



Legislative Assembly *of Victoria*

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17 September 2015

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

Dear Speaker

I have pleasure in forwarding to you the Annual Report for the Department of Legislative Assembly for the year 2014–15.

Yours sincerely

A handwritten signature in blue ink, appearing to read 'R Purdey', with a large, stylized flourish at the end.

R W Purdey
Clerk of the Legislative Assembly



Table of Contents

Objectives and Functions.....	5
Clerk’s Overview	7
Report on Output Measures — Legislative Assembly	9
Report on Output Measures — Joint Investigatory Committees .	10
Organisation Structure and Corporate Governance	11
Report on Activities	15
Value One: Effective Corporate Governance	17
Value Two: Excellent Service Delivery and Responsiveness.....	21
Value Three: Sustainability with a Focus on the Medium to Long-term View.....	45
Appendices	51

Objectives and Functions

Department of the Legislative Assembly

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

The Department of the Legislative Assembly was established to support the operations of the Legislative Assembly and has continued to provide support for over 158 years. Headed by the Clerk, officers of the Department support the Speaker and the work of the Chamber. In modern times the Department's work has extended to include significant responsibility in supporting the operation of committees, and in the provision of information and community engagement services.

Statement of Corporate Intent

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

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

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

Effective Corporate Governance

- Accountability.
- Confidentiality.
- Impartiality.
- Integrity.
- Learning Environment.

Excellent Service Delivery and Responsiveness

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

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

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

Clerk's Overview

The Legislative Assembly sat for the final time in the 57th Parliament on Thursday 16 October 2014 when 16 retiring members reflected on their parliamentary careers by way of valedictory statements. The State election took place on Saturday 29 November 2014.

The outcome of the election saw the Labor Party win control of the Legislative Assembly and form Government. The final result of the election was —

Labor	47 seats
Liberal	30 seats
Nationals	8 seats
Greens	2 seats
Independent	1 seat

This was the first time that the Greens had won seats in the Legislative Assembly. An independent member was also elected for the seat of Shepparton. There was a large change in membership with 23 new members elected and another member crossing over to the Assembly from the Legislative Council.

The Government was keen for the new Parliament to meet before the Christmas break and the opening of the 58th Parliament took place on 23 December 2014. On that day the House elected Mr Telmo Languiller, the Member for Tarneit, as its Speaker. Having been first elected in 1999 Mr Languiller is currently in his 15th year as a Member of the Assembly. Mr Don Nardella, the Member for Melton, was elected as Deputy Speaker.

A further change in the membership of the House occurred in February 2015 with the resignation of former Nationals Leader, the Hon Peter Ryan. Mr Danny O'Brien was elected as the new Member for Gippsland South at a subsequent by-election on 16 March 2015.

One of the election commitments of the Labor Party was a range of parliamentary reforms. Most of these reforms were implemented by way of sessional orders which were adopted in early 2015. Details of these reforms are contained in the body of this report. Part of these reforms include a significant change in the sitting hours of the House. The House now concludes at approximately 8.00 pm on Tuesday and Wednesday and 6.00 pm on Thursday. In the previous Parliament the House concluded at 11.00 pm Tuesday and Wednesday and 5.00 pm on Thursday. Many times in previous reports I have commented the fatigue effect late night finishes has on members and staff. The earlier finishing times in this Parliament have definitely reduced the fatigue burden on those staff associated with the sittings of the House. I acknowledge this initiative and the general improvement it will have on the health and wellbeing of both members and staff.

The post-election period leads to a degree of apprehension for our Committee staff as they anxiously wait to learn of any changes in make up and establishment of the joint investigatory committees (JIC). In this Parliament the number of JICs have been reduced

from 12 to nine. It has taken some time to realign our committee support team to match the new structure. This has been a stressful time for those staff and I acknowledge the professional manner in which they have conducted themselves during that period of uncertainty.

During the year we revitalised our tour program. There were changes made to the tour schedule and new specialised tours introduced to meet our customers' needs. We now offer architectural and gardens tours to complement our range of public and school tours. Our tour guides have also developed new scripts for the VCE role plays to ensure the information provided to students is contemporary and relevant to their studies.

One of the strategic goals of the parliamentary administration has been to develop a communications and public engagement strategy. I am pleased to report that we have established a new Community Engagement and Education Unit. This is a parliament-wide resource that is headed by Andres Lomp who has joined us from the federal parliament. Andres and his team have been doing some great work and I am sure members will have noticed the range of news stories now appearing on our website. A community engagement strategy has now been implemented and many areas of our organisation, including parliamentary committees, are benefiting from this initiative.

Since 2014, the Victorian Parliament has taken a leading role in a capacity building project for the Fiji Parliament. The project, conducted under the Pacific Parliamentary Partnerships program, is being undertaken in conjunction with the Australian federal parliament and in cooperation with the United Nations Development Programme, which is coordinating a larger scale Fiji Parliament Support Project. Funding for the Pacific Parliamentary Partnerships project for Fiji has been provided by the Department of Foreign Affairs and Trade and the Centre for Democratic Institutions.

In March 2015, the Fiji and Victorian Parliaments formally entered into a twinning partnership. During a Fiji parliamentary delegation visit to Victoria, the Speaker of the Fiji Parliament and the Presiding Officers of the Victorian Parliament signed a Parliamentary Partnership Agreement cementing the twinning relationship. A number of members and staff from the Victorian Parliament have provided capacity building support to the Fiji Parliament during the year.

The Department has again met all its output targets during this period. These results are largely due to the outstanding work of my staff and I thank them for their commitment and continued support throughout the year.

Ray Purdey
Clerk of the Legislative Assembly

Report on Output Measures — Legislative Assembly

Output/Deliverable	Target	Actual
<i>Quantity</i>		
Procedural references updated biannually	2	2
Regional visits to schools to conduct Parliamentary Role Plays	5	6 ¹
<i>Quality</i>		
Bills and amendments processed accurately through all relevant stages in compliance with constitutional requirements and standing orders	100%	100%
Member satisfaction that advice is responsive, prompt, clear and objective	80%	95% ²
Teacher satisfaction with tours of Parliament for school groups	95%	98% ³
<i>Timeliness</i>		
Documents tabled within time guidelines	90%	100% ⁴
House documents available one day after sitting day	100%	100%
Online information relating to bills updated within one day	98%	100%
<i>Cost</i>		
Total output cost	\$30.3m	\$23.5m

¹ In the past, our regional program involved only our school program for students in years 5 to 7. We have expanded our program by now taking our VCE role play into regional areas as well, after evaluating a trial in 2013–14. We have found that there is sufficient demand in regional centres for both programs, and so have added an extra regional visit to try to meet the demand, within existing resources.

² While we take great pride in the timeliness and accuracy of advice given to members, errors can be made occasionally, resulting in member dissatisfaction. There could be circumstances where some members may not necessarily be satisfied with the advice provided, despite its accuracy. This is particularly the case where members wish to use parliamentary procedure as part of political tactics and we have to advise that their proposal is not procedurally possible. Taking into account the subjective nature of this measure an 80% achievement level is a fairly onerous benchmark.

³ This is a testament to the professionalism of our Tours & Customer Service Unit and is a pleasing response.

⁴ We are pleased that staff have worked diligently to cope with high workloads at times, yet maintain accuracy. Although we believe we have vigorous processes in place to ensure tabling can take place within guidelines, the high volumes of annual reports, particularly in September/October provide considerable challenges. We cannot control the work flow coming to us and have to try and respond to high volumes as they arise. The altered sitting times in the 58th Parliament have required us to adjust our cut-off times, etc, as we have less time to prepare and check documents for tabling.

Report on Output Measures — Joint Investigatory Committees

Output/Deliverable	Target	Actual
<i>Quantity</i>		
Reports tabled per annum	22	28 ¹
<i>Quality</i>		
Committee members satisfied that advice about procedure, research and administration is responsive, clear, objective and prompt	80%	98% ²
Inquiries conducted and reports produced in compliance with procedural and legislative requirements	95%	100% ³
<i>Timeliness</i>		
Reports tabled in compliance with procedural and legislative deadlines	95%	100% ⁴
<i>Cost</i>		
Total output cost	\$7.0m	\$7.0m

¹The Government refers inquiries to joint committees via resolutions of both Houses and, to a lesser extent, Orders of Governor in Council. When the number of such referrals increases, the number of reports tabled in following months increases.

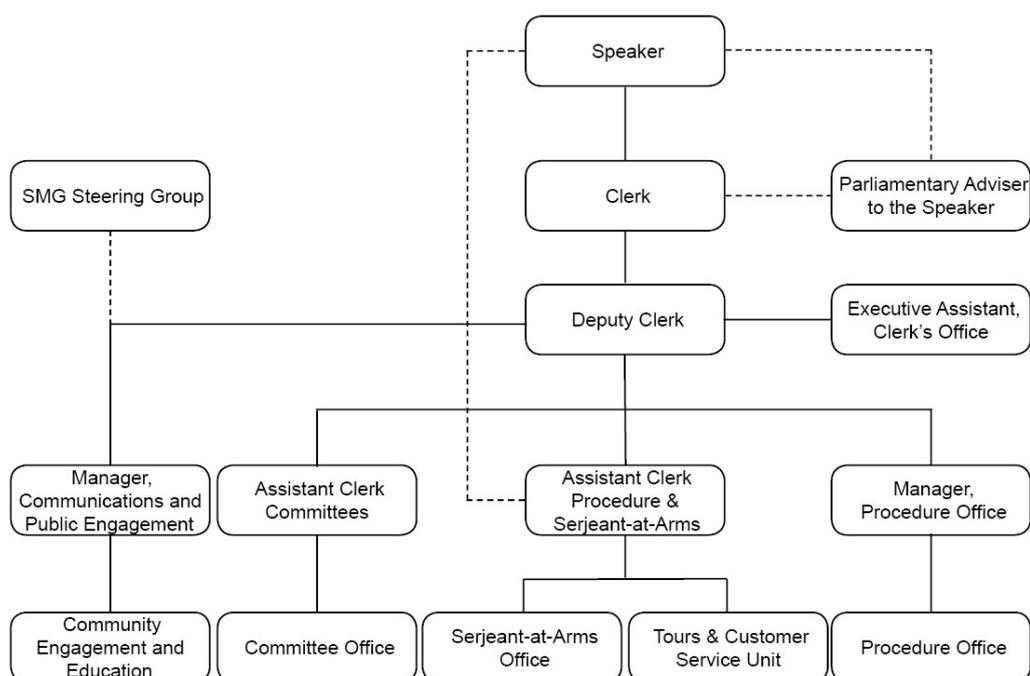
²This measure was based on a confidential survey in May 2015 of joint investigatory committee members. While we take great pride in the quality of advice given to members, errors can be made occasionally, resulting in member dissatisfaction. There could be circumstances where some members may not necessarily be satisfied with the advice provided, despite its accuracy, timeliness and clarity, particularly when our advice to members is that what they want to achieve is not procedurally possible.

