

**NEW SOUTH WALES
PARLIAMENT
JOINT SERVICES**



**ANNUAL REPORT
2003/2004**

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HON JOHN AQUILINA MP
SPEAKER OF THE LEGISLATIVE ASSEMBLY



HON DR MEREDITH BURGEMANN MLC
PRESIDENT OF THE LEGISLATIVE COUNCIL

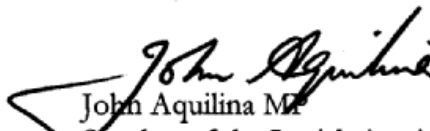
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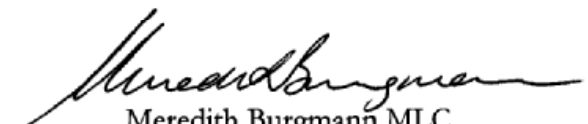
PRESIDING OFFICERS' FOREWORD

We are pleased to commend and present this Annual Report from the Joint Services of the Parliament for the tenth year. As always, the staff of the Joint Services have done an admirable job of maintaining and improving service to Members and to the public in the face of the inevitable budgetary constraints.

The reports from the nine Joint Services Departments and Sections highlight some of the significant achievements realised in 2003/2004.

We thank all the staff in the Joint Services Departments and Sections of the Parliament of New South Wales. Without their hard work and commitment, this Parliament could not work effectively.


John Aquilina MP
Speaker of the Legislative Assembly


Meredith Burgmann MLC
President of the Legislative Council

RUSSELL D. GROVE
CLERK OF THE LEGISLATIVE ASSEMBLY



JOHN EVANS
CLERK OF THE PARLIAMENTS

NEW SOUTH WALES
PARLIAMENT

LETTER TO THE PRESIDENT AND THE SPEAKER

Dear Presiding Officers,


It is with pleasure that we submit the Annual Report of the Joint Departments and Sections of the Parliament of New South Wales for the year ending 30 June 2004.


During 2003/2004, despite budgetary constraints, the Joint Services again provided an enhanced service to Members and other clients, as evidenced in this report.

Some highlights of the reporting period were as follows:

- Parliamentary Archives undertook a project to construct an on-line Biographical Register of all Members of the New South Wales Parliament (1824 to date) for the Celebration of the Sesquicentenary of Responsible Government (1856-2006);
- Parliamentary Building Services completed a project to upgrade facilities for the disabled in the Theatre;
- The third edition of *Australia's First Parliament* was finalised and printed, and a major revision of the *Parliament of NSW* video was completed as part of the Parliamentary Education and Community Relations publishing program;
- ITS undertook a project to review the Parliament's Internet and Intranet sites, with a view to improving the sites' user-friendliness and accessibility;
- The development and expansion of the Parliamentary Library's Eclips service to Members; and
- *Hansard* and ITS completed a project to make Video *Hansard* services available to Members and parliamentary staff via the Intranet.

The Joint Services Managers have asked us to convey to you their appreciation for your support during this reporting period.


Russell D. Grove
Clerk of the Legislative Assembly


John Evans
Clerk of the Parliaments

PARLIAMENTARY ARCHIVES

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MISSION

To preserve valuable Parliamentary records as part of the archival resources of the State and make them accessible to present and future generations.

POLICY

The Parliamentary Archives is governed by the Parliamentary Archives Policy, approved by the Speaker of the Legislative Assembly on 20 December 1988 and the President of the Legislative Council on 9 January 1989. Copies are available upon request; or it may be obtained through the Parliamentary website. A copy is at Appendix 1.

CHARTER

The Section was established in 1991 and provides the following range of services:

- **THE BIBLIOGRAPHIC CONTROL PROGRAM:** Finding Aids (provenance-based guides; and subject guides); Internal Control Records (locations; shelf-lists; box-lists; registers of archives – record series; plans; documents; videotapes; audiotapes; CDs & DVDs; films & microfilms; plaques; pictures & photographs; artefacts; restricted records; series descriptions & item lists; and series lists).
- **THE INVENTORY CONTROL PROGRAM:** Records Acquisition - Accessions; Disposal (Retention and Destruction); and Processing (Arrangement and Description); and Records Management.
- **THE MANAGERIAL CONTROL PROGRAM:** Office Management; Policy Support (including membership of administrative committees: Records Management Steering Committee; Thesaurus Development Committee (Convenor); Artworks Committee; and the Website Steering Committee); Public Relations & Education; Reference Services; Reporting; Staff Management; and Website Management.
- **THE PHYSICAL SECURITY CONTROL PROGRAM:** Repository Management - Maintaining intellectual control over records stored in-house; Maintaining intellectual control over records sent to outside repositories (the Government Records Repository, Kingswood and the Parliamentary repository at Ultimo) for storage.
- **THE PRESERVATION CONTROL PROGRAM:** Conservation Management (Identification of problem; sending archives to the Conservation Consultant; and maintaining intellectual control over sent records); Building Heritage Management; and Artworks Management.

The clients of the Parliamentary Archives Section are the Parliamentary Departments and Sections, Members of Parliament, and the general public. Business hours are from 9.30 am to 4.30 pm. An appointment is necessary for personal visitors.

AIMS AND OBJECTIVES

Mission

To preserve valuable Parliamentary records as part of the archival resources of the State and make them accessible to present and future generations.

Objectives

To achieve this Mission the Parliamentary Archives:

- makes arrangements for the intellectual control and physical storage of Parliamentary records;
- helps Members of Parliament manage records;
- helps Parliamentary agencies manage records;
- selects valuable records for permanent preservation as archives;
- stores and preserves archives in repositories; and
- makes archives accessible to users to meet their needs.

Strategies (Programs)

- Bibliographic Control Program
- Inventory Control Program
- Managerial Control Program
- Physical Security Control Program
- Preservation Control Program

REVIEW OF OPERATIONS

Finances

Details of the Section's financial performance are provided in the financial report section of this annual report.

Operations

The Bibliographic Control Program.

This program creates and maintains finding aids, which are of two types, the internal control records essential for the management of the Section; and the published 'Guides to the Archives', both subject-based and by creating department (provenance based).

1. Internal control records: These comprise location registers (which show where an archive or accessioned record is physically located); shelf-lists; box-lists; registers of archives, (which give a unique identifying number to each archive or record series); and registers of plans; documents; videotapes; audiotapes; CDs & DVDs; films & microfilms; plaques; pictures & photographs; and artefacts (which give a unique identifying number to each item). There are also registers of restricted records. As well, there is a series description sheet for each series and an item list, where necessary. There are also separate series lists by provenance (i.e. creating agency).

2. The published Guides: There are five printed Guides to the Archives available upon request. They are the guides to the archives of the Legislative Assembly; the Legislative Council; the Parliamentary Library; the Parliamentary Standing Committee on Public Works 1888 - 1930; and the Preliminary Guide to the Photographs and Other Pictures. No printed guides have been issued for some time - a lack of staff and resources has meant that they will now be issued on-line instead of in printed format.

3. On-line Guides: The Archives part of the Parliamentary Website will eventually have all the Guides available on-line: the guides to the archives of the Legislative Assembly, the Legislative Council, the first Legislative Assembly, and the Parliamentary Library are on-line.

There are also subject guides on the site - a guide to records relating to Aboriginal people; and a guide relating to Members of Parliament. There are also internal subject guides to elections; Parliamentary staff; and women and Parliament. These will be added to the website as time and resources permit.

The Inventory Control Program:

1. Records Acquisition: Under this program the records of Parliamentary Departments and Sections are appraised and records of archival worth identified. There are three sub-programs: Accessions; Disposal; and Processing.

1.1. Accessions: In the 2003 - 2004 year the Archives accessioned 61 separate sets of records totalling 580 boxes (98.6 shelf metres); 17 volumes, 6 bundles; 66 video tapes; 19 booklets, 1 floppy disks and 99 photographs. This compares with 121 (657 standard boxes / 111.69 shelf metres) in 2003 - 2003. Since 1991 there have been 1,494 accessions, totalling 5,540 standard boxes, equivalent to 947.07 shelf metres - nearly one kilometre of records. Statistics are shown at Appendices 3 - 4.

1.2. Disposal: Under this program records are scheduled for retention or destruction. A complete schedule for all Parliamentary records will happen when resources permit. Some work in this sphere is being done by the Records Officers of each House Department.

1.3. Processing: 'Processing' is the work of identifying, naming and numbering series and other archives. In addition to the intellectual description, a physical process also takes place whereby the records are wrapped and boxed, ready for storage. They are 'value-added' records. Under this program the selected records are arranged and described.

1.3.1. Two series were registered in the 2003 - 2004 year and have been processed.

As good processing takes much time to do properly, and since the available time has been taken up with other work, it has not been possible to concentrate on this aspect of archival work. Statistics are shown at Appendix 5.

1.3.2. Ongoing Physical Processing Projects:

a. Covering of the Legislative Council Registers of Tabled Papers with 'Mylar' - completed this year.

b. Covering of the Legislative Assembly Registers of Tabled Papers with 'Mylar' - ongoing; half have been completed.

c. Placing all photographs in appropriately sized 'Mylar' envelopes - ongoing, there are over 11,000 photographs and it is estimated that the task will take a number of years to complete.

1.3.3. Transcription Project: The Administration Assistant has been transcribing the index cards to the Legislative Assembly correspondence to 1990 (pre-TRIM) since she started in 1997; she is now half-way through the project.

2. Records Management: This entails the design and operation of programs to achieve economy and efficiency in the creation, distribution, organisation, maintenance, retrieval, use, protection and disposal of all types of records.

2.1. The Records Management Program: This has grown considerably since the inception of the Section in 1991. The demand for hands-on records management is growing exponentially, driven by demand and the State Records Act; as is the demand for secondary records (semi-current) records storage from all Departments and Sections (especially Parliamentary Accounts) as well as from Members. The staff size (one records professional and one administrative assistant) and resource-base of the Section cannot meet this demand: the Parliamentary Archives Strategic Plan and the Work Plan are currently being re-written to try and overcome these problems.

However only an increased resources-base will improve the situation. The major practical part of this program was attending and giving time to records management projects; and the Thesaurus Development Committee. Advice is also given to Members as well as to Departments and Sections on their records systems and any records management problems.

2.2. The State Records Act: The Manager, Parliamentary Archives has been liaising since 1998 with various representatives from State Records to draft an Agreement between State Records and the Parliament relating to the application of the State Records Act 1998 to the Parliament. A review of the State Records Act has been taking place since the beginning of 2004; the Clerks have made a joint submission to this review, which has not yet been completed. As part of this process, the Manager, Parliamentary Archives submitted a Parliamentary Records Management Policy (see Appendix 2) to the Clerks in September 2003; this draft was not approved by the Clerk of the Parliaments.

2.3. The Thesaurus Development Committee: The Committee meets to consider additions and amendments to the Parliamentary Thesaurus, which creates the filing structure for the TRIM correspondence management system used by both House Departments and some other departments and sections.

The Managerial Control Program:

1. Policy Support

1.1. Membership of Committees: The Manager, Parliamentary Archives attends the monthly meetings of the Heads of Departments and Sections. He is a member or convenor of the following administrative committees: Records Management Steering Committee; the Thesaurus Development Committee (Convenor); the Artworks Committee; and the Website Steering Committee.

1.2. Aboriginal Reconciliation Artworks Wall: The Manager curates the exhibitions on the Aboriginal Artworks Reconciliation Wall. Since 1998 the West Wall of the Fountain Court has been set aside for the exhibition of works of art by Aboriginal people from New South Wales, as part of the Parliament's commitment to reconciliation with the Aboriginal people. Since then, the Manager, Parliamentary Archives has been the *de facto* manager / curator of the Wall. In 2003 - 2004 there has been an exhibition called 'Skin Deep' by Brenda Saunders of Randwick in Sydney, which is a fibre-based mixed media installation, a series of wall works based on the irregular forms of the traditional possum skin cloaks worn by tribal Aborigines and the historic blanket issue form, found on Missions and Government Reserves across Australia. The Wall also displayed Aboriginal artworks recently acquired by the Parliament.

1.3. Sesquicentenary of Responsible Government in New South Wales 1856 – 2006: In this financial year the Archives Section was given special funding by the Government's Committee for the Celebration of the Sesquicentenary of Responsible Government (1856-2006). A grant of \$60,000 is being used to employ a Project Officer to research biographies of Members of Parliament so as to construct an on-line Biographical Register of all Members of the New South Wales Parliament from 1824 to date, a total of 2,076 men and women.

1.4. Valuation of the Archives: In May – June 2004 the Parliamentary Archives Collection was valued for the second time for accounting purposes. The first valuation was in 1999 and valued the Collection at \$3.6M. The second valuation, delivered in June 2004, valued the Collection at \$15.74M.

1.5. Macquarie Bicentenary: The Manager attends meetings (in tandem with the Manager, Education and Community Relations) of the Macquarie Bicentenary group, which was formed to discuss and plan for the celebration of the bicentenary of Governor Macquarie's arrival in New South Wales in 1810.

1.6. Cambodian Parliamentary Delegation: The Manager met with a delegation from the Cambodian Parliament in April 2004 who were in Australia investigating Parliamentary libraries and archives. The 'Cambodian Parliamentary Libraries and Archives Strategic Plan' (published in January 2004 by the United Nations) used the New South Wales Parliamentary Archives Policy as a model for their proposed policy on parliamentary archives.

2. Public Relations and Education

For information about the printed 'Guides to the Archives', see the Guides Sub-Program of the Bibliographic Control program, above. As with the other Departments and Sections of the Parliament, the Parliamentary Archives has its own portion of the Parliament's Website. The Parliamentary Archives, in common with the other Departments and Sections, updates and maintains its own part of the Website.

2.1. Exhibitions: All the exhibitions mounted by the Parliamentary Archives have been digitised and are available on-line.

The Parliamentary Archives mounted two exhibitions last year in the Fountain Court. They were:

The Parliament of New South Wales: An Exhibition on the History of the Parliament. This is an exhibition mounted when there are no special exhibitions on.

It was replaced by:

The 'Sydney Gazette' – A Bicentenary Exhibition: An Exhibition to Celebrate the bicentenary of the 'Sydney Gazette'. This was a joint exhibition with the Parliamentary Library and was initiated by the Press Gallery. The opening of this exhibition was accompanied a Reception hosted by the President of the Legislative Council. This exhibition was demounted in the second part of 2003.

The Parliamentary Archives display cases were used for guest exhibitions for much of the reporting period. In March 2004 we exhibited some of the treasures of the Archives in the two large display cases, one on the Legislative Assembly side and the other on the Legislative Council side. The treasures exhibited were the Federation Album 1901; the 1888 Railway petition; and an opalotype (c. 1890) of J. J. Calvert, formerly Clerk of the Parliaments.

2.2. Leaflets: The Parliamentary History Bulletins (trifold pamphlets on various historical subjects of Parliamentary interest) are produced in association with the Parliamentary Education and Community Relations Section. There are currently nine leaflets, which are available in hard copy and on the Parliamentary Website.

2.3. Newsletters: The Parliamentary Archives Section contributes regularly to the newsletter produced by the Legislative Assembly.

3. Reference Services

This program includes a range of activities involved in providing information about or from the archives - that is, making archives available for access, providing copies and providing written or oral information. In 2003 – 2004 there were 294 telephone inquiries; 75 written reference inquiries involving detailed research; and 84 reference visitors who came to look at archives for purposes of research or study.

The Parliamentary Archives also made 97 internal loans of archives to nearly all parts of the Parliamentary administration. 78 individual files were requested; 290 boxes (a total of 49 shelf metres); 3 large volumes; 6 photographs; and 6 videotapes were among the items requested. The Legislative Assembly Employee Services office and the Accounts Section were the heaviest users, with the Education and Community Relations Section being a regular client. Statistics are shown at Appendix 6.

4. Reporting

The Manager makes a Monthly Report to the Clerks; and an Annual Report is submitted for inclusion in the Annual Report of the Joint Services of Parliament.

5. Staff Management

5.1. Personnel: The Section employs two staff members, the Manager and an administration assistant.

Manager — Robert Lawrie, B.A.(Hons), Dip.Lib, Dip.I.M. (Arch.Admin.), M.P.P.

Administrative Assistant — Annie Huang, B.Sc., Adv Dip Marketing, Dip. Med.

5.1.2. Temporary Project Officer: Ms Lindy Hazeldine was appointed to the temporary position of Project Officer for the Sesquicentenary of Responsible Government Project - an on-line database of all former members of Parliament.

5.1.3. Volunteer Archivist: The Archives Section gained approval for Mrs Roberta Carew, a professionally qualified and experienced archivist, to come in for one day a week, to undertake processing work on a voluntary basis. She has been processing the private papers of Ann Symonds, a former Member of the Legislative Council, who donated her papers to the Parliamentary Archives.

5.2. Training

5.2.1. The Manager attended the following training courses in 2003 – 2004:

21 August 2003: *Records Management and Knowledge Management Workshop*;

20 November 2003: *Demystifying recordkeeping Metadata*;

8 March 2004: *Review of the State Records Act 1998*; and

9 - 10 June 2004: *De-Dramatising Disasters*.

5.2.2. The Administration Assistant attended the following courses in 2003 – 2004:

50 - 11 February 2004: *Records Management Fundamentals*;

23 March; 5 May; 8 June 2004: *Springboards Women's Development Program*; and

25 May 2004: *DIRKS Steps A&B*.

5.3. Annual Archives Conference: The Manager attended the *Annual Conference of the Australian Society of Archivists* in Adelaide, September 2003.

The Physical Security Control Program:

1. Repository Management:

1.1. The Government Records Repository: The lack of adequate records storage space in Parliament House has led to the outsourcing of part of the repository management function to the Government Records Repository, Kingswood where a proportion of the archival records are stored at the at a cost of 90 cents per standard box per quarter (that is, \$2.70 per box per year), \$2.70 per non-standard box per quarter and \$11.00 per retrieval request (not including GST). At the end of June 2004 there were 2,702 standard boxes (the same as the previous year) and 10 non-standard items in storage at Kingswood; and there were 6 retrieval requests. From 1 March 2003, destruction of records have been charged at a rate of \$3.00 per box.

The costs of the use of the Government Records Repository, Kingswood for 2003 - 2004 were:

Retrieval:	\$264.00
Storage:	<u>\$12,020.80</u>
TOTAL:	\$12,284.80

1.2. The Parliament House Store at Ultimo: Last financial year the Parliamentary Building Services Department closed their newly rented premises in Ultimo and moved to a larger one in the same building. All the records stored in the old Ultimo repository were moved to the new one; as have all the non-current records of the Accounts Section. These records are still awaiting a Disposal Project: they total about 1,212 standard archive boxes (206 shelf metres). About 700 shelf metres of other records were taken to Ultimo where they were shelved. The storage at Ultimo is suitable only for semi-current records and those records which are to be kept permanently. However we have been forced to use it for the time being as a repository for archival records as financial resources do not permit their being stored at the Government Records Repository or any other environmentally-controlled repository. Statistics are shown at Appendix 7.

The Preservation Control Program:

1. Conservation Management: This program entails both preventative conservation activities in the Archives; and overseeing the Conservation Program where items are sent to the Conservation Consultants. This Program has its origins in the flood of 1975 which badly damaged a large proportion of the unique nineteenth century archives, including the archives of the first Legislative Council (1824 - 1856).

2. The Conservation Consultant: The Conservation Consultant is Heather McPherson Pty Ltd, based in Goulburn. A flat rate of \$68.75 per hour was charged to June 2004, when it was raised to \$73.37. This cost includes all transport costs and compares very favourably with other conservation businesses.

In the 2003 - 2004 year, one batch of archives, comprising 1 box of papers of the first Legislative Council (comprising approximately two thousand separate pages); and 13 plans were sent to the Conservation Consultant, Heather McPherson Ltd. Heather McPherson Pty Ltd received a total of \$30,668.22 in the 2003 - 2004 year.

The total cost of the Conservation and Preservation Program in 2002 - 2003 was \$42,612.52.

APPENDIX 1: THE PARLIAMENTARY ARCHIVES POLICY

AS APPROVED by the President of the Legislative Council (9.1.1989) and the Speaker of the Legislative Assembly (20.12.1988)

1. The Parliament of New South Wales will preserve the archival records of the Legislative Council, the Legislative Assembly, and the associated administrative and service departments connected with them
2. The archival records of the New South Wales Parliament will be in the care of the Parliamentary Archivist
3. Archival records will be selected for their legal, evidential, administrative, institutional, historical, and cultural values
4. No records will be destroyed, dispersed, or otherwise disposed of, without referral to the Parliamentary Archivist. To ensure that before any records are disposed of, the person in charge of the department or section in whose custody, or under whose control the records are, will notify the Parliamentary Archivist on the requisite form, of the intention to dispose of such records, and in this notification to specify the nature of the records
Definitions of archives and records, for these purposes, are appended to the end of this policy
5. Access to nonrestricted archival records will be permitted to approved researchers
6. The Parliamentary Archivist will prepare Records Disposal Schedules, in order to dispose of records in a controlled and systematic manner
7. The Parliamentary Archivist will prepare Disposal Recommendations for those records referred to the Parliamentary Archivist in accordance with Paragraph 4 and Paragraph 7.
The Parliamentary Archivist will inspect and appraise these records; and if in his or her opinion they ought not to be retained as an archive of Parliament, then a Recommendation for destruction will be made through the appropriate Officer to the Clerk of the Parliaments and/or the Clerk of the Legislative Assembly
8. Records donated to Parliament from private sources will be treated in the same way as Parliamentary records
9. The Parliamentary Archivist will ensure the compilation of finding aids to the archives
10. The Parliamentary Archivist will supervise conservation services and facilities to ensure the permanent preservation of the archives, in accordance with Paragraph 1
11. The Parliamentary Archivist will be a professionally qualified archivist
12. The Parliamentary Archivist will be responsible to the Clerk of the Parliaments and the Clerk of the Legislative Assembly, to whom an annual report will be furnished on the operations of the Parliamentary Archives
13. Nothing in the foregoing paragraphs shall prejudice the authority of the Presiding Officers of Parliament

ADDENDUM: DEFINITIONS

ARCHIVES:

Archives are the non-current records of an organisation, institution, or individual, selected for permanent preservation because of their legal, evidential, administrative, institutional, historical, or cultural values;

RECORDS:

Records are documents (including any manuscript, holograph, or printed material) or artefacts (including sound recordings, coded storage devices, magnetic tapes or discs, microforms, photographic prints or negatives, films, maps, plans, models, paintings, or any other pictorial or graphic work) which are or have been used, created, or kept by any person in the course of official duties;

SEMI-CURRENT RECORDS:

Semi-current records are those records required infrequently in the conduct of current business.

APPENDIX 2: DRAFT RECORDS MANAGEMENT POLICY: PARLIAMENT OF NEW SOUTH WALES Draft – 2003 Records Management Policy

1 INTRODUCTION

Under the State Records Act, 1998, each House of the New South Wales Parliament is regarded as a ‘public office’ and Parliamentary records are ‘State records’.

Parts 3 (‘Protection of State records’) and 5 (‘Recovery of estrays and other State records’) apply automatically to the Parliament.

Parts 2 (‘Records management responsibilities of public offices’), 4 (Authority entitled to control of State records not currently in use’) and 6 (‘Public access to State records after 30 years’) would apply to the Parliament only by agreement with the State Records Authority of New South Wales.

1.1 Definitions

Under this Policy **the Parliament** means the Legislative Council, the Legislative Assembly, their Committees and the associated administrative and service departments connected with them.

State record means any record made and kept, or received and kept, by any person in the course of the exercise of official functions in a public office, or for any purpose of a public office, or for the use of a public office, in accordance with the definition in the State Records Act, 1998 (s.3 (1))

1.2 Purpose

The purpose of this policy is to ensure the proper creation and maintenance of records of the Parliament of New South Wales by establishing a framework and accountabilities for records management.

1.3 Scope

This policy applies to the management of the records of the Legislative Council, the Legislative Assembly, their Committees and the associated administrative and service departments connected with them. It does not apply to personal or party political records of Members of Parliament.

1.4 Policy Relationships

This policy:

- will be congruent with and integrated into the Parliament House Corporate Plan and the Corporate and Work Plans of each Department, Section and Committee
- is part of the Parliament House Information Management Plan, and
- is to be read and used in conjunction with the Parliamentary Archives Policy.

Guidelines and procedures may be issued under this policy.

2 POLICY STATEMENT

The Parliament of New South Wales is committed to meeting its responsibilities under the State Records Act 1998 and to implementing best practice in its records management practices and systems. All practices and procedures concerning records management within the Parliament are to be in accordance with this document.

The Parliament creates and maintains records as evidence of its business activities and transactions. This evidence is the corporate memory of the Parliament. The records of the Parliament:

- support policy formulation and managerial decision-making
- enable the Parliament to meet legislative and regulatory requirements
- protect the interests of the Parliament and the rights of its officers, employees, clients and citizens
- support better performance of business activities throughout the Parliament
- provide protection and support in litigation, including the better management of risks associated with the existence or lack of evidence of organisational activity
- support consistency, continuity and productivity in management and administration
- document organisational activities, development and achievement, and
- support research and development activities.

The records of the Parliament occur in all formats and media, including electronic formats. As with paper-based records, electronic records need to be captured, recorded, maintained and made accessible.

3 RECORDS MANAGEMENT PROGRAM

In accordance with section 12(2) of the State Records Act 1998 and the Standard on Records Management Programs, the Parliament will maintain a records management program.

The objectives of the program are that the Parliament will:

- make and keep full and accurate records of its activities
- ensure safe custody and proper preservation of its records
- ensure the ongoing accessibility of equipment/ technology dependent records
- dispose of its records in accordance with Part 3 of the State Records Act, and
- have arrangements under which a Parliamentary record over which it has control but which is in the custody or keeping of some other person will include arrangements for the safe keeping, proper preservation and due return of the record.

The Parliament may make arrangements with the State Records Authority for the monitoring from time to time of the Parliament's records management program.

4 ACCOUNTABILITIES

4.1 Clerks of the Houses of Parliament

The Clerks are ultimately responsible for ensuring that the Parliament meets its obligations under the State Records Act and any agreement with the State Records Authority of New South Wales that pertains to the application of the State Records Act to the Parliament.

4.2 Manager, Parliamentary Archives

The records management function for the whole Parliamentary establishment will be undertaken by the Manager, Parliamentary Archives under the joint direction of the Clerk of the Legislative Assembly and the Clerk of the Parliaments. The scope of the records management function will include records creation and formats; records as evidence; records retention; records destruction; custody of records; accessibility of records; and will include responsibility for any electronic or technology-dependent records creation, maintenance and management system which may be in use in any of the Parliamentary departments, sections and committees.

4.3 Managers

Managers will seek the advice of the Manager, Parliamentary Archives in all matters relating to records management, including the creation, use and disposal of records.

4.4 All Record Creating Units

All record creating units of the Parliament must give the Manager, Parliamentary Archives and any delegated officers (which delegation shall be approved by the Clerks) such access to their records as may be reasonably necessary for the purpose of enabling the Parliamentary Archives to carry out its records management duties and functions. Any disputes as to what is reasonably necessary will be referred to the Clerks for resolution.

4.5 All Staff

All staff of the Parliament are accountable to their supervisors for compliance with this policy and with related policies and guidance.

