



DEPARTMENT OF LEGISLATIVE ASSEMBLY



ANNUAL REPORT 1999-2000

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FRONT COVER:
Aboriginal Reconciliation Sitting held in the Legislative Assembly Chamber on
Wednesday 31 May 2000. Speaking is Mr James Wandin, Wurrundjeri elder. Photo
courtesy of Aboriginal Affairs Victoria.

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PARLIAMENT HOUSE
MELBOURNE, VIC. 3002
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Speaker of the Legislative Assembly

Parliament House

Melbourne Vic 3002

Dear Mr Speaker

I have pleasure in forwarding to you the Annual Report for the Department of the Legislative Assembly for the year 1999-2000.

Yours sincerely

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

R W Purdey
Clerk of the Legislative Assembly

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MISSION STATEMENT

Mission

To provide impartial, progressive, high quality and integrated support services to the Legislative Assembly and its customers.

Goals

- To improve intra and inter-departmental communication.
- To continue to seek innovative and better methods of servicing the Parliament, its Members and the people of Victoria.
- To identify and implement best practice in the area of record and document management.
- To enhance community awareness of the significant role and functions of the Parliament.
- To provide innovative and practical technological solutions for the improvement of parliamentary operations and services.
- To develop a knowledge management framework.
- To attract and retain a highly skilled and motivated team, to recognise the contribution of our employees and encourage them to develop and perform to their fullest capabilities.
- To optimise use of our human, financial and physical resources.
- To ensure a consistently high level of customer satisfaction with all services provided by the Department.

MISSION STATEMENT

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CLERK'S OVERVIEW

Regular readers of our annual report will notice a major change in the format of this year's edition. 1999-2000 saw the development of the Department's first Business Plan and this year the report is structured to provide an evaluation of our performance against the objectives and targets set out in that Plan.

One of our aims this year has been to nurture and develop our customer service focus. We recognize that developing a cultural change is a gradual process and will take time. However, some significant gains were made in this area during the year particularly in the Procedure Office where our staff have been better trained to respond to customer inquiries. We have also developed our Fact Sheet series and our customers have been encouraged to use a range of information that is available on the internet.

Staff frustration with the Department's filing system was alleviated this year with the introduction of a new file management system. A consultant was engaged to examine our records and recommend an appropriate system to suit our needs. As a consequence, the Department purchased the TRIM document management system. The filing system has been totally revamped and details of the files will be entered into the document management system later in the year.

Four years ago the Parliament outsourced its printing requirements when the Government Printing Office was closed down. The initial contract awarded to Pink Panther expired at the end of January 2000. Following a tender evaluation process a new four-year contract was signed with Ausdoc on Demand.

During the year the original sound reinforcement system installed in the Legislative Assembly Chamber in the late 1970's was replaced with a new Phillips system. This has improved the quality of sound in the Chamber and eliminated the "dead spots" where members had found it difficult to hear. The new system has also improved the quality of the signal provided to Hansard for recording purposes.

Further work occurred on our office refurbishment program during the year. Plans have been completed for a refit of the Papers Section of the Procedure Office. We expect the transformation of this office area to be undertaken early in the next financial year.

One of the things that impact significantly on the operations of the Department is a State Election. As the calling of a State Election is at the discretion of the Premier it is difficult to plan with any certainty for such an event. This year the election was held in September, producing the first minority Government in Victoria in fifty years. With formation of the new Government held in limbo until after the Frankston East reelection none of the normal arrangements for the incoming Parliament could be commenced until well after this event. As a consequence, one of our major tasks, the allocation of office accommodation and telephone numbers for the 88 Assembly members was still not finalized on the first sitting day. Briefings and advice was also provided to the forty-two new members that took their seats in the Legislative Assembly for the first time. The calling of the State Election also significantly affected the operations of the parliamentary committees. The committees ceased operations on dissolution of the House and were not

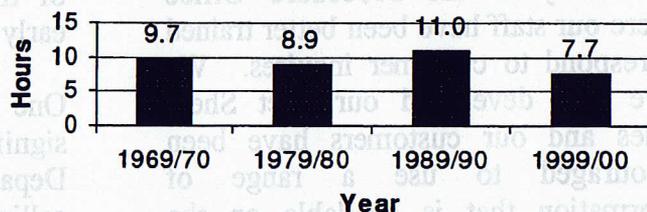
re-appointed until mid December 1999. A program was established to ensure that all committee staff were gainfully employed during this time. Amending legislation passed through the Parliament in early December modifying the makeup and functions of some of the committees. As a consequence many of the committees did not commence full operations until early in the New Year.

Following the retirement of Allan Bray the former Clerk of the Parliaments, I was appointed to that position on 4 December 1999. In addition to presenting the Bills to the Governor for Royal assent, the Clerk of the Parliaments is also honorary secretary to the Victoria Branch of the Commonwealth Parliamentary Association (CPA). The CPA is an active organization and the responsibilities of its secretary are fairly extensive. Consequently, this has impacted on the workload of some sections of the Department.

A matter that has caused me concern for some time is the effect that late night sittings have on the health and wellbeing of staff. Under the current rules the House is required to commence the adjournment debate at 10.00 p.m., however, this rule may be suspended by a Minister moving "That the sitting be continued". Fortunately this does not occur very often, but when it does the House can sit through until the early hours of the morning. During this year the House sat beyond midnight on three occasions, including one instance where the House did not rise until 4.05a.m. What troubles me is that staff have to travel home in a fatigued

state and then return to duty the next morning without an adequate break. Statistics collected over the past 30 years at 10-year intervals indicates a downward trend in the average rest break between shifts when the House has sat after midnight as shown in the accompanying graph. With the House now commencing at 9.30 a.m., rather than 4.00 p.m. and 2.00 p.m. as it did in 1969-70, the average length of the rest period between shifts has decreased from 11 hours (1989/90) to 7.7 hours

