of 'electronic chamber', 23
    software and hardware services, 43–4
    see *also* internet and online services; website
information requests, contact, ii

information services, 41–2
see *also* publications; seminars and presentations
in-house printing, 41, 44–5
inquiries
see committee inquiries and reports
internal committees, 86–7
international relations, 33, 36–40, 43–4
financial resources, 36
internet and online services
Australia and New Zealand Parliamentary IT Forum, 5th, 43
daily document ordering system, 18
electronic distribution of documents, 45
Parliamentary Education Office, 28
proposed central digital repository, 19, 54
publications, 13, 15, 25–6, 54
streaming video and audio service, 44
webcast proceedings, 14
see *also* website
Interparliamentary relations (Output Group 1.4), 36–40
financial resources, 36, 76
performance summary, 71
Inter-Parliamentary Study Program, 38
Inter-Parliamentary Union, 39, 74
Investors in People management system,
accreditation, 3, 56
post-recognition assessment, 51, 56, 66

J

Joint Committee of Public Accounts and Audit, 4, 33, 54, 84
Joint Committee on Intelligence and Security, 29, 30, 79, 82
Joint Standing Committee on Foreign Affairs, Defence and Trade, 30, 33, 79, 81
Joint Standing Committee on Migration, 31, 83
judicial decisions, 54

K

key performance indicators, 68, 69, 70, 71, 72
Kiribati, 39
KPMG, 51, 52, 63

L

'leadership' satisfaction index, 57
legislation
drafting of, 17–18, 68–9
see *also* bills; name of Act
Legislative Instruments Act 2003, 18
Liaison and Projects Office, 24, 26
Liaison Committee of Chairs and Deputy Chairs (Liaison Committee), 29, 34

M

Main Committee, 9, 18, 20, 23, 78
business, summary of, 77
meeting hours, 13
meetings, 13, 14, 73, 77, 78
maintenance services, 41, 42–3, 72
management and accountability, 50–66
market research, 64
media, 24, 25
advertising, 64
coverage, 26
liaison, 26
'Meet your MP' kiosk, 26
meetings
Alumni, 59
Consultative Committee, 51
committees, 79
Executive and corporate committees, 52, 58
House, 13, 77–8
Main Committee, 13, 73, 77, 78
parliamentary committees, 20–1, 65, 73, 79
see *also* sittings
members' business, 14, 15, 77, 78
Members' services (Output Group 1.5), 2, 41–7
financial resources, 41, 76
performance summary, 72
members' survey, 2, 12–13, 18, 34–5, 41, 45, 46, 52, 99–100
Chamber and Main Committee Output Group, 12–13, 18, 68, 74, 100
Committee services Output Group, 34–5, 70, 100
Members' services Output Group, 41, 45, 46, 72, 100
messenger services, 45
Microsoft Office 2007, 23, 43
Microsoft Vista, 43
Murdoch University, 26
Museum of Australian Democracy, Old Parliament House, 19

N

National Archives, 34
NATO Parliamentary Assembly, 37
New South Wales, 39, 46
Notice Paper, 14
Notre Dame University Australia (Perth campus), 26

O

occupational health and safety, 62
Occupational Health and Safety Act 1991, 62
Office of Parliamentary Counsel, 15
Ombudsman, 54

online services
see internet and online services; ***see also*** website
opening day, Parliament, 21
organisational structure, 6
chart, 7
outcome and outputs, 7–9
performance reports, 12–47, 68–74
resources, 75–6
outgoing parliamentary delegations, 90–2
outlook, 4–5, 23, 28, 35, 47, 66
overseas visits and delegations, 36–7, 71
overviews
Clerk's review, 2–5
departmental, 6–10

P

Pacific region, 38, 39
see *also* Asia–Pacific region
Papua New Guinea, 91, 93
parliamentary assistants program, 27, 45–6
parliamentary budget setting, 4
parliamentary committees
see committees; see *also* name of committee
Parliamentary Education Office, 24, 27–8
Parliamentary Papers Series, 19, 22, 23, 87
Parliamentary Relations Office (PRO), 36, 39
Parliamentary Service Act 1999, 6, 50, 52, 57, 61, 66, 96
Parliamentary Service Commissioner, 50
ParlInfo Search, 15, 16, 23
ParlInfo system, 23
ParlReplay, 44
passport requests, 71
people management
see staff
People Strategies Office, 46
people strategies planning, 57–9
performance assessment, 60–1
performance, financial, 10
see *also* finance
performance improvements, 5, 18, 23, 28, 34–5, 40, 46–7
performance report, 12–47, 68–74
petitions, 20, 21, 43
photocopying services, 45
planning and evaluation, 51–2
Podger Review, 4, 50
Portfolio Budget Statements, 52
President of the Senate, 54
Presiding Officers, 71, 86
satisfaction with interparliamentary relations arrangements, 71
see *also* Speaker
Presiding Officers' Information Technology Advisory Group (POITAG), 44
Prime Minister, 46
printing, 41, 44–5
priorities, 2, 5, 19, 24, 35, 52, 72, 74
privacy, 55
Privacy Act 1988, 55
private health insurance, 17
private members' bills, 17
private members' business, 14, 15, 77, 78
Privileges Committee, 21, 22, 86
Procedural Digest, 20
Procedural Extracts, 20
Procedural Records System, 23
procedural scripts, 14
procedure, briefings, 42
procurement, 63
Project Assessment Committee (PAC), 46–7
public awareness, 21, 24–8, 70
public displays at Parliament House, 4, 26, 28
public hearings, 21, 22, 30, 31, 32, 33, 34, 84
public visits to the House, 27–8
publications, 20, 22, 94–6
bills, new electronic system, 15
Chamber and Main Committee, 12, 13, 14, 18, 20, 22, 70
community liaison, 25, 70
list of, 94–6
members' satisfaction with, 69
Parliamentary Papers Series, 19, 22, 23, 87
purchaser–provider arrangements, 53
purchasing, 63

