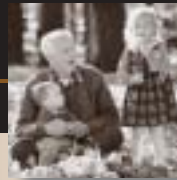
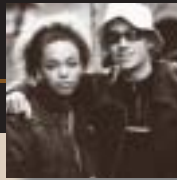
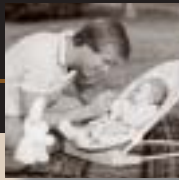


4

COMMUNICATION AND INFORMATION



COMMUNICATION AND INFORMATION

The Communication and Information Program at the Institute aims to improve public understanding and inform the policy process about factors affecting marital and family wellbeing through a comprehensive communication and information strategy.

Essentially, the Program is responsible for promoting the Institute, its role, research, products and capabilities, through: publishing and disseminating Institute research; providing library services; maintaining and updating Internet and Intranet information; organising conferences and seminars; and coordinating media liaison.

The Program develops and maintains networks and resources, and provides print and electronic publishing services to support the National Child Abuse Prevention Clearinghouse, the Stronger Families Learning Exchange, and the Australian Centre for the Study of Sexual Assault.

As noted in Chapter 1 of this Annual Report, during the year the Institute commenced the development of the *Communication and Information Plan 2003–2006* as part of the strategic planning process. The broad plan was approved by the Board of Management in May 2003 and will be published in the coming financial year. In addition, the Institute is developing a more detailed Communication and Information action plan, which will assist with specific planning, prioritisation and timing.

Conference

The 8th Australian Institute of Family Studies Conference was held in Melbourne on 12–14 February 2003, with the theme of *Steps Forward for Families: Research, Policy and Practice*. The timing of this conference was

a departure from the usual July date, and there was some concern as to whether the February date would prove attractive to presenters and participants. In the event, the Institute was delighted with the response.

The Institute's Conference Committee received a record number of submissions to present symposia, papers and workshops, and these were of a very high quality. An increase in the number of symposia, which allowed specific topics to be explored in some depth, was particularly pleasing. More than 20 presentations were made by Institute staff.

The 454 registrants represented a rich diversity of research organisations, government bodies, service providers and community organisations.

Given that Senate Estimates hearings were taking place, it was pleasing that Senator the Hon. Amanda Vanstone, Minister for Family and Community Services, was able to open the conference by video link. The Minister for Children and Youth Affairs, the Hon. Larry Anthony MP, alerted participants to some of the key family-related policy issues for government in his address in the opening session.

The two keynote presentations, by Dr Catherine Hakim and Professor Bob Gregory, were well attended, topical, and provocative enough to engender the sort of productive debate over meal breaks that marks a good conference. Dr Hakim, an internationally renowned authority on women's employment, presented her views on women's values, preferences and goals, while Professor Gregory, an Australian authority on labour markets, presented his views on the relationship between income support, employment and partnering for lone mothers.

Another innovation in this conference was the closing panel discussion, in which facilitator Jill Singer encouraged three leading researchers and commentators (Professor Peter McDonald, Dr Dorothy Scott and Professor Frank Oberklaid) to address the question: "What can governments do to help families raise their children?" This lively discussion ensured that participants left the conference with plenty of food for thought about the nexus of family-related research, policy and practice.

The conference was successful on a number of indicators. As noted, it drew a higher number of delegates than any previous Institute conference. The quality, diversity and depth of the research presented were rated very highly by delegates, as was the organisation of the conference. The conference achieved a break-even financial result, while providing delegates with a first class venue, and advanced communications technology. The conference had an ongoing impact: from 12-14 February to 30 June 2003, more than 6,142 visits were made to the Institute website to download conference papers, indicating broad interest in the topics presented.

The 2003 conference helped the Institute meet two of its key objectives of informing and influencing policy development, public understanding and debate about factors affecting family functioning and wellbeing, and communicating the outcomes and implications of its research.

Publishing

One of the most visible outputs from a research agency is its contribution to the literature. Throughout 2002–2003 the Institute continued to publish relevant and timely information in the area of family research.

The publishing program includes the Institute's flagship research journal *Family Matters*,

and titles published under the Institute imprint in its series publications. In addition, research undertaken by Institute staff, or by external researchers using Institute data, is published in journals and conference proceedings, or appears in major Institute reports.

To ensure the maximum reach and widest possible readership for Institute publications, most material published in print form is also published electronically on the Institute's website. This occurs simultaneously in the case of free publications, or subsequent to initial publication in the case of the subscription-based *Family Matters*.

In accordance with the Institute's long-held aim of presenting published material in a clear, accessible and attractive style, publications continued to adopt the highest editorial and design standards.

Review processes

Again this year, works were published in accordance with the Institute's established publishing review policy. This policy, formulated and monitored by the Institute's Publications Committee, requires that drafts of all proposed new titles undergo rigorous internal and external review.

