

Department of the Legislative Assembly
Annual Report

2003/04



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Front Cover

The front steps of Victoria's historic Parliament House

Cover design

Mackay Branson design

14 October 2004

Mrs Judy Maddigan 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 the Legislative Assembly for the year 2003–2004.

Yours sincerely

R W Purdey
Clerk of the Legislative Assembly

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CLERK'S OVERVIEW

The Department experienced a significant amount of change during the past year and one of the areas most affected was our staffing levels. Retirements, resignations, maternity leave and secondments all had an unsettling effect on our staffing establishment. Liz Choat was appointed to the role of Assistant Clerk and Clerk of Committees following the retirement of Geoff Westcott, and Jenny Baker transferred from the Scrutiny of Acts and Regulations Committee to replace Liz as Manager of the Procedure Office.

There were many other staffing changes during the year which resulted in Bridget Noonan filling the role of Senior Parliamentary Officer (Procedure Office) in an acting capacity for the entire period. The Department was fortunate to have Mark Eagleton, an officer from the United Kingdom House of Commons, on secondment for a period of 12 months. Mark and our Graduate Recruit were able to provide valuable assistance in covering some of the staff vacancies that occurred during the year.

In January Paul Venosta, Parliamentary Officer in our Procedure Office, Papers Section, left the Parliament after 11 years of service as a parliamentary officer to join the Victorian Police force. I thank Paul for his service to the Parliament over those 11 years and wish him well with his new career.

Probably the most significant change to occur during the year was the adoption of new Standing Orders by the House. In early December 2003 the Standing Orders Committee presented a report to the House on the Modernisation of the Standing Orders. The House considered the Committee's report and agreed to a revised set of Standing Orders on 4 March 2004. Although these new Standing Orders did not come into effect until 29 March 2004, this only allowed the Department three weeks in which to modify the questions and other processes to be used by the House. It is a tribute to the diligence of the staff that this task was successfully accomplished and the new Standing Orders implemented in a smooth and professional manner.

Three additional parliamentary committees were appointed in the 55th Parliament and initially these committees were squeezed onto the 8th floor at 35 Spring Street with the other eight existing committees. This caused a great deal of inconvenience to the staff and members of all committees until alternative accommodation could be provided for the extra committees. I thank the staff for their tolerance and understanding of the conditions that were imposed upon them during this difficult period and it was a relief for all concerned when the additional accommodation was finally available in early 2004.

Security at Parliament was upgraded during the year. The Serjeant-at-Arms oversaw the installation of baggage scanning and walk-through detection devices at the two public entrances to the building. This was a necessary increase to our security measures and will provide additional protection for the occupants of the building.

The 'One Parliament' concept was launched at a series of workshops between the Speaker Judy Maddigan MP, the President Monica Gould MLC and the senior staff of the Parliament commencing in 2003. It is an ongoing change management process. The focus of 'One Parliament' is to develop a stronger sense of collaboration and working together across all Parliamentary Departments, some changes to the way that Parliament

organises its service delivery, and encouraging increased levels of communication with both staff and members.

With the appointment of a new Secretary, Department of Parliamentary Services in May 2004 the Parliamentary Executive Group was formed. Its role is to provide strategic direction to staff and apolitical advice to the Speaker and the President, and to implement their decisions.

The Parliamentary Executive Group comprises the Clerk of the Legislative Council; the Secretary Department of Parliamentary Services; and the Clerk of the Legislative Assembly.

Some of the practical changes to Parliamentary operations that were implemented during the year include:

- Significantly increased collaboration between Parliamentary Departments
- The creation of Parliamentary Service Awards
- A series of change management workshops for staff to seek their ideas and input
- Regular across Parliament staff meetings hosted by the Presiding Officers every six weeks

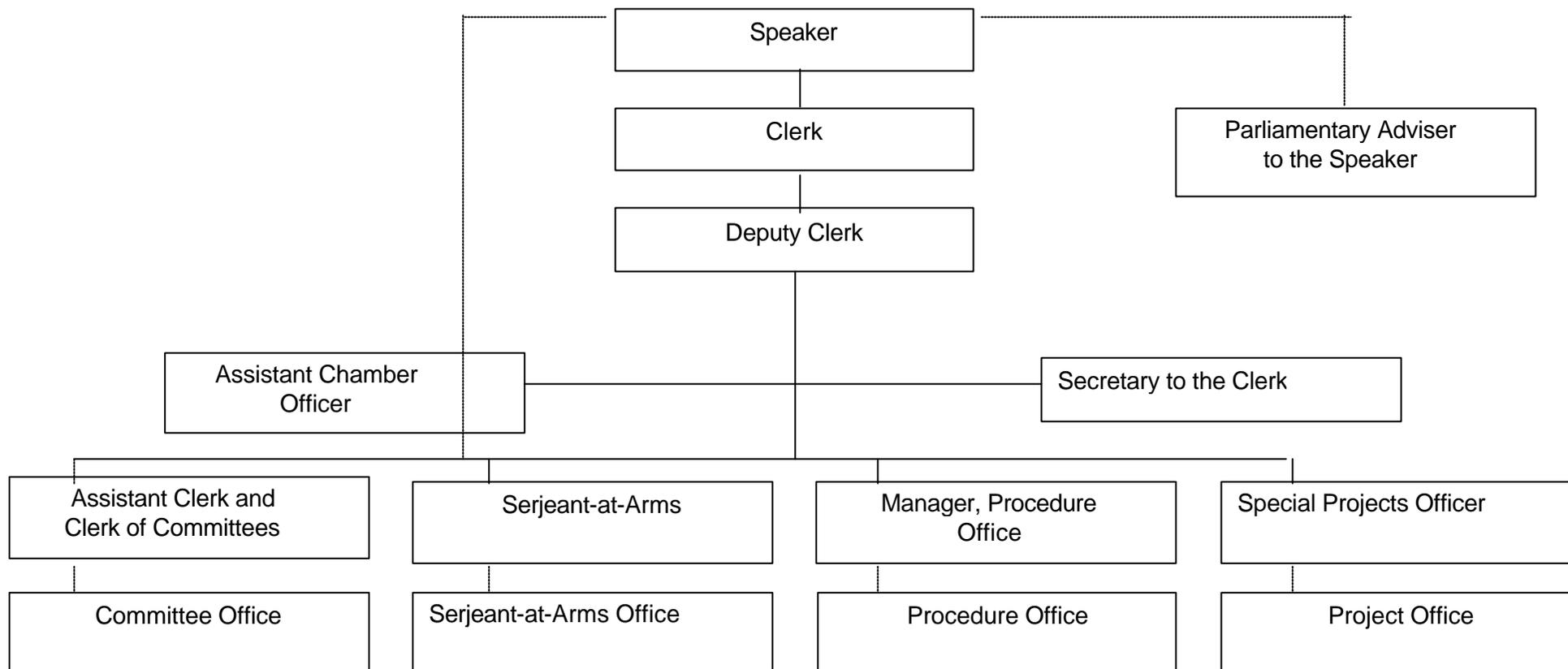
With the new appointment to the position of Secretary, Department of Parliamentary Services my role in the management of that Department ceases. While I have enjoyed my involvement and interaction with the Parliamentary Services staff it is with some relief that I can now return my focus to my main responsibility of managing the Department of the Legislative Assembly.

To my colleagues in the Parliamentary Services Department I thank them for their wonderful support over the past two years and I offer them my best wishes and continuing support for their endeavours in the future.

Finally, I would also like to thank the Legislative Assembly staff for their sterling efforts over the year. In a year that has thrown up many challenges I am most grateful for the support I have received from the whole team.

Ray Purdey
Clerk of the Legislative Assembly

LEGISLATIVE ASSEMBLY ORGANISATION CHART



MISSION STATEMENT

To deliver apolitical, professional and innovative services specifically to the Lower House and generally to the Parliament, in the interests of all Victorians.

