

Business services

Technology and innovation

1999–01 Information Technology Strategic Plan

In conjunction with all areas of the AIHW and taking account of the Institute's current Corporate Plan, the 1999–01 Information Technology Strategic Plan has been developed and subsequently endorsed both by the Institute's Information Technology Advisory Committee and the Institute's Executive. The plan will continue the provision of a robust IT system to meet the Institute's requirements. Equipment is largely leased, and the help desk is staffed by external contractors.

Management of corporate data

The Institute's expanding role in custody of data collections has meant that its role in maintaining databases has become larger and more complex. Staff expertise in cleaning, manipulating, validating and loading data ensures the Institute has the capability to access the widest range of data sources possible and to incorporate those data from disparate sources into Institute data holdings.

Examples of large national collections supported by the Institute's Data Management Unit include Australian Hospital Statistics, the National Mortality and Cancer Registries, the National Health Labour Force Database, and the Supported Accommodation and Assistance Program Collection. This year, the Unit also supported a pilot project developing information on Home and Community Care including the establishment of data transmission standards, data structures, validation and linkage procedures.

New guidelines for data custody and procedures for the audit of risks associated with data management have also been developed.

Secure desktop Internet access

To date, access to the Internet for work-related purposes has been provided by means of a small separate network within the Institute. In view of the major importance of the Internet for the Institute's work, the emphasis it places on the security of its data, and consistent with its policy of outsourcing IT, the Institute conducted detailed investigations and identified a contractor endorsed by the Defence Signals Directorate to provide secure desktop access to the Internet.

Information promotion and dissemination

Web Project

The Web Project was established to develop enhanced dynamic and client-focused Internet and intranet sites, which will become a cornerstone of the Institute's information dissemination strategy. The redeveloped sites will incorporate on-line statistical analysis tools allowing web site visitors and Institute staff to generate customised tables and graphs from carefully selected and de-identified Institute data sets.

Publications

Output of AIHW publications continued to be very high considering the size of the Institute—77 publications were produced for the year, at an average page content of 105 pages. This is the highest annual output in the Institute's history.

Publications sales through the AIHW's major distribution channels—AusInfo's Government Info Shops and mail order service, and the Australian Bureau of Statistics—were at similar levels to the previous year.

All major AIHW publications are available free of charge on the AIHW's Internet web site. In this light, the continuing public support for print versions of AIHW publications is very pleasing.

Public affairs

Forty-two public releases and special events/launches were conducted during 1999–00, six more than in the previous year, and the highest output in the Institute's history.

The Institute has a policy of releasing, to the media and public, all reports of national significance. Releases are coordinated with authors, Ministers, external clients such as the Commonwealth Department of Health and Aged Care, and our publications sales agents (AusInfo and the ABS).

Media coverage of AIHW reports was excellent, as were the Institute's working relationships with the media and Ministers' offices.

The AIHW also promoted its products at 18 conferences during the year, either as an exhibitor or through other forms of sponsorship.

Conferences

The AIHW held both the Australia's Welfare 1999 and Australia's Health 2000 Conferences during the year. Each conference attracted approximately 300 participants, and were rated very highly by participants. The conferences were self-funding via a modest registration fee.

Keynote speakers at the Australia's Welfare 1999 Conference were Mr Robert Fitzgerald, Community Services Commissioner, and Professor Peter Saunders, Director of the Social Policy Research Centre at the University of New South Wales.

Keynote speakers at the Australia's Health 2000 Conference were Emeritus Professor Peter Baume, Chancellor, Australian National University, and Professor Janice Reid, Chair of the AIHW Board, and Vice Chancellor and University President, University of Western Sydney.

Text of the keynote speeches is available through the Institute's web site.

Library

The library supports the work of the AIHW through provision of its specialised collection of journals and monographs and maintains access to a number of key on-line databases. It has established collaborative arrangements with other libraries in the portfolio which provide excellent opportunities for resource sharing.

Oral history project

The AIHW is sponsoring an oral history project, and a number of interviews with prominent individuals who have featured in the organisation's history were conducted during the year. The resulting materials will be made available for research purposes to staff and other interested individuals.

Records management

Work began on a review and upgrade of AIHW records which will ensure compliance with new guidelines and standards for records management released by National Archives.

Human resources management

Within very tight timelines, effective implementation of the new Public Service Act was achieved through:

- a series of communications to management and staff on the contents of the new Act and its associated Regulations and Directions;
- information seminars for all staff on the scope of the changes with particular emphasis on the new regulations for employment of non-ongoing staff;
- training and support for personnel staff;
- revision of all delegations;
- actions to cover staff on Part IV mobility;
- preparation of new templates for contracts and correspondence; and
- preparation of agency-specific material on conditions of engagement and probation.

Payroll services

Since its inception, the Institute has received a payroll service from the Department of Health and Aged Care. Both the Department and the Institute have been reviewing options for future provision of this service.

Staffing

As at 30 June 2000, 183 people were employed at the Institute. This compares with 164 at the same time the previous year, an increase of 12%.