Drafts are reviewed in-house by the Director, the Deputy Director (Research), the Senior Research Advisor, and by other researchers with particular expertise in the area relevant to the publication. In addition, each proposed new title is reviewed by independent external reviewers, who are asked to refer to the Institute's *Guide for External Review of Manuscripts* in preparing their evaluation reports.

Acceptance of all *Family Matters* material is subject to a formal review and assessment process, with reference to the Institute's *Criteria for Acceptance of Family Matters Articles*.

Family Matters journal

The research journal *Family Matters* is the Institute's main dissemination medium, its primary purpose being to keep its local and international readership informed about Institute research and activities. Thus the Institute places a high priority on its own research contribution to each edition.

It is also the role of *Family Matters* to keep its readership informed more generally of relevant family-related research by publishing original articles by other Australian and international authors.

In 2002–2003, in accordance with Institute policy, *Family Matters* continued to publish the work of external authors as well as reporting directly on Institute work.

Although designed to be accessible to a broad readership, *Family Matters* is a fully refereed academic journal, which is recognised by the Department of Education, Science and Training for the purposes of Research Data Collection, and is included in the Register of Refereed Journals. The Institute holds copyright to all articles published.

The content of *Family Matters* provides a balanced mix of articles and a diverse range of perspectives and analyses of family research and policy options. In addition to research articles, regular columns include analysis of family trends, information and discussion about new developments in family law, and expert opinion/comment on family-related topics.

Family Matters is published three times a year, in Winter, Spring/Summer and Autumn.

- *Family Matters*, no. 62, Winter 2002 (80 pages comprising 64 pages plus a 16-page supplement section) highlighted a diverse body of family research. Included were articles on: emerging methodological issues in research into parent–child contact

after separation; the role of new technologies in the changing character of family relationships; and family and social factors underlying the labour force status of Indigenous Australians. *The edition included three major research articles authored or co-authored by Institute researchers, and the Institute's comprehensive Research Plan 2002–2005, prepared by Institute management and senior researchers.*

- *Family Matters*, no. 63, Spring/Summer 2002 (88 pages) focused on the debate, trends and aspirations surrounding the issue of fertility. Included were articles on factors influencing the current all-time low fertility rates; the demographic context of the fertility decline in Australia; and the views of young people and their parents on relationships, marriage and parenthood. Also included was a paper on post-separation cooperative parenting. *The edition included eight major research articles authored or co-authored by Institute researchers.*
- *Family Matters*, no. 64, Autumn 2003 (96 pages) drew on Institute and other Australian and overseas research to discuss a range of topics, including articles on: the changing patterns of partnering in Australia; the polarisation of families according to work status; disadvantage among lone mothers receiving income support; and the expectations of marriage among cohabiting couples. *The edition included seven major research articles authored or co-authored by Institute researchers.*

Family Matters reader feedback, subscriptions, and media interest

The general response – written and spoken, formal and informal – to *Family Matters* continues to be extremely positive, and encourages the view that the journal will continue to be the main “voice” of the Institute.

A general reader survey was included in the Autumn 2003 edition of *Family Matters* in order to obtain readers' views on the overall style and content of the journal. At the end of the reporting period a number of very positive responses had been received. The review process will be continued in the coming financial year with a librarian survey and further reader consultation.

A subscription rate applies to *Family Matters* but, in accordance with the Institute's aim of reaching a wide and diverse audience, it is also distributed to an extensive free list comprising Members of Parliament, key policy makers, and the media. Paid *Family Matters* subscriptions rose slightly to 2,100 during the year, with total distribution of 4,000 copies per edition.

Family Matters always draws media attention with follow-up radio and press interviews and articles, and this year's three editions of *Family Matters* were no exception.

Family Matters online

In response to the high demand for back issues of *Family Matters* on the Institute's website, *Family Matters* is now available as an online subscription beginning with the Autumn issue of 2003. All articles can be accessed in HTML and PDF from RMIT Publishing's Informit Library, a specialist academic electronic publisher.

Series publications

In addition to the three editions of *Family Matters*, and the *Annual Report* 2001–2002, the Institute produces two series publications.

Research Papers is an important means by which Institute research findings and methodologies are made public. The series enables the dissemination of Institute research (often during the course of a project) to policy makers, practitioners and

researchers, with the aim of encouraging dialogue with research and policy communities and thus obtaining review and feedback about the nature, direction and quality of Institute research.

Five new Research Papers (of between 32 and 52 A4-sized pages) were published in 2002–2003, and these are listed under the relevant research programs elsewhere in this Annual Report.

