



DEPARTMENT OF THE LEGISLATIVE ASSEMBLY



ANNUAL REPORT 2014-2015



LEGISLATIVE ASSEMBLY OF THE NORTHERN TERRITORY

Office of the Clerk

The Hon Adam Giles, MLA
Chief Minister
Parliament House
DARWIN NT 0800

Dear Chief Minister

I am pleased to submit to you the 2014-15 annual report for the Department of the Legislative Assembly in accordance with the provisions of section 28 of the *Public Sector Employment and Management Act*. Pursuant to my responsibilities as the Accountable Officer under section 13 of the *Financial Management Act*, I advise to the best of my knowledge and belief:

- (a) proper records of all transactions affecting the agency are kept and the employees under my control observe the provisions of the *Financial Management Act*, the Financial Management Regulations and the Treasurer's Directions
- (b) procedures within this agency afford proper internal control and current descriptions of such procedures were recorded in accordance with the requirements of the *Financial Management Act*
- (c) no indication of fraud, malpractice, material breach of legislation or delegation, or major error in or omission from the accounts or records exists
- (d) in accordance with the *Financial Management Act*, the internal audit capacity was adequate and the results of the internal audits were reported to the Chief Executive Officer
- (e) the financial statements included in this report have been prepared from proper accounts and records and are in accordance with Treasurer's Directions, where appropriate and
- (f) all Employment Instructions issued by the Commissioner for Public Employment have been adhered to.

I have received advice from the Chief Executive of the Department of Corporate and Information Services, which performs a number of functions on behalf of this agency, that proper records are maintained in compliance with the *Financial Management Act*, Regulations and Treasurer's Directions.

Yours sincerely

MICHAEL TATHAM
Clerk and Chief Executive
August 2015

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Clerk of the Legislative Assembly's Overview

The Department of the Legislative Assembly consists of a small cohesive group of professionals working to further parliamentary democracy in the Northern Territory through the support of elected Members of the Legislative Assembly, their staff, their electorate and liaison offices throughout the jurisdiction and who also maintain the most recognisable public building in the Northern Territory.

The reporting year coincided with the 40th anniversary of the first Legislative Assembly in 1974 and the opening of Parliament House in 1994. Both these milestones were celebrated at the 2014 Open Day which included a successful focus on the achievements of the past and a look forward to some of the challenges ahead. The Assembly welcomed back Members of that first Assembly from 1974 who participated in a panel discussion which was well attended and sparked significant interest.

Last year I reported on the work being undertaken by the Standing Orders Committee as their Secretary. I am pleased to report that the new Draft Standing Orders were completed and reported to the Committee during the year and will, in the next reporting period, be presented to the Assembly for consideration and possible adoption, depending on the will of the Members.

During the reporting period I have continued my visits to, and inspection of, electorate offices, as it is my intention to visit each electorate office every two years and see for myself what the working environment is for Members and their staff and to ensure that entitlements under the Remuneration Tribunal Determination are relevant and available so that Members are in the best position possible to serve their constituents. I have almost completed this cycle and by the 2016 election will have visited all 25 electorate offices and the additional liaison office for the Member for Stuart.

Electorate offices are a challenge to standardise because of the variables of the private rental market in different locations across the Northern Territory which is the source for our properties. A standard list of furnishings and equipment and a guide on floor size assists with equity and service on a level playing field, however there remain challenges with accessibility at some locations which will be pursued in the coming year.

During May 2014 the Assembly commenced its *Know Your Assembly* seminars in Darwin and undertook the first such seminar in Alice Springs which was well attended.

The *Know Your Assembly* seminars are designed to give approximately 30 attendees at a time an improved understanding of the role and functions of the Legislative Assembly of the Northern Territory with a focus on the interaction between the Executive Government and the Parliament. The seminars have been made available to public servants, legal practitioners, media professionals, lobbyists, industry groups, community sector professionals, lobbyists and senior students who can ask in depth questions about the Assembly, obtain a glimpse behind the scenes and the detail of how the Assembly works.