All staff have a responsibility to create records to document:

- decisions
- oral decisions and commitments, including telephone discussions
- meetings, and
- other events.

All staff have a responsibility to capture records into official recordkeeping systems, except records that can be disposed of under normal administrative practice (see State Records' Guidelines on Normal Administrative Practice).

5 PRACTICES AND PROCEDURES

5.1 Records management systems

At the commencement of the application of this Policy, the main correspondence and document management system in Parliament House is TRIM; all Human Resources, financial and accounting records are on SAP; and other systems are either in Word or are manual; whatever they are now or will be, they will still be subject to the terms of this Policy.

5.2 Electronic records

If a record is in such a form that information can only be produced or made available from it by means of the use of particular equipment or information technology (such as computer software), the Parliament will take such action as may be necessary to ensure that the information remains able to be produced or made available.

The Parliament's information systems will operate in a way which ensures the capture of records to provide evidence of the broader business, functions and operations of the Parliament.

When an electronic document is created or received, Parliamentary officers will identify whether the information in the document is evidence of the broader business, functions and operations of the Parliament. If so, the electronic document will be captured into a records management system.

Records which derive from an electronic medium will be maintained for as long as they are legally or practically required.

The Parliament will identify and adopt relevant technological standards to ensure the availability and use of electronic records.

The Parliament will adopt standards and procedures to ensure the integrity of its electronic records over time, as when technology changes.

6 REFERENCES

State Records Act, 1998. Available online, at:

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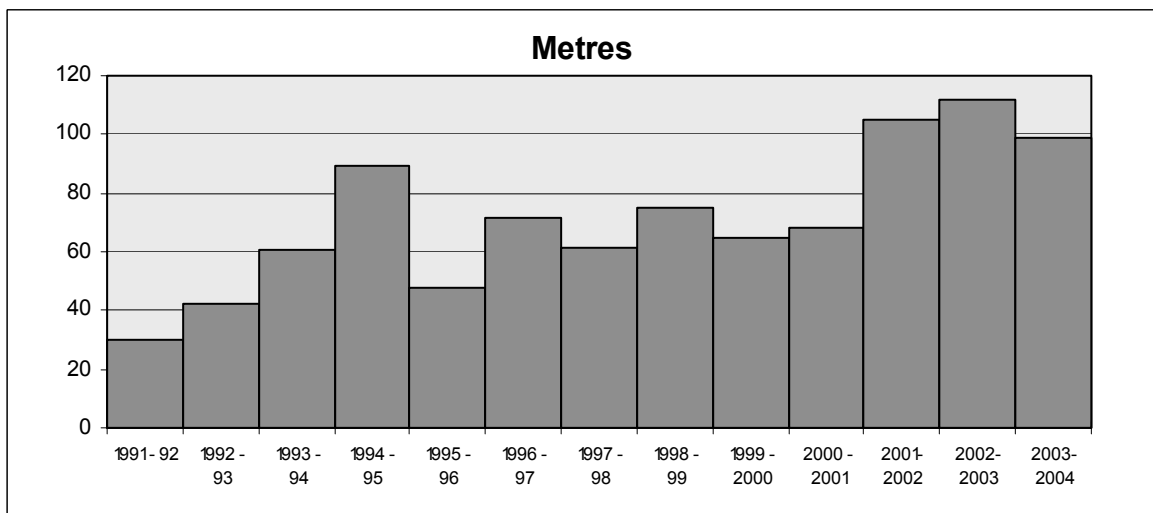
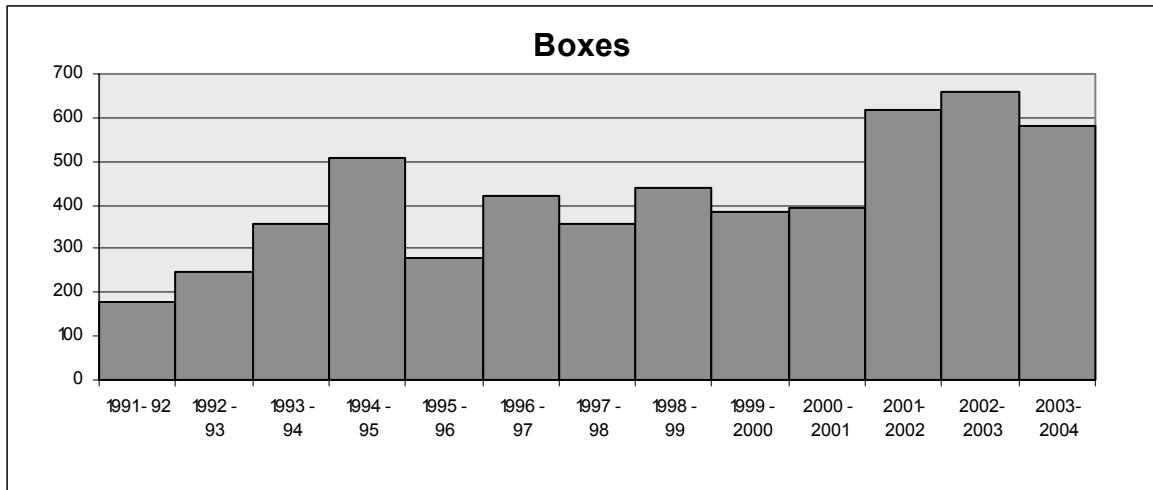
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APPENDIX 3: ACCESSIONS STATISTICS – QUANTITIES BY BOX AND SHELF METRE



APPENDIX 4: ACCESSIONS STATISTICS, 1984 – 2004

	Total	Accession	Boxes	Metres	Vols	Bundles	Disc	Photos	Docs	Maps/ Plans	Videos	Audios	Booklets
1984 - 85	30	30			28	1							
1985 - 86	63	32	7	1.19	9			80	7	111			63
1986 - 87	96	32	14	2.38	7			4080	48				3
1987 - 88	139	42	26	4.42	41	1		314	2	1			2
1988 - 89	196	57	83	14.11	40	1		36	3	4		10	16
1989 - 90	276	78	39	6.63	69	11		105	2	6			2
1990 - 91	335	58	124	21.08	68	3		6	9	18	4		22
1991 - 92	405	70	178	30.26	10	22	-	26	-	-	-	34	-
1992 - 93	447	42	248	42.16	6	14	2	351	-	-	-	-	-
1993 - 94	525	78	355	60.35	15	11	96	6	1	19	31	4	-
1994 - 95	616	90	508	89.42	18	21	-	9	10	39	12	9	8
1995 - 96	700	84	277	47.43	14	13	-	588	3	-	4	19	-
1996 - 97	800	100	421	71.57	9	8	6	634	13	3	181	37	-
1997 - 98	946	146	359	61.03	22	3	83	721	1	13	215	106	-
1998 - 99	1089	143	440	74.8	18	19	451	566	1	-	5	27	13
1999 - 2000	1207	118	383	65.11	3	4	134	1024	-	1	332	135	16
2000 - 2001	1304	97	392	68.51	7	7	94	3201	-	-	2	4	10
2001-2002	1401	81	618	105.06	17	2	17	462	10	8	307	0	15
2002-2003	1511	121	657	111.69	2	6	133	1215	0	0	225	0	10
2003-2004	1571	61	580	98.6	17	6	1	99	16	10	66	0	19

APPENDIX 5: PROCESSING STATISTICS

Type of Archives	Processed in 2003-2004	TOTAL in Parliamentary Archives	
Registered Record Series	1 Series	589	Series
Boxes	-	6,000	Standard boxes
Shelf Metres of Boxes	-	1,020	shelf metres
Volumes	-	336	volumes
PA Documents ¹	-	184	Documents
PA Plans ²	-	568	Plans
PA Pictures ³	46	11,066	Pictures
PA Audio Tapes	-	648	Audio Tapes
PA Video Tapes	-	1,236	Video Tapes
PA Films	-	11	Films
PA Microfilms	-	475	Microfilms
PA Computer Disks	-	559	Computer Disks
PA Artefacts	-	14	Archival Artefacts

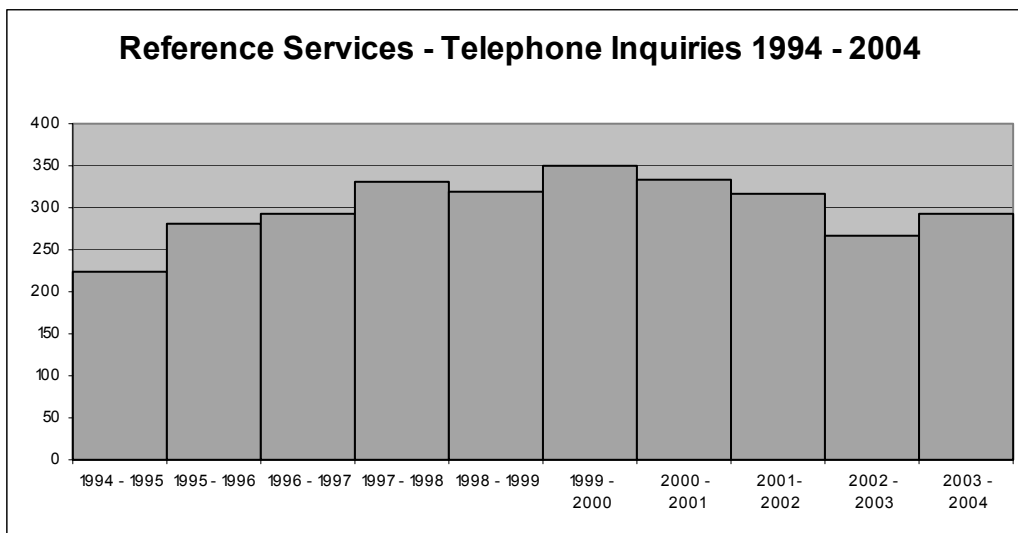
¹ Documents are discrete items not in series which are not maps, plans or photographs.

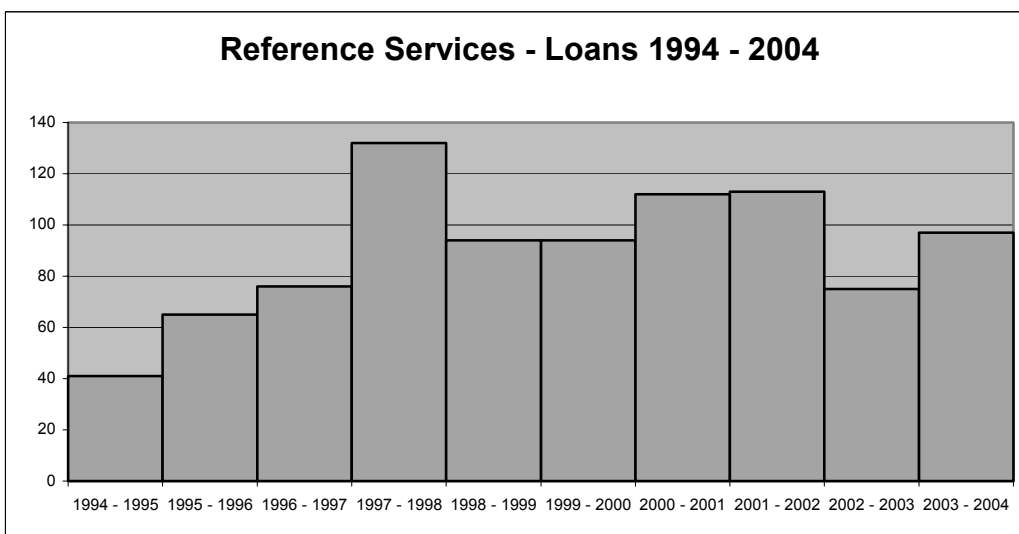
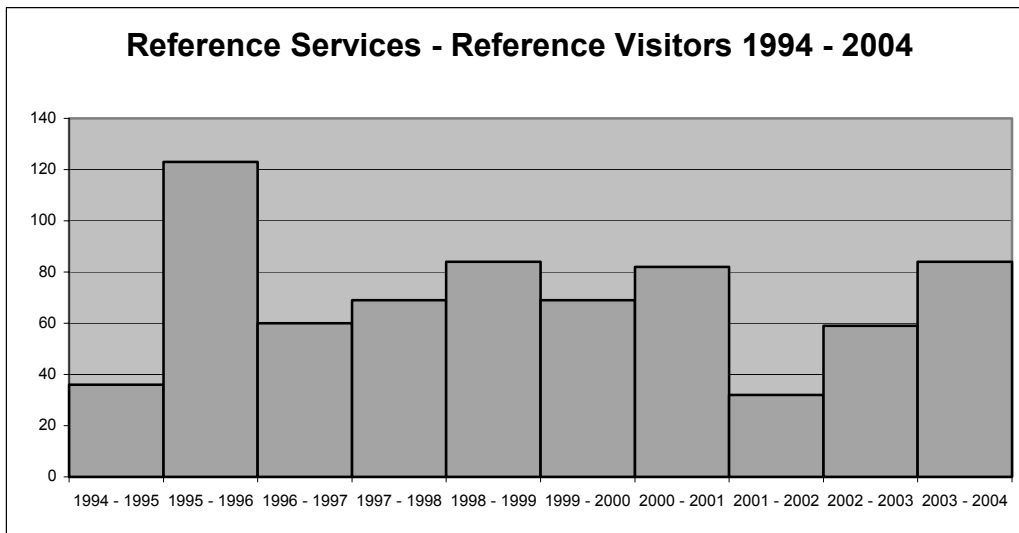
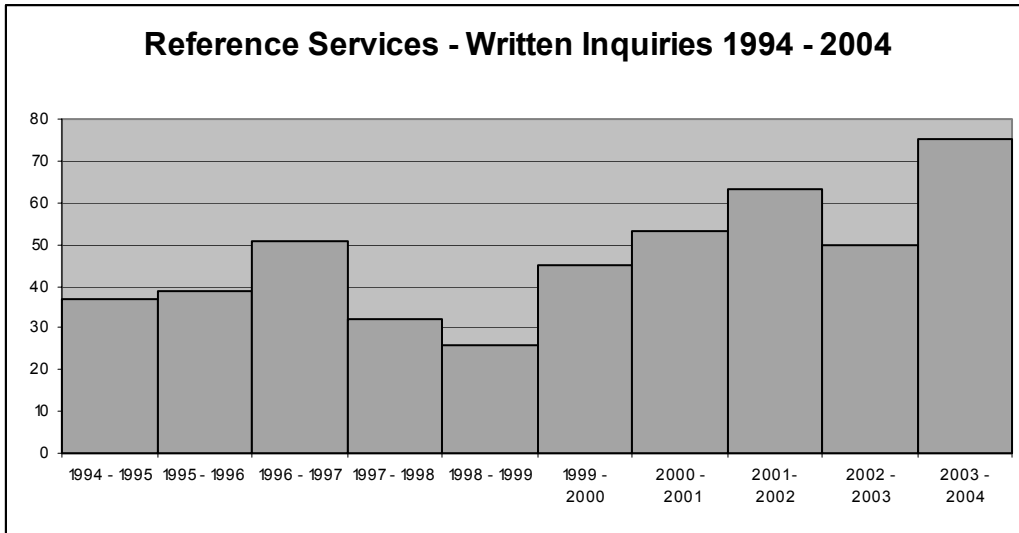
² Plans comprise maps of geographical areas and plans of buildings and furniture

³ Pictures are photographic prints, negatives and transparencies, and other drawings, paintings or pictorial representations.

APPENDIX 6: REFERENCE SERVICES STATISTICS, 1994 - 2004

Year	Telephone Inquiries	Written Inquiries	Reference Visitors	Loans
1994 - 1995	224	37	36	41
1995 - 1996	280	39	123	65
1996 - 1997	294	51	60	76
1997 - 1998	330	32	69	132
1998 - 1999	319	26	84	94
1999 - 2000	350	45	69	94
2000 - 2001	334	53	82	112
2001 - 2002	316	63	32	113
2002 - 2003	266	50	59	75
2003 - 2004	294	75	84	97





APPENDIX 7: REPOSITORY STATISTICS, 2003 - 2004

KINGSWOOD		2003-2004								
	Box	Cost								
Retrieval	20	264.00								
Standard Boxes	2702	11888.80								
Non standard	10	132.00								
	Retrieval		Standard Boxes		Non standard		Total	GST		
GRR	Rate	Box	Rate	Box	Rate	Box				
Rate changed on										
July 2002	\$12.00		\$1.00		\$3.00					
Apr - Jun 2003	36.00	3	2,702.00	2702	30.00	10	3044.80	276.80		
Jan - Mar 2003	84.00	7	2,702.00	2702	30.00	10	3097.60	281.60		
Oct - Dec 2002	60.00	5	2,702.00	2702	30.00	10	3071.20	279.20		
July - Sep 2002	60.00	5	2,702.00	2702	30.00	10	3071.20	279.20		
Total	240.00	20	10808.00	2702	120.00	10	12284.80	1116.80		

PARLIAMENTARY BUILDING SERVICES

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INTRODUCTION

Parliamentary Building Services (PBS) provides the complete range of services needed to maintain and operate Parliament House and its assets. The Department is headed by the Manager who reports to the Presiding Officers through the Clerk of the Parliaments and the Clerk of the Legislative Assembly. There are eighty-two members of staff which form two principal groups, Property Management and Engineering.

The Property Management group is responsible for the maintenance of the Parliamentary building and grounds, furniture and fittings, works of art and antiques and cleaning. The Engineering group is responsible for the operation and maintenance of engineering services.

The Department also supplies energy in the form of hot and chilled water to Sydney Hospital, the Sydney Eye Hospital and the State Library of New South Wales.

AIMS AND OBJECTIVES

Our Mission

To provide an environment in which the Parliament may carry out its function and to provide excellent service equal to our clients' expectations.

Our Principal Premise

To ensure suitable actions are identified, programmed and implemented to enable the Parliament building to be fit for its prestigious role for the next 10–20 years.

Customer Service

We are committed to provide excellent service to Members, staff of the Parliament and the public by ensuring their present and future needs are provided.

We recognise our clients' needs as the reason for the existence of Building Services.

Staff Development

We see staff experience as one of our most valuable assets. Accordingly, we endeavour to retain our experienced staff and encourage their development of knowledge, skills and attitude by appropriate training opportunities. We strive to provide them with equitable employment conditions and a safe and pleasant work environment.

Social Awareness

We recognise our social responsibility of protecting the environment and preserving the cultural and heritage assets of the State.

REVIEW OF OPERATIONS

The Department's strategic plan is based on the following three of six goals of the Corporate Directions of Parliament House that relate to the operations of the Department.

Goal 3 — Provide effective and professional administrative support and services to Members and to other client groups and maintain appropriate reporting mechanisms.

Goal 4 — Provide a safe and healthy working environment, in which Members and staff can reach their maximum productivity.

Goal 6 — Maintain and enhance an appropriate physical environment for the conduct of parliamentary business while preserving the heritage value of Parliament House.

The plan, which was originally formulated in 1999 has been reviewed a number of times covers areas such as staff finance, corporate matters and projects, serves as a basis for the departments ongoing activities.

In October 2002, following a review of the Printing Service operations, management of the Stationery and Stores section was transferred to Parliamentary Building Services. This was considered a natural progression as the services supplied by Stationery and Stores were aligned more closely with Building Services than that of the Printing operations. Since the transfer, this section has continued to function effectively.

In early 2003 a new Artworks Committee was formed. Building Services is represented on the Committee by Robert Walker, Manager Building Services. One of the first decisions made by the Committee was to engage the services of an Artworks Conservator, Miss Kristel Smits. Miss Smits' duties were to examine all Parliament owned works of art and provide condition reports. These reports were to be entered into a dedicated database. Building Services manages the activities of the Conservator. By June of 2004 approximately ninety per cent of the works had been assessed. A programme of photographing each piece was commenced May 2004. In order to achieve this phase of the project safely, a casual assistant was engaged to assist the conservator with the photographing and data entry work.

Financial Management

The Department exceeded its budget by 9.19%. Over budget expenditure was forecast in the last annual report and is a result of the way in which work now needs to be carried out to comply with OH&S

regulations, plus the fact that the building is now approaching twenty-five years old and has never had any major refurbishment work undertaken. This increase in expenditure will continue to climb until such time as major refurbishment works are undertaken.

SAP Implementation

SAP software was upgraded to version 6.2. Building Services worked with Accounts to implement and test the purchasing module. A training manual on the purchasing module functions and operation was developed in-house. The upgraded software has simplified purchase order creation.

The problems experienced with the HR module in the old version have been solved by the upgrade, enabling more efficient management of HR records.

Asset Management

In accordance with the 2002 Asset Management Plan Review, total asset maintenance was continued during the year. Economies are being achieved wherever possible in accordance with recommendations of a review of the Asset Management Plan by the Department of Commerce. Mechanical and electrical services are maintained to a high standard and cost-effective energy management is being practiced and continually reviewed to ensure ongoing savings are being achieved.

The Department of Commerce have been engaged to undertake an 80-year life cycle investigation of the Parliament House building and installed equipment. It is planned to utilise this data when seeking future funding through Treasury.

Energy Management

In its role as Parliament's Energy Manager, Parliamentary Building Services is charged with ensuring the Government's aim of a fifteen per cent reduction in energy consumption compared to 1995/96 levels by 2001 and twenty five per cent by 2005 is being achieved.

An application was forwarded to SEDA for funding of a lighting upgrade. SEDA advised that funds could not be made available as the proposal with a fourteen per cent internal rate of return was above the twelve per cent threshold set by Treasury for projects of this nature. Other options to obtain funding for this upgrade are presently being pursued.

The car park ramp lights have been upgraded utilising in-house staff to undertake this work. This work has resulted in a ninety per cent reduction of energy used to illuminate the ramp.

Parliament House currently purchases six per cent of energy from renewable sources.

Waste Management

The Parliament House recycle programme continues to be a success. In the last twelve months the co-mingle service (the collecting of tins, bottles and plastics into a dedicated recycling bin) has been discontinued as it proved too impractical to implement.

A study is being undertaken to investigate the practicality of sending food scraps to a recycling service that processes these scraps to produce electricity and fertilizer. Presently food scraps are sent to landfill. Over the last twelve months Parliament has recycled 65.3 tonnes of paper and 10.9 tonnes of cardboard. This represents 991 trees saved plus 305 cubic metres of landfill avoided.

Environment

The Department's activities are in accordance with the aims for a clean environment.

The Department's plan to phase out and correctly dispose of all CFCs is being followed.

Regular air monitoring has continued throughout the year. Reports received from the air monitoring service indicate the quality of air within Parliament House meets or exceeds recognised standards.

A policy of chemical and pesticide notification is being prepared. All building occupants are informed of the nature/function and location of any chemical or pesticide use. Building Services endeavours to use the safest products available.

Heritage Asset Plan

The Parliamentary Precinct was listed on the State Heritage Register on 24 April 2002. Parliamentary Building Services is currently working on a Heritage Management Plan to facilitate the maintenance of a Sydney landmark which has immense historical value to the people of New South Wales. The building must be preserved and maintained in excellent original condition while remaining in daily use and providing a functional home for modern political life in New South Wales.

Disability Plan

In line with the Parliament's Disability Action Plan, work was undertaken in the Theatre to upgrade facilities for the disabled. Previously the Theatre had provision for only one disabled person to be able to view activities. This facility was considered inadequate as it presented difficulties for users to access the area.

In order to improve and enlarge this facility a section of wall was removed along with two seats. The floor in the area was levelled and suitable railing installed. This has now doubled the usable area for the disabled.

The option of installing a ramp to the level 9 garden was examined. Unfortunately it was discovered that due to the way in which the building is constructed the construction of a ramp would be impractical.

MANAGEMENT AND PERSONNEL

Organisation

Parliamentary Building Services has two main groups with a total number of eighty-two staff. The Manager and two Assistant Managers oversee the Property Management and the Engineering groups.

The Property Management group is responsible for cleaning, gardening, building fabric maintenance, building structure, artworks, furniture, building alterations, and arrangements for special occasions.

The Engineering group provides services including air conditioning, major electrical installations, emergency power generation, maintenance of the central energy plant, hydraulic systems, fire protection systems, telecommunication systems, refrigeration plant, division bells, building automation system and lifts.

Departmental officers

Manager — Robert Walker

Assistant Manager, Building Services — Vacant

Assistant Manager, Engineering — Alistair Leonard

Parliamentary Officer – Projects — Jason E. Reodique

House Officer — Michael Ghalayani

Staff

Nine staff members joined other Parliamentary staff in receiving Parliamentary Service Awards from the Presiding Officers. Three staff members received a 15-year service awards and six received awards for 10 years service.

15 Years Service:

Peter Dewar
Stavroula Zafiratos
Elena Angulo

10 Years Service:

Scott Hoskin
Jason Reodique
Liberta Attard
Ayse Ali
Espa Klonaris

The Building Services' Enterprise Agreement signed in 1993 continued to be implemented. The members of the Engineering staff progressed in accordance with the terms of the 1998 Engineering Enterprise Agreement to higher grades. Building Services is currently negotiating a new enterprise agreement.

Sick leave for the financial year totalled 559 days, an increase from last year's figure of 553 days. This represents an annual average of 7 sick leave days per staff member. Total cost for sick leave for the year was \$78,855.00. Sixteen workers compensation claims were lodged, which is the same number as last year.

Staff training consisted of various courses in occupational health and safety, harassment awareness and first aid training. It is recognised that the Department needs to provide more training and development opportunities for it to meet the targets of the 1999 strategic plan.

Equal Employment Opportunity

The Department maintains its commitment to EEO principles, particularly relating to its recruitment procedures. A high percentage of EEO target groups are on its staff. In 2002/03, forty seven per cent of the total staff were female while staff from non-English speaking backgrounds comprised fifty three per cent of the total number of employees.

PROJECT MANAGEMENT

The following major works were undertaken during the year:

Artworks storage

The existing artwork storage room was considered inadequate for the purpose. The actual storage system did not make efficient use of the available space nor was the room air-conditioned. This presented a substantial risk of damage to the artworks.

The existing racking was disposed of and Parliamentary Engineering Staff constructed and erected new racking. The new racking has provided more space for the works whilst improving access to the individual pieces.

A new independent air-conditioning system has been installed which ensures the correct conditions are maintained within the room at all times.

Artworks Exhibition Hanging System

The lengthy amount of time required to hang exhibition works in the Fountain Court was addressed with the installation of an Arcus Art Hanging System on all exhibition walls. The system enables works to be hung without the need for ladders or scaffolding this has cut the time required to hang exhibits by at least seventy per cent and lessened the OH&S risk associated with this work.

New Air Conditioning Chiller Plant

The State Library required lower temperature water than could be supplied by the existing Parliament House plant. Following an investigation by Parliament House and the Library into available options it was agreed that a new air conditioning chiller be installed in Parliament House with the State Library funding the project.

In terms of reduced operating costs this option had benefits for all three agencies, Parliament House, Sydney Hospital and the State Library who all obtain their chilled air conditioning water from the Parliament House Central Air Conditioning Plant Room.

Fall Arrestors, Catwalks and Roof Ladders

In order to decrease risk exposure presented by window cleaning and other similar activities, a number of Fall Arrestors have been installed around Parliament House. Cleaners can now undertake the cleaning of these windows with little or no risk of injuring themselves through a fall.