GOALS

- Provide quality advice, support services and information services to members and other clients
- To develop and retain highly skilled and motivated people
- To improve information management and parliamentary operations through innovative and practical technology-based solutions
- To ensure the optimal use of our physical resources
- To manage our Departments efficiently and effectively

CLERK'S OFFICE

The Clerk's Office is responsible for the general management of the Legislative Assembly. This includes the provision of 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 the 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 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, the chairing of Department Head management meetings, and providing secretarial and administrative support to the Clerk whilst 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 start of each Parliament, the Legislative Assembly and the Legislative Council appoint members to the various committees. Joint investigatory committees are made up of members of both Houses, and are administered by one House or the other. Those administered by the Department of the Legislative Assembly in the present Parliament are:

- Drugs and Crime Prevention Committee

- Family and Community Development Committee
- Public Accounts and Estimates Committee
- Rural and Regional Services and Development Committee
- 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 the coordination, supervision and operation of the Parliamentary Committees administered by the Legislative Assembly, the briefing of the Speaker (and President as necessary) on Committee operations, the supervision of the Joint Committee Administration Office and Committee staff, ensuring compliance with relevant Acts, Standing Orders, Presiding Officers’ directives and accepted practices and procedures, and the evaluation of budget bids, allocating funding and monitoring and authorising Committee expenditure.

SERJEANT-AT-ARMS OFFICE

The Serjeant-at-Arms is the Speaker’s executive officer and one of the senior permanent officers of the House appointed under the *Parliamentary Officers Act 1975*. The Serjeant’s main role is to carry out the instructions of the Speaker and the House, and to look after the security of the Legislative Assembly Chamber.

The Office has a number of functions, including assisting with the arranging and coordinating of ceremonial functions, members’ accommodation and travel requirements, and the maintenance of the Legislative Assembly Members List. The duties also include the admittance and control of the public to the Parliament, including Parliament tours, the issue of security and identification passes, providing accreditation for all media representatives operating within Parliament, and the monitoring of public demonstrations.

In addition the Office has responsibility for works and services within the Assembly precincts, the supervision of the Assembly attendants and cleaning staff, and in conjunction with the Usher of the Black Rod, is also responsible for the security and fire protection of the Parliament building and its surrounds, emergency and evacuation procedures, and the supervision of protective service officers stationed at Parliament House.

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 enquiries 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 the ordering and proofreading of the various prints of bills, the preparation of Acts of Parliament for royal assent, and the processing of reports submitted for tabling, as well as the archiving of parliamentary documents.

PROJECT OFFICE

The role of the Project Office is to undertake research and produce general reference material for the use of parliamentary and Presiding Officers on the various authorities, practices and procedures of the Legislative Assembly. The Office also provides a record of important precedents to guide Legislative Assembly staff in the performance of their duties. In addition it undertakes more specific research to provide procedural solutions where precedents are lacking.

ACTIVITIES REPORT AGAINST BUSINESS PLAN

**GOAL ONE:
PROVIDE QUALITY ADVICE, SUPPORT SERVICES AND INFORMATION SERVICES TO
MEMBERS AND OTHER CLIENTS**

LEGISLATIVE ASSEMBLY

All Branches offer accurate and timely advice to members

Develop strategies for implementing the outcomes of the Review of Standing Orders and the Parliamentary Committees Act

Conduct Branch debriefs and follow up on all nominated issues

Standing Orders

When the House adopted new Standing Orders on 4 March 2004, the Department was faced with the challenge of reviewing and updating its procedures within a very short timeframe to comply with the new Standing Orders that came into effect on 29 March 2004. The Clerk provided briefings to the staff on the new Standing Orders and the likely implications that the new Standing Orders would have on the practices and procedures of the House. An implementation schedule was devised and staff allocated various responsibilities to ensure that all necessary procedures were successfully updated in readiness for the resumption of the House in late March.

The adoption of the new Standing Orders substantially changed many of the existing practices of the House and the staff were confronted with the prospect of having to learn, understand and apply those changes very quickly. Despite these challenges it was a testament to the professionalism of the staff that the annual survey of members indicated that well over 80 per cent were satisfied with the quality and timeliness of advice provided by the staff.

Parliamentary Committees Act

A meeting with executive officers was arranged at the time of the Parliamentary Committees Bill's introduction to identify changes and relevant issues stemming from the new legislation. The Bill was passed on 27 November 2003 in the Assembly and became operational on 10 December 2003. Briefing notes were subsequently developed for the benefit of committee staff and Chairs. The briefing notes summarised the changes, highlighted their practical implications and explained new procedures introduced to cope with the legislative changes. The third element has been an ongoing review in conjunction with discussions with executive officers to manage issues of interpretation as they arise and the success of new practices. Regular executive officers meetings and Chairs panel meetings have also been used to ensure committees are well briefed and are equipped to successfully manage the new changes.

SPECIAL EVENTS

Plan for Presiding Officers and Clerks Conference

In conjunction with members of the 150th Anniversary Planning Committee commence planning for 150th Anniversary celebrations

Prepare for and host overseas delegations

Conference

Although the annual conference of Australian and South Pacific Presiding Officers and Clerks will be held in the next reporting period (3 to 10 July 2004) all the organisation and preparation work was completed in this financial year. It is intended that the Conference will be opened by the Hon John Brumby MP in the Legislative Council Chamber and the Conference papers will be presented to delegates in the Legislative Assembly Chamber.

The purpose of the Conference is to provide an opportunity for the Presiding Officers and Clerks to come together to discuss matters of mutual interest. The Conference is hosted alternatively by an Australian Parliament and a South Pacific Parliament. During the Conference period the following meetings will also be held:

- Annual Meeting of the Commonwealth Parliamentary Association Pacific Region
- Annual Meeting of the Commonwealth Parliamentary Association Australian Region
- Annual Meeting of the Australian CPA Education Trust Fund

The conference will have more than 80 delegates, observers and partners attending. They will include representatives from the Federal Parliament, each of the Australian States and Territory Parliaments and from the Parliaments of Cook Islands, Fiji, Nauru, New Zealand, Niue, Papua New Guinea, Samoa, Tonga and Tuvalu.

It is agreed that the Conference papers will be presented in groups and that each of the Conference sessions will have a theme and that the papers to be presented are related to that theme. The themes will include parliamentary procedures, members processes, parliamentary administration and parliament security. More than 20 papers are expected to be delivered at the Conference.

It is planned that the hosts will take the Conference group to such tourist venues as the Melbourne Cricket Ground, Werribee Park and the National Gallery. A reception will be hosted by the Governor John Landy and the Conference dinner will be hosted by the Victoria Branch, Commonwealth Parliamentary Association in Queen's Hall at the conclusion of the Conference.

150th Anniversary celebrations

The Victorian Parliament will celebrate its 150th Anniversary on 25 November 2006 and a committee that includes the Speaker and the Clerk has been established to plan for that event. The Committee held a number of meetings during the year and planning for the celebrations is well underway.

Delegations

The Parliament hosted several visiting delegations over the year. In particular, the Victoria Branch of the Commonwealth Parliamentary Association was pleased to host a visit to Victoria by a delegation from the United Kingdom Branch from 21 to 28 September 2003. The delegation comprised the following members and officials:

- The Rt Hon Gavin Strang, MP (Edinburgh East and Musselburgh) (Labour)
- Mr Peter Bottomley, MP (Worthing West) (Conservative)
- Mr Peter Viggers, MP (Gosport) (Conservative)
- Lord Richard Faulkner of Worcester
- Mrs Betty Williams, MP (Conwy) (Labour)
- Mr Denis Murphy, MP (Wansbeck) (Labour)
- Mrs Helen Haywood (Assistant Secretary, CPA UK Branch).