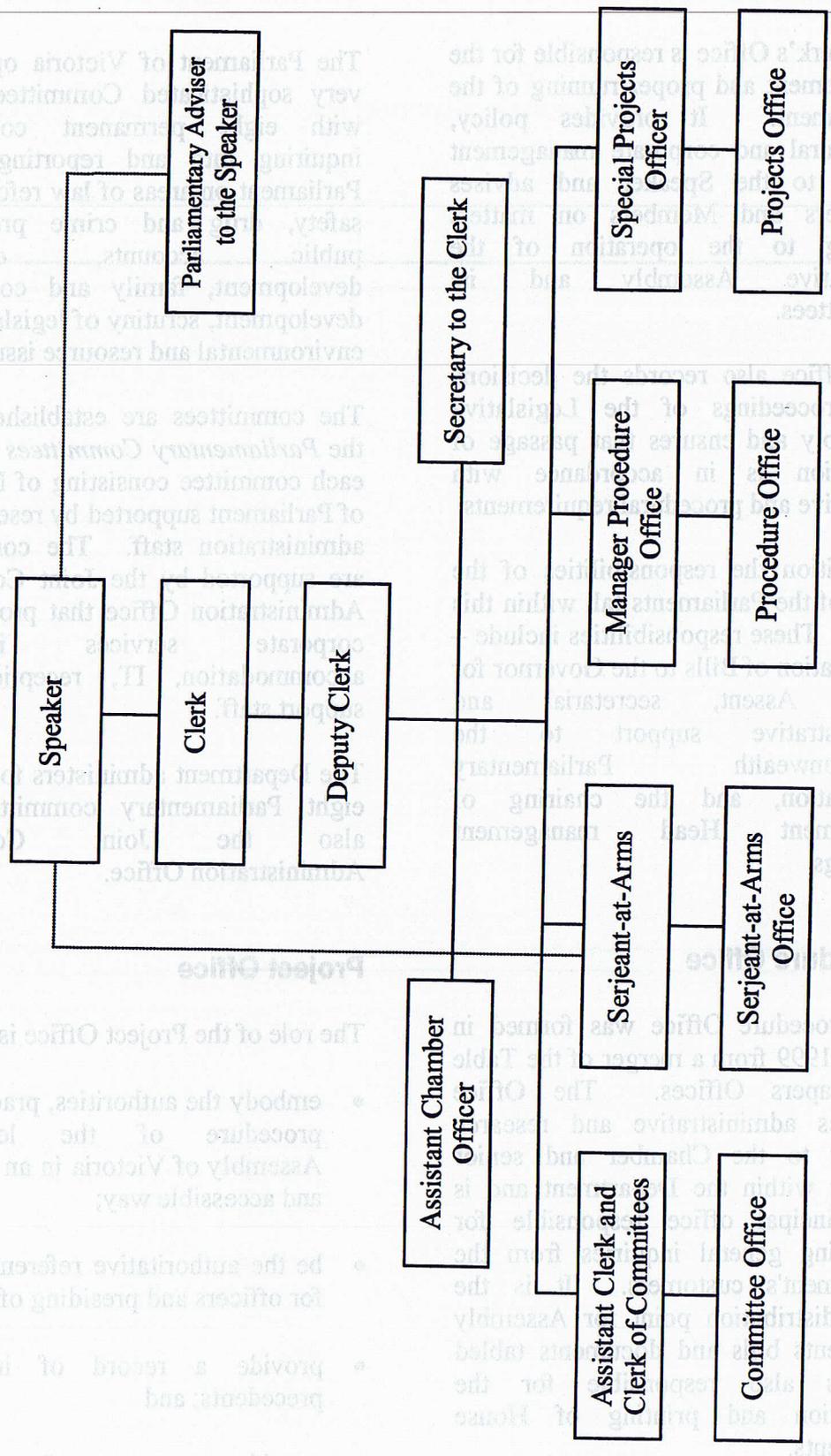
Average Number of Hours Break



today. This issue has been discussed with the Presiding Officers who in turn have raised the matter with representatives from each of the political parties.

Ray Purdey
Clerk of the Parliaments and
Clerk of the Legislative Assembly

ORGANISATION CHART



BRANCH ROLES

Clerk's Office

The Clerk's Office is responsible for the management and proper running of the Department. It provides policy, procedural and corporate management advice to the Speaker and advises Ministers and Members on matters relating to the operation of the Legislative Assembly and its committees.

The Office also records the decisions and proceedings of the Legislative Assembly and ensures that passage of legislation is in accordance with legislative and procedural requirements.

In addition the responsibilities of the Clerk of the Parliaments fall within this Office. These responsibilities include – presentation of Bills to the Governor for Royal Assent, secretarial and administrative support to the Commonwealth Parliamentary Association, and the chairing of Department Head management meetings.

Procedure Office

The Procedure Office was formed in March 1999 from a merger of the Table and Papers Offices. The Office provides administrative and research support to the Chamber and senior officers within the Department and is the principal office responsible for answering general inquiries from the Department's customers. It is the access/distribution point for Assembly documents bills and documents tabled and is also responsible for the production and printing of House documents.

Committee Office

The Parliament of Victoria operates a very sophisticated Committee system with eight permanent committees inquiring into and reporting to the Parliament on areas of law reform, road safety, drug and crime prevention, public accounts, economic development, family and community development, scrutiny of legislation and environmental and resource issues.

The committees are established under the *Parliamentary Committees Act* with each committee consisting of Members of Parliament supported by research and administration staff. The committees are supported by the Joint Committee Administration Office that provides all corporate services including accommodation, IT, reception, and support staff.

The Department administers four of the eight Parliamentary committees and also the Joint Committee Administration Office.

Project Office

The role of the Project Office is to:

- embody the authorities, practice and procedure of the legislative Assembly of Victoria in an efficient and accessible way;
- be the authoritative reference guide for officers and presiding officers;
- provide a record of important precedents; and
- provide a source of procedural solution where there is no precedent.

BRANCH ROLES

Serjeant-at-Arms Office

The Serjeant-at-Arms is the Speaker's Executive Officer with the primary role to execute the orders of the Speaker and the House.

The position has several additional responsibilities:

- The provision of policy advice to all Members;
- Arrangement and co-ordination of ceremonial functions;
- Chamber duties when the Parliament is sitting;
- Responsibility for Member's accommodation and travel requirements;
- Supervision of the Assembly attendant and cleaning staff;
- Admittance and control of the public and the media to the Parliament, the tours program, works and services within the Assembly precincts.

An additional Parliamentary responsibility, in conjunction with the Usher of the Black Rod is security. Together they have joint responsibility for the security and fire protection of the Parliament building and its environs, the issuing of security and identification passes, emergency evacuation procedures and supervision of the Protective Service Officers stationed at Parliament House.

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COMMUNICATION

Goal: To improve intra and inter-departmental communication.

Objective: Promote effective communication and consultation amongst all levels of employees.

The Clerk introduced a fortnightly departmental newsletter called LA Times as a means to ensure all staff is aware of relevant issues happening in the department and in the building. All branch heads are invited to make contributions and the newsletter has been very well received by staff and is seen as a concise informative document.

This year a new staff representative was elected to the Parliament House Consultative Committee and the Deputy Clerk, the department's management representative on the Committee, was elected Chairperson in July for 12 months. An increased effort has been made to raise the profile of the Committee by circulating details of the membership of the Committee regularly, arranging for its inclusion in the building's telephone directory, circulating agendas and encouraging staff input. Arrangements are presently being made for the Committee minutes to be lodged on the Parliament's intranet site to enable easy access and regular examination.

All managers have implemented walkabout schedules to work locations to encourage staff to talk informally about issues of concern. Occasional social gatherings have been held with all staff of the department invited to encourage comradeship and to get to know each other. Having the staff of the Parliamentary Committees located outside the main building has meant

that in the past all the staff do not always have an opportunity to meet with each other. These small occasional gatherings have been a step to overcoming this problem.