Research Reports are more substantial, finished works that report on research findings at major milestones in a project, or at the completion of a research project. Research Reports comprise a more substantial companion series to the Research Paper series, and some have a price attached. No Research Reports were published in 2002–2003.

Contract publications and reports

The Institute publishes Issues Papers, Newsletters and Bulletins that emanate from the various contract research and information projects. These are reported elsewhere in this Annual Report under the projects: Growing Up in Australia (the longitudinal study of Australian children); National Child Protection Clearinghouse; Stronger Families Learning Exchange; and the Australian Centre for the Study of Sexual Assault.

During the year there were also several commissioned reports produced which are reported under the relevant research projects.

Media liaison

The print and electronic media are an important means by which the Institute communicates its research findings to the community. Contact with the media is undertaken in accordance with the Institute's media policy, and generally takes three forms: provision of information or comment about Institute research;

comment about current research on families not undertaken by the Institute, including overseas research; and referral to other researchers or relevant agencies outside the Institute.

In a year where there was renewed debate on issues such as work and family life, maternity leave, fertility, marriage and divorce, and child custody, *Family Matters* articles and Research Papers which touched on these themes were widely reported.

It was an exceptional year for media coverage of the Institute's work. Journalists made more than 800 requests for information or comment from the Institute. A total of 135 newspaper or magazine reports or articles cited the Institute's research or quoted one or more Institute researchers during the year. Researchers participated in 155 radio and seven television interviews, resulting in 494 broadcast reports for the year.

In terms of media interest and coverage, the standout issue of the year was marriage. Two Institute releases accounted for over half of the coverage received this year. A huge amount of media coverage was generated by the August 2002 release of Robyn Parker's research paper, *Why Marriages Last?* David de Vaus' *Marriage and Mental Health* article in the Winter edition of *Family Matters*, released in September 2002, attracted the most coverage.

There has been a steady stream of enquiries and requests for comment from Institute researchers, mainly around issues to do with marriage and fertility. Researchers in the Institute's Family and Marriage Program provided background information and advice for programs and feature stories about broad family transitions (leaving home, cohabitation, marriage, fertility, separation and divorce), the stability of marriages preceded by cohabitation, work

hours, marriage expectations, family size changes, childlessness, and children's living arrangements.

Media interest in work and family, and in maternity leave in particular, carried over from last year. The Institute's work on determinants of mothers' workforce participation made a useful contribution, and last year's work on foregone earnings from child rearing was frequently cited by commentators on all sides of a highly charged debate.

The Institute's conference in February 2003 attracted a good coverage of Institute and contributed papers. Catherine Hakim's keynote address to the conference was reproduced in *The Australian*, reported extensively on news and current affairs radio, and was the subject of a number of opinion pieces, with commentators polarised over her research.

The Family and Marriage Program's work on patterns of parent-child contact after separation has been reported extensively since the Institute's conference, and has assumed an even greater importance since the establishment in June of the *House of Representatives Standing Committee on Family and Community Affairs Inquiry into Child Custody Arrangements in the Event of Family Separation*.

Work by the Australian Temperament Project on antisocial behaviour and teenagers' aspirations for marriage and parenthood was widely reported, as was the commencement of *Growing Up in Australia* (the longitudinal study of Australian children). There is a growing awareness among media of these two projects, and their progress and findings are keenly reported.

National Child Protection Clearinghouse staff provided background information and advice for programs and feature stories

about the impact of pornography on children; juvenile fire-lighters; child deaths; statistics on child abuse and neglect; legal definitions of child abuse and neglect; abusive behaviour between siblings; children who take out Restraining Orders on their parents; bullying among three to five year olds; and information about the Clearinghouse research project on accessibility to programs which prevent child abuse and neglect.

Library

The Institute's library-based services serve as a nationally, and where possible internationally, accessible repository of Australian and overseas family research and information.

The library also responds to the information needs of staff and stakeholders by providing fast and convenient access to collections and services. Digital technology and the Internet have provided the library with opportunities to streamline services and to work innovatively. This year in particular, the library has focused on maximising desktop access to full text electronic resources and on training Institute researchers in the use of these resources.

The library plays a further strategic role for the Institute by hosting communication projects, such as the National Child Protection Clearinghouse and the Stronger Families Learning Exchange, both provided under contract for the Department of Family and Community Services.

Acquisitions

Print and electronic publications and resources relevant to family wellbeing are identified and acquired by purchase, exchange or donation. Over the reporting period, the collection grew by an average of 210 items per month.

Catalogue

To meet the needs of users for speedy and streamlined access to the repository, the Library's collection is catalogued, and bibliographic accessibility enhanced by the addition of tables of contents and abstracts. Worldwide access to the catalogue is enabled by its location on the Institute's website. The catalogue received 193,891 "hits" during the nine-month period for which data is available, given the library's change to a new library management system.

