

Management, Administration and Financial

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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.

Corporate Services

The Corporate 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.

Financial management

The Institute's Portfolio Budget Statements (PBS) were again developed during the year within the 'Outcomes and Outputs' structure, which is part of the Commonwealth Government's new Financial Management framework. Further enhancements were made in the PBS to the effectiveness measures and performance indicators that underpin the Institute's performance under the new structure. These enhancements will impact on reporting for the 2000–2001 financial year. The Institute will review its 'Outcome and Output' structure during 2000–2001 for inclusion in next year's Portfolio Budget Statements.

The Institute upgraded its Financial Management Information system in May 2000 to ensure its readiness for implementation of the New Tax System, and in particular the GST. The GST implementation has been a major resource, systems and administrative issue for the Institute, especially over the last six months. The Institute considers that it has the systems and processes in place to ensure effective implementation and minimal disruption.

During the year, the Institute engaged Walter Turnbull as its Internal Auditor to conduct phase one of a three-year program. This was successfully completed and comprised an assessment of the Institute's compliance with the *Commonwealth Authorities and Companies Act*, analysis of the Institute's internal financial controls, and a review of the Institute's preparedness for the GST. The Institute has reviewed the recommendations and these will be submitted to the Internal Audit Committee. The audit report, as an exception report, presented no major findings or problems requiring immediate attention,

and the recommendations were considered minor by the auditors. The Institute will continue with phase two of the audit program during 2000–2001.

The Institute also addressed the findings of the External Audit for 1998–1999 conducted by Ernst and Young on behalf of the Australian National Audit Office. The only issues requiring consideration related to the Institute's readiness for year 2000, and treatment and costing of leave provisions in the financial accounts. The Institute had a smooth transition to year 2000, and after discussions with Ernst and Young, has addressed the issue of leave provisions.

The Institute has continued to review the performance of its commercial suppliers, particularly in the communications and energy areas. As a result, the Institute has changed suppliers in both areas to deliver cost savings and improvements in service.

The Institute has met its financial targets in terms of budget and forecast final result for 1999–2000. The Institute's net asset and cashflow position places it in a sound position to carry out core research work, associated with the Australian Family Panel Survey and other research activities, during 2000–2001.

Property issues

The Institute is continuing to operate on a ten-year property lease at 300 Queen Street which runs until 28 February 2007. During the year, the Institute reviewed procedures to ensure that all periodic maintenance and safety checks were being completed on time by the building's property manager. There was also a review conducted of car parking rentals at 300 Queen Street effective from 16 February 2000,

during which the Institute obtained its own independent market assessment. This independent assessment has been accepted by the owner.

Workplace Relations Act

The Institute's workplace agreement with staff is currently being reviewed, and a new agreement is being developed. The current agreement will remain in force until the new agreement is certified.

Personnel Management and 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.

Industrial democracy

The Institute's Consultative Committee is the main forum for implementation of Industrial Democracy. The Committee comprises representation from management, staff and one member from the Community and Public Sector Union (CPSU). The Committee met on two occasions, and will have a central role in the implementation of the new agency agreement.

The Institute has effectively implemented the new *Public Service Act 1999*, and has finalised the Workplace Diversity program, which will ensure a commitment to new public service values.

Occupational health and safety

The *Occupational Health and Safety (Commonwealth Employees) 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 Institute was subject to a workplace audit conducted by Comcare which investigated compliance with the relevant Occupational Health and Safety legislation and provided recommendations for improved practice. The findings of the audit indicated no serious breaches of the legislation, or problems requiring immediate remedy.

Flowing on from these recommendations, the Institute is currently updating its Occupational Health and Safety agency agreement, and has developed policies and guidelines for dealing with hazards in the workplace, and incident/accident

investigation and reporting. The Institute has also ensured that relevant codes of practice and other educative material are available to staff on the Institute's Internet

Table 5.1 Total staff employment by employment category and gender at 30 June 2000

State of Victoria	
Full-time staff	
<i>Permanent</i>	
Men	4
Women	22
Total	26
<i>Temporary</i>	
Men	2
Women	2
Total	4
<i>All full-time staff</i>	
Men	6
Women	24
Total	30
Part-time staff	
<i>Permanent</i>	
Men	0
Women	10
Total	10
<i>Temporary</i>	
Men	0
Women	3
Total	3
<i>All part-time staff</i>	
Men	0
Women	13
Total	13
All staff	
Men	6
Women	37
Total	43

home page, and in its library. As well, the Institute is implementing procedures to ensure that all regular maintenance and safety checks are performed by the building owner/property manager. During 1999–2000 there were no reports of a dangerous occurrence under section 68 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 1999–2000, the Institute invested \$32,993 in direct training and development activities.

