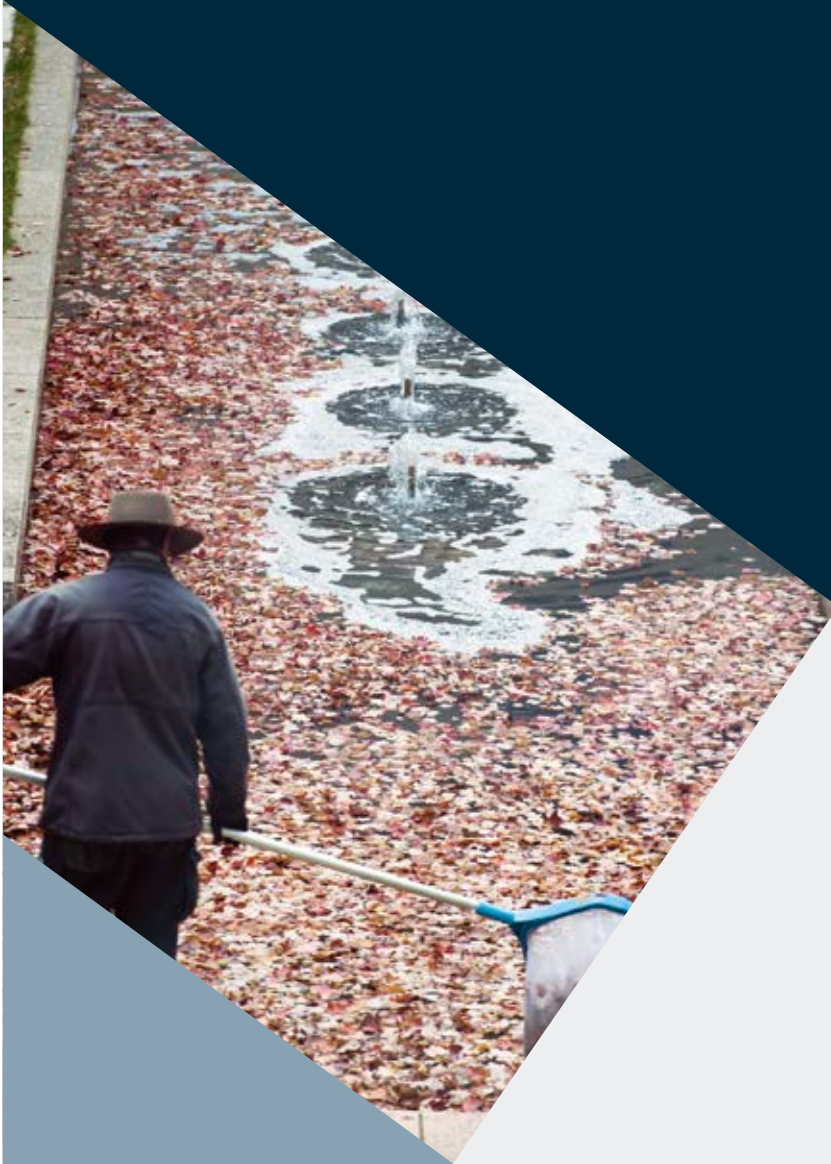


PART 9



REFERENCE
MATERIAL

ACRONYMS AND ABBREVIATIONS

ABS – Australian Bureau of Statistics

ACT – Australian Capital Territory

AFP – Australian Federal Police

AGD – Attorney-General's Department

AGLIN – Australian Government Libraries Information Network

AM – Member of the Order of Australia

ANAO – Australian National Audit Office

AO – Officer of the Order of Australia

APH – Australian Parliament House

APLAP – Association of Parliamentary Librarians of Asia and the Pacific

APS – Australian Public Service

APSC – Australian Public Service Commission

BCAR – Building Condition Assessment Report

BCR – Building Condition Rating

CCTV – Closed Circuit Television

CEO – Chief Executive Officer

CIO – Chief Information Officer

COO – Chief Operating Officer

CPRs – Commonwealth Procurement Rules

DPS – Department of Parliamentary Services

EEOGO – Energy Efficiency in Government Operations

EMMS – Electronic Media Monitoring Service

EPBC Act – *Environment Protection and Biodiversity Conservation Act 1999*

ESCR – Engineering Systems Condition Rating

ESD – Ecologically Sustainable Development

ESS – Employee Self Service

FOI Act – *Freedom of Information Act 1982*

FTE – Full Time Equivalent

GST – Goods and Services Tax

HCOs – Harassment Contact Officers

HR – Human Resources

HRC – Health and Recreation Centre

HSRs – Health and Safety Representatives

ICT – Information and Communication Technology

IFLA – International Federation of Library Associations and Institutions

IHG – InterContinental Hotels Group

JSCPL – Joint Standing Committee on the Parliamentary Library

KPIs – Key Performance Indicators

MP – Member of Parliament

NGA – National Gallery of Australia

NLA – National Library of Australia

NPI – National Pollutant Inventory

P2P – Procure to Pay

ParlAV – Parliamentary Audio Visual Services

PBO – Parliamentary Budget Office

PCN – Parliamentary Computing Network

PEL – Parliamentary Executive Levels

PGPA Act – *Public Governance, Performance and Accountability Act 2013*

PICTAB – Parliamentary ICT Advisory Board

PID Act – *Public Interest Disclosure Act 2013*

PM&C – Department of Prime Minister and Cabinet

PSL – Parliamentary Service Levels

PSM – Public Service Medal

PSS – Parliamentary Security Service

RAP – Reconciliation Action Plan

RMS – Rehabilitation Management System

SES – Senior Executive Service

SMB – Security Management Board

SMEs – Small and Medium Enterprises

TV – Television

VSO – Visitor Services Officer

WCAG2.0 – Web Content Accessibility Guidelines 2.0

WHS – Work Health and Safety

WHS Act – *Work Health and Safety Act 2011*

WHSMS – Work Health & Safety Management System

GLOSSARY

Term	Description
Accountable Authority	The accountable authority of DPS (a non-corporate Commonwealth entity under the PGPA Act) is the Secretary of the department who has responsibility for, and control over, the entity's operations.
Activities	The actions/functions performed by agencies to deliver government policies.
Administered items	Expenses, revenues, assets or liabilities managed by agencies on behalf of the Commonwealth. Agencies do not control administered items. Administered expenses include grants, subsidies and benefits. In many cases, administered expenses fund the delivery of third party outputs.
Appropriation	An amount of public money Parliament authorises for spending with funds to be withdrawn from the Consolidated Revenue Fund (CRF). Parliament makes laws for appropriating money under the Annual Appropriation Acts and under Special Appropriations, with spending restricted to the purposes specified in the Appropriation Acts.
Agency	A Department of State, Department of Parliament and prescribed agency under the <i>Public Governance, Performance and Accountability Act 2013</i> (PGPA).
Annual Performance Statements	A document prepared by entities to report to what extent they have fulfilled their purpose(s) as articulated at the beginning of a reporting year in their Corporate Plan and PBS
Art Advisory Committee	This body assists the Presiding Officers in selecting artworks for the Parliament House Art Collection.
AUSPIC	Provides photographic services under the Parliamentarians' entitlement and to other government entities on a fee-for-service basis.
Bills Digest	A guide written to assist members of Parliament when they consider a Bill.
Budget	The Australian Government Budget sets out the fiscal and economic outlook for Australia, and includes expenditure and revenue estimates for the current financial year, the budget year and the three forward financial years.
Building fabric	The basic elements making up a building; the structure without finishings or decoration.
Commonwealth Procurement Rules (CPRs)	Establish the core procurement policy framework and articulate the Government's expectations for all agencies subject to the <i>Public Governance, Performance and Accountability Act 2013</i> (PGPA) and their officials, when performing duties in relation to procurement. These are issued by the Department of Finance.
Corporate Governance	The process by which agencies are directed and controlled. It is generally understood to encompass authority, accountability, stewardship, leadership, direction and control. These are issued by the Department of Finance.
Corporate Plan	A planning document for entities to set out their purpose(s), what they will do to achieve the purpose(s) and how they will know they have achieved the purpose(s).
