# Index

# A

About the House magazine, 26, 29, 41 page on Parliament of Australia website, 26 satisfaction with. 26. 27 television program, 26, 29, 41 Twitter news feed, 3, 26 access services, 44 accommodation projects, 44 accommodation services, 43-4 satisfaction with, 44 accountability mechanisms, 52 ACT Legislative Assembly and Australian and Pacific Regional Conference, Commonwealth Parliamentary Association, 41 and Pacific Parliamentary Partnerships program, 39 advertising and market research, 62 expenditure, 62 Africa Australia's relationship with the countries of, 33-4 agency resource statement, 71 Ahead of the game: Blueprint for the reform of Australian Government administration, 64 alumni association, 57 annual report, 52 Appropriations and Administration Committee see Standing Committee on Appropriations and Administration Appropriations and Staffing Committee (Senate), 23 Argentina, 38 ASEAN Inter-Parliamentary Assembly attendance at meetings/conferences of, 39 Asia Pacific Parliamentary Forum attendance at meetings/conferences of, 39 assets management, 61 Attorney-General and new edition of pocket Constitution, 29 Audit Committee, 51 and risk management plan, 52 Auditor-General reports by, 54 AusAID and funding for parliamentary strengthening programs, 41 and meeting of Pacific parliaments in New Zealand, 40 and Pacific Parliamentary Partnerships program, 6, 39 and Pacific Public Sector Linkages Program, 11 AusTender system, 61 Australia and New Zealand Association of Clerks-at-the-Table, 24, 25

Australian and Pacific Regional Conference Commonwealth Parliamentary Association, 41 Australian Defence Force parliamentary exchange program for, 28 Australian National Audit Office audit services from, 53 Australian National Audit Office better practice guide-Fraud control in Australian Government entities, 52 Australian National Internship Program, 27-8 Australian National University and Australian National Internship Program, 27 see also Parliamentary Studies Centre at Australian National University Australian Parliament and Commonwealth Parliamentary Whips Workshop, 40 Australian Public Service reform 64 Australia's Public Affairs Channel, A-PAC MPI (Matters of Public Importance), 26, 41

#### В

benefits satisfaction index staff survey, 56 Bermuda, 40 Bhutan, 38 bilateral visits. 38 bills amended, 19 inquiries into, 2, 33 legislative workload, 18-19 processing and drafting of, 18-19 see also private members' bills bills and amendments dealt with by the House of Representatives (including the Main Committee), 74 bills and legislation collection online access to, 18 Bills System Advisory Board, 18 Bills System Advisory Group, 18 bills volumes Forty-second Parliament, 14 'the Blue' see Daily Program booking systems and services review of, 6, 29-30, 45, 47 briefings on procedural and other developments in the House, 43 broadcasting captioning service, 16 budget allocation for external expert advice re committee inquiry process, 5 Budget estimates 2011-12: Department of the House of Representatives Standing Committee on Appropriations and Administration report, 54

budgetary pressures, 4, 5, 11, 64 bullying see discrimination, bullying and harassment business continuity planning, 47 business of the House and Main Committee, 73–4 business plan 2010–11, 52

#### С

Canada, 40 Canberra centenary, 30, 47 Centre for Democratic Institutions and funding for parliamentary strengthening programs, 41 and meeting of Pacific parliaments in New Zealand, 40 Centre for Public Management leadership development program, 58 Chamber and Main Committee, 14-25 budget allocation, 14 expenditure, 14 secretariat and advisory support main functions, 14 services funding for, 11, 14 satisfaction with 14 see also business of the House and Main Committee; program 1, component 1.1: Chamber and Main Committee chamber document production system and associated databases redevelopment of, 6, 25 Chamber Research Office and development of training program, 25 and pictorial collection, 20 role of. 21 and work of Chamber and Main Committee program component, 14 China, People's Republic of committee visit to, 38 Clerk Parliamentary Service Act 1999 and responsibilities of, 50 and the Speaker, 50 and staffing matters, 23 Clerk's Office and work of Chamber and Main Committee program component, 14 Clerk's review, 2-6 Clerks-at-the-Table advice and services from satisfaction with, 14 Climate Change Committee visit to People's Republic of China, 38 code of conduct for federal parliamentarians, 23 collaboration. 5-6 with external organisations, 6 Comcare occupational health services from run on fee-for-service basis, 53