Collection holdings are added to the National Bibliographic Database, the fundamental tool underpinning resource sharing among Australian libraries. This promotes the collection and makes it accessible to over a thousand other networked Australian libraries and their patrons.

Australian Family & Society Abstracts

The Institute's bibliographic database, *Australian Family & Society Abstracts*, was established in 1983 with the aim of providing Australia-wide and international access to information and research on Australian family issues. The database records citations and abstracts on the research, policy and practice literature about Australian families and the social issues that impact on them.

Australian Family & Society Abstracts is one of a number of national bibliographic databases providing access to Australia's research literature. Public access is provided via two database hosting services, one Australian and one in the United States, both offering internet and CD-ROM services. *Australian Family & Society Abstracts* is well used in the tertiary education and government sectors, and by non-government organisations and professionals.

During 2002–2003 more than 3,400 new documents were added to the *Australian*

Family & Society Abstracts database, bringing the total number of indexed documents to 52,500. Of the documents indexed this year, 30 per cent link directly to the full text report or article on the web.

Document supply/loans

During the reporting period, the collection was used to supply 2,287 items to staff and stakeholders. A mix of commercial document delivery services, reciprocal and inter-library arrangements supplemented the collection to provide a further 748 items for Institute staff.

Help desk/reference

To facilitate access to information within the repository, reference/helpdesk services, which may be accessed via telephone, mail, email or in person, are provided to staff and stakeholders. Staff responded to 1,059 queries during 11 months of the reporting period (the library was closed for one month during renovations).

Online information

The Institute's website aims to report on Institute programs and activities, disseminate information from its databases, publications and resource collections, and promote the development of networks with other individuals and organisations concerned with family research and policy. A total of 2,201 web pages were available at June 30.

New content during the year included *Family Facts and Figures*, a series of graphs and statistics about the Australian family that will be regularly updated. Data are

drawn from the collections of the Australian Bureau of Statistics, the Institute's own research, and other studies such as the Household, Income and Labour Dynamics in Australia (HILDA) survey.

Papers from the Institute's conference in February were in demand and more than 100 are now available on the web. A subsidiary website for the Australian Temperament Project, an ongoing longitudinal research study, was established in December 2003 to facilitate communication with study participants and to record the project's history and publications since its inception in 1983, and its current activities.

The Institute's website is well regarded, both in Australia and overseas. In December 2002, the Institute's Information Development and Web Manager presented a paper on using the Internet to disseminate information to the International Workshop on Family, Gender and Health, hosted by Vietnam's Centre for Family and Women Studies. The paper highlighted successful strategies developed and used by the Institute over the years.

Alerting services

Various electronic current awareness services provide Institute researchers with information on the latest publications in their respective research areas and inform them of recent developments in relevant legislation and policy. The Institute's email alerting service keeps stakeholders up-to-date with the work and activities of the Institute. At the end of the financial year, close to 800 people were receiving the weekly *aifs-alert* update.

Table 4.1 Statistics of web use

	1998–1999	1999–2000	2000–2001	2001–2002	2002–2003
Successful requests (hits)	495,846	851,724	1,364,903	2,273,569	4,495,267
Pages downloaded	318,925	582,657	951,572	1,363,555	1,650,658

An analysis of email addresses shows that 94 per cent were Australian and 6 per cent from other countries. Australian subscribers came from the following sectors: Government, 43 per cent (65 per cent federal; 35 per cent state); Education, 19 per cent; Business, 18 per cent; Media and .net domain, 8 per cent; Non-government organisations, 6 per cent.

The use of Government metadata (Australian Government Locator Service) on Institute key pages means the Institute's web services are available through other government services and portals, such as the fed.gov.au media service and the Families Portal.

Electronic service delivery

The *e-Government Strategy* is the next stage in the Australian Government's plan for electronic service delivery, replacing the *2001 Government Online Strategy* which required all appropriate services to be available online.

Through the use of new information and communication technologies, e-government will help the Institute to: deliver more efficiently the outcomes of research, research papers and reports, articles in *Family Matters*, and conference presentations; communicate with and support stakeholder groups through a number of existing e-discussion groups in the areas of child protection, stronger families, and marriage and relationship education; and further develop subsidiary websites for particular projects which have password-protected areas to enable the sharing of data and experiences between stakeholders involved.

Institute seminars

In 2002–2003, the Institute continued its series of seminars presenting contemporary issues in national and international family research. The seminars are designed to promote a forum for discussion and debate,

and are free and open to the public. Each year the Institute invites researchers to present as part of the seminar program, particularly visitors to Australia who are able to provide international observations, and researchers from family-related fields who can add to the depth of knowledge in Australia.

