

Department of the Legislative Assembly Annual Report 2015-16



impartiality **responsiveness** respect **accountability** integrity **leadership**

Telephone	(03) 9651 8569
Facsimile	(03) 9650 7245
Clerk	(03) 9651 8550
Deputy Clerk	(03) 9651 8551
Committee Office	(03) 8682 2800
Procedure Office	(03) 9651 8560
Serjeant-at-Arms Office	(03) 9651 8556
Internet Address	www.parliament.vic.gov.au
Email	assembly@parliament.vic.gov.au

Annual Report Contact

Administrative Officer, Procedure Office
Department of Legislative Assembly
Parliament of Victoria
Parliament House
Spring Street
East Melbourne Vic 3002

Telephone (03) 9651 8559
Facsimile (03) 9650 4279

Front Cover

The icons depict the parliamentary officer values as set out in the *Parliamentary Administration Act 2005*.



Legislative Assembly *of Victoria*

Parliament House
East Melbourne Victoria 3002 Australia

Telephone 61 3 9651 8911
Facsimile 61 3 9650 4279
Website www.parliament.vic.gov.au

12 October 2016

Hon Telmo Languiller MP
Speaker of the Legislative Assembly
Parliament House
East Melbourne Vic 3002

Dear Speaker

I have pleasure in forwarding to you the Annual Report for the Department of Legislative Assembly for the year 2015–16.

Yours sincerely

A handwritten signature in blue ink, appearing to read "R W Purdey".

R W Purdey
Clerk of the Legislative Assembly



Table of Contents

Objectives and Functions	5
Clerk’s Overview	7
Report on Output Measures — Legislative Assembly	9
Report on Output Measures — Joint Investigatory Committees .	10
Organisation Structure and Corporate Governance	11
Report on Activities	15
Value One: Effective Corporate Governance	16
Value Two: Excellent Service Delivery and Responsiveness.....	19
Value Three: Sustainability with a Focus on the Medium to Long-term View	45
Appendices	53

Objectives and Functions

Department of the Legislative Assembly

On 23 November 1855 Victoria's new Constitution Act was officially proclaimed, allowing the formation of responsible government. Elections for the 66 seats in the newly formed Legislative Assembly took place in Spring 1856. The House met for the first time in November 1856.

The Department of the Legislative Assembly was established soon afterwards to support the operations of the Legislative Assembly and has continued to provide support since then. Headed by the Clerk, officers of the Department support the Speaker and the work of the Chamber. In modern times the Department's work has extended to include significant responsibility in supporting the operations of committees, and in the provision of information and community engagement services.

Statement of Corporate Intent

The Parliament of Victoria through its elected representatives is accountable to the Victorian community for the provision and conduct of representative government in the interests of Victorians.

The objective of all of the departments of the Parliament is to deliver apolitical, professional and innovative services to support our elected representatives and the Parliament as an institution.

We will deliver this support through operational business plans which are underpinned by the following values:

Effective Corporate Governance

- Accountability
- Confidentiality
- Impartiality
- Integrity
- Learning Environment

Excellent Service Delivery and Responsiveness

- Services
- Responsiveness
- Teamwork
- Performance Management
- Effective Systems and Techniques

Sustainability with a Focus on the Medium to Long-term View

- Long-term Planning
- Excellent Communication
- Developing our People
- Safeguarding our Physical Infrastructure.

Clerk's Overview

Visitors to the building will have noticed some changes made to the Vestibule during the year. A new reception desk has been installed and the entry and exit points modified as part of security upgrades to the building. The new reception desk is now disability compliant as well as providing increased comfort for our reception staff.

In September 2015 the Speaker received the resignations of former Premier, the Hon Denis Naphine and the former Minister for Transport the Hon Terry Mulder. This led to by-elections in the seats of South-West Coast and Polwarth on 31 October 2015. Ms Roma Britnell was elected as the new member for South-West Coast and Mr Richard Riordan the new member for Polwarth. Both new members were sworn-in and took their seat in the House in November.

The Standing Orders Committee carried out a review of sitting hours and operation of the House and the operation of the new sessional orders adopted by the House at the beginning of the Parliament. The Committee did not recommend any changes to the sitting hours, however, some recommendations were made relating to the process for dealing with answers to questions and responses to adjournment matters. These changes were agreed to by the House and have now been incorporated in the standing orders.

During the year we reviewed and revised our public tour program to better meet the needs of customers. I am pleased to report that the new arrangements implemented in January have been welcomed by our customers. This has let us provide a broader range of services to the public and increased public participation in our tour program.

Our parliamentary joint investigatory committees have been busy with their inquiry programs and 30 reports were tabled during the year by committees administered by the Legislative Assembly. One particularly difficult inquiry was undertaken by the Public Accounts and Estimates Committee into allegations made against the then-Auditor-General. This was a very sensitive issue and I commend the members and staff of that Committee for the professional manner in which the matter was dealt with. I would also wish to thank the former Clerk of the Assembly Phil Mithen for his willingness to step in and support that Committee during some staff shortages.

Support for our twinned parliaments of Fiji, Nauru and Tuvalu continued unabated during the year. We worked very closely with the UNDP to continue our capacity building work with the Fiji Parliament. A wide range of training programs were provided as relationships between our parliaments continue to grow.

As part of the Government's 2015–16 budget initiatives the Minister for Finance issued directives relating to the reduction of printed copies of annual reports. This necessitated a change in arrangements for presentation and distribution of reports to members and other stakeholders. All reports are now published electronically on our website with only a small number of hard copies available for distribution. Members

and staff have quickly adjusted to these new arrangements and the resulting benefit to the Department is the reduction in our storage requirements.

The staff of the Legislative Assembly are a wonderful team and I acknowledge their support and commitment to the Department throughout the year.

Ray Purdey
Clerk of the Legislative Assembly

Report on Output Measures — Legislative Assembly

Output/Deliverable	Target	Actual
<i>Quantity</i>		
Procedural references updated biannually	2	2
Regional visits to schools to conduct Parliamentary Role Plays	5	6
<i>Quality</i>		
Bills and amendments processed accurately through all relevant stages in compliance with constitutional requirements and standing orders	100%	100%
Member satisfaction that advice is responsive, prompt, clear and objective	80%	95% ¹
Teacher satisfaction with tours of Parliament for school groups	95%	99%
<i>Timeliness</i>		
Documents tabled within time guidelines	90%	100% ²
House documents available one day after sitting day	100%	100%
Online information relating to bills updated within one day	98%	100%
<i>Cost</i>		
Total output cost	\$30.7m	\$23.7m

¹ We take great pride in the timeliness and accuracy of advice given to members, and we are pleased with this result. However, there may be occasions where errors are made, resulting in member dissatisfaction, though we take care to prevent this. There can be circumstances where members may not be satisfied with the advice we give, despite its accuracy and timeliness. This is particularly the case where members wish to use parliamentary procedure as part of political tactics and we need to advise that their proposal or strategy is not allowable or procedurally correct. Taking into account the subjective nature of the target, we consider 80% to be a high benchmark.

² We are pleased that staff have worked diligently to cope with high workloads, yet maintain accuracy. Although we believe we have rigorous processes in place to ensure tabling can take place within guidelines, there are challenges when a high volume of documents is tabled (September/October).

Report on Output Measures — Joint Investigatory Committees

Output/Deliverable	Target	Actual
<i>Quantity</i>		
Reports tabled per annum	28	37 ¹
<i>Quality</i>		
Committee members satisfied that advice about procedure, research and administration is responsive, clear, objective and prompt	80%	98% ²
Inquiries conducted and reports produced in compliance with procedural and legislative requirements	95%	100% ³
<i>Timeliness</i>		
Reports tabled in compliance with procedural and legislative deadlines	95%	100% ⁴
<i>Cost</i>		
Total output cost	\$7.0m	\$7.0m

¹ A number of committees tabled reports of an unanticipated or periodic nature, including reports by PAEC relating to the investigation of the former Auditor-General and financial and performance auditor recommendations, and some interim and special reports by other joint committees. These reports increased the overall output.

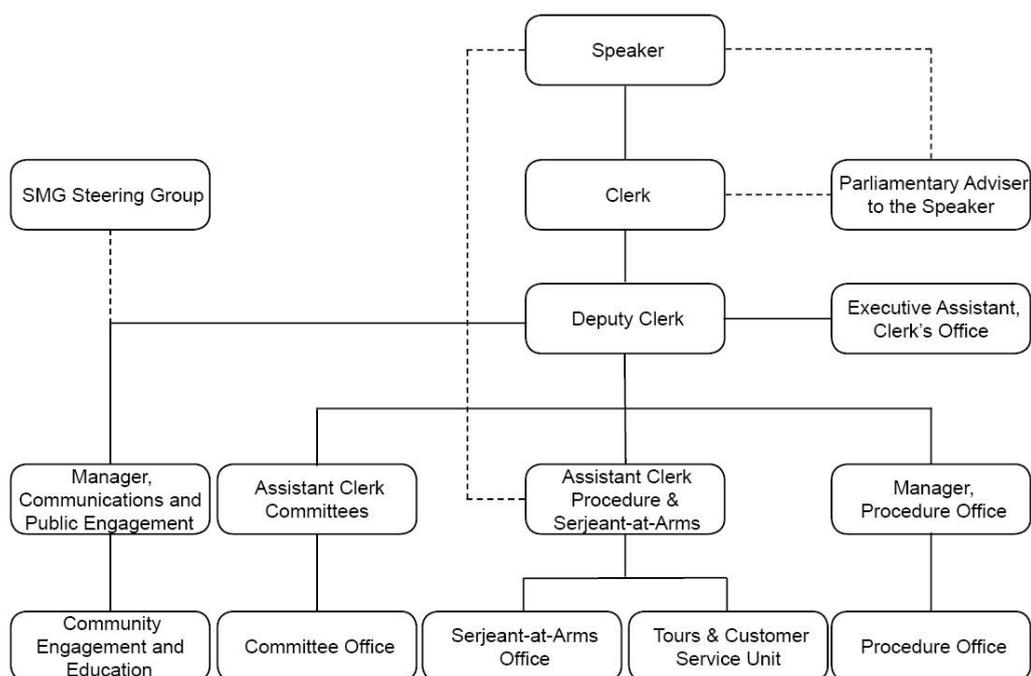
² This measure was based on a confidential survey in May 2016 of joint investigatory committee members. While we take great pride in the quality of advice given to members, errors can be made occasionally, resulting in member dissatisfaction. There could be circumstances where some members may not necessarily be satisfied with the advice provided, despite its accuracy, timeliness and clarity, particularly our advice to members is that what they want to achieve is not procedurally possible or contrary to committee rules.

³ This figure is a credit to the procedural knowledge of our committees' staff.

⁴ This figure is a credit to the business processes in the committee office.

Organisation Structure and Corporate Governance

Department of the Legislative Assembly



The Speaker

The Speaker is the principal office holder in the Legislative Assembly. The main elements of the role are chairing meetings of the Legislative Assembly, representing the Assembly at State and other official occasions, responsibility as the administrative head of the Department and, jointly with the President, of the Department of Parliamentary Services.

The current Speaker, the Hon Telmo Languiller MP, was elected on 23 December 2014, having represented the Electorate of Tarneit, and previously Derrimut and Sunshine, since 1999.

Clerk of the Legislative Assembly

Ray Purdey has had a parliamentary career since 1974 and was appointed Clerk of the Legislative Assembly in 1998 and Clerk of the Parliaments in 1999. Ray is the longest serving Clerk, after the Assembly's first Clerk John Barker (1856–1882). He has a

Bachelor of Business Studies (Accounting) from RMIT and is Honorary Secretary of the Commonwealth Parliamentary Association (Victoria Branch).

Chamber Officers

Bridget Noonan, Deputy Clerk. Bridget joined the Department in 1999 to work in the Procedure Office, and subsequently worked in a number of roles within the Office. She was appointed Assistant Clerk Committees in 2006 and, in 2011, became the Assistant Clerk Procedure & Serjeant-at-Arms. In July 2013, Bridget was appointed Deputy Clerk. Bridget has a Bachelor of Arts (Hons) from Melbourne University.

Robert McDonald, Assistant Clerk Procedure & Serjeant-at-Arms. Robert re-joined the Department in August 2013 as Assistant Clerk Procedure & Serjeant-at-Arms, having previously worked in the Procedure Office from 2004 to 2007. Robert was Manager, Chamber Support in the Legislative Council from 2007 to 2011 and Secretary to the Legislative Council Standing Committee on Economy and Infrastructure from 2011 to 2013. Robert has a Bachelor of Laws (Hons) and Bachelor of Science from Melbourne University.