It was recognised that staff and contractors were exposed to a substantial risk when working on the air conditioning cooling towers where, in order to undertake breakdown and regular preventative maintenance they were required to climb on this equipment without adequate safety measures in place. Catwalks have now been installed around the perimeter of the tower.

It was also recognised that a fall risk existed whenever staff or contractors were required to climb on the steep pitched roof of the old Parliament House building. Permanent ladders have now been installed.

Both of the above mentioned projects have improved the safety of staff and contractors working in Parliament House.

New PABX

The manufacturer of the old PABX telephone system in use in Parliament House advised that due to the age of the equipment they could no longer support the system. A new system that provides a message bank facility and the ability to interface with the computer network system has now been installed. The installation was undertaken in early 2003 with no major unscheduled disruption of service being experienced by users.

Refurbishment of Ministerial Offices

Continuing on from the 2001/2002 programme, four ministerial suits were refurbished. This involved the replacement of existing décor and upgrading office wiring systems. It is anticipated that another two suites will be refurbished this year in line with an ongoing refurbishment programme.

Carpet replacement

Carpet replacement is a continuous programme that has been ongoing for some years and will continue for the life of the building.

Synthetic Mineral Fibre Insulation (SMF)

As mentioned in the last annual report a programme of removing synthetic mineral fibre and replacing it with tontine is continuing. This work is undertaken in conjunction with any major work in an area where SMF is installed. Undertaking the work in this manner minimises disruption while distributing the cost of this very large project over a number of years. At present various areas throughout Parliament House such as Legislative Council committee room 812 have had the SMF in them removed. It is anticipated this work will continue on for a number of years using the above mention method of replacement.

Collapse of Fire Sprinkler Water Tank

In October 2003 the tank holding 160 litres of water for the building fire sprinkler system collapsed. The resulting flood caused minor damage to carpets in the gymnasium and level one plant room office along with equipment damage both in the sprinkler room and the level one plant room. In order to remove the collapsed tank it was necessary relocate the ministerial drivers to the Former Members' Room on level seven and demolish the drivers' room on level four.

An investigation into the cause of the collapse was undertaken by Sydney University Engineering Services. In their findings they reported that the most likely cause of the tank collapsed was a fracture of the tank wall, which over a period of time continually expanded until the failure occurred.

Including the reconstruction of the drivers' room it is expected this event will cost approximately \$364,000. Funding for this work is presently being sought from Treasury.

Future Activities

Funding through the REPB programme has been obtained to undertake refurbishment of lifts 6, 7 and 8.

Subject to funding availability, improvements are planned for the garden area at the rear of Parliament House beside Hospital Road. This work will involve the extension of the existing footpath from the Hospital to the rear door to Parliament House office building and the installation of area lighting.

PARLIAMENTARY EDUCATION AND COMMUNITY RELATIONS

Tel: 9230 2047 ~ Fax 9230 3033

CHARTER

The Parliament first established an education perspective in 1987 when an education officer was seconded from and paid by the Department of School Education to undertake a Bicentennial project to develop parliamentary education materials for use in schools. In 1991, the Presiding Officers approved the establishment of a Parliamentary Education and Community Relations Section.

The general trend by Australian Parliaments to recognise the need for parliamentary education as part of larger citizenship education programs continues, with Parliamentary Education sections at the forefront in highlighting the need for citizenship education in schools and the community. The climate for civics and citizenship education has changed enormously over the last few years with greatly increased awareness of the need for civics education programs leading to an Australia-wide response to civics needs. In New South Wales, a variety of activities are occurring: new Human Society and its Environment K-6, History 7-10 and Geography 7-10 syllabuses were launched in 1999. All 7-10 syllabuses have now been revised again and the new ones will be mandatory in 2006. History, Geography and Commerce syllabuses have specific mandatory civics and citizenship components and it exists as a perspective in all syllabus areas. Other developments have included implementation of the Commonwealth-funded "Discovering Democracy" project, associated assessment and benchmarking tools; and other civics and citizenship related projects.

A new Commonwealth-funded history project and initiatives in values education will have some implications for the Parliamentary Education and Community Relations Section's role. The conclusion of the Discovering Democracy project at the end of the 2003-04 financial year has removed most civics support funding from the school systems thus placing greater emphasis on the continuing role of Parliamentary Education and Community Relations in supporting civics in the syllabus.

The major clients of all Departments and Sections within Parliament House are the Members: the Parliamentary Education and Community Relations Section is unusual in that school, tertiary and adult students and members of the public are also major clients. In the past three years, full staffing of the Section has also enabled it to greatly expand its community education role. The Section operates normal administrative hours.

The Parliamentary Education and Community Relations Section has the responsibility for the management, administration, policy formulation and planning of education and community relations programs for Members, staff and the public. As well as its own role, it operates cooperatively with and provides support for other sections and officers of the Parliament in:

- providing support services to Members, particularly to assist their role in servicing the information and education needs of their constituents within a civil society;

- providing educational resources, activities and support for schools, other educational institutions and the community, including the business community;
- contributing to the Parliament's role as a significant institutional leader by extending community, national and international knowledge of and understanding of the role and operation of the Parliament;
- providing curriculum and resource support to schools and adult students and offering professional development and seminar programs for educators, trainee educators, government and non-government sector organisations and employees;
- writing, developing and publishing in various formats to meet the range of education, community and visitor needs;
- supporting and resourcing the Parliamentary visitors' program;
- managing and administering the Section activities.

GOALS AND OBJECTIVES

Mission

The Parliamentary Education and Community Relations Section endeavours to serve the interests of the Members and the people of New South Wales by originating and implementing programs aimed at increasing the knowledge and understanding of the roles and functions of the Parliament and its Members and at developing civics skills necessary for active citizenship.

Goals 1 and 2 — to provide the procedural support, advice and research necessary for the effective functioning of both Houses; and to provide services which support Members in their electoral and constituency duties.

Objectives

- To provide quality advice to the Presiding Officers on Parliamentary education and community relations matters;
- To provide the highest possible support services to Members within available resources;
- To identify and provide quality advice and information on Parliamentary Education to Members as will enable them to fulfil their duties to school and local communities;
- To develop, produce and distribute education support materials to Members;
- To involve Members wherever possible in Section activities, particularly those connected with their constituents.

Strategies and Outcomes 2003-2004

- Provided or made available resources for the use of Members or to Members on request, including images, kits, overheads and a range of publications, a briefing paper, a power point presentation, and other resources;
- Assisted several Members in running activities including a district Student Representative Council mock debate, school and community group visits;

- Continued publication of occasional Section newsletter for Members and managers, called *What's On in Education* – three issues during period;
- Provided current Parliamentary and government information on the Parliament's Internet site;
- Gained involvement of Members in electorate-related and public events, particularly the School Leadership Program (88 attendances by Members noted across the 10 days of the program which fell within this Financial Year); Members as speakers or contributors to the primary and secondary schools conventions, parliaments and SRC programs (6 events involving 20 Members); teacher professional development days (4 events involving 4 Members); Young Women's Leadership Seminars (3 programs involving 11 Members); university internships (19 Members across 3 internship programs) and work experience for school students; awards ceremonies (2 events involving 3 Members); community events such as *A Little Night Sitting* (17 Members in 6 programs); the new *Corridors of Power* community course (2 Members); University of the 3rd Age (1 event with 2 Members); tours and visits (5 events with 5 Members); State Government Familiarisation Programs (2 programs involving 14 Members). In all there were more than 180 involvements by Members in Section activities;
- Presented and provided resources at five induction course for electorate officers;

- Provided advice and support to the Presiding Officers and Clerks on education and community-related matters, and participation in conferences, public and community events.

Goal 3 — to provide effective and professional administrative support and services to Members and to other client groups and maintain appropriate reporting mechanisms.

Objectives

- To maintain appropriate reporting mechanisms as required within the corporate environment;
- To develop and monitor an appropriate and realistic budget;
- To review and document Section policy and procedures to ensure effective delivery of services;
- To, where feasible, undertake appropriate entrepreneurial activities to support Section programs;
- To communicate effectively with members, staff and the public;
- To establish mechanisms for effective and efficient planning, decision making, implementation and program evaluation in the Section.

Strategies and Outcomes 2003-2004

- Provided monthly and annual reports to the Presiding Officers and Clerks; undertook regular planning and review sessions within the Section; prepared many memos to successfully gain approval for activities; with monthly monitoring of the Section budget and controlled and targeted expenditure;

- Successfully sought significant budgetary supplementation from Treasury for 2004-2005. The Section began developing an improved budget monitoring spreadsheet for its enlarged budget;
- Organised printing and reprinting of in excess of 20,000 information items along with Section requirements; packaged at least 1,700 resource folders for distribution to teachers, community and students in Section activities; acquired a number of new publications (some on a complementary basis) to support professional activities;
- Maintained a records management program within the Parliamentary context; and developed and maintained appropriate data-bases to fulfil Section information and communication needs; accepted and entered into databases over 2,000 bookings for section activities and prepared or organised materials, room bookings, records, labels, catering for in excess of 50 events;
- Determined and implemented the technology required to improve the level of services offered by the Section - in 2003-2004 this included one new personal computer and one new laptop computer, a new colour printer, and a memory stick;
- Maintained professional contacts with key personnel in organisations with which the Section liaises on programs. Regular meetings are a significant part of this process. In 2003-2004 the Section was involved in upwards of 150 meetings;
- Provided assistance to other Departments and Sections of the Parliament as requested – in 2003-2004 a range of assistance was provided to Archives, the Legislative Council; Legislative Assembly; Committees; Information Technology Services; Parliamentary Library, Members' Offices, etc;
- Undertook entrepreneurial activities, including coordination of two Government Familiarisation Programs for Business; events; some resource sales, achieving revenue earnings of approximately \$20,000, the net result of which was a favourable budget imbalance of 8%;
- Communicated effectively with a large range of people and organisations (detailed outline in outcomes for Goal 5) with almost universally positive responses from clients.

Goal 4 — Provide a safe and healthy working environment, in which Members and staff can reach their maximum productivity.

Objectives

- In cooperation with Occupational Health and Safety Officers, to monitor the Section's work environment to ensure the health and safety of staff and the continuing productivity of the Section;
- To support and develop appropriate staff training and skills.

Strategies and Outcomes 2003-2004

- Continued appropriate occupational health and safety practices, modifying office layout and equipment, hazard and storage reduction, improved recycling procedures, reporting; no occupational health incidents reported during period;
- Applied disability access principles where appropriate (involving at least 4 visiting groups);
- Implemented risk management procedures, especially in protocols adopted for functions and events, in consultation with Parliamentary Building Services and Security - only one security incident reported and this actually validated procedures in place;
- Maintained and trained for appropriate technology including new photocopier, printer and computers, SAP;
- Maintained and enhanced professional knowledge through a range of means including attendance at professional development activities, conferences and workshops – approximate total of 10 days (e.g. Parliamentary Educators' Conference in Brisbane; National Discovering Democracy conference; Quality Teaching workshop with Department of Education and Training; attended ASPG and ANZACATT sessions; attended community leadership forum, Marrickville; participated in Geography/civics course; undertook visits to Federal and Queensland parliamentary education units along with Royal Botanic Gardens, Historic Houses Trust and State Library education units; undertook professional reading and writing;
- Negotiated for and successfully implemented additional hours and new work procedures for Lee Hobbs to provide administrative support to Section;
- Contributed information sessions to five electorate officers induction courses;

Goal 5 — Promote public awareness of the purpose, functions and work of the Parliament.

Objectives

- To provide support services to Members, particularly to assist their role in servicing the information and education needs of their constituents within a civil society;
- To identify the needs of different client groups, and to develop appropriate policies and programs to fulfil those needs;
- To provide educational and information resources and support for schools, other educational institutions and the community in support of Civics and Citizenship Education and other relevant curriculum areas;
- To contribute to the Parliament's role as a significant institutional leader by extending community national and international knowledge of and understanding of the role and operation of the Parliament;
- To provide curriculum and resource support to schools and adult students offering professional development and seminar programs for educators, trainee educators, government and non-government sector organisations and employees;

- To write, develop and publish in various formats to meet the range of education, community and visitor needs;
- To work cooperatively with a range of institutions on projects and resources sharing mutual goals with Parliamentary Education and Community Relations;
- To support and resource the Parliamentary visitors' program.

Strategies and Outcomes 2003-2004

- Undertook continued development, production and provision of educational and public information publications, materials, displays and presentations. In 2003-2004, while the Section produced some additional information sheets, the comprehensive range of existing material was generally revised and continued to serve very effectively (see publications listed later in report), although now redundant material was discontinued. The Section's services brochure was significantly upgraded and distributed. The final version of the third edition of the major publication *Australia's First Parliament* was completed with 4,500 additional copies printed and placed on sale. The parliamentary video was significantly updated and produced and made available in two versions – one for display in the Fountain Court and one as an extended version for sale. In addition, a number of Powerpoint presentations on the parliament or specific to school curricula were developed;
- Provided information and images about Parliament for publication by other organisations, including government, educational, tourist, commercial and other information publications;
- Provided and updated current general and educational parliament-related materials on the Parliament Internet site, assisted in the website revision project, its design and usability testing of the new site;
- Chaired and coordinated the NSW Schools Constitutional Convention program with support from the NSW Discovering Democracy Professional Development Program and the school sectors. Conducted the New South Wales Schools State Convention at Parliament House in November 2003 and coordinated and supervised NSW students at the National Convention in March 2004;
- Coordinated and conducted the School Leadership program in cooperation with the Governor's Office, Department of Education and Training, Catholic Education Commission and Association of Independent Schools. In 2003-2004, 10 visit days fell within the financial year with 1,020 students from 464 schools participated on those 8 days, with 83 attendances by Members. Students were also provided with lunch by the Parliament;
- Continued the Young Women's Leadership Program for Year 11 girls. In 2003-2004 three programs were run for almost 300 girls. Panels of women Members presented at the forums together with prominent keynote speakers;
- Continued the schools Forum series, with a Forum conducted in September 2003 and another in May 2004. This one-day program involved some 150 Year 10 students from 25 schools operating a mock issues-based parliament;

- Worked with the Henry Parkes Foundation to develop and coordinate the 2004 Primary Schools Citizenship Convention at Parliament House, themed *Mobilising for Peace*, which conducted with a display of 'peace mobiles' in the Fountain Court. The section also coordinated and presented the Margaret Parkes Civics Awards, and, in 2004, relaunched these as the Henry Parkes Civics Awards. The Manager became a deputy chairperson of the Henry Parkes Foundation Board;
- Supported the State Student Representative Council, area and some school SRCs and school parliaments to conduct a total of 5 meetings at Parliament House involving at least 300 students. The section also assisted with conducting the second highly successful YMCA Youth Parliament and the Hume-Barbour debating finals;
- Coordinated school work experience programs for the Parliament – in 2003-2004, 11 students were placed within the Parliament, including 6 from the VET Year 11 programs and 5 from year 10 WE programs;
- Supported the House Departments in the development of Parliamentary visits, tour programs, resources, educational visits and staff induction. Again in 2003-2004 the quality of education tours continued to be very high, particularly in relation to the use of role-plays and the dissemination of resources. New bills, role-plays and support materials were developed and implemented;
- Undertook six visits to schools and institutions to give talks or workshops to students and teachers and made additional presentations or conducted workshops in locations other than Parliament House for teachers on 6 occasions;
- Undertook a joint project with the National Museum of Australia, called Snapshot, in which six small schools in remote areas of NSW documented their communities and lives with disposable cameras and through a unit of work. A selection of these images will be posted on a special Museum of Australia website and will form the basis of an exhibition at Parliament House late in 2004;
- **In summary**, during 2003-2004, the section conducted 21 separate events for school students with a total of more than 2,200 participants – this does not include students visiting Parliament House as part of the normal tours program.
- The Section continued to develop cooperative programs with neighbouring education-related institutions including the State Library, Government House, Supreme Court, Museum of Sydney, Sydney Hospital and the Royal Botanic Gardens, KidsEarth Fund, as well as many further afield such as the Kokoda Track Foundation, Australian Electoral Commission, Commonwealth Parliamentary Education Office, etc;
- Provided support and presented keynote addresses and workshops at Discovering Democracy and Commonwealth History Project seminars and professional development days for teachers in the areas of History, Geography and Primary teaching; a major Discovering Democracy Symposium and a *Celebrating Democracy* Conference.

In 2003-2004 the Section was involved in 16 such days, most of which were held at Parliament House. In all some 400 teachers attended these days. Commonwealth funding for the Discovering Democracy and the two-day *Teaching History the Digital Way* webquest workshops for teachers programs concluded at the end of the 2003-2004 financial year;

- Conducted, in cooperation with the education sectors, three *Making Civics and Citizenship Work* and the first of the replacement *Civics and Citizenship Ideas for Your Classroom* seminars, which attracted 180 primary teachers to Parliament House. The Section also conducted four *Civics and Citizenship Strategies for Stage 5 History* for some 160 secondary teachers at Parliament House. A new Commerce professional development course was also conducted at Parliament House with 30 teachers. The Section assisted with a two-day teacher-librarians training course at Parliament House. Professional development visits to Parliament House were also conducted for two schools and the Section hosted and assisted with two geography teachers' conferences, six Board of Studies syllabus briefings, HTA History awards and Discovering Democracy Awards. The Section also gained approval for the Parliament to host the 2005 Pacific Circle International Education Conference;
- **In summary**, during 2003-2004 the Section conducted or played a significant part in conducting 35 professional development days for a total of 820 participating teachers. In addition it provided support for at least another 10 professional

development activities involving a further 800-1,000 teachers.

- The Section assisted and worked with many organisations in the development and organisation of student activities, exhibitions, professional development activities, training, conventions and conferences, community activities, or provided information to promote Parliamentary and civic awareness. Organisations with which the Section worked cooperatively included AMES; Association of Independent Schools; Australia Day Council; Australian Electoral Commission; Catholic Education Office; Centre for Peace and Conflict Studies; Conflict Resolution Network; Department of Education and Training; Department of Education, Science and Training; Geography Teachers' Association; Henry Parkes Foundation; Historic Houses Trust; History Teachers Association; ICAC; Illawarra Health Services; KidsEarth Fund; Kokoda Track Foundation; National Museum of Australia; Macquarie University; Media Australia; MESSTA; Museum of Sydney; National Curriculum Services; National and State parliamentary education offices; NSW Board of Studies; NSW Law and Justice Foundation; NSW State Library; Office of the Governor; Palm Tours; Parkes Shire Council; Parliamentary Press Gallery; RSL; Royal Botanic Gardens; Second Chance Foundation; State Civics and Citizenship Coordinating Committee; State Electoral Office; State Records Office; Supreme Court of NSW; Sydney, North Sydney, Eastern Suburbs and Macquarie Community Colleges; Sydney Hospital; Sydney University; Sydney Water; TAFE; University of Western Sydney;

University of Adelaide; University of the Third Age; University of Hong Kong; University of Texas; UNSW; UTS; WEA; YMCA; ZONTA;

- Coordinated the Parliamentary Internship Program with the University of Technology, Sydney, and the University of Sydney, some 18 placements being made in these programs. The University of New South Wales also continued its internship program with the Parliament. In addition, the Section was directly involved in the selection, placement, induction and evaluation processes in the Sydney University course in Public Internship;
- Provided workshops or talks for tertiary and adult learning institutions on 23 occasions, mostly at Parliament House. These included a number of tours and talks; and two series of ESOL two-hour workshops (12 in all) on parliamentary procedure and voting which attracted 550 adult English learning students and 45 staff from 30 institutions. Part of a Sydney University course, *Spirituality and Politics*, was also run at Parliament House with input from the Section. In all some 750 tertiary and adult students took part in these programs;
- Planned and conducted special group tours including professional groups, overseas and special visitors, tertiary students and groups with specific interests – in 2003-2004 the Section conducted 91 special tours. A number of tours were conducted which linked the Parliament with surrounding precincts;
- Provided information in response to requests from the public by mail, email and phone – in 2003-2004, the Section answered specific information requests and distributed resources to 610 enquiries; distributed 1,700 resource kits to teachers and other participants in events in addition to those given to schools during tours. At least 100,000 Section-sourced items distributed via activities, the information stand, tours bookings and the Legislative Assembly office;
- Conducted additional programs to increase community awareness of Parliament. These generally involve an information session, a public forum with Members and a visit to the Houses at sitting times as well as refreshments. In 2003-2004 six sessions of *A Little Night Sitting*, one University of the 3rd Age and two WEA course visits were conducted. These activities attracted at least 450 participants;
- Designed and conducted an innovative six-week, two-hour per week community course, *Corridors of Power*, through the WEA early in 2004. This received universal ‘excellent’ evaluations from its full class of 30 participants and will be offered again late in 2004;
- Designed and conducted, in cooperation with the Historic Houses Trust and Sydney Hospital, a series of Historic Houses Trust advertised *Return to the Rum Hospital* tours. These full day tours were filled almost instantly, filling four tours instead of the two planned with a total of 130 visitors. These will clearly now be a regular annual event;
- Provided two government familiarisation seminars for business utilising organisational talents and business knowledge of an appropriate consultant with a total

of some 110 participants. This program is now entering its 21st year. Two smaller seminar / visits were conducted for Sydney Water;

- Coordinated and assisted with the Australia Day opening of Parliament House which attracted about 3,500 visitors – close to the maximum possible with the current security scanning operation. The Section agreed to Parliament's participation in the biennial *Sydney Open* Sunday event to be conducted later in 2004;
- Conducted one radio interview and initiated a number of local newspaper articles to promote or inform about community events. The Section continued to work cooperatively with the Parliamentary Press Gallery in appropriate programs;
- **In summary**, during 2003-2004 the Section conducted some 21 public community events which attracted around 720 participants. This figure does not include Australia Day or general public tours.

Goal 6 — Maintain and enhance an appropriate physical environment for the conduct of parliamentary business, while preserving the heritage value of Parliament House.

Objectives:

To contribute to programs which recognise and preserve the heritage values of Parliament House.

Strategies and Outcomes 2003-2004:

- Highlighted the importance of Parliament House as a heritage site through displays, publications and exhibitions; Internet; coordinating photography and filming within Parliament; providing photographic material for publishers;

- Coordinated publication and sales of Australia's First Parliament, with its focus on the heritage of the building and institution;
- Coordinated Australia Day Opening, 2004;
- Initiated communication and links between neighbouring heritage institutions including Historic Houses Trust and Sydney Hospital (accepted invitation to join Sydney Hospital heritage Committee).

REVIEW AND HIGHLIGHTS OF OPERATIONS

In 2003-2004 the Section slightly overspent its budget of \$163,000 by 3.6%. However, this was more than compensated for by the Section's retained revenue of more than \$20,000 through business seminars, a community course and some sales. The net result was a budget saving of about 8%. The Section continued to be fortunate in having a Parliamentary Education Officer seconded from and paid by the Department of Education and Training and many activities in 2003-2004 were funded through other programs and organisations such as Discovering Democracy, the Department of Education and Training and the Henry Parkes Foundation. Apart from salaries, the major components of Section expenditure in 2003-2004 were in catering for school students (conventions, Leadership Program, etc), professional development activities for teachers, community awareness activities, and for equipment, equipment maintenance and printing.

The Section's strategies for 2003-2004 have achieved consistently high levels of outcomes in relation to direct activities provided for schools, teachers and the public.

In all more than 2,200 students, 800 teachers and 4,200 members of the public were involved in direct activities undertaken by the Section, not inclusive of the thousands more involved in Parliamentary tour programs. In addition the Section's publishing program has been maintained with revised editions of most publications being produced through the year. The third edition of *Australia's First Parliament* was finalised and a major revision of the *Parliament of NSW Video* completed.

As always, the Section initiated many of its activities in 2003-2004 but even with these cooperation is always actively sought with other relevant organisations. With the continued implementation of Civics and Citizenship education activities, but with the conclusion of Commonwealth funding in the Discovering Democracy program, the Section's role in supporting civics and citizenship education has effectively increased and it continues to undertake its educational activities in cooperation with all education sectors and many related bodies. Demand for such programs continues to be very strong and most programs fill quickly. This activity is important because it ensures recognition and a properly balanced representation of the role of Parliament in educational curriculums and programs as well as supporting a wider understanding of systems of government and active citizenship generally. Cooperative processes are also a more effective way to widen the impact of and effectively utilise limited resources and, in particular, staff, and avoid duplication of resources and maximises quality and delivery of services.

The growing emphasis on community awareness programs saw, in 2003-2004, an increase in the number of *A Little Night Sitting* programs (including some run for specific organisations), four Rum Hospital tours in cooperation with the Historic Houses Trust and Sydney Hospital, and a new six-weekly community course, *Corridors of Power*.

All programs were fully booked or overbooked and received highly positive responses. Adult education was also served through two series of ESL programs for adult English language learners, some of which were run in cooperation with the Parliamentary Education Office, Canberra and the Australian Electoral Commission. Almost 600 students and teachers attended these workshops.

Within the current year the Section has worked cooperatively with more than 60 organisations, institutions; associations, professional bodies, commercial groups and so on to cooperatively further its aims.

The Internet continues to be a time- and cost-effective way of delivering information and education resources to school and community sectors and the section provided support for the revision of the parliamentary website. However, web feedback, email, phone and mail enquiries also increased, reflecting a growing demand for information.

INFORMATION

Publications:

Australia's First Parliament – third edition published in 2002-2003. On sale;

Parliament of New South Wales, colour brochure – published 1999;

Parliament of New South Wales: How Does it Work? – revised Edition published 2003;

History Bulletins Nos 1 to 10, trifold pamphlets (produced in association with the Parliamentary Archives Section), continuously revised;

Parliament of New South Wales, booklet – Second Edition developed 1994-95, revised 2003;

Information Sheets – 13 sheets, published from 1994 to present and constantly revised;

Educational Services - Parliamentary Education and Community Relations Section, pamphlet - published 2001, revised and expanded 2003;

What's On In Education - occasional newsletter for Members and managers, commenced 2001;

History Site Study package, published 2002 and updated as required;

The Parliament of New South Wales Internet site: <http://www.parliament.nsw.gov.au>;

Parliament of New South Wales - the Video (produced 1996, updated 2003)

Australia's First Parliament, and *Parliament of NSW - The Video* are available for sale to Members and the public. The remaining publications are freely available to staff, schools and members of the public on request or when visits to the Parliament take place.

MANAGEMENT AND PERSONNEL

The Section operates with effective collaborative planning and reporting to provide a balance of planned, longer term and program activities with immediate responses to emergent needs and enquiries. Its operation is characterised by regular unit meetings, adopting appropriate approval mechanisms, emphasis on occupational health and security in activities, budget monitoring and effective information recording and retrieval, upgrading of technology as appropriate, monthly and annual reporting and regular promotion of and information provision about Section activities.

The Section evaluates publications, seminars, conferences, visits and resources where possible. Because of the nature of the education functions which the Section performs, performance continues to be measured primarily by written or oral comment on the quality of publications, presentation, and services, or by repeated or increased demand.

Evaluations thus often being informal in nature, although written evaluations are often used at teacher professional development and community activities. These have continued to be consistently positive in 2003-2004. The Section produces a steady stream of new ideas and proposals for activities, most of which move through to fruition after assessing their feasibility.