Managers have made a concerted effort to develop a system of regular one to one discussions between themselves and their staff to provide a source of ongoing feedback. In addition, work group and team meetings have been initiated to brief staff on events occurring in the building and debrief meetings to assess how the larger events eventuated. These meetings enable the staff working on these occasions to provide feedback and comments with a view to improving similar events in the future.

Objective: Encourage all Departmental staff to effectively use e-mail.

The department has provided computers and printers to three areas accessed by the attendant staff to enable them to have access to e-mail. A subsequent training program was developed, whereby all attendant staff were trained by relevant providers in the use of lotus notes and basic Microsoft Word.

Subsequently a strategy has been developed to encourage the use and adoption of e-mail by all staff on a daily basis, especially those for whom it does not necessarily form an integral part of their duties.

Objective: Optimise the interaction and sharing of information between Departments.

Work commenced to clarify roles and responsibilities of units and positions within the department with a view to

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assisting other departments to access information easier within the Legislative Assembly.

Liaison was held at the parliamentary department heads level to ensure a new internal telephone directory was published and that there was an enhancement of information provided for all staff and members.

The department has commenced working towards establishing cross-functional groups as required to reduce duplication and ensure areas working towards similar objectives, both within the department and across the Parliament, achieve their objectives.

The Clerk has conducted de-briefing sessions for staff as a training session in parliamentary procedure. These sessions are held at the end of every sitting week. Issues that arise during the course of the week in the Chamber are analysed and explanations given by the relevant Clerks for the course of action that occurred and the procedures adopted. Staff are encouraged to ask questions and raise issues of their own and these sessions have been noted by staff as one of the best initiatives of the department.

It is intended to extend this communication objective and conduct occasional sessions of this kind for staff in the other parliamentary departments.

CONTINUOUS IMPROVEMENT

Goal: To continue to seek innovative and better methods of servicing the Parliament, its Members and the people of Victoria.

Objective: Identify areas of duplication and streamline work methods and processes within and across departments.

One of the major projects for the financial year was to streamline the printing contract for the Parliament. Once Ausdoc on Demand were appointed extensive work by the Department along with the Department of the Legislative Council, the Department of Parliamentary Debates and Office of the Chief Parliamentary Counsel occurred. The Departments and Ausdoc examined ways to find better methods to produce the required work within the set timeframes.

Further duplication was within our own Department. For instance, various offices had their own filing systems and work has progressed in streamlining the Department into one filing system. With the merger of the Table and Papers Office various administrative and procedural systems were also streamlined. For instance the indexing of proclamations from the Government Gazette is now done once of which all staff who work in the office have access to and can use to assist with customer queries.

Work has also begun in streamlining education and public relations material made available to the public. The Department has met with the Department of the Parliamentary Library and the Department of the Legislative Council to look at what is produced and how this information can be better presented. Also discussions have begun with Office of the Chief Parliamentary Counsel in looking at how to improve and update the information available to the public from the Legislation Document Management System website.

GOALS

Objective: Effectively implement business planning processes to enhance the operations of the Department.

The Department has now had its business plan in operation for one year. A consultative process was used for the development of the business plan and this process afforded staff the opportunity to develop a sense of ownership of the document.

All staff were provided with a copy of the business plan and briefed on its operation by the Clerk. Review meetings were held with Branch Managers during the year to maintain focus and benchmark achievements.

Objective: Improve reporting of the Department's operational activities.

The annual reports of other departments within the Government sector were examined to see how the Legislative Assembly could improve its reporting of operational activities. Following this review the Department's annual report has been restructured to provide a report on our achievements against the objectives set out in our business plan.

DOCUMENT MANAGEMENT

Goal: To identify and implement best practice in the area of record and document management.

Objective: Ensure that all records and documents of the Department and its Committees are effectively managed.

Considerable archiving work follows the dissolution of a Parliament. Accordingly, following the end of the 53rd Parliament, the majority of committee records for that Parliament were collated and archived, the balance to be completed during 2000–2001. In addition, in line with the Department's policy of only storing recent records at Parliament House, the original papers tabled from the 51st Parliament were prepared for transfer to the Public Record Office. The transfer itself has been delayed due to the relocation of that Office to new premises.

The anticipated completion of the archiving of the pre-1982 records was not possible due to the absence throughout the whole year on sick leave of the relevant member of staff.

As a further consequence of the dissolution, the bound volumes of the Votes and Proceedings, Notice Papers, Question Papers, Bills Introduced and Parliamentary Papers for the second session of the 53rd Parliament were also produced. These are important future reference tools.

Extensive planning, including backing up of electronic files, took place to try and ensure survival of the much anticipated Y2K crisis. In the event, no difficulties were encountered and document management in January 2000 continued as normal.

The Department has also been looking to the future, aiming to ensure effective document management practices are continued and improved. A full review of the archive policy has been commenced and should be completed during 2000–2001. Some work has also taken place in looking at document management practices of other organisations. It is anticipated that

further reviews will take place once the Department's IT expertise has been developed.

Objective: Improve document structure and presentation.

Early in the year a Style Guide was approved by the Clerk and adopted for the Department's use. This resulted in a number of style changes to House Documents, including the use of gender-neutral terminology.

A revision of the precedents used for the preparation of the Votes and Proceedings was undertaken. Amendments were made to reflect the policy set out in the Style Guide and to improve presentation. In addition, substantially more precedents were set up, thereby improving the reference material available and enabling a consistent approach to the preparation of the Votes.

It was hoped that indexing software could be obtained to assist with the preparation of the Votes and other publications. Given the format of the documents and software used for their production, this did not prove feasible.

EDUCATION AND COMMUNITY RELATIONS

Goal: To enhance community awareness of the significant role and functions of the Parliament.

Objective: Provide high quality public awareness programs.

Guided Tours

The development of a tour guide manual has begun during this reporting

period. Discussions have taken place with other Parliaments around Australia about how they have developed their tour guide manual and training program. At this stage the Department envisages that there will be approximately four tour guide manuals to cover various groups that visit the Parliament. For instance, primary school students, secondary school students, community groups and multicultural groups.

During 1999-2000, the Assembly Attendants have conducted numerous guided tours. There were 859 primary and secondary school tours, 111 tours conducted on behalf of Members of Parliament and 186 tours for probus, historical society and multicultural groups. The total number of visitors to the Parliament from these groups was 30,793. These figures do not include the six public tours conducted on a daily basis.

An electronic tour booking system is also being investigated in conjunction with the Education Officer. Visits to the Electoral Education Centre in Melbourne and Parliament House, Canberra have provided the Department with some good insight as to implementing an efficient system. During the coming year a system most likely using Microsoft Access will be implemented. This will be controlled through the Correspondence Box but access to the system will also be available at the computers located in the Vestibule, Rear Door and the Education Office.

Functions

The Speaker received 16 official calls during the year from various dignitaries and delegations.

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The year also saw more than 160 functions held within some of the Parliaments main function rooms. These functions included conferences, exhibitions, lunches, cocktails parties, breakfasts, dinners, receptions and weddings. Besides the main function rooms Parliaments meeting rooms were also used extensively through out the year.