The delegation was joined by the following accompanying spouses:

- Mrs Bettina Strang
- Ms Grace Boyle
- Mrs Jennifer Viggers

In addition to a meeting with the British Consul-General, the delegation had a briefing on the Spencer Street Station Project and from Tourism Victoria. Lord Faulkner of Worcester, who had been appointed to the scrutiny committee on the Gambling Bill, had discussions with various officials including representatives from Gaming and Betting, members of the advisory committee set up under the Prostitution Control Act, Rev Tim Costello and a tour and presentation at Crown Casino. The delegation also called on the Melbourne Lord Mayor John So.

They visited various places of interest including a Melbourne City Sights Tour, Williamstown, National Wool Museum, Geelong Fort at Queenscliffe, Federation Square, National Gallery of Victoria, Shrine of Remembrance, Melbourne Cricket Club, Melbourne Observation Deck, Melbourne Zoo, Telstra Dome Stadium and the Melbourne Museum.

The delegation attended a lunch at Government House hosted by Governor Landy, a lunch organised by the CPA (Victoria Branch) and a late evening reception at the British Consul-General's residence. A tour of Parliament House was also undertaken.

CLERK'S OFFICE

Develop a records management strategy

Conduct training programs for members

Provide accurate and timely record of proceedings:

- **Votes and Proceedings**
- **Notice and Question Papers**
- **Minute Book**
- **Committee Minute Book**
- **Divisions in Committee**
- **Bound Volumes**

Develop a knowledge management strategy incorporating:

- **LAPRAC**
- **Clerk's files**
- **Rulings from the Chair**

Record of proceedings

The Clerk's Office, in conjunction with the Procedure Office, continued to produce accurate and timely records of the proceedings of the Legislative Assembly, namely:

- 50 Votes and Proceedings
- 46 Notice Papers
- 42 Question Papers
- 16 Divisions in Committee/Consideration in Detail Minutes

The revised Standing Orders, which came into operation on 29 March 2004, resulted in significant changes to the Votes and Proceedings and the replacement of the Committee stage of the legislative process with the introduction of the Consideration in Detail stage. A great deal of work was carried out by the Clerk's Office and the Procedure Office particularly in relation to the entries used in the Votes and Proceedings and acknowledgement is given to everyone who contributed to making the transfer from one system to the other so successful.

Training programs for members

A number of discussion forums were held with members of the Temporary Chairs Panel to provide guidance in their roles as acting Speakers. These forums were of an informal nature and were usually held over lunch on a sitting day.

The Clerk also held a range of detailed training sessions for members on the new Standing Orders.

Legislative Assembly Practice Manual

The Legislative Assembly Practice Manual (LAPRAC) has become a key reference tool for the Assembly staff. Involvement in researching, writing, updating and editing chapters of LAPRAC offers the staff an opportunity to develop their own procedural knowledge, and contribute to the documentation of Assembly practice. All staff in the Procedure Office and Project Office contribute to LAPRAC's development.

LAPRAC has been drawn on to assist the procedural management of several interesting precedents in the House, providing an immediate and accurate reference point. This year has seen substantial procedural changes, by the adoption of new Standing Orders in March 2004, and the proclamation of the *Parliamentary Committees Act 2003*. At the year's end, there are a number of chapters at editing stage, and LAPRAC's focus has shifted to updating and editing work, now that most chapters have been issued.

Clerk's files

Once again the Clerk's files were continually updated with new or enhanced information on specific practices, procedures and issues as they occurred. These files are a vital resource for all staff involved in procedural research and great importance is placed by senior staff on ensuring that they are well maintained and user friendly. These files are a cornerstone of the knowledge management strategy within the department and will serve staff well into the years ahead.

Rulings from the Chair

Following on from the considerable work that was done in 2002–03 on *Rulings from the Chair* whereby a chapter by chapter analysis was done which resulted in the creation of a more user-friendly and readily searchable resource, the main priority this year in this area was on the further development of a database system. The development of this database is referred to elsewhere in this report, but the Department can report that this database will be operative early in 2004–05. In addition, *Rulings from the Chair* was updated at the end of each sitting during 2003–04.

COMMITTEES

Research and draft reports and papers

Maximise public input into all inquiries via:

- **Advertising and promotion — media advertisements and releases**
- **Identify and contact relevant groups and facilitate participation**
- **Site inspections and public hearings**

Record of proceedings completed accurately and timely

Develop a strategy for Committee internet sites

Committee Office overview

It has been another busy year for committees, with a number of discussion papers being issued and reports tabled (detailed in Appendix 5). Throughout the year public input has been actively sought to all inquiries, with many public hearings being held and submissions considered.

Recruitment of staff was completed for the three new committees established in the present Parliament (one of which is administered by the Assembly) and permanent accommodation provided. The establishment of the new committees resulted in much additional work for the Joint Committee Administration Office, both in assisting with the accommodation requirements (see Goal 4) and in providing considerable management/administrative assistance pending the recruitment of staff.

The Joint Committee Administration Office also revised the full colour Committee brochure that depicts the structure of in the committees and explains how the inquiry process works. The new brochure incorporates references to the new committees and the changes resulting from the *Parliamentary Committees Act 2003*.

Work has also commenced during the year with Parliament's Web Manager to set up a content management system to enable committee staff to update committee web pages. Currently, committee staff are largely reliant on the Web Manager in being to make updates; he has an ever increasing workload and competing priorities. The system being developed will allow staff to make updates to designated parts of the web pages, such as adding details about public hearings. It is anticipated that it will be operational early in the next financial year.

Activities of committees

Rural and Regional Services and Development Committee

The Rural and Regional Services and Development Committee undertook an extensive program of consultation across rural and regional Victoria as part of the farm safety and country football inquiries (consultation was undertaken concurrently). The Committee held public hearings in 13 regional towns, including regional centres such as Ballarat and Bendigo, and small townships such as Modewarre and Sea Lake, as well as hearings in Melbourne and Canberra.

In order to maximise public participation in the hearings and to accommodate people's work commitments, two hearings were held at night. All hearings had a 'comments from the floor' section, which enabled members of the public to make brief comments to the Committee in response to the terms of reference and issues raised during the formal witness presentations. This proved to be a successful format, with 17 people making comments from the floor at farm safety hearings and 22 people making comments from the floor at country football hearings, in addition to witnesses who made formal presentations to the Committee.

The Committee also established a 1300 telephone number, so that people across Victoria can contact the Committee secretariat for the cost of a local telephone call.

Public Accounts and Estimates Committee

During 2003–04 the reports of the Public Accounts and Estimates Committee continued to influence government policy and improve the accountability and performance of the Victorian public sector.

This is demonstrated by the significant take up by the Government of the Committee's recommendations. In the reporting period this annual report covers, responses from the Government indicated that it agreed, or agreed in principle, to 208 recommendations from the Committee and disagreed to 19 recommendations. This represents an acceptance rate of nearly 92 per cent which confirms the seriousness with which the Government takes the work of the Committee.

The following selection of highlights and outcomes in respect of the work of the Committee also illustrates the value of its work:

- 114 witnesses appeared at the 2004–05 estimates hearings;
- The Government accepted a 1999 recommendation of the Committee that legislation be amended to enable the Government, the Auditor-General and Parliamentary Committees to table reports when the Parliament is not sitting;
- The Chair of CPA Australia's Public Sector Centre of Excellence has recently indicated that it will be developing a series of discussion papers on topical and emerging public sector issues which will draw heavily on the seminal work undertaken by the Public Accounts and Estimates Committee in its previous reports on performance measurement, management and reporting; public sector financial information; and the valuation and reporting of cultural and heritage assets. The discussion papers will form the basis of guidelines and other publications that will be circulated to the Australian Heads of Treasuries Group, the

Australian and New Zealand School of Government, CPA members and public accounts committees in other jurisdictions;

- The Committee's last annual report has been recently identified as good practice by the Canadian Comprehensive Auditing Foundation — a prominent public-private foundation funded by legislative audit offices, Canadian provincial and national governments and large Canadian corporations. The Foundation has recommended that the PAEC model be adopted by all parliamentary public accounts committees in Canada;
- The 2004–05 state budget papers included changes recommended by the Committee which have improved financial and performance reporting by Departments and reporting on whole of government initiatives.