During 2003-2004, the Section maintained its staffing of Manager, Parliamentary Education and Community Relations; Parliamentary Education Officer (seconded to the Section from the Department of Education and Training) and an Administrative Assistant/Clerical Officer. The Manager and Administrative Assistant are on the Parliamentary payroll, while the Department of Education and Training pays the salary of the Education Officer. Working costs relating to this secondment are met by the Parliament. At the end of 2003, the seconded officer's position was renewed for a further three years. The Section also utilised assistance from the Job Support program and from officers on rehabilitation.

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PARLIAMENTARY FOOD & BEVERAGE SERVICES

Tel: 9230 2276 ~ Fax 9230 2860

CHARTER

The Parliamentary Food and Beverage Services has been in existence since the mid-nineteenth century. Since originating, the Department has operated under the direction of the Presiding Officers.

The Department was established to provide Members with in-house catering facilities that would offer efficient, prompt, professional service and quality meals at a reasonable cost.

The Department offers a wide range of services in order to provide Members with as many convenient facilities and services. The facilities and services provided by our Department are as follows:

- Bar facilities (Staff and Members)
- Cellar/Bottle Shop (level 5)
- Staff Cafeteria
- Cheque cashing facilities
- EFTPOS facilities
- Function facilities
- House Committee Credit Accounts
- Room Service (for committee meetings, light refreshments and cocktail parties)
- Members' Dining Room facilities
- Staff Dining Room facilities
- Fountain Court Coffee Shop
- Vending machines

The Department deals with a number of different clients apart from Members of Parliament. Some of these are ministerial departments, schools and various institutes, visiting international dignitaries, charitable organisations, associations, societies, various clubs (e.g. the Rotary, Lions, Variety, RSL and sporting clubs), business community and others.

We have many clients who re-book year after year for their annual celebrations and/or fund raising events.

AIMS AND OBJECTIVES

Mission Statement

Parliamentary Food and Beverage Services aims to provide an efficient and effective catering service to Members of Parliament, Former Members, staff and visitors to ensure that high standards and quality are retained.

Objective

Goal 1 — To ensure that patrons using the Parliamentary Food and Beverage Services facilities and services are given the best possible choice and quality of food and beverages.

Strategies

- Provide alternative food and beverage options for persons with special dietary needs.
- Provide customers with food and beverages that are suited to all religious beliefs and cultural diversities.
- Purchase superior food products that are of excellent quality and freshness.
- Promote and maintain good relations with our suppliers.
- Provide variety and a well-rounded selection of food and beverage choices to suit the catering needs of all our patrons.

Objective

Goal 2 — To increase the sale of after-hours functions with the aim of providing a cost competitive alternative to other function venues within the CBD.

Strategies

- Promote the uniqueness of NSW Parliament as a principal part of Australia's heritage that can also be used successfully as a prestigious function venue.
- Remain cost competitive with other function venues, in order to provide excellent service, quality and value.
- Maximize extensively on the resources available, that is, staffing and funding in order to provide cost competitive functions.

Objective

Goal 3 — To promote public awareness of the functions and catering facilities at Parliament House through the business sector, electorates, educational institutions and community organisations.

Strategies

- Provide Members of Parliament with information on our facilities and services available for use by their constituents.
- Provide pleasant and enjoyable refreshment and meal breaks as required by Members of Parliament for their guests.
- Provide inspection tours of Parliament House catering operations to catering/nutrition schools, high schools, TAFE, universities, and interstate and international nutrition schools.
- Provide work experience students with an interesting itinerary that will assist them in gaining well-rounded knowledge in their chosen field of interest.

Objective

Goal 4 — To effectively allocate the monetary and human resource provisions supplied by the Legislature to meet the catering demands of Members of Parliament, staff and visitors to Parliament House.

Strategies

- Maximum use of Food and Beverage staff to ensure efficient and effective productivity is gained in all areas.
- Employ casual staff as required particularly in busy periods when the Parliament is in session, or when permanent staff are on recreation leave and for function demands.
- Control and minimise the wastage of food products.

Objective

Goal 5 — To provide training of Food and Beverage Services staff to provide innovative catering techniques to patrons.

Strategies

- Provide training for staff in areas as required, such as, assertiveness and handling difficult people.
- Provide training for staff to ensure that Parliament House keeps up with modern catering and dining trends.
- Provide training for staff in order to comply with current legislation on such issues as OH&S, food safety and hygiene and the responsible service of alcohol.

Objective

Goal 6 — Promote a safe and healthy working environment for staff and patrons using the catering and dining room facilities.

Strategies

- Ensure that any special dietary requirements and/or food allergies that we have been made aware of are met.
- Provide patrons to the dining room with healthy choice options.

- Provide patrons with special dietary requirements and alternative food and beverages options that is suited to their needs.
- Enforce occupational health and safety legislation and guidelines.
- Conduct regular workplace inspections in conjunction with the Occupational Health and Safety Committee.
- Provide a safe environment for staff by clearly marking cleaning products, solvents and providing adequate storage areas.
- Provide staff with safety data material sheets on the cleaning products used by the Department.

Objective

Goal 7 — To provide pleasant and enjoyable dining room surroundings that are suitable to the prestige and elegance of Parliament House.

Strategies

- Create a formal dining room setting using superior quality crockery and cutlery.
- Ensure staff are attentive to the needs of patrons.
- Provide excellent and efficient service.
- Assist in general function requirements.

REVIEW OF OPERATIONS

Finances

The Department has managed to maintain the efficient operation of all our services and facilities with minimal funds therefore remaining open for business with full services and increased productivity.

This has been achieved mainly through a reduction in staffing numbers and by employing casual staff and multi-skilling all our employees.

Capital Works

This financial year we purchased new staff uniforms to the value of approximately \$15,000. New uniforms are issued every 2 years.

OPERATIONAL PERFORMANCE

The Department's goals and objectives were achieved by using realistic strategies that considered the human and monetary resources available. The reduction in permanent staff numbers has resulted in the regular use of casual staff in order to maintain high standards of service.

Performance indicators and standards for the Department's operations

- **Efficiency** — Provide patrons of the catering facilities with competent and productive service methods. This is measured in timeliness of meal service and meeting deadlines when setting-up for after hour's functions.
- **Effective Service** — Provide patrons of the catering facilities and services with prompt assistance to make all functions successful. This is measured through verbal feedback and the number of complaints received.
- **Quality** — Ensure that customers receive the best possible quality food products and variety of beverages with the highest standard of service. This is measured through verbal and/or written feedback.

Factors affecting the Department's Operations

The changes that have affected the Department's steady operations are food trends and demands that are continually changing, and evolving. Also, patrons are requesting healthier style menus, more vegetarian dishes and new fashionable cuisines that are available in restaurants and cafes in the inner city areas.

Food allergies and special dietary requirements is another area of awareness for our staff, particularly for the Chefs, who must ensure that special requests are met with appropriately and Dining Room Staff who must pass on these requirements to the Chefs.

Activities Undertaken that Impact on the Environment

- Bottles and other glass products are collected by recyclers once a week.
- Corks are collected for recycling every 3 months.
- Used fats and oils are taken away for recycling.
- Left over paper and card menus from functions are recycled by producing compost.
- Bottles are recycled from functions in the bins provided by Parliament House for recycling.

MANAGEMENT ACTIVITIES

Deloitte completed a special internal audit (e.g. of financial records, personnel, Section procedures etc) in June 2004. As a result of the investigation only minimal adjustments were required to be made. These minor changes have all been addressed.

Consultants

The matters and issues raised in the "Lissing Report" (2001) have all been responded to. We are looking to put plans in place for developmental changes that will see the Department through the next decade.

OPERATIONAL PERFORMANCE

Liquor Licence

The *Liquor Amendment (Parliamentary Precincts) Act 2004* which passed both Houses of the Parliament in May and June 2004 removed the long standing exemption of Parliament House from the requirements of the liquor laws.

The bill implemented the Government's commitment to ensure that harm minimization and responsible service of alcohol requirements will apply to Parliament House.

The bill provides for a Governor's licence to be issued to authorise the sale of liquor within the parliamentary precincts. The bill also allows for the Presiding Officers to enter into a memorandum of understanding with the Director of Liquor and Gaming regarding the exercise of functions under the *Liquor Act 1982* in the parliamentary precincts.

Many of the requirements have been common practice for some years. For example, staff have been trained in responsible service of alcohol and signage has been posted in bar areas.

The Licence is to be owned by the Corporation of the Presiding Officers of New South Wales and shall be held by an employee of the Corporation nominated by the Presiding Officers.

Promotions

The Department has a functions package that is distributed to organisations that may wish to use Parliament House as a function venue. The package consists of function menu selections, floor plans, general information, guidelines and a wine list.

House Wines

The new house wines as chosen via the blind wine tasting have been on sale since July 2003. The house red and white wines are as follows; Beelgara Estate Promenade Cabernet Sauvignon 2001 and Oakvale Gold Rock Chardonnay 2001. We have managed to negotiate excellent prices for our house wines. By keeping the costs down we can pass on the saving to our patrons.

MANAGEMENT AND PERSONNEL

Manager — David B. Draper

Assistant Manager — Joseph Rokoqo

Head Chef — Scott Clark

Strangers' Dining Room Supervisor — Maureen Morgan

Room Service Supervisor — Carlos Andrade

STAFF MATTERS

Staff Training

All new and current staff will be required by law to complete the "Responsible Service of Alcohol" training course. TAFE regularly conducts the training courses "Responsible Service of Alcohol" and "Food Safety".

Long Service Awards

The following Food and Beverage staff members were presented with a long service award:

Carlos Andrade—15 years of service award
Room Service Supervisor

Stephen Blair—15 years of service award
Strangers' Bar Supervisor

Maureen Morgan—15 years of service award
Manager

Angela Teklic—15 years of service award
Secretary to the Manager Parliamentary Food and Beverage Services

Enterprise Agreement

The Food and Beverage Services Enterprise Agreement that came into effect on 12 August 1993 covers Food and Beverage Services employees. This agreement will remain legally binding until a new agreement is made.

Work Experience

Parliamentary Food and Beverage Services takes on the greatest number of work experience students within Sydney's CBD for hospitality training in both the kitchen and dining/function rooms. We are delighted to assist students who often find it difficult to find a work experience placement, particularly since it is a compulsory part of the school curriculum. Work experience students do require extra time and energy from our staff but it is also a rewarding experience.

Supported Wage System

Our Department has employed, for the 6th consecutive year, an employee with a partial disability. In order to make this possible we are assisted by the Supported Wage Scheme.

Equal Employment Opportunities

The Department currently employs, on a casual basis, 3 staff members of Aboriginal and Torres Strait Islander descent. The Department is actively participating in the Government's public sector 2% target for ATSI employees.

HIGHLIGHTS

For the year 2003/2004 the House Committee contributed \$519,740.92 to the Parliament budget. Our Department considers it a highlight and a major achievement as the catering staff has worked extremely hard throughout the year, working long hours. In some cases our staff work between 60-70 hours per week due to the Parliamentary sitting and function demands.

Without the dedication of the catering staff this return would not have been possible.

Many organisations return to Parliament House each year to hold their annual functions. This is a positive expression of their satisfaction with our function facilities.

Some function highlights that stand out are:

- Law Society of New South Wales—Opening of Law Term Dinner
- Red Cross Door Knock Appeal Launch
- Royal Australian Air Force (RAAF) Dinner
- Royal United Service Institution of NSW Inc Annual Dinner
- Sydney Legacy Annual Changeover Dinner
- St. John's Ambulance Annual Dinner
- Sydney Grammar School Reunion Dinner
- The Order of Australia Annual Dinner
- National Council of Women Foundation Day
- Order of the British Empire Annual Dinner
- Horizon Committee for the Royal Institute for Deaf and Blind Children
- Women At War
- Launch of Australian Open Women's Golf Tournament
- Premier's Literary Awards Dinner
- Charity Awareness Annual Luncheon
- Australians for Constitutional Monarchy
- United Nations Day
- WAAAF Association

Many Consulates hold their annual National Day functions at Parliament House. This year some of those were; Indonesian, Swiss, Slovenian, Croatian, Czech, Ukrainian, Vietnamese, and Thai National Days.

INFORMATION TECHNOLOGY SERVICES

Tel: 9230 2990 ~ Fax: 9230 2358

CHARTER

In the achievement of corporate goals, Information Technology has become an integral part of the operations of Members and Parliament. The realisation of these goals is increasingly dependent on the availability of high quality application systems; reliable and robust network infrastructure and communications capability. In recognition of this need, in 1991, Parliament established the Information Technology Services section.

Information Technology Services (ITS) has responsibility for developing the strategic and tactical plan for the Parliament's use of information technology to achieve its corporate goals. The ITS client group is comprised of Members, Members' staff, Committees and Parliament House support services staff. Through the provision of a contemporary and reliable electronic workplace environment, ITS enables Members and the broad Parliamentary community to better serve the citizens of New South Wales.

In particular, ITS meets its obligations by:

- developing and making available corporate information systems which are tailored to meet the needs of Members, to assist in research projects, and support administration processes;
- providing high quality systems solutions together with a responsive support service that understands and responds to the needs of Members and their staff;
- supporting Members in their electoral and constituency duties by ensuring that the Parliament's computer facilities are fully functional and that Members and staff are able to use them effectively;

- providing and managing the Parliamentary Network to enable information to be shared within and between work groups, to provide the flexibility to redesign and restructure business processes to improve efficiency and services, and enable Members and staff to have secure electronic access to the Parliament's central information systems, services, Intranet and Internet;
- implementing systems which make parliamentary documents such as *Hansard* available to the parliamentary community through the Intranet and the public through the Internet; and
- aligning the Parliament's community service obligations with the New South Wales Government's Electronic Service Delivery (ESD) initiatives and continually expanding the range and increasing the volume of information available through the Internet.

To facilitate the achievement of the Parliament's goals, ITS commits to a range of projects in accordance with the 'Information Technology Strategic and Tactical Plan 2000-2003'. In the 2003/2004 financial year, ITS delivered on its IT projects commitments as follows:

AIMS AND OBJECTIVES

Objective — Provide the procedural support advice and research necessary for the effective functioning of both Houses.

Strategies

ITS strives to improve and extend the services necessary for both Houses of Parliament to perform their duties as required.

The Parliamentary Internet and Intranet sites have become integral tools to achieving this end.

- Changes to the *Hansard* Database to distinguish unique Member names. Initially, the *Hansard* Database categorised Members by their surname only which caused problems where Members had the same surname. The database was changed to include Members first names providing a more accurate result when searching *Hansard*.
- Providing *Hansard* on video so that Members and staff at Parliament House are able to watch archived proceedings of the Legislative Assembly, as well as written *Hansard* on the Intranet. Members and staff can use the same searching facility to watch the exact point of discussion within an article. We believe this is a first for any Parliament across the world.
- ITS assisted with webcasting and video titling for the Alcohol Summit held in Parliament in August 2003. ITS provided support and advice on IT matters for the Secretariat running the Summit. In addition, daily updates on the Summit were posted to the Parliament's Website.

Objective — Provide services that support Members in their electoral and constituency duties.

Strategies

A number of requests were received from Members for assistance with the implementation of information management systems over the year.

- The Nationals Leader's office required a database which would assist their staff in managing and recording correspondence. This database went into production in March 2004.

- A database diary system was developed using standard Lotus Notes for the Speaker. This diary eliminated the need to continue with a proprietary application used to keep the historical data.
- The Leader of the Opposition's office made a request for assistance in implementing a particular contact management system into the Parliament's current Lotus Notes environment. ITS was able to investigate and implement the system which has been successfully in operation since March 2004.

Objective — Provide effective and professional administrative support and services to members and to other client groups and maintain appropriate reporting mechanisms.

Strategies

Major upgrades to the existing Parliamentary network hardware and software and business applications have been effected. These upgrades have greatly assisted the usability and functionality of the services provided over the Parliamentary network.

- ITS has taken the opportunity to enhance network security during the upgrades of its servers. This project involved the segregation of file and mail servers among major parties and the re-organisation of data residing on network drives. This re-organisation of network data is a security enhancement designed to improve administration and disaster recovery procedures for stored files. Other enhancements include:
 - The introduction of audit tracking to record activities such as login and logout times.
 - The activation of encryption for data traffic between workstations and network servers.

- ITS is working towards a more secure and easy process of giving users better access to Members and to information held on the Parliament's databases. The first step has been to investigate and select a vendor to supply and configure software which will be the building block of this process. After investigation of several vendors and their capability, a Request for Proposal has been issued for assessment.
- A Committees' Activities database was created on Lotus Notes to facilitate the sharing of information in relation to activities and diaries among Committees. The new database will assist Committees and Members to plan activities so that Members who are on multiple Committees are not double booked for meetings.
- ITS employed a temporary System Analyst/Programmer in January 2004 to analyse the additional functional requirement in the Members' Entitlement System (MES) to accommodate new Parliamentary Remuneration Tribunal rulings. A document outlining all of the requirements was prepared and detailed functional specifications were completed for the first stage of the development. All changes are put into operation through a committee comprising of representatives from the Legislative Council, Legislative Assembly, Accounts and Information Technology Services staff. ITS also undertook to provide an interface to SAP in combination with the upgrade of SAP to 4.6C.
- The Lotus Notes server software was upgraded to the new Domino version which has provided new functionality such as increased XML support. This upgrade provided further opportunity to address accessibility when reviewing the Parliament's web site.
- Oracle and Powerbuilder are the backbone of most of the Parliament's databases such as PASS (Security Passes), MES (Members Entitlement System), TRIM (file management) and Heat (ITS Helpdesk software). The software was upgraded in the second half of the year and the databases are gradually being migrated to the new versions and are due for completion early in 2004/2005.
- A major upgrade of the Parliament's financial system (SAP), was undertaken during the second half of the year. The application and database were migrated to three new servers to help with the development, testing and production environment. ITS engaged the services of external support for the migration. As part of the new infrastructure all applications were migrated into a storage area network (SAN) environment.
- The Novell network operating system and the GroupWise email system were upgraded on the servers during the year. The GroupWise client software will be upgraded in early 2004/2005. The new version will provide users with increased functionality and stability in using their messaging system.

Objective — Provide a safe and healthy working environment in which Members and staff can reach their maximum productivity.

Strategies

Two new sections have been added to the Parliament's Intranet site:

- Occupational Health and Safety (OH&S) – a dedicated site that contains links to OH&S policies, newsletters, Committee minutes and contact details of the current OH&S representatives and first aid officers.
- Security – developed a new database for Security Services to enable staff at Parliament House and electorate offices to report any security incidents.

Objective — Promote public awareness of the purpose, functions and the work of the Parliament.

Strategies

A project was undertaken to review the Parliament's Internet and Intranet site. The major factors in changing the site were to:

- Keep abreast of newer technologies and standards for web accessibility - Today there is a greater expectation that websites be accessible to all in the community, including those with disabilities. Standards and technologies in the field of accessibility had significantly matured since the Parliament's

former website was developed and ITS had reached the limits of what could be done to make the former website accessible.

- Improve user-friendliness - Navigation within the former site had become cluttered and unclear. This was due to new types of content being added that were not anticipated by the older design (e.g. access to webcasts, Members' photo lists, media releases). Periodic website usability testing is now considered good practice in maintaining websites of significance such as the Parliament's site.
- Improve searching - Newer technology had become available which meant that the Parliament could provide on its website, access to the same advanced search tools that are used internally.

The Parliamentary Archives web site was hosted on a different server until last year. A project was undertaken in conjunction with Parliamentary Archives to migrate and integrate this information into the Parliament's web site. Parliamentary Archives also undertook an additional project to develop a comprehensive biography of former Members.

Yearly Call Statistics - 2003-2004					
	July 2002- June 2003	Call Nos		July 2003 - June 2004	Call Nos
Total Calls		10425		Total Calls	7280
Top Four	Network	1491		Network	1124
Call Categories	Task	1260		GroupWise	1084
	GroupWise	1180		Printing	512
	Word	983		Word	499
Top Four	Message taken for staff	584		Password Reset	362
Calls Types	General Inquiry	503		New User Login	220
	Password Reset	418		General Inquiry	219
	Connection	278		Remove User	193
Top Three	Password Reset	418		Password Reset	362
Network Issues	Connection	278		Connection	189
	Access Rights	149		Access Rights	182
Top Three	Monitor	72		Keyboard	46
Hardware Issues	Other - Non SOE	48		Monitor	43
	Keyboard	36		Other - Non SOE	39
Top Three	Macros	109		Macros	79
Word Issues	Mail Merge	99		Mail Merge	42
	Normal.Dot	76		Normal.Dot	30
How calls were placed with the Helpdesk top 4					
Helpdesk Phone		6831		HelpDesk Phone	4451
Email		893		Email	1195
On Site		508		Login Form/Memo	303
Message left		497		On Site	255
Top LSA Calls					
Not previously counted				Palm Pilot	37
				Digital Camera	35
				Excel	29
				Dragon Dictate	20

REVIEW OF OPERATIONS

Financial Performance

The total expenditure for the year was over budget by 3%. Capital funding in 2003/2004 was allocated to Members' Business Systems (\$216,124), Parliament's Support System (\$380,515) and Parliament's Community Information Services (\$50,394).

Management Activities

Regular meetings of the IT Projects Steering Committee monitor progress on major issues and projects. The Manager, ITS also represents Parliament in IT Forums held by the Office of Information Communications and Technology.

The Manager and senior officers attend regular industry briefings, conferences and exhibitions to keep abreast with new technologies.

Senior staff meetings are held fortnightly and staff meetings held each month to keep staff apprised of events and work requirements, and provide an appropriate forum for information exchange.

Performance Indicators

Post implementation reviews of major projects are carried out by ITS staff and independent external consultants. Reviews and findings on the extent to which project objectives have been met are reported to the Projects Steering Committee.

Difficulties Linked to Performance Monitoring

Delays in establishing a full staff complement has meant that Information Technology Services has been working with inadequate resources for several years. Understaffing results in a working environment of excessive pressure and associated stress.

MANAGEMENT AND PERSONNEL

The areas of responsibility for the management team are:

Manager, Information Technology — Ali Shariat

Manager, Network and Support — Neil Dammerel

Network Architect & Senior Administrator — Louise Hanna

Senior Business System Analyst — Andrew Henshaw

Helpdesk Supervisor — Helene Bell

Projects Coordinator — Kerrie O'Brien

STAFF

Information Technology Services is comprised of 18 positions of which 15 were filled in this year. Where possible, systems development and support tasks have been outsourced.

Outsourcing and Contracting In

Parliament has, where possible, outsourced major systems development work, training,

advanced network support and hardware maintenance; except where knowledge of the Parliamentary environment is crucial to the provision of effective support. This assistance is made possible through partnership arrangements and services under State Government contract.

Parliament outsourced the delivery and management of its data communications to Electorate Offices to AAPT, Internet access to Central Corporate Services Unit and hosting of the web server and webcasting services to ac3.

Several contractors were used to assist with Lotus Notes development, review and development of policy and procedures, and roll out of new computers to Members, their staff and departments within Parliament House.

Training

All ITS employees are provided with technical training to keep up-to-date with changes in technology and systems. The Parliament's expenditure on training and development was \$14,889.

Work Experience

Information Technology Services provides temporary work experience placements for students from secondary schools and information technology related institutes. Last year ITS provided short term work experience placements (4-5 days only) for 4 students.

PARLIAMENTARY LIBRARY

Tel: 9230 2383 ~ Fax: 9231 1932
E-mail: libreq@parliament.nsw.gov.au

HIGHLIGHTS

CHARTER

The Department of the Parliamentary Library dates its origin to 1840 when the Legislative Council established it by administrative action. With the introduction of responsible government in 1856 the Library became a Joint Parliamentary Library and the first Parliamentary Librarian, Walter M'Evilly, was appointed on 26 May 1856.

In August 1862 both Houses of Parliament passed Resolutions defining the Joint Library Committee's functions and powers. These Resolutions were revised and passed in amended form by both Houses in November 1968. They can be found on the intranet.

AIMS AND OBJECTIVES

Mission

To identify and fulfil the information needs of Members of Parliament and the Parliamentary Institution.

Vision

The vision for the New South Wales Parliamentary Library is:

To be the centre of excellence for the provision of reference, information, documentation and research services for Members of the New South Wales Parliament.

Corporate Values

The staff of the Parliamentary Library:

- are strongly customer focused
- strive to maintain consistently high levels of service delivery
- adopt pro-active and innovative work practices
- exercise discretion, and respect confidentiality
- are impartial and apolitical
- strive for a high degree of professionalism
- work efficiently and effectively
- respect all cultures

Access

The Parliamentary Library is located on level 6, Parliament House, Macquarie Street. The principal telephone number for all requests for information is (02) 9230 2383. This number has an answering machine attached for after hours' requests. The fax number is (02) 9231 1932. The email address for all requests for information is:

libreq@parliament.nsw.gov.au.

On sitting days the Parliamentary Library is open from 8:30am until the last House rises. Otherwise the Library is open from 9am until 5pm.

The Library's on-line catalogue and many other databases, including its internet links page, newspaper clippings database, press releases database and indexed journal articles database, can be accessed by Members of Parliament at all times. The Library staff are pleased to provide training to Members, their staff and parliamentary staff.

MANAGEMENT AND STRUCTURE

The Parliamentary Librarian, Rob Brian, proceeded on extended leave on 6 April 2004 and formally retired on the 30 June 2004.

During the year the three Section Managers have taken it in turn for a period of four months each to act for the Parliamentary Librarian in his absence. Greig Tillotson was acting Parliamentary Librarian from April until June 2004.

The Library has been divided into four sections, three of which are headed by a Manager:

Parliamentary Librarian [Administration] — Rob Brian

Manager, Reference and Information — Greig Tillotson

Manager, Research — David Clune

Manager, Library Systems and Information Resources — Kate Curr

The Library's Managers aim to meet formally about once a month and informally as often as necessary. Formal meetings were held in 2003 on 23 July, 19 August, 24 September, 27 October, 8 December, and in 2004, on 16 February.

Email has greatly facilitated the decision-making process without the need for formal meetings.

An organisation chart is attached to this report.

Summary review of operations

[Figures in brackets are for 2002/2003.]

1. We imaged newspaper clippings 41,124 [36,415].
2. 37,216 clippings were retrieved from APLIS [44,907].
3. We handled 2,397 media monitoring requests [2,433].

4. We handled ready 13,163 reference inquiries [15,248].
5. We carried out 1,161 lengthier reference inquiries [1,363].
6. We produced 21 [19] Briefing Papers and 9 [3] Background Papers.
7. We carried out individual research requests 53 [43].
8. We produced 13 papers in response to individual requests [10].
9. We added 399 serial indexing records to APLIS [641].
10. We handled, indexed, imaged and filed press releases 4,528 [4,588].
11. We handled 385 interlibrary loans [368].
12. We lent out 2,193 books [2,330].
13. We recalled 108 overdue loans by telephone [87].
14. We recalled 739 overdue loans by letter [626].
15. We had to send 8 letters to Accounts to charge people for the non-return of books [1].
16. We discovered that 11 books were missing from the collection, possibly stolen [9].
17. We acquired and processed 20,662 individual Government Publications [26,428].
18. We catalogued 2,857 Government Publications [2,284].
19. We placed 443 orders for books [487].
20. We received 1,510 titles under the NSW *Copyright Act 1879* [legal deposit] [1,647].
21. We discarded 1,306 titles by donating them to other publicly funded libraries [1,425].
22. We received 1,030 titles by way of gift [1,145].
23. We added 2,823 monograph titles to the collection [2,962].
24. We catalogued 9,615 monograph titles including retrospective cataloguing of books already held but not in the Library's electronic catalogue [10,340].

