

# Management, Administration and Financial Infrastructure Program

The Management, Administration and Financial Infrastructure program aims to develop and apply improved executive, administrative and computing policies and practices to meet the goals of the Institute.

## Administrative Services

The Administrative Services unit aims to clarify and adapt corporate planning processes to the unique nature of the Institute as a research and public information dissemination agency.

### Workplace Relations Act

In accordance with the *Workplace Relations Act 1996*, the Institute has developed a workplace certified agreement with staff. As the majority of staff indicated a preference to be represented by the Community and Public Sector Union (CPSU), the agreement has been developed in accordance with section 170 LJ of the Act.

A draft agreement at the proposal stage was sent to the Department of Workplace Relations and Small Business (DWRSB) in February 1998. Their comments, together with extensive negotiations with staff and the CPSU, has resulted in a final draft being re-submitted to DWRSB on 23 June 1998. It is proposed that the agreement will be certified by the Australian Industrial Relations Commission in July 1998.

### APS Staffing Structure

A major feature of the Institute's proposed certified agreement will be the implementation of the new eight-level Australian Public Service (APS) staffing structure. The new structure will incorporate academic classifications.

### Financial Management

The Institute has just completed an upgrade of its finance and accounting system to make it Year 2000 compliant, as well as to enhance a number of features including more detailed bank reconciliation reports. The new Human Resource Management database has been implemented and this provides for a comprehensive range of information

on staff, salaries and positions, and automatically calculates most leave entitlements.

The Institute has closely reviewed its financial management practices in light of the new legislative framework comprising the *Commonwealth Authorities and Companies Act* and the revised *Audit Act*. Overall the revised legislation will have a significant impact on the duties and responsibilities of Board Members and officers, and the general reporting requirements of the Institute.

The Institute has now implemented full accrual accounting on a monthly basis, and as a result is developing improved financial reports to senior management and project managers. The 1998–99 budget process is also being set up on an accrual basis in line with advice from the Department of Finance and Administration and the Accrual Budgeting Project Team. The Institute has also completed a review of the valuation of its fixed assets, and is moving this financial year to the deprival method of valuation where appropriate.

In line with the Government's competition policy of making agencies more accountable and commercially viable, the Institute has reviewed the use of existing customers in key cost areas such as electricity supply and telecommunications. By adopting a business case in purchasing these services the Institute has achieved price discounts and improvements in the delivery of the services. The Institute has also been able to take advantage of whole of government discounts in several administrative areas.

## Property Issues

Most of the outstanding building issues detailed in the ten-year tenancy lease effective from 1 March 1997 have been addressed. These comprise the installation of the automatic front doors and implementation of most of the recarpet-

ing. The recarpeting of the library will be completed in July and a new air conditioning unit is being installed for the old building in 1998–99. Within the next two months the Institute is implementing a new security system that will be linked to the new automatic front doors.

Advertising and market research		
Provider	Service	\$
Across	Distribution & mailing	350
Australia's Flag Publishing	Advertising services	399
Current Family Law P/L	Mailhouse services	1,190
DNA Integrated Communications	Youth Suicide advertising	1,295
GI Printing	Family Matters distribution	985
Goldstar Corporation	Advertising services	385
Indigo Arch P/L	Mailhouse services	2,500
Mailcare Systems P/L	Mailhouse services	16,131
Media Monitors Victoria P/	Media and Advertising	2,733
Newsnet P/L	Media advertising	649
Nimaa	Youth Suicide advertising	400
Political Reference Service	Media and advertising services	300
Royal Australian College	Youth Suicide advertising	3,600
Salmat Mailing Services	Mailhouse services for Family Matters magazine	25,896
Specialised Press Agency	Media services	1,850
The Alternative	Mailhouse services	4,000
The Mailing House	Mailhouse services	
The Nationwide business	Advertising services	495
<b>Total</b>		<b>63,158</b>

## Personnel Policy

The Australian Institute of Family Studies, as a Commonwealth Statutory Authority, is subject to the various personnel policy initiatives that have become part of the policy package with which the Commonwealth administers its most important resource, its staff.