Work continued this year on the annual update of the Speaker's Determinations and the administration of Remuneration Tribunal Determination No 1 of 2013 (RTD) after the disallowance of RTD No 1 of 2014 during the early 2015 sittings of the Assembly. This required administrative adjustments to ensure the continued smooth delivery of entitlements and services and a recalibrating of anticipated changes to ensure Member's receive the entitlements available to them at law. Changes to the underpinning legislation have seen a newly configured Tribunal undertake work on a new Determination for next year which was subject to consultation with senior officers of the Assembly. We look forward to working on the administration of the new RTD when it comes into effect.

As a result of the increase in the national security threat level from medium to a high level alert during the period, work was undertaken to enhance security at Parliament House including requiring more entrants to be screened upon entry. A new footpath was constructed adjacent to

Parliament House to enable officers parking at the rear of the building easy all-weather access to the security screening point at the front.

The Northern Territory is an active member of the Commonwealth Parliamentary Association and as a consequence of the regional rotation, a Northern Territory Member is now on the Executive Committee of the CPA and remains so for three years. The Member for Goyder, the Honourable Speaker is now one of three Australian Region Representatives for the Commonwealth Parliamentary Association and work was undertaken to support the Member in the role at the mid-year meeting during April and continues for the remainder of the term.

The Department remains subject to savings measures required by successive Governments over many years and I am pleased that the Department continues to make an effort to find savings. Our Cost Savings Working Group is an active participant in our corporate life and has made inroads to reduce costs related to telecommunications and hardware throughout the Department.

More than 450 functions were held at Parliament House during the period and the building remains a popular venue for a range of events.

The Office of the Clerk and the Table Office continue to support the Speaker with content for the regular Procedural Bulletin produced after each sitting period which contain precedents, rulings and an explanation of procedures.

Members were surveyed again this year against questions relating to Budget Paper 3 and the performance measures reported against annually. The survey results indicated a high level of satisfaction across most areas with the provision of Whole of Government shared ICT services remaining a challenge for some electorate offices due to their locations and access to the systems available.

Another interesting year has passed and the Department has acquitted itself well facing a range of challenges with more to be met in the coming year. I thank the Speaker and her staff for their professionalism and dedication to parliamentary practice and continue to encourage Members and their staff to make use of my office as a resource for all Members of the Legislative Assembly.