Parliament House Open Day

Parliament held its Open Day on the 26th September 1999 to coincide with the AFL Grand Final weekend. Approximately 4,200 visitors attended the day with many of them never having seen the inside of Parliament House before.

The Serjeant-at-Arms, the Usher of the Black Rod and various parliamentary staff coordinated the day's events. Visitors were able to observe the Legislative Assembly and Legislative Council Chambers, Queens' Hall, the Library, the Parliamentary Gardens and the Members' Dining Room where they could purchase refreshments or devonshire tea. The Victorian State Concert Orchestra and the 2/10 Medium Regiment Band provided a musical program in the Parliamentary Gardens.

Youth Parliament

The 13th Victorian YMCA Youth Parliament was held on the 28th and 30th September 1999 in both the Legislative Assembly and Legislative Council Chambers.

The Youth Parliament is sponsored by the Victorian Council of YMCA's and receives financial support from the Victorian Government. A Task Force of former Youth Parliamentarians coordinates the arrangements, assists teams in the selection of bills to debate and trains these teams in debating

techniques and parliamentary practices and procedures. The Youth Parliament is conducted in accordance with parliamentary procedure and presided over by the Speaker or by a Member of Parliament. The Serjeant-at-Arms and the Usher of the Black Rod and other parliamentary staff assist with various duties over the two-day period.

In the Assembly Chamber there were 56 students from across Victoria between the ages of 15 and 25 participating in debate on a range of Bills.

Student's Parliament

Student's Parliament took place on the 29th October and 5th November 1999 in both the Legislative Assembly and Legislative Council Chambers. Student's Parliament is part of Children's Week which is sponsored by the Department of Education and involves Year 7 to Year 9 students from State, Independent and Catholic Schools within Victoria.

The students use a limited form of Parliamentary practice and Members of Parliament act as Speaker for the Student's Parliament. The Department's staff act as Clerk and Deputy Clerk and a student is chosen to be the Serjeant-at-Arms.

Work Experience Students

The Department hosted four work experience students during the past financial year. A program was prepared for each student which gave them an insight into the workings of the Parliament and the Parliamentary Committees.

Two of the students had their placement while the Parliament was sitting which allowed them to view Question Time in both the Legislative Assembly and Legislative Council Chambers and to

GOALS

meet their local Member of Parliament. Although the other two students were unable to be at the Parliament on a sitting week, those students still had a full program with time allocated to visit all five Parliamentary Departments.

Objective: Coordinate and improve the level of information available to the public.

A priority of the Procedure Office has been to improve information services that the Department provides to the public. One way this has occurred is by the development of a frequently asked questions document which has enabled to staff to be more consistent in their answers to public enquires. All staff that work within the Procedure Office have been trained in this area.

The provision of this information will be further improved in the future by the refurbishment of the Papers Section, especially the display area where the documents and reports are available to the public. These renovations will enhance how and allow more documents and reports to be put on show in the Office by the end of 2000.

Fact Sheets

The Fact Sheets explain procedural terms and parliamentary practices that are used within the House. They are aimed at assisting the public with an introduction and overview to the topic. The Procedure Office began a project during this financial year to revamp and update the Fact Sheets. Their plan is to present these Fact Sheets in a more stylish manner and with more up-to-date information. This project will continue during the coming year with more procedural terms and parliamentary practices explained in new Fact Sheets.

Photo Sheets and Visitor's Guide

The Procedure Office has produced the Members of Parliament photo sheets. This document allows the public to visualise their local member and it also helps visitors in the Legislative Assembly Chamber public gallery with recognising the members in the House. The visitors guide booklet is also in the process of being updated. When this booklet is printed in the next financial year it will be available in the vestibule and members of the public are able to take a copy at no charge.

Parliament's Internet Site

Promotion of the Parliament's Internet site has been a high priority for the Department during the year. This has not only occurred at the public level but also at staff level. Department staff regularly refer and guide customers to various documents and reports on the internet site when answering their queries.

Similarly, managers within the Department have also promoted the Parliaments internet site to the staff so that they become more familiar with all the information that is available to them at their finger tips. For instance, in-house internet treasure hunts have been developed as part of staff training with in the Procedure Office.

INFORMATION TECHNOLOGY

Goal: To provide innovative and practical technological solutions for the improvement of parliamentary operations and services.

Objective: Develop and maximise the appropriate use of technology.

The Department and its Committees utilise information technology in virtually every facet of operations. This use extends beyond straightforward word processing to legislative document management and to the recording of the proceedings of the House.

In line with this objective the appropriateness and capacity of the Department's equipment and software is continually monitored and reviewed.

This year the focus shifted to the Parliamentary Committees. With the forthcoming Whole-of-Government rollout of the Windows 2000 operating systems and software a review was undertaken of all hardware operated by the Committees and the Joint Committee Administration Office. It was found that because of their age all the computers would require replacement. A specification was prepared, tenders called and new equipment was ordered. This was a significant project involving the phased changeover of over fifty computers and associated equipment. In addition the file servers and switching equipment was also replaced.

Another major IT project commenced was the provision of a high capacity microwave data link between the Parliament Building and the Committee offices at 35 Spring Street. This link provides a connection between the Committee's local area network and the Parlynet network and the internet. The existing laser beam system broke down and was uneconomic to repair. A temporary link was installed whilst various alternatives were examined with a 'line-of-sight' microwave system being finally selected. Tenders were

called and the equipment ordered with final commissioning expected later in 2000.

Whilst the focus throughout the year has been on hardware upgrades and new equipment, attention has also been on staff development. A number of staff have attended a diverse range of computer training courses. These courses build on and extend the IT expertise within the Department and Committees.

Within the Parliament building the Department's computer system was extended so that all Assembly staff now have access to Lotus Notes. This provides all staff with email facilities and access to the room booking system.

KNOWLEDGE MANAGEMENT

Goal: To develop a knowledge management framework.

Objective: Improve the Department's procedural resources.

A major project currently being undertaken by the Department is the preparation of the *Legislative Assembly Practice Manual* (LAPRAC). This will be the first authoritative procedural manual prepared by the Assembly and is seen as an essential element of the Department's knowledge management policy.

During the year, the first chapters were issued and work is well progressed on a number of other chapters. In view of the importance and magnitude of the project, in addition to the work being

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carried out by the Project Office, all staff from the Procedure Office are now assisting with research, writing and editing.

As has happened for some years, the publication *Rulings from the Chair* was updated at the end of each of the Autumn and Spring sittings. Furthermore, to improve its ease of use as a research tool, layout improvements were made including the insertion of a key word heading for each of the individual rulings.

Considerable work has been undertaken in developing new, and updating existing, procedure manuals. The updating of the manuals for the former Table and Papers Offices has almost been completed, with a view to amalgamating them into one Procedure Office manual. Drafts of the updated committee manuals have been prepared and the writing of the manuals for the Serjeant-at-Arms office, and for the Assistant Clerk, has commenced.

