

Part 3—Departmental overview

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Introduction

168 The Department of Parliamentary Services (**DPS**) is one of three departments which comprise the Parliamentary Service.

169 The Secretary, under the Presiding Officers of the Parliament (the President of the Senate and the Speaker of the House of Representatives), is responsible for managing DPS and providing advice to the Presiding Officers on matters relating to DPS.

Departmental outcome statement

170 The Presiding Officers have approved the following Outcome statement for DPS:

Occupants of Parliament House are supported by integrated services and facilities, Parliament functions effectively and its work and building are accessible to the public.

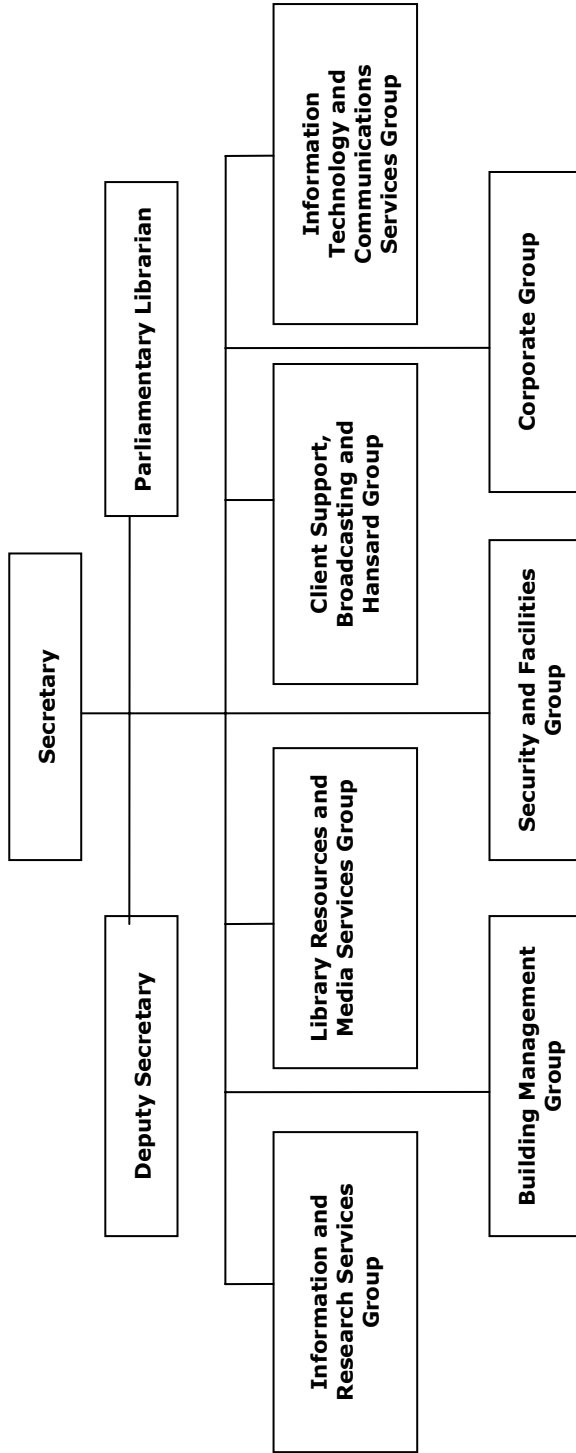
Departmental structure

Departmental structure as at 30 June 2005

171 Before the restructure in February 2006, the department consisted of seven Groups as shown in the following diagram.

Part 3—Departmental overview

DPS Departmental structure June 2005



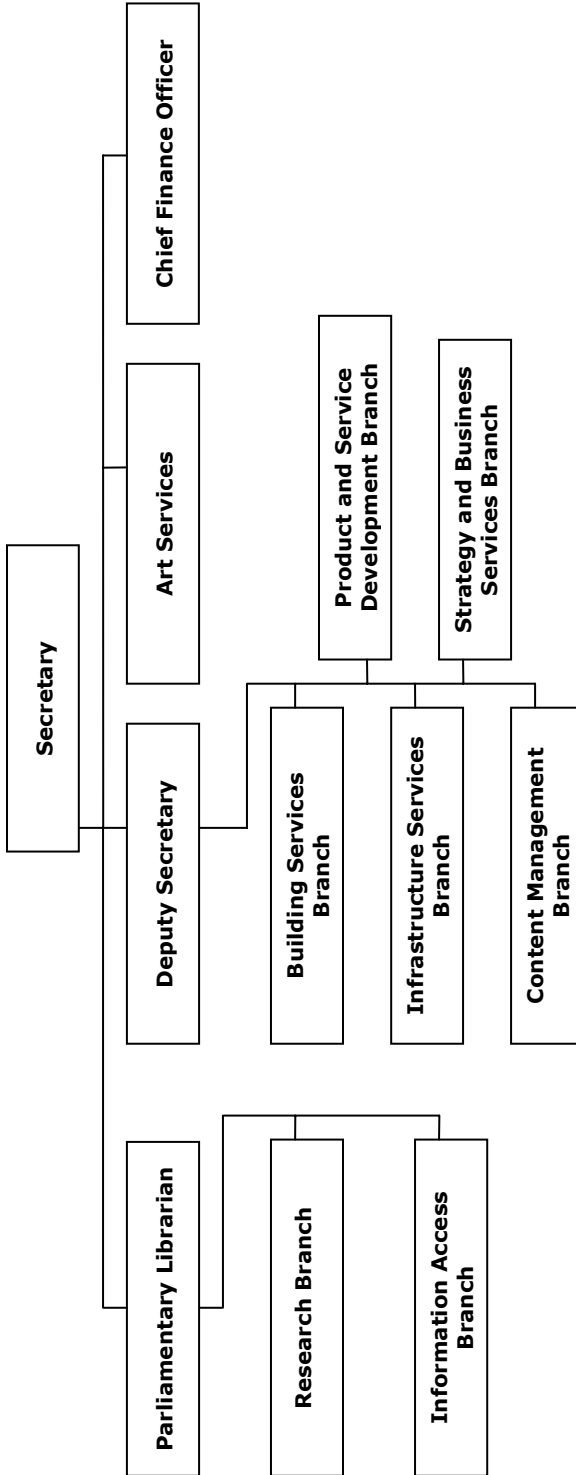
Departmental structure as at 30 June 2006

172 Following a departmental restructure in February 2006, DPS was divided into eight branches.

173 As illustrated in the new DPS organisational chart on the following page, the Chief Finance Officer Branch reports directly to the Secretary; the Research Branch and Information Access Branch report to the Parliamentary Librarian; and the remaining five branches report to the Deputy Secretary. Until August 2006, the Art Services Section also reported directly to the Secretary under a temporary arrangement.

Part 3—Departmental overview

DPS Departmental structure June 2006



Departmental services

174 The work done, and services provided, by the Parliamentary Library, the other six branches, and the Art Services Section, are set out below.

Parliamentary Library

175 The Parliamentary Library provides information, analysis and advice to the Parliament.

176 Information, research and analysis services are provided to Senators and Members and their staff, parliamentary committees and the parliamentary departments to support parliamentary or representational duties.

