



MANAGEMENT, ADMINISTRATION AND FINANCIAL INFRASTRUCTURE PROGRAM

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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 and audit

The major focus during the year has been on improving the information provided in the Portfolio Budget Statements, and further enhancing the internal budget process with more timely management and project reports.

Compared with 2000–2001, there has been an increased number of contracts and projects to manage and report on. Two of these contracts – the Longitudinal Study of Australian Children (LSAC) and the Stronger Families Learning Exchange (SFLEX) – have impacted significantly on the corporate side of the Institute. This impact has required measures to deal with tenders and costing of work, contract management, staffing and resourcing of projects, accommodation and budgeting, and reporting on an ongoing basis.

The Institute has continued to review its policies in the corporate area with particular attention to the fraud control plan, financial delegations and responsibilities, and a major upgrade of the Finance and Accounting Manual. The Institute has also commenced a review of its risk management plan, with particular emphasis on contract and project risks.

The Institute has again met its financial budget targets for 2001–2002, and actually records a higher than expected surplus with the growth in contract work and associated revenue. Major expenditures on LSAC and SFLEX will be incurred from 2002–2003

onwards, and these figures have been built into the 2002–2003 Portfolio Budget Statements.

The Institute's internal auditor, Walter and Turnbull, has completed the bulk of its three-year program, and the remainder will be completed in the first half of 2002–2003. During the year a follow-up review was conducted on the Institute's compliance with the Commonwealth Authorities and Companies (CAC) legislation, as well as its corporate governance processes and practices (see Chapter One of this report). A review was also conducted of the Institute's Occupational Health and Safety (OHS), fixed asset management and EDP security and controls.

The major findings were:

- Earlier recommendations from 1999–2000 on OHS and the CAC legislation had been effectively implemented. These related mainly to documenting and informing on OHS policies and practices, and advising Board members of corporate governance and CAC responsibilities.
- Institute's management of fixed assets indicated that policies and procedures appear to be appropriate.
- The high level IT security review indicated that, overall, the Institute has good controls in place. However, three recommendations were made at a procedural level, which have been subsequently implemented by the Institute.

The recommendations relating to the review of project planning and performance reporting have been implemented. An in-house training course was conducted in November 2001 and this was favourably received, and has resulted in follow-up consulting work to develop guidelines and practices using current Institute projects. Significant benefits will accrue to the Institute in developing a framework for managers and staff to perform project tasks such as scoping and budgeting projects, identifying and managing project risks, and project reporting and review.

There were no findings or issues from the 20001–2002 external audit. The audit was conducted by Ernst and Young on behalf of the Australian National Audit Office.

Property issues

The Institute now has four years and eight months to run on its ten-year tenancy property lease at 300 Queen Street. The Institute continues to pay market-based rentals on the property which is privately owned. Increased staffing numbers have required the Institute to review its staff accommodation arrangements within the building to make better use of existing space. The Institute is seeking building and office design options and quotes from external contractors to provide for the increased staff accommodation.

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.

Workplace diversity and industrial democracy

Under its certified agreement, the Institute has established a Workplace Relations Committee which meets on a quarterly basis to discuss workplace issues. Each work program has staff representatives on this committee.

The Institute has reviewed its Workplace Diversity policy. The new policy will be put to staff for comment and then through the Workplace Relations Committee for final approval by the Director. The Workplace Diversity Policy has a commitment to educate all employees in diversity and equity principles. In the next financial year employees will undergo training in Workplace Diversity and the APS Code of Conduct.

A core element of the Institute's Workplace Diversity Program is the elimination of discrimination and employment disadvantage in the workplace for people with disabilities. The Institute's Certified Agreement also provides for supported salary payments for employees with a disability.

In accordance with the Commonwealth Disability Strategy, the Institute is developing agency specific goals and targets for consultation with, and provision of information to, people with disabilities, and establishing procedures for monitoring performance against these targets.

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

Table 5.1 Total staff employment by employment category and gender at 30 June 2002

| State of Victoria | |
|----------------------------|-----------|
| Full-time staff | |
| <i>Ongoing</i> | |
| Men | 3 |
| Women | 21 |
| Total | 24 |
| Full-time staff | |
| <i>Non-ongoing</i> | |
| Men | 5 |
| Women | 6 |
| Total | 11 |
| All full-time staff | |
| Men | 8 |
| Women | 27 |
| Total | 35 |
| Part-time staff | |
| <i>Ongoing</i> | |
| Men | 0 |
| Women | 9 |
| Total | 9 |
| Part-time staff | |
| <i>Non-ongoing</i> | |
| Men | 0 |
| Women | 15 |
| Total | 15 |
| All part-time staff | |
| Men | 0 |
| Women | 24 |
| Total | 24 |
| All staff | |
| Men | 8 |
| Women | 51 |
| TOTAL | 59 |

and maintenance of the physical, mental and social wellbeing of its employees.

The Institute is committed to meeting its legislative responsibilities, and extends the commitment to employees by creating and maintaining a safe and healthy working environment free from work-related injury or disease, and employee awareness and a culture that integrates occupational health and safety into everyday business.

The Institute has had a large recruitment of staff this financial year with most new employees now on board. The Institute will

be undertaking workplace assessments for new members and training for all staff in the coming financial year.

During 2001–2002 there were no reports of a dangerous occurrence under section 68 of the Act.