Staffing policies and practices at the Institute are now governed by the *Public Service Act 1922*. Throughout 1997–98, staff have been briefed on Australian Public Service (APS) policy and procedures. The review of the Institute's own policy and procedures is complete, and these now comply with the Act.

### Industrial Democracy

The Institute Consultative Committee, formed under the existing Agency Agreement, met quarterly during the year. The Committee is an important component of staff–management communications within the Institute. The major issues dealt with by the Committee are:

- Occupational health and safety issues;
- the *Workplace Relations Act*;
- the new Workplace Agreement;
- renovation of Institute facilities;
- ongoing rationalisation of Institute resources;
- Industrial Democracy processes.

The Institute and the Community and Public Sector Union remain committed to a meaningful consultative process.

### Occupational Health and Safety

The *Occupational Health and Safety (Commonwealth and Safety) Act 1991*, requires the Institute to report on its activities under the Act. The Institute's objective is the promotion and maintenance of the physical, mental and social wellbeing of its employees.

During the year, the Occupational Health and Safety Committee continued to meet and discuss issues affecting staff. Recommendations were examined by

#### Total staff employment by employment category and gender at 30 June 1998

	State Vic
<b>Full-time Staff</b>	
<i>Permanent</i>	
Men	7
Women	23
<b>Total</b>	<b>30</b>
<i>Temporary</i>	
Men	1
Women	5
<b>Total</b>	<b>6</b>
<i>All full-time staff</i>	
Men	8
Women	28
<b>Total</b>	<b>36</b>
<b>Part-time Staff</b>	
<i>Permanent</i>	
Men	0
Women	7
<b>Total</b>	<b>7</b>
<i>Temporary</i>	
Men	0
Women	5
<b>Total</b>	<b>5</b>
<i>All part-time staff</i>	
Men	0
Women	12
<b>Total</b>	<b>12</b>
<b>All Staff</b>	
Men	8
Women	40
<b>Total</b>	<b>48</b>

the Committee and, where possible, the actions implemented without delay. Specific matters addressed during 1997–98 included the upgrade of office furniture to meet ergonomic standards and the monitoring of air quality especially in the old building.

Seminars were conducted during the year to increase staff awareness of workplace stress issues.

The Institute continues to ensure the health, safety and welfare of staff by: emergency evacuation policy, procedures

<b>Consultancy services</b>		
<b>Provider</b>	<b>Service</b>	<b>\$</b>
Roy Morgan Research Centre P/L	Divorce Transitions project consultancy	66,247
Roy Morgan Research Centre P/L	Office of Status of Women-Divorce Transitions	7,500
Dr Juliet Behrens	Divorce Transitions project Consultancy	1,000
Griffith University	Divorce Transitions project Consultancy	2,500
Professor Max Charlesworth	Ethics Committee, advisory	400
Dr Belinda Fehlberg	Ethics Committee, advisory	400
Ms Judith Foster	Ethics Committee, advisory	400
Reverend Phillip Hughes	Ethics Committee, advisory	400
Dr Kereen Reiger	Ethics Committee, advisory	400
University of Queensland	Parenting Extensions project consultancy	92,772
Jane Burns	Youth Suicide Communications consultancy	2,132
Deloittes PBS	Support & upgrade of CBA accounting system	2,669
Computer Active	Development of Personnel Database	700
Burgell Consulting Group	Brimbank Outreach project consultancy	11,074
Surveycraft P/L	CATI research training	1,960
Swinburne University of Technology	CATI based research supervision	5,200
Mei Regan	Staff interviewing consultancy	2,550
Ms Alisa Hamilton	Indexing for Publications	13,488
Ms Catherine McDowell	Consultancy for Family Information Centre	1,387
Ms Silvana Kolar	Parenting 21 project consultancy	891
Ms Helen Elliot	Youth Suicide project consultancy	2,402
Freelance Library and Information Services	Youth Suicide project consultancy	770
Centre for Adolescent Health	Youth Suicide project Consultancy	4,410
<b>Total</b>		<b>221,652</b>

and practice; ongoing workplace inspections; and Occupational Health and Safety seminars and training.

During 1997–98 there were no reports of a dangerous occurrence under Section 68 of the Act. No other notices were given during the year under Sections 30, 46 or 47 of the Act.