Family and Community Development Committee

In seeking to maximise public input, the Family and Community and Development Committee undertook extensive travel through regional Victoria for the Emergency Department/Bulk Billing Inquiry. Hearings and site visits were conducted in the regional centres of Mildura, Geelong, Warrnambool, Ballarat, Bendigo, Horsham, Shepparton, Benalla, Myrtleford, Sale and Bairnsdale.

Participation from relevant stakeholders was sought and the Committee received evidence from hospitals and health services, community health centres, divisions of general practice and members of the public.

Scrutiny of Acts and Regulations Committee

The Scrutiny of Acts and Regulations Committee had in the last Parliament conducted an inquiry into the *Parliamentary Committees Act 1968*, the terms of reference specifically requiring recommendations to be made for a clearer and improved Act. In June 2002 the Committee tabled a report entitled *Improving Victoria's Parliamentary Committee System*.

That report included 38 recommendations on ways in which Victoria's existing parliamentary committee system could be clarified and expanded, and contained a model draft bill which encompassed many of the recommendations made.

The Government accepted most of the recommendations and, in December 2003, the *Parliamentary Committees Act 2003* was assented to. From the committees' perspective, one of the main operational changes has been the ability to table reports outside sitting periods, if the relevant committee decides unanimously that this is appropriate. That provision has been used on two occasions in 2004, allowing reports to be made available without delay following adoption.

During the course of the financial year the Scrutiny of Acts and Regulations Committee has also commenced the Inquiry under section 207 of the *Equal Opportunity Act 1995*. That reference involves consideration of provisions in legislation which discriminate against any person. The Committee has had to give careful consideration to how best to ensure submissions are sought from minority groups within the community.

Unusually, therefore, it has advertised not only in newspapers, but in other special interest group publications and in publications of VECCI, the Equal Opportunity Commission Victoria, and in the Victorian Interpreting and Translating Service. An advert was published in the Victorian Government Bookshop magazine, which has a circulation of 10,000 copies, and also posted on the Trades Hall website. Foreign language publications in 13 different languages have been produced, such as Greek, Chinese and Arabic. Accordingly a considerable effort has been made to ensure widespread publicity about the Inquiry and to involve as many members of the community as possible.

Drugs and Crime Prevention Committee

In its Report on the Inquiry into the Inhalation of Volatile Substances the Drugs and Crime Prevention Committee had recommended that a National Steering and Coordinating Committee be established to coordinate inhalant abuse prevention and treatment policy and activities. Hon Bronwyn Pike, Minister for Health, proposed to the Ministerial Council on Drug Strategy the development of a national approach to inhalant abuse, including the establishment of a national committee on inhalant abuse. The Minister's policy was endorsed and the National Inhalant Abuse Taskforce was established, through the Intergovernmental Committee on Drugs. The taskforce is chaired by Victoria.

Following the Committee's Report on the Inquiry into the Inhalation of Volatile Substances the *Drugs Poisons and Controlled Substances (Volatile Substances) Act 2003* was enacted and became operational on 1 July 2004. The Act provides a legal framework for police to search and seize volatile substances and items used for inhalation in certain circumstances and provides limited powers of detention of persons under 18 years old suspected of having inhaled a volatile substance.

The Committee has received community acknowledgement during the year for its work; Carolyn Hirsh MLC (Chair) was invited to present recommendations of the Final Report for the Inquiry into Fraud and Electronic Commerce at:

- The Australian Fraud Summit held in Sydney in March 2004;
- The Fraud Control Briefing organised by KPMG also in March 2004. In its flyer advertising the Briefing, KPMG made reference to the Committee having released a 'landmark report'.

The Drugs and Crime Prevention Committee has also adopted some innovative approaches to conducting inquiries.

Inquiry into Amphetamine and 'Party Drug' Use in Victoria

While the Committee's review of the academic literature on clubbing and its relationship to drug use was a valuable exercise, it could only give second-hand accounts of the experience of those for whom both clubbing and drug use may be central experiences in their lives. For this reason, the Committee endeavoured to gain as much insight as possible from as many participants in the rave and club scene as practicable. To obtain such first-hand information the Committee attended a range of relevant events and interviews. The following brief account outlines these activities.

In Melbourne, the Committee met with first aid and harm minimisation officers located at nightclubs, and with police and ambulance officers. A forum was also convened with club, rave and venue operators, promoters and their staff and volunteers. The knowledge gained from this forum, particularly with regard to harm minimisation practices, was invaluable. Committee staff attended a training session held by RaveSafe, which aims to give people who operate or work in club and rave venues best practice knowledge with regard to harm reduction measures and associated information, to enable them to make their clubs and raves safe and secure environments.

Members of the Committee and staff were also escorted on a night tour of clubs and staff attended 'Earthcore', one of the biggest outdoor 'raves' held in this country, to observe the culture of the event and the harm minimisation practices in place. Most importantly, the Committee has also sought to speak with 'clubbers' and 'ravers' themselves in order to note their observations on the culture of the scene and, in some instances, why drug use may be integral to that culture.

The Committee invited Kate Hiller, a student, to contribute images from the film she produced as part of her VCE studies Rave Culture. Kate provided valuable evidence to the Committee and participated in the design process for the covers of the discussion paper and final report.

Working Seminar for Inquiry into Strategies to Reduce Harmful Alcohol Consumption

The Committee decided to hold a working seminar at Parliament House in May 2004. The seminar brought together those who have a strong interest and/or expertise in the area, including representatives from drug and alcohol agencies, indigenous communities, local councils, Victoria Police, relevant government agencies such as the Drug Policy Unit Human Services, the Liquor Licensing Commission, Australian Hotels Association, the Australian Spirit Association, Australian Drug Foundation, National Drug Advisory Council, Victorian Alcohol and Drug Association, Victorian Night Club Owners' Association and user groups, such as Alcoholics Anonymous. Delegates were encouraged to actively participate throughout the day in discussion, debate and problem-solving activities.

Prior to the Seminar, invited representatives were asked to provide a submission to the Inquiry addressing specific issues. The submissions were then reviewed and key issues/debates identified that required further debate and analysis. These issues then formed the basis of the Seminar. Keynote speakers identified the challenges to be addressed at the commencement of the programme and the remainder of the day was set aside for participants to discuss the issues raised and make recommendations to the Committee via a series of working groups held on the day. These groups reported back at the end of the seminar.

This seminar had many benefits:

- It provided an opportunity for the Committee to have broad consultation as it brought the key players together at one time;
- Committee members gained an excellent insight into the varying debates, tensions, competing interests and issues to be addressed by the terms of reference;
- It provided an opportunity for various groups to work together in addressing issues and providing possible solutions or recommendations to the Committee;
- It identified areas that the Committee had not considered for examination;
- It provided an excellent foundation for the Inquiry and gave further direction for the Committee's proposed overseas evidence-collecting trip;
- Excellent evidence was obtained for the Discussion Paper and Final Report;
- It provided key organisations with an understanding both of the Committee's work and the dilemmas facing the Committee in coming to recommendations.

Web based survey for Inquiry into Violence Associated with Motor Vehicle Use

The Committee placed an online survey on the Committee's website seeking people's views and experiences of 'road rage'. It was hoped that the survey would be filled in by those who found the process of submitting a formal submission to the Committee too daunting or time consuming. In all 85 surveys were completed. They have provided valuable insights and qualitative data for the Inquiry.