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

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

Organisation Structure and Corporate Governance

Department of the Legislative Assembly



The Speaker

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

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

Clerk of the Legislative Assembly

Ray Purdey has had a parliamentary career since 1974 and was appointed Clerk of the Legislative Assembly in 1998 and Clerk of the Parliaments in 1999. He has a Bachelor of Business Studies (Accounting) from RMIT and is Honorary Secretary of the Commonwealth Parliamentary Association (Victoria Branch).

Chamber Officers

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

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

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

Branch Roles

Clerk's Office

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

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

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

Committee Office

The *Parliamentary Committees Act 2003* sets out the functions and powers of investigatory committees. At the commencement of the 58th Parliament, the Legislative Assembly and the Legislative Council appointed members to the Scrutiny of Acts and

Regulations Committee and the Environment and Natural Resources Committee. In February a Bill was introduced to the Legislative Assembly to amend the Act and amalgamate six of the joint committees to form three new committees: Environment, Natural Resources and Regional Development; Law Reform, Road and Community Safety; and Economic, Education, Jobs and Skills. The Bill was passed by both Houses in April 2015. The Legislative Assembly and the Legislative Council appointed members to all remaining committees on 16 April 2015.

Joint investigatory committees comprise members of both Houses, and are administered by one House or the other. In the 57th Parliament, the Department of the Legislative Assembly administered the following committees:

- Electoral Matters Committee;
- Family and Community Development Committee;
- Independent Broad-based Anti-corruption Commission Committee;
- Public Accounts and Estimates Committee;
- Rural and Regional Committee; and
- Scrutiny of Acts and Regulations Committee.

Committees administered by the Department of the Legislative Assembly in the present Parliament are:

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

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

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

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

Serjeant-at-Arms Office

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

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

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

Tours and Customer Service Unit

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

Procedure Office

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

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

Community Engagement and Education Unit

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

Report on Activities

Value One: Effective Corporate Governance

Clerk's Office/Procedure Office

Provide accurate and timely record of proceedings

The Clerk's office, in conjunction with the Procedure Office, produces a number of records of Assembly proceedings. Accurate records are produced in a timely manner, often under tight timeframes. Records produced in 2014–15 include:

45 Votes and Proceedings

40 notice papers

21 question papers

45 minute books

six consideration in detail minute books.

We continued to produce two less formal documents, *Assembly Abridged* and *Assembly Statistics*, which provide an easy to understand summary of the business of the House. In addition, we published a graphical analysis of statistics at the end of the 2014 calendar year.

The Procedure Office, under the authority of the Clerk, also prepared bound volumes of question and notice papers for the 2014 calendar year.

Throughout 2014–15 we continued to use Twitter to provide updates about bills, tabled documents, and other events in the Assembly Chamber. This enabled us to quickly update our followers and, we believe, considerably enhance our service.

Maintain and update knowledge management resources

LAPRAC (Legislative Assembly Practice Manual)

LAPRAC is a procedural resource maintained by Assembly staff. It is based on legislation, standing and sessional orders, rulings from the chair, and other events in and around the Assembly. We use LAPRAC to record procedural information to better support the Assembly and its members.

We updated LAPRAC twice during the year. We updated three chapters in September 2014, and six in March 2015. We also added four new schedules. Topics we added/updated include:

- Members' pay
- Government business program
- Budget debate data
- Joint investigatory committees with non-inquiry functions
- Member elected but not sworn in
- Petitions with over 10,000 signatures
- *Protected Disclosure Act 2012*
- Opening of Parliament
- *Charter of Human Rights and Responsibilities Act 2006* override statements

- Comparison of prorogation, dissolution, and expiration.

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

Rulings from the Chair

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

Clerk's Office

Prepare and implement a strategy for the impact of the 2014 election on the Department

General elections have a significant impact on the Department, so planning for the November 2014 election started early. A detailed plan was developed to guide the Department through the election period, including the departure of retiring and defeated members and the induction of new members. Matters covered in the plan included training seminars for new members, archiving of 57th Parliament documents, updating of publications, allocating Parliament House offices and managing committee staff and projects over the election period.

From May 2014 until December 2014, regular meetings were held involving the Clerks and managers of each of the business units within the Department to track progress against the plan. It can be challenging to plan for an unknown outcome, so options were developed to respond to different possible scenarios, such as a strategy to manage a change of government and possible changes to the committee structure.

Prior to the election, 16 members indicated they did not intend to stand for re-election and would retire at the election. The election on 29 November 2014 saw a further six members defeated, and two Assembly members elected to the Legislative Council. This resulted in 24 new members of the Legislative Assembly (one of whom was a member of the Legislative Council in the 57th Parliament). The election also resulted in a change of government, with the ALP winning 47 of the 88 Assembly seats, and forming government under new Premier, Hon Daniel Andrews. Two members of the Australian Greens were elected to the Legislative Assembly for the first time along with an independent member for Shepparton.

The new Government requested an Opening of Parliament on Tuesday, 23 December 2014, fewer than four weeks after the election. Fortunately, due to the planning undertaken in advance, this was achievable. A significant challenge was quickly re-allocating offices within Parliament House, with only three of the previous 88 members remaining in their offices, 61 returning members and 24 newly elected members were allocated new offices. An induction day for new members was held on Friday, 19 December 2014, which provided information to members on the basics of parliamentary procedure, the employment of staff and running an electorate office.

The arrangements for the Opening of the 58th Parliament were significantly altered from previous Openings. In the past, the Governor arrived at approximately 2.00 pm to deliver his speech, followed by a suspension for a garden party, with the Houses

resuming normal business at 5.00 pm. The new Government requested that the formal proceedings be completed in the morning, in order for Parliament to commence ordinary business earlier in the afternoon. The schedule was therefore altered for the 2014 Opening, with the Governor arriving at 12 midday to deliver his speech, and no garden party. Instead the House suspended for a lunch break after the Governor's speech and both Houses resumed at 2.00 pm.

The new Parliament elected a new Speaker of the Legislative Assembly, Hon Telmo Languiller, and Don Nardella was elected Deputy Speaker.

In conjunction with other departments and Presiding Officers, develop a strategic plan and implementation process for the 58th Parliament

The three parliamentary departments work collaboratively to achieve the Parliament's overall objectives. Each department, and committees, sets out annual targets in its own business plan to give effect to departmental aims. To guide the three departments and committees in achieving shared aims, the Parliament establishes a strategic plan for the life of a parliamentary term. The strategic plan in 2010–14 was closely aligned with Parliament's risk framework and capital projects plan, and guided us through the priority challenges and opportunities, which have been reported on in previous annual reports.

In March 2015, the Presiding Officers attended a workshop with Parliament's operational/unit managers to discuss potential objectives for the 58th Parliament. Workshop participants identified the most significant opportunities and challenges for their areas, and heard from the Presiding Officers about their goals for the coming years. The Presiding Officers subsequently met with the Parliamentary Executive Group (PEG) and Parliamentary Senior Management Group (SMG) to bring together the ideas and themes. The executive team articulated:

- Our vision: supporting the constitutional right of Victorians to participate effectively in the democratic process through their elected representatives
- Our purpose: legislating, scrutinising, representing, engaging, educating, protecting and enhancing the physical and cultural heritage of Parliament
- Our priorities: eight overarching themes:
 - Service delivery
 - Community engagement
 - Victoria in the broader community of parliaments
 - People and culture
 - Information and technology
 - Capital works
 - Security
 - Funding of parliament.

As at the end of the reporting period, the Presiding Officers were considering the draft strategic plan for 2015–18. Once agreed, it will be distributed to staff and members, and a work plan implemented.

Value Two: Excellent Service Delivery and Responsiveness

Legislative Assembly

In conjunction with other departments, develop a community engagement strategy, and a communications strategy

Parliament's strategic plan for 2010–14 identified a priority challenge and opportunity to increase public awareness of, and opportunities for engagement with, the functioning of parliament. Developing and implementing a community engagement strategy was the key action to meeting this priority. Much of the core business of parliamentary work involves, and relies on the contribution of, the community. This work includes parliamentary tours, outreach visits, submissions and evidence to committees, providing community functions and events held at Parliament House, petitions organised by the community, and information about legislation online. While our public engagement is diverse and well-established, it has not been centrally coordinated.

Parliament faces challenges if the Victorian community is disengaged with the Parliament or unclear about their ability to contribute. We see these challenges as a risk to the way parliament functions. The community forms negative perceptions of parliament, and the positive work done by the institution — particularly through outreach work and committees — is overwhelmed by the headlines about political conflict and personalities. Therefore, a community engagement strategy can help to increase community interest in parliament and its purpose, and identify opportunities for engagement from the community, particularly focusing on those who might not ordinarily see value in their parliament.

Near the end of the reporting period, the Parliamentary Executive Group had approved the community engagement strategy, and the Presiding Officers launched it to all staff. The strategy has several objectives, to provide and create:

- greater knowledge of Parliament's heritage
- broader recognition of Parliament's achievements
- better understanding of how Parliament works
- stronger interest in what Parliament is doing
- more opportunities for people to have their say.

Parliament's work units are clustering their community engagement activities around the four themes of Instruct, Inform, Inspire and Involve, which are the common elements of our various activities in achieving the strategy's objectives.

Attachments and Delegations

Parliament hosted a number of delegations and attachment visits in 2014–15. The delegation list includes visitors from Jiangsu (China), Turkey, Samoa, Germany, United Kingdom, ASEAN, Telengana (India), Trinidad and Tobago, Fiji and India and the attachment list includes visitors from Queensland, Tuvalu and Fiji.

Attachment programs covered a range of procedural and corporate topics, including:

- Recording minutes and preparing for events in the Chamber

- Security of the chamber and members' accommodation
- Standing Orders Committee activities
- Leadership and management of the department
- Community engagement and outreach programs
- Functions of the two Houses
- Committees
- Hansard and broadcasting arrangements
- Arrangement and storage of parliamentary records
- Information management, focussing on procedural resources (LAPRAC, rulings from the Chair, etc)
- Information services for the public
- Preparing and managing budgets, and expenditure control
- The legislative process, with a focus on amendments and considering bills in detail
- Documenting procedural references for staff and corporate knowledge
- Privileges Committee and third person right of reply arrangements
- Preparing and circulating House documents.

Staff across the three departments, and the Speaker, appreciated the opportunity to work and meet the staff and members from these delegations and attachments and look forward to continuing a collaborative relationship in the future.

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

Our twinning program with Pacific parliaments was expanded to include a third parliament. Following Fiji's return to parliamentary democracy in 2014, a Parliamentary Partnership Agreement was signed between the Victorian and Fiji Parliaments in March 2015 to formalise the twinning between our two legislatures. With the signing of that agreement, Victoria became the first Australian parliament to enter into three twinning partnerships with Pacific Island parliaments, having already established twinning with Nauru and Tuvalu.

Under the Pacific Parliamentary Partnership program, the Victorian Parliament took a leading role in a capacity building project for the Fiji Parliament. The project was funded by the Department of Foreign Affairs and Trade and the Centre for Democratic Institutions. It was undertaken in cooperation with the Australian federal parliament and the United Nations Development Programme.