Departmental Item	Resources (assets, liabilities, revenues and expenses) that agency chief executive officers control directly. This includes outsourced activities funded and controlled by the agency. Examples of departmental items include agency running costs, accrued employee entitlements and net appropriations. A departmental item is a component of a departmental program.
Enterprise Agreement	An agreement between DPS and its employees about terms and conditions of employment.
Federation Chamber	The second Chamber of the House of Representatives.

Term	Description
Financial Results	The results shown in the financial statements of an agency.
Hansard	Hard copy and electronic reports of proceedings in the Senate, the House of Representatives and the Main Committee of the House of Representatives and transcripts of parliamentary committees and some ministerial or parliament-related conferences.
Key Performance Indicators (KPIs)	KPIs are used to assess and monitor the department's performance and to provide a record of our progress towards supporting the Government to meet its policy objectives, how public money was spent and whether planned achievements were on track.
Operations	Functions, services and processes performed in pursuing the objectives or discharging the functions of an agency.
Parliament House Art Collection	Comprises a number of stand-alone collections (the Rotational Collection, the Architectural Commissions, the Architectural Design of the Building, the Historic Memorials Collection, the Gift Collection, the Constitutional Documents and the Archive).
Parliamentary precincts	The parliamentary precincts are defined in the <i>Parliamentary Precincts Act 1988</i> . In general terms they consist of the area within the inner kerb of Capital Circle, and all buildings, structures and works, and parts of buildings, structures and works, on, above or under that land.
Parliamentary ICT Advisory Board (PICTAB)	A body established to oversee progress of the Parliamentary ICT Strategic Plan and to provide guidance to DPS on strategic objectives and outcomes.
ParlInfo	An online tool which enables the searching and downloading of parliamentary information including Hansard transcripts, Bills, Senate journals, votes and proceedings, notice papers, committee reports, the Parliamentary Handbook, newspaper clippings, media and publications.
ParlView	An online broadcast service which enables the viewing, searching and downloading of parliamentary broadcasts, special parliamentary events and press conferences as well as some historical records.
ParlTV	Parliament House internal television and digital radio service.
Performance Information	Evidence about performance that is collected and used systematically, which may relate to appropriateness, effectiveness and efficiency and the extent to which an outcome can be attributed to an intervention. While performance information may be quantitative (numerical) or qualitative (descriptive), it should be verifiable.
PSL Employee	A Parliamentary Service Level employee is a person engaged under section 22, or a person who is engaged as a PSL employee under section 72, of the <i>Parliamentary Service Act 1999</i> .
Portfolio Budget Statements (PBS)	Budget-related paper detailing budget initiatives and explanations of appropriations specified by outcome and program by each agency within a portfolio.
Presiding Officers	Two members of Parliament elected to preside over, or be in charge of, the business, proceedings and administration of a House of Parliament. In the Senate the Presiding Officer is the President, and in the House of Representatives, the Speaker.
<i>Public Governance, Performance and Accountability Act 2013</i> (PGPA)	The <i>Public Governance, Performance and Accountability Act 2013</i> sets out main principles and requirements of the Commonwealth Resource Management Framework. Rules and other legislative instruments establish the requirements and procedures necessary to give effect to the governance, performance and accountability matters covered by the Act.
Purpose	Includes the objectives, functions or role of the entity

Term	Description
Security Management Board	This body is established by the <i>Parliamentary Service Act 1999</i> , and provides advice as required to the Presiding Officers on security policy, and the management of security measures, for Parliament House. The board has three members who may, with the Presiding Officers' permission, invite others to attend their meetings.
Status A furniture	The Commissioned furniture collection consists of approximately 400 'one-off' furniture items produced by professional craftspeople engaged in fabricating site-specific works in close collaboration with the architects. Commissioned furniture items are located in the Senate and House of Representative Chambers, Prime Minister's Suite, President's Suite, Speaker's Suite, Cabinet Suite, Leader of the Opposition's Suite and in general circulation areas throughout the building.
Status B furniture	The Global furniture collection which comprises more than 25,000 pieces was commercially manufactured using high quality joinery techniques, integrating timeless design and function capable of gracefully withstanding decades of use. Design elements of the Global furniture collection include extensive use of natural materials such as stone, Australian timbers, specially designed fabrics, leather and bronze furniture. The Global collection is located in the general circulation areas of the building including lunch rooms, committee rooms, Senator and Members' offices and outdoor courtyards.