Other initiatives

Three of the Committee's Inquiries were showcased in a window display at Information Victoria; staff there commented on the strong level of interest displayed in the Committee's work during the week.

Articles were written on the Inquiry into Fraud and Electronic Commerce for Information Victoria's newsletter, and on the role of the Committee and the Inquiry into Amphetamine and 'Party Drug' Use in Victoria for the Australian Drug Foundation.

SERJEANT-AT-ARMS OFFICE

Supply relevant education services and fulfil community relations obligations

Improve the delivery of customer service

Students' and Youth Parliament

The Parliament continued its much valued practice of holding a Students' Parliament and Youth Parliament. These events, as always, gave school students and young Victorians a unique opportunity to debate issues of contemporary importance in the official chambers of Parliament House.

Various members of Parliament participated and acted as the Speaker or President and Assembly staff acted as the Chamber Officers. Debate was recorded and published by Hansard staff.

The Students' Parliament was coordinated by the Education Office and the Youth Parliament was coordinated by the Serjeant-at-Arms in conjunction with the Usher of the Black Rod.

The Students' Parliament considered issues such as: whether compulsory voting is undemocratic, and that the productivity gains of genetically modified foods outweigh the potential risks to consumers.

There were a number of bills debated in Youth Parliament including the Banning Smoking in Public Establishments Bill, the Presumed Consent to Organ Donation after Death Bill, the Stem Cell Legislation (Human Embryo Research) Bill and the Water Conservation through Restrictions Bill.

Queen's Hall

A number of events were held in Queen's Hall throughout the year including Government receptions to commemorate Croatian and Greek National days; an indigenous art exhibition in conjunction with Sorry Day; an exhibition in recognition of the 25th anniversary of the sister relationship between Jiangsu and Victoria; regional displays from Gippsland and Baw Baw Shires; the Indigenous Community Justice Awards presentation; the annual Victorian Community History Awards; the Metropolitan Ambulance Service's 2003 Community Hero Awards; and the Department of Sustainability and Environment Sustainability Forums.

Front steps

Many groups make use of the revered parliamentary precinct and the magnificence of Parliament House by launching official celebrations and events on its steps. This year these events included a performance from Lyneham High School (ACT) Senior Concert Band; the 'World's Biggest Barbeque' organised by the Lions Club in aid of research into children's cancer; a performance from the Glamour Puss studios tap dancing academy to mark International Tap Dancing Day; and Anglicare Victoria's media launch for their annual Christmas food and toy appeal.

Filming

The Serjeant-at-Arms Office assisted with the arrangements for a number of film and television shows being filmed in and around Parliament House this year. There was an ABC TV production to commemorate the centenary of the world's first Labor government filmed in the Legislative Assembly chamber, a US golf channel production filmed in various locations around the parliamentary precinct to create a travelogue of Melbourne and the Mornington Peninsula for a US audience; and a film produced by the Bar Association of Queensland filmed in the Assembly dealing with the origins of the High Court of Australia. The Melbourne Weekly also did a cover story feature on Parliament House in the lead up to the Open Day which no doubt contributed to its overwhelming success.

Open Day

Open Day for the Parliament of Victoria was held on Sunday 20 June 2004. It was a great success with more than 5,000 people coming through the front doors. Visitors had an opportunity to see the inner workings of the Parliament. The doors opened at 11.00 am until 4.00 pm.

As visitors entered the Parliament they each received a brochure providing details of the tour route to be taken and the various displays. Each of the parliamentary departments had their own displays as well as a display from the Auditor-General's Office, the Ombudsman and the Victorian Electoral Commission (VEC). The VEC also provided each visitor with a VEC voting form with which they were able to vote for the best display.

As part of the tour visitors were encouraged to also have a wander through the parliamentary gardens and enjoy the music of a number of school bands. A barbeque lunch was also held in the gardens and Devonshire tea was available in the Dining Rooms.

Royal Melbourne Show

The Parliament of Victoria had a stand within the Government Pavilion at the Royal Melbourne Show between 18 and 28 September 2003. The theme for the stand was 'Meet your Member of Parliament'. The various information panels highlighted the diversity of the current members in the 55th Parliament by age, country of birth, gender and previous occupations. A competition was run which asked questions about the information contained within the panels. All the entries were placed into a barrel and the winner drawn at the conclusion of the Show. The prize was a television. A video displaying the last Opening of Parliament and Question Time was also played for passers-by to watch. An electronic edition of the Parliamentary Handbook was set-up so that people could find out who their local Members of Parliament were.

This year the Auditor-General's Office joined the Parliament and shared the stand. They had various information panels telling people about their work. They had various giveaways including pens, chocolate coins and magnets. The two organisations sharing the stand worked well and it is envisaged that the same will happen again at the 2004 Show.

PROCEDURE OFFICE

Redraft online fact sheets to suit online audience

Develop a rulings database

Finalise the Department's glossary of terms of ParlyMate

Provide members with access to the information they require

Archive ledgers and pre-1958 original Acts and certified bills

Fact sheets

The Legislative Assembly continues to produce various fact sheets which explain procedural and parliamentary practices in the House. These are written in plain English and are designed to provide an overview of the topic under consideration. The fact sheets are an invaluable reference tool and are used by members, school students, teachers, public servants, representatives of business and community organisations and the public.

Fact sheets are available online and in hard copy. Redrafting fact sheets for online involves producing fact sheets in a more user friendly style and summarising the key points. Online versions also require creating relevant links to other web pages. There is a significant amount of work involved in producing online fact sheets. Over the year a number of online fact sheets have been produced and this process will continue over the next 12 months.

While no new fact sheets have been produced, existing fact sheets (online and hard copy) have been updated to reflect changes brought about by new legislation and the new Standing Orders adopted by the Legislative Assembly in March 2004. This process will continue over the next year.

Rulings database

The rulings database has been renamed the Assembly Information Service (AIS) as it has now become much more than a rulings database. It contains current and archived Sessional and Sanding Orders in addition to Speakers' Rulings. It also facilitates interaction between these rulings so that users will be able to locate all relevant rulings on a particular topic. Developers are also aiming to insert hyperlinks to Hansard references so that users can locate relevant precedents with the click of a link. Considerable work has gone into developing the database which was practically completed at the end of 2003–04. A presentation to the Speaker has occurred and the AIS is projected to be ready for internal testing by the commencement of the 2004–05 financial year.

ParlyMate

ParlyMate is a database which provides a guide to services and procedures across Parliament. The database will be an extremely useful tool for parliamentary staff and the public as it will assist them to obtain an understanding of various parliamentary terms. Those requiring more information will be able to follow the links to other documents. It was hoped to launch ParlyMate before the Spring sitting of Parliament 2004 but, in order to ensure a high level of accuracy, a final check of the terms will be first carried out. Once this has been completed ParlyMate will be launched.

Service provision

Each year a survey is conducted to find out to what extent members are satisfied with the services provided by staff at Parliament. Members are extremely satisfied with Procedure Office and Legislative Assembly staff with 100 per cent of Members indicating that staff are courteous, deal promptly with their requests and provide information which is reliable and easy to understand.

Archives

A number of Assembly records are stored at the Public Record Office (PRO). Previously a number of additional records were identified to be transferred to PRO including private bill select committee records; original Acts and certified bills and various ledger books. During 2002–03 transfer of private bill select committee records was completed. In 2003–04 an archivist was engaged to properly archive and reference the original Acts and certified bills, as well as various ledger books, with a transfer to PRO expected in the second half of 2004.