177 The role and functions of, and services provided by, the Parliamentary Library's two branches, the Research Branch and Information Access Branch, are outlined in more detail in Part 2 of this report (see paragraphs 95 to 98).

Building Services Branch

178 The Building Services Branch provides services to occupants and visitors to Parliament House, including security and emergency services, facilities management, visitor services and services relating to health and wellbeing. The key objectives of the Building Services Branch are to:

- (a) provide an appropriately secure environment for Senators, Members, occupants and visitors to the building;
- (b) manage security and emergency responses within the Parliamentary precincts;
- (c) issue passes to occupants and visitors to the building;
- (d) provide agency security advice;
- (e) provide facilities management services through the management of service contracts and licence agreements;
- (f) implement policies applying to the conduct of functions in Parliament House;

Part 3—Departmental overview

- (g) provide a Health and Recreation Centre that offers health and fitness programs and facilities for the well-being of occupants of Parliament House;
- (h) provide a first aid response to occupants and visitors and manage health promotion programs for occupants of Parliament House;
- (i) conduct tours of Parliament House for school groups, the public, and other visiting groups; and
- (j) provide a retail outlet for occupants and visitors to the building.

Security

179 The Security Section provides security services through a layered approach.

180 The Protection portfolio of the Australian Federal Police (**AFP-Protection**) is contracted to provide a security service within the Parliamentary precincts, which consists of a constant presence of mobile and static patrols. Mobile patrols are provided by officers in vehicles, on bicycles and using dogs trained in explosives detection. AFP-Protection officers deal with security incidents within the precincts and provide an armed first-response capability for Parliament House. AFP-Protection also provides security services within the Ministerial Wing (except for entry screening procedures at the entrances) and provides security for the Prime Minister's Suite and the Cabinet Suite.