FIGURES

Figure 1:	Departmental Operating Expenses by Functional Area	13
Figure 2:	Parliamentary Library Organisation Chart (as at 30 June 2016)	95
Figure 3:	Parliamentary Library budget 2005–06 to 2016–17	97
Figure 4:	A ‘Wordle’ representing issues raised by Library clients during 2015–16	101
Figure 5:	Client Requests – relative indicators	102
Figure 6:	Age profile of ongoing staff	126
Figure 7:	Classification profile of Library staff	127
Figure 8:	Distribution of client service hours by service type	133
Figure 9:	Newspaper clips added to ParInfo by source	137
Figure 10:	Use of the print collection	138
Figure 11:	DPS Governance Structure	145
Figure 12:	DPS Planning Framework	151
Figure 13:	DPS Risk Management Framework	152
Figure 14:	DPS Workforce Composition - 30 June 2016	157
Figure 15:	DPS Employee Type Numbers - 30 June 2016	157
Figure 16:	Annual water consumption 2006–16	222
Figure 17:	Annual electricity and gas consumption from 2006–07 to 2015–16	224
Figure 18:	Annual waste disposed to landfill and paper recycled	226
Figure 19:	Annual quantity of landscape waste (tonnes)	226
Figure 20:	Annual co-mingled and organic waste recycled (tonnes)	227
Figure 21:	Annual greenhouse gas emissions from electricity and gas, and carbon savings from purchase of accredited green power and roof-top solar panels	229.

TABLES

Table 1:	Summary of Financial Performance	12
Table 2:	ICT critical system availability during scheduled service hours	52
Table 3:	Client satisfaction and performance with DPS 2020 Support Desk and ICT support staff during 2015–16	53
Table 4:	Calls to 2020 Support Desk	53
Table 5:	Building maintenance work in 2015–16	60
Table 6:	Total number of meals/beverages served at Parliament House in 2015-16	71
Table 7:	Artwork activity 2015–2016 (all figures are ex-GST)	76
Table 8:	Hours recorded and transcribed	80
Table 9:	Hansard–Accuracy	80
Table 10:	Hansard–Timeliness – Chambers	80
Table 11:	Hansard–Timeliness – Committees	81
Table 12:	Access to ParView on the Australian Parliament House website	81
Table 13:	Client requests completed in 2015–16	101
Table 14:	Page views by publication type 2015–16	103
Table 15:	Separation by organisation	129
Table 16:	Research services—deliverables	130
Table 17:	Research services—price indicators	131
Table 18:	Research services—key performance indicators	
Table 19:	Information access services—deliverables	136
Table 20:	Information access services—price indicators	136
Table 21:	Subprogram 2—Information access services—key performance indicators	
Table 22:	Audit Committee attendance	149
Table 23:	Employment Performance 2014-15 and 2015-16	156
Table 24:	Entry Level Programs 2015–16	158
Table 25:	Overview of the DPS commencement for staff from 2014 to 2016	
Table 26:	Overview of the DPS turnover rates for ongoing staff from 2014 to 2016	159
Table 27:	Number of employees covered by industrial instruments	160
Table 28:	Ongoing and non-ongoing employees as at 30 June 2016	218

Table 29:	Ongoing and non-ongoing employees as at 30 June 2015	219
Table 30:	Actual salary ranges (excluding casual rates) at 30 June 2016	220
Table 31:	Energy consumed at Parliament House and by DPS vehicles	224
Table 32:	Parliament House emissions (direct and indirect, including passenger and operational vehicle fleets)	228
Table 33:	Advertising costs	231
Table 34:	Legal services expenditure	232

LIST OF REQUIREMENTS

Below is the table set out in Schedule 2 of the PGPA Rule. Section 17AJ(d) requires this table to be included in entities' annual reports as an aid to access.

PGPA Rule Reference	Page of Report	Description	Requirement
17AD(g) Letter of transmittal			
17AI	(iii)	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory
17AD(h) Aids to access			
17AJ(a)	(vi)	Table of contents.	Mandatory
17AJ(b)	250	Alphabetical index.	Mandatory
17AJ(c)	239	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	245	List of requirements.	Mandatory
17AJ(e)	(ii)	Details of contact officer.	Mandatory
17AJ(f)	(ii)	Entity's website address.	Mandatory
17AJ(g)	(ii)	Electronic address of report.	Mandatory
17AD(a) Review by accountable authority			
17AD(a)	2	A review by the accountable authority of the entity.	Mandatory
17AD(b) Overview of the entity			
17AE(1)(a)(i)	8	A description of the role and functions of the entity.	Mandatory
17AE(1)(a)(ii)	14	A description of the organisational structure of the entity.	Mandatory
17AE(1)(a)(iii)	9	A description of the outcomes and programmes administered by the entity.	Mandatory
17AE(1)(a)(iv)	8	A description of the purposes of the entity as included in corporate plan.	Mandatory
17AE(1)(b)	N/A	An outline of the structure of the portfolio of the entity.	Portfolio departments mandatory