During the reporting year a range of topics were covered, with the majority being presented by researchers from outside the Institute. The seminars were attended by audiences from different backgrounds, usually attracting 30–50 participants each time, and providing opportunities to share research and discuss ideas. Where papers have been provided by the seminar presenters, these have been placed on the Institute's website and actively promoted.

INSTITUTE SEMINAR PROGRAM 2002–2003

3 JULY 2002

Young adult grandchildren's perceptions of their grandparents

Associate Professor Rachel Schlesinger and Emeritus Professor Benjamin Schlesinger
Division of Social Science
York University, Canada

18 JULY 2002

Separating without law

Mavis McClean
Senior Research Fellow
Faculty of Law, University of Oxford, UK

15 AUGUST 2002

The fourth round follow-up of the Wards Leaving Care Study: 4–5 years after they have left

Dr Judy Cashmore
Honorary Research Associate
Social Policy Research Centre, University of New South Wales

30 AUGUST 2002

Research potential of the National Longitudinal Survey of Children and Youth

Satya Brink, Ph.D
Acting Director
Child, Youth and Social Development Studies
Applied Research Branch
Human Resources Development, Canada

19 SEPTEMBER 2002

The effects of time pressure on mothers' health

Michael Bittman

Senior Research Fellow

Social Policy Research Centre, University of
New South Wales

17 OCTOBER 2002

Life chances and policy outcomes

Janet Taylor and Alex Fraser

Research Coordinator and Research Assistant
Brotherhood of St Laurence, Melbourne

21 NOVEMBER 2002

Motherhood and the challenge of immigrant mothers

Dr Pranee Liamputtong Rice

Reader/Associate Professor

School of Public Health, La Trobe University

12 DECEMBER 2002

Effects of multiple child care arrangements on young children: Early findings from the Child Care Choices Longitudinal Study

Sarah Wise (Principal Research Fellow),

Ann Sanson (Deputy Director, Research) and
the Child Care Choices team

Australian Institute of Family Studies

20 MARCH 2003

***Childhood poverty and social exclusion:
Developing a child-centred approach***

Dr Tess Ridge

Research Officer

Department of Social and Policy Sciences,
University of Bath, UK

17 APRIL 2003

Changing pathways: How at-risk children avoid becoming antisocial adolescents

Presenter: Diana Smart, Australian Institute
of Family Studies

Authors: Diana Smart, Suzanne Vassallo,
Ann Sanson, Inez Dussuyer

15 MAY 2003

Family harmony and relationships: A fresh look at Parent Effectiveness Training

Christine Wood

The School of Psychology, University of
Tasmania

29 MAY 2003

The Minnesota Healthy Marriage and Family Formation Project

Professor William Doherty

Director, Marriage and Family Therapy Program
University of Minnesota, USA

5 JUNE 2003

Unmarried partners: The US context

Professor J. Thomas Oldham

University of Houston Law Centre, Texas, USA

19 JUNE 2003

Young people's life patterns: Is there evidence of a "new adulthood"?

Professor Johanna Wyn

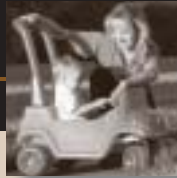
Director, Youth Research Centre

Head of Department, Department of Education
Policy and Management

University of Melbourne

5

CORPORATE SUPPORT



CORPORATE SUPPORT

The Corporate Support Program provides a range of services to assist the Institute to meet its goals through developing and applying improved executive, administrative, personnel and information technology policies and practices.

Human resources management

The Institute has been effective in managing and developing its human resources to achieve organisational objectives. The employment of quality staff is vital to ensure that contract deliverables are met, and the Institute has managed an extended recruitment process for staff employed to work on contracts, including the Stronger Families Learning Exchange and Growing Up in Australia (the longitudinal study of Australian children).

There has been further training and instruction in project management for key staff, which is critical to the achievement of objectives in a project oriented environment.

The Institute has continued to improve the workplace culture through updates of and commitment to policies on workplace diversity and Australian Public Service (APS) values and conduct. Work is also well underway on improving induction procedures and the flow of information to new staff.

The Institute has commenced a review of its human resource systems and database, to

ensure that critical information for management decision-making is more readily available.

Staffing profile

At 30 June 2003, there was a total number of 68 staff, including fixed-term staff engaged for specific research projects or functional tasks, as they are needed. Of all staff, 22 were employed part-time.

Certified Agreement

The Institute's 2001–2002 Certified Agreement nominally expired on 30 December 2002. Negotiations on a replacement agreement commenced in August 2002, and were concluded in April 2003. The agreement will be finalised in early 2003–2004.

The agreement provides for salary increases totalling 13 per cent over the life of the agreement, which will have a nominal expiry date of 30 December 2005. The initial pay rise will be 4.5 per cent from certification. A 4.5 per cent increase will be paid on 1 January 2004 and a further 4 per cent on 1 January 2005. This provides a pay outcome of about 4.3 per cent per annum over the life of the agreement.