181 Parliamentary Security Service (**PSS**) officers (who are DPS employees) provide access control and security screening at all entrance points and a mobile and static security presence throughout the rest of Parliament House, including the chambers and the public galleries. Access control and security screening involves the use of metal detectors and x-ray machines to screen incoming people, goods and mail. Internal and external security is supported by closed-circuit television (**CCTV**) and a variety of electronic security systems.

182 PSS officers provide security services to functions, visits and other significant activities within Parliament House in addition to their routine security tasks. The PSS provides an unarmed first-response capability within the building (except for the Ministerial Wing) to security incidents and duress alarms, as well as providing first aid services to Senators, Members, other building occupants and visitors.

Part 3—Departmental overview

183 Emergency responses within Parliament House are managed by the Security Section and supported by wardens from all parliamentary departments. Members of the Security Section provide secretariat support to the Emergency Control Committee chaired by the Protective Security Controller, and maintain the Building Emergency Procedures.

184 The Security Section provides the Agency Security Adviser role for DPS and administers the Parliament House pass system. The section also contributes to the development of security policy through the Security Management Board, and the implementation of security and emergency policy, procedures and response protocols for Parliament House.

Facilities

185 The Facilities Section administers the Presiding Officers' policies on the use of Parliament House facilities by building occupants and members of the public. It also provides catering and cleaning services and pest control in the building through contracts with outsourced providers. The section also manages licence agreements relating to those parts of the building which are occupied by licensees under commercial rental arrangements. Licences are for members of the Press Gallery, banking and travel agency services, a general store, a post office, a hairdresser, a physiotherapist and a florist.

186 The section provides a range of visitor services, including guided tours for visitors to the building and tours and presentations for visiting school groups. The section also operates the Parliament Shop, which sells a range of Parliament House souvenirs and other specialty Australian-made goods.

187 The section provides first aid, and a limited range of other health services, to building occupants through the Nurses Centre, and operates the Health and Recreation Centre, which offers building occupants access to a gymnasium and other facilities, including squash courts, tennis courts, a swimming pool and fitness classes.

Infrastructure Services Branch

188 This branch is responsible for providing day-to-day support to Parliament House, building occupants and visitors, through maintaining the building and its systems.

Part 3—Departmental overview

Maintenance Services

189 The purpose of maintenance services is to maintain the building's services, fabric and landscape to a specified level. The aim of the Maintenance Services Section is to provide premium quality preventative maintenance and breakdown rectification services to Parliament House, and to provide these services at a cost that takes account of the expected life of the building. Services maintained include:

- (a) high and low voltage electrical power distribution;
- (b) fire and security monitoring and control systems;
- (c) air conditioning, hydraulic and pneumatic systems;
- (d) the building's structure and fit-out; and
- (e) the landscape.

190 The section also maintains the building's engineering drawings and technical manual library. The section is responsible for the management and development of long- and short-term maintenance plans for Parliament House, and plant maintenance history, management and analysis.

IT Operations (Support and Maintenance)

191 The aim of the IT Operations (Support and Maintenance) Section is to provide clients with quality support, assistance and advice, and maintenance of IT, broadcasting and Hansard services.

192 The section operates the Client Support Desk (2020) which is the client gateway for ICT, broadcasting and Hansard services provided by DPS, and provides ICT training and self-help information.

193 The section also provides second-line software and hardware support for desktop and mobile computing devices, printers, televisions and pagers.

Computing Services

194 The Computing Services Section is responsible for the operation of central computer facilities, including:

- (a) the computer room environment;
- (b) server and storage hardware;

Part 3—Departmental overview

- (c) system and data backup and restoration;
- (d) server software such as Windows and UNIX, backup and management software, and email systems;
- (e) database software (SQL-Server, Oracle, Sybase);
- (f) ICT security operations;
- (g) software installation on servers, and automated software distribution and installation on desktops; and
- (h) coordination of changes, and administration of the change management function, for parliamentary ICT and broadcasting systems.

195 The Computing Services Section provides the Information Technology Security Advisor (**ITSA**) role for the department, and assists the chamber departments with their ITSA function.