Comcare premium, 60 CommDocs access to electronic document via, 46 extension of, 37 committee activity, 33-4, 35, 75-6 Committee for the Review of Parliamentary Entitlements recommendations of 47 committee inquiry process budget allocation for external expert advice re, 5 Committee Office committees supported by, 31, 32 external review of staffing levels within, 4–5, 31 recommendations, 5, 36-7 performance indicators, 35 role of, 31 satisfaction with services of, 35 Committee on Procedure, 21 committee reports and inquiries, 77-88 inquiries, 2, 23, 33, 33-4 reports online versions, 35, 37 presented to the Speaker out of session, 31 see also internal committees' reports/inquiries; scrutiny committees' reports committee services, 31–7 budget allocation, 31 expenditure, 31 see also program 1, component 1.3: Committee services committees, 31, 32 independent chairs of, 31 Commonwealth Disability Strategy, 55 Commonwealth Electoral Act 1918, 62 Commonwealth Fraud Control Guidelines 2011, 52 Commonwealth Ombudsman, 54 Commonwealth Parliamentary Association attendance at meetings/conferences of, 39 Australian and Pacific Regional Conference, 41 Australian Region, 39 and support for Pacific island parliaments with training and equipment, 39 and Commonwealth Parliamentary Whips Workshop, 40 and Commonwealth Women Parliamentarians conference, 39 and funding for parliamentary strengthening programs, 41 future directions, 41 support for regional events, 39 Commonwealth Parliamentary Whips Network, 40 Commonwealth Parliamentary Whips Workshop, 40 Commonwealth Women Parliamentarians Australian Region Steering Committee, 41 conference. 39 Commonwealth Young Women's Forum (w.comm), 41

communications entitlement, 47

community awareness, 26-30 see also program 1, component 1.2: Community awareness community liaison, 26-7 compensation claims, 60 competitive tendering and contracting, 61 conferences, workshops and seminars attendance at. 38.91-2 Constitution new pocket edition, 29 consultant drafter employment of, 3, 19 consultants. 61 Consultative Committee, 51 contact directory, 99 Cook Islands, 39, 40 core elements satisfaction index staff survey, 56 corporate governance, 50-3 Corporate Plan 2010-13, 52 priorities, 2 courier services, 46 Cyber Policy Coordinator, 34 cyber-crime, 34 cyber-safety and cyber-bullying, 3, 33 cyber-security, 34

# D

Dailv Bills List preparation and issuing of, 18 Daily Program preparation and publication of, 15 dangerous occurrences in workplace, 60 database for tracking processing of petitions enhancement of, 45 delegations parliamentary incoming, 89 outgoing, 91-2 visits. 38 see also parliamentary delegations from other countries Department of Finance and Deregulation and drop-in centre, 43 services provided by re members' salaries and entitlements satisfaction with, 46 and shuttle service, 45 Department of Parliamentary Services, 7 and accommodation projects, 44 building, information technology and communication services from, 53 and environmental management, 63 infrastructure projects, 6 and management of purchasing, 61 and members' services, 42, 43, 47 and new Hansard production system, 25 and Project Assessment Committee, 47

and redevelopment of Parliament of Australia website, 45 relationship with, 25 responsibilities of, 42 and Security Management Board, 47 and Security Projects Program Board, 47 and Senior Management Coordination Group, 47 shared service agreement with re management of Department of Parliamentary Services' payroll, 6, 11,53 and Tabled Papers Register, 20 Department of the House of Representatives financial performance, I I financial statements. 103-41 management and accountability, 49-64 organisational structure, 7, 8 outcome and program structure, 7-10 outlook. 64 overview, 7-11 performance, 13-47 purpose, 7 role and functions, 3, 7 Department of the Senate, 7 collaboration with, 5-6, 43, 47 and Community Relations Office, 38 and graduate placement program, 57 and information and communications technology, 45 and Parliamentary Education Office, 28 and parliamentary education services, 53 and Project Assessment Committee, 47 provision of interparliamentary services to, 53 and redevelopment of Parliament of Australia website, 45 relationship with, 25 and Security Management Board, 47 and Security Projects Program Board, 47 and Senior Management Coordination Group, 47 and Tabled Papers Register, 20 digital high-definition flat-screen televisions, 47 digitisation of committee reports Committee Office, 35 disability reporting changes to. 55 Disallowable Instruments List, 20 discretionary grants, 62 discrimination, bullying and harassment training in prevention of, 60 document production system, 45, 47, 59 documents presented to House, 19-20 drafting of bills see processing and drafting of bills drop-in centre, 43