25. We downloaded 4,262 cataloguing records from the National Database [8,679].
26. We received and processed 11,033 serial issues [10,491].
27. We catalogued serial titles [311].
28. We filed 1,343 sets of loose leaf pages into 191 looseleaf services [1,032].
29. We processed 682 invoices [644].

These figures show some of the quantity of work performed by Library staff. What they do not show is the very high quality of the work they do. This is evidenced by the many appreciative comments made by Members both in *Hansard* and by letter, email, or face to face.

Economic or other factors

The Parliamentary Library's allocation for 2003/2004 was \$2,765,000 [\$2,527,000]. This was \$238,000 more than in 2002/2003. The Library estimated it could earn \$210,000, mainly from the sale of books. This was not realised as the suspension on the sale of books continued.

Savings were made during the year as a result of the following:

- The position of secretary to the Parliamentary Librarian has continued not to be filled.
- Several staff worked only two, three or four days per week.
- Some staff took leave without pay for varying periods.
- Research Officers were seconded.

Another economic factor worth mentioning is the fact that Legal Deposit, both under the NSW *Copyright Act 1879* and in accordance with the Premier's Memorandum in relation to the deposit of NSW official publications, save the Parliament a great deal of money.

We received and catalogued 974 [1,004] titles received under Legal Deposit with a total value of \$46,485.35 [\$35,528.42]. We also received [1,365] official publications with a total estimated value of [\$33,837.15].

MANAGEMENT AND ACTIVITIES

Reference and Information Section

Reference and Information Services provides a wide range of information and document delivery services directly to Members and other clients through its reference and information services, collections and databases, and supports the research and policy analysis role of the Parliamentary Research Services.

The Section is committed to ensuring that Members have prompt access to the information and documentation they require to carry out their parliamentary duties. This is achieved through a combination of the following:

- continual refinement of understanding of client needs;
- staff members committed to the maintenance of their professional skills;
- the building of databases or specialised information resources;
- indexing program and press releases indexing program accessible to Members and staff;
- cooperation with other libraries, information networks and organisations throughout the world, which can provide information resources when required; and
- extensive use of advanced information technology.

The Section is divided into four Sub-Sections:

Reference and Information

In this sub-Section, the Reference Librarians, all of whom are professionally qualified in librarianship, provide information and documentation in response to specific requests or in anticipation of widespread interest among clients. As well as having access to the Library's substantial collections, Reference Librarians rely heavily on information databases, which are set up and maintained by Reference Librarians, and commercial on-line databases, as well as the Internet, all accessible from terminals in the Library. The Reference Librarians also create specialised information resources and create a number of indexes for the Automated Parliamentary Library Information Service (APLIS) databases. The Reference Librarians work closely with the subject specialist Research Officers in the Research Service. The Section is responsible for the compilation of the Compendium of parliamentary information on the Parliamentary Library's Home Page on the Internet.

Reference and Information Services relies heavily upon the Parliamentary Library's own collections and other in-house information resources. To this end it indexes in-house specialised information / research files, *Hansard* and press releases. In April 2003 the Section began adding subject headings and commentary fields to the *Hansard* database, thus making this valuable database much easier to search. The section scans press releases, thus creating a database of press releases. When Members find a relevant press release by means of the index they now have the option of immediately printing out a facsimile copy of the press release. This database is now also available to the general public on the Internet.

The production of the eclips news alert service had been supported by Reference staff on a temporary basis from time to time.

Since March 2004 it has become part of the services provided by the Section with all the reference librarians participating in selecting current and breaking news items of relevance to Members. The items are emailed to Members throughout the day.

The Section provides biographical profile kits to Members about deceased Members, who are the subject of condolence debates.

Staff from the Section regularly conduct tours and provide training for Members' staff and Parliament House staff on the Library's services, resources and on-line research.

Reference staff provided support to the Alcohol Summit that was held in Parliament House in August 2003.

Following the Premier's establishment of the Committee on the Sesquicentenary of Responsible Government some of the grant recipients have been given access to the Parliamentary Library's expertise and its rich political and historical collection. In granting this special access, Library management has ensured that services to Members have not been affected or diminished. The use of the Parliamentary Library by these political scientists and historians indicates the breadth of its holdings in Australian politics.

Media Monitoring

This sub-section provides media monitoring services in the areas of both radio and television to meet the requirements of Members. This involves the recording of Sydney radio and television news and current affairs programs of potential interest to Members. Selected items are retained and catalogued for APLIS. Programs can be relayed to Members' rooms or they can be copied onto tapes supplied by Members. The ABC 702 News at 7:45am and AM and PM are made available on-line every day. Shorter clips can also be sent electronically to the Member's desktop.

Newspaper Clippings

This sub-section provides a newspaper clippings service in areas relevant to the needs of Members. Major national, all Sydney and selected regional newspapers, including *The Land*, as well as the news magazine, *The Bulletin*, are checked and clipped for relevant articles.

The articles are digitally imaged and thus made available on the Library's APLIS database on the intranet. Articles from the *Sydney Morning Herald* are generally available online by about 10:30am. The index to both the newspaper clippings and the articles database are available on the Internet. The *Copyright Act 1968* prevents us from making the actual clippings and articles available on the Internet.

Loans and Stack Service

This unit provides a lending service to clients and identifies and retrieves specific books, journal articles, reports and other items upon request from the collections.

Research Services Section

The Research Service continued its role of enhancing information services available to Members by providing in-depth analysis and advice. In the publications area, 23 general distribution publications were produced, roughly the same as last financial year's total of 22. There were 16 Briefing Papers and seven Background Papers issued. Subjects covered included genetically modified crops, expulsion of Members of Parliament, the social and economic effects of gambling, tourism and firearms regulation. The Research Service continued to have the benefit of the services of Antony Green who produced on a contract basis a series of papers analysing the results of the 2003 election. The Research Service also provides analysis and advice to Members on an individual basis. In 2003/04, 13 individual request papers were written and responses provided to 53 direct requests for

information. This was an increase on the previous financial year's figures of ten individual request papers and 43 individual requests. Revenue from sale of publications in 2003/04 was \$509, well down on last year's \$2,044. This decline in sales would seem to be due to the ready availability of Research Service publications on the internet. The Research Service continues to maintain a database of journal articles on topics of relevance to the NSW Parliament, with 399 articles being selected and indexed by Research Officers and added to the serial indexing database.

Feedback on the quality of Research Papers continued to be good. Ian Webster, Emeritus Professor of Public Health and Community Medicine at the University of New South Wales, for example, said of Background Paper 5/03 on alcohol abuse: 'It is of outstanding quality and thoroughness and would be the proud output of any high standing public and/or academic organisation'. Six Members specifically acknowledged the work of the Research Service in speeches in the House during the year under review. Papers were cited six times in reports, academic publications and the press. Five specific messages of commendation were received.

There were a number of changes in personnel during 2003/04. Rachel Simpson joined the staff of the Legislative Council and was replaced by Roza Lozusic, who was on secondment to the Research Service from the Legislative Council. Ms Lozusic went on maternity leave in June 2003. Her position was filled first by Talina Drabsch then by Lenny Roth. Rachel Callinan was permanently employed by the Legislative Council in March 2004 and was replaced by Talina Drabsch, who joined the staff of the Research Service in November 2002 in a temporary capacity.

Library Systems and Information Resources Section

The section has two major sub-sections.

Information Resources

The Information Resources Sub-Section is responsible for the identification, selection, acquisition, cataloguing, classification, processing, binding and preservation of an extensive collection of information resources, including official and non-official monographs and serials, both in print and in non-print form, such as microfiche, CD-ROMs, audio and videotapes. The main task of the sub-section is the organisation and maintenance of these specialised and relevant collections.

Materials are obtained by way of purchase, exchange, subscription, gift and legal deposit in accordance with the Library's *Collection Development Policy* reflecting the constitutional responsibilities and needs of Members of Parliament and the Parliamentary establishment. Items which have been requested or identified and are not available from the Library's own collections may also be acquired by way of interlibrary loan.

The preservation and maintenance of the collections is an ongoing task. In order to maximise available space resources and to keep the collections relevant and current, systematic weeding programs are conducted on a regular basis. Preservation of materials requires a considerable input of staffing and monetary resources.

A strategy has been developed to ensure that what is worthwhile for the Parliament from our inherited collections is properly cared for and preserved for future generations.

By selling some of the books that fall outside the *Collection Development Policy* we were creating the necessary funds to catalogue the uncatalogued collections and put the bibliographic data on the Automated Parliamentary Library Information System [APLIS] and on the Internet. Two part-time cataloguers continued to be hired during 2003/04.

Although the sale of books has been suspended since 9 May 2002, two cataloguers are still working their way through the collection setting aside those items we wish to dispose of and cataloguing the rest. The employment of these officers finished in June 2004. Following the suspension of the sale of books a Collection Development Plan was drafted to cover the disposal of materials surplus to the Library's requirements. The three Library managers drafted a Disposal Management Plan to implement these policy guidelines.

Information Resources is composed of three units to facilitate the very different procedures required for handling the main categories of materials acquired and processed.

Government Publications

Government publications are of special importance and a separate unit exists to build and develop a relevant, current and historical collection for the use of Members. To this effect, this unit is required to identify, select, acquire by purchase, legal deposit, gift and exchange, to catalogue and process official publications, both monographic and serial, as well as disseminate information and assist Research and Reference staff and the Library's clientele with enquiries relating to official publications. Numerous official monographs and serials are acquired daily and their systematic and efficient processing is essential to the quality of services the Library provides.

Non-Official Serials

The Library has an extensive serials collection acquired by way of legal deposit, subscription and gift, reflecting the constitutional responsibilities of Members and with a very strong emphasis on law serials. Because of the unique character of serial publications, in terms of their acquisition and management, it has been established as a separate unit.

The unit is responsible for the ordering, classifying, accessioning, cataloguing, monitoring, processing and binding of serials titles and the maintenance of all relevant records. It is also responsible for the maintenance of the looseleaf services, keeping these services current and up to date and incorporating new services.

This unit monitors and circulates those serials earmarked for indexing and those for inclusion in the Current Awareness Service. It is also responsible for assisting Reference and Research Staff and the Library's clientele with enquiries relating to the collection.

Non-Official Monographs

This unit is responsible for the management and organisation of non-official monographs acquired by way of legal deposit, purchase and gift. It is responsible for the housing and care of all the Library's collections, and especially for the care and maintenance of the Library's historic collections acquired since the mid 19th century. It has overall responsibility for the Library's historic card and book catalogues and the maintenance and development of the Library's thesaurus of indexing terms.

The Library's Bindery has been suspended as the result of the Styfox firm ceasing to exist. Currently the Library is sending all its binding to a commercial binder. Once we have some experience with this, the whole situation will be reviewed and recommendations made to the Joint Library Committee and the Presiding Officers about the future of the Bindery.

Library Systems

Library Systems is responsible for APLIS. Library Systems takes care of the introduction and maintenance of all automated library systems, including

automated information storage and retrieval systems. Library Systems is responsible for the library network and for organising access by clients to the many databases on this network via the Parliament House network. Library Systems liaises closely with the Parliamentary Information Technology Services Section. During 2003/2004 Library Systems worked closely with PITS and other departments on the redesign of the Parliament's Internet and Intranet pages. Staff of the section train, or organise training for, Members and staff on how to use the various Library databases.

In consultation with clients, this Section defines Library systems requirements and coordinates systems development for the Library. It has a significant role to play in the setting up and development of on-line access to external databases, the Internet, and use of CD-ROM resources. This Section arranges the purchase of all computer related hardware and software for the Library and maintains appropriate records.

Human resources

The number of established positions in the Library is now 37. This is a reduction of two positions on the establishment after the introduction of the Research Service.

In March 2004 a valued member of the Library staff, Mark D'Arney died suddenly. Mark worked for the Library for nearly 10 years and his contributions to the work of the Library Systems Section is greatly valued by Library staff, Members and their staff.

The following table lists all staff that were employed in the Parliamentary Library during the year under review, together with their qualifications, current position, date of first appointment and other relevant comments.

Name	Qualifications	Current Position	Date of first appointment	Notes
Rob Brian	BA [ANU], DipLib [UNSW], AALIA	Parliamentary Librarian [Senior Parliamentary Officer Grade 1]	06.01.92	Retired 30/06/04
Greig Tillotson	MA [Syd.], MLib [UNSW], DipArchivAdmin [UNSW], AALIA	Manager, Reference and Information Services [Clerk Grade 11]	02.12.74	
David Clune	MA [Syd.], PhD [Syd.], DipLib [UNSW]	Manager, Research Services [Clerk Grade 11]	02.12.74	
Kate Curr	BA [UNSW], DipIM [UNSW]	Manager, Library Systems [Clerk Grade 11]	03.06.96	
Margaret Horton	BA [Tas.], MLib [UNSW]	Deputy Manager, Reference and Information Services [Clerk Grade 9/10]	01.07.89	
Gareth Griffith	BSc [Econ] [Hons], LLB [Hons], PhD	Senior Research Officer and Deputy Manager, Research Services [Clerk Grade 9/10]	02.08.93	
John Wilkinson	BA [Hons], MA PhD	Research Officer [Clerk Grade 7/8]	19.07.93	
Stewart Smith	BSc [Hons] [Syd.], MELGL [Macq.]	Research Officer [Clerk Grade 7/8]	07.11.94	Seconded 24/05/02 – 03/07/02
Lenny Roth	BCom, LLB (University of New South Wales)	Research Officer [Clerk Grade 7/8]	01.03.04	
Rowena Johns	BA(Hons) [Syd], LLB [UNSW], GradDipLegPractice	Research Officer [Clerk Grade 7/8]	20.11.00	
Talina Drabsch	BA [Syd.], LLB (Hons) [Syd.], GradDipLegPractice	Research Officer [Clerk Grade 7/8] [temporary]	04.11.02	
Roza Lozusic	BA, LLB	Research Officer [Clerk Grade 7/8]	26/11/01	On two years maternity leave until June 2005
Philip Dixon	BA [Macq.], DipLib [UNSW]	Senior Librarian Grade 2	22.07.91	
Lynette Tavukcu	BAppSc [Information]	Senior Librarian Grade 2	11.11.91	
Christine Lamerton	BA [LibScience] [K'gaiCAE]	Senior Librarian Grade 2	22.07.96	
Evan Cole	BA [Asian Studies] [ANU], DipIM [UNSW]	Senior Librarian Grade 2	03.06.91	
Prue Jessep	BEd [Syd.], DipEd [Syd.], DipLibSc [K'gaiCAE]	Senior Librarian Grade 2	19.10.92	
Victoria Vaughan-Smith	BA [Macq.], DipIM [UNSW]	Senior Librarian Grade 2	29.11.01	
Mark D'Arney	MA [Politics] [Macq.], PostGradDip [UTS]	Senior Librarian Grade 2	18.12.95 – 11.03.04	Died 11/03/04
Graham Sellwood	BA [Hons] [London], MA [London], LAA Reg.	Senior Librarian Grade 1	19.12.88	
Jan Duncan	Assoc. Dip. Lib. Tech.	Senior Library Technician	31.07.89	
Theresa Papadopoulo	Assoc. Dip. Lib. Tech.	Senior Library Technician	01.11.82	
Denise Byrne	Dip. Lib. Tech.	Senior Library Technician	06.10.98	
Shaun Smith	Assoc. Dip. Lib. Tech.	Library Technician	15.03.84	
Thi Thi Lam	Assoc. Dip. Lib. Tech.	Library Technician	28.02.00	
Linda Brooker	Assoc. Dip. Lib. Tech.	Library Technician	15.01.01	
Glenda Formosa		Clerical Officer Grade 6	28.03.00	
Melinda McIntyre		Clerical Officer Grade 6	12.10.92	
Elaine Sinclair		Clerical Officer Grade 5	19.05.72	
Pauline Papadatos		Clerical Officer Grade 5	06.08.85	
Carmen Vella		Clerical Officer Grade 5	26.08.85	
Sue Wilson		Clerical Officer Grade 5	23.09.96	
Helen Stead		Clerical Officer Grade 4	17.02.99	
Mark Sheehan		Clerical Officer Grade 3	11.10.93	
Ian Watton		Clerical Officer Grade 3	05.02.01	
Nellie Gamarra		Clerical Officer Grade 3	31.10.90	
Lee Hobbs		Clerical Officer Grade 1	10.04.00	

Consultants

Well known Election Analyst with ABC-Television, Mr Antony Green, wrote 3 Background Papers for the Parliamentary Library as a consultant at a total cost of \$7,500:

- NSW Elections 2003 – Final Analysis
- NSW Legislative Assembly Election 2003: Two-Candidate Preferred Results by Polling Place
- NSW Legislative Council Election 2003

Equal employment opportunity

At 30 June 2004 the Parliamentary Library employed 36 [34.94 EFT] staff. The two temporary staff employed on the retrospective cataloguing project finished work on 9 June 2004. The staff are composed of 24 women [63%] and 14 men [37%]. Of the 19 staff, whose salaries exceed \$65,000 per year, 10 are male and 9 female with almost equal correspondence at all levels. Staff, whose salaries are less than \$65,000, comprise 15 females and 4 males. The reason for this discrepancy is that more women than men enter the clerical and library technician fields. In the professional area we seem to have reached equality and this has happened simply by choosing the best candidate for each position regardless of gender.

Special work arrangements have been made to allow both male and female staff to care for children. This includes two, three or four day working weeks and working from home. Since April 2000 we have also employed a person with special needs for 26 hours per week. This person performs other duties elsewhere in the Parliament for a further six hours per week. This arrangement is working very satisfactorily and the Parliamentary Library is pleased to have gained such a productive worker.

Disability plans

The Parliamentary Library is cooperating in the development of a Disability Action Plan for the Parliament.

The Library continues to employ some staff with chronic health problems and special arrangements are made for their continued employment.

Promotion

The Library has placed the following on its Internet homepage:

- The Library's on-line catalogue, which enables everyone to find out what the NSW Parliamentary Library holds, including many works that do not appear to be held elsewhere in Australia.
- Press releases from all Members.
- *Compendium of New South Wales Parliamentary and Political Facts*. The material in the Compendium has been compiled by the Library to provide answers to Frequently Asked Questions about the Parliament, its history and its Members.
- *NSW Parliamentary Library Publications*. The Library Research Service prepares a range of publications that are available for sale through the State Library of New South Wales Shop, Macquarie Street, Sydney. *Briefing Papers* and *Background Papers* now appear on the Internet in full text as well. Even so some \$3,000 worth of sales were made through the State Library Bookshop.
- *Index of Links to Other Useful Internet Resources*. This is a menu link to sites that are of value to the operation of the NSW Parliamentary Library and have been found useful by others.

- Index to the Library's newspaper clippings.
- Index to articles indexed by Library staff.
- *Mission, Aims and Objectives and History*. This section includes email contact lists, a brief history of the Library and an outline of the Library's Programs.

Consumer response

No complaints about the Library's services have been received. *Hansard* continues to provide evidence that Members appreciate the service they receive from the Library.

Lack of resources has prevented us from undertaking another client survey similar to previous surveys.

Guarantee of service

All requests for information are dealt with promptly, impartially and courteously. Information provided is professionally researched, gathered, summarised where appropriate, and reported.

Payment of accounts

The Parliamentary Library does not have the authority to make direct payments. However, all Library invoices are certified for payment by Library staff and are then promptly sent to Accounts for payment. 682 invoices were processed during the year.

Risk management and insurance activities

The Parliament, including the Department of the Parliamentary Library, is a member of the NSW Treasury Managed Fund (TMF), which provides self insurance to inner budget sector government agencies for workers' compensation, liability, motor vehicle, property and miscellaneous (including air travel and personal accident cover for Members) insurance categories.

There were 7 reports by Library staff of minor injuries all of these injuries would fall under the heading of "slips, trips and falls". Where these injuries occurred in the workplace the circumstances were examined to ensure that they were not a result of risks in the workplace.

Ethnic affairs priorities statement and ethnic affairs agreement

The Parliamentary Library does not have an ethnic affairs priorities statement. As a policy, the Library employs the best applicant for each position, regardless of ethnic origin. In fact, nine Library staff were born overseas. The ethnic profile of the Library staff is bound to change as time goes on.

Occupational health and safety

The Parliament's Occupational Health and Safety Committee carried out one inspection of the Parliamentary Library. All staff received occupational health and safety training during the year.

2003/2004 Budget Allocation

The budget allocation for the 2003/2004 financial year was \$2,765,000. This amount included \$2,410,000 for staff and staff related expenditure and \$355,000 for non-salary items.

Without taking into account any retained revenue, the Library ended the year \$48,122 [1.7%] under budget. Taking into account retained revenue, the Library was \$158,396 [6.2%] over budget.

Publications and Conference Presentations

Dr David Clune, Manager, Research Services, was awarded the Centenary of Federation medal for contributing to the Parliament's most successful Centenary commemoration program.

Clune, Dr David *Biographical Dictionary of the Australian Senate*, Vol. 2, entries on 'J. G. Arkins', 'J. Dunn', 'D. Grant', Melbourne University Press, 2004.

Conferences attended by staff

Rob Brian attended the 19th Annual International Conference of Parliamentary Librarians in Prague in the Czech Republic, 29 – 31 July 2003.

Rob Brian attended the World Library and Information Congress and the 69th IFLA General Conference and Council in Berlin, Germany from 1 – 8 August 2003.

The combined cost of Mr Brian's attendance at the conferences was \$5,582.

On 11 November 2003, Rob Brian and Greig Tillotson attended the Annual General Meeting of the Australasian Study of Parliament Group, at which Mr Tillotson was elected as a member of the Committee.

Thi-Thi Lam and Linda Brooker, attended the 12th National Library Technicians Conference in Brisbane 9 – 12 September 2003

Kate Curr and Mark D'Arney attended the VALA Conference in Melbourne from 4-6 February 2004.

Talina Drabsch attended the Australian and New Zealand Society of Criminology Conference, *Controlling Crime: Risks and Responsibilities*, 1 – 3 October 2003, Sydney.

PARLIAMENTARY PRINTING SERVICES

Tel: 9230 2026 ~ fax 9230 2877

INTRODUCTION

The Section was originally established on 26 August 1991 to rationalise the duplication of printing and stationery services then available to the Members through the two Houses of Parliament.

Since then, the Section has undergone substantial change and now primarily services the digital printing and copying sector.

The range of services provided includes desktop publishing, scanning, high-speed high-volume digital black and white printing, digital colour printing, traditional black and white and colour photocopying and collating, folding, and binding in a range of styles.

The main clients of Parliamentary Printing Services are the Members of both Houses, committees, and departments and sections of the Parliament.

Business hours are from 9.00 a.m. to 5.00 p.m. with the Section commencing at an earlier time on sitting days.

GOALS AND OBJECTIVES

Mission

The Section mission is to provide its clients with an apolitical, timely and cost effective printing service, and through informal open communication to establish and maintain a reputation for excellence in performance, impartiality and trustworthiness.

Objectives

1. Provide photocopying/digital printing and ancillary services to Members, departments and sections of Parliament when and as required;
2. Source and requisition the purchase of any and all items pertinent to our operations required by Members, departments and sections of Parliament and ensure that the correct administrative procedures are adhered to; and
3. Administer Members' entitlements and allowances as applicable to the Section's functional areas of operation and provide the management support and reports as required.

Strategies

- Provide printed proof papers (Legislative Assembly Votes and Proceedings, Notices of Motions and Orders of the Day, Questions and Answers and Statutory Instruments Laid Upon the Table; Legislative Council Minutes of Proceedings, Notices of Motions and Orders of the Day, Questions and Answers and Statutory Rules and Instruments);
- Provide Parliamentary Debates (*Hansard*) with proof pamphlets (Legislative Assembly and Legislative Council);
- Provide printed final papers for record copies, bound volumes and microfiche sets;
- Print and distribute other official publications (e.g. the Parliamentary Debates (*Hansard*) Weekly Booklet and the Sessional Papers of the Legislative Assembly and the Legislative Council);
- Provide multiple copies of documents as required by Members, committees and departments;
- Archive scanned documents for future retrieval;

- Provide a desk top publishing service for all clients;
- Provide a document finishing service to all clients;
- Ensure that the convenience copiers located in Parliament House are operational at all times;
- Provide advice and directions to Members and other clients relating to technical aspects of digital printing and related processes;
- Source and arrange the purchase of goods required for the completion of work undertaken;
- Initiate the relevant paperwork, record and process all printing requisitions from Members, departments and sections;
- Maintain the Shop Production costing of printed material on a daily basis;
- Review the printing policy, work practices, and procedures in response to Members' changing needs and the introduction of new technology;
- Prepare monthly operations reports;
- Encourage staff to avail themselves of any training and development courses which develop skills and provide further expertise for the benefit of Members;
- Upgrade software as it becomes available and ensure that appropriate training is supplied;
- Review new technology and its relevance to the supply of services in Parliament House;
- Provide written material to, and answer telephone inquiries, from other government agencies; and
- Ensure that a safe working environment, in accordance with the Occupational Health and Safety Act is provided to all staff and clients.

REVIEW OF OPERATIONS

Finances

In its first full financial year, the restructured Section performed well with savings achieved in all the major areas. Employee related costs were a total \$192,551 of a budgeted amount of \$260,000. Operating expenses were also down to \$78,428 against \$62,000. However, the Section was not able to achieve the budgeted 'sales' of \$373,000, attaining \$293,207. This is primarily due to Members outsourcing their work to their local print suppliers rather than using the facilities in Parliament House.

Details and explanation of the Section's financial performance are provided in the financial section of this Annual Report.

Operational Performance

The actions listed appear to be achieving the desired outcome. In all its functional areas the Section is demand driven, and it is possible only to record that all demands or requests were met in a timely and cost-effective manner, which would indicate a certain measure of success.

Performance Standards

- **Timeliness:** Parliamentary Printing Services strives to provide a 24 hour turn around digital printing/copying service or, if unable to do so within that time frame, to stipulate a delivery date and meet it. A number of requests required immediate attention, and, in most cases, the Section was able to meet this sort of demand.
- **Cost effectiveness:** Ensuring that the cost of services provided makes the section attractive to the client base.
- **Quality:** Maintaining a standard of quality that exceeds the customer's expectations.

The nature of the Section's service demands that it keeps abreast of advances in technology in its sphere of operations. Updated versions of software packages are obtained and hardware is enhanced where appropriate in order to support any changes. Members' printing needs have been rapidly changing, and the Section's operations are constantly modified accordingly with services modified and added.

Capital Works

During the 2003-2004 period major capital equipment items were purchased. One Docutech 135, and Oce 2600 and a Xerox 5090 were replaced with the two new Docutech 100's at a cost of \$269,488. These machines will increase the services available to our clients. Also installed were an envelope-inserting machine (\$15,000) primarily for use by Accounts for payslip insertion and a booklet-maker (\$18,666). Minor expenditure included software, a workbench and paper shredder.

Apart from capital works, extensive maintenance costs were incurred for pieces of machinery which for many years had not been serviced properly. All major pieces of equipment had monies spent to repair them.