MICHAEL TATHAM

Clerk and Chief Executive

August 2015

Functions and Objectives of the Agency

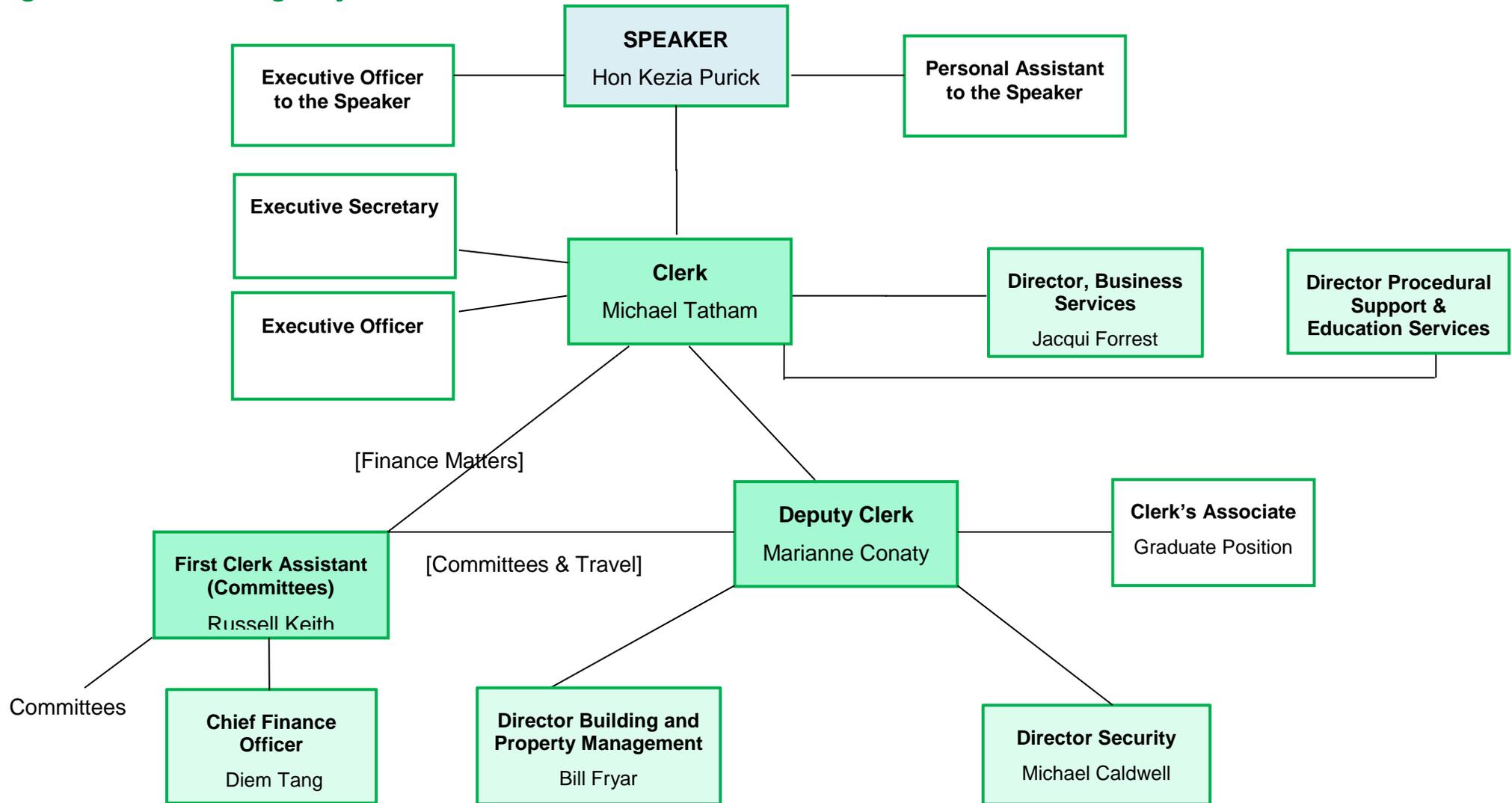
The function of the agency is to facilitate the operations of the Legislative Assembly to make laws for the peace, order and good government of the Northern Territory.

The objectives of the agency are to provide advice and services which support the Assembly, its Members and Committees and promote community engagement.

Legislation administered by the Agency

- *Assembly Members and Statutory Officers (Remuneration and Other Entitlements) Act*
- *Constitutional Convention (Election) Act*
- *Legislative Assembly (Disclosure of Interests) Act*
- *Legislative Assembly (Members' Code of Conduct and Ethical Standards) Act 2008*
- *Legislative Assembly (Powers and Privileges) Act*
- *Legislative Assembly (Security) Act*
- *Legislative Assembly Members (Miscellaneous Provisions) Act*
- *Legislative Assembly Members' Superannuation Contributions Act*
- *Legislative Assembly Members' Superannuation Fund Act*

Organisation of the Agency



Leadership and Board of Management

Primary responsibility for the Department's strategic leadership and management rests with the Board of Management, which develops strategic direction to support the Department's priorities. The Board of Management is the department's most senior decision making body with responsibility for:

- monitoring performance against objectives
- maintaining financial accountability
- ensuring people management and communication practices are effective, fair and equitable, and support corporate objectives.

The Board of Management is chaired by the Clerk and meets monthly. All members are responsible for ensuring that their staff are briefed on decisions and relevant issues. The DCIS ICT Manager and Speaker's Executive Officer provide monthly briefings to the Board of Management on priority issues.

MICHAEL TATHAM, Clerk and Chief Executive

Mr Tatham holds a Bachelor of Arts, Bachelor of Laws and Master of Laws from the University of Sydney. He first joined the Department in 2005 and has been Clerk of the Legislative Assembly since July 2013.

MARIANNE CONATY, Deputy Clerk

Ms Conaty holds Bachelors of Arts and Laws degrees, a Graduate Diploma in Legal Practice and an Executive Master of Public Administration. She joined the Legislative Assembly in 2013.

RUSSELL KEITH, First Clerk Assistant (Committees)

Mr Keith holds an Executive Master of Public Administration, Bachelor of Legal Studies (Hons) and a Bachelor of Arts (Hons). He joined the Legislative Assembly in 2010.