A total of 18 capacity building activities were undertaken for the Fiji Parliament by Victorian parliamentary staff and parliamentarians. This included induction training for Fiji parliamentarians; development of procedural systems; training and mentoring of Fiji parliamentary staff in parliamentary practice and procedure; installation of and training on equipment for the Fiji Parliament's chamber; development of corporate service processes; and establishment of a community engagement program. The project has received very positive feedback from the Fiji Parliament, the United Nations Development Programme, the Department of Foreign Affairs and Trade, and the Centre for Democratic Institutions.

For Nauru, we assisted with some administrative and procedural advice during the year.

For Tuvalu, we provided information technology support. We arranged for an information technology consultant to design and install information technology infrastructure as part of an office relocation by Tuvalu parliamentary staff. In addition, the Clerk of the Tuvalu Parliament undertook a two week training attachment hosted by the Department, at the end of which he was provided with two new laptops for the Tuvalu Parliament, funded through the Pacific Parliamentary Partnerships program.

2015 CPA Parliamentary Codes of Conduct Workshop

Parliament of Victoria hosted a Parliamentary Codes of Conduct Workshop on 8–10 April 2015. Run by the Commonwealth Parliamentary Association in conjunction with Monash University, 20 delegates from across CPA jurisdictions came together to workshop a draft set of benchmarks for parliamentary codes of conduct.

The objectives of the workshop were to;

- Identify good practice in codes of conduct and their implementation across Commonwealth Parliaments;
- Consider draft recommendations for the establishment of an agreed set of benchmarks for codes of conduct;
- Examine methods of increasing accountability, transparency and public trust through the use of benchmarks for codes of conduct; and
- Discuss possible ethical competency activities that could be provided by CPA to its membership.

Throughout the three days delegates reviewed and refined the proposed benchmarks and ratified a final draft at the conclusion of the workshop for review by the Executive Committee of the CPA.

News service

The Parliament of Victoria news service was established in September 2014 to provide regular news and information on the work of parliament to the community. It includes a dedicated news page on parliament's website, news alerts sent out via an email based system and news videos posted to parliament's YouTube channel. The news service is coordinated by the Community Engagement and Education Unit.

During the reporting period, 102 news stories were posted to the parliament's news page, 47 news alerts were issued and 14 news and feature videos were posted to the parliament's YouTube channel. These news items provided information on committee inquiries, events at Parliament House, activities of the Presiding Officers and parliament's international relations.

More than 700 organisations and individuals have subscribed free of charge to the news alerts, including metropolitan and regional media. The news alerts have generated media coverage for a number of parliamentary events and committee inquiries. The YouTube videos have had many hundreds of views.

Briefings to press gallery about procedural issues

The last annual report mentioned that, near the end of the last reporting period, the former Speaker and the Clerk offered information sessions for the press gallery about elements of parliamentary procedure that were being widely reported but not well understood, particularly no confidence motions and how the budget passes. Based on feedback from the press gallery, the department joined with the Legislative Council to provide a second series of briefings immediately prior to the Opening of the 58th Parliament.

The arrangements for the Opening were greatly different from previous years, and the procedural requirements of the day — such as the election of Presiding Officers, the Governor’s speech and the swearing in of members — are not regular parts of a sitting day, and so clerks briefed the gallery on likely order of events on the day. We also took the opportunity to brief the press gallery on the building works taking place around the building, particularly the new rear courtyard security entrance, and how that would affect their work.

Parliament in Practice Seminar

On 20 May 2015, along with the other departments, we helped to deliver the third Parliament in Practice Seminar. The seminar is targeted at Victorian public sector employees who want to learn more about the Parliament and its relationship with the Government.

The seminar was run with the involvement of staff from all three parliamentary departments and the Office of the Chief Parliamentary Counsel. Topics covered at the seminar included parliamentary privilege, the legislative process, the conduct of proceedings in the Houses, scrutiny of government and parliamentary committees. The seminar also included a panel of former and current members — Mr John Lenders, Hon Peter Walsh MP and Mrs Andrea Coote — who provided their insights on the role of a member of Parliament and their interaction with the public sector.

There were 54 participants in the seminar, with many still on a waiting list. Given its popularity the Parliament in Practice Seminar now forms part of Parliament’s annual community engagement program and further seminars will be offered in future.

New arrangements in the House

The incoming government went to the election with a range of commitments for parliamentary reform including:

- Supplementary questions in question time, and reducing the time limits for answers
- Ministerial statements to enable ministers to outline initiatives, projects and achievements
- Constituency questions, enabling members to ask questions directly relating to electorate issues
- Providing the Speaker with the power to direct that an answer is non-responsive
- Replacing verbal notices of motion with written notices of motion
- Imposing a time limit for answering questions on notice in the Assembly

- Making consideration in detail a more regular part of proceedings
- Providing a non-government chair for the Accountability and Oversight Committee
- Reviewing procedural rules to improve sitting hours, and schedule more time for members to raise constituency-related matters
- Reforming the estimates process.

Many of these changes came into effect with sessional orders agreed early in the new Parliament. Most noticeably, the House is now rising at or shortly before 8.00 pm instead of 11.00 pm on Tuesdays and Wednesdays, and around 6.00 pm on Thursdays. This has been achieved with no net loss to debating time by starting earlier on Tuesdays, and not breaking for lunch or dinner. The changes to question time and notices of motion came into effect in February. Other matters, such as those to do with reforming estimates, have been referred to the Standing Orders Committee for inquiry and report.

Clerk's Office/Procedure Office

Develop and streamline business processes

Develop an online version of the Clerk's running sheet

Each sitting day the Clerk prepares a running sheet which gives members a provisional guide of what business the Assembly expects to deal with that sitting day. The running sheet is currently provided only in hard copy.

Assembly staff investigated the practice of other Australian jurisdictions on this topic, with a view to making recommendations to the Clerk for an updated version of the running sheet that is easy to read, and available through the website. Development is ongoing, and will continue during 2015–16.

Enhance questions database

The database has been operational for some years now and to improve its usability, we rolled out the next phase of improvements this year. The database now has the same 'look and feel' as the rest of the website. The search function is simplified and the data more reliable. Some of the behind the scenes processes have also been simplified, making it easier for staff to process answers.

The database has been adapted to handle constituency questions (introduced in the 58th Parliament). We have now started work on the next round of improvements which will include changes to better reflect the how questions on notice and constituency questions are being asked under the current sessional orders.

Audit the Library's parliamentary papers database and review Assembly hard copy report stock

The parliamentary papers database is an online database that includes searchable PDFs of all parliamentary papers. Now that the database is online and available to members, the public and the press, the Assembly no longer needs to hold large stocks of reports.

However, before disposing of existing stock, it is necessary to audit the database to make sure the content is complete.

We have audited reports in the database covering 1990–2005. There are some errors in the scanned material. Errors were mostly in the first reports that were provided to the Parliament in electronic format in the early 1990s, and involved low level problems, like missing images. With the Library, we have started to re-digitise those reports, with a view to updating the online copy and the Library's catalogue.

We have also started reducing our stock from this period to two copies of each report. These will be available for customers to borrow or view in the office. The original tabled copy will also still be stored with original papers and can be accessed at the Public Record Office. This has led to a reduction in storage space taken up with parliamentary papers.

Publish domestic committees' reports through the committee webpage

Historical Standing Orders Committee and Privileges Committee reports are all available as digitised reports in the parliamentary papers database. The data is fully searchable but, given the naming conventions for these reports, a user needs to have a reasonably sophisticated knowledge of the reports in order to address specific queries. For example, historical reports were rarely named after their subject matter, but in line with the reference from the House, such as 'Privileges Committee Report on the Complaint by the Member for Preston', rather than a descriptive title to indicate that this was a report on a potential contempt matter involving threats against a member and constituent. We have commenced a project to devise working titles for these historical reports and index them in the database, so that users can search by key words that make sense in a parliamentary context (such as 'contempt', 'misleading the House' and the like), and hope to report progress in the next reporting period.

Contribute to the redevelopment of Parliament's intranet

In 2014–15 the Parliament's intranet site was redesigned to better meet the needs of staff and members. The project team which was led by IT and included a broad section of representatives from parliamentary work areas. The new intranet platform, SharePoint was introduced by nSynergy at several strategy workshops where the group focused on user experience and branding.

The working group looked at examples of different intranets and identified which aspects could work for our workplace. In creating a home page the emphasis was that it not be focused on the organisation chart and traditional work units but on functions. It was important that users could locate information without knowing who the owner of the information was, or which House the document belonged to. It was also crucial that the new site had a strong search function and catered for the different ways that people located information. The end product was a modern, more user friendly intranet, aptly named Billy.

Committees

Committee Office Activities

New Committees

Following changes to the *Parliamentary Committees Act 2003* to reduce the number of committees, Clerks examined administrative arrangements for the joint investigatory committees in the 58th Parliament and determined that the Legislative Assembly would administer five committees, and the Legislative Council would administer four committees. Administration of the Independent Broad-based Anti-corruption Commission Committee was transferred to the Legislative Council, while the Legislative Assembly is responsible for the administration of the new Law Reform, Road and Community Safety Committee.

Secure Documents System

The SecureDocs system is a facility that allows committee members and staff to access documents electronically, and minimise opportunities for the inadvertent distribution of those documents to third parties. Committee secretariats are able to place PDF and MS Office documents into SecureDocs for members to access through laptops or computers attached to the parliament network. The SecureDocs system is currently available to all committees. Training for Committees staff was completed in May. The next step will be to implement a mobile device management plan to enable members to gain access to SecureDocs from tablets and other devices.

Joint Investigatory Committees Guide for Members

The Committee Office redrafted and streamlined the *Joint Investigatory Committees Guide for Members* and reissued a new version of this booklet for members in April.

Procedural Resources

Significant progress was made toward updating and refining committees procedural guidance documents. While the Committees Procedures Manual has been continually updated over many years, the Committee Office has led a project to restructure the manual into administrative and procedural components, and to streamline content to enhance the usefulness of this resource.

Archiving

Committee documents from the 57th Parliament were archived with the Public Record Office Victoria.

Knowledge Development Sessions

Knowledge development sessions for staff were conducted in August and September. These sessions focused on the election process and the committees staff reassignment process.

Electoral Matters Committee (57th and 58th Parliaments)

Inquiry into the Future of Victoria's electoral administration (57th Parliament)

In September 2014 the government tabled its response to the committee's inquiry into the future of Victoria's electoral administration, the report of which was tabled in the Parliament by the committee in March 2014.

Inquiry into the impact of social media on Victorian elections and electoral administration (57th Parliament)

On 26 February 2014 the committee, under section 33(3) of the *Parliamentary Committees Act 2003*, self-referenced an inquiry into the impact of social media on Victorian elections and Victoria's electoral administration.

The Committee was required to consider:

- a) the impact of social media technologies on the Victorian electoral process, focusing on how social media platforms such as Twitter and Google are used for political communication and whether current regulations regarding the authorisation of political content on social media are appropriate;
- b) whether online electoral advertising, such as Google Adwords, is appropriately regulated in Victoria; and
- c) how social media and new communications technologies are used by the Victorian Electoral Commission and the Parliament to engage Victorians and improve knowledge of electoral processes.