The agreement is funded from the annual agency appropriation, as well as contracts already awarded. All pay increases in the proposed agreement are contingent upon the Institute meeting its organisational targets, and individual performance assessments.

Table 5.1 Staffing overview: actual ongoing and non-ongoing full-time and part-time staff by gender at 30 June 2003

	Ongoing full-time	Ongoing part-time	Non-ongoing full-time	Non-ongoing part-time	Total
Men	5	0	2	4	11
Women	27	9	12	9	57
Total	32	9	14	13	68

A number of innovative changes in working conditions will be introduced. Sick leave and other types of special leave are replaced with Personal Leave. Full-time staff will receive 20 days of accruing personal leave per year; pro rata for part-timers. The leave may be used for non-work-related personal illness or injury; to care for family members who are ill or injured and for whom the employee has caring responsibility (but not simply to undertake normal caring responsibilities); on the death of a family member; or for other emergency reasons considered appropriate.

A new study leave policy, that recognises the increasing number of non-ongoing staff working on contracted projects, will be developed by end of 2003.

The current purchased leave scheme will be extended from 48/52 to 44/52 to enable parents to better balance school holidays.

A number of changes relating to leave to care for newborn or newly adopted children are proposed. These include increasing from 12 to 14 weeks the number of paid weeks leave for those on maternity leave or adoptive leave; enabling the use of up to six weeks of accrued personal leave as paid parental leave for a non-primary care giver; enabling the leave to be taken at half pay; encouraging the development of individual leave and return to work plans.

The Certified Agreement covers the majority of staff at the Institute. Staff in the Senior Executive Service (SES) and some Executive Level staff are employed on Australian Workplace Agreements (AWAs).

Performance Agreements

All ongoing employees and non-ongoing employees on contracts of longer than six

Table 5.2 Staffing overview: actual ongoing and non-ongoing staff by classification level and gender at 30 June 2003

Classification	AIFS classification	Ongoing staff		Non-ongoing staff		Total
		Male	Female	Male	Female	
SES Band 3		0	0	0	0	0
SES Band 1		0	0	1	1	2
Exec Level 2	AIFS Band 5	3	4	1	2	10
Exec Level 1	AIFS Band 4	2	6	0	2	10
APS Level 5-6	AIFS Band 3	0	14	2	9	25
APS Level 3-4	AIFS Band 2	0	9	1	4	14
APS Level 1-2	AIFS Band 1	0	2	3	2	7
TOTAL		5	35	8	20	68

Table 5.3 Staffing overview: salary ranges by classification

	\$ Pay point - lower	\$ Pay point - higher
SES Band 1	82,120	89,774
AIFS Band 5 2.5	0	81,357
AIFS Band 5 2.4	0	79,996
AIFS Band 5 2.1 - 2.3	68,277	77,407
AIFS Band 4	59,198	63,923
AIFS Band 3	43,036	53,044
AIFS Band 2	34,393	41,620
AIFS Band 1	26,682	33,485

months duration are required to participate in the Institute's Performance Appraisal Scheme. Salary increases, and incremental advancement are dependent upon achieving a satisfactory or better assessment at the annual performance review. All staff currently on Australian Workplace Agreements are entitled to performance bonuses linked to their end of year assessment.

Table 5.4 AIFS Certified Agreement and Australian Workplace Agreements

APS employees covered by AIFS Certified Agreement	62
APS employees covered by Australian Workplace Agreements	6

Table 5.5 Non-salary benefits by employment category and classification level

AIFS Certified Agreement

- Access to employee assistance program
- Study assistance
- Flexible remuneration packaging
- Purchased leave
- Special leave
- Home based work
- Flexi time

Australian Workplace Agreements: SES staff

- Motor vehicle, fuel and parking
- Mobile phone for official and incidental personal use
- Airline lounge membership
- Home office equipment, comprising standard PC monitor, printer and remote access to the network
- Financial and other support for professional and personal development
- Flexible remuneration packaging

Australian Workplace Agreements: non-SES staff

- Airline lounge membership
- Mobile phone for official and incidental personal use
- Flexible remuneration packaging

Table 5.6 Performance pay

Level	Number	Aggregated amount	Average	Minimum	Maximum
SES 3	0	0	0	0	0
SES 1	2	13,286	6,643	4,489	12,119
Executive Level 2	4	23,594	5,898	4,068	10,983

Staff development

Staff take part in approved training activities in their respective disciplines as well as general skills development. During 2002–2003, the Institute invested \$104,541 in direct training and development activities.