#### E

ecologically sustainable development and environmental performance, 63 Education Trust Fund and support for Pacific island parliaments with training and equipment, 39 efficiency dividend increase in, I I election, general 2010, 2, 17, 31 administrative tasks, 14 and members' services, 42 election period mobility placements, 58-9 electronic media see Parliament of Australia website; print and electronic media; social media electronic records management, 5, 35, 45 email alert service, 26 emergency requests, 44 enterprise agreement, 59 Environment Management Committee, 63 Environment Protection and Biodiversity Conservation Act 1999, 63 environmental management, 63 ethical standards, 50 Ethiopia, 33, 34 e-Trim, 45, 47, 59 see also electronic records management European parliamentary delegation visit by 38 Executive, 50 Executive Band 2 staff, 50 exhibitions at Parliament House, 27 expenses and resources for Outcome 1,72 external expert advice re committee inquiry process budget allocation for, 5 external scrutiny, 54

#### F

Fair Work Act 2009.50 FCm Travel Solutions, 61 Federal Parliamentary Press Gallery increased engagement with consequent on minority government, 43 Federated States of Micronesia, 40 feedback about service to members, 3 filming or photography requests, 44 Finance Office and members' services, 42 Financial Management and Accountability Act 1997, 50 financial management responsibilities of staff, 53 financial performance, I I financial resources management of, 61-2 financial statements, 103-41 Forty-second Parliament committee activity, 75 compilation of records and documents of, 14 internal committees' reports/inquiries, 86 prorogation of, 42 scrutiny committees' reports, 77-9 time available for private members' business, 17 Forty-third Parliament committee activity, 76 internal committees' reports/inquiries, 87-8

opening of, 2, 5, 14 'welcome to country' ceremony, 2, 43 private members' bills, 19 scrutiny committees' reports, 80-5 time available for private members' business, 17 franking machines non-renewal of leases on, 47 Fraud control in Australian Government entities Australian National Audit Office better practice guide, 52 fraud control plan, 52 fraud policy statement, 52 fraud risk assessment, 52 freedom of information, 54 Freedom of Information Act 1982, 54 furniture see office furniture

# G

Ghana, 33, 34 government business, 16, 17 government response to reports, 34 Governor-General presentation to of Address-in-Reply, 42 graduate placement program, 57 *Guide to Procedures*, 21

# Η

Hackers, fraudsters and botnets: tackling the problem of cyber crime Standing Committee on Communications report, 34 Hamlin Fistula Hospital and Hamlin College of Midwives (Ethiopia), 34 Hansard production system new 25 harassment see discrimination, bullying and harassment hardware services see software and hardware services HBA Consulting external review of Committee Office staffing, 4-5, 31.36 recommendations, 5, 36-7 High-wire act: cyber-safety and the young Joint Select Committee on Cyber-Safety report, 33 House business, 16, 17 House Calls lecture program, 26-7 House committee system changes to consequent on minority government, 31 House investigatory committees changes to consequent on minority government, 31 House of Representatives bills amended, 19 bills passed, 18 meetings, 73 public visits to, 28-9 sitting hours, 17

sittings, 15 advice and services to facilitate, 15-16 House of Representatives Practice, 21 House of Representatives Standing Committee on Procedure and external review of Committee Office staffing, 4-5 House practice reforms consequent on formation of minority government, 2-3 House records, 20 House Standing Committee on Procedure and procedural changes consequent on minority government, 33 reports by, 54 House Update, 42 HTML generator for online versions of committee reports, 37

incoming visits program, 38 independent chairs of committees, 31 Index to Papers Presented to Parliament Forty-second Parliament, 14, 19 Indigenous 'welcome to country' ceremony opening of Forty-third Parliament, 2, 43 individual development plans staff, 59 influenza vaccinations. 60 information and communications technology improvements, 5, 25, 35, 45, 47 information security policy, 47 information services, 42-3 Information Systems and Publishing Office and members' services, 42 and pictorial collection, 20 Infosheets, 21 Interim report: monitoring and review of procedural changes implemented in the 43rd Parliament Standing Committee on Procedure report, 24 internal audit charter, 51 internal audit plan, 5 l internal audits, 51 internal committees' reports/inquiries Forty-second Parliament, 86 Forty-third Parliament, 87-8 International and Community Relations Office, 7, 29, 38,41 budget allocation, 38 and Commonwealth Parliamentary Association, 38-9 and Commonwealth Women Parliamentarians conference, 39 expenditure. 38 and international program, 38 satisfaction with, 38 and meeting of Pacific parliaments, 6