In August 2014 the committee released a discussion paper on the relevance of current Victorian legislation to the terms of reference, and instances in which technology has outpaced legislative developments. The committee considered matters such as the 140 character-limit of Twitter and issues surrounding the authorisation of political content, and the merits of legislating to include particular social media platforms, such as Twitter and Facebook, in the *Electoral Act 2002*. The committee concluded it would be difficult to legislate to control changes in social media technology, given how rapidly information technology evolves.

The committee also investigated whether the Victorian Electoral Commission (VEC) might need additional resources to police unauthorised content on social media. The committee concluded that it would revisit this matter if the VEC received a large number of complaints during the 2014 state election. The committee also encouraged the VEC to survey candidates at the 2014 state election to find out how they used social media.

Inquiry into the conduct of the 2014 Victorian State Election (58th Parliament)

On 5 May 2015 the Legislative Assembly referred to the committee an inquiry into the conduct of the 2014 Victorian State Election.

The committee advertised its terms of reference, including through social media, and has written to numerous organisations and individuals and others interested in the

electoral process. The committee also wrote to every independent candidate and political party that contested the 2014 state election. Public hearings are scheduled for August 2015 with the report considered by members in the second half of 2015 with a tabling date in December 2015.

Family and Community Development Committee (57th and 58th Parliaments)

Inquiry into social inclusion of Victorians with a disability (57th Parliament)

From 1 July to 17 September 2014, the Committee worked on completing its inquiry into social inclusion of Victorians with a disability.

The Committee received 133 written submissions from a range of individuals and organisations. The authors of these submissions included:

- individuals;
- service providers;
- professional organisations from the disability, health and education sectors;
- advocacy and community organisations;
- local governments;
- peak and statutory bodies; and
- academics and research organisations.

In total, 75 witnesses (including people with disability) appeared before the committee, representing 39 organisations and government departments. The Committee tabled its report on 17 September 2014.

Inquiry into abuse in disability services (58th Parliament)

On 5 May 2015, the Committee was requested by the Legislative Assembly to undertake an inquiry into abuse in disability services and to table an interim report no later than 31 July 2015 and a final report by 1 March 2016.

The Committee held its first meeting on 18 May 2015 and issued a call for submissions on 19 May 2015. Due to the tight deadline for tabling its interim report, the Committee closed its call for submissions on 10 June 2015 to ensure that the Committee had information to inform any findings or recommendations it might consider.

The Committee held three half days of hearings and heard from eight organisations from statutory bodies, a government department and representatives from the advocacy sector and disability service providers.

Inquiry into the adequacy of services for people with Autism Spectrum Disorder (58th Parliament)

On 6 May 2015, the Committee was requested by the Legislative Council to undertake an inquiry into the adequacy of services for people with Autism Spectrum Disorder and to table a report by 31 May 2016.

On 18 May 2015, the Committee determined that it would focus on completing an interim report for the inquiry into abuse in disability services by late July 2015 and then

in August 2015 turn its attention to how it will approach its inquiry into the adequacy of services for people with Autism Spectrum Disorder.

IBAC Committee (57th Parliament)

In July 2014 members of the Independent Broad-based Anti-corruption Commission Committee (IBACC) travelled to Brisbane and Sydney to meet with key integrity agencies in those jurisdictions. These included representatives from the Office of the Parliamentary Crime and Corruption Commissioner, the Crime and Corruption Commission, the Parliamentary Crime and Corruption Committee, the Independent Commission Against Corruption, the Parliamentary Committee on the Independent Commission Against Corruption, the Inspector of the Independent Commission Against Corruption and the Police Integrity Commission.

Law Reform, Road and Community Safety Committee (58th Parliament)

The Committee received its first reference on 5 May 2015 to inquire into and consider fuel drive-offs, and in particular:

- the extent and nature of the problem, including possible linkages between fuel drive-offs and crime, such as number plate theft or vehicle theft;
- best practice approaches to prevent fuel drive-offs, including educational and technological measures and co-regulatory approaches to enforcement; and
- current civil and criminal remedies to address fuel drive-offs.

The Committee issued a call for submissions in June 2015 and received a briefing from key Department of Justice and representatives on issues relating to the inquiry. Public hearings will be held following the submission closing date of 17 July 2015. The final report is due to be tabled no later than 7 December 2015.

Public Accounts and Estimates Committee (57th and 58th Parliaments)

Inquiry into the Budget Estimates

As part of its statutory responsibilities under the *Parliamentary Committees Act 2003*, the Committee conducts an annual inquiry on the state's budget estimates as soon as the Victorian Budget is released. Ministers, Presiding Officers and departmental secretaries are invited to appear before the Committee and are questioned on their portfolio budget estimates for the next financial year.

Report on the 2014–15 Budget Estimates — part two (57th Parliament)

Part One of this report provided an overview of the main aspects of the 2014–15 Budget and a summary of key issues raised at the public hearings held with Presiding Officers and all ministers. This part of the report also contained an assessment of the performance measures that the Government proposed discontinuing in the 2014–15 Budget and the new measures it introduced.

Part Two of this report focused on four key areas of the Budget, namely revenue; borrowings and net debt; output expenditure; and asset investment. The Committee's recommendations were intended to improve the Government's accountability and

transparency in reporting. Part One was tabled in an earlier reporting period. The final report (Part Two) was tabled on 17 September 2014 and made six recommendations.

2015–16 Budget Estimates hearings alert report and the 2015–16 Budget Estimates report (58th Parliament)

Following the release of the 2015–16 State Budget the Committee held hearings with all ministers and the Parliament’s Presiding Officers. The hearings totalled 55 hours and provided an opportunity for the Committee to question witnesses on the forward estimates of program initiatives and asset investment within their portfolios. An alert was tabled to assist members of Parliament with relevant information during debates on the Appropriation Bills. The report was tabled on 27 May 2015.

The Committee will table a detailed report on the 2015–16 budget estimates later in the year. The report will provide analysis of the Government’s strategies for revenue, debt, output expenditure and asset investment over the forward estimates period. It will also examine economic variables and trends influencing the budget, the Government’s election commitments, and the quality of performance measures used by Government departments. The report will draw on information gathered from the hearings, the questionnaire responses, the budget papers and the Committee’s own research. This final report is expected to be tabled in September 2015.

Inquiry into findings of Victorian Auditor-General reports 2009–2010 (57th Parliament)

Under its broad functions under section 14(a)(i) of the *Parliamentary Committees Act 2003*, which allows the Committee to inquire into, consider and report to Parliament on any matter related to public administration or public sector finances, and its powers under section 33 which allow it to inquire and consider any reports tabled in the Parliament, in March 2013 the Committee reviewed the findings of Victorian Auditor-General reports tabled during 2009–2010.

The Committee formally categorised those reports into those that measured effectiveness and performance, and those that report on accountability and oversight, which encompassed eight separate VAGO reports.

The Committee prioritised eight performance audit reports for follow-up, namely:

- the effectiveness of student wellbeing programs and services;
- literacy and numeracy achievement;
- maintaining the integrity and confidentiality of personal information;
- management of the community support fund;
- security of infrastructure control systems for water and transport;
- taking action on problem gambling;
- towards a ‘smart grid’ — the roll out of advanced metering infrastructure; and
- use of development contributions by local government.

A call for submissions was issued on 5 October 2013 and followed by public hearings. The report provided a detailed assessment of the status of all 37 recommendations made by the Auditor-General in these reports. The Committee made a number of its

own recommendations that addressed areas where it considered further actions were necessary by the relevant public sector agencies.

The Committee also identified a number of common themes arising from the audit reports, particularly on the issues of:

- the quality of the responses to the Auditor-General's reports;
- progress made in implementing the Auditor-General's recommendations;
- monitoring and oversight within the Victorian public sector; and
- performance measurement within the Victorian public sector.

The final report was tabled on 3 September 2014 and made 52 recommendations.

End of term report (57th Parliament)

The end of term report was a biennial initiative of the Committee of the 57th Parliament and follows on from its mid-term report tabled in 2013. This report documents the Committee's initiatives, outputs and outcomes in fulfilling its statutory responsibilities under the *Constitution Act 1975*, *Parliamentary Committees Act 2003* and the *Audit Act 1994*. This report was tabled on 15 October 2014.

Report on the appointment of a person to conduct the financial audit of the Victorian Auditor-General's Office under section 17 of the Audit Act 1994 (58th Parliament).

The *Audit Act 1994* requires that an independent financial auditor be appointed for a period of three years to conduct annual financial audits of the Victorian Auditor-General's Office (VAGO). The Committee is responsible under the Act for recommending, to both Houses of Parliament, the appointment of a suitably qualified person to undertake the financial audit.

The previous financial auditor appointed by Parliament for three years, commencing in 2012, was Mr Steven Bradby, Partner at PKF Melbourne Audit & Assurance. Mr Bradby's term expired in 2014, following his audit of VAGO's financial statements for the year ended 30 June 2014.

The new Committee of the 58th Parliament was established on 16 April 2015 and was immediately faced with unique constraints including that the financial audit for the year ending 30 June 2015 needed to be commenced in July 2015 and conducted over a three-month period.

The Committee considered its options and chose to defer a prolonged selected market tender process and chose an option permitted by section 17(2) of the *Audit Act 1994*, which enabled Parliament to renew Mr Steven Bradby's appointment for a further term of 12 months. This report was tabled on 10 June 2015 and its recommendation subsequently approved by motions in both Houses.

Other activities 2014–15

On 7 May 2015, the Committee co-hosted the 2015–16 State Budget Briefing Seminar for parliamentarians and electorate officers with the Department of Treasury and Finance.

Scrutiny of Acts and Regulations Committee (57th and 58th Parliaments)

The Committee tabled its Annual Review 2014 in June 2015. The Review outlines the functions and work of the Committee in calendar year 2014. During the period 2014–15 the Committee tabled 12 Alert Digests, reviewing a total of 102 Bills. During the same period the Committee, through its Regulation Review Subcommittee, reviewed 302 statutory rules and legislative instruments ('regulations'). The Committee did not undertake any inquiry work outside of its statutory terms of reference.

Regulation Review Subcommittee

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

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

- considered 234 statutory rules, 10 of which were accompanied by Regulatory Impact Statements;
- considered 68 legislative instruments, four of which were accompanied by Regulatory Impact Statements.

Statute Law Repeals Bill 2014 (58th Parliament)

On 10 February 2015 the Legislative Assembly referred the *Statute Law Repeals Bill 2015* to the Committee for inquiry, consideration and report. The Bill listed four Appropriation Acts considered to be spent.

After taking evidence from the Deputy Chief Parliamentary Counsel the Committee tabled a report on 12 February 2015. The Committee's report recommended that the Appropriation Acts could now be safely repealed. The Committee further recommended that future Appropriations Bills include a self-repealing provision automatically repealing the Act four years after Royal Assent. The recommendation was adopted by the government and the Appropriation Bills for 2015–16 contained such a self-repeal provision.

Statute Law Revision Bill 2014 (58th Parliament)

On 11 February 2015 the Legislative Council referred the *Statute Law Revision Bill 2015* to the Committee for inquiry, consideration and report. The Bill recommended that miscellaneous minor amendments be made to 68 Acts, including six amendments that were identified as requiring retrospective application.