BEN HARRIS, Director Procedural Support and Education Services

Mr Harris holds qualifications in Management, Government Administration and Workplace Training and Assessment. He joined the Legislative Assembly in 2013.

BILL FRYAR, Director Building and Property Management

Mr Fryar holds a Master of Arts from Griffith University and joined the Legislative Assembly in 2013.

DIEM TANG, Chief Financial Officer

Mrs Tang holds a Bachelor of Business in Accounting and joined the Legislative Assembly in 2012.

JACQUI FORREST, Director Business Services

Ms Forrest holds an Associate Degree in Commerce and qualifications in Business and Contract Management. She has been with the Legislative Assembly since 2014.

MICHAEL CALDWELL, Director Security

Mr Caldwell has more than 10 years' experience in security management and risk mitigation and has worked with the federal Department of Human Services. He joined the Legislative Assembly in 2011.

Staff Establishment

The Department of the Legislative Assembly is the technical 'employer' of electorate office staff, which include contract Electorate Officers, Relief Electorate Officers, Electorate Officer Assistants and Electorate Liaison Officers. There is an FTE equivalent of 25 electorate officers with 29 people in these roles due to job share arrangements in three electorate offices, three part-time Liaison Officers¹, 25 part-time Electorate Officer Assistants² and 67 casual Relief Officers³. At 30 June 2014, the agency employed a total of 220 people (see table below). This establishment equates to 110 full-time equivalent positions.

Level	No. of Staff
Administration Officers	26
AO2	2
AO3	3
AO4	10
AO5	4
AO6	6
AO7	1
Executive Contracts	3
ECO5	1
ECO3	1
ECO1	1
Senior Administration	8
SAO1	4
SAO2	4
Hansard/Education Casuals	38
Members and Electorate Staff	145
Members of the Legislative Assembly	25
Electorate officers	29
Electorate Office Assistants and Liaison Officers.	24
Casual (Relief) Officers	67
Total	220

¹ Liaison Officers for Arafura and Daly are employed for 15 hours per week in Maningrida and Wadeye respectively; the Stuart Liaison Officer is employed for 30 hours per week in Katherine.

² EOAs are employed for eight hours per week.

³ Relief Officers are employed on a casual basis and do not work set hours but provide ad-hoc support as required to cover periods of leave.

Management and Staff Training

Sixteen DLA staff and three Electorate Office staff were supported with training and development between 1 July 2014 and 31 March 2015; 19 DLA staff and two electorate officers attended formal training courses or professional development including:

Conference/Training	No. Attendees
Australia and New Zealand Association of Clerks-at-the-Table Professional Development	3
Australasian Parliamentary Educators Conference	1
Australasian Council of Public Accounts Committees Conference	1
Australasian Study of Parliament Group Annual Conference	1
Bachelor of Arts	1
Constitutional Law Conference	1
Corporate Governance Professional Development	1
Commons Professional Development Programme	1
Certified Practising Accountant Training	1
Introduction to Outlook	2
Merit Selection	2
Skill Path Women's Professional Development	1
Introduction to Excel	1
Fire Warden Training	3
Security Risk Management Training	1
Study Leave to pursue tertiary qualifications	4
Total	25

- The Clerk attended and presented papers at the 2014 Australasian Study of Parliament Group and the 2014 Presiding Officers and Clerks Conference. He also presented at workshops at the 2015 Australia and New Zealand Association of Clerks-at-the-Table (ANZACATT) Professional Development Seminar, Know Your Assembly Seminars and attended the 2015 Constitutional Law Conference and the Association of Clerks-at-the-Table, Canada Professional Development Seminar.
- The Deputy Clerk attended and presented a paper at the ANZACATT Professional Development Seminar.
- The First Clerk Assistant attended and presented a paper at the ANZACATT Professional Development Seminar and attended the United Kingdom House of Commons Professional Development Programme at Westminster in London. The Programme gives senior officers from parliaments around the Commonwealth an understanding of the operation of the House of Commons and was also attended by parliamentary staff from Alberta, Kenya, Namibia and Saskatchewan.
- Two employees were supported financially and three employees were supported with paid study leave to pursue tertiary qualifications.
- Expenditure on professional development during the reporting period was \$6 645 for training and study and \$4 069 for conference attendance and participation.