Dr Vaughn Koops, Assistant Clerk Committees. Vaughn has worked for a number of joint investigatory committees from 2003 as research officer and executive officer, and was appointed Assistant Clerk Committees in 2014. Vaughn has a Bachelor of Arts and Master of Arts (1st class Hons) from Auckland University and a Doctor of Philosophy from Melbourne University.

Branch Roles

Clerk's Office

The Clerk's Office is responsible for the general management of the Legislative Assembly. This includes providing expert policy, procedural and corporate management advice to the Speaker. In addition, the Office is responsible for advising members on matters relating to the operation of the Legislative Assembly and its committees.

Separate to the advisory role is the requirement of the Clerk and the Office to record the decisions and proceedings of the Legislative Assembly, and to ensure the passage of legislation is in accordance with legislative and procedural requirements. The Office also coordinates the arrangements for visiting parliamentary delegations.

The Office has some additional responsibilities by virtue of the Assembly Clerk also being the Clerk of the Parliaments. These include the presentation of bills to the Governor for royal assent, the maintenance of the *Members of Parliament Register of Interests* and providing secretarial and administrative support to the Clerk while acting as the Honorary Secretary of the Commonwealth Parliamentary Association (CPA).

Committee Office

The *Parliamentary Committees Act 2003* sets out the functions and powers of investigatory committees. Joint investigatory committees comprise members of both Houses, and are administered by one House or the other. Committees administered by the Department of the Legislative Assembly in the present Parliament are:

- Electoral Matters Committee;
- Family and Community Development Committee;
- Law Reform, Road and Community Safety Committee;
- Public Accounts and Estimates Committee; and
- Scrutiny of Acts and Regulations Committee.

The Assembly has two domestic select committees appointed by resolution for the life of the Parliament that work on domestic matters or procedures of the House:

- Privileges Committee — to consider issues relating to members' parliamentary rights and immunities and requests for right of reply;
- Standing Orders Committee — to review the procedural rules of the House.

The role of the Assistant Clerk Committees includes coordinating and supervising the operation of the parliamentary committees administered by the Legislative Assembly, briefing the Speaker on committee operations, supervising the Committee Services Office and committee staff, ensuring compliance with relevant Acts, standing orders, Presiding Officers' directives and accepted practices and procedures, and evaluating budget bids, allocating funding and monitoring and authorising committee expenditure.

Serjeant-at-Arms Office

The Office of the Serjeant-at-Arms is, by custom, a long-established high profile position recognised in Westminster-style Parliaments. The position has existed in Victoria since the establishment of the first Legislative Assembly in 1856. As Principal Executive Officer to the Speaker, the role includes responsibility for ceremonial events; member services including Parliament House accommodation, allowances and travel; and the security of the Chamber.

In addition, the Office provides accreditation for all media representatives operating within Parliament.

The Assistant Clerk Procedure & Serjeant-at-Arms also undertakes procedural research and project management, and assists at the table on sitting days and with the production of House documents.

Tours and Customer Service Unit

Reporting to the Assistant Clerk Procedure & Serjeant-at-Arms, the Unit conducts community engagement programs such as public tours and presentations to school groups. With increasing focus on programs for school children, including at VCE level, staff give presentations both at Parliament House and by attending schools in metropolitan and regional Victoria. Staff also deliver specialist tours at Parliament House, such as an architecture tour, and express photographic tour. In addition, the

Unit provides mail and other support services including support to the Chamber on sitting days.

Procedure Office

The Procedure Office provides administrative and research support to the Chamber and senior officers within the Department. The Office is responsible for answering inquiries from the Department's customers, including members, the media, government departments and the public. In addition, staff are responsible for the publication and distribution of House documents. This role includes ordering and proofreading the various prints of bills, preparing Acts of Parliament for royal assent, processing reports submitted for tabling and archiving parliamentary documents.

Staff undertake research and produce general reference material for the use of parliamentary staff and the Speaker on the various authorities, practices and procedures of the Legislative Assembly. One of the Department's major procedural authorities, LAPRAC, is also produced by Procedure Office staff, in consultation with the clerks. More specific research is undertaken to provide procedural solutions where precedents are lacking.

Community Engagement and Education Unit

In conjunction with the other departments, the Community Engagement and Education Unit coordinates the delivery of community engagement activities across the Parliament in accordance with the community engagement strategy, provides communications services across the Parliament, delivers education resources in the community, and supports the CPA's twinning activities. The Unit is supported by staff from across the parliamentary departments.

Report on Activities

Value One: Effective Corporate Governance

Clerk's Office/Procedure Office

Provide accurate and timely records of proceedings

The Clerk's office, in conjunction with the Procedure Office, produces a number of records of Assembly proceedings. Accurate records are produced in a timely manner, often under tight timeframes. Records produced in 2015–16 include:

55 *Votes and Proceedings*;

54 notice papers;

52 question papers;

55 minute books.

No consideration in detail minute books were required in the reporting period.

As in previous years, *Assembly Abridged* was published at the end of each sitting day, providing an easy to understand synopsis of the business conducted that day. *Assembly Statistics* were produced each sitting week, as well a pictorial statistical analysis at the end of the 2015 calendar year.

The Procedure Office, under the authority of the Clerk, also prepared bound volumes of notice papers and *Votes and Proceedings* for the 2015 calendar year.

Maintain and update knowledge management resources

LAPRAC (Legislative Assembly Practice Manual)

LAPRAC is a procedural resource maintained by Assembly staff. It is based on legislation, standing and sessional orders, rulings from the Chair, and other events in and around the Assembly. LAPRAC records procedural information to assist staff in supporting the Assembly and its members.

LAPRAC was updated in November 2015. Topics added/updated include:

- Updated security arrangements
- Disputed bills process
- Adding all standing orders as a chapter.

The index, table of standing orders, and various schedules were also updated.

Rulings from the Chair

Rulings from the Chair were reviewed by the Clerk's office and updated twice during the year.

Clerk's Office

Disaster recovery plan

Assembly staff continued work on the whole-of-Parliament disaster recovery plan this year. We focussed our efforts on scenarios that could leave Parliament House unable to host sittings of either or both Houses for any period of time. While we have experience in relocating our operations and services to other locations for regional sittings, those activities have always been supported by most of our staff continuing their duties back at Parliament House. Considering how we might support parliamentary and committee sittings in other locations while also having to relocate our 'engine room' has been a challenging but ultimately fruitful task.

Along with colleagues in the other departments, we took part in a scenario-based test of the plan in April, which enabled us to refine our plan. We now have resourcing, communication and operations plans for the various Assembly offices to implement should Parliament's disaster recovery plan be activated.

Review governance groups and processes

While established specifically to support the operations of the Assembly and its committees, in practice the Department of the Legislative Assembly works collaboratively with the Departments of the Legislative Council and Parliamentary Service to deliver services to the Houses, members, committees and the public. To achieve this model of collaborative service delivery, the Parliament has a shared management and governance structure, with roles in the three departments being responsible for various elements, enabling expertise to be developed and duplication avoided. The Parliament's current governance structure has been in place for over ten years, and the senior management team had hoped to assess and review its effectiveness this cycle. While it remains an objective, other activities took priority in the reporting period.

Respond to altered budget day arrangements

In March 2016 the Federal Government announced that it would hand down its budget a week earlier than scheduled. The new date coincided with the week scheduled for the Victorian budget. On 14 April 2016 the Legislative Assembly agreed to suspend standing and sessional orders to allow the House to sit on Wednesday 27 April for the purpose of introducing the budget. Following the resolution of the House staff in the Legislative Assembly and across the Parliament worked seamlessly to reschedule staff rosters, events and building works to ensure that the House was able to sit without interruption on 27 April 2016.

Value Two: Excellent Service Delivery and Responsiveness

Legislative Assembly

In conjunction with other departments implement the community engagement strategy for the Parliament

2015–16 was the first full year of implementation for the Victorian Parliament's new community engagement strategy. The implementation of the strategy is overseen by senior management from all three parliamentary departments and involves staff across all teams. It is being delivered through four focus areas: Events; Education; News and Information; and Community Connections.

Events

Our events program for the year included Open House Melbourne in July 2015 and our annual Open Day in March 2016, which are discussed elsewhere in this report. We also staged a new youth music event called Spring Street Beat in November 2015 as part of efforts to increase engagement with young Victorians.

Education

An advisory panel was appointed to help guide the future directions of our education programs and resources. Comprising teachers from a variety of backgrounds, and a recent student, the advisory panel will commence its work in 2016–17.

News and information

Parliament established a Facebook page in November 2015 and we have merged our two Twitter feeds (general and committees) to provide a single Twitter feed for the Victorian Parliament. Our Facebook following grew rapidly to more than 8,600 people by June 2016. It became the number one ranked parliamentary Facebook page in Australia. Our Twitter following grew to more than 4,000 people.

A monthly Parliament News advertisement was published in *The Age* from February 2016, providing a more prominent and cost-effective advertising option for parliamentary committees. Facebook advertising was also introduced to provide more engaging ways to promote committee inquiries to the community. This included use of video advertisements that are targeted to relevant sections of the community with an interest in the committee inquiry topics.

Parliament's news service continued to grow, with more than 1,800 people and organisations receiving our news alerts. This represented a 157 per cent increase in subscribers over the past year. News alerts issued through the service resulted in coverage of various committee inquiries and other parliamentary activities in a range of metropolitan and regional media.

With our colleagues in the other departments, we produced a new heritage video series titled The Parliament Collection Victoria. The first five episodes were launched during Australian Heritage Week in April 2016 and attracted thousands of views on our Facebook page. We also produced multimedia features on various aspects our parliamentary history and building.

Community connections

We entered into a partnership with the Foundation for Young Australians to conduct a series of youth workshops across Victoria. The aim of the workshops was to identify new approaches to engaging with young Victorians. The first five workshops were held in Frankston, Melbourne, Wodonga, Swan Hill and Bairnsdale between April and June 2016. The project is continuing in 2016–17.

Connections were also established with the Museum of Australian Democracy at Eureka and with the Victorian Regional Community Leadership Programs. The joint initiatives we are developing are aimed at enhancing our engagement with regional Victorians and will be delivered in 2016–17.

In conjunction with other departments develop a communications strategy for the Parliament

We worked with our colleagues in the other parliamentary departments to improve our internal communication. Preliminary work commenced on the development of a communications strategy for the Parliament.

A new Inside Parliament email alert was developed to improve the system for distributing administrative notices to members and staff. The Assembly contributes content to the alert system.

All staff were invited to give feedback on the staff bulletin. The survey results are being used in developing a bulletin that fits into a broader communications strategy.

An intranet news page was established for the new office building project, as part of a broader communications plan for that project.

Clerk's Office

In conjunction with other departments prepare for and host delegations and attachments

Parliament hosted a range of delegations in 2015–16. The delegation list includes visitors from Chile, Ethiopia, France, India, Japan, Saudi Arabia, United Arab Emirates and Vietnam.

Delegation visits covered a range of procedural and corporate topics, including committee operations, functions of the two Houses, the legislative process and community engagement. Staff across the three departments, and the Speaker,

appreciated the opportunity to work and meet the staff and members from these delegations and look forward to continuing a collaborative relationship in the future.

Provide support to twinned Pacific Parliaments of Nauru, Tuvalu and Fiji

The Victorian Parliament is twinned with the Parliaments of Fiji, Nauru and Tuvalu. Our twinning relationships provide us with a range of professional development opportunities that benefit all of our parliaments and contribute to the enhancement of Australia's reputation in the Pacific region.

Fiji

Since 2014, the Victorian Parliament has been working with the Fiji Parliament to develop the capacity of Fiji parliamentarians and parliamentary staff. The relationship between our two parliaments has grown rapidly over the past two years through a series of activities and exchanges covering many aspects of parliamentary work and administration.

There were 16 activities under our twinning program this year which covered: procedural training, systems development and advice, mentoring senior staff, developing corporate services systems and processes, implementing community engagement and education programs and providing technical assistance for Hansard and broadcasting services.

In addition to these activities, the Victorian Parliament ran a Parliamentary Whips Program for five whips from the Fiji Parliament from 3–6 May 2016. As part of the program the whips shadowed Victorian party whips for two days and participated in a two day workshop facilitated by Victorian whips and former New Zealand whip, Rick Barker. The workshop looked at the role and practice of parliamentary whips, covering topics such as supporting parliamentarians, managing the business of Parliament, maintaining relationships and professional development. Following the success of the program, the Victorian Parliament are organising a refresher workshop that will take place during the 2016–17 period. We are grateful for the expertise and support provided to our whips program by Ros Spence MP, Andrew Katos MP and Peter Crisp MP.