PGPA Rule Reference	Page of Report	Description	Requirement
17AE(2)	N/A	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	If applicable, Mandatory
17AD(c)	Report on the Performance of the entity		
	Annual performance Statements		
17AD(c)(i); 16F	17	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.	Mandatory
17AD(c)(ii)	Report on Financial Performance		
17AF(1)(a)	12	A discussion and analysis of the entity's financial performance.	Mandatory
17AF(1)(b)	12	A table summarising the total resources and total payments of the entity.	Mandatory
17AF(2)	N/A	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results.	If applicable, Mandatory.
17AD(d)	Management and Accountability		
	Corporate Governance		
17AG(2)(a)	153	Information on compliance with section 10 (fraud systems)	Mandatory
17AG(2)(b)(i)	(iii)	A certification by accountable authority that fraud risk assessments and fraud control plans have been prepared.	Mandatory
17AG(2)(b)(ii)	(iii)	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the entity are in place.	Mandatory
17AG(2)(b)(iii)	(iii)	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud relating to the entity.	Mandatory
17AG(2)(c)	144	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory
17AG(2)(d) – (e)	154	A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to noncompliance with Finance law and action taken to remedy noncompliance.	If applicable, Mandatory
External Scrutiny			

PGPA Rule Reference	Page of Report	Description	Requirement
17AG(3)	154	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory
17AG(3)(a)	155	Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity.	If applicable, Mandatory
17AG(3)(b)	154	Information on any reports on operations of the entity by the Auditor-General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	If applicable, Mandatory
17AG(3)(c)	N/A	Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory
Management of Human Resources			
17AG(4)(a)	156	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory
17AG(4)(b)		Statistics on the entity's APS employees on an ongoing and nonongoing basis; including the following:	Mandatory
	160	▸ Statistics on staffing classification level;	
	157, 218-9	▸ Statistics on fulltime employees;	
	157, 218-9	▸ Statistics on parttime employees;	
	156	▸ Statistics on gender;	
	156	▸ Statistics on staff location;	
	156	▸ Statistics on employees who identify as Indigenous.	
17AG(4)(c)	160	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the <i>Public Service Act 1999</i> .	Mandatory
17AG(4)(c)(i)	160	Information on the number of SES and nonSES employees covered by agreements etc identified in paragraph 17AG(4)(c).	Mandatory
17AG(4)(c)(ii)	220	The salary ranges available for APS employees by classification level.	Mandatory
17AG(4)(c)(iii)	161	A description of non-salary benefits provided to employees.	Mandatory
17AG(4)(d)(i)	N/A	Information on the number of employees at each classification level who received performance pay.	If applicable, Mandatory
17AG(4)(d)(ii)	N/A	Information on aggregate amounts of performance pay at each classification level.	If applicable, Mandatory
17AG(4)(d)(iii)	N/A	Information on the average amount of performance payment, and range of such payments, at each classification level.	If applicable, Mandatory

PGPA Rule Reference	Page of Report	Description	Requirement
17AG(4)(d)(iv)	N/A	Information on aggregate amount of performance payments.	If applicable, Mandatory
Assets Management			
17AG(5)	164	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities.	If applicable, mandatory
Purchasing			
17AG(6)	164	An assessment of entity performance against the <i>Commonwealth Procurement Rules</i> .	Mandatory
Consultants			
17AG(7)(a)	165	A summary statement detailing the number of new contracts engaging consultants entered into during the period; the total actual expenditure on all new consultancy contracts entered into during the period (inclusive of GST); the number of ongoing consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST).	Mandatory
17AG(7)(b)	165	A statement that <i>"During [reporting period], [specified number] new consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing consultancy contracts were active during the period, involving total actual expenditure of \$[specified million]"</i> .	Mandatory
17AG(7)(c)	165	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged.	Mandatory
17AG(7)(d)	165	A statement that <i>"Annual reports contain information about actual expenditure on contracts for consultancies. Information on the value of contracts and consultancies is available on the AusTender website."</i>	Mandatory
Australian National Audit Office Access Clauses			
17AG(8)	166	If an entity entered into a contract with a value of more than \$100 000 (inclusive of GST) and the contract did not provide the Auditor-General with access to the contractor's premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, Mandatory
Exempt contracts			
17AG(9)	166	If an entity entered into a contract or there is a standing offer with a value greater than \$10 000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, Mandatory
Small business			

PGPA Rule Reference	Page of Report	Description	Requirement
17AG(10)(a)	166	A statement that “[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance’s website.”	Mandatory
17AG(10)(b)	166	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory
17AG(10)(c)	166	If the entity is considered by the Department administered by the Finance Minister as material in nature—a statement that “[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury’s website.”	If applicable, Mandatory
Financial Statements			
17AD(e)	167	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory
17AD(f) Other Mandatory Information			
17AH(1)(a)(i)	N/A	If the entity conducted advertising campaigns, a statement that “During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity’s website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance’s website.”	If applicable, Mandatory
17AH(1)(a)(ii)	231	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, Mandatory
17AH(1)(b)	N/A	A statement that “Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity’s website].”	If applicable, Mandatory
17AH(1)(c)	233	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory
17AH(1)(d)	155	Website reference to where the entity’s Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	Mandatory
17AH(1)(e)	234	Correction of material errors in previous annual report	If applicable, mandatory
17AH(2)	87-142	Information required by other legislation	Mandatory

INDEX

A

Abbott, Hon Tony (MP), 76

Aboriginal and Torres Strait Islanders, 75, 84–5, 158

accommodation strategy, 46–47

Accountable Authority Instructions (AAIs), 65, 164

Administered Schedule(s)

- Administered Reconciliation Schedule, 177
- of Assets and Liabilities, 176
- of Cash Flows, 178
- of Comprehensive Income, 175

Admiralty House (Sydney), 76

advertising costs, 231

Albanese, Anthony (MP), 120

ANZAC Centenary, 69, 74, 75, 123, 147

APS Employee Census, 162

Architectural Commissions, 72

Archival Collection, 72

Art Advisory Committee, 147

art collection and acquisition *see* Parliament House Art Collection

Asset Development and Maintenance Branch, 57, 58–60

asset management, 164

assisted listening devices, 50

Association of Parliamentary Librarians of Asia and the Pacific (APLAP), 94, 117–8