Agency Operations

Office of the Clerk

The Office of the Clerk has two roles: the first is to provide procedural advice and support to the Speaker and Members of the Legislative Assembly; the second is to provide executive leadership of the Department of the Legislative Assembly.

Challenges during the reporting period:

- preparing for retrospective implementation of a Remuneration Tribunal Determination which was ultimately disallowed by the Assembly
- providing accurate administrative procedures in support of entitlements introduced by the Remuneration Tribunal Determination
- maintaining services and standards within tight financial parameters
- strengthening Commonwealth Parliamentary Association (CPA) related activities such as the Twinning Program with the island nation of Niue.

Achievements during the reporting period:

- approval of draft Standing Orders from the Standing Orders Committee
- successfully retiring the former Member for Casuarina and inducting the new Member for Casuarina
- ongoing support for the Australian Region Representative of the Commonwealth Parliamentary Association (CPA)
- meeting tabling and reporting requirements of the Remuneration Tribunal Determination
- production of Speakers Procedural Bulletins
- support for the Speaker during sittings of the Assembly.

Procedural Support and Education Services

Procedural Support and Education Services is responsible for the provision of administrative and procedural support and advice to Members during Sittings, producing parliamentary documentation and records and managing related databases, and developing and managing parliamentary information, education and community awareness programmes.

Challenges during the reporting period:

- developing a sustainable outreach programme that ensures remote communities have access to parliamentary education programmes
- planning for the replacement and ongoing support of key software platforms for Hansard Recording and Lotus Notes software that are approaching end-of-life
- recruitment and retention of suitably trained Hansard typists and sub-editors to meet sitting day needs.

Achievements during the reporting period:

- implementation of *Know Your Assembly* Public Sector seminars to develop Public Servants understanding of the procedural and legislative processes of the Legislative Assembly
- commenced development of on-line virtual education resources to support remote and regional education and awareness programs
- developed and trialled alternative staffing models within the Hansard Unit aimed at reducing organisational staffing risks.

Participants in Parliamentary Education Services Programs

Program	Activity	Participants	Total
Public Tours		1543	
			1543
Schools Programs	Parliament House Tours	2224	
	Bombing of Darwin Tours	316	
	Role Plays	994	
	Step Up Be Heard	55	
	Outreach Programs	699	
			4288
Special Events	Commonwealth Week	468	
	Careers in Law Forum	84	
	YMCA Youth Parliament	17	
			569
Adult Education	Democracy in the NT	92	
	Know Your Assembly	264	
	Adult Student tours	221	
	Community/Organisation Tours	212	
			789
Parliament	Open Day	450	
Promotions	Induction Tours	16	
	Government Dept. staff tours	16	
	Special tours	5	
	General tours	19	
			506
TOTAL			7695

Parliamentary Legislation Statistics

	Government	Opposition	Independent	Total
<i>Brought forward 1 July 2014</i>	7	-	-	7
Introduced	43	2		45
Negatived		2		2
Passed	45			45
Acts Assented to	43			43
<i>Carried forward 30 June 2015</i>	5			5

	2014 - 2015	2013 - 14
Total sitting hours	264.52	312.17
Average sitting day hours	8.53	8.40
Number of sitting days	31	37
Number of bills passed	45	44
Total questions asked	491	554
Total papers tabled	447	524

Business Support Services

Business Support Services deliver services to Members of the Assembly including procurement, human resources, business support, information management and information and communication technology strategies.

The Department of Corporate and Information Services (DCIS) oversees outsourced whole-of-government Information and Communication Technology (ICT) service contracts and provide an ICT Service Manager located at Parliament House to support the Legislative Assembly.

Challenges during the reporting period:

- addressing matters raised in the Members' satisfaction survey conducted in October 2014
- a dedicated ICT Service Centre (help desk) telephone number was implemented in 2014 to provide priority support to Members and Electorate Officers. Approximately 50 percent of electorate staff are utilising this dedicated line which identifies a need for further promotion of this service
- the wide-area network speed is slow at two electorate offices with investigation ongoing to find a resolution.