We have seen strong relations develop between the staff of our two parliaments, in a variety of work areas. Our staff are in regular contact through email and Skype to enable sharing of information, provision of advice and mentoring. The twinning program has been supported by generous funding from the Australian Government. It is being undertaken in cooperation with the United Nations Development Programme and the Australian federal parliament, through the Pacific Parliamentary Partnerships program.

Evaluation reports received from the Fiji Parliament confirm the value that both our parliaments place on the twinning relationship we have established, and the benefits both our parliaments derive from the professional development activities we undertake together.

Nauru

The Clerk of the Nauru Parliament, Ann-Marie Thoma, and Hansard Editor, Nissa Peo undertook a study visit to the Victorian Parliament from 2–6 May 2016, focusing particularly parliamentary library and information services.

During that visit there were discussions about a project to support the redevelopment of the Nauru Parliament's website and assistance with development of library and research services. We are working with the United Nations Development Programme on the implementation of these two activities during 2016–17.

Tuvalu

Deputy Speaker Don Nardella MP and the Clerk of the Parliaments Ray Purdey participated in the resource team that delivered the induction program for Tuvalu parliamentarians from 24–28 August 2015, following the parliamentary elections in Tuvalu. We are grateful for Mr Nardella's support and advice. The feedback we have received from our Tuvalu colleagues is that the new members there appreciated learning from another MP during their induction.

Ongoing advice and support has been provided to the Tuvalu Parliament in relation to their information technology systems.

Promoting the twinning program

The three parliamentary departments are proud of their achievements under the twinning program and actively promote the program to the Victorian community. We use our social media platforms, including Facebook, Twitter and YouTube, as well as our website to provide the public with a range of news and information about our twinning program.

Support the Standing Orders Committee's review of practices and processes of the House

In June 2016, the Legislative Assembly's Standing Orders Committee tabled a report on sitting hours and the operation of the House. The focus of the Committee's inquiry was an examination of the sessional orders. The Committee assessed each of the sessional orders to determine whether they should be made permanent and incorporated into the standing orders, whether they should remain as sessional orders, or whether they should be amended.

Several of the Committee's recommendations related to how the House dealt with answers to questions and responses to adjournment matters. The Assembly's practice was inconsistent, with answers to questions on notice and constituency questions published in Hansard and an online database, but adjournment matters responded to by correspondence between the minister and the member. The Committee recommended a common approach for all answers and responses. It proposed amendments to the standing orders so that all answers and responses are lodged with the Clerk, who will then publish them electronically. This removes the need for them to be published in Hansard, saving resources and publishing costs.

The Committee also recommended the sessional order allowing a member to request that their second reading speech be incorporated into Hansard be included in the standing orders, noting the practice has freed up considerable debating time in the House. The committee also recommended a new standing order formally authorising the broadcast of the Assembly's proceedings on the Parliament's website. The broadcast has been available since 2008, but had not been formally recognised in the standing orders.

Although the Committee's terms of reference included sitting hours, it did not recommend any changes. The sitting hours were significantly altered at the start of the parliament in February 2015, including an earlier starting time on Tuesdays and earlier finishing times on Tuesdays and Wednesdays. The committee concluded that as the new sitting hours had only been in place for just over one year, the sitting hours should continue to be trialled as a sessional order.

Most of the report was supported by all members of the Committee, however, there was one issue on which the Committee did not agree. Ministers' statements were introduced as a sessional order at the start of the current parliament and enable a minister to make a statement about "new government initiatives, projects and achievements" for two minutes after each question in Question Time. The Committee considered amending the wording of the sessional order to enable a minister to make a statement on "matters related to the minister's portfolio". In the end, the Committee did not recommend the change. Government members submitted a minority report supporting the change.

Implementation of Committee's recommendations

Following the tabling of the report, the Leader of the Government moved a motion to adopt all of the Committee's recommendations. The motion was agreed to unopposed. The Leader of the House then moved a second motion, to amend the sessional order relating to ministers' statements as outlined in the minority report. This was not supported by the Opposition or the Greens, and subject to considerable debate. The Government eventually moved a closure motion and the motion was agreed to after a division. When the House resumes in August, the changes will come into effect.

Inquiry into committee arrangements

On 16 April 2015, the House referred to the Standing Orders Committee an inquiry into committee arrangements. The inquiry includes an examination of the scope and overlap of joint committees and Legislative Council Committees; options for Public Accounts and Estimates Committee reform; appropriate size and chairing arrangements of committees; and opportunities to enhance participation in the running of committees. The Standing Orders Committee has the power to confer with the Procedure Committee of the Legislative Council in completing the inquiry and to report jointly to the House.

The Committee commenced work on the inquiry during 2015–16 and will continue the inquiry in the next reporting period.

Contribute to federal inquiry into electoral education

On 27 August 2015, representatives of the parliamentary departments appeared before the Federal Joint Standing Committee on Electoral Matters to give evidence in relation to its inquiry into electoral education. Our Parliament was represented by Paul Groenewegen, Manager of the Tours and Customer Service Unit, Andres Lomp, Communications and Public Engagement Manager, Carolyn Macvean, Manager of the Parliamentary Library and Information Service and Robert McDonald, Assistant Clerk Procedure and Serjeant-at-Arms.

They provided members of the Federal Committee with details of the education programs and services for students and teachers provided by the Parliament, which include:

- school tours to Parliament House
- outreach visits to metropolitan schools and regional centres
- role plays that give students direct experience of how parliament works
- professional development days for pre-and in-service teachers, in conjunction with the Civics and Citizenship Network which includes the Victorian Electoral Commission
- a range of resources that can be used in the classroom, including printed and audio-visual material
- an internship program for university students that this year celebrates its 25th anniversary.

They then answered questions from the Committee about the work the Parliament is undertaking in youth engagement and community engagement, particularly around electoral education.

Clerk's Office/Procedure Office/SAA Office

Make better use of SharePoint to present Assembly information on the intranet

With Parliament's new intranet, Billy, now fully functional, preliminary work has begun on improving the Assembly page to streamline access to information and key databases. This work will continue during 2016–17.

In conjunction with the Legislative Council, prepare for and manage changes to the tabling process

Under a directive of the Minister for Finance, government agencies stopped providing multiple stock copies of tabled documents this year. The Assembly and the Council worked together to manage the significantly reduced number of hard copy stock required for documents tabled in Parliament whilst also improving the availability of those documents online.

The majority of documents tabled in Parliament now only require 15 hard copies to be distributed between both Houses. The number of hard copies required for Parliamentary Papers has also reduced. New processes for the distribution of reports and the management of the tabled documents database were communicated to stakeholders and implemented by staff. This included an update to the tabled documents database in order to make it easier for users to see what was tabled that day and to ensure that electronic copies were quickly and securely uploaded and more easily accessible.

Develop and streamline business processes

Enhance questions database

While more than 10 years old, the questions database serves us well. However, there are always potential improvements as we identify ways to present information more clearly. We are currently focussing on changes to assist with monitoring the rule that requires ministers to answer within 30 days to enable the Speaker to respond to points of order. Much of the behind the scenes work was done during this year and we expect the changes to be rolled out before the end of 2016.

The database will soon include responses to adjournment matters and questions without notice ruled unresponsive, following the changes made to the standing and sessional orders in June 2016. These changes can initially be accommodated without any substantial upgrades to the database but it is likely further enhancements will be needed to improve the presentation and search function.

The database will now be called the questions and responses database to reflect its new dual role.

Publish Privileges and Standing Orders Committees' reports through committee web pages

This project aims to provide plain English summaries of old committee reports, which often have vague or un-descriptive titles, in our online database. Work continues on this project and we hope to make further progress in 2016–17.

Develop an online version of the Clerk's running sheet

Each sitting day the Clerk prepares a running sheet which gives members a provisional guide of what business the Assembly expects to deal with that sitting day. As the running sheet is currently provided in hard copy only, ideas of creating an online version of the document are being discussed by staff.

During 2015–16, the development and implementation of the 'Assembly Live' live minutes project took priority over the running sheet concept. It is anticipated that during 2016–17, an online version of the Clerk's running sheet will be incorporated as part of the live minutes project.

Investigate and develop options for publically available live minutes

The Procedure Office looked into options for providing publically available, live updates on business currently before the House including a summary on what had already occurred that sitting day. As a result of this investigation, options and recommendations were presented to the Clerk and a new page on the Assembly section of the Parliament website called Assembly Live has been developed and tested. Assembly Live is planned to go live in the first sitting week of August 2016. It will include useful information such as when documents have been tabled and which bill is currently being debated in the House. We hope this will give stakeholders almost real-time access to House proceedings.

Committee Office

Procedural resources

During 2014–15 and 2015–16 the joint investigatory committee office undertook a substantial review and re-write of the committees procedures manual. An updated version of the manual has now been issued and will soon be rolled out to users in a compressed electronic format. The manual now focusses principally on procedural and practice matters, with administrative resources now hosted on the committee intranet collaboration pages. The manual will now be subject to ongoing two-monthly rolling chapter reviews, to ensure that its relevance and utility is maintained.

Committees intranet collaboration

Parliamentary committees have increased the use of collaboration pages in SharePoint, to provide a central and convenient location to host information on the intranet for secretariat use and reduce reliance on email for distribution of documents. The Committees Services Office and Parliament's IT team have also made substantial progress developing a more user-friendly collaboration page, which is expected to be rolled out in early 2016–17.

Inquiry debrief sessions

The secretariats of the AOC and IBACC jointly hosted an internal information session for staff on the activities of those committees, and the secretariat of the LRRCSO hosted an inquiry debrief on the *Inquiry into fuel drive-offs*. This provides committee staff with a valuable on-the-job opportunity to learn more about committee procedures from each other, as formal learning opportunities about committees are limited.

Electorate officer engagement sessions

The joint investigatory committees hosted two electorate officer engagement sessions, in August 2015 and February 2016. These events enable committee members' electorate staff to better understand the work of parliamentary committees in the community, and members' roles on committees.

Practice guidelines

Some inquiries deal with very difficult subject matters, and involve vulnerable witnesses. Practice guidelines for committee members dealing with participants at risk and public hearings security were developed and released, following consultation with other units of the Parliament.

Standardisation of committee resources

A range of standard templates for committee documents, including committee meeting papers and briefing materials, were developed over the course of 2015–16 and hosted on the committees intranet site. Standard templates were also introduced for committee reports and formal documents and have substantially enhanced the consistency and appearance of committee publications during the course of the year.

Community engagement

In collaboration with the Community Engagement and Education Unit, the committees increased the use of social media for advertising and publicity, including greater use of online video to publicise inquiries. The committees also worked with the Unit to explore opportunities to improve the effectiveness of print media advertising by participating in consolidated advertising of committee inquiry activity in one major metropolitan daily newspaper.

Stakeholder Feedback Survey

The committees office developed a concise online survey instrument to assist committee secretariats improve provision of information to inquiry stakeholders, particularly submitters and witnesses. The survey asks witnesses and submitters to provide us with feedback on information provided to them about the inquiry, and our service delivery.

Video conferencing

The use of in-house facilities for video conferencing increased considerably over the course of the 2015–16 year. Committees principally used video conferencing to allow witness participation during public hearings, and to manage meetings with interstate and international stakeholders. Video conferencing also provides witnesses who may be prevented from appearing before a committee due to cost or distance the opportunity to present. Other departments of the Parliament also made extensive use of video-conferencing facilities during the year.

Electoral Matters Committee

Inquiry into the conduct of the 2014 Victorian State Election

During the year the Committee continued its inquiry into the conduct of the 2014 Victorian State Election. The Committee advertised its call for submissions in major Victorian newspapers and contacted stakeholders to seek submissions. The Committee also made extensive use of social media advertising for the inquiry, and wrote to all the independent candidates who contested the state election. In total 57 submissions were received.

The Committee held a number of public hearings in Melbourne and met with electoral commissions, academics, presiding officers and party officials in Sydney, Brisbane, Adelaide and Wellington to further its knowledge and understanding of the challenges facing each jurisdiction administering elections.

The final report was tabled in the Parliament on 3 May 2016. The government has six months to respond to the 23 recommendations made in the report. The VEC also

traditionally responds to the recommendations and findings made in the committee's reports.

Inquiry into electronic voting

On 7 October 2015 the Committee received a reference from the Legislative Assembly to inquire into electronic voting. The terms of reference required the Committee to examine forms of electronic voting currently used in Victoria and other jurisdictions and their effectiveness; and alternatives that are available that if implemented would ensure the continued integrity and security of the electronic voting system.