Association of Parliamentary Libraries of Australasia, 118

audio-visual services *see* Parliamentary Audio Visual Services

Audit Committee, 149–50

auditor's report, 168–9

audits, 47, 150, 154, 163

Aurora Institute for Emerging Leaders, 124

AUSPIC collections, 46

AusTender, 165–6

Australian Federal Police (AFP), 61, 83

Australian Government Libraries Information Network (AGLIN), 108, 118

Australian Institute of Aboriginal and Torres Strait Islander Studies, 74, 85

Australian Law Reform Commission (ALRC), 115

Australian National Audit Office (ANAO), 115, 149, 150, 154, 164–5

Australian National University, 83, 120, 122, 134

Australian Network on Disability, 158

Australian Parliamentary Fellowship, 119

Australian Parliamentary Fellowship Program, 119–20

Australian Public Service (APS), 122, 160, 162

Australian Valuation Solutions, 137

Australian War Memorial, 75

B

Back, Sen Chris, 93

Barnes, Rob, 149

Bell Shakespeare, 74

Berg, Pamille (AO), 3

Bicentenary Oral History project, 114

Bishop, Hon Bronwyn, 76

Bowen, Phil, 4, 5

Box, Darren, 149

Boyd, Daniel, 75

Broadbent, Russell (MP), 44, 92–3, 146

broadcasting services *see* Parliamentary Audio Visual Services

Brodthmann, Gai (MP), 93, 118

Brown, Sen Carol, 146

Building and Asset Management Division, 57

- building maintenance, 4, 38, 46, 57, 59–60
- building upgrades and projects, 3, 46–7, 57–9, 162
- divisional highlights, 57
- feedback on, 26, 28–9, 42
- landscape maintenance, 39, 60, 63
- security operations, 61–2

- security-related capital works, 3, 13, 47, 57, 58
 - senior executives, 14–16
 - Building Condition Assessment Report (BCAR), 38, 58
 - Building Condition Rating (BCR), 18, 37–8, 43
 - building management services *See* Building and Asset Management Division
 - building occupants
 - satisfaction of, 18, 25–30, 42, 45, 64
 - support services for, 11
 - Burke, Anna, 76
 - Burke, Hon Tony (MP), 44
 - Bushby, Sen David, 146
 - Business Continuity Institute of Australia (BCI), 66
 - Business Continuity Management Policy and Framework, 66, 115, 153
 - business plans, 66, 98, 108, 110, 124
- C**
- Canberra and Region Heritage Festival, 69
 - Canberra Choral Society, 69
 - Canberra Glassworks, 70
 - Capital Works Plan (CWP), 46–7, 51, 57–9
 - captioning project, 56, 82, 147
 - Carroll, Pepai Jangala, 75
 - catering *see* food and beverage services
 - Centenary of WWI, 69, 74, 75, 123, 147
 - Central Reference Document (CRD), 3
 - chamber transcripts, 35, 79, 80
 - Charter of Principles for Publicly Funded Collecting Institutions, 84
 - Chief Information Officer, 14, 15
 - Chief Operating Officer, 14, 16
 - Chief Operating Officer Division, 64–78, 123
 - chillers, replacement of, 59
 - cleaning services, 26, 28–9, 42
 - Collins, Hon Jacinta, 146
 - Comcare, 163
 - Comcover, 66, 153
 - commencements, staff, 159
 - committee transcripts, 35, 43, 79, 80
 - Commonwealth Aboriginal and Torres Strait Islander Employment Strategy, 85
 - Commonwealth Electoral Act 1918*, 231
 - Commonwealth Parliament Offices (CPOs), 2, 50–2, 147
 - Commonwealth Procurement Rules (CPRs), 164, 166
 - community events *see* events
 - Conservation Management Plan (CMP), 3
 - Constitutional Documents, 72
 - consultants, 165
 - Consultative Forum, 149
 - Contractors' WHS Subcommittee, 163
 - Cooper, Paul, 14, 16
 - Cope, Megan, 75
 - Copyright Act 1968*, 113, 115
 - Copyright and the Digital Economy* (ALRC inquiry), 115
 - Copyright Council, 115
 - Copyright Guide for Australian Parliamentary Libraries*, 115
 - corporate plan, 5, 8, 41, 46, 66, 150
 - Corporate Systems Program, 65
 - Cotton, Shane, 75
 - Croke, Myra, 14, 16
 - Cruickshank, Alan, 75
 - CSIRO, 112
 - cyber security, 50, 51
- D**
- Danby, Hon Michael (MP), 93
 - Dastyari, Sen Sam, 111
 - Davidson, Trent, 63
 - Department of Finance, 13, 158
 - Department of the Prime Minister and Cabinet, 74, 112
 - departmental overview, 8–16
 - design integrity (APH), 3, 10, 18, 36–7, 43, 46, 94
 - Design Integrity Rating (DIR), 18, 36–7, 43
 - Design Principles (DP), 3
 - digital access (Library), 89, 94, 108–14
 - Digital Asset Management System, 46

disability, 158, 233
 diversity, staff, 158
DPS Enterprise Agreement 2011, 96, 160

E

Elder, David, 4, 5
 Electoral Pendulum (2013 election), 89, 110
 electorate offices (EOs), 2, 50, 51–52, 105, 147
 electricity consumption, 224
 Emergency Warning and Intercommunication
 System upgrade, 47, 59
 emissions, 229–30
 Employee Assistance Scheme, 161
 employees *see* staff
 energy consumption, 223–5
 engagement, employee, 162
 Engineering Systems Condition Rating (ESCR), 18,
 40, 43
 Enlighten Festival, 68
 Enterprise Agreement Project Team, 64
 Enterprise Risk Treatment Plan, 65, 152
 enterprise risks, 152
*Environment Protection and Biodiversity Conservation
 Act 1999* (EPBC Act), 221
 environmental management and sustainability,
 221–30
 ethical standards, 154
 events
 feedback on, 18, 24, 42, 83
 participant numbers, 18, 20, 22, 41, 68
 security for, 62
 types, 20, 68–9, 83
 Executive Committee, 65, 66, 148, 150, 152, 153
 exempt contracts, 166
 Expense Management System (EMS), 65
 external scrutiny, 154–5