Workplace diversity and industrial democracy

The Institute fosters a work environment that values and uses the contribution of people of different backgrounds and cultures. The Institute provides flexible working arrangements to staff to support their different needs. The Institute has revised its Workplace Diversity plan, with most of the work conducted during 2002–2003. The plan will run for the next two years, and further staff training on workplace diversity and APS values and code of conduct is planned early in 2003–2004 to underpin the implementation of the plan.

Occupational health and safety

The Institute has continued to implement its Occupational Health and Safety (OH&S) policy, and provided training to employees during the year on the following issues: an overview of the OH&S legislation; structure and function of Safety, Rehabilitation and Compensation Commission; fitness practices; potentially unsafe work postures; and ergonomic set up. During the year two staff members undertook the training course to become OH&S representatives.

The Institute has an OH&S committee that meets on a quarterly basis and considers

specific workplace issues and provides recommendations to senior management. The Institute's current OH&S Agreement will be reviewed early in 2003–2004. There were no reports in 2002–2003 of a dangerous occurrence under Section 68 of the OH&S Act.

Information technology

The Information Technology Unit contributes directly to the productivity of the Institute by developing and maintaining a secure, reliable, effective, efficient and easy-to-use computing and communications environment.

In addition to managing the computing infrastructure, the Information Technology Unit is responsible for the Institute's Computer Assisted Telephone Interviewing (CATI) facility which provides expertise in interviewing and data entry, as well as maintenance of the Institute's web server, email, telephone and security systems.

Software

The Institute website was relocated to a dedicated server running Apache software, and a new version of Checkpoint firewall software was installed on a new dedicated server to conform to current security requirements.

Most Macintoshes (Macs) were upgraded to MacOS X to provide a more stable and productive computing environment for Institute staff, and CDATA 2001 (ABS Census) and MS Project software were installed.

During the year, the following software were upgraded: EtherShare (file server), Norton AntiVirus, Netscape (email & Internet), MS Office (Word, Excel, PowerPoint), Now Up-to-Date (calendar), Acrobat (document reader), BBEdit (Web), FileMaker (database), ProCite (bibliography), PhotoShop, DreamWeaver (Web), Unicorn (library), SPSS, SAS and Stata (statistics).

The Institute's Internet connection was increased substantially (from 64K to 1.5Mbs), greatly increasing the productivity of Institute staff and giving better access to Institute information to the outside world. The Internet domain name was changed from *aifs.org.au* to *aifs.gov.au* to more accurately reflect the nature of the Institute.

Hardware

Two new Unix servers were purchased, replacing eight-year-old servers. A new firewall server was configured to conform to current security requirements and the main Unix server was replaced, with file serving, SPSS, SAS, Stata, email and the Institute intranet relocated to the new server.

Twenty-four new Macs were purchased for new staff, and extra RAM was installed in all Macs to increase speed and stability of systems, and a new uninterruptible power supply was installed to protect the servers from power fluctuations.

Two new colour printer/copier/scanner/fax devices were installed to replace the high volume photocopier and colour printer, both of which had exceeded their useful life.

The computing hardware at the Institute now consists of four Sun Unix servers, 74 desktop Macs, six Mac portables and four Windows desktop PCs. There is also a CATI facility consisting of ten diskless PCs connected to the main Unix server. All computers are linked by a local area network, which is connected through a firewall to the Internet, thus ensuring security of Institute data.

Business management

The Institute has developed detailed guidelines and templates for the project planning and management process. A considerable amount of the work of the Institute is project

driven. Templates for contracts covering the type of projects that the Institute is likely to be involved in have also been developed.

The Institute has made significant changes to its Financial Management Information System (FMIS) to allow for more timely and effective monthly reporting. The Fraud Control plan has been revised in draft form and will be presented to the Audit, Finance and Administration Sub-Committee of the Board for approval in early 2003–2004.

The Institute has revised its Purchasing Guidelines and is currently reviewing the financial delegations of staff to approve expenditure.

Purchasing

The Institute has conducted its procurement of goods and services within government and internal purchasing guidelines,

which emphasise value for money considerations, as well as the promotion of open and fair competition. Most Institute suppliers are Australian based, and their performance is reviewed on a regular basis.

Consultants and competitive tendering

The Institute's major consulting costs have been concerned with sub-contracting for the Growing Up in Australia (the longitudinal study of Australian children) project and Family and Work Decisions research contracts. Both studies have required major data design and collection phases, which were best delivered using the expertise of external consultants. All consultants were selected in accordance with the Institute's procurement guidelines. Major sub-contractors were required to meet detailed selection criteria in an open and competitive process.