GOAL TWO: TO DEVELOP AND RETAIN HIGHLY SKILLED AND MOTIVATED PEOPLE

Review structure of Attendants duties and roles

Implement review of Attendants duties and roles

Review of cleaning services

Facilitate in-service training by staff

Improve communications/updating all staff on what's happening including update on progress of Business Plan

Develop a strategy for staff wellbeing

Develop a strategy for implementing a training needs analysis within the Department

Implement a 360 degree feedback process for all managers in the Assembly

Implement the outcomes of the Change Management initiative

Attendant Review

The Attendant Review panel produced a draft report in November 2003. This draft report has been reviewed by the panel and subsequent follow up directions have been issued by the Presiding Officers. The panel will reconvene and endeavour to produce a second report before the end of 2004 based on the supplementary information provided. It is anticipated that some of the recommendations made in the initial report will be implemented before December 2004. Continued implementation of recommendations is expected in 2005 subject to Presiding Officers' approval.

Cleaning services

A Parliament-wide review of cleaning services was initiated during the year and is reported under Goal 4.

Staff training

The learning and development program for staff has continued, with training being offered in a variety of ways. Staff have participated in specific courses and have also utilised the online training facility. One need identified in the change management program workshops was more formal management training across the Parliament. Consequently a two-day training course was arranged for all middle management in June. The course enabled the middle management group to share their experiences and collaborate on developing leadership techniques suitable for Parliament. By focussing on practical examples and group work, participants dealt with situations common across Parliament. The course finished with an informal get-together with the Department Heads and Presiding Officers, so that the issues considered over the course could be discussed further. Senior management from all departments also participated in a two-day leadership development program.

Apart from formal courses, given the staff changes that took place during the year, a considerable amount of learning and development took place 'on the job' with training and guidance being given by managers. In addition, staff have continued to benefit greatly from the debriefs held by the Clerk at the end of each sitting week; these have proved to be a great source of procedural learning and development.

Improved communications

Staff meetings were held for Legislative Assembly staff in December 2003 and in June 2004 with approximately 45 to 50 staff attending each meeting. An agenda was prepared for each of these meetings so that a range of topics could be covered. The Clerk invited each of the Branch Heads to speak about their respective areas and inform the staff about what was happening and their plans for the next six months.

As well as these, quarterly meetings were held with Branch Heads and Line Managers. This was a good opportunity for the managers to discuss various issues and seek ideas from their colleagues. Managers were invited to add items to the agenda for these meetings so that items of a particular interest to them could be discussed.

It is envisaged that these meetings of the various groups will continue into the next reporting period.

Training needs analysis

At the time of preparation of the Business Plan for 2003–04, it was anticipated that a training needs analysis would be implemented within the Department. The issue of training across Parliament, however, became one of the main focuses of the change management program and is one of the matters specifically being considered by staff focus groups. As a result, no specific action has been taken on a Department basis, but staff from the Department are participating in the focus groups and it is expected that a Parliament-wide strategy will be adopted during the next financial year.

360 degree feedback for senior management

The senior management team undertook a 360 degree management program, designed to provide managers with useful information pertinent to an individual's professional expertise as a manager within the Parliament. This program was well received by the Legislative Assembly and the individual and in some instances collective outcomes have been implemented throughout the year. There is an aim to continue with the program for middle and junior management groups in the future. These were not involved in 2003–04 due to budgetary constraints.

Change management

Staff from the Legislative Assembly have participated fully in the change management initiative. Following an initial workshop for senior managers, line managers attended a two-day workshop in August, and other staff participated in subsequent workshops through October and November.

Those workshops provided a focus for understanding the change management process and for staff to identify issues of concern and suggest improvements. They also had the added benefit of bringing together staff from across all departments.

Specific focus groups were set up following the initial workshops dealing with topics such as 'Communication' and 'My Work'. Assembly staff have participated in those focus groups, with the Communication project team having already reported to the Executive Group in February. The Communication project team made 39 recommendations about ways to improve Parliament's internal communication, divided into seven key communication themes. The report

drew on submissions made to the project team by staff and business units, feedback generated at the change management workshops, and organisational standards across the public sector and other parliaments.

**GOAL THREE:
TO IMPROVE INFORMATION MANAGEMENT AND PARLIAMENTARY OPERATIONS
THROUGH INNOVATIVE AND PRACTICAL TECHNOLOGY-BASED SOLUTIONS**

Develop an IT service support strategy for the Assembly to be progressed by the Clerk with Joint Services

The Assembly has continued to foster a strong working relationship with the IT Unit. The Assembly has been involved in business mapping all of its processes. This has assisted in discussions about technological improvements through the creation of specialist databases, for example, the autotext database project, which provides templates and precedents for the Votes and Minutes, and the Questions database. During this financial year these projects were only at their initial stages and will be progressed in the forthcoming year. Importantly the IT Unit provided consultancy services and support to the Assembly in initiating and proceeding with these projects.

GOAL FOUR: TO ENSURE THE OPTIMAL USE OF OUR PHYSICAL RESOURCES

In conjunction with the Usher of the Black Rod, implement a security strategy for the Parliament approved by the Presiding Officers

In conjunction with the OH&S Committee, support the Parliament OH&S strategy

Oversee the refurbishment and upgrade of Assembly Office areas

Establish standard operating procedures (SOP) for cleaning and apply these in accordance with industry standards and heritage principles

Provide accommodation and equipment for three new Committees

Security

The Parliament's Security Review 2001 indicated a high need to refine the security measures for entering the Parliament. In 2003–04 the initial measures for this strategy were successfully implemented.

During December 2003 and January 2004, the Parliament procured baggage and personnel screening equipment and contracted additional security personnel to undertake the duties of visitor screening. The introduction of these measures was accepted by the staff and members and has been instrumental in reducing the confrontations often experienced by attendant staff, particularly in the public reception areas.

The Parliament's security strategy was further progressed with significant works undertaken in an additional two areas. The first being a formal 'sign in' procedure for all visitors to Parliament whilst the second was the upgrade of the electronic security system. The formal sign in process has provided the Parliament with a safe and effective method of advising visitors of their responsibilities; each entry sticker provides security and safety advice to the bearer. The identifiable stickers also provide the attendant and security personnel (Protective Service Officers and Amil staff) with highly visible identification marks relating to various access rights. The new process has freed up the movement of authorised personnel throughout the building and provided a more enhanced visual security screening.

Whilst the implementation of the Security Review continues, the steps taken to date have greatly enhanced the entry and identification processes for the Parliament. Overall they have laid the foundations for the ongoing further development of the strategy to provide a secure environment for all personnel associated with the Parliament.

Occupational Health & Safety Committee

The OH&S Committee continued to meet on a regular basis. The Assembly was represented on the Committee and, as a Department, issues were freely raised and, in most cases, resolved. The Assembly representatives were strong supporters of the OH&S process and were active in supporting the Committee and assisting in the resolution of external to department issues. Departmental representation on the OH&S committee has ensured that the department has maintained a close working relationship with the corporate OH&S policies. This continues to be the case as the reporting year concludes.

Refurbishment of Assembly offices

Post Office

The Parliament's Post Office refurbishment was planned to have been completed in the Christmas period of 2003, however funding availability has meant a rescheduling of the project to December 2004. This project is now scheduled for the sitting break period and 'off site' works have commenced to ensure the delivery of the project is on time. Effectively the Post Office will become more user friendly via a separation of printing machine and associated accessories from the human work area. The partition will provide a sound and air filtered environment for any staff member working or visiting the area. Improved work stations will also enhance the operation of the printing equipment and postal services provided.

Correspondence Box

The correspondence box upgrade had a completion date of January 2004 but changes proposed in plans for the movement of member offices and new security measures has meant a delay to the installation of the new work stations. Equipment has been purchased and introduced to assist in the booking services and workplace comfort of staff working in the area. To date planning has indicated a relocation of the Correspondence Box will occur and planning for this activity has not been finalised. Consequently no further action will commence until the necessary office relocation has occurred.