F

Fair Work Commission, 155
 Fair Work Ombudsman, 155

Feedback Policy, 2, 45
 Feneley, Louise, 75
 Fielding, Robert, 75
 Finance and Procurement Branch, 64–5
 Financial Delegations Manual, 65
 financial(s)
 non-compliance, 154
 performance summary, 12–13
 statements, 167–215
 fire safety systems upgrade, 47, 58
 Fisher, Hon Andrew, 148
 Floriade Festival, 68
 food and beverage services, 26, 27, 42, 45, 71
 Fraud Awareness module, 161
 Fraud Control Plan 2015–17, 153
 Fraud Control Policy, 2, 64, 65, 153
 Fraud Risk Assessment, 64, 65, 153
 Fraud Risk Treatment Plan, 153
Freedom of Information Act 1982 (FOI Act), 155
 future outlook, 5

G

Gallacher, Sen Alex, 121
 gardens (APH), 60, 63
 gas consumption, 224
 Genetic Plant Series #01 (sculpture), 75
 Gillard, Hon Julia, 76
 Giurgola, Romaldo (Aldo), 3
 glossary, 239–41
 Gooreng Gooreng nation, 84
 Governance Framework (DPS), 2, 65–6, 143–54
 Governance papers, 106
 graduate programs, 122, 158
 greenhouse gas emissions, 228–29
 Griffin, Alan (MP), 96
 Griggs, Natasha (MP), 44
 Grimwade Centre for Materials Conservation, 76
 Guida, Hal, 3

- ## H
- Hall, Gina, 77
 - Hall, Jill (MP), 93, 146
 - Han Sai Por, 75
 - Hannaford, Robert, 75
 - Hansard, 10, 80–81
 - accuracy, 29, 80
 - timeliness, 80–1
 - feedback on, 26, 29
 - KPIs, 18, 35, 43
 - harassment contact officers (HCOs), 163
 - Harris, Michael, 149
 - Hart, Pro, 75
 - Hayes, Chris (MP), 146
 - Head of Internal Audit (HIA), 150
 - Health and Recreation Centre (HRC), 72, 161
 - health and safety representatives (HSRs), 163
 - hearing impaired, improved access for, 2, 50, 56, 82, 147
 - Height Safety Program, 47, 59, 162
 - Heriot, Dr Dianne, 3, 5, 14, 15, 44, 94, 117
 - Historic Memorials Collection, 72, 75–6, 148
 - Historic Memorials Committee (HMC), 148
 - House of Representatives, 146, 155
 - human resources management, 156
- ## I
- ICT Strategic Plan, 147
 - IHG (InterContinental Hotels Group), 68
 - Indigenous Art Code, 84
 - Indigenous Government Development Program (IAGDP), 158
 - Indigenous populations *see* Aboriginal and Torres Strait Islanders
 - individual work plan (IWP), 161
 - information access policy, 155
 - information and communication technology (ICT), 9, 45, 50
 - 2020 Support Desk, 33, 34, 53
 - advisory board (PICTAB), 51, 147
 - divisional highlights, 50
 - feedback on, 26, 29, 54
 - governance, 51
 - Graduate Program, 158
 - infrastructure stability, 52
 - projects, 2, 13, 50–2, 147
 - security, 50–1, 147
 - service standards, 18, 32–4, 42, 43
 - Information Management Framework, Strategy and Policy (DPS), 2, 65
 - Integrated Pest Management (IPM) program, 63
 - InterContinental Hotels Group (IHG), 68
 - internal audits, 47, 150
 - International Federation of Library Associations and Institutions (IFLA), 117–18
 - internet security, 50, 51
 - internship programs, 121–2
 - Irons, Steve (MP), 93
- ## J
- Joint Accreditation System of Australia and New Zealand (JAS-NAZ), 163
 - Joint House Committee (JHC), 146
 - Joint Management Committee, 51
 - Joint Standing Committee on the Parliamentary Library (JSCPL), 3, 90, 92–3, 146
 - committee members, 93, 118
 - considerations and approvals, 89, 96, 98–9, 100
 - meetings, 94
- ## K
- Keighery, Michael, 75
 - Kemarre, Dinny Kunoth, 75, 85
 - Ken, Ray, 75
 - key performance indicators (KPIs), 18–47
 - Library services-related, 30–1, 42, 45, 134, 139
 - overall performance against, 41–4
 - Knox, Daniel, 56
 - KPMG, 149, 150

L

Laing, Dr Rosemary, 4, 5
 Lake Burley Griffin, 223
 Lake Water Supply Initiative, 223
 Landscape Condition Rating (LCR), 18, 39, 43
 landscape maintenance, 39, 60, 63
 Landscape Services team, 60, 63
 leadership development programs, 161
 Learning and Development Framework (DPS), 2, 64–5, 161
 lectures, 84, 88, 123, 133–4
 legal services expenditure, 232
 letters of transmittal, iii, iv
 Lift Upgrade Program, 47, 59
 Lindgren, Sen Joanna, 93
 Lines, Sen Sue, 93

M

Mackinnon, William, 75
 Magna Carta (1297), 76, 83
 maintenance services see Building and Asset Management Division
Managing Contracts at Parliament House—Follow Up (ANAO Performance Audit), 154
 Marino, Nola (MP), 146
 Marshall, Sen Gavin, 146
 Martiniello, Jennie Kemarre, 75
 material errors correction, 234
 McEwen, Sen Anne, 146
 McGlennon, Joseph, 75
 McGowan, Cathy (MP), 119
 McGrath, Sen James, 93
 Members' Service Portal, 2
 members, services for new, 88, 89, 104
 Meyer, Wolf, 68
 Mills, Karen, 75
 mobile devices
 ParlWork application, 2, 50, 51, 55, 147
 web@work, 89, 109
 webcasts, 2, 50, 51, 54, 82
 mobility, staff, 128–9, 159–60