and 'My First Speech' competition (students in years 10 to 12), 27 and Pacific Parliamentary Partnerships program, 38-9 role of, 26 international parliamentary organisations participation in, 39-41 international program, 38, 41 see also interparliamentary relations internet and intranet services, 45, 59 interparliamentary relations, 38-41 see also program 1, component 1.4: Interparliamentary relations Inter-Parliamentary Study Program, 39 Inter-Parliamentary Union attendance at meetings/conferences of, 39 and funding for parliamentary strengthening programs, 41 future directions, 41 and meeting of Pacific parliaments in New Zealand, 40 support for regional events, 39 investigatory committees ongoing inquiries, 33 reports, 33 see also House investigatory committees; joint investigatory committees

#### J

Joint Committee of Public Accounts and Audit, 31 Joint Committee on the Broadcasting of Parliamentary Proceedings and review of media arrangements applying in Parliament House, 43 loint Committee on the National Broadband Network. 31 37 funding for services to, II secretariat for, 31 joint investigatory committees, 31 Joint Select Committee on Cyber-Safety, 31 funding, 11 inquiry and online survey of young Australians re cyber-safety and cyber-bullying, 3, 33 Joint Select Committee on the Parliamentary Budget Office. 31 Joint Standing Committee on Foreign Affairs, Defence and Trade inquiry into Australia's relationship with the countries of Africa. 33-4 judicial and administrative decisions, 54

# K

Kenya, 40 Key, Right Honourable John (Prime Minister of New Zealand) address to Australian Parliament, 5, 28, 43 Kiribati, 40 parliament of, 6, 38–9 knowledge management, 59 Knowledge Management Steering Committee, 59 KPMG internal auditor; 51 and risk assessment workshop, 52

#### L

Last Week in the House, 16 leadership satisfaction index staff survey, 4, 56 legislation governing department's operations, 50 legislative drafting, 3, 19 legislative process support for, 18–19 legislative workload, 18–19 letter of transmittal, iii Liaison and Projects Office, 7, 29, 41 Liaison Committee of Chairs and Deputy Chairs, 31

# Μ

mail services, 46 Main Committee meeting hours, 17 meetings, 15, 74 see also Chamber and Main Committee Maintenance of the Standing and Sessional Orders Standing Committee on Procedure reports, 24 maintenance requests, 44 maintenance services, 44 management and accountability, 49-64 management committees, 5 l management of people, 55-60 Managing our coastal zone in a changing climate: the time to act is now Standing Committee on Climate Change, Water, Environment and the Arts report, 34 market research see advertising and market research Marshall Islands, 40 media arrangements applying in Parliament House review of, 43, 47 members and their staff relationship with, 3 members' base salary, electorate allowances and deductions services for, 42 members' interests register of online, 23, 45 members' salaries and entitlements, 46-7, 47 expenditure on, 46 satisfaction with processing of, 46 members' salary increase, 46 members' salary variations, 46

members' services, 42-7 budget allocation, 42 election year and, 42 expenditure, 42 priorities, 47 satisfaction with, 42, 44, 98 see also program 1, component 1.5: Members' services members' suites refurbishments of, 44 members' survey 2011, 3, 14, 35, 42, 46, 52, 98 messenger services, 46 minority federal government and agreement on reform of parliament, 2-3, 14, 17, 23, 24, 31, 33 impact on staff of new arrangements, 4, 6 supplementary funding to meet new arrangements, 4 Movement for Democratic Change (Zimbabwe), 34 MPI (Matters of Public Importance) television program, 3, 26, 29, 41 Murray–Darling Basin Plan Standing Committee on Regional Australia inquiry into impact of, 3, 33 'My First Speech' competition (students in years 10 to 12), 3, 27