Telecommunications

196 The Telecommunications Section provides data communications and voice communications services to building occupants.

197 The data network services that are supported include:

- (a) the connectivity from the desktop to the network servers, and to applications such as ParlInfo, digital audio and the Table Office and Hansard systems; and
- (b) the Internet, FedLink and connections to Electorate Offices.

198 The voice communications services that are supported include:

- (a) the Alcatel telephone system;
- (b) voicemail;
- (c) the broadcast facsimile gateway; and
- (d) mobile phone coverage within Parliament House.

Part 3—Departmental overview

Broadcasting Infrastructure and Support

199 The purpose of the Broadcasting Infrastructure and Support Section is to support the broadcasting systems deployed in Parliament House. The major systems are:

- (a) television and radio production facilities in the chambers, committee rooms, and production control rooms;
- (b) broadcast cameras and camera robotics;
- (c) sound reinforcement systems in chambers and committee rooms;
- (d) the House Monitoring Service;
- (e) the Emergency Warning and Intercommunications System;
- (f) the Master Clock System;
- (g) division bells and lights; and
- (h) video tape recorders and tape storage systems.

Content Management Branch

200 The Content Management Branch (**CMB**) is responsible for broadcasting and archiving the audio-visual record of chamber and committee proceedings of the Parliament, and for producing a Hansard record of those proceedings. CMB coordinates the management of departmental records and knowledge and is responsible for developing and implementing the department's online strategy.

Broadcasting Content

201 The Broadcasting Content Section produces and distributes annually up to 1,500 hours of television, radio and webcast content of the Senate and House of Representatives chambers and the Main Committee of the House of Representatives, and up to 2,500 hours of committee proceedings. It also produces the House Monitoring Service, a multi-channel radio and television system available within Parliament House. These services are sound reinforced, and include systems for the hearing-impaired in certain locations.

202 This section offers television and radio production facilities to Senators and Members; these include a fully-equipped television

Part 3—Departmental overview

studio complex and video editing facilities, audio-visual support services for parliamentary events, video conferencing and teleconferencing facilities, video and audio copies of parliamentary proceedings and television replays of those proceedings.

Hansard (Editing)

203 The Hansard Section transcribes and publishes reports of proceedings in the Senate, the House of Representatives and the Main Committee of the House of Representatives, as well as transcripts of parliamentary committee hearings and some ministerial or parliament-related conferences.

Knowledge Management

204 The Knowledge Management Section is responsible for the creation, capture, control, retention, archiving and reuse of information and records. This section is establishing a Records Disposal Authority for DPS and is progressing a policy for digitisation, retention and preservation of the Hansard and broadcasting records of parliamentary proceedings.

Web Content

205 The Web Content Section is responsible for developing and implementing an eBusiness strategy for the department. This includes policies and guidelines for the department's online presence, both intranet and Internet, covering both the provision of departmental information and the delivery of interactive services.

Product and Service Development Branch

206 The purpose of the Product and Service Development Branch (**PSDB**) is to develop the future capability to support the operation of Parliament House in accordance with customer requirements and the operational environment, including through a capital investment program to support the Parliament.

207 PSDB has responsibility for the management and delivery of all projects within DPS. The projects are managed by staff in three sections:

- (a) Building and Security Projects;
- (b) Broadcasting and Digital Media Projects; and
- (c) IT Projects.

Part 3—Departmental overview

208 In addition to the delivery of projects, the branch is also responsible for:

- (a) ensuring that all projects are undertaken using a consistent project management methodology;
- (b) performance reporting on project progress, including reports against milestones and assessment of project risk;
- (c) provision of technical advice to other parts of the department in the development of business cases and specifications for new projects;
- (d) project evaluations and post-implementation reviews; and
- (e) project management training.

209 Other roles undertaken by the branch include enterprise test management, ICT procurement, and the provision of third-line support to IT applications.

Strategy and Business Services Branch

210 The objective of the Strategy and Business Services Branch is to provide appropriate and cost-effective strategic planning and business services that support DPS's operations and strategic aims.

Strategic Planning and Policy

211 The Strategic Planning and Policy Section develops strategic plans and policies on a range of issues, including information and communications technology, building security, ICT security and digital media, and has responsibility for the following key functions:

- (a) corporate, broadcasting, Hansard and security strategic planning;
- (b) developing an ICT strategy, including security and digital media;
- (c) reviewing ICT architecture;
- (d) developing and documenting all operational policies, including for physical security and ICT security; and
- (e) publication and promotion of plans and policies.