Achievements during the reporting period:

- development and publication of the Department of the *Legislative Assembly Record Retention and Disposal Schedule* (No. 2015/7)
- the 2014 OCPPE *People Matter Survey* produced positive feedback from staff in relation to high standards of customer service, confidentiality, health and safety and ethical behaviour
- 14 electorate offices had their bandwidth increased to two megabytes resulting in twice or in some cases four (4) times faster connection speeds

- Cisco Anyconnect Virtual Private Network (VPN) has been rolled out to enable officers to remotely access the NTG Network. This replaced the previous Windows VPN solution which expired in October 2014
- the Parliamentary broadcast is now accessible on all smartphones, tablet devices and web browsers.

Committees Office

The Committees Office provides support to parliamentary committees to help them fulfil their functions. This includes administrative, research, drafting and procedural services.

Challenges during the reporting period:

- meeting the changing demands of the Assembly and its committees, including the creation of three new select committees
- developing options for the Assembly to make more effective use of parliamentary committees within the constraints of a small parliament
- increasing public understanding of and accessibility to parliamentary committees.

Achievements during the reporting period:

- supported completion of nine reports, including for inquiries into Foetal Alcohol Spectrum Disorder, options for leasing of the Port of Darwin, and the draft Fuel Price Disclosure Bill
- supported the regular operation of committees, including Estimates and Government Owned Corporations Scrutiny Committee hearings, scrutiny of subordinate legislation and review of the Auditor-General's reports
- provided public education material, including sessions on committees for *Know Your Assembly* seminars and information on getting involved in committee inquiries.

Committee	Meetings	Hearings & Visits	Briefings	Reports
Public Accounts	7	1	4	1
House	4			
Standing Orders	4			
Legal & Constitutional Affairs (includes Subordinate Legislation & Publications)	5		1	2
Estimates	6	5		1
Government Owned Corporations Committee	4	2		2
Select Committee on Foetal Alcohol Spectrum Disorder	13	7		1
Sessional Committee on The Territory's Energy Future	11	1	2	
Port of Darwin Select Committee	10	7	1	1
Ice Select Committee	4	2		
Fuel Price Disclosure Bill Scrutiny Committee	6	1		1
Total	74	26	8	9

Finance, Vehicles and Travel

The Finance Unit provides advice and services to the Speaker, the Department's Executive Management, and staff on financial management and manages all aspects of the Department's budget and financial reporting as well as ensuring compliance with financial governance and statutory reporting obligations. The unit also manages the administration of Members' travel and vehicle entitlements in accordance with the Remuneration Tribunal Determination.

Challenges during the reporting period:

- meeting the increasing number of complex reporting obligations relating to Member Travel and Financial Management
- compliance with the ongoing fiscal restraint targets.

Achievements during the reporting period:

- enhanced training provided to Electorate Officers on the Member Entitlements Travel System (METS)
- upgrades to Member Entitlements Travel System (METS) were implemented to better manage the Basic Allowance and to enable system generated reports in accordance with the Remuneration Tribunal and Speaker's Determinations
- maintained effective accounting and control procedures for the Agency
- implemented structural changes to enable greater consistency of delivery of services to Members from within a small business unit.

Building and Property Management

Building and Property Management has responsibility for the management of facilities at Parliament House and electorate offices throughout the Northern Territory. This includes:

- the Infrastructure Programme (minor new works and repairs and maintenance)
- leasing (both inwardly and outwardly)
- asset and property management
- service contract development and management
- parliamentary sound and vision system including broadcast
- artwork
- function management (in conjunction with the Office of the Speaker)
- management of on-site contractors.

Challenges during the reporting period:

- managing the Infrastructure Programme, the implementation of which is undertaken by a central service agency (Department of Infrastructure)
- managing the electorate office lease portfolio in partnership with the Department of Corporate and Information Services (NT Property Management)
- maintaining Parliament House as the Northern Territory's premier public building to a high standard.

Achievements during the reporting period:

- replacement of the mechanical and electrical door operating system to lift number one within Parliament House, completed three weeks ahead of schedule and within budget allocation
- replacement of the Honeywell security control system
- replacement of the Main Hall down-lights with contemporary LED equivalents
- installation of a new LPG isolation/shut-off valve
- set-up of a new CCTV security monitoring control room.

Security Services Unit

The Security Services Unit's primary objectives are to coordinate and manage the security and emergency management activities of the Department to ensure a safe and secure workplace is provided for Members, Staff, Parliament House building occupants and visitors.