The Committee commenced work on the *Inquiry into Electronic Voting* following completion of the report on the 2014 election. The Committee advertised the inquiry and separately wrote to many organisations and individuals calling for submissions.

The Committee received over 30 submissions. Public hearings are scheduled for August 2016.

Family and Community Development Committee

Inquiry into Abuse in Disability Services

On 5 May 2015 the Family and Community Development Committee received a reference from the Legislative Assembly to inquire into abuse in disability services. The terms of reference required the Committee to conduct the Inquiry in two stages. The first stage asked the Committee to inform Victoria's position on appropriate quality and safeguards for the National Disability Insurance Scheme (NDIS). The Interim Report on Stage 1 of the inquiry was tabled in Parliament on 6 August 2015.

Stage 2 of the inquiry commenced in August 2015, and focused primarily on measures to improve Victoria's safeguarding system prior to the full roll-out of the NDIS. For Stage 2 of the Inquiry the Committee received 71 written submissions and 12 supplementary submissions from a range of individuals and organisations. The authors of these submissions included: family members of people with disabilities; people with disabilities; non-government disability service providers; disability support workers; advocacy organisations; peak bodies; and statutory bodies. The Committee held public hearings in Melbourne and in Geelong, Shepparton, Bendigo, Ballarat, Morwell, Mildura, and Horsham. The Committee heard from a range of witnesses, including people with a disability, their families and carers, advocate organisations, service providers and disability support workers.

The Committee made 49 recommendations to strengthen the disability services system in Victoria prior to the transition to the NDIS. The final report was tabled in Parliament on 26 May 2016.

Inquiry into Services for People with Autism Spectrum Disorder

This inquiry was referred to the Committee by the Legislative Council on 6 May 2015. The Committee deferred work on it to December 2015, initially focussing its resources on the abuse in disability inquiry. The call for submissions was advertised in metropolitan and regional newspapers. The Committee received 146 submissions by the

closing date of 22 April 2016. The Committee will start public hearings for this Inquiry in August 2016.

Inquiry into Perinatal Services

This inquiry was referred to the Committee by the Legislative Council on 16 September 2015. The Committee will commence work on this inquiry in early 2017.

Law Reform, Road and Community Safety Committee

Inquiry into Fuel Drive-Offs

On 5 May 2015, the Committee received a reference from the Legislative Assembly to inquire into fuel drive-offs (that is, cases in which a person fills a vehicle with fuel at a petrol station and drives off without paying for the fuel).

A total of 30 submissions were received from government agencies, non-profit organisations, industry representative groups, private individuals and companies. The Committee also received evidence from 18 witnesses, representing 12 organisations and government departments.

The Committee tabled its final report on 9 March 2016.

Inquiry into the Probationary Driving Age

On 9 December 2015, the Committee received a reference from the Legislative Council to inquire into the impact of lowering the probationary driving age to 17; the adequacy of current transport infrastructure and services available to people of non-driving age, particularly in regional Victoria; and strategies to remove barriers for people of non-driving age to access employment, study and training. The tabling date for the final report is 30 November 2016.

The Committee advertised the terms of reference and issued a call for public submissions in April 2016. The nature of the inquiry lent itself to creative advertising on social media, and we were pleased with the response to our online animation promoting the inquiry. As of June 2016, the Committee had received 91 submissions from a range of individuals, organisations and government departments. The Committee also began its public hearing schedule in June 2016 and will continue these in the second half of the year in Melbourne and regional areas.

Inquiry into Illicit and Synthetic Drugs and Prescription Medication

On 11 November 2015, the Committee received a reference from the Legislative Council to inquire into the effectiveness of laws and procedures relating to illicit and synthetic drugs and prescription medication, and report to Parliament by 3 March 2017.

The Committee decided to undertake preliminary research on the terms of reference, although it will mainly focus its efforts on completing the Inquiry into the Probationary Driving Age before formally commencing this inquiry.

Public Accounts and Estimates Committee

The Public Accounts and Estimates Committee has a number of statutory responsibilities under the *Parliamentary Committees Act 2003*, the *Constitution Act 1975*, and the *Audit Act 1994*. During the past year, the Committee carried out inquiries that covered the majority of these statutory responsibilities.

Allegations made against the Auditor-General

On 17 August 2015, the Presiding Officers were notified of allegations made against the Auditor-General by a staff member within the Auditor-General's Office. The Presiding Officers referred the matter to the Public Accounts and Estimates Committee, which met on 17 August 2015 to consider how to proceed in relation to the matter. The Committee resolved unanimously to ask the Legislative Assembly and the Legislative Council to refer the matter to the Committee for inquiry and report. On 18 August 2015 the Committee tabled a report recommending that this occur.

Investigation into Allegations made against the Auditor-General

On 18 August 2015, the Parliament referred the following terms of reference to the Committee:

The Public Accounts and Estimates Committee is to inquire into and report to Parliament on allegations made against the Auditor-General, Mr John Doyle, in a formal grievance dated 12 August 2015, by a member of his staff; and whether, in light of any findings that the Committee may make in relation to the allegations, the Parliament should give consideration to the removal of the Auditor-General from office.

The Committee is requested to conduct this inquiry having regard to the need to afford procedural fairness to all parties, and to protect the privacy of individuals.

The Committee is requested to report its findings to the Parliament on or before 20 October 2015.

With the approval of the Speaker, the Committee engaged retired High Court of Australia Justice Mr Kenneth Hayne AC QC under s 30 of the *Parliamentary Committees Act 2003* to carry out the investigation.

During Mr Hayne's investigation, the Auditor-General, Mr John Doyle, resigned his position. The Committee requested Mr Hayne to continue with his investigation and complete his report so that the Committee could satisfy the resolution of the Houses. The Committee sought an extension to the reporting date to which the Parliament agreed. The revised reporting date was 10 November 2015.

The Committee received Mr Hayne's report and met on 26 October 2015 to consider the report's conclusions. The Committee reported to the Parliament on the investigation into the allegations on 10 November 2015.

Recommendation for the Appointment of new Auditor-General

The *Constitution Act 1975* (s 94A) requires that the Auditor-General of Victoria is appointed by the Governor-in-Council on the recommendation of the Committee.

Following the resignation of the former Auditor-General, the Committee engaged a recruitment firm to assist in a global search for a new Auditor-General of Victoria. The Audit Subcommittee was given the responsibility of preparing a final list of candidates for interview by the full Committee. The Subcommittee sought the assistance of three specialists to provide expert support in the initial assessment and interview process.

In June 2016, the Committee unanimously agreed on a recommendation which was conveyed to the Premier, so that a Governor-in-Council appointment may follow. As a matter of courtesy, the Committee will report to the Parliament on the processes adopted in making its recommendation on the appointment to the Governor-in-Council.

Recommendation on the Appointment of a Person to Conduct the Financial Audit of the Victorian Auditor-General's Office

The *Audit Act 1994* requires that an independent auditor be appointed to conduct annual financial audits of the Victorian Auditor-General's Office (VAGO). The Committee is responsible under the Act for recommending, to both Houses of Parliament, the appointment of a suitably qualified person to undertake the financial audit for a period not exceeding three years.

Due to the expiration of the last Parliament before a new independent auditor could be appointed, the Committee determined last year to re-appoint Mr Steven Bradby, Partner at PKF Melbourne Audit & Assurance, for a further year to undertake the financial audit of VAGO for the financial year ending 30 June 2015. This followed his previous engagement as the independent auditor of VAGO's financial statements for three financial years commencing 2011–12.

In April 2016, the Committee commenced a selective tendering process. In June 2016, the Committee recommended the appointment of Mr Geoff Parker, Director at Nexia Melbourne Audit Pty Ltd, as the independent auditor to conduct the financial audit of VAGO for the three financial years ending 30 June 2016, 30 June 2017 and 30 June 2018. The report on the recommendation was tabled on 9 June 2016 and the recommendation was accepted with both Houses of Parliament passing a resolution making the appointment.

Recommendation on the Appointment of a Person to Conduct the Performance Audit of the Auditor-General and the Victorian Auditor-General's Office

Under the *Audit Act 1994*, the Committee is charged with the responsibility of making a recommendation to the Parliament on the appointment of a Performance Auditor to undertake an audit of the Auditor-General and the Victorian Auditor-General's Office at least once every three years. The last performance audit was undertaken in 2013 and made a number of recommendations aimed at improving the operational performance of VAGO.

Following a public tender, the Committee recommended that Ms Elma von Wielligh-Louw, Partner at Deloitte Risk Advisory Pty Ltd be appointed to conduct the performance audit of the Auditor-General and VAGO for the period July 2013 to June 2016. The Committee looks forward to the report of the Performance Auditor which is due to be tabled in the Parliament in mid-November 2016.

Inquiry into the Impact on Victorian Government Service Delivery of Changes to National Partnership Agreements

In May 2015, the Committee was referred an inquiry to examine the impact of changes made to National Partnership funding agreements entered into between Commonwealth and Victorian Governments since 2008.

The Committee received a whole-of-Victorian Government submission containing details in relation to some agreements which support, or have supported, a range of Victorian government services and programs. Submissions were also received from local government and several peak community sector organisations.

In August 2015, the Committee visited Canberra to gather information relevant to its Inquiry. In November 2015, the Committee held public hearings with Victorian government central agencies and a number of other major government departments, and also with local government and community organisations in the health and social services sectors.

The Committee's final report was tabled on 24 June 2016 and contains 91 findings and 22 recommendations related to the management and administration of National Partnerships. The report includes extensive historical detail on National Partnership funding across key government sectors since 2008–09 and discussion of a number of significant National Partnership Agreements together with comments on the management and administration of these Agreements.

Report on the 2015–16 Budget Estimates

This report provided analysis of the Victorian Government's strategies for revenue, debt, output expenditure and asset investment for the 2015–16 financial year and forward estimates period. It examined the various assumptions and indicators used by the Department of Treasury and Finance to determine economic forecasting for Victoria as well as the revenue estimates contained in the Budget. It also examined the major asset and output initiatives outlined by the Government, the status of the Government's election commitments and the quality of the performance measures used by Government departments. The report made 68 recommendations and was tabled in November 2015.

Inquiry into the 2013–14 and 2014–15 Financial and Performance Outcomes

It is customary for the Public Accounts and Estimates Committee to conduct an inquiry into the financial and performance outcomes at the end of every financial year, however, due to the expiration of Parliament prior to the election in November 2014, the inquiry into the financial and performance outcomes for 2013–14 and 2014–15 were combined and reported in May 2016.

In addition, for the first time in many years, public hearings were conducted as part of the Financial and Performance Outcomes inquiry. Four days of hearings lasting 21 hours were held between 16 and 19 February 2016, during which the Committee heard from secretaries, deputy secretaries and senior executive officers across all the departments. The information provided proved to be very useful material for the subsequent report to Parliament.

The report analysed the financial outcomes for 2013–14 and 2014–15, the major factors influencing the outcomes for 2014–15 as well as reviewing the Government departments' 2014–15 annual reports and performance measures. The report made 22 recommendations.

Inquiry into the 2016–17 Budget Estimates

Following the release of the 2016–17 Victorian Budget on 27 April 2016, the Committee held hearings with all ministers, parliamentary presiding officers and senior departmental officials. The hearings totalled 54 hours and featured a new conduct and questioning procedure introduced by the Committee, including timed questions and the ability to call witnesses from the gallery. The witness statements, together with questionnaires sent by the Committee and the 2016–17 Budget papers will inform the upcoming report due to be tabled in October 2016.

Scrutiny of Acts and Regulations Committee

During the reporting period the Committee tabled 18 Alert Digests, reviewing a total of 100 bills. During the same period the Committee, through its Regulation Review Subcommittee, reviewed 210 statutory rules and legislative instruments ('regulations'). The Committee tabled two reports concerning the work of the Regulation Review Subcommittee in the reporting period; *Annual Review 2014, Regulations and Legislative Instruments* (tabled on 4 August 2015) and *Annual Review 2015, Regulations and Legislative Instruments* (tabled on 21 June 2016). The Committee did not undertake any inquiry work outside of its statutory terms of reference.

Regulation Review Subcommittee

Under sections 3 and 21 to 23 of the *Subordinate Legislation Act 1994*, the Committee reviews statutory rules and legislative instruments. The Committee also reviews statutory rules and legislative instruments within the context of human rights and compatibility with the *Charter of Human Rights and Responsibilities Act 2006*. The Committee performs this scrutiny function by means of a standing subcommittee, the Regulation Review Subcommittee.