MANAGEMENT ACTIVITIES

As part of the Section's strategies developed to meet its objectives, internal reviews regularly occur. Any reviews that determine the necessity to change or modify any facets of the Section's operation are implemented as soon as practicable. The types of services that are offered by the Section are presently under review and it is expected that new services will be added in the new financial year. This year management and staff attended various seminars, exhibitions and training courses to enhance the delivery of service to our customers. Staff and management have focussed their energies in providing, primarily, a timely and cost effective service with quality to suit each particular job. This strategy has enabled the Section to perform its job in a better way.

Management and structure

The Section consists of three employees, a supervisor and two printing officers. The supervisor reports to the Clerks.

Consumer Usage

During the financial year, 1989 printing and photocopying requisitions were received. Although it seems that the number of requisitions is lower than last year, the approach to bundle requisitions together for some departments has been the reason for the decrease.

PARLIAMENTARY REPORTING STAFF (*HANSARD*)

Tel: 9230 2230 ~ Fax 9230 2921

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CHARTER

Hansard is the official report of the debates in the New South Wales Legislative Council and Legislative Assembly. When the first bicameral Parliament of New South Wales met on 22 May 1856 the *Sydney Morning Herald* reported the proceedings. In 1878 New South Wales established its own *Hansard* (named after the family instrumental in establishing parliamentary reporting in the late eighteenth century at Westminster). Since 1879 shorthand writers known as the Parliamentary Reporting Staff have been reporting the debates in both Houses. In 1884 the Premier, Sir Alexander Stuart, placed the Parliamentary Reporting Staff under the administrative control of the Presiding Officers.

The charter of the Parliamentary Reporting Staff is to deliver to the Parliament and its users the highest professional standard of *Hansard* reporting services, which include producing:

- daily and weekly pamphlets, and bound volumes of the official reports of the debates and proceedings of both Houses of Parliament
- transcripts of parliamentary committees, special summits and ministerial conferences
- subject and member indexes.

Hansard has no editorial policy other than the pursuit of accuracy. It is not hampered by concepts of news value, and no bias towards persons or parties enters its reports. *Hansard* is produced in accordance with the definition reported authoritatively in *Sir Erskine May's Parliamentary Practice*. It is a rational report, which:

...though not strictly verbatim, is substantially the verbatim report, with repetitions and redundancies omitted, and with obvious mistakes corrected, but which on the other hand leaves out nothing that adds to the meaning of the speech or illustrates the argument.

The users of *Hansard* services include:

- Members of parliament
- parliamentary committees
- government departments
- education institutions, libraries, researchers, historians, and the media
- law courts and legal professionals
- special interest groups and members of the public

The *Hansard* office is open from 9.00 a.m. until 5.00 p.m. Monday to Friday during non-sitting days. On sitting days the office is open from 8.30 a.m. until at least an hour after the last House rises.

ADMINISTRATION

The Parliamentary Reporting Staff [*Hansard*] is one of the nine Joint Services to the two Houses of Parliament. The Editor of Debates is the permanent head of the Parliamentary Reporting Staff and reports to both the Clerk of the Legislative Assembly and to the Clerk of the Parliaments. For day-to-day and administrative reporting purposes, the Editor of Debates formally reports to the Clerk of the Legislative Assembly.

AIMS AND OBJECTIVES

Mission

The mission of the Parliamentary Reporting Staff is to provide the Parliament and its users with an impartial, accurate, timely, and cost-effective report of the debates and proceedings of the Parliament and its committees, and ministerial and special conferences.

Values

The Parliamentary Reporting Staff observe the corporate values of the Parliament, as set out in its corporate plan, including the provision of impartial and apolitical *Hansard* services of the highest professional standard.

Principal Objectives

Objective 1 — Provide members and their staff with procedural support, advice and research necessary for the effective functioning of both Houses, by:

- identifying and fulfilling the reporting requirements of the Parliament;
- producing an accurate and timely official record of the debates and proceedings of both Houses, transcripts of parliamentary committees, special summits and ministerial conferences, and a progressive and sessional subjects and members index; and
- maintaining current knowledge of reporting services and benchmarks by exchanging information with other Australian and overseas *Hansard* organisations and parliaments.

Objective 2 — Provide effective and professional administrative support and services to Members and other client groups, and maintain appropriate reporting mechanisms, by:

- producing daily, weekly and bound volume *Hansards*
- publishing *Hansard* on the Intranet and the Internet
- managing the weekly and bound volume subscriptions
- developing and implementing training programs
- advising on reporting policy and practices
- establishing and complying with appropriate reporting mechanisms
- ensuring that *Hansard* is an accurate and impartial report

Objective 3 — Provide a safe and healthy working environment in which Members and staff can reach their maximum productivity, by implementing and maintaining:

- the occupational health and safety policies of the Parliament
- the equal employment policies of the Parliament
- an adequate staffing establishment
- flexible approaches to meet the exigencies of the *Hansard* environment

REVIEW OF OPERATIONS

Financial Performance

Staffing

In 2003-04 the Parliamentary Reporting Staff overspent its employee-related budget by 2.57%, including the costs associated with meal allowances, taxi fares, overtime and casual payments. The overexpenditure for the financial year was 2.44% or \$53,645 over controllable net cost of services.

The budget overrun resulted mostly from the *Hansard* cost centre paying, from October 2003, the unfunded wages and salary-related expenses of an excess officer who transferred to the *Hansard* office from the former Printing Section.

In addition, the budget allocation for meal allowances in 2003-04 was \$17,400 less than allocated in 2002-03. In that year, *Hansard* had underspent its meal allowance budget owing to fewer sitting days as a consequence of the State election being held in March of that year. No allowance was made in the 2003-04 budget allocation for the additional sitting days in a non-election year.

No vacancies occurred during the year. However, the availability of the excess officer to undertake a variety of tasks in the *Hansard* office reduced the need to engage additional casual assistance during sitting periods. In addition, the officer provided assistance to other cost centres throughout the year.

Another initiative that contributed to the reduction in the level of casual assistance was the continued use by *Hansard* pen reporters of voice recognition technology to prepare daily *Hansards* and committee transcripts.

Capital Works

In February, 16 new workstations were installed in the reporters' room, replacing those installed in 1992. Initially \$40,000 was set aside from the Minor Assets Acquisition budget for this purpose. However, the cost exceeded this amount by \$11,455, because it became necessary to upgrade electrical and computer cabling in the reporters' room as part of the replacement project. The Information Technology Section was unable to bring forward this funding from its proposed future cabling upgrade program. There will, of course, be a concomitant offset to the cost of the proposed cable upgrade when undertaken. *Hansard* met all other capital requirements from its maintenance and working allocation.

Revenue

Seven subscribers did not renew their subscriptions to the weekly pamphlet.

The number of bound volume subscribers remained the same as in the previous year. The number of subscriptions will continue to decline in future years, as more subscribers opt for the free access to *Hansard* on the Internet.

OPERATIONAL PERFORMANCE

Publications

The Parliamentary Reporting Staff produces a daily proof of the proceedings of the Legislative Council and the Legislative Assembly. It is available on the Internet before 9.00 a.m. the next working day following the proceedings.

The proof *Hansard* is progressively replaced with the corrected copy on the Intranet and Internet. The Parliament House Printing Section prints and distributes the official weekly pamphlet within seven days of the last sitting day of the week.

The daily and weekly *Hansards* are available in print or on computer disk for an annual subscription fee of \$430. Subscribers may opt to receive the publication as an attachment to an email message. The *Hansard* of single days is available for purchase in print or on disk for \$15. Bound volumes are available for \$122, plus postage. Weekly pamphlets are available singularly in printed form for \$28 or on disk at \$15 for each House. The sessional index cost is \$28.

The weekly pamphlets and the bound volumes relevant to the financial year were distributed to internal users, libraries in Australia and subscribers.

The Index to volumes 291 to 298 for the Third Session of the Fifty-Second Parliament was included in the bound volume publication for the period 21 November 2002 to 31 January 2003. A progressive draft index of the First Session of the Fifty-Third Parliament up to June 2004 is available in the *Hansard* office.

Service Delivery Targets

Parliament sat in the spring sitting from 2 September 2003 to 5 December 2003 and in the autumn sitting from 17 February 2004 to 29 June 2004. The Parliamentary Reporting Staff provided *Hansard* services on 48 sitting days in the Legislative Council and 62 sitting days in the Legislative Assembly.

In addition, the Parliamentary Reporting Staff provided services to parliamentary committees that sat both within and outside Parliament House. It was necessary to engage private contractors when committee hearings were held concurrently with sittings of Parliament. Reporting and transcription services were provided to 155 committee hearings, including Estimates Committee hearings. *Hansard* also provided services on four days of the Alcohol Summit in August 2003 and on two days of the Australian and New Zealand Association of Clerks-at-the-Table [ANZACATT] conference in January 2004.

On non-sitting days, the Parliamentary Reporting Staff prepared bound volumes and indexes, updated information sheets and instruction manuals, maintained computer files, and evaluated software and relevant technologies.

The Parliamentary Reporting Staff continues to meet service targets for timeliness, as shown below:

- *Hansard* proofs were provided on the Intranet and Internet before 9.00 a.m. on the following working day. Performance achieved: 100%
- the daily Proof was provided electronically by email and in hard copy to the Printing Section within 3 hours of the last House rising, to enable the Printing Section to print and distribute the printing daily Proof on the following morning. Performance achieved: 99%

- *Hansard* proofs, prepared as articles and indexed by speech titles and member names, were available on the Intranet between 10.00 a.m. and 11.00 a.m. on the following working day. Performance achieved: 99%
- Corrected weekly pamphlets were available within seven days of the last day of each sitting week. Performance achieved: 100%
- Bound volumes for the Third Session of the 52nd Parliament, Volumes 295-298 were delivered to subscribers by May 2004. The performance is assessed based on trend over time. Performance achieved: 100%
- Committee transcripts were prepared daily for hearings conducted within Parliament House, and on the next day for hearings conducted away from Parliament House. Performance achieved: 100%.

Estimates Committee Hearings

As happened in previous years, a number of the 2003-04 budget estimates committee hearings coincided with sittings of the Legislative Assembly, which meant that *Hansard* did not have the staffing resources to report all estimates hearings. Consequently, the Legislative Council had to engage and fund private reporting companies to cover some of the hearings. To produce transcripts of acceptable accuracy and quality, *Hansard* staff subsequently spent considerable time checking and verifying the transcripts. Reporting arrangements were finalised after discussion with the Clerk Assistant—Committees of the Legislative Council and staff of the General Purpose Standing Committees of the Legislative Council. Reporting and transcription services were provided to 36 Estimates Committee hearings, which included 13 supplementary hearings.

MANAGEMENT ACTIVITIES

Meetings

The *Hansard* management committee — which comprises the Editor of Debates, the Deputy Editor and the Senior Subeditor — met as required to discuss management issues and to participate in the decision-making process. The Editor of Debates attended the monthly meetings of the heads of departments and meetings of the website steering committees.

Staff meetings were held regularly. These meetings are essential to the *Hansard* team approach and present an ideal forum for staff to generate ideas, identify and establish priorities and monitor tasks with the goal of improving service delivery.

Training and Self-Development

Sessional duties were reviewed and reassigned to ensure not only that staff share an equal workload but also that staff have the opportunity to acquire skills and experience in the range of *Hansard* tasks and responsibilities.

Subeditors oversighted the House and committees and provided feedback and advice to individual reporters. All reporters have read-only access to the subedited file on the network, which allows them to check changes to their work and to facilitate self-monitoring and improve quality.

Two subeditors attended an indexing workshop conducted by the University of New South Wales, and as a result made recommendations for improvements to formatting of the *Hansard* indexes, which *Hansard* implemented for the publication of the indexes commencing July 2003.

Occupational Health and Safety

Hansard maintains an injury register in which all incidents, injury and follow up action are recorded. During the year, one reporter

registered an incident of bumping her forehead on the sharp edge of the shelf on her workstation. As a prevention strategy, new shelves with rounded edges were installed at a cost of \$800. The officer recovered and no further action was required.

A subeditor represented *Hansard* on the Parliament's Occupational Health and Safety Committee and participated in regular workplace inspections.

As reported in the section under Capital Works, new workstations were installed in the reporters' room. On 16 March all *Hansard* reporters attended an ergonomic training session conducted by David Cooper of Creative Concepts Pty Limited on the correct use of their new workstations and chairs.

Manuals and Reference Guides

Reference guides were updated regularly. These guides include *Hansard* Gleanings and English Notes, common *Hansard* Forms, Guide to Reporting Parliamentary Committees and Conferences, Guide to Contractors Reporting Parliamentary Committees, Index Guidelines, and Info sheets. The Members' Guide to *Hansard* Services was also reviewed and updated.

Conferences

Two reporters and one subeditor attended the International Conference of the Shorthand Reporters Association of Australia. The conference was held in Canberra from 31 January to 1 February 2004.

All information and conference material was subsequently distributed and shared at a staff meeting. The scope of the information and ideas exchanged made the conference worthwhile and provided delegates with valuable insights on ways to make their respective functions more effective and efficient.

NEW INITIATIVES

Voice Recognition Technology

Hansard worked closely with the Parliament's Information Technology Section and the voice-recognition software provider to improve product performance and productivity. *Hansard* organised and paid for the cost of a technical training course on voice recognition technology conducted by the provider for the staff of the Parliament's Information Technology Section; four staff attended the course. Also arising from the collaboration was the development by the software provider of a specialised dictionary, named ParliamentSpeak, for use by *Hansard* reporters. This specialised dictionary may prove useful for *Hansard* reporting staff in other parliaments that use voice recognition technology in Australia and overseas.

Video Hansard

Video *Hansard* is a digitised video of the parliamentary proceedings of the Legislative Assembly that provides a searchable repository of video, audio and text of Parliamentary proceedings. It is a joint development between the Legislative Assembly, Parliamentary Information Technology Services, *Hansard* and a private Australian company, Visionbytes Pty Ltd.

Members and parliamentary staff can access Video *Hansard* services of proceedings in the Legislative Assembly from the Intranet. A full archive of Video *Hansard* articles from 2002 onward is now available.

Digital Recording, Storage and Retrieval

The Parliamentary Reporting Staff, jointly with the Legislative Assembly, the Parliamentary Library and Information Technology Services prepared a capital funding submission to trial a new system that would extend the Video *Hansard* service to include the digital recording of the proceedings in the Legislative Assembly Chamber and replace the analogue VHS capture currently used by the Library's Media Monitoring Unit. The submission did not receive funding priority and the project could not proceed. It is intended to resubmit the proposal next year.

Management and Staffing

A displaced officer from the former Printing Section, who was transferred to the *Hansard* office in the previous year, continued employment as a temporary project officer. The Parliamentary Reporting Staff has 22 permanent officers — the *Hansard* administrative officer, fifteen reporters (two of whom job share one position), two senior reporters, four subeditors, the senior subeditor, the deputy editor of debates and the editor of debates.

PARLIAMENTARY SECURITY SERVICES

Tel: 9230 2198 ~ Fax 9230 2983

HIGHLIGHTS

2003/2004 was a year of change. The 2002 review of Parliamentary Security undertaken in conjunction with the NSW Police was consistently implemented. The recommendations successfully actioned have included the appointment of a new Manager Parliamentary Security Services, the expansion of the security and closed circuit television systems, improved incident reporting systems and increased intelligence links with the NSW Police.

The Manager Parliamentary Security Services is currently negotiating with the Public Service Association and the security staff for the internalisation of all security positions within Parliament and there has been support for this proposal from all parties. This will provide Parliamentary Security Officers with limited powers of arrest and direction to replace the private security officers currently conducting the scanning operations of visitors.

The Memorandum of Understanding with the NSW Police was reviewed by the Parliament and the Police, and with the assistance and co-ordination of Parliamentary Security Services, a new memorandum was negotiated. Several operational additions were included that allow Police to act within Parliament in cases of utmost urgency. Our links with the Rocks Local Area Command and Counter Terrorism Coordination Command were improved and regular meetings have been created to improve intelligence links.

A separate agreement was successfully negotiated with the NSW Police State Protection Group to provide training to Parliamentary Security Officers consistent with the training provided to Police Special Constables to ensure a similar approach to incident management.

During 2004 a new incident reporting system was introduced, allowing all Members and staff to report security incidents directly to a security database. This ensures that consultation, advice and support can be provided directly to staff involved in security incidents. Currently over 200 incidents have been logged with Parliamentary Security Services – many of them serious cases of threatening behaviour, harassment and aggression.

Finally, a Security Management Plan was drafted for the Parliament detailing the operational procedures and structures for the provision of security within the Parliament. Our mission was revised and a new strategic direction created to ensure the future directions of security within the Parliament. From the Security Management Plan a number of Policies and Procedures were documented and provided on the Parliamentary Intranet to give staff a better understanding of the function and role of Parliamentary Security Services.

CHARTER

To ensure a safe and secure environment for Parliamentary operations.

Strategic Aims 2004/2007

1. Provide a safe and secure environment for Parliamentary operations
2. Improve the current security team structure
3. Improve the service delivery to our clients

Administration of Acts of Parliament

Parliamentary Security has a primary role in the administration and organisation of the *Parliamentary Precincts Act 1997*. The Manager Parliamentary Security Services is the chair of a committee that discusses the operation of the legislation. This committee also provides a forum for the member organisations to discuss issues relevant to the strategic security planning for the area. The member organisations are the NSW Police, the Botanic Gardens Trust, Sydney Hospital and Sydney Eye Hospital and the State Library of New South Wales.

CONTACT DETAILS

Manager Parliamentary Security Services — Morgan Andrews, BSSc, BA (Hons), MA (Public Policy).

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Email:

morgan.andrews@parliament.nsw.gov.au

General Contact Details

Control Room (24 hour contact number):
(02) 9230 2600

Administration Office: (02) 9230 2198

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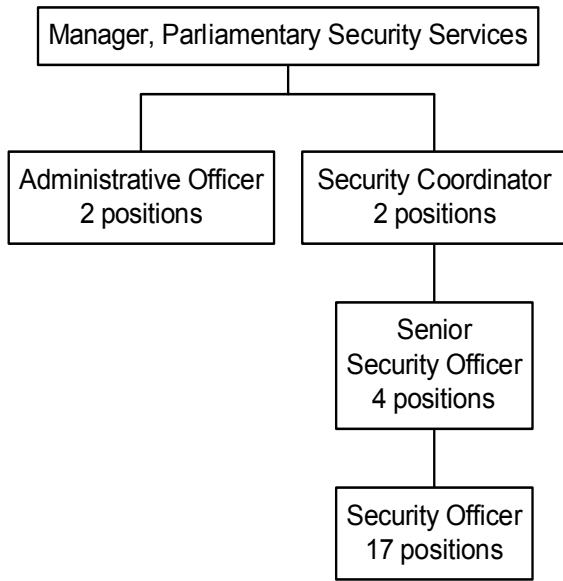
OPERATIONAL REPORT

From March to June Security Services dealt with 207 incidents. The breakdown of incidents as recorded by the incident report database is demonstrated below.

Incidents by Type (March to June 30)

Aggressive/Threatening Behaviour	12
Alarm Activation	66
Anonymous Threatening Call/Letter/Package	6
Demonstration/Political Action	13
Issues with Alarm Systems/Keys/Access Control	37
Lost/Found Property	14
Malicious/Vexatious Harassment	4
Other Issues (Non Specific)	37
Request for Security Investigation/Assistance	18

SUBSTANTIVE TEAM STRUCTURE



By 30 June 2004 Parliamentary Security Services had raised its substantive positions to 26.

The 2 Security Co-ordinator positions were advertised in June but remained vacant as of the end of the financial year.

Two substantive officers and 2 acting officers currently fill the senior officer positions under the title of "Leading Hands". The new position description for the enhanced role of Senior Officer is currently under negotiation.

Currently there are 11 full time security officers, with the private contractors filling the extra 6 positions.

FUNCTION AND ROLE

Parliamentary Security operates 24 hours a day from the control room at Parliament House. Officers carry out such vital duties as monitoring the electorate office security alarms, operating the building security systems, managing out of course events such as demonstrations, providing access support to staff, managing access points to Parliament to ensure the security of the precinct, monitoring and controlling the CCTV systems, scanning items that arrive at the Parliament and dealing with incidents and threats to Members and staff.

FINANCIAL SUMMARY

The Section's budget of \$1,422,000 was exceeded by 6.32% over the 2003/2004 financial year. While a large proportion of the overrun can be attributed to the extra cost of utilising contractors to fulfil the scanning role within Parliament a significant proportion of the over-run can be contributed to out-of-course purchases and the increased maintenance cost attributed to the new technological systems.

The non-renewing of an unnecessary maintenance contract and the replacement of the private contractors with internal security officers will rectify the cost overrun during the 2004/2005 fiscal year.

EQUAL EMPLOYMENT OPPORTUNITY/ACTION PLANNING

Security in general has been identified in workforce statistics as having a low participation rate for female officers. Currently Parliamentary Security Services does not employ any female officers. This is a major weakness for the team as the lack of female officers creates a gender imbalance and logistical problems with the search of female visitors to Parliament, the search and clearance of female toilets and providing assistance to distressed female victims of actions.

To rectify this imbalance, with the internalisation of the outsourced positions a number of the positions will be specifically targeted for female security officers.

ETHNIC AFFAIRS PRIORITY STATEMENT

Security employs a multicultural workforce with 11% of its staff coming from either a Non-English Speaking Background or having migrated to Australia from overseas.

The value of this was recently demonstrated when officers had to negotiate and translate for a non-English speaking person who was threatening to commit suicide within Parliament House.

OCCUPATIONAL HEALTH AND SAFETY

There were two security officers injured by slipping on steps. Both incidents were minor and investigated. One officer was retired on medical grounds unrelated to his employment.

No other workplace injuries were reported.

JOINT SERVICES FINANCIAL REPORTS

2003/2004

JOINT SERVICES FINANCIAL REPORTS 2003/2004

Supplementary finance reports and accompanying explanations for each joint department and section have been extracted from the Parliament's Financial Statements.

These reports have not been subject to individual audit by the New South Wales Audit Office and do not include a Financial Position Statement, which is prepared and audited on a global basis for the whole Parliament.

Non Controllable Cost of Services is a New South Wales Treasury concept which measures an agency's operational expenditure against budget after eliminating those employee entitlements whose cost is carried by Treasury and depreciation.

A preliminary budget allocation for each joint service is also provided for the 2003/04 financial year and reflects the amounts contained in Treasury's Budget Paper No. 3.

AGGREGATE JOINT SERVICES

	2003/2004 ACTUAL \$000	2003/2004 BUDGET \$000	2002/2003 ACTUAL \$000
Expenses			
Staff Salaries and Related Payments	14,545	13,890	14,170
Other Operating Expenses	4,260	3,514	3,883
Maintenance	1,665	302	1,537
Depreciation	9,664	2,293	2,391
Total Expenses	30,134	19,999	21,981
Revenue			
Sale of Goods and Services	3,597	3,620	3,360
Grants and Contributions	1,179	-	2,232
Other Revenue	15,701	60	17,966
Total Revenue	20,477	3,680	23,558
Gain/Loss on sale of assets	55	-	(217)
NET COST OF SERVICES	9,602	16,319	(1,360)
Less:			
Depreciation	9,664	2,293	2,391
Long Service Leave	570	320	728
Superannuation	1,258	1,219	1,096
NET CONTROLLABLE COST OF SERVICES	(1,890)	12,487	(5,575)
CAPITAL WORKS EXPENDITURE	953	1,089	958

The operating budget for 2004/2005 is as follows:

Expenses

Staff Salaries and Related Payments	18,338
Maintenance and Other Operating Expenses	4,112
Depreciation	2,632
Total Expenses	25,082
Retained Revenue	3,795
NET COST OF SERVICES	21,287
Less: Non-controllable items	4,294
NET CONTROLLABLE COST OF SERVICES	16,993

PARLIAMENTARY ARCHIVES

	2003/2004 ACTUAL \$000	2003/2004 BUDGET \$000	2002/2003 ACTUAL \$000
Expenses			
Staff Salaries and Related Payments	186	147	151
Other Operating Expenses	67	58	71
Maintenance	-	-	-
Depreciation	5	9	8
Total Expenses	258	214	230
Revenue			
Sale of Goods and Services	-	-	-
Grants and Contributions			
Other Revenue	14,275	-	-
Total Revenue	14,275	-	-
Gain/Loss on sale of asset	-	-	-
NET COST OF SERVICES	(14,017)	214	230
Less:			
Depreciation	5	9	8
Long Service Leave	7	5	17
Superannuation	15	13	10
NET CONTROLLABLE COST OF SERVICES	(14,044)	187	195
CAPITAL WORKS EXPENDITURE	-	-	-

The operating budget for 2004/2005 is as follows:

<u>Expenses</u>	<u>\$000</u>
Staff Salaries and Related Payments	146
Maintenance and Other Operating Expenses	58
Depreciation	5
Total Expenses	209
Retained Revenue	0
NET COST OF SERVICES	209
Less: Non-controllable items	22
NET CONTROLLABLE COST OF SERVICES	187

PARLIAMENTARY BUILDING SERVICES

	2003/2004 ACTUAL \$000	2003/2004 BUDGET \$000	2002/2003 ACTUAL \$000
Expenses			
Staff Salaries and Related Payments	3,292	3,078	3,128
Other Operating Expenses	1,083	827	920
Maintenance	1,614	302	1,531
Depreciation	1,730	1,580	1,785
Total Expenses	7,719	5,787	7,364
Revenue			
Sale of Goods and Services	503	480	506
Grants and Contributions	1,179	-	2,170
Other Revenue	17	20	17,843
Total Revenue	1,699	500	20,519
Gain/Loss on sale of asset	22	-	(217)
NET COST OF SERVICES	5,998	5,287	(12,938)
Less:			
Depreciation	1,730	1,580	1,785
Long Service Leave	113	70	200
Superannuation	287	299	265
NET CONTROLLABLE COST OF SERVICES	3,868	3,338	(15,188)
CAPITAL WORKS EXPENDITURE	81	-	359

The operating budget for 2004/2005 is as follows:

Expenses

Staff Salaries and Related Payments	3,099
Maintenance and Other Operating Expenses	1,084
Depreciation	1,771
Total Expenses	5,954
Retained Revenue	500
NET COST OF SERVICES	5,454
Less: Non-controllable items	2,148
NET CONTROLLABLE COST OF SERVICES	3,306

PARLIAMENTARY EDUCATION AND COMMUNITY RELATIONS

	2003/2004 ACTUAL \$000	2003/2004 BUDGET \$000	2002/2003 ACTUAL \$000
Expenses			
Staff Salaries and Related Payments	277	157	156
Other Operating Expenses	34	28	37
Maintenance			
Depreciation	7	11	9
Total Expenses	318	196	202
Revenue			
Sale of Goods and Services	-	25	-
Grants and Contributions			
Other Revenue	20	10	13
Total Revenue	20	35	13
Gain/Loss on sale of asset			
NET COST OF SERVICES	298	161	189
Less:			
Depreciation	7	11	9
Long Service Leave	107	5	7
Superannuation	20	17	13
NET CONTROLLABLE COST OF SERVICES	164	128	160
CAPITAL WORKS EXPENDITURE	-	7	9