Challenges during the reporting period:

- maintaining a high level of security services within the operational budget and identifying cost saving initiatives
- timely screening of large groups of visitors to Parliament House.

Achievements during the reporting period:

- all Electorate Offices received comprehensive security reviews
- improvements made to CCTV technology in Parliament House and the Parliamentary Precinct to enhance security monitoring
- a total of 160 307 visitors to Parliament House were screened by the security unit
- a comprehensive review of Emergency Management policies was completed to improve response rates to evacuation procedures.

Corporate Governance

The Department's corporate governance structure enables the delivery of outcomes by embracing the following elements:

- internal and external scrutiny
- leadership and management
- legislative compliance.
- performance and information management
- risk management
- strategic and business planning

Strategic and Business Planning

The Department's Strategic Plan 2013-16 is an important tool for communication of its strategic goals and annual operational priorities. The values and behaviour the agency expects of its staff are outlined in the plan, which is reviewed and updated annually to ensure strategies and priorities continue to reflect the challenges facing the agency.

The Strategic Plan focuses on six major goals:

- support the Assembly, its Committees and Members to fulfil their parliamentary responsibilities
- provide administrative support and services to Members
- ensure Parliament House and the parliamentary precinct is maintained to a high standard
- enhance accountability and governance
- maintain a highly skilled and committed work force
- engage with the community to promote participation in the parliamentary process.

The Strategic Plan goals are translated into operational goals in Business Plans at the Unit level and then into Workplace Partnership Plans for individual staff. Additional effort was also made in building reporting capabilities to facilitate effective monthly reporting with an annual planning and reporting calendar which is monitored by the Board of Management and the Audit Committee.

Risk Management

Corporate Governance requires integrated processes and practices to manage all significant risks associated with the agency operations and the achievement of its goals.

The Audit Committee relies on the business planning process to identify risks. Strategic business risk identification at the business unit level takes place during the annual business planning process. Risks, both strategic and operational, are identified and assessed through this process. Reporting on business performance is undertaken monthly and includes a requirement for review and reporting against identified risks as well as assessment of emerging risks, the results of which may be referred to the Board of Management.

Audit Committee

The Audit Committee assists the Clerk and Management Board to fulfil their corporate governance responsibilities. The committee's functions and responsibilities are to:

- manage a corporate governance framework for the Department, facilitating the risk assessment process and monitor strategic and business risks
- review the adequacy and effectiveness of internal control mechanisms established to mitigate identified risks
- review the adequacy of departmental policies, standards and business procedures
- review terms of reference and completed for audits and reviews to achieve the appropriate governance outcomes
- consider recommendations arising from all internal and external audits and reviews and facilitate the implementation and monitoring of action items arising from recommendations
- develop and review the three year audit coverage plan and progress of the annual internal audit work plan
- within the context of the Committee's primary objective, undertake any other functions and activities as determined from time to time by the Clerk.

The 2014-15 Committee membership comprised the Deputy Clerk, the Chief Finance Officer, the First Clerk Assistant, the Director of Building and Property Management, the Executive Officer, Office of the Clerk and an external member from the City of Darwin. The Clerk appoints members, including the Chair of the Committee.

The Committee will normally hold a minimum of three meetings each financial year.

Internal and External Scrutiny

Internal audit reviews may cover all activities of the Department including all financial and non-financial policies and operations.

There were two external audits conducted by the Northern Territory Auditor-General's Office. Members' Travel during 2014 and Agency Compliance during 2014-15.

The Auditor-General's compliance audit found that the Department's accounting and control procedures provide reasonable assurance to the Clerk.

The Auditor-General identified eight matters arising from each of the compliance and the travel audits. Seven of those matters have been addressed and the outstanding matter of reviewing the Accounting and Property Manual has commenced and implementation is being monitored by the Audit Committee.

Performance Management

Work partnership plans (WPPs) are developed by individual employees and their managers, using unit business plans as the foundation for identification of goals, projects and training needs.

WPPs aim to ensure unit goals are achieved and employees are supported in reaching the goals and given feedback on their performance. WPPs also aim to allow employees to reach their full potential, achieve job satisfaction and maximise their opportunities and contribution. The process of giving and receiving feedback and identifying learning and organisational needs is an essential element of achieving outstanding performance.