The Committee received evidence from the Deputy Chief Parliamentary Counsel. The Committee recommended that all proposed amendments were appropriate to be included in a statute law revision bill. The Committee tabled its report on 24 February 2015.

Rural and Regional Committee (57th Parliament)

Inquiry into the opportunities for increasing exports of goods and services from regional Victoria (57th Parliament)

The Committee continued its inquiry into increasing exports from regional Victoria, which it received from the Parliament on 26 November 2013. The inquiry investigated the full range of goods and services considered to be exports, including agriculture, manufacturing, minerals, international education and international tourism.

The RRC held two public hearings in July, travelling to Shepparton and Wodonga and meeting with 26 witnesses, including primary producers, transport companies and local government. The Committee also made site visits to three businesses.

These public hearings and site visits concluded the evidence gathering component of the inquiry. Following this, the Committee met twice, to deliberate on and then adopt its final report. The final report was tabled in Parliament on 3 September 2014.

Serjeant-at-Arms Office

In conjunction with other departments, assist with community engagement events

Open Day 2015

Parliament's annual Open Day was held on Sunday, 22 March 2015. Although Parliament is open for tours most weekdays throughout the year, Open Day is an opportunity for people to visit Parliament on the weekend and to see areas of the building not normally accessible on a public tour.

Parliament invites several external agencies that have a relationship with the Parliament to take part in Open Day. For 2015, the Public Record Office Victoria, the Victorian Auditor-General's Office and the Victorian Ombudsman's Office again took part and for the first time the Independent Broad-based Anti-corruption Commission also participated. Each agency had a display in Queen's Hall.

The Royal Australian Navy Jazz Band entertained visitors on the front steps, while visitors enjoyed their lunch in the gardens with music by the Glen Waverley Secondary College band and drawings by a caricature artist. The Speaker and the President also attended and spoke to visitors about their roles.

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

Youth Parliament 2014

The 28th annual YMCA Youth Parliament was held from 30 June to 3 July 2014. Twenty teams of young people aged between 16 and 25 participated, with teams coming from suburban Melbourne and regional Victoria.

Where possible, Youth Parliament replicates a real sitting day in each Chamber, so that participants can get a deeper understanding of how Parliament functions and how bills are passed into law. In the Assembly, 10 bills researched and written by the YMCA participants were debated on a range of topics including optional voting for 16–18 year olds in state elections and increase of fast food regulations.

Mr Omar Aldabel, representing Hobsons Bay City Council, was judged by members and staff to be the best speaker in the Legislative Assembly for 2014.

Debates occurred with the mentorship of members of the Legislative Assembly who generously gave their time to be Acting Speakers. Legislative Assembly staff also committed time to clerk proceedings.

Open House Melbourne 2014

Open House Melbourne is a not-for-profit association which gives the public the opportunity to discover buildings of architectural and design significance in and around Melbourne's CBD. Buildings are open over a weekend in late July for free tours. The theme for 2014 was #curiocity and over 100 buildings participated, including Parliament House.

Previously, we have participated in Open House Melbourne but in 2014, our building was open for the duration of the OHM weekend, 26 and 27 July. Groups of up to 40 people departed the Vestibule every 15 minutes for tours through Queen's Hall, the Legislative Assembly and Council Chambers and the Parliamentary Library. Tours were led by Legislative Assembly tour guides, who provided information to visitors both about the building and the parliamentary process.

As with other buildings, large queues formed outside Parliament House on both days. In total 2,303 visitors came through the doors over the two days. Planning is already well underway for Parliament to again participate in Open House Melbourne in 2015. We consider that while very demanding on our staff, being open for both days of Open House Melbourne is a valuable opportunity for the public.

Front Steps

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

- Various student projects for fashion, architecture, design and photography from RMIT, Victoria University and other institutions
- Lehenda dance troupe's performance of *The Well*
- Group photograph of all cast and crew then performing in Melbourne's theatres
- Tennis Australia's installation of a giant tennis ball to promote the Australian Open

- Special Olympics Australia's Torch Run commencement of event
- 3AW broadcast
- ABC's TV Arts program filming
- ABC's News *Breakfast* pre-election program broadcast
- Melbourne Grand Prix's Formula One Grand Prix cars launch
- Victorian Cricket team photograph
- Multi-faith Memorial for the late Right Honourable Malcolm Fraser
- Wild at Heart Community Arts group performance and filming of a short music video
- Media event for the Manchester City and City Football Club and Melbourne City Football Club with the Premier, Hon Daniel Andrews MP
- Malaysian travel group photograph
- Mother's Day Classic Tribute media event
- Transport Accident Commission press conference
- Heart Foundation media event
- State Parliament Lions Club annual barbecue fundraiser
- Justice Connect's 8th Annual Walk for Justice commencement of event
- Consulate General of India and International Day of Yoga — yoga demonstration
- Bowel Cancer Australia and Bowel Cancer Awareness Month — modification of lighting at the front of Parliament House
- Celebrate India and Diwali — modification of lighting at the front of Parliament House.

Queen's Hall (launches, receptions and conferences)

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

- Australian National University's Melbourne Alumni Annual Gala Dinner
- Unveiling of the Jewish Museum of Australia's portrait of Sir Isaac Isaacs
- Australian Medical Association's H2O Health Summit gala dinner
- Australian Christian Lobby forum
- Australian Lebanon Chamber of Commerce luncheon
- Senior officials of the Chinese Government dinner
- Ambulance Victoria Community Hero awards presentation and lunch
- Australian Asphalt Pavement Association Ltd annual Chairman's dinner
- BreastScreen Australia lunch
- Century Club afternoon tea
- Celebration of African Australians awards ceremony
- Somalian Student Graduation ceremony
- Chabad of Melbourne CBD Chanukah in the City cocktail party
- Council for the Humanities, Arts and Social Science National Forum awards and dinner
- Department of Premier and Cabinet staff forum
- Gallipoli 2015 ANZAC Day Dawn Service Tour announcement
- 2014 Victorian International Education awards ceremony
- Premier's Design Awards ceremony
- *Victoria at War* book launch

- *One Team, One Goal — Celebrating Diversity* presentation ceremony
- 2014 DEPI Science Awards
- United Nations Development Programme and XX International AIDS Conference cocktail party
- Victorian Curriculum and Assessment Authority's VCE Leadership Award ceremony
- Victorian Parliamentary Prayer Network's Prayer for the Elections
- Launch of Victorian Aboriginal Heritage Council's Strategic Plan 2014–2019
- Victorian Public Sector Commission's 2015 Victorian Public Service Graduate Recruitment and Development Scheme (VPS Graduates) welcome event
- VicHealth cocktail function
- VicForests' 10th anniversary cocktail function
- Victorian Local Governance Association's Centenary High Tea
- Victorian Government National Aboriginal and Torres Strait Islander Observance Committee (NAIDOC) reception
- Launch of *Love of Languages* Website
- Trade Mission from Ireland to Australia cocktail party
- Asian Pacific Law Dinner
- Launch of the 2014 Legacy Badge Appeal and lunch
- National Party's Conference of State Parliamentarians cocktail reception
- Thessaloniki Association The White Tower Incorporated cocktail party
- PrimeSafe dinner
- Road Trauma Support Services Victoria' annual Time for Remembering Ceremony
- Reach 4 Your Future Foundation Incorporated cocktail party
- Ministerial Youth Advisory Committee cocktail party
- The Compassionate Friends Victoria Inc 2015 Compassionate Employer Recognition Awards
- International Women's Day breakfast
- Committee for Economic Development of Australia's annual welcome event for CEDA trustees
- Australian Unity Limited Australia Day breakfast
- Department of Economic Development Biosciences Research and AgriBio Science Awards ceremony and cocktail party
- Victorian International School Student awards ceremony
- Ecuadorian Embassy in Australia's "Ecuadorian Ideas that Matter" presentation
- 2014–15 Premier's Spirit of ANZAC Prize
- National Close the Gap Day event
- World Interfaith Harmony Week lunch
- Museum of Chinese Australian History Inc — Chinese New Year celebratory dinner
- ABC's John Faine program broadcast
- Turkish Consulate General — welcome lunch in honour of the President of Presidency of Religious Affairs of Turkey
- ALP Victoria Branch function held in recognition of the passing of Hon Joan Kirner
- Victorian Public Sector Commission — Victorian Public Service Graduate Recruitment and Development Scheme (VPS Graduates) graduation ceremony for the 2014 cohort.

Queen's Hall (Exhibitions and Displays)

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

- Art of the Urban Pharaohs Egyptian Graffiti Art exhibition
- LeadWest's Spring into the West display
- *My Human Family: Rescue Dogs Find a Home* photographic exhibition
- Greater Shepparton City Council's *Greater Shepparton on Show* display
- Community and Public Sector Union Victoria's WW1 photographic exhibition
- Nuran Zorlu's *A Journey to Armenia* photographic exhibition
- Zionist Council of Victoria's Israel exhibition.

Legislative Assembly Chamber

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

- Schools' State Constitutional Convention
- The University of Melbourne and the Trinity Institute role play debate
- The National Association of Australian University Colleges Incorporated Parliamentary Debating event
- 2014 Rotary District 9810 Model United National Assembly
- Young Leaders Program, Trinity Institute Young Leaders Program (Social Justice Stream)
- Sir Robert Menzies Lecture Trust lecture
- General Sir John Monash Commemorative Service
- Federation of Australian Muslim Students and Youth — *Victorian Muslim Youth Forum: Awareness, Dialogue and Active Participation*
- Victorian Parliamentary Amnesty Group — Amnesty International Australia's 2014 National Annual General Meeting and Human Rights Conference
- Australian Council for Human Rights Education model global parliament
- Victorian Young Liberals' Federal Youth Convention policy debate
- St Joseph's College, Ferntree Gully — Annual Student Leadership Debates
- Monash University and the Victorian Model United Nations Conference
- Local Government Professionals Incorporated Emerging Leaders Program — Political Context session.

Filming at Parliament House

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

- Various film, television, fashion, architecture and photographic student applications to film in conjunction with their studies at RMIT and other institutions in Melbourne
- Arthritis Victoria community service announcement
- ABC documentary about donor-conceived people
- *Herald Sun* Aria competition
- Hutchinson Legal's yearly calendar
- ABC's *Miss Fisher's Murder Mysteries* promotion for Series 3

- Melbourne University Indonesian Student Association and Falcon Pictures Indonesia photo shoot for Indonesian band Coboy Junior
- Victorian Electoral Commission's press release and photography to encourage CALD communities in Victoria to enrol and vote at State elections
- US science fiction movie *Childhood's End*
- Filming an invitation for US attendees to a conference regarding family violence to be held in Melbourne in 2016
- Documentary about Hon John Howard
- Department of Health and Human Services' internal communications video
- Rachel Khoo's *Kitchen Notebook*, a cooking show and travelogue for SBS and the BBC to showcase Melbourne's culture, art, music, fashion and restaurants
- *The Weekly with Charlie Pickering*
- ABC documentary *Breaking the Silence* regarding sexual abuse in the Jewish community
- Filming educational film resources for the Parliament's Community Engagement and Education unit.