OUR PEOPLE

Goal: To attract and retain a highly skilled and motivated team, to recognise the contribution of our employees and to encourage them to develop and perform to their fullest capabilities.

Objective: Provide an effective training and development program for all staff.

The Department's plans to develop a coordinated training policy have been restricted due to the lack of a training officer. Notable achievements this year

include the participation of the Assembly's Attendant staff in introductory courses for MS Word and Lotus Notes. Individual staff have attended various training seminars, however a coordinated policy is on the agenda for next year.

A training needs analysis and skills review was undertaken by Morgan Management Services (MMS). A consultant conducted interviews with staff and had them complete a work sheet to assess their individual learning needs. An overview of these training needs was compiled by MMS. All participants attended group briefings and received a written summary of the work sheet and interview findings. The next stage of the process will be for managers to work individually with staff to focus on their training requirements and marry these needs with those of their workgroups to create a realistic and sustainable training program for the Assembly.

The identification of quality-training providers/resources for the Department has been successfully completed. These options are still to be considered by management and should be implemented in the coming year.

To encourage multi-skilling within the Department, Attendants have been participating in six-month rotations of duties. In the Procedure Office, the preparation of house documents is being shared between staff on sitting nights.

It is envisaged that job rotation schemes may be developed in coming years. This process has been deferred due to the rapid restructuring that has taken place which has seen the emergence of a new group of managers who need

time to adjust to their own roles before job rotation could feasibly occur.

In terms of special placements within the Assembly, a plan to engage some members of staff in a weeklong attachment to the Assembly's equivalent office in the House of Representatives is being investigated by management.

Objective: Refine individual work plans and link to the business plan.

The Procedure Office has completed this process fully. The Serjeant-at-Arms Office is presently in the process of redesigning the Attendants' work plans to reflect the Business Plan. In the next financial year, all work plans will be written to reflect the Business Plan.

Objective: Recruitment and retention strategy.

Once again the Department has participated in the Graduate Recruitment Scheme and has a recruit undertaking extensive professional development courses through the Office of Public Employment. The recruit spent four months working in the Procedure Office before moving to a placement with the Scrutiny of Acts and Regulations Committee. She will complete the scheme with a project in the Parliamentary Library. The Department's Customer Service Officer is also undertaking the professional development aspect of the scheme.

The Graduate Recruitment Scheme gives the Department access to high calibre graduates which enables a continuous renewal and invigoration of staffing resources.

The Clerk has instigated measures to gauge employee perception of the Department during the year. The

Assembly and affiliated committees were split into random focus groups and a designated team leader arranged a meeting and collated the group responses that were presented to the Clerk. Management has acknowledged much of the feedback and this process is set to continue on an annual basis. In addition, informal staff morning teas have been conducted throughout the year to encourage friendly relations within the Department.

RESOURCE AND FINANCIAL MANAGEMENT

Goal: To optimize use of our human, financial and physical resources.

Objective: Identify the Department's current human resource base.

A key element of the Department's 99/2000 Business Plan was to undertake an audit of staff skills. In May 2000, the Department contracted MMS, (Morgan Management Services) to conduct a Departmental skills audit and training needs analysis.

The MMS audit involved all Departmental staff and the results were very positive. Many staff indicated additional skills that could benefit the Department. The activity provided a fulsome insight into staff capability and helped the Department identify potential avenues for Departmental development.

Additionally, the analysis also provided useful information to assist the Department to plan and conduct individual staff career training.

The Department's management is considering the audit and analysis results and aspects of the analysis are expected to be incorporated into future planning.

Objective: Ensure the phased implementation and evaluation of the administrative staff restructure.

A strategy was developed for the implementation of the administrative staff restructure. The new position of Assistant Chamber Officer was created and filled in October 1999 to provide administrative support to the Clerks and the Serjeant-at-Arms.

The restructure of the Procedure Office, which was commenced last year, is now almost complete. Through a series of new appointments, promotions and reassignment of duties the roles of Senior Parliamentary Officer, Parliamentary Officers and Customer Services Officer were established.

Objective: Ensure effective planning and utilization of staff.

The substantial period of time between the dissolution of the 53rd Parliament and the commencement of the 54th Parliament significantly affected the operations of the Parliamentary Committees. A workforce management plan was established to ensure all Committee staff were gainfully employed over this period. The new Committees were not re-appointed until mid December 1999 and during the intervening period staff were involved in:

- Filing and archiving Committee records;
- Preparing background and briefing papers for incoming Committees;

- Preparing and updating manuals;
- Specific project work for the Parliament; and
- Taking annual leave.

Once the new committees had been appointed it was necessary to allocate appropriate staffing resources for each of those committees. In most cases this was achieved before Christmas although where new appointments were required those positions were not filled until the new year.

Objective: Enhance the protection and maintenance of the buildings and precincts.

Fire Protection Strategy

The implementation of the Parliamentary fire protection strategy commenced in 1998-99 was furthered in 1999-2000. The initial project was completed on time and additional works to enhance the project have been completed in 2000. Water risers were installed and finalized and a new methodology for fire protection was adopted in order to complement the fire protection strategy.

Fire Modelling was initiated to maximize the Parliament's planning against fire. This project will assist the Parliament to enhance the fire protection plan by developing and advising on additional safety measures. The new concept will compartmentalize the building against smoke and fire thus assisting to minimize the effect and damage of fire. The new compartmentalisation project is expected to be completed in 2001.

Photographic ID system

The new ID system introduced in 1999 is fully operational and widely accepted

by all. Installation and full operational capability was achieved in March 2000.

Crowd Control Measures in the Vestibule

Planning has commenced in an effort to identify suitable crowd control measures for the Vestibule. This security concern will form part of a larger security project being undertaken by the Usher of the Black Rod and the Serjeant-At-Arms in an effort to improve all levels of personal and environmental security.

Boom Barriers

The boom barriers were successfully commissioned in March 1999. Access to and from the Parliament's parking area is now monitored and will shortly be linked to the photographic ID system for positive identification as required.

CCTV

The CCTV system has been fully implemented and new projects have assisted in maximizing the CCTV effectiveness. In addition to the Parliament the CCTV system now monitors the Committees at 35 Spring St also. This project was completed in September 2000. Final modification to camera locations and sequencing have taken place and the commissioning of the system is expected to occur in December 2000.

Other Projects

Improved security measure in the Gardens. Initial work has resulted in three minor projects; all designed to improve the gardens security. All three were initiated in 1999, however due to external agencies involvement all three will be completed towards the end of 2000 early 2001.

The Trades entrance project is providing secure entry point linked to

the Parliament's security system. Due to be completed in December 2000.

The Northern perimeter fence has had all studies completed and is planned to be installed over the new year period. The overdue construction of this fence will be a major barrier to most garden security breaches.

A relocated CCTV camera has greatly improved the major car park entry's security. With this additional project linked to the Photographic system via Rear Post, security overall will be vastly improved.

Final planning has finished and new CCTV cameras have been installed at the Committees. This important security link now provides a positive link to all working staff at 35 Spring Street. Future security upgrades will be planned as part of the 2001 works projects.