Security Entrances

Works occurred to improve the areas allocated for security entry. In the South lobby, additional work spaces were procured to complement the security procedures in place. This area is a temporary location and will be relocated at a later date. At the Rear Post, significant works occurred to ensure the comfort and well being of the security staff on duty. The removal of doors and introduction of carpet and work facilities have changed the face of the entry point. Again these improvements are anticipated as temporary and future works are envisioned to upgrade this area as well.

Chamber

Planning is continuing to improve the sight lines of the public galleries. This project is expected to be a 2004-05 project. Included in the scope of works is a redevelopment of the Attendant posts inside the Chamber. These two positions will be revised so as to provide greater visibility and communication between the Clerk and Principal Attendant during sittings of the House. Works in this area will be conducted at the same time as the redevelopment of the galleries. The Department continues to maintain the historical significance of the Parliament as a key factor in all refurbishment works.

Cleaning services

The parliamentary cleaning services review has expanded to a parliament-wide activity. The Serjeant's office has been working in conjunction with Parliamentary Services and external agents to resolve the various issues around the cleaning standards. An external report is pending at the time of this report and it is anticipated that this will provide sufficient information to commence a detailed investigation into the cleaning processes for the Parliament. A completion date has not been identified.

Parliamentary committees

The establishment of three new committees in the 55th Parliament resulted in their initial location to 35 Spring Street. This caused strain on the physical resources of the committee offices, although did prove very beneficial for the new staff to learn committee procedures and administrative requirements from other staff.

Early in 2004, the two committees administered by the Legislative Council relocated to 157 Spring Street. The Manager and staff of the Joint Committee Administration Office provided considerable advice and support in the relocation arrangements, particularly with the supply of office equipment to the new committees. Following the relocation, some reorganisation of office space took place at 35 Spring Street to enable staff of the remaining new committee to be located together.

**GOAL FIVE:
TO MANAGE OUR DEPARTMENTS EFFICIENTLY AND EFFECTIVELY**

Develop and implement a staff satisfaction survey

Induction and Training new committee staff

A consultant has been engaged to assist with the preparation and implementation of an online confidential staff satisfaction survey. The format has been agreed in principle and a draft survey has been prepared. Due to budgetary constraints this project could not be completed during the year but is planned to proceed early in 2004–05.

The major recruitment of committee staff had taken place during 2003–04 but some additional members of staff have been engaged during the year. The new starter kit has continued to provide a very useful reference guide for new staff. Induction training has usually been carried out by the Clerk of Committees or Executive Officer with assistance from other staff as appropriate.

In addition, during the course of the year, regular meetings of Executive Officers have been held. These have proved a valuable forum for discussion of issues and exchange of ideas and have also covered procedural changes such as following the enactment of the *Parliamentary Committees Act 2003*. Office managers have also had a number of meetings. These have been particularly useful for the new office managers appointed during this Parliament, as they have provided an environment for mutual support and exchange of knowledge in relation to committee administration and procedure.

APPENDIX ONE
STAFF LISTING AS AT 30 JUNE 2004

Clerk's Office

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

Serjeant-at-Arms Office

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

Attendant Staff

Warren Smith	Principal Attendant
Mark Smith	Senior Attendant
Michael Gigliotti	Post Office Attendant
Baron Campbell-Tennant	Attendant Grade 3
Ray Davis	Attendant Grade 3
Craig Foster	Attendant Grade 3
Richard McCullough	Attendant Grade 3
David Robertson	Attendant Grade 3
Kalev Jones	Premier's Orderly
Jeremy Walsh	Personal Assistant to the Speaker
Trevor Day	Attendant Grade 1
Thomas Trinchi	Attendant Grade 1
Leigh Pride	Attendant Grade 1
Zdenka Zumr	Attendant Grade 1

Cleaning Staff

Herta Zimmerman	Cleaner
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Project Office

Neville Holt	Special Projects Officer
Prue Hill	Research Officer (Graduate Trainee)

Speaker's Office

Lilian Topic	Parliamentary Adviser to the Speaker
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APPENDIX ONE (CONT)
STAFF LISTING AS AT 30 JUNE 2004

Procedure Office

Jenny Baker	Manager
<i>Papers Section</i>	
Michael Britton	Acting Customer Service Officer
<i>Table Section</i>	
Bridget Noonan	Acting Senior Parliamentary Officer
Charlene Kenny	Parliamentary Officer
Sorrel D'Silva	Administrative Officer

Committee Office

Drugs and Crime Prevention

Sandy Cook	Executive Officer
Michelle Summerhill	Office Manager
Peter Johnston	Research Officer

Family and Community Development

Paul Bourke	Executive Officer
Lara Howe	Office Manager
Iona Annett	Research Officer
Elizabeth Creed	Research Officer

Public Accounts and Estimates

Michele Cornwell	Executive Officer
Jennifer Nathan	Assistant Executive Officer
Fleur Spriggs	Research Officer
Ian Claessen	Research Officer
Martin Newington	Research Officer
Pek Toh	Research Officer
Kai Swoboda	Research Officer

Scrutiny of Acts and Regulations

Andrew Homer	Executive Officer
Simon Dinsbergs	Assistant Executive Officer
Sonya Caruana	Office Manager
Helen Mason	Legal Adviser

Rural and Regional Services and Development

Kristen Murray	Executive Officer
Kate Murray	Office Manager
Vaughn Koops	Research Officer

APPENDIX ONE (CONT)
STAFF LISTING AS AT 30 JUNE 2004

Joint Committee Administration Office

Mark Roberts	Manager
David Cousins	Computer Systems Officer
Muriel O’Gorman	Administrative Officer
Laurel Keith	Administrative Officer

APPENDIX TWO
CORE OPERATIONAL KEY PERFORMANCE INDICATORS

Output/Deliverable	Target	Actual
Member satisfaction with accuracy and timeliness of advice	80%	95%
Procedural references updated	2 times per annum	2
Constitutional, parliamentary and statutory requirements met	100%	100%
Bills and amendments processed accurately through all relevant stages	100%	100%
Parliamentary documents available one day after sitting day	98%	98%
House documents tabled within time guidelines	90%	95%
Security audit requirements met	2 audits conducted per annum	2
Visitor satisfaction with service quality in relation to tours of Parliament	80%	80%
Inquiry reports tabled*	10 per annum	18
Discussion/issues papers published*	5 per annum	6
Committee members satisfied with accuracy and timelines of procedural administrative advice*	80%	80%
Committee reports produced in compliance with statutory requirements*	100%	100%
Committee reports tabled within stipulated deadlines*	100%	100%

* Includes outputs of joint investigatory committees administered by the Legislative Council

**APPENDIX THREE
LEGISLATIVE ASSEMBLY EXPENDITURE STATEMENT**

ITEM	2003–2004		2002–2003
	Budget \$	Expenditure \$	Expenditure \$
Departmental			
Salaries, Overtime and Allowances	1,617,000	1,424,208	1,582,338
Pay-roll Tax	1,358,000	1,198,647	1,170,507
Employee Superannuation Contributions	166,000	160,188	174,258
Long Service Leave	30,000	(6,398)	100,622
WorkCover	188,000	201,631	160,118
General Expenses	706,000	736,459	551,937
Parliamentary Printing	534,000	471,771	508,313
Other Operating Expenses	30,000	10,000	18,075
Total Departmental Operating Expenses	<u>4,629,000</u>	<u>4,196,506</u>	<u>4,266,168</u>
Assembly Members			
*Salaries and Allowances	9,031,000	8,120,211	7,704,880
Members Travel and Subsistence	3,122,000	2,301,556	2,260,558
Parliamentary Super Fund	10,333,000	10,333,333	10,333,333
Total Members Salaries and Superannuation	<u>22,486,000</u>	<u>20,755,100</u>	<u>20,298,771</u>
* <i>Excluding Ministers.</i>			

Note

This information is provided for the benefit of Members. A complete set of Financial Statements of the Parliament of Victoria is provided in the Department of Parliamentary Services Annual Report for 2003–04.