Table 5.2 Total number of employees, full-time and part-time permanent and temporary by classification and gender at 30 June 2000

Classification	Permanent			Temporary			Total		
	Full-time	Part-time	Total	Full-time	Part-time	Total	Male	Female	Total
SES BAND 1	0	0	0	1	0	1	1	0	1
SES BAND 3	1	0	1	0	0	0	1	0	1
EXECUTIVE LEVEL 2	2	3	5	1	2	3	3	5	8
EXECUTIVE LEVEL 1	0	5	5	0	0	0	0	5	5
APS 6	0	4	4	0	1	1	0	5	5
APS 5	1	11	12	0	0	0	1	11	12
APS 4	0	4	4	0	1	1	0	5	5
APS 3	0	2	2	0	1	1	0	3	3
APS 2	0	3	3	0	0	0	0	3	3
Total	4	32	36	2	5	7	6	37	43

Table 5.3 Consultancy services costing \$10,000 and over

Provider	Service	\$
Dr Bryan Tanney	Youth Suicide Evaluation contract	10,000
University of Queensland	Parenting Extension project consultancy	11,186
Ms Alisa Hamilton	Database and abstracting	12,507
Total		33,693

Note

(1) The three consultants were engaged in work of a specific project nature, and the skills were not available in-house.

(2) For 1999–2000, the total number of consultancies was 40 at a total cost of \$82,368.

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.

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 Australian Institute of Family Studies 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; and
- published and unpublished research reports.

FOI procedures

The Institute's 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 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 Marketing Manager.

Information Technology

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

In addition to managing the computer infrastructure, the Information Technology unit is responsible for the Institute's CATI facility, and it maintains the Institute's Web server, and its email, telephone and security systems.

Software

Thorough preparation of Institute systems for the transition to the year 2000 meant that the Institute had only two minor problems, neither of which disrupted Institute business and both of which were rectified within 30 minutes.

In order to reduce maintenance costs, Quancept Computer Assisted Telephone Interviewing (CATI) software was installed on the Institute's main Unix server, thus allowing the Institute to decommission the ageing Novell server which was not year 2000 compliant.

During the year, systems to transfer library records from the National Library's new Kinetica system to the Institute's library catalogue (LOIS) were streamlined, thus saving library staff considerable time.

Another development was the installation of software that facilitates automated procedures to produce monthly statistics showing Institute Web site usage.

Hardware

Continuing the strategy of rolling upgrades, the Institute this year purchased 12 new Apple PowerMac computers to replace all of the desktop Macs that were more than four years old.

The computing hardware at the Institute now consists of three Sun Unix servers, 52 desktop Macs, six Mac portables, five Windows desktop PCs and two portable 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.

Telephone system

Changes have been made to the Institute PABX (Private Automatic Branch eXchange) to divert all non-local calls to WORLDx-CHANGE at a reduced cost to the Institute.

Computer Assisted Telephone Interviewing

The Institute maintains a Computer Assisted Telephone Interviewing (CATI) facility which provides expertise in interviewing and data entry.

This year saw the completion of the survey for the Institute's evaluation of the National Youth Suicide Prevention Strategy. External projects completed during the year were: the 'Field Testing of HACC Consumer Appraisal Survey Tool' for the Australian Institute of Health and Welfare; and the second wave of the 'Healthy Retirement Project' for the La Trobe University Lincoln Gerontology Centre.

Assistance was provided in the costing and development of a questionnaire for the Institute's Australian Family Panel Survey, and interviewing began for 'Health Behaviours and Outcomes in Ageing 2000', for Lincoln Gerontology.

This year the management of the CATI facility was returned from the Research Program to the Information Technology unit, and a position of Survey Operations Manager created.