Cleaning Standards. This activity is still to be completed. Planning and research has begun in an effort to identify possible cleaning standards throughout the Parliament.

Objective: Improve working environment and facilities.

Office Refurbishment and Lighting

The project to upgrade inadequate offices has been completed. Additional offices will be targeted in 2001 in line with Departmental requirements.

Climate Control

The Department of Parliamentary services conducted an environmental survey of the Parliament as a whole. As a result funds have been allocated for air conditioning throughout the

GOALS

Parliament. The Assembly will be included in this plan.

Environmental Issues

Throughout the year all staff have actively enforced methods to promote environmental work practices. Paper re-cycle bins have been in place and actively promoted. Work attendance hours have been rationalized for long sittings and staff are actively seeking ways to maximize work practices. It has been important to note that staff have been able to voice concerns to management with a realistic expectation of a positive outcome.

Objective: Ensure compliance with recognized health and safety standards.

Consultative Committee

The Consultative Committee has met on a regular basis. Its' image has improved and gradually become recognized as a positive forum for staff/management interaction. Major outcomes from the consultative Committee have been:

- A promulgation of departmental information
- A better staff understanding of processes required to implement change
- An opportunity for staff to raise issues for consideration directly to Management.

Occupational Health and Safety Audit

An Indoor Air Quality, Lighting and Workplace Accommodation Assessment was undertaken throughout the Parliament in March 2000. The resultant report indicated a need for a general improvement in the Indoor Air Quality. Consequently airconditioning is planned for the whole of Parliament in 2001. Lighting was of concern also and recommendations have been made

and are to be implemented in 2001. The issue of limited workspace was also addressed and it was recognised that the Parliament is very limited in workspace areas. Accordingly every effort is continually being undertaken to review work-areas and their suitability for all staff members and Members of Parliament. Continuing monitoring of this requirement will gradually improve workspaces throughout the Parliament.

Objective: To implement risk minimization strategies.

Risk Analysis Audit

A defined Risk analysis Audit was not undertaken in the reporting year. In lieu of this activity, implementation and finalization of ongoing projects was continued before the introduction of additional projects.

To this end the following projects were continued:

- Fire Modeling. A project to define the building safety requirements applicable to the Parliament.
- Fire Building Compartmentation. A project to define and construct, isolation areas within the Parliament in order to minimize fire and smoke damage.
- Replacement of a Perimeter fence-line. To avert trespassers
- Refit of a Trades Entrance security gateway. Designed to maximize the entry security for the trades entrance and develop overall Parliamentary security.
- Re-keying of Parliament. This project has commenced and will be completed in January 2001. It encompasses a full re-keying and refit of all locks within the Parliament.

GOALS

- CCTV revision. All cameras were realigned to maximize their security benefit.
- Initiation of staff procedures for individual and crowd control was started and will be improved in 2001.
- Improved security arrangements for Parliamentary Committees located offsite.

Y2K. The advent of the new Millennium required the implementation of a series of Y2K risk minimization strategies. The Department was well prepared and all strategies were in place for the time changeover. No abnormalities occurred and all IT systems functioned correctly.

SERVICE

Goal: To ensure a consistently high level of customer satisfaction with all services provided by the Department.

Objective: Develop a service culture within the Department.

This activity was identified in the development of the business plan as an area that required a more formal appraisal of the manner in which services are delivered to Members, other departments and the public.

Some initial planning was commenced to compare standards of service delivery with this project being more fully expanded in the 2000-2001 financial year.

Objective: Measure and monitor customer satisfaction.

This activity was also identified in the business plan as being linked with the development of a service culture. Developing a service culture is by its nature a dynamic, rather than static process and this requires regular measuring and monitoring of customer satisfaction.

Some initial planning was commenced into the development of processes for measuring customer/client satisfaction and these will be more fully developed in the 2000-2001 financial year.

Objective: Develop members' knowledge and understanding of the parliamentary process.

A significant aspect of this activity was the design, preparation and conduct of induction training for new members. Following the State Election in September 1999, twenty-five new members were elected and the Department participated in a Parliament-wide induction seminar. The Department's focus was on providing members with the essential basic knowledge of everyday practice in the Chamber. Topics included movement in the Chamber, question time, petitions, the daily program as well as briefings on the role of different offices and staff and the work of Parliamentary Committees.

The election also resulted in a change of Government and in the Assembly there were fourteen new ministers, a new Speaker and a new Deputy-Speaker. All these office holders required briefings and advice prior to the opening of Parliament.

GOALS

Another aspect identified under this activity was the development of a staged program of training for new members. This program will be developed in the 2000-2001 financial year and will build on the initial training and parliamentary experience of the new members.

Objective: Ensure the smooth operation of the first sitting day of the 54th Parliament.

A planning group of the Chamber Officers and Branch Heads was established to design an operational plan for the first sitting day. This day was effectively broken into three segments - the swearing in of new members and election of a Speaker; the official opening ceremony; and the first day's sitting.

Each segment required detailed planning, staff briefing and training, rehearsals and, on the day, effective assistance and guidance to members and office holders.

Another activity was to facilitate the changeover of members following the election and change of Government. This involved a significant workload for the Serjeant-at-Arms Office in physically relocating a majority of members and their staff. This project had to be completed before the opening of Parliament.

- CCTV revision. All cameras were realigned to maximize their security benefit.
- Initiation of staff procedures for individual and crowd control was started and will be improved in 2001.
- Improved security arrangements for Parliamentary Committees located offshore.
- The advent of the new Millennium required the implementation of a series of Y2K risk minimization strategies. The Department was well prepared and all strategies were in place for the time changeover. No anomalies occurred and all IT systems functioned correctly.

SERVICE

Goal: To ensure a consistently high level of customer satisfaction with all services provided by the Department.