The operating budget for 2004/2005 is as follows:

Expenses

Staff Salaries and Related Payments	164
Maintenance and Other Operating Expenses	137
Depreciation	7
Total Expenses	308
Retained Revenue	35
NET COST OF SERVICES	273
Less: Non-controllable items	35
NET CONTROLLABLE COST OF SERVICES	238

PARLIAMENTARY FOOD AND BEVERAGE SERVICES

	2003/2004 ACTUAL \$000	2003/2004 BUDGET \$000	2002/2003 ACTUAL \$000
Expenses			
Staff Salaries and Related Payments	2,669	2,509	2,456
Other Operating Expenses	1,944	1,798	1,804
Maintenance	1	-	
Depreciation	58	70	69
Total Expenses	4,672	4,377	4,329
Revenue			
Sale of Goods and Services	3,035	2,860	2,783
Grants and Contributions			
Other Revenue	2	5	76
Total Revenue	3,037	2,865	2,859
Gain/Loss on sale of asset	-	-	-
NET COST OF SERVICES	1,635	1,512	1,470
Less:			
Depreciation	58	70	69
Long Service Leave	20	60	104
Superannuation	225	209	188
NET CONTROLLABLE COST OF SERVICES	1,332	1,173	1,109
CAPITAL WORKS EXPENDITURE	-	250	63

The operating budget for 2004/2005 is as follows:

Expenses

Staff Salaries and Related Payments	2,556
Maintenance and Other Operating Expenses	1,776
Depreciation	60
Total Expenses	4,392
Retained Revenue	3,025
NET COST OF SERVICES	1,367
Less: controllable items	365
NET CONTROLLABLE COST OF SERVICES	1,002

INFORMATION TECHNOLOGY SERVICES

	2003/2004 ACTUAL \$000	2003/2004 BUDGET \$000	2002/2003 ACTUAL \$000
Expenses			
Staff Salaries and Related Payments	1,169	1,175	1,139
Other Operating Expenses	236	145	334
Maintenance			
Depreciation	371	85	70
Total Expenses	1,776	1,405	1,543
Revenue			
Sale of Goods and Services	-	-	-
Grants and Contributions		-	
Other Revenue	-	20	21
Total Revenue	-	20	21
Gain/Loss on sale of asset			
NET COST OF SERVICES	1,776	1,385	1,522
Less:			
Depreciation	371	85	70
Long Service Leave	52	30	38
Superannuation	103	104	92
NET CONTROLLABLE COST OF SERVICES	1,250	1,166	1,322
CAPITAL WORKS EXPENDITURE	345	625	229

The operating budget for 2004/2005 is as follows:

Expenses

Staff Salaries and Related Payments	1,300
Maintenance and Other Operating Expenses	192
Depreciation	270
Total Expenses	1,762
Retained Revenue	20
NET COST OF SERVICES	1,742
Less: controllable items	423
NET CONTROLLABLE COST OF SERVICES	1,319

PARLIAMENTARY LIBRARY

	2003/2004 ACTUAL \$000	2003/2004 BUDGET \$000	2002/2003 ACTUAL \$000
Expenses			
Staff Salaries and Related Payments	2,615	2,730	2,749
Other Operating Expenses	652	355	477
Maintenance	-	-	-
Depreciation	7,245	310	304
Total Expenses	10,512	3,395	3,530
Revenue			
Sale of Goods and Services	1	210	9
Grants and Contributions	-		62
Other Revenue	1,370	2	7
Total Revenue	1,371	212	78
Gain/Loss on sale of asset			
Gain on Sale of Assets		-	-
NET COST OF SERVICES	9,141	3,183	3,452
Less:			
Depreciation	7,245	310	304
Long Service Leave	109	70	135
Superannuation	260	250	220
NET CONTROLLABLE COST OF SERVICES	1,527	2,553	2,793
CAPITAL WORKS EXPENDITURE	7	53	19

The operating budget for 2004/2005 is as follows:

Expenses

Staff Salaries and Related Payments	2,815
Maintenance and Other Operating Expenses	401
Depreciation	301
Total Expenses	3,517
Retained Revenue	2
NET COST OF SERVICES	3,515
Less: Non-Controllable Items	644
NET CONTROLLABLE COST OF SERVICES	2,871

PARLIAMENTARY PRINTING SERVICES

	2003/2004 ACTUAL \$000	2002/2003 BUDGET \$000	2002/2003 ACTUAL \$000
Expenses			
Staff Salaries and Related Payments	183	311	467
Other Operating Expenses	37	62	2
Maintenance	-	-	-
Depreciation	38	38	44
Total Expenses	258	411	513
Revenue			
Sale of Goods and Services	2	-	-
Grants and Contributions	-	-	-
Other Revenue	-	-	-
Total Revenue	2	-	-
Gain/Loss on sale of asset			
NET COST OF SERVICES	256	411	513
Less:			
Depreciation	38	38	44
Long Service Leave	(51)	20	(32)
Superannuation	40	31	41
NET CONTROLLABLE COST OF SERVICES	229	322	460
CAPITAL WORKS EXPENDITURE	288	20	23

The operating budget for 2004/2005 is as follows:

Expenses

Staff Salaries and Related Payments	312
Maintenance and Other Operating Expenses	61
Depreciation	40
Total Expenses	413
Retained Revenue	0
NET COST OF SERVICES	413
Less: Non-controllable items	90
NET CONTROLLABLE COST OF SERVICES	323

PARLIAMENTARY REPORTING STAFF (*HANSARD*)

	2003/2004 ACTUAL \$000	2003/2004 BUDGET \$000	2002/2003 ACTUAL \$000
Expenses			
Staff Salaries and Related Payments	2,622	2,318	2,459
Other Operating Expenses	155	183	170
Maintenance			
Depreciation	15	80	69
Total Expenses	2,792	2,581	2,698
Revenue			
Sale of Goods and Services	56	45	48
Grants and Contributions			
Other Revenue	2	3	
Total Revenue	58	48	48
Gain/Loss on sale of asset			
NET COST OF SERVICES	2,734	2,533	2,650
Less:			
Depreciation	15	80	69
Long Service Leave	202	40	233
Superannuation	228	215	193
NET CONTROLLABLE COST OF SERVICES	2,289	2,198	2,155
CAPITAL WORKS EXPENDITURE	50	50	7

The operating budget for 2004/2005 is as follows:

Expenses

Staff Salaries and Related Payments	2,372
Maintenance and Other Operating Expenses	180
Depreciation	18
Total Expenses	2,570
Retained Revenue	48
NET COST OF SERVICES	2,522
Less: Non-controllable items	316
NET CONTROLLABLE COST OF SERVICES	2,206

PARLIAMENTARY SECURITY SERVICES

	2003/2004 ACTUAL \$000	2003/2004 BUDGET \$000	2002/2003 ACTUAL \$000
Expenses			
Staff Salaries and Related Payments	1,532	1,465	1,465
Other Operating Expenses	52	58	68
Maintenance	50	-	6
Depreciation	195	110	33
Total Expenses	1,829	1,633	1,572
Revenue			
Sale of Goods and Services	-	-	1
Grants and Contributions			
Other Revenue	15	-	9
Total Revenue	15	-	10
Gain/Loss on sale of asset	33	-	-
NET COST OF SERVICES	1,814	1,633	1,562
Less:			
Depreciation	195	110	33
Long Service Leave	11	20	28
Superannuation	80	81	71
NET CONTROLLABLE COST OF SERVICES	1,528	1,422	1,430
CAPITAL WORKS EXPENDITURE	182	-	249

The operating budget for 2004/2005 is as follows:

Expenses

Staff Salaries and Related Payments	1,462
Maintenance and Other Operating Expenses	223
Depreciation	160
Total Expenses	1,845
Retained Revenue	165
NET COST OF SERVICES	1,680
Less: Non-controllable items	251
NET CONTROLLABLE COST OF SERVICES	1,429

CONSULTANTS

Consultants over \$30,000 *

Nil

Consultants under \$30,000 *

Davidson Trahaire:	\$3,690.00 (employee assistance program)
Hay Group:	\$2,520.00 (Library)
Applied Psephology:	\$7,090.91 (Library)
University of Sydney:	\$4,700.00 (sprinkler tank)
Simon Storey:	\$9,000.00 (valuation collection assets)
Total:	\$27,000.91

***Net of GST**

AUDITED FINANCIAL STATEMENTS

2003/2004



GPO BOX 12
SYDNEY NSW 2001

INDEPENDENT AUDIT REPORT

THE LEGISLATURE

To Members of the New South Wales Parliament

Audit Opinion

In my opinion the financial report of The Legislature presents fairly The Legislature's financial position as at 30 June 2004 and its financial performance and cash flows for the year ended on that date, in accordance with applicable Accounting Standards and other mandatory professional reporting requirements in Australia.

The opinion should be read in conjunction with the rest of this report.

The Clerks' Role

The financial report is the responsibility of the Clerk of the Legislature Assembly and Clerk of the Parliaments of The Legislature. It consists of the statement of financial position, the statement of financial performance, the statement of cash flows, the program statement - expenses and revenues, the summary of compliance with financial directives and the accompanying notes.

The Auditor's Role and the Audit Scope

I carried out an independent audit to enable me to express an opinion on the financial report. My audit provides *reasonable assurance* to members of the New South Wales Parliament that the financial report is free of *material* misstatement.

My audit accorded with Australian Auditing and Assurance Standards and statutory requirements, and I:

- evaluated the accounting policies and significant accounting estimates used by the Clerks in preparing the financial report, and
- examined a sample of the evidence that supports the amounts and other disclosures in the financial report.

An audit does *not* guarantee that every amount and disclosure in the financial report is error free. The terms 'reasonable assurance' and 'material' recognise that an audit does not examine all evidence and transactions. However, the audit procedures used should identify errors or omissions significant enough to adversely affect decisions made by users of the financial report or indicate that the Clerks had failed in their reporting obligations.

My opinion does *not* provide assurance:

- about the future viability of The Legislature,
- that The Legislature has carried out its activities effectively, efficiently and economically,
- about the effectiveness of its internal controls, or
- on the assumptions used in formulating the budget figures disclosed in the financial report.

Audit Independence

The Audit Office complies with all applicable independence requirements of Australian professional ethical pronouncements. The Act further promotes independence by:

- providing that only Parliament, and not the executive government, can remove an Auditor-General, and
- mandating the Auditor-General as auditor of public sector agencies but precluding the provision of non-audit services, thus ensuring the Auditor-General and the Audit Office are not compromised in their role by the possibility of losing clients or income.



R. J. Sendt
Auditor General

SYDNEY
22 November 2004

RUSSELL D. GROVE
CLERK OF THE LEGISLATIVE ASSEMBLY



JOHN EVANS
CLERK OF THE PARLIAMENTS

**NEW SOUTH WALES
PARLIAMENT**

18 November 2004

File ref: A700

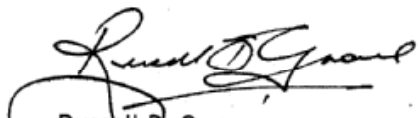
THE LEGISLATURE

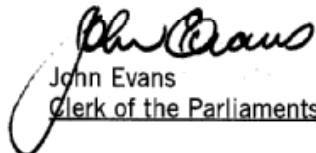
**FINANCIAL STATEMENTS FOR THE YEAR ENDED
30 JUNE 2004**

Statement by Department Heads

We state that:

- a the accompanying financial statements have been prepared on an accrual basis in accordance with applicable Australian Accounting Standards, other authoritative pronouncements of the Australian Accounting Standards Board, the Urgent Issues Group Consensus Views and the Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies.
- b the statements exhibit a true and fair view of the financial position and transactions of The Legislature, and
- c there are no circumstances which would render any particulars included in the financial statements to be misleading or inaccurate.


Russell D. Grove
Clerk of the Legislative Assembly


John Evans
Clerk of the Parliaments

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STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2004

	Notes	Actual 2004 \$000	Budget 2004 \$000	Actual 2003 \$000
Expenses				
Operating expenses				
Employee related	2(a)	43,291	40,976	41,844
Other operating expenses	2(b)	21,397	22,241	22,046
Maintenance	2(c)	1,866	480	1,751
Depreciation and amortisation	2(d)	5,230	5,232	5,184
Other expenses	2(e)	<u>33,543</u>	<u>32,801</u>	<u>32,049</u>
Total Expenses		<u>105,327</u>	<u>101,730</u>	<u>102,874</u>
Less:				
Retained Revenue				
Sale of goods and services	3(a)	4,592	4,515	4,223
Investment income	3(b)	46	40	53
Grants and contributions	3(c)	1,179	-	2,232
Other revenue	3(d)	<u>16,054</u>	<u>265</u>	<u>18,310</u>
Total Retained Revenue		<u>21,871</u>	<u>4,820</u>	<u>24,818</u>
Gain / (loss) on disposal of non-current assets	4	<u>(110)</u>	<u>-</u>	<u>(217)</u>
Net Cost of Services	19	<u>83,566</u>	<u>96,910</u>	<u>78,273</u>
Government Contributions				
Recurrent appropriation	5	81,031	79,210	80,272
Capital appropriation	5	3,459	2,650	2,925
Acceptance by the Crown Entity of employee benefits and other liabilities	6	<u>13,049</u>	<u>12,512</u>	<u>12,917</u>
Total Government Contributions		<u>97,539</u>	<u>94,372</u>	<u>96,114</u>
SURPLUS (DEFICIT) FOR THE YEAR FROM ORDINARY ACTIVITIES		<u>13,973</u>	<u>(2,538)</u>	<u>17,841</u>
Total Revenues, Expenses and Valuation Adjustments Recognised in Equity		-	-	-
Net increase in asset revaluation reserve		<u>5,512</u>	<u>-</u>	<u>2,100</u>
Total Changes in Equity other than those resulting from transactions with owners as owners	15	<u>19,485</u>	<u>(2,538)</u>	<u>19,941</u>

The accompanying notes form part of these statements.

THE LEGISLATURE – STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2004

	Notes	Actual 2004 \$000	Budget 2004 \$000	Actual 2003 \$000
ASSETS				
Current Assets				
Cash	8	1,735	682	682
Receivables	9	1,240	1,398	1,398
Inventories	10	357	338	338
Other Assets	11	<u>389</u>	<u>309</u>	<u>359</u>
Total Current Assets		<u>3,721</u>	<u>2,727</u>	<u>2,777</u>
Non-Current Assets				
Property, Plant and Equipment	12			
- Land and Buildings		115,297	111,596	112,542
- Plant and Equipment		13,298	12,589	14,225
- Collection Assets		<u>33,739</u>	<u>16,810</u>	<u>16,810</u>
		162,334	140,995	143,577
Other Assets	11	<u>153</u>	<u>386</u>	<u>336</u>
Total Non-Current Assets		<u>162,487</u>	<u>141,381</u>	<u>143,913</u>
Total Assets		<u>166,208</u>	<u>144,108</u>	<u>146,690</u>
LIABILITIES				
Current Liabilities				
Payables	13	4,042	4,193	4,337
Provisions	14(a)	<u>3,394</u>	<u>3,230</u>	<u>3,130</u>
Total Current Liabilities		<u>7,436</u>	<u>7,423</u>	<u>7,467</u>
Non-Current Liabilities				
Provisions	14(b)	<u>595</u>	<u>531</u>	<u>531</u>
Total Non-Current Liabilities		<u>595</u>	<u>531</u>	<u>531</u>
Total Liabilities		<u>8,031</u>	<u>7,954</u>	<u>7,998</u>
Net Assets		<u>158,177</u>	<u>136,154</u>	<u>138,692</u>
EQUITY				
Reserves	15			
1(i)		16,679	11,167	11,167
Accumulated Funds		<u>141,498</u>	<u>124,987</u>	<u>127,525</u>
Total Equity		<u>158,177</u>	<u>136,154</u>	<u>138,692</u>

The accompanying notes form part of these statements.

THE LEGISLATURE – STATEMENT OF CASH FLOWS FOR THE YEAR ENDED 30 JUNE 2004

	Notes	Actual 2004 \$000	Budget 2004 \$000	Actual 2003 \$000
CASH FLOWS FROM OPERATING				
ACTIVITIES				
Payments				
Employee related		(40,879)	(38,522)	(38,087)
Other		<u>(48,979)</u>	<u>(47,599)</u>	<u>(50,825)</u>
Total Payments		<u>(89,858)</u>	<u>(86,121)</u>	<u>(88,912)</u>
Receipts				
Sale of goods and services		5,508	4,510	5,109
Interest received		52	40	48
Other		<u>2,126</u>	<u>270</u>	<u>2,769</u>
Total Receipts		<u>7,686</u>	<u>4,820</u>	<u>7,926</u>
Cash Flows From Government				
Recurrent appropriation		81,031	79,210	80,272
Capital appropriation		3,459	2,650	2,925
Capital liability to Consolidated Fund		-	-	(152)
Cash reimbursements from the Crown Entity		<u>2,036</u>	<u>2,091</u>	<u>1,848</u>
Net Cash Flows From Government		<u>86,526</u>	<u>83,951</u>	<u>84,893</u>
NET CASH FLOWS FROM OPERATING				
ACTIVITIES	19	<u><u>4,354</u></u>	<u><u>2,650</u></u>	<u><u>3,907</u></u>
CASH FLOWS FROM INVESTING				
ACTIVITIES				
Proceeds from sale of property, plant and equipment		5	-	1
Purchases of property, plant and equipment		<u>(3,306)</u>	<u>(2,650)</u>	<u>(3,615)</u>
NET CASH FLOW FROM INVESTING		<u>(3,301)</u>	<u>(2,650)</u>	<u>(3,614)</u>
NET INCREASE / (DECREASE) IN CASH		1,053	-	293
Opening cash and cash equivalents		<u>682</u>	<u>682</u>	<u>389</u>
CLOSING CASH AND CASH				
EQUIVALENTS	8	<u><u>1,735</u></u>	<u><u>682</u></u>	<u><u>682</u></u>

The accompanying notes form part of these statements.

PROGRAM STATEMENT – EXPENSES AND REVENUES FOR THE YEAR ENDED 30 JUNE 2004

	Program 1.1.1*		Program 1.1.2*		Program 1.2.1*		Not Attributable		Total	
	Legislative Council		Legislative Assembly		Joint Services					
	2004 \$000	2003 \$000	2004 \$000	2003 \$000	2004 \$000	2003 \$000	2004 \$000	2003 \$000	2004 \$000	2003 \$000
THE LEGISLATURE'S EXPENSES & REVENUES										
Expenses										
Operating expenses										
Employee related	7,726	7,763	19,974	18,990	15,591	15,091	-	-	43,291	41,844
Other operating expenses	2,212	2,655	14,564	15,195	4,621	4,196	-	-	21,397	22,046
Maintenance	3	11	198	203	1,665	1,537	-	-	1,866	1,751
Depreciation and amortisation	250	397	2,028	2,189	2,952	2,598	-	-	5,230	5,184
Other expenses	10,514	9,975	23,029	22,074	-	-	-	-	33,543	32,049
Total Expenses	20,705	20,801	59,793	58,651	24,829	23,422	-	-	105,327	102,874
Retained Revenue										
Sale of goods and services	383	349	449	352	3,760	3,522	-	-	4,592	4,223
Investment income	-	-	-	-	46	53	-	-	46	53
Grants and contributions	-	-	-	-	1,179	2,232	-	-	1,179	2,232
Other revenue	97	107	242	224	15,715	17,979	-	-	16,054	18,310
Total Retained Revenue	480	456	691	576	20,700	23,786	-	-	21,871	24,818
Gain / (loss) on disposal of non-current assets	0	0	(35)	-	(75)	(217)	-	-	(110)	(217)
NET COST OF SERVICES	20,225	20,345	59,137	58,075	4,204	(147)	-	-	83,566	78,273
Government contributions**	-	-	-	-	-	-	97,539	96,114	97,539	96,114
NET EXPENDITURE /(REVENUE) FOR THE YEAR	20,225	20,345	59,137	58,075	4,204	(147)	(97,539)	(96,114)	(13,973)	(17,841)

*The name and purpose of each program is summarised in note 7.

**Appropriations are made on an agency basis and not to individual programs. Consequently, government contributions must be included in the "not attributable" column.

The accompanying notes form part of these statements.

THE LEGISLATURE – SUMMARY OF COMPLIANCE WITH FINANCIAL DIRECTIVES

	2004				2003			
	Recurrent Appropriation	Expenditure / Net Claim on Consolidated Fund	Capital Appropriation	Expenditure / Net Claim on Consolidated Fund	Recurrent Appropriation	Expenditure / Net Claim on Consolidated Fund	Capital Appropriation	Expenditure / Net Claim on Consolidated Fund
	\$000	\$000	\$000	\$000	\$000	\$000	\$000	\$000
ORIGINAL BUDGET APPROPRIATION / EXPENDITURE								
Appropriation Act	79,210	79,210	2,650	2,650	76,705	76,705	3,167	2,925
Additional Appropriations								
s21A PF&AA - special appropriation	-	-	-	-	-	-	-	-
s24 PF&AA - transfers of functions between departments	-	-	-	-	-	-	-	-
s26 PF&AA - Commonwealth specific purpose payments	-	-	-	-	-	-	-	-
	79,210	79,210	2,650	2,650	76,705	76,705	3,167	2,925
OTHER APPROPRIATIONS / EXPENDITURE								
Treasurer's Advance	1,821	1,821	809	809	4,081	3,567		
Section 22 - expenditure for certain works and services	-	-	-	-	-	-	-	-
Transfers from another agency (s25 - Appropriation Act)	-	-	-	-	-	-	-	-
	1,821	1,821	809	809	4,081	3,567	-	-
Total Appropriations / Expenditure / Net Claim on Consolidated Fund (includes transfer payments)	81,031	81,031	3,459	3,459	80,786	80,272	3,167	2,925
Amount drawn down against Appropriation		81,031		3,459		70,584		2,925
Liability to Consolidated Fund		-		-		-		-

The summary of compliance is based on the assumption that Consolidated Fund monies are spent first (except where otherwise identified or prescribed).

The accompanying notes form part of these statements.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS FOR YEAR ENDED 30 JUNE 2004

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

(a) Reporting Entity

The Legislature as a reporting entity comprises all the operating activities of the Parliament of New South Wales, including the House Committee, under the joint direction and control of the President of the Legislative Council and the Speaker of the Legislative Assembly. It includes all the functions of parliamentary representation undertaken by the Council and the Assembly, and their various supporting Departments and Sections. The House Committee provides food and beverage services for Members of Parliament, their guests and staff. It also caters for functions held at Parliament House.

The reporting entity is consolidated as part of the NSW Total State Sector and as part of the NSW Public Accounts.

(b) Basis of Accounting

The Legislature's financial statements are a general purpose financial report which has been prepared on an accruals basis and in accordance with:

- ❖ Applicable Australian Accounting Standards (AAS)
- ❖ Other authoritative pronouncements of the Australian Accounting Standards Board (AASB)
- ❖ Urgent Issues Group (UIG) Consensus Views
- ❖ The requirements of the Public Finance and Audit Act 1983 and Regulations, and
- ❖ The Financial Reporting Directions published in the Financial Reporting Code for Budget Dependent General Government Sector Agencies or issued by the Treasurer under Section 9(2)(n) of the Act

Where there are inconsistencies between the above requirements, the legislative provisions have prevailed.

In the absence of a specific accounting standard, other authoritative pronouncements of the AASB or UIG Consensus View, the hierarchy of other pronouncements as outlined in AAS 6 "Accounting Policies" is considered.

Except for land, collections and certain building and plant assets which are recorded at valuation, the financial statements are prepared in accordance with the historical cost convention.

All amounts shown in the statements are rounded to the nearest one thousand dollars and are expressed in Australian currency.

Comparative information is reclassified where appropriate to enhance comparability.

(c) Change in Accounting Policies

The Parliament is now depreciating its library collection monographs (excluding the rare book collection) using a straight line method based on a useful life of 20 years. This was recognised in the revaluation of collection assets as 30 June 2004. Prior to this date the total library collection was not subject to depreciation, this change in policy has been made to accurately reflect the library collection's fair value.

(d) Revenue Recognition

Revenue is recognised when The Legislature has control of the good or right to receive, it is probable that the economic benefits will flow to The Legislature and the amount of revenue can be reliably measured. Additional comments regarding the accounting policies for the recognition of revenue are discussed below:

(i) Parliamentary Appropriations and Contributions from Other Bodies

Parliamentary Appropriations and contributions from other bodies (including grants and donations) are recognised as revenues when The Legislature obtains control over the assets comprising the appropriations/contributions. Control over appropriations and contributions is normally obtained upon the receipt of cash.

An exception to the above is when appropriations are unspent at year end. In this case, the authority to spend the money lapses and generally the unspent amount must be repaid to the Consolidated Fund in the following financial year. As a result, unspent appropriations are accounted for as liabilities rather than revenue.

Maintenance work on Parliament House undertaken and paid for by the Department of Commerce has been recognised as revenue with the corresponding expenditure reflected in maintenance costs. (Refer notes 2(c) and 3(c)).

(ii) Sales of Goods and Services

Revenue from the sale of goods and services comprises revenue from the provision of products or services, i.e. user charges. User charges are recognised as revenue when The Legislature obtains control of the assets that result from them.

(iii) Investment Income

Interest revenue is recognised as it accrues. Rent revenue is recognised in accordance with AAS 17 Accounting for Leases.

(iv) Other Revenue

Those items classified as other revenue are recognised as revenue according to the most applicable policy listed above, having regard for the type of revenue received.

(e) Employee Benefits and other provisions

(i) Salaries and Wages, Annual Leave, Sick Leave and On-costs

Liabilities for salaries and wages and annual leave are recognised and measured in respect of employees' services up to the reporting date at nominal amounts based on the amounts expected to be paid when the liabilities are settled.

Sick leave entitlements for The Legislature's employees are non-vesting. Unused non-vesting sick leave does not give rise to a liability as it is not considered probable that sick leave taken in the future will be greater than the benefits accrued in the future.

The outstanding amounts of payroll tax, workers' compensation insurance premiums and fringe benefits tax, which are consequential to employment, are recognised as liabilities and expenses where the employee benefits to which they relate have been recognised.

(ii) Long Service Leave and Superannuation

The Legislature's liabilities for long service leave and superannuation are assumed by the Crown Entity. The Legislature accounts for the liability as having been extinguished resulting in the amount assumed being shown as part of the non-monetary revenue item described as "Acceptance by the Crown Entity of Employee Entitlements and other Liabilities".

Long service leave is measured on a present value basis. The present value method is based on the remuneration rates at year end for all employees with five or more years of service. It is considered that this measurement technique produces results not materially different from the estimate determined by using the present value basis of measurement.

The superannuation expense for the financial year is determined by using the formulae specified in the Treasurer's Directions. The expense for certain superannuation schemes (i.e. Basic Benefit and First State Super) is calculated as a percentage of employees' salaries. For other superannuation schemes (i.e. State Superannuation Scheme and State Authorities Superannuation Scheme), the expense is calculated as a multiple of the employees' superannuation contributions.

(f) Insurance

The Legislature's insurance activities are conducted through the NSW Treasury Managed Fund Scheme of self insurance for Government agencies. The expense (premium) is determined by the Fund Manager based on past experience.