#### Ν

National Disability Strategy, 55 National People's Congress (China), 38 New South Wales Parliament and Commonwealth Women Parliamentarians conference, 39 New Zealand, 38, 40–1 New Zealand committee exchange program, 38 New Zealand Parliament and meeting of Pacific parliaments, 6, 40–1 Niue, 40 *Notice Paper* determinations and recommendations of Selection Committee, 17 Forty-second Parliament, 14 preparation and publication of, 15, 16, 17

## 0

occupational health and safety, 60 Occupational Health and Safety Act 1991, 60 Of drought and flooding rains Standing Committee on Regional Australia report, 33 office furniture replacement of, 47 Office Holders' Allowance cessation of, 46 Office of Online Security, 34 Office of Parliamentary Counsel, 18 official incoming parliamentary delegations, 89 online daily document-ordering system, 20 online survey of young Australians re cyber-safety and cyber-bullying, 3, 33 organisational reviews, 56 organisational structure, 7, 8 Outcome 1, 7, 9 expenses and resources, 72 outgoing delegations program satisfaction with, 38 outgoing parliamentary delegations, 91–2 outreach activities, 3, 26 feedback on, 30 see also community awareness overseas visits, official, 38

#### Ρ

Pacific island parliaments support for, 6, 38-9 Pacific Parliamentary Partnerships program, 41 strengthening the parliaments of Kiribati, Tonga and Tuvalu, 6, 38-9 Pacific parliaments meeting of in New Zealand, 6, 40–1 Pacific Parliaments Network, 6, 40-1 website, 6, 40–1 Pacific Public Sector Linkages Program funding from AusAID, 11 Palau, 40 Parliament Alive program, 19 Parliament House Open Day, 5 display focusing on committee work, 3, 27 Parliament House 25th anniversary, 30, 47 Parliament of Australia website, 18 members' home pages on, 42 MPI (Matters of Public Importance) on, 3 redevelopment of, 6, 19, 25, 30, 36, 41, 45, 47 register of members' interests on, 23, 45 parliamentary assistants program, 27, 46 parliamentary committee documents automation of processing and distribution of, 6, 37 parliamentary committees, 22-4 support for work of, 2-3, 22 parliamentary delegations from other countries visits by 38,89 Parliamentary Education Office (PEO), 28-9 content management system for website, 30, 45 mission of, 28 and 'My First Speech' competition (students in years 10 to 12), 3, 27 and new edition of pocket Constitution, 29 and Parliament Alive program, 19 review of website, 29 and school visits to the House, 28, 29 student participation in role-play program, 29 Parliamentary Education Office Advisory Committee, 28 - 9parliamentary education seminars run on fee-for-service basis, 53

parliamentary exchange program for Australian Defence Force, 28 Parliamentary Integrity Commissioner, 23 parliamentary internship program see Australian National Internship Program Parliamentary Papers Series, 20, 24 electronic repository for, 6, 20, 24, 25 Parliamentary Relations Office, 7, 29, 38, 41 Parliamentary Service Act 1999, 7, 23, 50, 64 Parliamentary Service Commissioner, 7 Parliamentary Service Merit Protection Commissioner, 7 Parliamentary Service Values and Code of Conduct, 50.59 parliamentary staff and other visits, 93 parliamentary strengthening program parliaments of Kiribati, Tonga and Tuvalu, 6, 38-9 Parliamentary Studies Centre at Australian National University, 6, 22, 24 parliamentary visits incoming other; 38, 90 see also parliamentary delegations from other countries ParlInfo Search, 18 people investment in, 55 see also staff people management, 55-60 people strategies framework, 56 people strategy 1: people forecasting, 56 people strategy 2: finding and retaining the right people, 57-8 people strategy 3: enhancing skills and potential, 58-9 people strategy 4: recognising and rewarding performance, 59 people strategy 5: providing a quality working environment, 59-60 People Strategies Office and members' salaries and entitlements, 46 and members' services, 42 people strategies planning, 56-60 performance, 13-47, 66-70 program I component 1.1: Chamber and Main Committee, 14-25,66-7 component 1.2: Community awareness, 26-30, 68 component 1.3: Committee services, 31-7, 68 component 1.4: Interparliamentary relations, 38-41,69 component 1.5: Members' services, 42-7, 70 performance assessment processes, 59 performance information, 66-70 petitions, 21, 23 enhancement of database for tracking processing of, 45 photography or filming requests, 44