Monthly Statistical Bulletin, 89, 103, 110
 Moore, Sen Claire, 93, 113
 Morison, Jenny, 149
 Museum of Australian Democracy, 68, 73, 120

N

NAIDOC week, 74, 85
 National Archives of Australia, 68, 73
 National Capital Authority, 68
 National Capital Education Tourism Project (NCETP), 21, 22, 67
 National Disability Strategy 2010–2020, 233
 National Gallery of Australia, 64, 78, 84, 147
 National Library of Australia, 108, 114
 National Portrait Gallery of Australia, 73
 National Terrorism Alert Level, 58, 61
 network upgrade project, 2, 50–2, 147
 Newton, Paul, 76
 non-compliance, financial, 154
 Notes to the Financial Statements, 179–215

O

O'Donnell, Catherine, 75
 O'Dowd, Ken (MP), 146
 Office of the Merit Protection Commissioner, 155
 Official Gifts Collection, 72, 75
 Open Day celebrations, 83
Opening of the First Parliament of the Commonwealth of Australia (painting), 64, 78
 Operational Policies and Procedures framework, 61
 operational risk, 152
 Oppenheimer, Melanie, 123, 134
 organisational structures, 14–16, 95
 orientation tours, 22
 outcome and program structure, 9, 41, 45–6
 outcome statement, DPS program, 18

P

Pacific Parliamentary Scholarships Scheme, 94, 117

- ParLAV *see* Parliamentary Audio Visual Services
- Parliament and Civics Education Rebate (PACER), 21
- Parliament House Art Collection, 10
 - acquisitions, 75, 85, 147
 - asset management, 46, 73
 - collections and exhibitions, 72–6, 85, 147, 148
 - feedback on, 26, 28, 42
 - Indigenous art, 84–5
 - loans, 73
- Parliament House Works Program (Program 2), 9, 18, 46–7
- Parliament of Australia Graduate Program, 158
- Parliament of Australia ICT Strategic Plan 2013–2018, 147
- Parliament Shop, 70, 123
- Parliamentary Audio Visual Services (ParLAV), 10, 26, 29, 33, 50–2, 79, 81
 - see also* digital access
- Parliamentary committees, 104–5, 155
- Parliamentary Computing Network, 2, 50, 51–2, 89, 147
- Parliamentary Entitlements Act 1990*, 13
- Parliamentary Experience Branch, 64, 66–78, 123
- Parliamentary ICT Advisory Board (PICTAB), 51, 147
- Parliamentary Library
 - achievements, 98–125
 - Bills Digests, 88, 91, 103, 130–2
 - Budget review and seminar, 104, 130, 133
 - business continuity plan (BCP), 115
 - Business Plan (2015–16), 98, 108, 110, 124
 - client orientation training, 88, 91, 105, 133
 - client requests, 30–31, 88, 101–2, 131
 - collections and databases, 31, 89, 107–10, 135–40
 - communication plan, 109
 - copyright material use of, 115
 - digital access, 89, 94, 108–14
 - evaluation of services, 89, 94, 99, 103, 105–6, 134–5, 139
 - feedback system, 107
 - financial performance, 96–7, 141
 - future outlook, 89, 94, 98, 100
 - governance framework, 91–4
 - information services and resources, 30–31, 88–89, 99–105, 108, 112, 136, 140
 - interlibrary loans, 108
 - intern programs, 121–2
 - KPIs, 30–1, 42, 45, 134, 139
 - lectures and seminars, 84, 123, 133–4
 - Library executive, 14, 15, 94, 119, 135
 - mapping services, 112
 - media monitoring, 33, 108–11, 112–13, 115, 136, 137, 139–40
 - oral history project, 82, 114
 - Parliamentary engagement, 104–5, 133
 - Parliamentary Library Fellowship Program, 119–21
 - Parliamentary Handbook, 88, 89, 94, 111, 130
 - performance results, 129–40
 - professional affiliations and development, 118–19
 - regional engagement, 116–17
 - research services, 91, 106, 117, 130–2
 - Resource Agreements, 96–97
 - scholarships and fellowships, 119–21
 - staff development, 124–5, 128–9
 - Strategic Plan, 98, 100
 - structure, 91, 94–5
 - workforce, 91, 124, 125–9
- Parliamentary Library Statement of Client Services*, 92
- Parliamentary Precincts Act 1988*, 144
- Parliamentary Recording and Reporting Branch, 29, 35, 42, 79–82
- Parliamentary Service Act 1999*, 11, 14, 30–1, 64, 96, 148, 160, 162
- Parliamentary Service Code of Conduct, 154
- Parliamentary Service Reconciliation Action Plan (RAP) 2013–2015, 84
- Parliamentary Service Reconciliation Action Plan 2016–18, 158
- Parliamentary Service Values, 154
- Parliamentary Services Program (Program 1), 9–16, 18, 45, 92

ParlInfo Search, 31, 108, 129
 added database material in, 136, 139
 Condolence Packs in, 113
 indexing system in, 111–12
 newspaper clippings in, 137, 139, 140
 usage numbers, 88, 137

ParlMap, 112

ParlTV, 79, 81

ParlView, 19, 24, 54, 79, 81, 82

ParlWork, 2, 50, 51, 55, 147

Parr, Mike, 75

Parry, Hon Stephen, 146

PEL 1 Development Program, 11, 65

People, Strategy and Governance Branch, 64, 65–6, 150, 152

performance audits, 154

Performance Management Scheme (DPS), 2, 65, 161

performance statements, 17–47

photographic (AUSPIC) collections, 46

Planning Framework (DPS), 150, 151

Portfolio Budget Statement (PBS) [2015–16], 9, 41, 46, 150

Presiding Officers of the Parliament, viii, 3, 5, 8, 14, 30, 75, 85, 90–2, 98, 144, 146–8,