Tours feedback

Parliament relies on feedback from tourists, teachers and visitors to improve and develop its tours program. Until recently, this feedback has been obtained through a hard copy survey completed at the end of the tour. To improve the ability to collate feedback and encourage an increase in surveys, we have introduced an electronic feedback survey which can be completed on a tablet device on a stand in the Vestibule. The new electronic survey is quicker to complete and results are automatically collated, instead of later being manually entered by staff.

The new tablet stands have provided additional advantages. Visitors can look up information on our website while waiting for their tour and also look up information about nearby tourist attractions. We hope to continue to explore the use of technology to enhance the visitor experience in the next 12 months, including options such as digital signage in the Vestibule to inform visitors about events and committee hearings taking place in the building.

Work Experience Students

Parliament offers a work experience program for secondary students wishing to obtain knowledge and skills associated with parliamentary practice and procedure. The program, which is administered by the Clerk of the Parliaments, offers participants the opportunity to undertake a week's work experience across a range of parliamentary work units.

In 2014–15 students spent time with their local member and at the member's electorate office, attended question time in both Houses and met with chamber officers and staff. Five students were accommodated during the year in various business units including the Library, Hansard and Security and Electorate Properties and all reported positive experiences in feature articles for *On Notice*, Parliament's staff newsletter. Students were particularly appreciative of the structured work experience program and the amount of time devoted by staff to assist them during their week at Parliament.

Tours and Customer Service Unit

Public Tours

As part of the overall Community Engagement strategy of Parliament, public tours are conducted on non-sitting weekdays at 9.30 am, 10.30 am, 11.30 am, 1.30 pm, 2.30 pm and 3.45 pm (six tours per day). Public tours are also conducted on sitting Tuesdays at 9.30 am and 10.30 am.

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

Parliament House tours also has a presence on the Trip Advisor website which allows visitors to provide feedback on our tours. Founded in February 2000, Trip Advisor is an American travel website company providing reviews of travel-related content. We were pleasantly surprised and extremely excited to be recently awarded a 2015 Certificate of Excellence from Trip Advisor in recognition of our public tours.

We have a system in place to accurately collate the number of attendees for our public tours. Tour guides stationed at the Vestibule desk record the numbers for each tour, each day. Trends in demand for public tours are then tracked to identify peak timeslots and periods during the year, and we use this information to allocate resources.

Our data shows that January is still the most popular month for public tours, with 3,129 people attending in January 2015. In 2014–15, 22,860 people visited Parliament House for a public tour, demonstrating the popularity and success of the public tour program. This number is an increase of over 2,000 on the previous year.

This increase is most likely a result of three major factors. We have added two extra tours per day with the implementation of the Express Tour. We continue to advertise our public tours in publications such as the Melbourne Official Visitor Guide and Victoria's Cultural Guide. We were also able to host over one hundred City of Melbourne volunteers at a workshop in November in Queen's Hall. This allowed us to give the volunteers information about our tours which they in turn could relay to the many visitors to Melbourne they meet daily, helping to increase the numbers attending our public tours.

The tour guides conduct their tours with the assistance of the Public Tour Manual, which ensures consistency of core information delivered on public tours. The Manual is a valuable tool for training new tour guides.

Express Tours

Express Tours is a new community engagement initiative developed by the Tours and Customer Service Unit during the previous reporting period and rolled out in 2014–15.

One of the concerns we had when delivering our public tours was the growing number of visitors to the Parliament with time constraints, or with limited understanding of

English, who may not gain much value from our tour. Our public tours are 45–60 minutes in duration which does not cater for those visitors simply wishing to take some quick photos of the building and move on.

To meet this demand, Express Tours were made a part of our regular tours schedule in January 2014. Tours last 20 minutes and are conducted at 1.00 pm and 4.00 pm on non-sitting weekdays. Feedback for our Express Tours has been extremely positive.

To promote the Express Tours we have produced a brochure that is printed in English, Mandarin, Japanese, German, French, Spanish and Arabic, the languages most commonly spoken by our visitors. The brochure is on display at Parliament House and the Melbourne Visitor Centre at Federation Square.

Booked Tours

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

As many as 11 booked tours can be conducted on Mondays and Fridays, ten tours on non-sitting Tuesdays and Thursdays and, seven on non-sitting Wednesdays when much of the schedule is taken up with role plays. During sitting weeks 12 booked tours can be conducted on Tuesdays and eight tours on Wednesdays and Thursdays.

During the reporting period we had 27,000 school children and 4,600 adults visit the Parliament for a tour or presentation. These figures show an increase of 900 school children and 2,400 adults compared to last year's figures.

Senior tour guides conduct the tours. The information provided to students is relevant to the learning standards (AusVELS) curriculum requirements, covering such topics as representation and the democratic process in Victoria, the three levels of government, how a law is made and the history of Parliament and Parliament House.

In line with the other community engagement programs, satisfaction surveys are completed by teachers or supervisors at the conclusion of their tour. The results from surveys over the last 12 months have shown that booked tours of Parliament House continue to meet the needs of our participants.

Metropolitan School Visits

During the reporting period, there were 51 parliamentary role plays (PRPs) conducted at schools in the Melbourne metropolitan area, an increase of 15 on last year's figures and a sign of their growing popularity. In previous years parliament information talks (PITs) were offered on metro visits rather than PRPs. We have since decided to offer only PRPs as we believe they now cover the same content as the PITs and are far more popular with students and teachers.

Metropolitan school visits are held on Tuesdays and Thursdays of non-sitting weeks, and presented by senior tour guides. On each of these days, two TCSU staff travelled from

Parliament House to schools located within the metropolitan area to deliver a 90 minute PRP to students in years 5, 6, 7 or years 11 and 12 legal studies students. For some schools, travelling to Parliament House can be costly and difficult to arrange, so we are pleased to be able to deliver our services in schools.

Parliament Role Plays

Role Plays (PRPs) at Parliament House are one of the most popular community engagement programs on offer. Demand for the program is high, and role plays are often fully booked for the year within a few months of bookings becoming available. Over the past year, 42 PRPs were conducted, an increase of seven on last year's figures.

Role Play sessions are held each non-sitting week on Wednesdays at 9.30 am and 11.00 am, and the program is open to students in years 5, 6 and 7. The role play takes place inside the Chamber.

Each Role Play includes a presentation which provides an introduction to key information and concepts, and video extracts. Excerpts from various parliamentary education DVDs have been incorporated, assisting students to better understand the Parliament's role as a lawmaker and the processes involved in debating bills. The new format, refined over the year, creates greater consistency in delivery and better assists in meeting the Level 4 AusVELS.

VCE Legal Studies Role Plays

Our VCE role play is for legal studies students in year 11 or 12. Originally there were two role play scripts available for teachers to choose from. One is based on the passage of the upskirting laws, while the other is based on the dangerous dogs legislation. We have since developed two new VCE Role Play scripts; one is based on the passage of the Crimes Amendment (Sexual Offences and Other Matters) Bill 2014, also known as the Sexting Bill, the other is based on the passage of the Crimes Amendment (Bullying) Bill 2011.

The scripts for each role include Hansard extracts from members' contributions during the second reading debate. A presentation complements the role play.

VCE role plays are offered to schools on non-sitting Wednesdays at 1.00 pm. In the reporting period 21 VCE Role Plays were conducted. The presentations proved to be very popular with both students and teachers.

Architecture Tour

In February 2013 the Legislative Assembly launched the Parliament House Architecture Tour. Conducted once a month, the Architecture Tour focuses on the history and design of Parliament House.

The tour was developed with the assistance of leading architects and academics and is designed to cater for students studying architecture or design, or for members of the public with an interest in architecture and historically significant buildings. There were 12 Architecture Tours conducted in the year.

Gardens Tour

The newest specialised tour to form part of our tours program is the Gardens Tour. Conducted on the first Monday of each month, the Gardens Tour was made a part our regular tours schedule at the commencement of the reporting period.

The Gardens Tour was developed by the TCSU in conjunction with members of the Buildings and Grounds gardening team. It is designed to show off the wonderful gardens of Parliament House to any members of the public with a keen interest in gardening or historically significant gardens. There were 10 Gardens Tours conducted in the year.

Regional Visits

During the year the outreach program team conducted six regional visits to towns throughout country Victoria. The aim of the regional visits program is to take our community engagement and education programs to regional Victoria so that students, who may otherwise miss out because of distance, are given the chance to participate. Parliament Tour Guides travel to regional towns for 2–4 days and deliver role plays for local school students in years 5, 6 and 7. In 2014–15 our VCE PRP was also offered to Year 11 and 12 students on our regional visits.

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

In this reporting period our team conducted presentations in Warragul, Lakes Entrance, Stawell, Hamilton, Swan Hill and Bendigo. In total, 43 schools with 1,527 students participated.

During our visit to Swan Hill in March 2015 the teachers and students of St Mary's Primary School in Swan Hill allowed one of their role play sessions to be filmed by the Parliament's broadcast team. A news story can be found on the Parliament's website <http://www.parliament.vic.gov.au/visit/schooltours/regional-visits>

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

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

Legislative Assembly

Identify and evaluate opportunities for staff career and professional development

Staff Rotations

Two years ago the Department prepared an analysis of how a program of staff rotations may assist staff career paths and professional development. While some staff with similar or identical job roles rotate regularly anyway — the tours coordinators, assistant clerks, and various committee roles — the Assembly's management team sees value in staff of similar levels but with different roles and responsibilities, rotating through roles to build capacity in the department, and expose individuals to a greater range of challenges and working styles.

Due to a combination of staff absences, and other staff being new in roles, we were unable to find a suitable time in the last year to pilot a rotations program, but hope to explore this further in the next reporting period.

Clerk's Office

Develop a system for retaining departmental photographic collection

In recent years, we have uncovered a range of photographs in the department's collection, both formal — such as commissioned photographs of the Chamber and committees at work — and informal, of staff gatherings and events. Some exist only in hard copy, while others are stored on CD and on the network drive. Apart from needing to record and preserve information about the content of the photographs we are conscious of needing to assess the copyright status of all photos, file them in formats appropriate for future use, and compile a complete index of the photos available to us, and documenting the purpose for which they can be used. The audit phase of this project has taken considerably longer than we anticipated, as the project to rationalise our share drive use (reported below) led us to more photos. We aim to complete the audit of photos and their copyright in the next reporting period, and make recommendations to the Clerk for future storage and ongoing management of our photographic records.

Develop and deliver resilience training for staff

Working for Parliament is rewarding and exciting. It can be, however, a stressful and sometimes uncertain environment. The changes associated with the end of one Parliament, and the start of another, bring opportunities and challenges for staff in equal measure. Changes to the committee system and the House's working hours, in particular, required changes in working practices by staff. To help us all face these challenges, the department arranged training for staff in April to help us refresh and recharge as we enter a new Parliament, and equip us to improve our resilience. The

feedback provided by staff to the Clerk indicated that the training was useful and could be applied in a practical way in the workplace.