pictorial collection, 20-1 planning and evaluation, 51-2 planning day, 4 planning workshop, 51–2 Portfolio Budget Statements, 52 practice and procedure advice on, 15 Presiding Officers and Australian National Internship Program, 27 and electronic repository for Parliamentary Papers Series, 20, 24 and Parliamentary Education Office, 28, 29 print and electronic media and community liaison, 26 printing services, 46 printing volume, 46 privacy, 54 Privacy Act 1988, 54 private members legislative drafting service for, 3, 18, 19, 98 tabling of petitions by, 23 private members' bills, 19 private members' business, 2, 16, 17 procedural support for, 17 procedural advice, 15, 17 procedural and statistical publications quality and availability of and support in obtaining satisfaction with, 14 Procedural Digest, 21-2 Procedural Extracts, 22 Procedural Records System redevelopment of, 6, 25, 45 procedural scripts for all items of business preparation and publication of, 15, 17 procedural training, 24-5 Procedure Committee and reforms consequent on formation of minority government, 2-3 processing and drafting of bills, 18-19 procurement travel services provider, 5 see also purchasing productivity staff, 59 program I component 1.1: Chamber and Main Committee, 7,9,10 deliverable. 66 key performance indicators—performance against, 66-7 performance, 14-25 see also Chamber and Main Committee component 1.2: Community awareness, 7, 9, 10 deliverable, 68 key performance indicators-performance against, 68 performance, 26-30

component 1.3: Committee services, 8, 9, 10 deliverable, 68 key performance indicators-performance against, 68 performance, 31-7 component 1.4: Interparliamentary relations, 8, 9, 10 deliverable, 69 key performance indicators-performance against, 69 performance, 38-41 component 1.5: Members' services, 8, 9, 10 deliverables, 70 key performance indicators—performance against, 70 performance, 42-7 programming and coordination of business, 15-16 programming and procedural advice, 15 Project Assessment Committee, 47, 64 project board and content management system for Parliamentary Education Office website, 30 projects and events Community awareness, 27 Protective Security Coordination Branch, Attorney-General's Department and security-awareness training, 59 Public Service Act 1999 amendments to, 64 public visits to the House, 28-9 to observe proceedings, 28 see also school visits to Parliament House publications, 21-2, 94-5 purchaser-provider arrangements, 53 purchasing, 61 see also procurement

#### Q

questions in writing, 16

#### R

record of proceedings, 19 see also Votes and Proceedings records management and archiving, 59 Committee Office. 35 see also electronic records management Records Management Unit, 35 refurbishments of members' suites, 44 register of members' interests online, 23, 45 Remuneration and Other Legislation Amendment Bill 2011,46-7 **Remuneration Tribunal** and members' salary increase, 46-7 Remuneration and Other Legislation Amendment Bill 2011 and 46-7 research. 21 Resettlement Allowance, 46

risk assessment workshop, 52 risk management plan, 52 risk management policy, 52–3

#### S

salaries expenditure, 60 Samoa, 39, 40 school visits to Parliament House, 28, 29, 30 schools booking system review of, 6, 29, 30 scrutiny committees' reports Forty-second Parliament, 77-9 Forty-third Parliament, 80-5 secretariat work groups Joint Committee on the National Broadband Network, 31 recommendation of external review of Committee Office staffing re, 4-5 Secretary-General of the European Parliament visit by, 38 security entry redevelopments, 44 Security Management Board, 47, 64 security projects, 44 Security Projects Program Board, 47 security screening, 45 security-awareness training, 59 Selection Committee, 17, 22-3 role of, 2, 17, 22, 33 seminars and presentations, 26-7 satisfaction with, 26 Senate amendments to bills, 19 preparation and delivery of messages to, 18 Senate Centralised Information Database (SCID) extension of, 37 senior management, 50 Senior Management Coordination Group, 47, 50 and environmental performance, 63 Serjeant-at-Arms and exemptions from security screening, 45 Serjeant-at-Arms' Office and accommodation services, 43 and arrangements before and after general election, 42 and filming or photography requests, 44 and induction training, 30 and maintenance requests, 44 and members' services, 42 and messenger, mail and courier services, 46 and parliamentary assistants program, 27, 46 and public visits to the House, 28, 30 and review of booking systems and services, 29-30, 45,48 and school visits to the House, 28 and transport services for members. 45 Serjeants and attendants provision of, 15