During the reporting period, the Subcommittee held 11 meetings during which it considered both statutory rules and legislative instruments. The Subcommittee:

- considered 159 statutory rules, 16 of which were accompanied by Regulatory Impact Statements;
- considered 51 legislative instruments, three of which were accompanied by Regulatory Impact Statements.

Serjeant-at-Arms Office

In conjunction with other departments, assist with community engagement events

Open Day 2016

Parliament's annual Open Day was held on Sunday 6 March 2016. Although Parliament is open for tours most weekdays throughout the year, Open Day is an opportunity for people to visit Parliament on the weekend and to see areas of the building not normally seen on a public tour.

The focus of the 2016 Open Day was the 160th anniversary of Parliament and 150 years of Hansard, the report of parliamentary debates. The Hansard stand was one of the first stands on the Open Day tour route and included a timeline about the reporting service and its evolution over the past 150 years.

Parliament invites external agencies that have a relationship with the Parliament to take part in Open Day. For 2016, the Public Record Office Victoria, the Victorian Auditor-General's Office, Victorian Ombudsman's Office and the Independent Broad-based Anti-corruption Commission again took part and each agency had a display in Queen's Hall. For the first time, the Museum of Australian Democracy at Eureka also participated, with a stand in the Legislative Council Committee Room.

The day was very successful, with about 4,000 visitors taking the opportunity to look around the building, meet our staff and enjoy high tea in the Members' Dining Room.

Youth Parliament 2015 and 2016

Youth Parliament provides an opportunity for young Victorians to put forward issues of concern for debate with their peers. Each year, over 100 participants aged 16 to 25 take part. The participants hold a weekend camp in May where they work in teams to draft bills for debate. Each team is then paired up with another team responsible for opposing the bill and proposing amendments for debate in the Youth Parliament. They also elect a Youth Premier, and at the end of each parliament a Youth Governor is elected for the following year. The event is run by the YMCA and a Youth Taskforce, often former participants, who assist with training and advice. The Parliament supports the event by providing the venue, committing staff resources, providing catering, clerking proceedings, preparing a transcript, and rostering MPs as chairs.

The conduct of debates closely follows real parliamentary procedures, with each bill passing through the first, second and third reading stages. Current members of Parliament assist with the event by chairing debates and parliamentary staff act as clerks. Hansard prepares a transcript. At the conclusion of the Youth Parliament, copies of the bills are presented by the Youth Governor to the Minister for Youth Affairs for the Government to consider. A Youth Press Gallery also reports on the event throughout the week.

The event is held during the mid-year school holidays, and due to the timing of the weeks chosen by the YMCA, two Youth Parliaments were conducted during the

reporting period. The 2015 Youth Parliament was held on 29 and 30 June and 2 July 2015 and the 2016 YMCA Youth Parliament was held from 27 June to 30 June 2016.

For the 2015 Youth Parliament, 20 teams participated, with 10 in the Assembly Chamber and 10 in the Council Chamber. Bill topics included youth representation on local councils, factoring carbon dioxide emissions into vehicle registration and gender pay equity. James Gover from Wellington Shire was named best speaker.

Twenty teams again took part in 2016 with teams coming from suburban Melbourne and rural areas. Topics debated included implementing a school psychologists program and a bill to provide support for girls to meet the cost of sanitary items. Hue Man Dang, representing Hobsons Bay City Council, was judged by members and staff to be the best speaker. As the 2016 Youth Parliament was the 30th anniversary of the event, the Presiding Officers hosted a reception in Queen's Hall on the Tuesday afternoon. Former participants, of which there are now over 3,000, were invited back to Parliament to celebrate the anniversary.

Open House Melbourne 2015

Open House Melbourne is a not-for-profit association which has been fostering appreciation of architecture and good design in the city since 2008. Over the Open House Melbourne weekend, buildings throughout the city are open for free tours. Open House Melbourne 2015 continued the theme of #curiocity and 107 buildings participated, including Parliament House.

Parliament House was open for both days of Open House Melbourne 25 and 26 July 2015. Groups of up to 40 people left the Vestibule every 15 minutes for tours through the Legislative Assembly and Council Chambers and the Parliamentary Library. Normally visitors would also see Queen's Hall, however due to painting works, it was not included on the 2015 tour route. Tours were led by Legislative Assembly tour guides and Legislative Council attendants, who provided information to visitors both about the building and the parliamentary process.

As with other buildings, large queues formed outside Parliament House on both days. In total 2,286 visitors came through the doors over the weekend.

Parliament in Practice seminars

Parliament in Practice Seminars were held on 17 November 2015 and 28 April 2016. The seminar targets Victorian public sector employees who want to learn more about the Parliament and its relationship with the Government. The seminar was coordinated principally by staff of the Legislative Council, with the involvement of staff from all three parliamentary departments and the Office of the Chief Parliamentary Counsel. A members' panel was also held where current and former MPs provided their insights on the parliamentary process. Topics covered at the seminar included:

- parliamentary privilege
- the legislative process
- the conduct of proceedings in the Houses

- scrutiny of government
- parliamentary committees.

There were 101 participants in the two seminars, from 17 government departments or agencies. Feedback from participants was overwhelmingly positive and revealed that the members' panel was the most valuable part of the day

Work experience students

The Parliament offers a work experience program for secondary students wishing to obtain knowledge and skills associated with parliamentary practice and procedure. The program, which is administered by the Clerk of the Parliaments, offers participants the opportunity to undertake a week's work experience across a range of parliamentary work units. In 2015–16 students spent time with their local member of Parliament and at the member's electorate office, attended Question Time in both Houses and met with Chamber officers and staff. Six students were accommodated during the year in various units including the Parliamentary Library, Hansard and Security and Electorate Properties and all reported positive experiences in feature articles for *On Notice*, Parliament's in-house newsletter. Students were particularly appreciative of the structured work experience program and the amount of time devoted by staff to assist them during their week at Parliament.

Front Steps

The following groups, coordinated by the Serjeant-at-Arms Office, used the front steps for various activities, including launches and community awareness campaigns:

- Various student projects for fashion, architecture, design and photography from RMIT, Victoria University and other institutions
- Celebrate India Inc — modification of lighting at the front of Parliament House to highlight Diwali Festival celebrations
- Melbourne City Mission and Frontyard Youth Services' anti-poverty awareness campaign
- Institute of Public Administration annual staff photograph
- Hon Jenny Mikakos MLC and Girl Guides group photograph
- Boating Industry Association of Victoria and Hon John Eren MP media launch
- Immigration Museum and Vietnamese Community group photograph
- Great Amazing Race checkpoint for participants
- United Nations Day — modification of lighting at the front of Parliament House
- Australian Tours Management's Vietnamese travel group photograph
- International Men's Day awareness campaign
- Hon Jenny Mikakos MLC and Scouts group photograph
- Melbourne Green — modification of lighting and projections onto the front of Parliament House
- Parliament's Spring Street Beat
- Private artist's installation of kangaroo sculptures
- Mr Michael Gidley MP — awareness campaign to highlight costs of living initiative
- International Women's Day group photograph of all women MPs
- Hon John Eren MP and other MPs — Vietnam Veterans' Day group photograph

- Sunshine Heights Primary School musical performance
- Cotton On — annual Team Day and Amazing Race checkpoint
- Hon John Eren MP and the 5,000 Poppies Project
- Alannah and Madeline Foundation — modification of lighting at the front of Parliament House
- Transport Accident Commission and Road Trauma Support Services' Shine a Light Day — modification of lighting at the front of Parliament House
- Hon Luke Donnellan MP — media opportunity for Fatality-free Friday
- Pet Friendly Australia and Dr Chris Brown — photo opportunity
- Hon Fiona Richardson MP — modification of lighting at the front of Parliament House to mark 16 Days of Activism Against Family Violence.

Queen's Hall (launches, receptions and conferences)

The Department also provided assistance with the coordination of the following events held in Queen's Hall:

- Australian National University's Melbourne Alumni Annual Gala Dinner
- Australian Nursing and Midwifery Association (Victorian Branch) cocktail party
- Asian Leadership Network of Australia Inc — Women's Leadership Network Conference dinner
- Australian American Association Inc (Victoria) annual 11 September Remembrance Function and Victorian Emergency Services Commemoration
- Ambulance Victoria Community Hero Awards ceremony (presentation and lunch)
- Australian Shero Association cocktail party
- Australian Institute of International Affairs — lunch to celebrate 90th anniversary
- Australian Catholic University's 25th General Assembly of the International Federation of Catholic Universities — cocktail function
- Celebration of African Australians Inc awards ceremony
- Chabad of Melbourne CBD — cocktail party to celebrate Chanukah in the City
- Department of Premier and Cabinet — reception to recognise 40 years of settlement by the Vietnamese community in Australia
- Department of Economic Development, Jobs, Transport & Resources — Achievement Awards presentation ceremony
- Department of Environment, Land, Water & Planning — welcome reception
- Department of Economic Development Biosciences Research and AgriBio Science Awards ceremony and cocktail party
- Hon Martin Foley MP — 4th World Homeshare Congress welcome reception
- Hon Natalie Hutchins MP — launch of a report into the benefits of the Interface Growth Fund
- Hon Wade Noonan MP — celebratory morning tea to acknowledge Victoria Police men and women who served in the Force for 40 years and over
- Hon Fiona Richardson MP — various events to mark 16 Days of Activism Against Family Violence
- Road Trauma Support Services Victoria — annual Time for Remembering Ceremony for people affected by road trauma
- SYPAQ Systems Pty Ltd — 2015 Christmas Party

- Victorian Public Sector Commission — Victorian Public Service Graduate Recruitment and Development Scheme (VPS Graduates) welcome event
- Victorian Curriculum and Assessment Authority — VCE Leadership award ceremony
- Women’s Legal Service Victoria — launch of the Stepping Stones project
- Volunteering Victoria — volunteering awards ceremony
- Australian Unity Australia Day breakfast
- Alliance of Girls’ Schools Australasia — International Women’s Day breakfast
- United Nations’ International Yoga Day event
- Kokoda Reunion dinner
- Department of Health and Human Services’ Youth Policy launch
- Department of Economic Development, Jobs, Transport and Resources’ Annual Planning Conference for the Commissioners of Victoria
- Department of Education and Training — Victorian International School Student awards ceremony
- Hon John Eren MP — reception to mark the Centenary of the creation of the Returned and Services League of Australia
- Goodstart Early Learning presentation and lunch
- John Cain Foundation panel discussion
- Public Record Office Victoria — annual Sir Rupert Hamer Records Management Awards ceremony
- Planning Institute of Australia — International Women’s Day breakfast
- Sir Henry Bolte Trust luncheon
- Victoria University — launch of the University’s Kirner Kosky Scholarship Fund
- Victorian Public Sector Commission — Victorian Public Service Graduate Recruitment and Development Scheme graduation for the 2015 cohort.

Queen’s Hall (exhibitions and displays)

The following exhibitions and displays, coordinated by the Legislative Assembly, were also held in Queen’s Hall during the reporting period:

- Australian United Professionals’ Confucius exhibition
- BAPS Shri Swaminarayan Mandir — Diwala and Annakut exhibition
- Frankston Arts Centre — Ecuadorian art exhibition *SAND AND MAGMA, the legacy of the ocean*
- University of the Third Age art exhibition
- City of Dandenong Smart Manufacturing exhibition
- Decriminalisation of homosexuality laws exhibition
- Tobin Brothers Funerals Art for the Heart exhibition.

Legislative Assembly Chamber

The following events, including debates and forums, were coordinated by the staff of the Legislative Assembly:

- Nelson Mandela Commemorative Committee’s inaugural Nelson lecture
- St Joseph’s College, Ferntree Gully annual Student Leadership Debates
- The Spirit of Australia Foundation General Sir John Monash Commemorative Service

- Department of Education and Training Schools' State Constitutional Convention
- Young Leaders Program, Trinity Institute Young Leaders Program (Social Justice Stream)
- Australian American Leadership Dialogue Forum 2015 and Youth Leadership Dialogue Alumni Forum 2015
- UN Youth Australia Evatt National Finals debate
- Ringwood Secondary College, Norwood Secondary College and Mullauna Secondary College school debating tournament
- Department of Education and Training Primary Schools' Parliamentary Convention
- Melbourne International Arts Festival — all day reading of George Orwell's *1984*
- Local Government Professionals Incorporated full day workshop session of the LGPro Emerging Leaders Program, Political Context session
- Rotary District 9810 Model United Nations Assembly.