Staff development and training

Staff took part in approved training activities in their respective disciplines as well as general skills development. During 2001–2002 the Institute invested \$74,179 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 2002

| Classification | Permanent | | | Temporary | | | Total | | |
|----------------|---------------------|-----------|-----------|---------------------|-----------|-----------|----------|-----------|-----------|
| | Full-time/Part-time | | | Full-time/Part-time | | | Male | Female | Total |
| | Male | Female | Total | Male | Female | Total | | | |
| SES BAND 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 1 |
| SES BAND 3 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 | 1 |
| EXECUTIVE | | | | | | | | | |
| LEVEL 2 | 2 | 4 | 6 | 2 | 0 | 2 | 4 | 4 | 8 |
| EXECUTIVE | | | | | | | | | |
| LEVEL 1 | 1 | 4 | 5 | 0 | 1 | 1 | 1 | 5 | 6 |
| APS 6 | 0 | 4 | 4 | 1 | 5 | 6 | 1 | 9 | 10 |
| APS 5 | 0 | 8 | 8 | 0 | 1 | 1 | 0 | 9 | 9 |
| APS 4 | 0 | 6 | 6 | 1 | 3 | 4 | 1 | 9 | 10 |
| APS 3 | 0 | 1 | 1 | 0 | 4 | 4 | 0 | 5 | 5 |
| APS 2 | 0 | 3 | 3 | 0 | 6 | 6 | 0 | 9 | 9 |
| TOTAL | 3 | 30 | 33 | 5 | 21 | 26 | 8 | 51 | 59 |

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

| Provider | Service | \$ |
|--|--|-----------|
| Mass Resources Pty Ltd | Sample design and survey for LSAC | \$ 12,240 |
| University of Queensland | Consultancy for Parenting–21 Extension (Final payment) | \$ 17,257 |
| University of South Australia | Consultancy for Relationship Education project | \$ 48,080 |
| <i>Notes</i> | | |
| (1) The consultants were engaged in work of a specific project nature, and the skills were not available in-house. | | |
| (2) For 2001–2002, the total number of consultancies was 21 at a total cost of \$121,195. | | |

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.

Freedom of Information procedures

The procedures the Institute has in place for Freedom of Information requests is that 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 Computer Assisted Telephone Interviewing (CATI) facility, and it maintains the Institute's Web server, email, telephone and security systems.

Software

Sirsi Unicorn library management software was purchased to replace the obsolete and unsupported LOIS system. The new software will enhance the productivity of library staff. Virtual PC emulation software and Apache Web server software were installed to facilitate the use of Unicorn.

The Mac operating system is being progressively upgraded to MacOS X to provide a more stable and productive computing environment for AIFS staff.

Assistance was given with the development of a FileMaker database for Stronger Families Learning Exchange projects.

Norton AntiVirus, Netscape (email and Internet), MS Office (Word, Excel, PowerPoint), Now Up-to-Date (calendar), Acrobat (document reader), MultiThes (thesaurus), BBEdit (Web), ASCO (occupational coding), EQS (Structural Equation Modelling), CBA Diamond (electronic funds transfer), FileMaker (database), ProCite (bibliography) and SPSS (statistics) software were upgraded.

Miscellaneous

An external review of the Institute's IT security was commissioned by the Department of Family and Community Services as part of the Longitudinal Study of Australian Children (LSAC) project. A small number of gaps were identified and either

immediately rectified or processes implemented to rectify them before the end of 2002.

A project was initiated to increase substantially the speed of the Institute's Internet connection, change the Internet domain to *aifs.gov.au*, and to replace the eight-year-old firewall server with one that can be configured to conform to current security requirements.

Hardware

Ten new Macs were purchased to cater for increased staff numbers. Extra RAM was installed in all Macs to increase speed and stability of systems and to ensure that the new Mac operating system could be installed.

The computing hardware at the Institute now consists of four Sun Unix servers, 58 desktop Macs, four 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

The Institute's main telephone connection was upgraded due to technological change within Telstra. This resulted in a cheaper

service with no disruption to staff during the transition.

New audio conferencing equipment was purchased to facilitate meetings with people outside the Institute.

Survey operations and CATI

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

Research projects which used the CATI facility in 2001–2002 included:

- *Healthy Retirement Project* – interviews with about 500 people were completed for Wave 5 of the project for the LaTrobe University Lincoln Gerontology Centre. Interviewing of around 400 people is currently underway for the final wave.
- *International Youth Development Study* – a pilot study of about 280 parents of Victorian school children was completed for the Royal Children’s Hospital Centre for Adolescent Health. A questionnaire was developed for the main study of 2,500 to begin in July 2002.
- *Multiple and Changeable Child Care* – a pilot study of about 40 parents with children in child care was completed for a consortium involving Macquarie University’s Psychology Department and the Institute of Early Education, Charles Sturt’s School of Teacher Education, the New South Wales Office of Childcare, and the Institute. The main study of about 600 parents started in June 2002.
- *Accessibility Project* – a questionnaire was developed for the Institute’s National Child Protection Clearinghouse staff to administer to 40 agency-based service providers.
- *Measuring Social Capital in Families First Communities 4 Kids* – a questionnaire was developed for the project being undertaken for Families First, Department of Community Services, New South Wales. Interviewing is due to begin in August 2002.

During the year quotes were produced for several potential internal and external CATI projects, and occupational coding (using ASCO) was produced for the Institute study on Families, Social Capital and Citizenship.