(g) Accounting for the Goods and Services Tax (GST)

Revenue, expenses and assets are recognised as net of the amount of GST except for the following:

- ❖ The amount of GST incurred by The Legislature as a purchaser that is not recoverable from the Australian Taxation Office is recognised as part of the cost of acquisition of an asset or as part of an item of expense.
- ❖ Receivables and payables are stated with the amount of GST included.

(h) Acquisition of Assets

The cost method of accounting is used for the initial recording of all acquisitions of assets controlled by The Legislature. Cost is determined as the fair value of the assets given as consideration plus the costs incidental to the acquisition.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and revenues at their fair value at the date of acquisition.

Fair value means the amount for which an asset could be exchanged between a knowledgeable, willing buyer and a knowledgeable willing seller in an arm's length transaction.

Where settlement of any part of cash consideration is deferred, the amounts payable in the future are discounted to their present value at the acquisition date. The discount rate used is the incremental borrowing rate, being the rate at which a similar borrowing could be obtained.

(i) Plant and Equipment

Plant and equipment costing \$5,000 and above individually are capitalised.

(j) Revaluation of Physical Non-Current Assets

Buildings plus plant and equipment are valued in accordance with the “Guidelines for the Valuation of Physical Non-Current Assets at Fair Value” (TPP 03-02). This policy adopts fair value in accordance with AASB 1041 from financial years beginning on or after 1 July 2002. There is no substantive difference between the fair value methodology and the previous valuation methodology adopted in the NSW Public Sector.

Where available, fair value is determined having regard to the highest and best use of the asset on the basis of current market selling prices for the same or similar assets. Where the market selling price is not available, the assets fair value is measured as its market buying price i.e. the replacement cost of the assets’ remaining future economic benefits. The Legislature is a not for profit entity with no cash generating operations.

Collection assets are valued based on the estimated written down replacement cost of the most appropriate modern equivalent replacement facility having a similar service potential to the existing asset.

Land is valued on an existing use basis, subject to any restrictions or enhancements since acquisition. Office and computer equipment which have short useful lives, are measured at depreciated historical cost, as a surrogate for fair value.

The leasehold expense of Members’ electorate offices is valued at cost and amortised over the term of the lease for the relevant electorate office.

Each class of physical non-current assets is revalued every 5 years. As a result of the size and nature of The Legislature’s assets this revaluation is conducted over a five year period. In intervening years valuations are reviewed and adjusted to reflect fair value at year end. The last such revaluation based on an independent assessment for each class of asset was:

Land	30 June 2003	Quotable Value Aust. Pty Ltd
Buildings	30 June 2003	HP Consultants Pty Ltd
Plant & Equipment (Building Technical Services Assets)	30 June 2003	HP Consultants Pty Ltd
Collection Assets:		
Library Collection	30 June 2004	Simon Storey Valuers
Archives Collection	30 June 2004	Simon Storey Valuers
Antiques	30 April 2000	Cleary and Kennedy
Artworks	31 May 2000	Art Gallery of NSW

When revaluing non-current assets by reference to current prices for assets newer than those being revalued (adjusted to reflect the present condition of the assets), the gross amount and the related accumulated depreciation is separately restated.

Otherwise, any balances of accumulated depreciation existing at the revaluation date in respect of those assets are credited to the asset accounts to which they relate. The net asset accounts are then increased or decreased by the revaluation increments or decrements.

The recoverable amount test has not been applied as The Legislature is a not for profit entity whose assets’ service potential is not related to the ability to generate net cash inflows.

Revaluation increments are credited directly to the asset revaluation reserve, except that to the extent that an increment reverses a revaluation decrement in respect of that class of asset previously recognised as an expense in the surplus/deficit for the year, the increment is recognised immediately as revenue in the surplus/deficit.

Revaluation decrements are recognised immediately as expenses in the surplus/deficit for the year, except that to the extent that a credit balance exists in the asset revaluation reserve in respect of the same class of assets, they are debited directly to the asset revaluation reserve.

Revaluation increments and decrements are offset against one another within a class of non-current assets, but not otherwise.

Where an asset that has previously been revalued is disposed of, any balance remaining in the asset revaluation reserve in respect of that asset is transferred to accumulated funds.

(k) Depreciation and Amortisation

Except for archive, antique, artwork and rare book collection assets, depreciation or amortisation is provided for on a straight line basis for all depreciable or amortisable assets, so as to write off the depreciable amount of the asset as it is consumed over its useful life to The Legislature. Accelerated depreciation has been applied to those computer assets which have become redundant due to technology, so that they are fully depreciated as at 30 June 2004. Land is not a depreciable asset.

All material separately identifiable component assets are recognised and depreciated over their shorter useful lives, including those components that in effect represent major periodic maintenance.

Depreciation rates used for the various categories of assets range between:

The Parliament House Building	1.64-20 percent
Plant and Machinery	5-50 percent
Office Equipment	5-20 percent
Computer Equipment	10-50 percent
Library Monograph Collection	5 percent

Leasehold building fit-out costs are amortised over the life of the respective leases. This amortisation rate ranges between 10 and 50 percent.

(l) Maintenance and Repairs

The costs of maintenance are charged as expenses as incurred, except where they relate to the replacement of a component of an asset, in which case the costs are capitalised and depreciated.

(m) Leased Assets

A distinction is made between finance leases which effectively transfer from the lessor to the lessee substantially all the risks and benefits incidental to ownership of the leased assets, and operating leases under which the lessor effectively retains all such risks and benefits.

Where a non-current asset is acquired by means of a finance lease, the asset is recognised at its fair value at the inception of the lease. The corresponding liability is established at the same amount. Lease payments are allocated between the principal component and the interest expense. Operating lease payments are charged to the Statement of Financial Performance in the periods in which they are incurred.

All leases to which The Legislature is a party are operating leases.

(n) Receivables

Receivables are recognised and carried at cost, based on the original invoice amount less a provision for any uncollectable debts. An estimate for doubtful debts is made when collection of the full amount is no longer probable. Bad debts are written off as incurred.

(o) Inventories

Inventories are stated at the lower of cost and net realisable value. The cost is calculated using the weighted average cost method.

(p) Other Assets

Other assets including pre-payments are recognised on a cost basis.

(q) Payables

These amounts represent liabilities for goods and services provided to The Legislature and other amounts, including interest. Interest is accrued over the period it becomes due.

(r) Budgeted Amounts

The budgeted amounts are drawn from the budgets as formulated at the beginning of the financial year and with any adjustments for the effects of additional appropriations, s21A, s24 and/or s26 of the Public Finance and Audit Act 1983.

The budgeted amounts in the Statement of Financial Performance and the Statement of Cash Flows are generally based on the amounts disclosed in the NSW Budget Papers (as adjusted above). However, in the Statement of Financial Position, the amounts vary from the Budget Papers, as the opening balances of the budgeted amounts are based on carried forward actual amounts, i.e. per the audited financial statements (rather than carried forward estimates).

(s) Adopting AASB 1047 Disclosure

i Explanation of how the transition to AIFRS is being managed

The Legislature will apply the Australian Equivalents to International Financial Reporting Standards (AIFRS) from the reporting period beginning 1 July 2005.

The Legislature is managing the transition to the new standards by allocating internal resources to analyse the pending standards and Urgent Issues Group Abstracts to identify key areas regarding policies, procedures, systems and financial impacts affected by the transition.

NSW Treasury is assisting agencies to manage the transition by developing policies, including mandates of options; presenting training seminars to all agencies; providing a website with up-to-date information to keep agencies informed of any new developments; and establishing an IAS Agency Reference Panel to facilitate a collaborative approach to manage the change.

ii Key Differences in Accounting Policies

The Legislature has identified a number of significant differences in accounting policies that will arise from adopting AIFRS. Some differences arise because AIFRS requirements are different from existing AASB requirements. Other differences could arise from options in AIFRS.

To ensure consistency at the whole of government level, NSW Treasury has advised the agency of options it is likely to mandate, and will confirm these during 2004-05. This disclosure reflects these likely mandates.

The Legislature's accounting policies may also be affected by a proposed standard designed to harmonise accounting standards with Government Finance Statistics (GFS). This standard is likely to change the impact of AIFRS and significantly affect the presentation of the income statement. However, the impact is uncertain, because it depends on when this standard is finalised and whether it can be adopted in 2005-06.

Based on current information, the following key differences in accounting policies are expected to arise from adopting AIFRS:

- AASB 1 *First-time Adoption of Australian Equivalents to International Financial Reporting Standards* requires retrospective application of the new AIFRS from 1 July 2004, with limited exemptions. Similarly, AASB 108 *Accounting Policies, Changes in Accounting Estimates and Errors* requires voluntary changes in accounting policy and correction of errors to be accounted for retrospectively by restating comparatives and adjusting the opening balance of accumulated funds.

This differs from current Australian requirements, because such changes must be recognised in the current period through profit or loss, unless a new standard mandates otherwise.

- AASB 102 *Inventories for not-for-profit entities* requires inventory "held for distribution" at no or nominal cost to be valued at the lower of cost and current replacement cost rather than the lower of cost and net realisable value. This may increase the amount of inventories recognised.
- AASB 116 *Property, Plant and Equipment* requires the cost and fair value of property, plant and equipment to be increased to include restoration costs, where restoration provisions are recognised under AASB 137 *Provisions, Contingent Liabilities and Contingent Assets*.

Major inspection costs must be capitalised and this will require the fair value and depreciation of the related asset to be re-allocated.

- AASB 117 *Leases* requires operating lease contingent rentals to be recognised as an expense on a straight-line basis over the lease term rather than expensing in the financial year incurred.
- AASB 1004 *Contributions* applies to *not-for-profit entities* only. Entities will either continue to apply the current requirements in AASB 1004 where grants are normally recognised on receipt, or alternatively apply the proposals on grants included in ED 125 *Financial Reporting by Local Governments*. If the ED 125 approach is applied, revenue and/or expense recognition will be delayed until the agency supplies the related goods and services (where grants are in-substance agreements for the provision of goods and services) or until conditions are satisfied.

2. EXPENSES

(a) Employee Related Expenses	2004	2003
	\$000	\$000
Salaries and wages (including recreation leave)	34,047	32,048
Superannuation entitlements	3,351	3,113
Payroll tax and fringe benefits tax	2,448	2,327
Long service leave	1,261	1,780
Redundancy payments	814	1,145
Other	853	818
Workers compensation insurance	517	613
	43,291	41,844
(b) Other Operating Expenses	2004	2003
	\$000	\$000
Printing and stationery	4,997	5,873
Operating Lease Rental Expense-Minimum Lease Payments	3,739	3,478
Telecommunication costs	2,034	2,234
Travel expenses	1,710	1,523
Cost of Sales - House Committee	1,683	1,547
Computer costs	1,234	1,378
Stores	1,065	1,056
Postage and state mail charges	777	1,133
Miscellaneous	1,376	1,081
Gas and electricity charges	974	908
Cleaning and laundry	477	440
Contract and other fees	512	313
Consultancy fees	159	419
Insurance	414	289
Legal expenses	146	253
External Auditor's remuneration		
- Audit of the financial reports	47	45
- Audit of Members' additional entitlements under Parliamentary Remuneration Tribunal Determination	53	70
Bad or Doubtful Debts	-	6
	21,397	22,046

(c) Maintenance	2004	2003
	\$000	\$000
Maintenance undertaken by Department of Commerce	1,179	1,295
Repairs and routine maintenance	495	263
Maintenance on Legislative Assembly electorate offices	192	193
	1,866	1,751

Maintenance on the Parliament House building undertaken and funded by the Department of Commerce has been included in the Statement of Financial Performance. This work was part of the program for the essential maintenance of State assets. (Refer notes 1 (c) and 3 (c)).

(d) Depreciation and Amortisation expense	2004	2003
	\$000	\$000
Depreciation on buildings	1,036	806
Depreciation on plant and equipment	3,313	3,400
Amortisation of leasehold costs	881	978
	5,230	5,184

(e) Other Expenses	2004	2003
	\$000	\$000
Salaries and allowances of Members of Parliament	23,481	22,379
Superannuation entitlements – Members	7,776	7,398
Payroll tax & fringe benefits tax – Members’ entitlements	1,592	1,533
Payroll tax liability – Members’ superannuation	467	444
Special Projects	227	295
	33,543	32,049

3. REVENUES

(a) Sale of Goods and Services	2004	2003
	\$000	\$000
<u>Sale of Goods</u>		
House Committee sales of food and beverages	2,417	2,288
Energy recoup from Sydney Hospital and State Library	497	500
Sale of publications	56	55
	2,970	2,843
<u>Rendering of Services</u>		
Rent on Parliament House ministerial offices	771	696
House Committee functions	606	484
Miscellaneous	215	200
Parliamentary committee seminars	30	-
	1,622	1,380
	4,592	4,223

(b) Investment Income	2004	2003
	\$000	\$000
Interest on operating accounts	46	53
	<u>46</u>	<u>53</u>

(c) Grants and Contributions	2004	2003
	\$000	\$000
Department of Commerce maintenance work	1,179	1,295
Department of Commerce asset contributions	-	875
Contributions of Assets - Library Collection Legal Deposit	-	62
	<u>1,179</u>	<u>2,232</u>

The Department of Commerce met the cost of essential maintenance work undertaken on the Parliament House building as part of an ongoing arrangement (refer notes 1 (c) and 2 (c)).

(d) Other Revenue	2004	2003
	\$000	\$000
Increment from asset valuation offsetting prior decrement	-	17,897
Collection assets recognised for the first time	15,640	
Miscellaneous	380	413
Telecommunications rebate	34	-
	<u>16,054</u>	<u>18,310</u>

During the process of revaluing the Parliament's Archive and Library Collection Assets additional collection items were identified which have now been brought to account (refer also note 12).

4. GAIN/(LOSS) ON SALE OF NON-CURRENT ASSETS

	2004	2003
	\$000	\$000
Gain/Loss on Sale of Assets		
Proceeds from Sale	5	1
Written down value of assets disposed	<u>(115)</u>	<u>(218)</u>
Net gain/(loss) on disposal of assets	<u>(110)</u>	<u>(217)</u>

5. APPROPRIATIONS

	2004	2003
	\$000	\$000
Recurrent Appropriations		
Total recurrent drawdowns from Treasury (per Summary of Compliance)	81,031	80,272
Less: Liability to Consolidated Fund (per Summary of Compliance)	-	-
Total	81,031	80,272
Comprising:		
Recurrent Appropriations (per Statement of Financial Performance)	81,031	80,272
	2004	2003
	\$000	\$000
Capital Appropriations		
Total capital drawdowns from Treasury (per Summary of Compliance)	3,459	2,925
Less: Liability to Consolidated Fund (per Summary of Compliance)	-	-
Total	3,459	2,925
Comprising:		
Capital Appropriations (per Statement of Financial Performance)	3,459	2,925

6. ACCEPTANCE BY THE CROWN ENTITY OF EMPLOYEE BENEFITS AND OTHER LIABILITIES

The following liabilities and/or expenses have been assumed by the Crown Entity or other government agencies:

	2004	2003
	\$000	\$000
Employees		
Superannuation	3,351	3,113
Long service leave	1,261	1,780
Payroll tax on superannuation	195	183
	4,807	5,076
Members		
Superannuation	7,776	7,397
Payroll tax on superannuation	466	444
	8,242	7,841
	13,049	12,917

7. PROGRAMS/ACTIVITIES OF THE LEGISLATURE

Program 1.1.1 Parliamentary Government - Legislative Council

Objective: To represent the people of New South Wales in the Upper House. To support the functions of the Legislative Council and its forty-two Members.

Activities:

- Members of the Legislative Council Representation
- Salaries and allowances of Members of the Legislative Council
- Secretarial and research services for Members of the Legislative Council
- Procedural and administrative support
- Committee advisory, research and administrative support
- Overseas delegations

Program 1.1.2 Parliamentary Government - Legislative Assembly

Objective: To represent the ninety-three electorates throughout New South Wales and support the functions of the Legislative Assembly.

Activities:

- Members of the Legislative Assembly Representation
- Salaries and allowances of Members of the Legislative Assembly
- Secretarial and research services for Members of Parliament
- Procedural and administrative support
- Committee advisory, research and administrative support
- Commonwealth Parliamentary Association
- Overseas delegations

Program 1.2.1 Parliamentary Support Services - Joint Services

Objective: To provide support services to both Houses of Parliament.

Activities:

- Accounting and financial services
- Archival services
- Building services
- Catering services
- Education and community relations
- Hansard
- Information technology services
- Library services
- Printing services
- Security services

8. CURRENT ASSETS - CASH

For the purposes of the Statement of Cash Flows, cash includes cash on hand and cash at bank. Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:

	2004	2003
	\$000	\$000
Cash at Bank and on hand	1,735	682
	<u>1,735</u>	<u>682</u>
9. CURRENT ASSETS – RECEIVABLES		
	2004	2003
	\$000	\$000
Sales of goods and services	427	600
Less: Provision for doubtful debts	4	4
	<u>423</u>	<u>596</u>
G.S.T. recoverable from A.T.O.	614	483
Other debtors	183	293
Investment Income	20	26
	<u>1,240</u>	<u>1,398</u>
10. CURRENT ASSETS – INVENTORIES		
	2004	2003
	\$000	\$000
Food and beverage stock at cost	291	279
Books at cost	66	59
	<u>357</u>	<u>338</u>
11. OTHER ASSETS		
	2004	2003
Current:	\$000	\$000
Prepayments	369	346
Travel Advances	20	13
	<u>389</u>	<u>359</u>
Non-Current		
Prepayments	153	336
	<u>153</u>	<u>336</u>

12. NON-CURRENT ASSETS - PROPERTY, PLANT & EQUIPMENT

	2004	2003
	\$000	\$000
Land and Buildings		
Land at Valuation	56,120	52,100
Buildings at Valuation	82,943	82,943
Accumulated Depreciation	25,519	24,483
	<u>57,424</u>	<u>58,460</u>
Buildings - Leasehold Improvements at Cost	6,143	5,625
Accumulated Depreciation	4,390	3,643
	<u>1,753</u>	<u>1,982</u>
Total Land and Buildings	<u>115,297</u>	<u>112,542</u>
Plant and Equipment		
Building Services at Valuation	27,495	27,765
Accumulated Depreciation	20,509	20,093
	<u>6,986</u>	<u>7,672</u>
Other Plant and Equipment at Cost	15,930	16,680
Accumulated Depreciation	9,618	10,127
	<u>6,312</u>	<u>6,553</u>
Total Plant and Equipment	<u>13,298</u>	<u>14,225</u>
Collection Assets		
At Valuation	42,336	16,810
Accumulated Depreciation – Library Monographs	8,597	-
	<u>33,739</u>	<u>16,810</u>
Total Property Plant and Equipment at Net Book Value	<u>162,334</u>	<u>143,577</u>

Reconciliations

Reconciliations of the carrying amounts of each class of property, plant and equipment at the beginning and end of the current and previous financial year are set-out below:

	Land and Buildings	Plant and Equipment	Collection Assets	Total
2004	\$000	\$000	\$000	\$000
Carrying amount at start of year	112,542	14,225	16,810	143,577
Additions	665	2,478	31	3,174
Disposals	(148)	(3,498)	(234)	(3,880)
Net Revaluation Increments	4,020	-	1,492	5,512
Assets Not Previously Recognised (refer note 3(d))	-	-	15,640	15,640
Accumulated depreciation written back on disposal	135	3,406	-	3,541
Depreciation Expense	(1,917)	(3,313)		(5,230)
Carrying amount at end of year	115,297	13,298	33,739	162,334

2003				
Carrying amount at start of year	96,103	11,888	16,740	124,731
Additions	1,312	2,869	70	4,251
Disposals	(136)	(3,281)	-	(3,417)
Net Revaluation Increments	16,911	3,086	-	19,997
Accumulated depreciation written back on disposal	136	3,063	-	3,199
Depreciation Expense	(1,784)	(3,400)	-	(5,184)
Carrying amount at end of year	112,542	14,225	16,810	143,577

13. CURRENT LIABILITIES – PAYABLES

	2004	2003
	\$000	\$000
Creditors	2,850	2,455
Accrued wages, salaries, on-costs	1,192	1,882
	<u>4,042</u>	<u>4,337</u>

14. CURRENT AND NON-CURRENT LIABILITIES – PROVISIONS

	2004	2003
(a) Current	\$000	\$000
Recreation leave	3,030	2,818
On-cost on employee benefits	364	312
Total Provisions	<u>3,394</u>	<u>3,130</u>

(b) Non-Current	2004	2003
	\$000	\$000
On-cost on employee benefits	595	531
Total Provisions	595	531

(c) Aggregate employee benefits and related on-costs:	2004	2003
	\$000	\$000
Provisions – Current	3,394	3,130
Provisions - Non-Current	595	531
Accrued salaries, wages and on-costs (note 13)	1,192	1,882
Total	5,181	5,543

The Legislature pays for rail travel benefits for the spouses/approved relatives of certain former members of parliament. The cost of this travel is generally less than \$20,000 per annum.

15. CHANGES IN EQUITY

	Accumulated		Asset		Total Equity	
	Funds		Revaluation	Reserve		
	2004	2003	2004	2003	2004	2003
	\$000	\$000	\$000	\$000	\$000	\$000
Balance at the beginning of the financial year	127,525	109,684	11,167	9,067	138,692	118,751
<u>Changes in equity - other than transactions with owners as Owners</u>						-
Surplus/(Deficit) for the year	13,973	17,841			13,973	17,841
Increment on revaluation of:						
Land and Buildings			4,020	2,100	4,020	2,100
Collection Assets			1,492		1,492	-
Total	13,973	17,841	5,512	2,100	19,485	19,941
Balance at the end of the financial year	141,498	127,525	16,679	11,167	158,177	138,692

Asset Revaluation Reserve

The asset revaluation reserve is used to record increments and decrements on the revaluation of non-current assets. This accords with the Legislature's policy on the Revaluation of Physical non-current assets and investments, as discussed in note 1(i).

16. COMMITMENTS FOR EXPENDITURE

(a) Operating Lease Commitments

Future non-cancellable operating leases not provided for and payable:

	2004	2003
	\$000	\$000
Not later than one year	3,479	2,968
Later than one year but not later than 5 years	6,106	4,677
Later than 5 years	-	138
Total Lease Commitments (including GST)	<u>9,585</u>	<u>7,783</u>

The above total includes GST input tax credits of \$825,000 (\$675,000 – 2003), which will be recoverable from Australian Taxation Office (ATO).

Legislative Assembly Electorate Offices included in the above figures represent the following commitments:

	2004	2003
	\$000	\$000
Not later than one year	2,886	2,458
Later than one year but not later than 5 years	4,486	2,801
Electorate Office Lease Commitments (inc GST)	<u>7,372</u>	<u>5,259</u>

The above total includes GST input tax credits of \$624,000 (\$446,000 – 2003), which will be recoverable from the ATO.

(b) Other Expenditure Commitments

Aggregate other expenditure contracted for at balance date and not provided for:

	2004	2003
	\$000	\$000
Not later than one year	54	137
Total Other Expenditure Commitments including GST	54	137

The above total for 2004 includes GST input tax credits of \$5,000 (\$12,000 – 2003) that will be recoverable from the ATO.

17. CONTINGENT ASSETS AND LIABILITIES

The Legislature has no contingent assets or liabilities.

18. BUDGET REVIEW

Net Cost of Services

Net Cost of Services was less than budget by \$13,344,000. Higher expenditures on employee-related, maintenance and other expenses were partially offset by lower than estimated other operating expenses. Maintenance expenditures includes an amount of \$1,179,000 which was the value of maintenance and restoration work provided by the Department of Commerce. The same amount was credited to the income category, grants and contributions. The \$15,789,000 favourable variation in other revenue was attributable to archive and library collection assets being brought to account for the first time following their identification during the revaluation of the collections as at 30 June 2004.

Assets and Liabilities

Current assets are \$994,000 over budget due to an increase in cash of \$1,053,000 and which is partially offset by lower receivables (\$158,000).

The \$21,106,000 increase in non-current assets compared with the budget was attributable to an increase in the valuation of land (\$4,020,000), an increase in the valuation of the Parliament's archive, antique, artwork and library collections (\$1,492,000) together with archive and library collection assets not previously recognized which have now been brought to account as revenue in the Statement of Financial Performance (\$15,640,000). Supplementary funding of \$809,000 provided during the year for an IT project also contributed to the increase.

Current liabilities were within budget and non-current liabilities (provisions for employee entitlements) were \$64,000 over budget due to movements in wage and salary rates.

Cash Flows

Net cash flows from operating activities were \$1,704,000 over budget largely as a result of increased employee-related costs. Net cash outflows on property, plant and equipment were \$651,000 higher than budget due to the completion of an IT project for which supplementary funding was provided.

19. RECONCILIATION OF NET COST OF SERVICES TO NET CASH FLOWS FROM OPERATING ACTIVITIES

	2004	2003
	\$000	\$000
Net Cash used in operating activities	4,354	3,907
Depreciation	(5,230)	(5,184)
Bad Debts	-	(6)
(Increase) / decrease in provisions	(328)	(446)
(Decrease) / increase in receivables, inventories and other assets	(646)	(800)
(Increase) / decrease in creditors and other liabilities	294	1,601
Loss on sale of non-current assets	(110)	(217)
Assets acquired free of charge	-	937
Valuation increment recognised in statement of financial performance	-	17,897
Collection assets recognised for the first time – refer note 3(d)	15,640	-
Long Service Leave	(1,261)	(1,780)
Superannuation	(9,091)	(8,662)
Payroll tax on superannuation	(662)	(627)
Less cash flows from government		
Capital Allocation	(3,459)	(2,773)
Recurrent Allocation	(81,031)	(80,272)
Cash reimbursements from the Crown Transactions Entity	(2,036)	(1,848)
Net Cost of Services	(83,566)	(78,273)

20. FINANCIAL INSTRUMENTS

Cash

Cash comprises cash on hand and bank balances within the Treasury Banking System. Interest is earned on daily bank balances at the monthly average NSW Treasury Corporation (TCorp) 11am unofficial cash rate adjusted for a management fee to Treasury.

At period end the deposits were earning 4.25% (3.75% in 2002/2003) while the effective interest rate during the reporting period was 4.05% (3.75% in 2002/2003).

Receivables

All trade debtors are recognised as amounts receivable at balance date. Collectability of trade debtors is reviewed on an ongoing basis. Debts which are known to be un-collectable are written off. A provision for doubtful debts is raised when some doubt as to collection exists.

The credit risk is the carrying amount (net of any provision for doubtful debts). As at balance date, the greatest risk was represented by receivables, totalling \$14,000 (\$32,000 in 2002/2003) which had been outstanding for more than 90 days.

Interest is charged on House Committee trade debtors after 60 days at 2% per month. No interest is charged to any other debtors.

The carrying amount approximates net fair value. House Committee sales are made on 7 or 60 day terms. Other sales are made on either 14 or 30 day terms.

Bank Overdraft

The Legislature does not have any bank overdraft facility.

Trade Creditors and Accruals

These liabilities are recognised for amounts due to be paid in the future for goods or services received, whether or not invoiced. Amounts owing to suppliers (which are not secured) are settled in accordance with Treasurer's Direction 219.01. If trade terms are not specified, payment is made no later than the end of the month following the month in which an invoice or a statement is received.

End of Audited Financial Statements