Filming at Parliament House

The following applications for filming were coordinated by the Serjeant-at-Arms Office:

- Various film, television, fashion, architecture and photographic student applications to film in conjunction with their studies at RMIT, Swinburne and other institutions in Melbourne
- Filming for an ABC TV education hour series on Australian law
- Filming for *Hunters* — US TV series
- Filming a promotion video for Trinity College, University of Melbourne for their Young Leaders Program
- Filming an interview (and associated footage) with Melbourne Law School Academic Laureate Professor Emeritus Cheryl Saunders AO
- Filming Ms Suzanna Sheed MP for a film about the Williamson Leadership Program
- Filming for *It is Written Oceania* documentary.

Develop digital signage across the parliamentary precinct to improve information for building users

As part of our business plan, we identified the need for improved signage throughout Parliament House to inform visitors and guests about activities and events within the building. In particular, we believe there would be benefits from digital signage that can change throughout the day. We worked with colleagues in the other departments on this project. Cabling works to enable video screens to be installed in the Vestibule have been completed and further work will be undertaken on this project in 2016–17.

Tours and Customer Service Unit

Public Tours

We run six public tours on non-sitting days. Public tours are also conducted on sitting Tuesday mornings before the Houses meet.

Satisfaction surveys are completed by members of the public at the conclusion of their tour. The results from surveys over the past 12 months have shown that public tours of Parliament House continue to be of a very high standard.

Parliament House tours also appear on the Trip Advisor website which allows visitors to provide feedback on our tours. We were pleased to be awarded a 2015 Certificate of Excellence from Trip Advisor in recognition of our public tours.

The new sign-in policy, incorporated as part of our improved visitor management system, allows us to accurately collate the number of attendees for our public tours. This allows us to record the numbers for each tour, each day. Trends in demand for public tours are then tracked to identify peak timeslots and periods during the year, and we use this information to allocate resources.

An added benefit of the new sign-in policy is that it allows us to collect better data on where our visitors are from. From the information we have been able to collate since early 2016, Australian residents make up 40 per cent of the visitors attending public tours. The next most is China with 13 per cent, followed by India and USA which each account for five per cent of our visitors. We welcomed smaller numbers of visitors from many other countries including the UK, Spain and Germany. Information about our visitor base enables us to identify gaps and better target our outreach.

January is still the most popular month for public tours, with 2,711 people attending in January 2016. 19,504 people visited Parliament House for a public tour in the reporting period, demonstrating the popularity and success of the public tour program. This number is down nearly 3,000 on the previous year which is most likely the result of having limited public tours in July and August in 2015 as Queen's Hall was being painted.

We continue to advertise our public tours in publications such as the Melbourne Official Visitor Guide and our tour brochures are on display in the Melbourne Visitor Centre at Federation Square. We have recently installed a new sign on the front steps of Parliament House which helps to better promote our tours.

Express Tours

One of our observations when delivering our public tours was the growing number of visitors to the Parliament with time constraints or with limited English. Our public tours are an hour long which does not meet the needs of those visitors simply wishing to take some quick photos of the building and move on. To meet this demand, Express Tours are a part of our regular tours schedule. Express Tours last 20 minutes and are conducted twice daily on non-sitting weekdays. Feedback for our Express Tours has been extremely positive.

We promote Express Tours in a brochure printed in English, Mandarin, Japanese, German, French, Spanish and Arabic, the languages most commonly spoken by our visitors.

New Tours Schedule

At the beginning of 2016 we implemented a new schedule for our booked tours, metropolitan school visits and parliamentary role plays (PRPs). Under our previous schedule we were restricted to conducting two metropolitan school visits per week and three PRPs on each Wednesday of a non-sitting week. Role plays are our most popular program, whether they are conducted at Parliament House or in the classroom. We found that our role plays and metro visits were being booked out months in advance due to their popularity and many schools were missing out.

To meet demand we increased the number of PRPs and metropolitan school visits. We now offer three role plays per day in non-sitting weeks, an increase of 12 role plays a week. We also now offer metro visits daily, an increase of three per week.

Our new schedule is successful and popular with teachers and students. We have a greater capacity to meet demand which enables more schools to participate. In the reporting period 39,026 people attended one of our booked tours or role plays at Parliament or in metropolitan schools.

Booked Tours

Booked tours are available to any group of six or more people. Primary and secondary schools, tertiary institutions, EAL classes, community groups and business organisations are among the many people that come for a booked tour of Parliament House.

Up to seven booked tours can be conducted a day on non-sitting weeks. During sitting weeks 12 booked tours can be conducted on Tuesdays and eight tours on Wednesdays and Thursdays. During the year 25,161 school children and 6,410 adults visited the Parliament for a booked tour.

A booked tour covers representation and the democratic process in Victoria, the three levels of government, how a law is made and the history of Parliament and Parliament House.

Satisfaction surveys are completed by teachers or tour leaders at the conclusion of their tour. The results from surveys over the last 12 months have shown that booked tours of Parliament House continue to meet the needs of our participants.

Parliament Role Plays

Demand for the program is high, and role plays are often fully booked for the year well in advance. The change in our tours schedule allowed us to conduct 108 PRPs this year; an increase of over 60 role plays.

Sessions are held each non-sitting weekday at 9.30 am, 11.30 am and 1.30 pm, and are open to students in years 5, 6 and 7. The role play takes place inside the Legislative Assembly Chamber.

A role play includes a presentation which provides an introduction to key information and concepts, and video extracts, assisting students to better understand the Parliament's role as a lawmaker and the processes involved in debating bills.

The new format creates greater consistency in delivery and better assists in meeting the Level 4 AusVELS.

VCE Legal Studies Role Play

The role play for year 11 and 12 legal studies students was implemented in February 2011. As with other role plays, students perform the various roles of government and opposition members and parliamentary officers and links to the VCE legal studies curriculum.

There are four role play scripts available for teachers to choose from, drawing on real bills to have passed Parliament in recent years. The scripts for each role include Hansard extracts from members' actual contributions during the second reading debate. We delivered 55 VCE Role Plays this year, an increase of 34 from the previous year. The large increase demonstrates the demand for the program.

Metropolitan School Visits

Metropolitan school visits are held Monday to Friday on non-sitting weeks. Two senior tour guides travel from Parliament House to schools located within the metropolitan area to deliver a 90 minute PRP to students in years 5, 6 and 7 or years 11 and 12 legal studies students.

For many schools, it is more practical for us to visit the schools than for students to travel to Parliament. During the year, there were 61 role plays conducted at schools in the Melbourne metropolitan area, to a total of 1,900 students.

Architecture Tour

Conducted once a month, the Architecture Tour focuses on the history and design of Parliament House.

The tour was developed with the assistance of leading architects and academics and is designed to cater for students studying architecture or design, or for members of the public with an interest in architecture and historically significant buildings.

We ran 12 Architecture Tours this year.

Gardens Tour

Held on the first Monday of each month, the Gardens Tour was made a part our regular tours schedule in 2014–15. It is designed to showcase Parliament's gardens, which are not normally available to the public. Garden Tours were suspended in May 2016 due to the building works. We hope to start offering the tour again in 2018.

Regional Visits

During the year the outreach program team conducted six regional visits. The aim of the regional visits program is to take our community engagement and education programs to regional Victoria so that students, who may otherwise miss out because of distance, are given the chance to participate. Local MPs are invited to come along and talk to the students on the day. Parliament Tour Guides travel to regional towns for 2–4 days and provide PRPs for local school students in years 5, 6 and 7. Our VCE PRP is also offered to Year 11 and 12 students on our visits.

In preparing for regional visits, staff undertook reconnaissance visits to investigate facilities and distribute information to local schools, which was followed up with formal invitations once dates and venues had been set.

In the reporting period our team conducted presentations in Colac, Mildura, Wodonga, Shepparton, Wonthaggi and Ballarat. In total, 33 schools and 1,374 students participated.

The feedback we have received from the teachers and students has been extremely positive. In a number of regions, the schools wishing to attend exceeded the available sessions, displaying the continued popularity of the program.

Victorian Law Foundation Law Talks

The role of the Victorian Law Foundation (VLF) is to help Victorians understand the law. Twice a year the VLF conducts Regional Law Talks where VCE legal studies students from a regional centre participate to learn more about the law and help with their studies. The VLF invites the Legislative Assembly's Tours and Customer Service Unit to Regional Law Talks to present our VCE role play to the students.

In April 2016 the Law Talks were held in Warrnambool. Two members of the TCSU conducted three VCE role plays over two days to over 100 year 11 and 12 students.

The role plays were all extremely well received by the students and teachers and we continue to build on our strong relationship with the Victorian Law Foundation.

Easy English Booklet

The Parliament of Victoria tour programs cater for a wide variety of visitors. A growing number of these visitors come from organisations and schools with English as an Additional Language (EAL) students, or students with intellectual disabilities. There can be communication barriers when conducting tours to these groups and we were concerned our tours were not meeting these visitors' needs.

We worked with Scope to develop a booklet in Easy English. Easy English is a style of writing providing understandable, concise information for people with low English literacy or understanding. The key features of Easy English include simplified language and grammar, minimal punctuation, simplified font, layout and design and images that illustrate headings and key messages.

We transcribed a regular tour word for word, and then Scope worked to interpret it and re-word it in Easy English. The booklet is used in tours for groups with low English language understanding and has been extremely well received.

Art Tour

The Parliament of Victoria Art Tour is the newest addition to our tours and outreach programs. The Art Tour is designed to cater for those interested in Parliament's art collection. The tour incorporates the Premiers' portraits, the variety of art displayed in the Premiers Corridor and the Indigenous Art Collection in the Federation Room Corridor.

The Art Tour has been compiled in conjunction with staff from the Parliament's Library and an expert from the National Gallery of Victoria. A booklet has been produced that will be used as an accompaniment to the tour which will have detailed information on each piece covered in the tour.

We are hoping that we will be able to start conducting the tour by late 2016.

Value Three: Sustainability with a Focus on the Medium to Long-term View

Legislative Assembly

Identify and evaluate opportunities for staff career and professional development

The Department is fortunate to have some long-serving and experienced Table officers. Supporting them in their work at the Table on sitting days are staff from the Procedure Office, Committees Office and Serjeant-at-Arms Office who take rostered shifts in the Chamber on sitting days. While usually accompanied by a more senior staff member, these officers are expected to be able to provide procedural advice to the Speaker and members, take minutes, update the legislation website, check House documents manage the Chamber timing system, and prepare rulings. Our Chamber roster has expanded in the last period to include more staff from Committees and the Serjeant's team. As well as providing additional skills to these staff and depth in our team, the expansion of the Chamber team enables the four principal staff greater flexibility to attend to duties outside the Chamber. The Clerk and Deputy Clerk are grateful for their assistance.

Having extra staff on the roster has meant some additional training and debriefing. We have collated the questions most frequently asked of the clerks at the Table as a training tool for staff. The FAQs have demonstrated that the clerks need to be able to think ahead and anticipate the potential outcomes of various scenarios, no matter how unlikely.

The Department's middle management group has participated in a leadership training program during the year. Staff from the committees office, procedure office, tours office and Speaker's office have participated in a series of facilitated workshops focussing on ethical leadership, management in a parliamentary context, and developing staff. The feedback from participants has been very positive, and we look forward to the program continuing in 2016–17.

In conjunction with other departments, negotiate the new Enterprise Agreement for parliamentary staff

Non-executive parliamentary officers employed under the *Parliamentary Administration Act 2005* are covered by an Enterprise Agreement negotiated between the parliamentary department heads, the CPSU, and individual bargaining representatives. Parliament's 2012 Agreement expired at the end of 2015, and a major objective for all departments for this planning period was to negotiate a new Agreement under section 172 of the *Fair Work Act 2009*.

The department heads appointed a management team to bargain on their behalf. The management team formed a committee with CPSU representatives and an individual bargaining representative who met frequently over the first six months of 2016. In June,

the bargaining committee reached in-principle agreement on a new Agreement, and we anticipate a ballot of staff early in the new reporting period. If there is majority support for the proposed Agreement, an application will be lodged with Fair Work Commission for approval.

Clerk's Office

In conjunction with other departments participate in the development of the new document management system

The Department maintains records generated since its inception in 1856. In supporting a precedent-based Chamber, it is important for us to have ready access to a range of resources and documents. Inevitably, our store of records only increases as time goes by, and we are keen to find ways to streamline our storage, distribution and maintenance of our records. We anticipate that a more sophisticated document management system will improve our service delivery to members and to the community, and enable more of our services to be managed digitally, for example, distribution and archiving of committee records. DPS commenced some scoping work on this project in the reporting period, and we look forward to contributing to the project in the year ahead.