service charters, 53 service to the House and the Parliament, 7 services to committees 7 see also committee services to community, 3 to members, 2-3, 6, 7 feedback about, 3, 52 satisfaction with, 3, 14 see also members' services shared services: Department of Parliamentary Services payroll, 6, 11, 53, 55 SharePoint 2010 intranet platform, 45 shuttle service. 45 sitting days, 15 sitting hours, 2, 15, 25 Sky News About the House, 26, 41 Social Inclusion Measurement and Reporting Strategy, 55 social inclusion, 53 social media, 26, 29 see also Twitter software and hardware services, 45 South Africa, 33, 34 South Australian House of Assembly work with, 6, 25 South Australian Parliament and Pacific Parliamentary Partnerships program, 39 Speaker advice and support in relation to control and management of the precincts and ceremonial and other events at Parliament House, 43 advice on practice and procedure for, 15 and the Clerk 50 and feedback about service to members, 3 Sri Lanka, 40 staff financial management responsibilities of, 53 and new arrangements consequent on minority government, 4 see also people staff recruitment, 57 staff retention, 57 staff survey, 4, 55-6 staff training and development, 58 staff training program, 4, 6, 25 see also procedural training staffing levels external review of within Committee Office, 4-5, 31 36-7 recommendations, 4-5, 36 staffing statistics, 4, 96-7 location and classification of staff, 96-7 separations, 97 stamp allowance, 47 Standing and Sessional Orders, 21, 24

Standing Committee of Privileges and Members' Interests, 23 inquiry, 23 Standing Committee on Appropriations and Administration, 23 and funding needs of department, 4, 54 reports by, 54 role of, 23 Standing Committee on Climate Change, Water, Environment and the Arts report, 34 Standing Committee on Communications report, 34 Standing Committee on Petitions, 21, 23-4 and public hearings on petitions, 23-4 Standing Committee on Procedure, 24 and parliamentary reforms, 24 Standing Committee on Publications, 24 Standing Committee on Publications (Senate), 24 Standing Committee on Regional Australia inquiry, 3, 33 report, 33 and standing orders, 31 Standing Council on Community, Housing and Disability Services and report to track progress for people with disability at a national level, 55 standing orders amendment to re referral of bill to committee, 33 making of statements in the House by committee chairs and deputy chairs, 33 and Standing Committee on Regional Australia, 31 Statistical Digest, 22 Studybank program, 59 surveys see members' survey 2011; staff survey

## T

Table Office and development of training program, 25 and Disallowable Instruments List, 20 document production system, 45, 47, 59 and redevelopment of chamber document production system and associated databases. 6.25 and work of Chamber and Main Committee program component, 14, 17, 19 Table Office (Senate) and redevelopment of chamber document production system and associated databases, 25 Tabled Papers Register, 20 telephone services, 44 third-party drawdowns from and on behalf of other agencies, 72 This Week in the House, 16 Timor-Leste, 40 Tonga, 40 parliament of, 6, 38-9

training Serjeant-at-Arms' Office and, 30 transport services, 45 travel management services, 61 Tuvalu, 38, 40 parliament of, 6, 38–9 Twitter About the House, 3, 26

#### U

United Kingdom, 40 United Nations Development Programme and funding for parliamentary strengthening programs, 41 and meeting of Pacific parliaments in New Zealand, 40 and Pacific Parliamentary Partnerships program, 39 Usher of the Black Rod and exemptions from security screening, 45

#### V

Vanuatu, 39, 40 Victorian Parliament and Pacific Parliamentary Partnerships program, 39 Visitor Services and school visits to the House, 28 *Votes and Proceedings* and documents presented to House, 19 Forty-second Parliament, 14, 19 preparation and publication of, 17, 19 *Votes Index* Forty-second Parliament, 14, 19 *Votes Officer's Minutes*, 19

#### W

'welcome to country' ceremony opening of Forty-third Parliament, 2, 43
Western Cape Business Group (South Africa), 34
Whole of Australian Government AirTravel and Travel Management Services, 61
Whole of Australian Government Microsoft Volume Sourcing Arrangement, 61
whole-of-parliament governance arrangements, 43
women's groups (Zimbabwe), 34
Work of the Session, 22
workforce planning, 56
workstation assessments, 60

#### Ζ

Zimbabwe, 33, 34