Staged roll out of TRIM business classification system across all Assembly business units

The Assembly has, for many years, used TRIM to manage its hard copy files. In anticipation of moving to electronic file management only, and reducing our reliance on the network drive, the Department began a program of restructuring each business unit's part of the network drive to match the TRIM business classification system. This involved forensically working through the network drive, and being rigorous in applying the BCS/naming convention across the drive. In doing so, we were able to identify duplicate copies of documents and information, and safely dispose of some records that were no longer required. The next stage will be to move to electronic records management exclusively, a project we anticipate will involve the other parliamentary departments.

Clerk's Office/Committee Office

Communicate and inform committee staff of potential changes for the committees structure in the 58th Parliament

Any change to the overall number of joint investigatory committees has a consequential effect on the staffing arrangements needed to support those committees. While members to two joint investigatory committees were appointed early in the 58th Parliament, the membership for the other committees was not known until legislation to reshape the committee system passed through both Houses, and this did not happen until April 2015. Between December and April, the clerks held regular discussions with committee staff to foreshadow the likely impact of any changes, noting that no firm plans could be made until the bill was passed. We recognise that this was a particularly challenging time for committee staff.

Procedure Office

Digitisation of Assembly Votes and Proceedings

The Assembly has completed the digitisation of the *Votes and Proceedings* from 1851 to date. These are now online as searchable PDFs. We have also begun work, in conjunction with the other departments, to set up a database that allows searching across the documents.

Improve Procedure Office knowledge resources

Some years ago the Procedure Office team agreed to move its knowledge resources (the Procedure Office manual) to an electronic format. In the last 12 months this change has really taken hold. Staff now immediately think to look to the electronic resource and rely on a series of Word and PDF documents covering a range of office procedures. It has become an invaluable resource for the team.

Serjeant-at-Arms Office

Contribute to Parliament-wide building and security related projects

Security Management Board

In October 2014, the Presiding Officers established a Security Management Board. The establishment of the board followed the National Terrorism Public Alert level being raised from medium to high.

The Board is an advisory body to the Presiding Officers and its role is to actively identify and assess security risks; manage and monitor those risks; provide strategic direction on policy, practices, procedures in relation to all matters affecting security and emergency/incident management on the parliamentary precinct and at electorate offices; review and sponsor protective security infrastructure projects and improvements; and ensure adequate funding is available to support risk management activities, projects and improvements.

The Board comprises the Presiding Officers, members of Parliament nominated by political parties, the Secretary of the Department of Parliamentary Services, the Clerk of the Legislative Assembly, the Clerk of the Legislative Council and two representatives from Victoria Police. The Manager of the Security and Electorate Properties Unit, the Serjeant-at-Arms and the Usher of the Black Rod also attend Board meetings.

The Board met on four occasions throughout 2014–15 and approved a number of changes to the security infrastructure within Parliament House following recommendations from Victoria Police. This has included redesigned front and rear entrances to Parliament House with improved security screening, a redesigned car park entrance and upgraded mail scanning facilities.

Parliamentary staff have also taken part in workshops facilitated by Victoria Police on security scenarios. The workshops have aimed to increase collaboration between Victoria Police and the Parliament and share information about potential threats and effective responses to those threats.

Key management

Following an audit in 2013–14, a decision was made to develop a new key management procedure for Parliament House and to rekey all offices following the November 2014 election.

A project team involving the Security and Electorate Properties Unit, the Serjeant-at-Arms and the Usher of the Black Rod oversaw the project, which involved changing the lock on every door within Parliament House. Given the Opening of Parliament was held within weeks of the November 2014 election, it was decided to undertake the rekey in January 2015 once all members had been allocated their new offices.

The project went very smoothly with all locks changed within the week scheduled. The new key management procedure has also been implemented, with all three

parliamentary departments now recording the issue of keys in a centralised database. Regular audits will be undertaken to ensure the integrity of the database, and business rules have been adopted to govern the changing of locks if keys are lost.

Visitor management

A continuing challenge for the Parliament is the management of visitors within Parliament House. Due to its design, the building is not easily divided into private and public areas like more modern buildings. This creates challenges for managing the wide range of building users, which include members, staff, committee witnesses, tourists, event guests, the media and contractors.

During 2014–15, a security consultant who had undertaken work at the Commonwealth and New South Wales Parliaments, was engaged to review the Victorian Parliament's visitor management arrangements and provide recommendations for improvement. The report recommended Parliament explore options such as improved public and private separation within the building, improved clarity around roles and responsibilities, particularly regarding escorting of visitors through the building, and security awareness training for members and staff.

The Manager of the Security and Electorate Properties Unit, the Serjeant-At-Arms and the Usher of the Black Rod have been tasked by the Security Management Board to determine the best way to implement the recommendations. Work is in progress on installing access control infrastructure on certain doors to better control movement of people around the building and the development of a visitor management policy. A project has also been initiated to replace the radio communication system in Parliament House, which will be used for improved communication within the building regarding visitor and tour group movements, as well as emergency management.

Emergency management

We began work in 2013–14 to update Parliament's emergency procedures to ensure emergencies were managed effectively and the procedures met the requirements in the Australian Standard AS3745-2010 — Planning for emergencies in facilities. An external provider was engaged to rewrite the emergency management procedures for Parliament House and redesign the emergency evacuation maps.

In the second half of 2014, we completed this project with a new emergency management manual issued and over 50 new evacuation maps installed throughout Parliament House and other buildings on the parliamentary reserve. Updated training for wardens was also conducted to familiarise them with the new emergency procedures.

Function and event management

Every year, Parliament House is the venue for hundreds of functions and events. Many are hosted by members of Parliament, but others are hosted by community groups, government departments or corporate organisations. All events held in Parliament House must be approved by the Presiding Officers and comply with Parliament's Venue Use Policy which governs appropriate use of Parliament House venues.

Once approved by the Presiding Officers the logistics for functions are handled by a number of different areas including the Catering Unit, Security, the House Departments and Hansard and IT who provide audio-visual support. To make it easier for function organisers to contact the correct parliamentary staff member, we have produced a new guide, which is provided to all function hosts with the approval letter. This document clearly sets out which parliamentary business unit can help with each type of query and aims to improve the level of customer service provided to function organisers by the Parliament.

To further improve management of functions, Parliament now has as a Security Coordinator from the Security and Electorate Properties Unit on site for all functions held out of hours. The Security Coordinator oversees the screening of all functions guests by contract security and will coordinate the emergency management response should any issues arise during a function.

Vestibule Desk

The Vestibule is the main reception area for Parliament House, with tens of thousands of visitors coming through each year. Following feedback from staff working at the reception desk in the Vestibule regarding working conditions and comfort, an ergonomic assessment of the workspace was undertaken. This identified a number of occupational health and safety concerns, including the desk being too low, ineffective heating and cooling, insufficient power for computers and related devices, and potential for improved security.

In April we began work to completely redesign and replace the Vestibule desk. Projects such as this are complex in a heritage building like Parliament House, so following a competitive selection process, an architectural firm was engaged to design the new desk. Extensive design work took into account input from the staff who work at the desk and heritage considerations. We expect the new desk will be constructed and installed in the next reporting period.

Induction for new members

While all new members were invited to attend an orientation day in December, before the Parliament opened, it is not realistic to expect members to absorb a great deal of parliamentary procedure in that time. In the 57th Parliament, the Clerk's office found it useful to deliver procedural briefing sessions of about 45 minutes' duration to members of lunch time on sitting dates during the first year of the new Parliament. This enabled members to ask the clerks about events that they had observed in the Chamber and seek clarification on the nuances of procedure.

While the Assembly no longer breaks for lunch, the Clerk's office has continued to offer the 'lunch and learn' inductions, at 1.00 pm on most sitting Wednesdays, as this time suits the majority of new members. As at the end of the reporting period, the Department had provided three such sessions, as well one in conjunction with the Legislative Council on issues that affected both Houses. We have another six sessions scheduled for later in 2015. To date, the feedback from new members has been positive.

Appendices

Appendix 1 — Staff Employment details July 2014–June 2015

Full time equivalents (FTE) staffing trends from 2011 to 2015				
2015	2014	2013	2012	2011
45.44	51.78	51.88	52.25	52.59

	Ongoing Employees				Fixed term & casual employees
	Employees (headcount)	Full time (headcount)	Part time (headcount)	FTE	FTE
June 2015	50	41	4	42.8	2.64
June 2014	48	44	4	46.2	5.58

	June 2015			June 2014		
	Ongoing		Fixed term & casual employees	Ongoing		Fixed term & casual employees
	Employee (headcount)	FTE	FTE	Employee (headcount)	FTE	FTE
Male	24	24	2	25	25	0
Female	21	18.8	0.64	23	21.2	5.58
Under 25	0	0	0.6	0	0	1
25–34	6	6	0	12	11.8	2
35–44	19	17.8	0.04	16	15.6	2.24
45–54	14	11	1	13	11.8	0.34
55–64	5	5	1	3	6	0
Over 64	3	3	0	1	1	0
Classification						
VPS 1	0	0	0	0	0	0
VPS 2	12	11	0.6	12	11.8	1.24
VPS 3	12	10	0	14	12.4	1
VPS 4	4	4	0	3	3	0
VPS 5	10	9	0	8	8	3.34
VPS 6	7	6.8	2	9	9	0
Executives	2	2	0	2	2	0

Notes

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

Appendix 2 — Staff Listing as at 30 June 2015

Clerk's Office

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

Serjeant-at-Arms Office

Robert McDonald	Assistant Clerk Procedure & Serjeant-at-Arms
Sarah Cox	Assistant Chamber Officer
Helen Dorian	Personal Assistant to the Serjeant-at-Arms

Tours and Customer Service Unit

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

Speaker's Office

Santhi Sinniah	Parliamentary Adviser to the Speaker
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Procedure Office

Kate Murray	Manager
<i>Papers Section</i>	
Vacant	Parliamentary Officer
Megan Rocke	Customer Service Officer

Table Section

Joel Hallinan	Senior Parliamentary Officer
Charlene Kenny	Parliamentary Officer
Brigid O'Farrell	Administrative Officer

Community Engagement and Education Unit

Andres Lomp	Manager, Communications and Public Engagement
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Committee Office

Committee Services Office

Sally West	Senior Committee Services Officer
Michelle Summerhill	Administrative Officer

Secretariat staff

Simon Dinsbergs	Business Support Officer
Melanie Hondros	Business Support Officer
Sonya Caruana	Committee Administrative Officer
Maria Marasco	Committee Administrative Officer
Bernadette Pendergast	Committee Administrative Officer
Helen Ross-Soden	Committee Administrative Officer
Vacant	Committee Administrative Officer
Vacant	Desktop Publisher and Administration Officer
Nathan Bunt	Executive Officer
Valerie Cheong	Executive Officer
Greg Gardiner	Executive Officer
Andrew Homer	Executive Officer
Mark Roberts	Executive Officer
Yuki Simmonds	Executive Officer
Vicky Finn	Research Officer
Helen Mason	Research Officer
Alejandro Navarrete	Research Officer
Patrick O'Brien	Research Officer
Nathaniel Reader	Research Officer
Bill Stent	Research Officer
Leah Brohm	Senior Research Officer (Audit Compliance)
Christopher Gribbin	Senior Research Officer (Portfolio Performance)
Vacant	Senior Research Officer (Performance Auditor)

Appendix 3 — Legislative Assembly Expenditure Statement

	2014–15		2013–14
	Budget \$	Expenditure \$	Expenditure \$
Departmental			
Salaries, overtime and allowances	2,863,800	2,495,360	2,375,814
Payroll Tax	142,100	127,782	130,371
WorkCover	28,280	8,802	15,055
Fringe Benefits Tax	36,200	33,168	47,877
Employer contribution to superannuation	270,900	219,652	210,812
Long Service Leave	103,618	103,372	97,264
General expenses	1,204,302	656,715	844,261
Printing	551,200	195,758	272,094
Total Department operating expenses	5,200,400	3,840,609	3,993,548
Assembly Members			
Salaries and allowances*	18,669,000	12,601,364	12,106,670
Members travel and subsistence	–	3,230,808	3,195,430
Superannuation	6,394,000	1,178,198	5,727,436
Payroll Tax	–	846,981	816,595
WorkCover	–	57,661	88,916
Fringe Benefits Tax	–	433,222	517,181
Total members' salaries and superannuation	25,063,300	18,348,234	22,452,228

* *excluding ministers*

Note

This information is provided for the benefit of members. A complete set of financial statements of the Parliament of Victoria, including for joint investigatory committees, is provided in the Department of Parliamentary Services Annual Report for 2014–15.