Develop a system for retaining departmental photographic collection

Work progressed on a system to identify and archive the Department's existing photo collection, and a strategy developed for storing photographic records in the future. We have identified a number of photos that can be transferred to the Parliamentary Library collection, and are currently working through the copyright assessments for each of those.

Develop and deliver procedural training for members

During the current reporting period the Clerk's office continued to provide lunchtime sessions on selected procedural issues for members, with a particular focus on providing essential knowledge on procedure to new members. The briefing sessions were scheduled for around 45 minutes duration, and provided members with an opportunity to ask the clerks questions on the nuances of procedure.

The reintroduction of a break for lunch during sitting days early in the reporting period helped to facilitate attendance at these sessions by members and the clerks. At the end of the reporting period, the Department had provided two briefing sessions to members of the Legislative Assembly, and three sessions in conjunction with the Legislative Council on issues that affected both Houses.

Procedure Office

Undertake records management projects

We started the year with plans to update the archives policy, audit the Forest Act material and continue auditing the parliamentary papers database. However, following works required for the new members' accommodation, priorities changed.

The building used to store Assembly records onsite was to be transformed in January to temporary accommodation for members. As a result, we arranged the transfer to the Public Record Office Victoria of the 57th Parliament's records (2010–14), the records from the 150th anniversary of Parliament celebrations (2006) and the *Votes and Proceedings* signed by the Speaker and Clerk (1851–2010). We have also reviewed our holding of House of Commons records, keeping only those that are not yet online. This work was mostly undertaken in January, and while staff worked diligently to collate and move many records, the project diverted resources from our earlier objectives.

Improve Procedure Office knowledge resources

Staff have created instructions and guides for:

- Accepting documents lodged under the *Interpretation of Legislation Act 1984*
- Processing complicated printing invoices
- Checking signatures on petitions.

Documents updated include:

- Questions on notice style guide
- Principles for creating the documents list
- Accounts processing
- Bills status list preparation.

Serjeant-at-Arms Office

Staged roll-out of TRIM business classification system across Assembly Business Units

The Assembly continues to use TRIM to manage its hard copy files. In this reporting period files from the Deputy Clerk, Assistant Clerk Committees, and Serjeant-at-Arms Offices were reviewed and reclassified in accordance with the Assembly's business classification system. Some older files were archived or destroyed. The next stage will be to review files in the Clerk's office and investigate greater use of electronic records management.

In conjunction with other departments develop a visitor management strategy

In 2014, the Parliament established a Security Management Board to oversee security on the parliamentary precinct and to provide strategic direction on policy. The Board comprises the Presiding Officers, members of Parliament nominated by political parties,

the three Department Heads and representatives from Victoria Police. One of the priority areas identified by the Board was visitor management within Parliament House.

Following a review the Security Management Board asked a group comprising the Manager, Security and Electorate Properties Unit, the Usher of the Black Rod and the Serjeant-at-Arms to explore options to improve the management of visitors within Parliament House.

In November 2015 and February 2016, two trials were conducted of improved visitor management procedures. The changes aimed to achieve consistent sign-in procedures at the front and rear entrances to Parliament House, more visible visitor identification and greater escorting of visitors. One of the challenges was ensuring the system could cope with the volume and variety of visitors to the building. At busy times, more than 400 people can enter Parliament House within an hour.

Based on feedback from the trials, adjustments were made to the initial procedures, and permanent processes have now been introduced. All visitors are security screened and then directed to the reception desks at the front and rear entrances to sign in. Tour participants are issued with fluorescent stickers and other visitors with coloured lanyards so they can be easily identified as visitors in the building. The lanyards are colour coded based on the purpose of the visit.

The next stage is to explore options for electronic sign-in of visitors. This will involve a trial at 55 St Andrews Place, to determine which system is most effective and whether it could cater for the number of visitors and speed of processing required at Parliament House.

In conjunction with other departments develop a workflow for electronic processing of members' allowances forms

Under the *Parliamentary Salaries and Superannuation (Allowances) Regulations 2013*, members are entitled to allowances for overnight stays occasioned by parliamentary business. As part of its annual plan, the Department explored opportunities to process these claims more efficiently. The previous process was paper-based, with hard copy forms printed and posted to members, who would then complete the forms and post them back.

We are keen to streamline and digitise this process. We ultimately hope to implement a system where members can lodge claims electronically through a database, and they can also be approved by the relevant parliamentary officers electronically. However, to achieve this, there are some compliance and security issues that will first need to be addressed.

In conjunction with other departments, redesign vestibule desk

A significant project for the Department in 2015–16 was the replacement of the vestibule desk. The vestibule is the main entrance to Parliament House, and tour guide

staff work at the vestibule desk providing reception and visitor services. In 2015, an ergonomic assessment was undertaken that identified a number of occupational health and safety concerns, including the desk being too low, ineffective heating and cooling, insufficient power for computers and related devices, and the potential for improved security.

Given Parliament House is a heritage building, a number of issues had to be taken into consideration with the design of the new desk. It needed to blend in with the style of the building, and no work could be undertaken to heritage aspects of the vestibule that could not be easily reversed.

Following extensive consultation with the tour guide group, a design was finalised to move the desk from the centre of the vestibule to a corner. This enabled services such as heating, cooling and additional power to be more easily provided to the desk. The new desk is also disability compliant, with a lower section catering for visitors in wheelchairs. In addition to the new desk, the storage area for visitor bags was redesigned and enhanced, enabling more bags to be stored, which is particularly needed when multiple school groups are visiting Parliament House at the same time.

The new desk was installed over two weeks at the start of April 2016. During this period, the old reception desk was relocated to Queen's Hall and it was used as the reception area. The new desk is now complete and in operation, and has received positive feedback from members, visitors and staff.

Improve facilities for Tour Guides' change area, staff room and storage area

The facilities provided to Legislative Assembly Tour Guides are showing their age. In particular, the women's change room is not adequate.

We plan to undertake capital works next year to improve the area. It will add some modern kitchen and change facilities to Parliament House which are currently limited, and improve the usefulness of this area of the building now and into the future.

Access control infrastructure

Parliament needs to balance being an open and accessible building for the public, with the need to provide a safe and secure workplace for members and staff. The access control infrastructure project aims to implement measures to separate the public and private sections of Parliament House, and to put in place control measures so that security can be quickly escalated if required. We worked on this project with our colleagues in DPS and the Council.

The main focus in 2015–16 was the vestibule area of the building, as it is the main public entrance. The goal of this stage of the project was to put in place the infrastructure to enable the vestibule to be quickly locked down if required in a security incident. Given the size and heritage nature of the doors in the vestibule area, implementing an effective solution was not easy. This required significant work, including an examination

of equipment in use at other heritage buildings, to determine the best way to secure the doors, without damaging them. Additional doors were also installed in the Assembly and Council corridors, which operate on card readers, and prevent visitors accessing certain areas of the building unescorted.

This stage of the project is now complete, and security staff have the ability to lock down the vestibule quickly during a security incident. A procedure has also been developed that governs the normal operation of the doors, as well as measures that can be taken if security needs to be increased. The next stage of the project will be to implement further access control infrastructure in other areas of the building.

Other projects

A number of other security projects have been completed to improve security for members, staff and visitors. We have worked with our colleagues in DPS and the Council to achieve these projects, and have valued their expertise.

A new exit with improved security screens has been constructed in the vestibule. Procedure documents, upgraded security duress alarms, and training have been provided to staff who work at the vestibule desk. All fire wardens have also been issued new radios to communicate during emergency situations. The radios are also used by catering, maintenance staff and contract security and are particularly useful during major community engagement events such as Open Day.

New building

Since 1974, some members of Parliament have had offices in a temporary annexe in the Parliament gardens, commonly known as the Chookhouse. The building was originally intended to have a useful life of five years, but has been used for over 40. Over time, a number of occupational health and safety and security concerns have been identified relating to the building, but limited improvements have been possible due to the nature of the building.

In December 2015, the Presiding Officers announced that the annexe would be removed and replaced with a new building to accommodate members and provide them with improved working conditions and modern information technology and security services. Our colleagues in DPS are overseeing the project as a whole. For our department, there have been consequential projects to assist with.

The first stage of the project was to relocate the 26 Assembly members with offices in the annexe to alternative offices, to enable the annexe to be removed and the site cleared for the new building. A new portable building was installed in the Parliament House car park and storage space converted to provide offices for these members. During the two non-sitting weeks in April 2016, all 26 members were moved into their new offices, with several members required to share offices due to the limited number of offices available. This was a significant project, with involvement from the Serjeant-at-Arms office and Buildings and Grounds, Security and IT units.

Planning for the new building has been completed, with construction due to start in September 2016 and be completed by December 2017. As a result of the construction work, Gardens tours have been cancelled for this period.

Appendices

Appendix 1 — Staff Employment details July 2015–June 2016

Full time equivalents (FTE) staffing trends from 2012 to 2016				
2016	2015	2014	2013	2012
54.16	45.44	51.78	51.88	52.25

	Ongoing Employees				Fixed term & casual employees
	Employees (headcount)	Full time (headcount)	Part time (headcount)	FTE	FTE
June 2016	60	40	7	44	10.16
June 2015	50	41	4	42.8	2.64

	June 2016			June 2015		
	Ongoing		Fixed term & casual employees	Ongoing		Fixed term & casual employees
	Employee (headcount)	FTE	FTE	Employee (headcount)	FTE	FTE
Gender						
Male	24	23.6	5.6	24	24	2
Female	23	20.4	4.56	21	21	0.64
Age group						
Under 25	0	0	0.6	0	0	0.6
25–34	9	8.6	5	6	6	0
35–44	13	12.4	1.18	19	17.8	0.04
45–54	17	15.6	1.56	14	11	1
55–64	6	5.4	1.34	5	5	1
Over 64	2	2	0.48	3	3	0
Classification						
VPS 1	0	0	0	0	0	0
VPS 2	11	10.2	0.78	12	11	0.6
VPS 3	16	14	2	12	10	0
VPS 4	1	1	2	4	4	0
VPS 5	10	10	2.9	10	9	0
VPS 6	7	6.8	2.48	7	6.8	2
Executives	2	2	0	2	2	0
Total	47	44	10.16	47	42.8	2.64

Notes

- All figures reflect active employees in the last full pay period of June of each year.
- Ongoing employees means people engaged on an open ended contract of employment who were active in the last full pay period of June.
- FTE means full time staff equivalent.
- The headcount excludes staff on leave without pay.

Appendix 2 — Staff Listing as at 30 June 2016¹

Clerk's Office

Ray Purdey	Clerk of the Legislative Assembly and Clerk of the Parliaments
Bridget Noonan	Deputy Clerk
Vaughn Koops	Assistant Clerk Committees
Jessica Furolo	Executive Assistant, Clerk's Office
Cara Thompson	Acting Executive Assistant, Clerk's Office

Serjeant-at-Arms Office

Robert McDonald	Assistant Clerk Procedure & Serjeant-at-Arms
Timothy Swanson	Acting Assistant Chamber Officer
Helen Dorian	Personal Assistant to the Serjeant-at-Arms

Tours and Customer Service Unit

Paul Groenewegen	Manager
Mark Smith	Tours Program Coordinator
Pablo Diaz	Outreach Program Coordinator
Michael Gigliotti	Mail and Printing Officer
Michael Gruschel	Tours Booking Officer
Baron Campbell-Tennant	Senior Tour Guide
Sarah Catherall	Senior Tour Guide
Anabel Curphey	Senior Tour Guide
Craig Foster	Senior Tour Guide
Simon Pearlman	Senior Tour Guide
David Robertson	Senior Tour Guide
Paul Shea	Senior Tour Guide
Jeremy Walsh	Personal Assistant to the Speaker
Tony Favier	Tour Guide
Martin Hylton-Smith	Tour Guide

Speaker's Office

Santhi Sinniah	Parliamentary Adviser to the Speaker
----------------	--------------------------------------

Procedure Office

Kate Murray	Manager
-------------	---------

Papers Section

Stefanie Tardif	Parliamentary Officer
-----------------	-----------------------

¹ Includes staff on leave and being backfilled, such as parental leave, but does not include staff seconded to other departments.