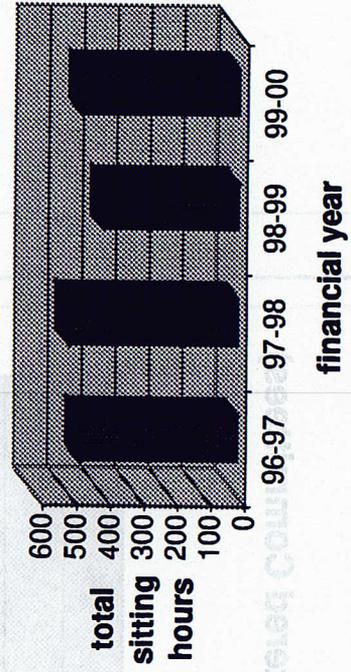
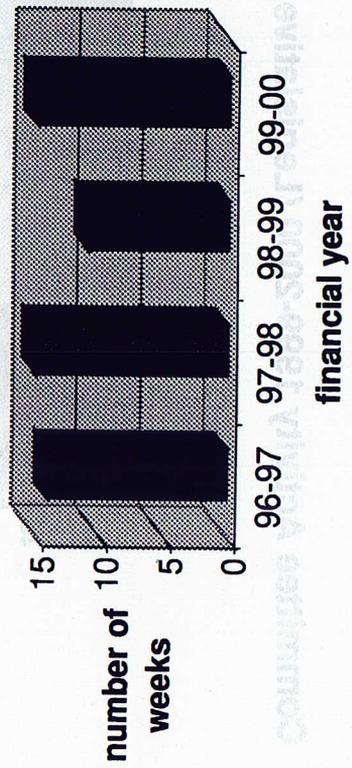
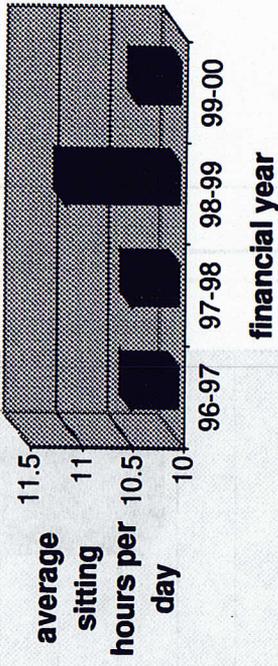
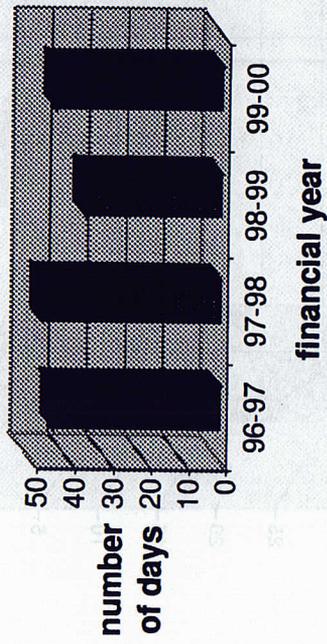
Objective: Develop a service culture within the Department.

This activity was identified in the development of the business plan as an area that required a more formal appraisal of the manner in which services are delivered to Members, other departments and the public.

Some initial planning was commenced to compare standards of service delivery with this project being more fully expanded in the 2000-2001 financial year.

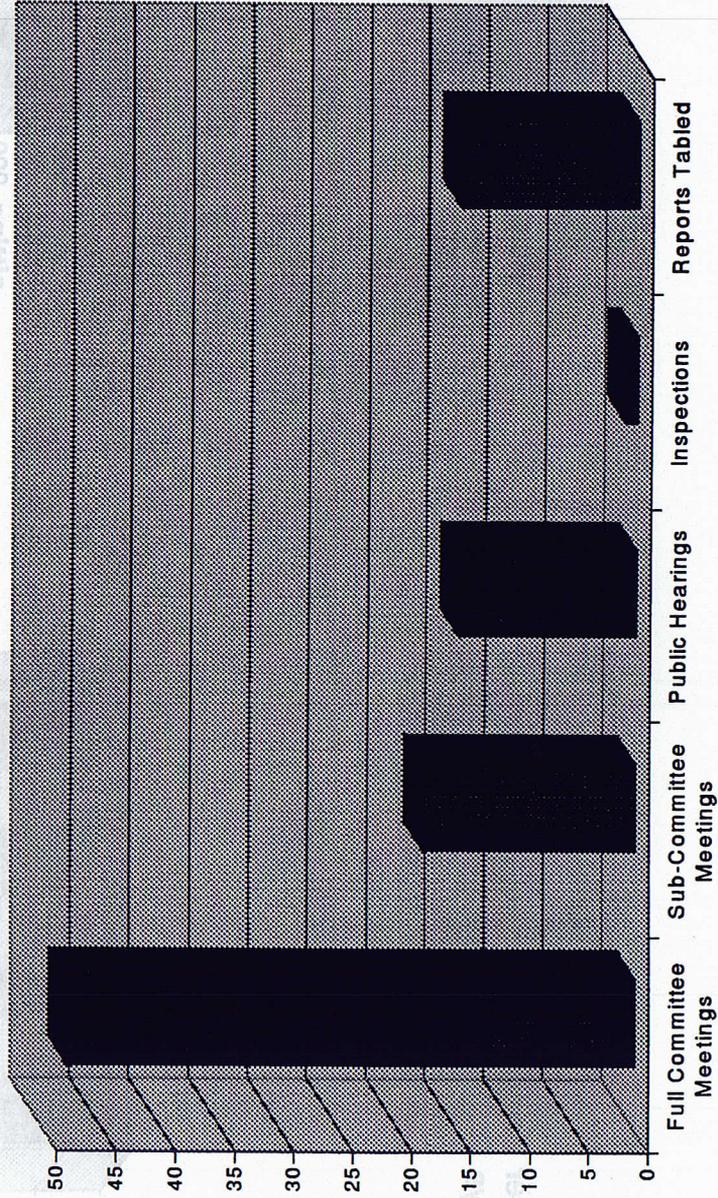
APPENDIX ONE

Comparison of House Sitting Statistics



APPENDIX ONE (cont)

Committee Activity 1999-2000 (Legislative Assembly administered Committees)



APPENDIX TWO

Financial Statements

LEGISLATIVE ASSEMBLY EXPENDITURE STATEMENT

ITEM	1999-00		1998-99
	Budget \$	Expenditure \$	Expenditure \$
Departmental			
Salaries, Overtime and Allowances	1,752,000	1,512,709	1,731,364
Pay-roll Tax	804,000	922,966	936,809
Employee Superannuation Contributions	160,000	145,321	140,245
Long Service Leave	35,000	111,701	102,010
WorkCover	98,000	48,697	17,715
Capital Charge			4,032,996
Asset Purchases	50,000	37,962	
General Expenses	322,000	426,037	358,091
Parliamentary Printing	1,018,000	386,707	437,489
Other Operating Expenses	55,000	5,375	26,125
Total Departmental Operating Expenses	4,294,000	3,597,475	7,782,844
Assembly Members			
*Salaries and Allowances	6,474,000	6,652,593	6,485,424
Members Travel and Subsistence	1,939,000	2,057,913	2,055,148
Parliamentary Super Fund	5,403,000	5,607,691	5,399,999
Unfunded Superannuation			
Total Members Salaries and Superannuation	13,816,000	14,318,197	13,940,571
Total Legislative Assembly Expenditure	18,110,000	17,915,672	21,723,415

* Excluding Ministers.