Press Gallery, 11

Procure to Pay (P2P) module, 64, 65

Procurement Practitioners' Forum, 64, 65

procurement process and practices, 65, 164–6

Program 1 *see* Parliamentary Services Program

Program 2 *see* Parliament House Works Program

Program Delivery Branch, 57

Project Management Office, establishment of, 46

Provisional Improvement Notices, 163

Public Governance and Accountability Act 2013 (PGPA Act), 11, 18, 64, 66, 148, 150, 153–4

Public Interest Disclosure Act 2013 (PID Act), 154

Public Service Act 1999, 162

purpose (DPS), 18

Q

Quilty, Ben, 72, 75

R

Radio Frequency Identification (RFID) tags, 46

Rae, Jude, 76

Reconciliation Action Plan, 84, 158

Reconciliation Australia, 84, 85, 134

Reconciliation Week 2016, 75, 84, 134

recording services *see* Parliamentary Recording and Reporting Branch

recruitment, staff, 57, 89, 128, 158–9

recycling, 225–7, 229

Rehabilitation Management System (RMS) Audit, 163

Remembrance Day 2015, 69

remuneration, staff, 160, 220

reporting services *see* Parliamentary Recording and Reporting Branch

research publications, 31, 91, 103, 130, 131–2

Resource Agreement(s), 30, 42, 89, 91, 92, 94, 96, 98

retail services, 26, 28, 42, 45

retention, staff, 89, 159

Riddle, Jennifer, 75

Risk Management Forum, 152, 153

Risk Management Policy and Framework, 115, 152–3

Roberts, Tom, 64, 78

Robinson, Brian, 75

Roche, Michael, 51

Roche review, 51

role (DPS), viii, 8

Rotational Collection, 72, 73, 75, 147

Rotational Collection Acquisition Policy, 147

Royal Australian Mint, 68, 70, 74

Rudd, Hon Kevin, 76

Ryan, Joanne (MP), 146

S

SafetyMAP certification, 163

SAP modules, 64, 65

school tours
 feedback on, 18, 23, 24, 67
 participant numbers, 20, 21, 41, 66

- Sciberras, Luke, 75
- Scott, Bruce (MP), 106
- Second Communication Hub project, 59
- Secretary, 14, 15, 18, 144, 147–9
- Secretary's review, 2–5
- Security Branch, 57, 61–2
- Security Framework, 61–2
- Security Management Board (SMB), 61, 148
- security related capital works, 3, 13, 47, 57, 58
- Seittenranta, Eija, 14, 15
- Senate Finance and Public Administration Legislation Committee, 155
- Senators' and Members' Service Portal, 2
- senators, services for new, 88, 89, 104
- senior executives, 15–16
- separations, staff, 128–9, 159
- Seselja, Sen Zed, 93
- Share our Pride (online module), 85
- Shorten, Hon Bill (MP), 44
- Slipper, Hon Peter, 76
- Small and Medium Enterprises (SMEs), 166
- small business support initiatives, 166
- Smith, Hon Tony (MP), 85, 146
- Smith, Sen Dean, 146
- staff
 - diversity, 85, 158
 - feedback, 162
 - learning and development, 45, 65, 89, 124–5, 161 (*see also* training)
 - mobility and retention, 89, 159–60
 - non-salary benefits, 161
 - performance management, 161
 - profile, 125–8, 156–7, 218–19
 - recruitment, 57, 89, 128, 158
 - remuneration and conditions, 160, 220
 - separations, 128–9, 159
 - work health and safety issues, 162–3
- Standing Committee on Procedure, 155
- State of Reconciliation in Australia report (2016), 84
- Statement of Cash Flow, 174
- Statement of Changes in Equity, 173
- Statement of Comprehensive Income, 171
- Stefanic, Rob, 14, 15, 18
- Strategic Asset Planning and Performance Branch, 57
- Strategic Measures Map (2015–16), 18
- strategic themes, 5, 150
- studies assistance, 161–2
- Sudmalis, Ann (MP), 107
- Support Desk, ICT, 33–4, 53, 54
- Surtees, Claressa, 44
- Survey of Australian Government Payments to Small Business, 166
- ## T
- Taylor, Angus (MP), 93
- telephony upgrade project, 147
- The 2016 AFL Dream Team (Kemarre)*, 85
- third party drawing rights, 13
- Thomson, Kelvin (MP), 104
- tjuringa, gift of, 75
- tours, 4, 18, 21–5, 41–2, 50–1, 66–9
- training, 57, 64, 66, 88, 115, 124–5, 133–4, 153–4, 161, 163
- transcription *see* Hansard
- transport energy consumption, 224
- Treasury, 166
- TripAdvisor, 4, 24, 66
- turnover, staff, 159
- ## V
- video conferencing project, 2, 50–2, 147
- Viner, Hon Ian (AO), 75
- vision (DPS), 5
- Visit Parliament website, 24
- Visitor Experience redevelopment projects, 45
- Visitor Services Officers (VSOs), 28, 66, 77
- visitors
 - feedback from, 23–6, 28, 41–2, 66
 - numbers, 4, 18–22, 41
 - services for, 4, 10, 28, 42, 45, 50, 66–77

W

waste management, 225–7

Water Access Entitlement, 223

water and discharge requirements, 230

water consumption, 222–3

We All Stand on Sacred Ground: Learn Respect and Celebrate (exhibit), 74, 85

Web Accessibility National Transition Strategy, 82

webcasts, 2, 50, 51, 54, 82

website, 23, 24, 50, 54

see also ParView

Web@Work, 89, 109–10

Welch, Nicole, 75

Wesfarmers Indigenous Arts Leadership program, 84

Wilson, Rick (MP), 93

work health and safety, 47, 50, 59, 162–3

Work Health and Safety Act 2011 (WHS Act), 149, 163

Work Health and Safety (WHS) Committee, 149, 163

workforce *see* staff

World War I Centenary *see* Centenary of WWI

Y

Yaltangki, Tiger, 75

Young, Carolyn, 75

Yuendumu community, 75

Z

Zimran, Keturah, 75