Q

questions in writing, 14

R

records management, 18–20, 34
archiving, 19
Records Management Unit, 34
recycling, 65
refurbishment, 42
remuneration
see salaries and entitlements
Remuneration Tribunal, 46
reports
see committee inquiries and reports
research, 12, 18, 20, 70, 100
resources, 3–4, 75–6
see *also* finance; staff
revenue, 10, 54, 75, 76
reviews
see audits and reviews
risk management, 52

role and functions, 6
Royal Australian Air Force F-111 inquiry, 30–1
Russia, 37, 88

S

salaries and entitlements, 18
  members, 41, 46, 72, 75
  staff salary scales, 61
Samoa, 37, 39, 88, 93
satisfaction
  Chamber and Main Committee, 12, 13, 68, 100
  delegation arrangements, 37
  inquiry process, 32
  interparliamentary relations, 39, 71
  publications, 69, 70
  seminar program, 70
  support services, 74
  see *also* members' survey
school students, combining school and work inquiry, 31
school visits, 24, 25, 27, 28, 73
scrutiny committees, 80–5
second reading amendments, 17, 78
secretariat support, 12, 13, 20–1, 29, 34, 39
security, 14, 24, 34
  staff awareness, 60
selection advisory committees, 58
seminars, overseas, 36
seminars and presentations, 4, 26, 70, 73
Senate, 15, 17, 33, 44
Senior Executive Service, 50, 58
senior management, 50, 52
Senior Management Coordination Group (SMCG), 47, 50
Serjeant-at-Arms, 6, 7, 8, 46, 50
Serjeant-at-Arms' Office, 8, 24, 28, 42, 45, 97, 98, 100, 101
  database management, 24
  members' survey results, 41
service charters, 53
services
  see members' services
Singapore, 37, 88, 90, 91
sittings, 13, 73, 77–8
Sky News, 25
social justice and equity, 53
Solomon Islands, 39, 93
South Australia, 44
Speaker, 4, 13, 26, 35, 43, 46, 54
staff, 3, 97–8
  Consultative Committee, 51
  by equal employment opportunity group, 98
  exit interviews, 58
  holders of public office, 46
  induction program, 60
  leadership development program, 3, 23, 58, 59–60
  performance assessment, 60–1
  profile, 97–8
  recruitment, 56, 58
  retention, 58
  rotation, 3
  salary scales, 61
  secretariat, 34
  separations, 98
  statistics, 97–8
  survey, 3, 56–7
  training and development, 23, 34, 59, 60, 62
  turnover, 18, 23
Standing Committee of Privileges and Members' Interests, 21, 22, 79, 86
Standing Committee on Aboriginal and Torres Strait Islander Affairs, 32, 79, 80
Standing Committee on Education and Training, 31, 79, 81
Standing Committee on Family, Community, Housing and Youth, 30, 79, 81
Standing Committee on Health and Ageing, 30, 79, 82
Standing Committee on Industry, Science and Innovation, 30, 79, 82
Standing Committee on Legal and Constitutional Affairs, 31, 79, 83
Standing Committee on Petitions, 20, 21, 43, 54, 79, 86
  public awareness, 21
Standing Committee on Procedure, 21, 35, 54, 79, 87
Standing Committee on Publications, 22, 79, 87
standing orders, 13, 14, 17, 20, 35
stocktakes, 63
strategic planning, 23, 68
students
  administrative traineeships, 59
  parliamentary assistants program, 27, 45–6
  survey, combining school and work, 31
  university, 45
  visitors, 70, 73
Studybank, 60
submissions made, 4, 19, 35, 54
surveys
  About the House magazine, 70
  Australian parliamentary delegations, 71
  incoming parliamentary delegations, 71
  staff, 3, 56–7
  students combining school and work, 31
  see *also* members' survey

T

Table Office, 17, 18, 19, 23
tabled documents
    see documents presented to House
telephone services, 42
television broadcasting, 25
This Week in the House, 14
timeliness
    advice and services, 68
    Chamber and Main Committee Output Group, 68, 69
    information provision, 69
    legislative drafting services, 68
    maintenance requests, 42
    passport and visa requests, 71
Timor-Leste, 91, 93
Tonga, 39
touch-screen kiosk, 26, 28
traineeships, administrative, 59
training and development programs, interparliamentary, 38–9, 74
transmittal, letter of, iii
transport services, 42–3, 72
treaties, 85

U

United Kingdom, 33, 88, 89, 91, 93
United Nations Development Programme (UNDP), 38
university lecture program, 26
University of Tasmania, 26
university students, 45, 58

V

values, 50, 57, 62
visa requests, 71
Visitor Services, 24, 28
visitors and delegations, 36–7, 71, 74, 88, 93
    incoming, 89
    outgoing, 90–2
    public gallery, 24, 27
    school visits, 24, 25, 27–8
Votes and Proceedings, 18
Votes Officer's Minutes, 18, 69

W

website, Parliament of Australia
    address, ii
    members information, 24, 41
    ParlReplay, 44
    petitions, 21–2, 54
    redevelopment, 4, 15, 23, 44
    timeliness of proceedings availability, 18
Work of the Session, 13, 20
workforce planning, 58
workloads
    basement records manager, 18
    legislative, 16–17
    members' services, 41
    organisational review of, 58
    secretariat, 34
workplace agreement, 4, 56, 61
Workplace Authority, 61
workplace diversity, 62, 98
Workplace Relations Act 1996, 50, 57

Y

Yirrkala bark petitions, 10, 19, 63
young people
    see school visits; students