APPENDIX TWO (cont)

JOINT INVESTIGATORY COMMITTEES EXPENDITURE STATEMENT

Committee	1999-2000		1998-99
	Budget \$	Expenditure \$	Expenditure \$
Drugs and Crime Prevention	278,000	299,096	361,655
Economic Development	235,000	180,615	248,129
Environment and Natural Resources	290,000	269,434	232,115
Family and Community Development	260,000	134,001	159,041
Federal-State Relations	267,000	56,749	269,060
Law Reform	390,000	308,715	403,262
Public Accounts and Estimates	626,000	419,981	374,773
Road Safety	352,000	188,565	187,719
Scrutiny of Acts and Regulations	376,000	360,246	317,812
Joint Committee Administration Office	857,000	743,227	628,676
Total Committee Expenditure	3,931,000	2,960,629	3,182,242

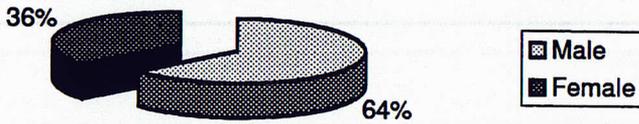
Notes:

- Committees administered by the Legislative Assembly:—
 - Drugs and Crime Prevention
 - Economic Development [Until December 1999]
 - Family and Community Development [From December 1999]
 - Public Accounts and Estimates
 - Scrutiny of Acts and Regulations
- Committees administered by the Legislative Council
 - Economic Development [From December 1999]
 - Environment and Natural Resources
 - Family and Community Development [Until December 1999]
 - Federal-State Relations [Not reappointed in the 54th Parliament]
 - Law Reform
 - Road Safety
- Both House departments jointly administer the Joint Committee Administration Office. Its budget includes the rental payments for the Committee Offices at 35 Spring Street.

APPENDIX THREE

Workforce Analysis

Legislative Assembly Staff



Committee Staff



Classification Profile

Band	Department		Committees		Total
	Male	Female	Male	Female	
EO-2	1				1
EO-3	1				1
VPS-5	2				2
VPS-4	1	4	5	5	15
VPS-3	2	1	3	1	7
VPS-2	13	6	1	6	26
VPS-1	4	2			6
<i>Total</i>	<i>24</i>	<i>13</i>	<i>9</i>	<i>12</i>	<i>58</i>

Workforce Analysis

Legislative Assembly Staff



Committee Staff



Classification Profile

Band	Department		Committees		Total
	Male	Female	Male	Female	
BO-2	1				1
BO-3	1				1
VP2-2	2				2
VP2-4	1	4	2	2	12
VP2-3	2	1	3	1	7
VP2-2	12	6	1	6	26
VP2-1	4	2			6
Total	24	13	6	12	55

APPENDIX FOUR

APPENDIX FOUR (cont)

Staff Listing as at 30 June 2000

Clerk's Office

Ray Purdey	Clerk of the Legislative Assembly and Clerk of the Parliaments
Marcus Bromley	Deputy Clerk
Geoff Westcott	Assistant Clerk and Clerk of Committees
Shanthi Wickramasurya	Secretary to the Clerk

Serjeant-at-Arms Office

Gavin Bourke	Serjeant-at-Arms
Anne Sargent	Assistant Chamber Officer
Helen Dorian	Personal Assistant to the Serjeant-at-Arms

Attendant Staff

Warren Smith	Principal Attendant
Mark Smith	Senior Attendant
Michael Gigliotti	Post Office Attendant
Baron Campbell-Tennant	Attendant Grade 3
Ray Davis	Attendant Grade 3
Craig Foster	Attendant Grade 3
David Lang	Attendant Grade 3
Richard McCullough	Attendant Grade 3
David Robertson	Premier's Orderly
Geoffrey Tapper	Attendant Grade 3
Vacant	Speaker's Orderly
Trevor Day	Attendant Grade 1
Kalev Jones	Attendant Grade 1
Kate Murray	Attendant Grade 1
Jeremy Walsh	Attendant Grade 1
Julia Hollas	Attendant Grade 1

Cleaning Staff

Frank De Sensi	Senior General Hand
Hares Kodiah	Senior General Hand
Tony Koukouvinos	Senior General Hand
Rhonda McMahon	Cleaner
Herta Zimmerman	Cleaner

Project Office

Neville Holt	Special Projects Officer
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APPENDIX FOUR (cont)

Speaker's Office

Lilian Topic Parliamentary Adviser to the Speaker

Procedure Office

Liz Choat Manager

Papers Section

Paul Venosta Parliamentary Officer
Keith Mills Assistant Clerk of the Papers
Bridget Noonan Customer Services Officer

Table Section

Joanne Chapman Senior Parliamentary Officer
Charlene Kenny Parliamentary Officer
Sorrel D'Silva Administrative Officer

Committee Office

Drugs and Crime Prevention

Sandy Cook Executive Officer
Muriel O'Gorman Acting Office Manager
David Ballek Research Officer
Peter Johnston Research Officer

Family and Community Development

Paul Bourke Executive Officer
Lara Howe Office Manager

Public Accounts and Estimates

Michelle Cornwell Executive Officer
Frances Essaber Assistant Executive Officer
Christine Walker Office Manager
John Knowles Research Officer
Caroline Williams Research Officer

Scrutiny of Acts and Regulations

Andrew Homer Executive Officer
Simon Dinsbergs Assistant Executive Officer
Richard Kings Office Manager
Jennifer Baker Research Officer
Marilyn Baldwin Research Officer
Fiona Lewandowski Research Officer

APPENDIX FOUR (cont)

Joint Committee Administration Office

Mark Roberts

Manager

David Cousins

Computer Systems Officer

Laurel Keith

Administrative Officer

Nicole Egan

Administrative Officer

APPENDIX FIVE

Major Outputs and Deliverables	1997-98	1998-99	1999-2000
House related Documents produced	141	115	135
Reports presented by Command	3	3	3
Reports presented pursuant to Statute	531	488	301
Reports by Return			14
Other documents tabled			724
Reports presented by Parliamentary Committees	29	26	14
Questions	540	127	211
On Notice	389	370	436
Without Notice			
Bills			
Introduced in the Assembly	111	89	62
Amended in the Assembly	24	25	13
Passed both Houses	111	100	66
Reasoned Amendments — negatived	24	16	—
Divisions			
House	79	96	21
Committee	6	5	2
Petitions presented	108	144	37
Days on which Grievances were debated	4	2	5
Days on which General Business motions debated	9	11	1
Adjournment Motions pursuant to SO26	3	5	0
Matters of Public Importance			
Statements by Members			8
			436

Statements by Members	3	108	141	1881-88	1881-88	1885-88	1885-88
Matters of Public Importance	0	0	3				
Adjunctive Motions brought to GO	2	11	2				
Days on which Certain Business motions debated	3	3	3				
Days on which Ordinances were debated	108	141	141				
Motions presented	0	0	2				
Divisions	10	10	20				
Resolutions introduced — negatived	24	10	10				
Resolutions passed	111	100	100				
Resolutions introduced in the Assembly	54	52	52				
Resolutions introduced in the Assembly	111	80	80				
Matters of Public Importance	380	370	370				
Matters of Public Importance	240	151	151				
Resolutions presented by Parliamentary Committees	50	30	30				
Other documents printed							
Resolutions presented to Statute	231	488	488				
Resolutions presented by Committee	3	3	3				
Matters of Public Importance	141	112	112				
Matters of Public Importance and Resolutions	1881-88	1881-88	1881-88				
	1885-88	1885-88	1885-88				
	1885-88	1885-88	1885-88				