APPENDIX THREE (CONT)
JOINT INVESTIGATORY COMMITTEES EXPENDITURE STATEMENT

Committee	2002–2003 Actual \$	2003–2004 Budget \$	2003–2004 Actual \$
Drugs and Crime Prevention	464,422	474,542	466,470
Economic Development	291,515	352,180	191,668
Education and Training	n/a	421,442	406,024
Environment and Natural Resources	318,869	284,710	260,541
Family and Community Development	235,715	331,463	227,421
Law Reform	342,704	393,685	329,604
Outer Suburban/Interface Services and Development	n/a	324,629	248,587
Public Accounts and Estimates	640,767	707,271	730,070
Road Safety	336,737	346,427	338,241
Rural and Regional Services and Development	n/a	336,082	298,415
Scrutiny of Acts and Regulations	418,667	419,086	411,581
Joint Committee Administration Office	818,271	954,483	850,160

Notes

1. Committees administered by the Legislative Assembly:
 - Drugs and Crime Prevention
 - Family and Community Development
 - Public Accounts and Estimates
 - Rural and Regional Services and Development
 - Scrutiny of Acts and Regulations

2. Committees administered by the Legislative Council:
 - Economic Development
 - Education and Training
 - Environment and Natural Resources
 - Law Reform
 - Outer Suburban/Interface Services and Development
 - Road Safety

3. Both House Departments jointly administer the Joint Committee Administration Office. Its budget includes the rental payments for the Committee Offices at 35 Spring Street, Melbourne.

4. This information is provided for the benefit of Members. A complete set of Financial Statements of the Parliament of Victoria is provided in the Department of Parliamentary Services Annual Report for 2003–04.

**APPENDIX FOUR
COMMITTEE STATISTICS**

Committee	Full Committee Meetings	Sub- Committee Meetings	Public Hearings	Inspections	Reports Tabled	Discussion Papers
Drugs and Crime Prevention	17	1	22	6	2	2
Family and Community Development	16	1	24	11	1	0
Public Accounts and Estimates	43	37	37	0	5	0
Rural and Regional Services and Development	13	0	19	0	0	1
Scrutiny of Acts and Regulations	11	18	0	0	14	1

APPENDIX FIVE
LIST OF DISCUSSION PAPERS PUBLISHED AND REPORTS TABLED IN 2003–2004
BY PARLIAMENTARY COMMITTEES UNDER THE ADMINISTRATION OF THE
LEGISLATIVE ASSEMBLY

Drugs and Crime Prevention Committee

Discussion Papers

Inquiry into Amphetamine and ‘Party Drug’ Use in Victoria

Inquiry into Violence Associated with Motor Vehicle Use

Reports

Inquiry into Fraud and Electronic Commerce

Inquiry into Amphetamine and ‘Party Drug’ Use in Victoria

Family and Community Development Committee

Report

Inquiry on the Roles of Community Advisory Committees of Metropolitan Health Services

Public Account and Estimates Committee

Reports

Annual Report 2001–2002

Budget Estimates 2003–2004

Review of Auditor-General’s performance audit report No 65 — Reducing landfill: waste management by municipal councils

Budget Outcomes 2002–2003

Appointment of Persons to conduct Financial and Performance Audits of the Victorian Auditor-General’s Office

Rural and Regional Services and Development Committee

Discussion Paper

Inquiry on Regional Telecommunications Infrastructure for Business

Scrutiny of Acts and Regulations Committee

Discussion Paper

Discrimination in the Law — Inquiry under s 207 of the *Equal Opportunity Act 1995*

Reports

Annual Review 2002

Annual Review 2002, Regulations 2002

Annual Review 2003

Annual Review 2003, Regulations 2003

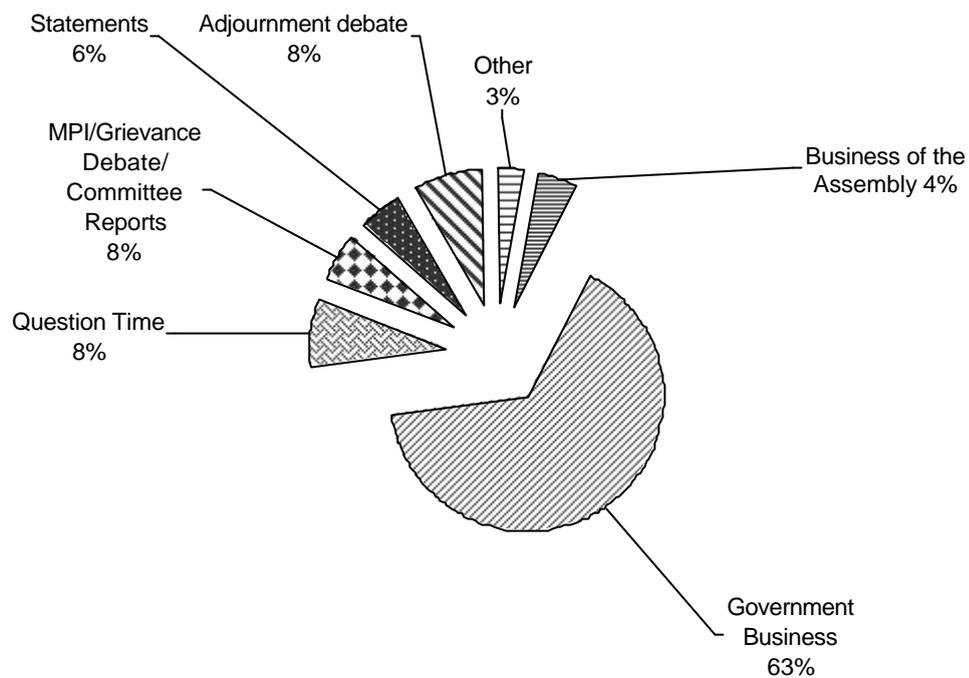
Alert Digest Nos 5–9 of 2003

Alert Digest Nos 1–5 of 2004

APPENDIX SIX
BUSINESS STATISTICS

Assembly business statistics		2001–2002	2002–2003	2003–2004
House related documents produced		224	145	191
Reports presented by Command		5	3	2
Annual reports presented		334	359	405
Reports by return		10	11	10
Other documents tabled		884	802	923
Messages presented		183	150	187
Reports presented by parliamentary committees		39	24	31
Questions	On Notice	646	369	640
	Without Notice	530	338	430
Bills	Introduced in the Assembly	94	102	101
	Amended in the Assembly	24	20	16
	Passed both Houses	86	74	106
	Reasoned amendments moved	2	5	13
Divisions	House	20	30	50
	Committee	8	11	16
Petitions presented		78	90	218
Days on which grievances were debated		6	5	5
General business notice of motions		88	144	479
Matters of public importance		9	5	8
Statements by members		544	561	846
Pages of bills proofread		3,269	3,102	4,781
Sitting days		53	36	44
Hours including meal breaks		541:41	400:18	453:31

APPENDIX SEVEN
BUSINESS CONDUCTED IN THE ASSEMBLY
A breakdown of the time spent on different types of business



Note:

- Other business includes condolences and personal explanations.
- Business of the Assembly include presentation of petitions and tabling of reports.
- No general business was debated during the period 2003–2004.

APPENDIX EIGHT

DISCLOSURES MADE UNDER THE

WHISTLEBLOWERS PROTECTION ACT 2001

For the period 1 July 2003 to 30 June 2004 — no disclosures were made.



