

Contents

From the Speaker	5
Clerk's Report	7
About the Parliamentary Service	9
Purpose	
Values, Vision and Objectives	
Organisational Chart	
Parliamentary Service Divisions	
Financial summary	19
Our year in review	20
Performance reports	23
Objective 1: Assembly and Committee support	24
Objective 2: Member support	29
Objective 3: Service provision	33
Objective 4: Improving awareness of the Parliament	43
Reconciliation action progress report	49
Looking ahead	51
Corporate governance	53
Management profiles	58
Other information	62
Financial statements	63
Glossary	102
Appendix	103
Annual report compliance	103
Key performance indicators	105