Appendix 4 — Joint investigatory committee expenditure statement

2013–14 Actual \$	Joint Investigatory Committee	2014–15 Budget \$	2014–15 Actual \$
304,456	Accountability and Oversight Committee ²	348,970	260,837
(6,029)	Drugs and Crime Prevention ³	-	-
55,467	Economic Development and Infrastructure ³	-	-
293,552	Economic Development, Infrastructure and Outer Suburban/Interface Services Development ²	364,740	230,035
308,843	Education and Training ²	351,670	223,039
338,631	Electoral Matters ¹	373,460	318,091
387,100	Environment and Natural Resources ²	367,840	281,136
523,990	Family and Community Development ¹	373,560	280,874
288,625	Independent Broad-Based Anti-Corruption Commission ¹	350,230	171,527
27,776	Law Reform ³	-	-
446,737	Law Reform, Drugs and Crime Prevention ²	435,700	330,183
(17,873)	Outer Suburban/Interface Services Development ³	-	-
796,275	Public Accounts and Estimates ¹	890,730	675,111
306,099	Road Safety ²	355,520	279,250
368,701	Rural and Regional ¹	367,110	261,661
448,538	Scrutiny of Acts and Regulations ¹	504,710	412,541
1,084,911	Committee Services Office ⁴	1,931,760	1,070,687
272,000	Auditor-General's Office	-	-
-	Economic, Education, Jobs and Skills	-	42,284
-	Environment, Natural Resources & Regional Development	-	39,314
6,227,799	TOTAL	7,016,000	4,876,570

Notes

1. Committees administered by the Legislative Assembly: Drugs and Crime Prevention; Electoral Matters; Family and Community Development; Independent Broad-Based Anti-Corruption Commission Committee; Public Accounts and Estimates; Rural and Regional; Scrutiny of Acts and Regulations.

2. Committees administered by the Legislative Council: Accountability and Oversight Committee; Economic Development; Economic Development, Infrastructure and Outer Suburban/Interface Services

Development, Education and Training; Environment and Natural Resources; Law Reform; Law Reform, Drugs and Crime Prevention, Outer Suburban/Interface Services and Development; Road Safety.

3. A one month budget was established to administer the Drugs and Crime Prevention, Economic Development and Infrastructure, Law Reform and Outer Suburban/Interface Services Development Committees during the reporting period.

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

Appendix 5 — Overseas Travel Undertaken by the Speaker

Speaker Fyffe travelled during the year to Samoa for the 2014 Australian and Pacific Presiding Officers and Clerks Conference from 30 June to 4 July 2014. This is an annual forum to discuss contemporary parliamentary matters of a procedural and administrative nature. The former Speaker's air fares for this visit were reported in the 2013–14 annual report as the outward journey occurred on 29 June 2014. The remainder of the costs for the journey were incurred in 2014–15 and totalled \$1,294.

Appendix 6 — Committee statistics

(Committees under the administration of the Legislative Assembly)

57th Parliament

Committee	EMC	FCDC	IBACC	PAEC	RRC	SARC
Full Committee Meetings ¹	1	5	2	8	2	10
Public Hearings ²	0	0	0	0	18	0
Inspections	0	0	7	0	3	0
Reports Tabled	0	1	0	3	1	6

58th Parliament

Committee	EMC	FCDC	LRRCS	PAEC	SARC
Full Committee Meetings ³	3	8	3	12	15
Public Hearings ⁴	0	8	0	41	0
Inspections	0	0	0	1	0
Reports Tabled	0	0	0	2	9

¹ Includes Subcommittee meetings

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

³ Includes Subcommittee meetings

⁴ Number of public hearings held such that the number of witness groups appearing before the committee are counted separately. For instance, one day of committee hearings with five witness groups appearing would equate to five different public hearings for the purposes of the statistics.

Appendix 7 — Committee discussion papers and reports

(Committees under the administration of the Legislative Assembly)

Electoral Matters Committee

(57th Parliament)

Inquiry into the impact of social media on Victorian elections and Victoria's electoral administration (Discussion Paper)

(58th Parliament)

None

Family and Community Development Committee

(57th Parliament)

Inquiry into The Social Inclusion of Victorians with a Disability

(58th Parliament)

None

Independent Broad-based Anti-corruption Committee (until 21 April 2015)

(57th Parliament)

None

Law Reform, Road and Community Safety Committee (from 21 April 2015)

(58th Parliament)

None

Public Accounts and Estimates Committee

(57th Parliament)

Inquiry into the Review of the Auditor-General's Reports 2009–2011

Report on the 2014–15 Budget Estimates — Part Two

(58th Parliament)

2015–16 Budget Estimates Hearings Alert Report

Inquiry into the Financial Audit of VAGO

Rural and Regional Committee (until 21 April 2015)

(57th Parliament)

Inquiry into the Increasing Exports of Goods and Services from Regional Victoria

Scrutiny of Acts and Regulations

(57th Parliament)

Alert Digests Nos 9 to 13 of 2014

(58th Parliament)

Alert Digests Nos 1 to 7 of 2015

Report on the Statute Law Repeals Bill 2014

Report on the Statute Law Revisions Bill 2014

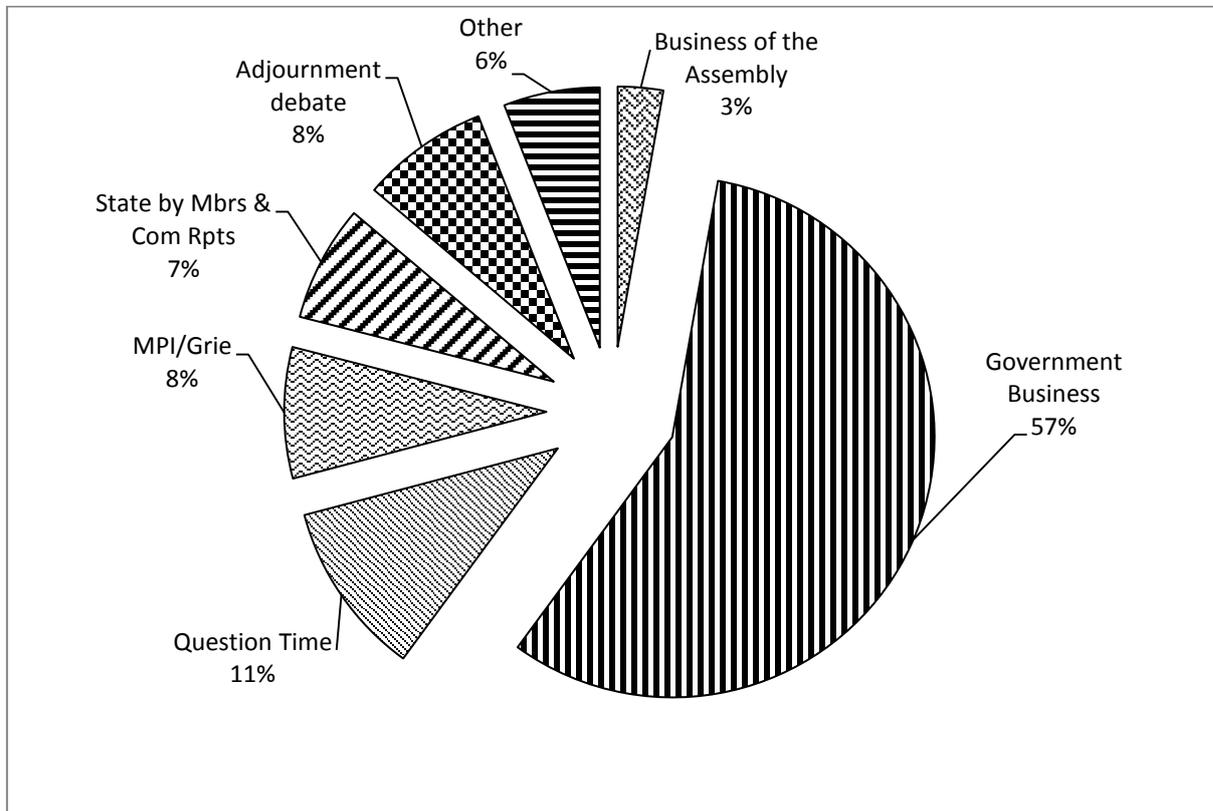
Appendix 8 — Business Statistics

Assembly Business Statistics		2014–15	2013–14	2012–13
House related documents produced		157	194	211
Reports tabled by Command		6	4	4
Annual reports tabled		288	293	299
Reports tabled by leave		29	21	23
Other documents tabled		1,236	1,153	1,267
Messages presented		113	160	155
Reports presented by parliamentary committees		31	35	42
Questions asked	In writing	178	1,008	751
	Without notice	290	500	520
	Constituency questions ¹	200		
Government Bills	Initiated in the Assembly	66	92	83
	Amended in the Assembly	7	8	7
	Passed both Houses	59	87	85
	Reasoned amendments moved	1	14	7
Divisions		30	55	62
Petitions presented		150	195	225
Petitions listed for debate		114	154	179
General business notices of motion		384	583	649
Grievance debates		5	6	6
Matters of public importance		8	11	11
Statements by members		774	1,012	1,054
Statements on parliamentary committee reports		48	102	102
Pages of bills proofread		2,440	4,830	4,229
Sitting days		46	51	52
Hours including meal breaks		419:33	489:20	506:41

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

Appendix 9 — Business Conducted in the Assembly

A breakdown of the time spent on different types of business



Notes

- Business of the Assembly includes presentation of petitions and tabling of documents.
- Statements are statements by members (90 second statements) and statements on committee reports.
- No general business was debated during this period.
- Other business includes condolences and personal explanations.

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

For the period 1 July 2014 to 30 June 2015, no disclosures were made.

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

None during the reporting period.