## Staff Development and Training

Staff take part in approved training activities in their respective disciplines as well as general skills development. During 1997–98, the Institute invested \$28,954 in direct training and development activities.

**Total number of employees, full-time and part-time permanent and temporary by classification and gender at 30 June 1998**

Classification	Permanent			Temporary			Total		
	Full-time/Part-time			Full-time/Part-time			Male	Female	Total
	Male	Female	Total	Male	Female	Total			
SES BAND 1	1	0	1	0	0	0	1	0	1
SES BAND 3	0	0	0	0	0	0	0	0	0
ACADEMIC 1	1	5	6	0	4	4	1	9	10
ACADEMIC 2	0	3	3	1	3	4	1	6	7
ACADEMIC 3	2	3	5	0	0	0	2	3	5
ACADEMIC 4	1	0	1	0	0	0	1	0	1
ACADEMIC 5	0	0	0	0	0	0	0	0	0
ASO CLASS 2	0	2	2	0	1	1	0	3	3
ASO CLASS 3	0	2	2	0	1	1	0	3	3
ASO CLASS 4	0	3	3	0	0	0	0	3	3
ASO CLASS 5	0	2	2	0	0	0	0	2	2
ASO CLASS 6	0	0	0	0	0	0	0	0	0
SNR OFFICER C	1	2	3	0	0	0	1	2	3
INFO TECH OFF 2	0	1	1	0	0	0	0	1	1
INFO TECH OFF 1	0	1	1	0	0	0	0	1	1
SNR ITO A	1	0	1	0	0	0	1	0	1
PROF OFF 1	0	1	1	0	2	2	0	3	3
PROF OFF 2	0	2	2	0	0	0	0	2	2
SNR PROF OFF C	0	2	2	0	0	0	0	2	2
<b>Total</b>	<b>7</b>	<b>29</b>	<b>36</b>	<b>1</b>	<b>11</b>	<b>12</b>	<b>8</b>	<b>40</b>	<b>48</b>

## Freedom of Information

No requests were made this year of the Australian Institute of Family Studies for information under the Freedom of Information Act, in operation since 1982. The following information about arrangements for access to Institute documents is included under Section 8 of the Act.

### Arrangements for 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 periodic national Family Research Conference.

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

### Categories of Documents

The Institute maintains the following categories of documents:

- 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; data tapes may be made available to external researchers when all identifying details are removed);

- general correspondence;
- published and unpublished research reports.

### FOI Procedures and Initial Contact Points

The Marketing Manager 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* (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 Marketing Manager.

## Information Technology Services

The Information Technology Services unit strives to develop and support a reliable, effective, efficient and easy to use computing environment contributing directly to the productivity of the Institute.

Significant changes occurred in Information Technology (IT) during the year, with the Computer Assisted Telephone Interviewing (CATI) function moving to Research, and the rearrangement of other IT services resulting in the reclassification of the IT02 position to IT01.

Software was installed to enable selected Family Information Centre databases to be made available through the Internet. Other software was installed to enable the Institute to host and manage Internet electronic mailing lists. The first discussion list established is for the National Youth Suicide Prevention Strategy. Calendar management software was installed to facilitate scheduling of activities in the Institute while reducing the administrative overhead of collecting timesheet data.

A working party defined a more appropriate structure for computer storage of Institute data, reflecting the needs of staff for accessibility with security. Assistance was also given to external auditors producing an 'Information Protection Review'. Recommendations of the review have been implemented.

Year 2000 compliance planning and implementation was undertaken, with an anticipation of minimal disruption to Institute systems as we enter the new millennium.

Considerable time was spent supervising the installation of automatic doors at reception in conjunction with planning the replacement of the building security system.

Information Technology staff also supported a Web server for the Institute and telephone systems including PABX programming, voice mail and call accounting software.

Communications hardware was installed to enable secure access to the Institute network via modem. New printers were installed to replace slower and less reliable ones. The computing hardware at the Institute now consists of five Sun Unix servers, 51 Apple Power Macintosh computers, and four Windows PCs. There is also a CATI facility consisting of ten diskless PCs connected to a Novell server. All computers are linked by a local area network which is connected through a firewall to the Internet.