Megan Roche Customer Service Officer

Table Section

Sarah Cox Acting Senior Parliamentary Officer

Charlene Kenny Parliamentary Officer

Liam Moran Administrative Officer

Community Engagement and Education Unit

Andres Lomp Manager, Public Engagement and Communication

Glenn Jeffrey Multimedia Coordinator

Committee Office

Committee Services Office

Sally West Senior Committee Services Officer

Michelle Summerhill Committee Services Officer

Secretariat staff

Simon Dinsbergs Business Support Officer

Melanie Hondros Business Support Officer

Christianne Andonovski Committee Administrative Officer

Sonya Caruana Committee Administrative Officer

Ashley Coleman-Bock Acting Committee Administrative Officer

Maria Marasco Committee Administrative Officer

Bernadette Pendergast Committee Administrative Officer

Helen Ross-Soden Committee Administrative Officer

Sarah Terry Acting Committee Administrative Officer

Amber Candy Desktop Publisher and Administration Officer

Nathan Bunt Executive Officer

Valerie Cheong Executive Officer

Greg Gardiner Executive Officer

Andrew Homer Acting Executive Officer

Phil Mithen Acting Executive Officer

Mark Roberts Executive Officer

Yuki Simmonds Executive Officer

John Aliferis Research Officer

Kelly Butler Research Officer

Peter Johnston Research Officer

Helen Mason Research Officer

Alejandro Navarrete Research Officer

Nathaniel Reader Research Officer

Bill Stent Research Officer

Leah Brohm Senior Research Officer (Audit Compliance)

Jeff Fang Senior Research Officer (Performance Auditor)

Kathleen Hurley Acting Senior Research Officer (Portfolio Performance)

Appendix 3 — Legislative Assembly Expenditure Statement

	2015–16		2014–15
	Budget \$	Expenditure \$	Expenditure \$
Departmental			
Salaries, overtime and allowances	2,825,800	2,820,255	2,495,360
Payroll Tax	152,900	149,947	127,782
WorkCover	31,210	7,303	8,802
Fringe Benefits Tax	34,300	52,507	33,168
Employer contribution to superannuation	297,600	243,815	219,652
Long Service Leave	112,000	496,346	103,372
General expenses	1,493,690	978,348	656,715
Printing	365,000	192,542	195,758
Total Department operating expenses	5,312,500	4,941,063	3,840,609
Assembly Members			
Salaries and allowances*	19,132,000	12,497,526	12,601,364
Members travel and subsistence		3,411,251	3,230,808
Superannuation	6,394,000	1,306,178	1,178,198
Payroll Tax		843,790	846,981
WorkCover		46,749	57,661
Fringe Benefits Tax		426,163	433,222
Total members' salaries and superannuation	25,526,000	18,531,657	18,348,234

* *excluding ministers*

Note

This information is provided for the benefit of members. A complete set of financial statements of the Parliament of Victoria, including for joint investigatory committees, is provided in the Department of Parliamentary Services Annual Report for 2015–16.

Appendix 4 — Joint Investigatory Committees Expenditure Statement

2014–15 Actual \$	Joint Investigatory Committee	2015–16 Budget \$	2015–16 Actual \$
260,837	Accountability and Oversight Committee ²	363,600	323,925
—	Auditor-General investigation ⁵	500,000	504,057
1,070,687	Committee Services Office ⁴	1,861,513	1,328,892
230,035	Economic Development, Infrastructure and Outer Suburban/Interface Services Development ³	—	—
42,284	Economic, Education, Jobs and Skills ²	381,750	337,778
223,039	Education and Training ³	—	—
318,091	Electoral Matters ¹	371,100	354,822
281,136	Environment and Natural Resources ³	—	—
39,314	Environment, Natural Resources & Regional Development ²	773,727	759,967
280,874	Family and Community Development ¹	466,500	455,390
171,527	Independent Broad-based Anti-corruption Commission ²	382,400	339,886
330,183	Law Reform, Drugs and Crime Prevention ³	—	—
—	Law Reform, Road and Community Safety Committee ¹	416,050	317,531
675,111	Public Accounts and Estimates ¹	1,080,110	1,001,387
279,250	Road Safety ³	—	—
261,661	Rural and Regional ³	—	—
412,541	Scrutiny of Acts and Regulations ¹	593,250	504,169
4,876,570	TOTAL	7,190,000	6,227,804

Notes

1. Committees administered by the Legislative Assembly: Electoral Matters; Family and Community Development; Law Reform, Road and Community Safety Committee; Public Accounts and Estimates; Scrutiny of Acts and Regulations.

2. Committees administered by the Legislative Council: Accountability and Oversight Committee; Economic, Education, Jobs and Skills, Committee; Environment, Natural Resources and Regional Development Committee and the Independent Broad-based Anti-corruption Commission Committee.

3. These committees were discontinued in 2014–15 and are listed here for comparative reporting purposes only.

4. Both House Departments jointly administer the Committee Services Office. Its budget includes rental payments for committee accommodation and various other administrative overheads for whole of committee operations.

5. Specific funding provided for one-off investigation referred by both Houses.

Appendix 5 — Overseas Travel Undertaken by the Speaker

The Speaker travelled during the year to:

- 1 United States, from 10–17 July 2015. The Speaker attended a conference in New York, at his expense, on his way to the Canadian CPA conference, but returned to Melbourne for health reasons before arriving in Canada. The costs incurred by the Legislative Assembly, therefore, are those that relate to the altered flights as a consequence of the Speaker not attending the Canadian conference. Those costs were \$3,642.
- 2 Uruguay and Argentina from 18 September to 2 October 2015 for an official visit to the Parliaments in both nations and to meet with the Vice President of Uruguay and the President of the Legislature of Neuquen, Argentina. The Speaker's travel costs were \$12,676.
- 3 Sri Lanka, from 8–12 January 2016, for an official visit to the Sri Lankan Parliament to meet with the Deputy Speaker and government officials. The Speaker's travel costs were \$4,499.
- 4 Uruguay and Argentina for an official visit from 15–25 April 2016 to meet with the President of the Chamber of Deputies in Argentina and government officials in Uruguay. The Speaker's travel costs were \$4755.
- 5 Japan and Korea, leading a parliamentary delegation with the President from 6–20 May 2016 to visit Victoria's sister states of Aichi and Busan. The Speaker's travel costs were \$9,469.
- 6 Cuba, from 27 May to 3 June 2016, for an official visit to meet with officials of the Legislative Parliament of the Republic of Cuba, and the Minister of Mining. The Speaker's travel costs were \$15,172.

Appendix 6 — Committee reports

(Committees under the administration of the Legislative Assembly)

Electoral Matters Committee

Inquiry into the conduct of the 2014 Victorian State Election

Family and Community Development Committee

Inquiry into Abuse in Disability Services Interim Report

Inquiry into Abuse in Disability Services Final Report

Law Reform, Road and Community Safety Committee

Inquiry into Fuel Drive-Offs

Public Accounts and Estimates Committee

Allegations made against the Auditor-General

Investigation into Allegations made against the Auditor-General

Recommendation on the Appointment of a Person to Conduct the Financial Audit of the Victorian Auditor-General's Office

Recommendation on the Appointment of a Person to Conduct the Performance Audit of the Auditor-General and the Victorian Auditor-General's Office

Inquiry into the Impact on Victorian Government Service Delivery of Changes to National Partnership Agreements

Report on the 2015–16 Budget Estimates

Inquiry into the 2013–14 and 2014–15 Financial and Performance Outcomes

Scrutiny of Acts and Regulations

Alert Digests Nos 8–16 of 2015

Alert Digests Nos 1–9 of 2016

Annual Review 2014, Regulations and Legislative Instruments

Annual Review 2015, Regulations and Legislative Instruments

Appendix 7 — Statistics

(Committees under the administration of the Legislative Assembly)

Committee	EMC	FCDC	LRRCS	PAEC	SARC
Deliberative Meetings ¹	7	26	14	38	29
Public Hearings ²	22	55	14	59	0
Inspections	15	17	0	4	0
Reports Tabled	1	2	1	7	19

¹ Includes Subcommittee meetings

² Number of public hearings held such that the number of witness groups appearing before the committee are counted separately. For instance, one day of committee hearings with five witness groups appearing would equate to five different public hearings for the purposes of the statistics.

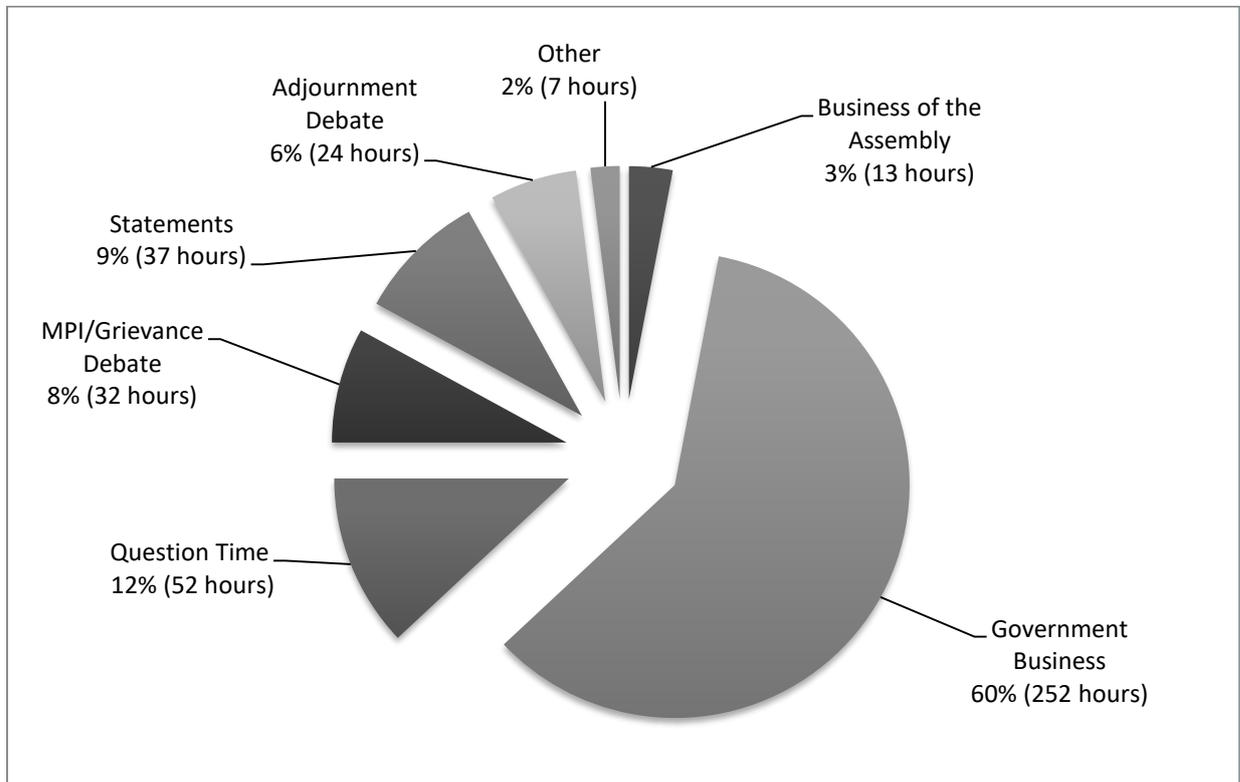
Appendix 8 — Business Statistics

Assembly Business Statistics		2015–16	2014–15	2013–14
House related documents produced		236	157	194
Reports tabled by Command		1	6	4
Annual reports tabled		322	288	293
Reports tabled by leave		21	29	21
Other documents tabled		1,149	1,236	1,153
Messages presented		157	113	160
Reports presented by parliamentary committees		39	31	35
Questions asked	In writing	6,754	178	1,008
	Without notice	265	290	500
	Constituency questions ¹	530	200	0
Government Bills	Initiated in the Assembly	90	66	92
	Amended in the Assembly	4	7	8
	Passed both Houses	85	59	87
	Reasoned amendments moved	2	1	14
Divisions		51	30	55
Petitions presented		193	150	195
Petitions listed for debate		155	114	154
General business notices of motion		26	384	583
Grievance debates		6	5	6
Matters of public importance		10	8	11
Statements by members		1,102	774	1,012
Statements on parliamentary committee reports		108	48	102
Pages of bills proofread		4,408	2,440	4,830
Sitting days		54	46	51
Hours including meal breaks		453:46	419:33	489:20

¹ Constituency questions were introduced under sessional orders which were adopted by the House on 12 February 2015.

Appendix 9 — Business Conducted in the Assembly

A breakdown of the time spent on different types of business



Notes

- Business of the Assembly includes presentation of petitions and tabling of documents.
- Question time includes questions without notice, ministers' statements and constituency questions.
- Statements are statements by members (90 second statements) and statements on committee reports.
- Other business includes condolences and personal explanations.
- No general business was debated during this period.

Appendix 10 — Disclosures Made Under the *Protected Disclosure Act 2012*

For the period 1 July 2015 to 30 June 2016, no disclosures were made.

Appendix 11 — Documents and Evidence Disclosed Under Standing Order 231(3)

None during the reporting period.