Table 5.7 Consultancy services costing \$10,000 and over		
Provider	Service	\$
Access Co	Library and information database technical support	26,574
ANI Intellect	Computer Installation support	17,133
Australian Council for Education Research	Growing Up in Australia contract – Development and design support	10,800
Charles Sturt University	Growing Up in Australia contract – Development and design support	18,950
Colmar Brunton Social Research	Growing Up in Australia contract – Development and data collection for the study	180,052
Macquarie University	Growing Up in Australia contract – Development and design support	18,450
The Meeting Planners	Organisation of AIFS Conference	39,126
Queensland Institute of Technology	Growing Up in Australia contract – Development and design support	50,100
Telethon Institute for Child Health Research	Growing Up in Australia contract – Development and design support	20,900
Think Plan Perform P/L	Development of project planning and management guidelines and training of staff	20,437
University of New South Wales	Growing Up in Australia contract – Development and design support	12,400
Wallis Consulting Group	Family and Work Decisions project – major data collection exercise conducted in several stages	102,765
Wallis Consulting Group	Fertility Decision Making project – first stage in collection of data	17,930
The total cost of consulting services for 2002–2003 was		\$577, 253

Table 5.7 lists those consultancy services with a cost of \$10,000 or more for the year.

Records management

The Institute has commenced a review of its record-keeping systems with the establishment of a Records Management Committee. The Committee has recommended an action plan, including a limited tender proposal for a Records Management Consultant to assess needs and introduce an integrated records system to the Institute. This will incorporate both electronic and paper elements of the Institute's records. Most of the work will be conducted during early 2003–2004.

Security

The Institute has enhanced its building and office security in light of both increased external threats and contract requirements with the need for storage of confidential data on site. Major work has been performed in the reception area to increase security and scrutiny of people entering the building.

Property issues and assets management

The Institute has continued with office renovations to house additional staff associated with the Stronger Families Learning Exchange (SFLEX), Growing Up in Australia (the longitudinal study of Australian children) and the Australian Centre for the Study of Sexual Assault. In March 2003 there was a building

rent review in which the Institute negotiated a figure based on its own independent market assessment. Quotes have been organised for the internal repainting of the Institute, which will be conducted early in 2003–2004.

Advertising and market research

Table 5.8 provides the particulars of advertising and market research expenditure of \$1,500 or greater.

Disability strategy

The Institute is in the process of developing an Action Plan that will help implement the Disability Strategy. The Institute has consulted widely with other agencies, and will implement the Action Plan during the first half of 2003–2004.

Ecologically sustainable management

The Institute developed an energy policy during 2002–2003 and this will soon be placed on the staff Intranet. The policy includes a series of implementation strategies which are directed towards reducing energy usage. This includes the use of recycled paper products for printing.

Freedom of information

No requests were made this year of the Australian Institute of Family Studies for information under the *Freedom of Information Act 1982*. The following information about

Table 5.8 Advertising and market research costs \$1,500 and over		
Provider	Service	\$
Canberra Mailing	Family studies brochures mailouts	2,131
HMA Blaze P/L	Staff advertising	22,978
HMA Blaze P/L	Tender advertising	4,068
Mailcare System P/L	Newsletter mailouts	10,972
Impact Printing Vic P/L	Distribution of <i>Family Matters</i>	16,784
National Direct Response P/L	Distribution of booklets	1,664
Starcom Worldwide P/L	Staff advertising	29,350
The total advertising and market research costs for 2002–2003 were		\$ 90,414

arrangements for access to Institute documents is included under Section 8 of the Freedom of Information Act.

Outside participation

The Institute has established and maintains formal and informal contacts with a wide range of individuals and organisations for the purpose of obtaining and giving advice, collaborating on studies, exchanging information, seeking access to data, and exploring options for the development of the Institute's work.

Specific avenues for outside participation include input by experts in design seminars and steering groups of Institute studies, external review of Institute manuscripts prior to publication, Visiting Fellows, and a biennial national Australian Institute of Family Studies Conference.

The Institute's Library is open to the public, and the staff handle enquiries by phone, facsimile, email, letter, or in person.

Categories of documents and procedures

The Institute maintains three categories of documents. The first is research data collected by survey interviews (this information is obtained from respondents on the understanding that their anonymity will be preserved and the information provided is confidential to the Institute; datasets may be made available to external researchers when all identifying details are removed). The second is general correspondence. The third category is published and unpublished research reports.

The procedures the Institute has in place for Freedom of Information requests is that the Institute's Manager, Strategy and Communication, will assist applicants to identify the particular documents they seek. If a request is to be refused on grounds appearing in section 15(2) or section 24(1) of the *Freedom of Information Act 1982* (insufficient information or unreasonable diversion of resources), applicants will be notified and given an opportunity for consultation. The officer authorised to deny access to documents is the Manager, Strategy and Communication. As noted, no Freedom of Information requests were made during the reporting period.