As a result, the Department can link training to performance goals, enabling the prioritisation of training needs and investment for training resources. In the longer term, the process enhances the agency's succession planning.

Access to Information

The Northern Territory *Information Act* deals with how NTPS organisations collect, use and store government and personal information. Three applications for access to information under the Act were received and four applications were transferred (two completely and two in part) from other agencies during the reporting period. All applications were responded to.

Privacy

The Department's complies with the 10 Information Privacy Principles (IPPs) that appear in a Schedule to the *Information Act*. No privacy complaints were received during the reporting period.

Records and Archives Management

The Department operates in accordance with the requirements of the *Information Act*. Section 134 of the Act requires NTPS agencies to manage records in compliance with Northern Territory Government records management standards.

In June 2014 the Department finalised and published its Functional Records Disposal Schedule (No. 2015/7) that applies to records specific to the Legislative Assembly's function.

Effective records management underpins the access, correction and privacy components of the Act by ensuring the government records can be located, read and reproduced in response to requests.

Legislative Compliance

The Department is required to comply with the *Financial Management Act*, *Public Sector Employment and Management Act*, *Procurement Act* and other legislation, such as the *Anti-Discrimination Act*, *Superannuation Act* and the *Work Health and Safety (National Uniform Legislation) Act*.

Delegations are identified in two categories:

- Financial and Procurement Delegations
- Human Resource Delegations

An Agency Procurement Management Plan was developed and is reported against quarterly to ensure compliance with procurement legislation.

Work Health and Safety (WHS) Committee and Activities

There are three WHS committees chaired by the DLA Director of Security including:

- Work Health and Safety Steering Committee
- Parliament House WHS Committee with representatives from all building users
- Electorate Office WHS Committee with representatives from all parties

The WHS Steering Committee oversees the other committees and held four meetings during the reporting period. There were no significant issues or incidents, and the Steering Committee received no WHS complaints.

The WHS Steering Committee conducted an internal audit of Parliament House and identified no significant issues. The Steering Committee also reviewed fatigue management and implemented practical strategies for staff working late hours during sittings.

Member Satisfaction Survey 2014

Members were surveyed on 28 October 2014 against eleven key questions relating to outputs identified in Budget Paper 3 and performance measures which are reported against annually. Members were asked to indicate a score from 0 to 100% against each of the questions.

In relation to the annual Members' Satisfaction Survey, the Speaker's stated position at the 2014 Estimates Hearing was that all non-respondents are assumed to be an indication of 100% satisfaction across all criteria. Twelve responses were received from a possible 25. The new Member for Casuarina opted out of the survey having only served one week in the Assembly at the time. The result was substantially fewer than 2013 when 19 responses were returned to the Clerk.

Assembly Services

Every category of Assembly Services recorded an improvement on the 2013 survey result which may be attributed to a concentration of effort in improving the documents available to Members in the Chamber as well as the outcomes of the Stuart Education Review.

Member and Client Services

Every category of satisfaction with Member Services recorded an improvement on the 2013 survey results. Overall satisfaction with IT Services has increased to 90 percent from 78 percent in 2013 due to considerable work being done to assist in the area. DCIS has cooperated with the Department's efforts to improve these services. Government policy does not support the provision of resources for a dedicated Member ICT service at this time and this constraint remains a challenge which will be taken up by the Board of Management in an effort to improve outcomes for Members.

Building and Security Services

The level of satisfaction remains fairly static in this area, however at 95 percent and 96 percent it remains at an acceptably high level.

Member Satisfaction Survey 2014 – Results

Question	2014 Result	2013 Result
Assembly Services		
Satisfaction with Chamber Support and Advice	98%	93%
Satisfaction with Records and Transcripts produced	97%	82%
Satisfaction with Committee Meetings and Reports	96%	91%
Satisfaction with Education Programmes	97%	87%
Member and Client Services		
IT Services (provided by DCIS)	90%	78%
Travel Services	89%	82%
Human Resources Services (provided by DLA and DCIS)	89%	82%
Overall Level of Member Services	93%	83%
Timeliness of Service Delivery	91%	82%
Building and Security Services		
Building Amenity	95%	91%
Building Safety	96%	91%