Part 3—Departmental overview

Strategic Planning and Policy (Building and Energy)

212 The Strategic Planning and Policy (Building and Energy) Section provides:

- (a) technical advice on building issues and development of long-term strategies for the preservation and effective operation of Parliament House;
- (b) strategic and technical input into the delivery of building and security projects;
- (c) technical advice to other sections such as Maintenance Services and Planning;
- (d) advice on technical and design integrity standards and compliance with the Building Code of Australia and other standards and regulations; and
- (e) management of Parliament House energy and water consumption.

People Management and Strategy

213 The People Management and Strategy Section (**PMAS**) maintains the Human Resource Management Information System, administers pay and conditions of service for DPS staff and supports line areas in the recruitment of staff.

214 PMAS develops policy, provides advice and reports, and ensures compliance with legislative requirements on all human resource issues including:

- (a) training and development;
- (b) performance management;
- (c) workplace diversity, including implementation of the Commonwealth disability strategy;
- (d) occupational health and safety; and
- (e) workplace relations.

Governance and Business Management

215 The Governance and Business Management Section contributes to DPS's strategic planning, decision-making processes

Part 3—Departmental overview

and statutory compliance through the provision of governance and business services across DPS.

216 The key functions of the section include:

- (a) corporate planning and business planning;
- (b) internal performance reporting;
- (c) external statutory reporting (eg portfolio budget statements and annual reports);
- (d) parliamentary and ministerial support;
- (e) risk management and business continuity planning;
- (f) audit and fraud control;
- (g) insurance and legal liaison; and
- (h) continuous improvement.

Customer Services and Communication

217 The Customer Services and Communication Section has responsibility for:

- (a) establishing a single point of contact for DPS services (other than requests to the Client Support Desk for day-to-day technical support and Hansard and broadcasting services);
- (b) developing and maintaining the DPS Services Catalogue;
- (c) client consultation, feedback and surveys;
- (d) developing a DPS Service Charter;
- (e) Department of Finance and Administration account management;
- (f) internal communication, media liaison and publications; and
- (g) marketing and public relations.

Art Services Section

218 The Art Services Section manages most elements of the Parliament House Art Collection. This includes coordinating the

Part 3—Departmental overview

acquisition of artworks, and providing access to works for display in the offices of Senators and Members and elsewhere in Parliament House and the rest of the Parliamentary precincts. The section administers the Historic Memorials Collection (under the Historic Memorials Committee) and the Gifts Collection. The section also manages the conservation of the collection.

Chief Finance Officer Branch

219 The Chief Finance Officer Branch provides advice to the Executive, Assistant Secretaries and other managers on a range of financial issues including compliance with statutory requirements. It promulgates the Chief Executive's Instructions and various financial delegations for this purpose. It coordinates external and internal budgeting and provides monthly management reporting and statutory reporting, including annual financial statements.

Procurement

220 The Procurement Section provides advice on a range of procurement issues. It develops, implements and interprets procurement and contract management policies, and ensures that legislative, regulatory and procedural obligations are consistently observed. This includes statutory reporting obligations covering gazettal of purchases, Senate Order listings, annual report consultancy listings, maintenance of the contracts database and monitoring *Financial Management and Accountability Act 1997* Regulation 10 matters.

221 Procurement also provides a service to other areas of the department in relation to specialised purchasing, contract development and tendering to ensure that value for money is being achieved.

Finance

222 The Finance Section provides financial information that supports internal management decision-making. The key services of the Finance Section are:

- (a) preparation of the monthly and annual financial statements and monthly management reports;
- (b) development and maintenance of internal accounting policies and procedures;
- (c) performing the treasury function;

Part 3—Departmental overview

- (d) asset and taxation management;
- (e) managing accounts payable and receivable;
- (f) development and maintenance of Chief Executive's Instructions, Chief Executive's Procedures and procedural guides; and
- (g) preparation of budgets for DPS and its units.

Support Services

223 The Support Services Section provides general offices services to the department, including co-ordinating furniture movements, managing leased vehicles and arranging telephone installations and repairs. The section also co-ordinates capital equipment procurements for office equipment assets and provides loading dock and distribution services for Parliament House, including the management of off-site storage.