A breakdown of staff characteristics at 30 June 2000 is provided in Tables 1-3. A feature of recruitment during 1999-00 was the graduate recruitment program, which resulted in the appointment of 10 graduate analysts on a contract basis.

Table 1: Staff as at 30 June 2000

Status	Female		Male		Total	
		(1998-99)		(1998-99)		(1998-99)
Full-time ongoing	48	(46)	48	(44)	96	(90)
Full-time non-ongoing	42	(24)	19	(20)	61	(44)
Part-time ongoing	13	(15)	1	(1)	14	(16)
Part-time non-ongoing	11	(13)	1	(1)	12	(14)
Total	114	(98)	69	(66)	183	(184)

Note: Figures in parentheses are for 1998-99. See page 54 for an explanation of the terms 'ongoing' and 'non-ongoing'.

Table 2: Institute staffing profile as at 30 June 2000

Status	Female		Male		Total	
		(1998-99)		(1998-99)		(1998-99)
Director	0	(0)	1	(1)	1	(1)
SES Band 1	1	(0)	2	(3)	3	(3)
Executive Level 2	10	(7)	14	(16)	24	(23)
Executive Level 1	28	(25)	29	(23)	57	(48)
APS Level 6	29	(25)	12	(6)	41	(31)
APS Level 5	10	(14)	6	(9)	16	(23)
APS Level 4	17	(9)	5	(6)	22	(15)
APS Level 3	12	(5)	1	(2)	13	(7)
APS Level 2	7	(13)	0	(0)	7	(13)
Total	114	(98)	69	(66)	183	(164)

Notes

1. Figures in parentheses are for 1998-99.
2. Figures include 11 inoperative staff (leave without pay and maternity leave). These are included in the various categories in which they belong.

Table 3: Staff movements during 1999-00

Status	In	Out	Total
1 July 1999	164		164
Appointments	9		9
Promotions/transfers	13	(1)	12
Contracts (incl. temporary transfers)	42	(34)	8
Retirements		(3)	(3)
Resignations		(7)	(7)
30 June 2000	228	(45)	183

Note: Figures in parentheses are negative numbers.

'Ongoing staff' refers to staff employed on an ongoing basis by the AIHW, including ongoing staff on transfer from other Australian Public Service agencies and 10 inoperative staff. 'Non-ongoing staff' refers to staff employed by the AIHW on either short- or fixed-term contracts under the *Public Service Act 1922*, or engaged under a contract of non-ongoing employment under the *Public Service Act 1999*, and includes 1 inoperative.

Learning and development

On the basis of a training needs analysis conducted early in 1999, the Training Coordination Committee developed a corporate training program for the 1999-00 year which was largely implemented during the year.

The AIHW sponsored one employee for the Year 2000 Senior Women in Management Program and one employee for the Springboard Program.

AIHW Certified Agreement

The Institute's inaugural enterprise bargaining agreement continued in operation during the period covered by this report. An amendments package, foreshadowed in the agreement, was accepted in September 1999. The amendments dealt with four matters outstanding from the agreement negotiations: Work Level Standards; Pay Points and Pay Point Advancement for 1999-00; Performance Communication Policy; and Pay Point Advancement Report.

Staff received their second pay adjustment of 3% under the Agreement on 1 July 1999. All Institute employees, other than the Senior Executive Service (SES), are covered by the Agreement. The Institute's three SES employees are covered by Australian Workplace Agreements approved by the Employment Advocate.

Consultations and negotiations on a replacement Agreement started during the year, and are expected to be concluded during the first quarter of the 1999-00 year.

Workplace diversity

The Institute's inaugural Workplace Diversity Program, 'Enhancing Workplace Diversity—The AIHW's Workplace Diversity Program 1998-2000' continued to operate. The program contains strategies which aim to enhance the existing diversity and promote a flexible working environment which allows staff to balance responsibilities within and outside the workplace.

Review groups examined induction and exit procedures, and implemented an improved induction program. Performance feedback processes incorporating diversity principles were widely implemented and linked to paypoint advancement. New home-based work guidelines were drafted in consultation with staff and are expected to be endorsed in the first half of the new year.

There are two workplace harassment contact officers who undertook training during the reporting period.

The Institute is continuing to attract staff from equal employment opportunity groups. A breakdown of the various equal employment opportunity groups within the Institute is shown in Appendix 7.

Participative management

The AIHW has a consultative and collaborative management style. Staff are represented on the Board and participate in and receive feedback on its deliberations. Regular and ad hoc staff meetings are held with senior management at all levels.

Formal and informal staff consultation throughout 1999-00 focused mainly on implementation of the *Public Service Act 1999*, the development of operational guidelines on various matters, and the development of a replacement Certified Agreement. Staff have also been consulted on, and have participated in, the development of policy initiatives arising out of implementation of the new Public Service Act.

Occupational health and safety

The AIHW maintained its good health and safety record throughout the reporting year.

The Occupational Health and Safety Committee met quarterly to consider and assess health- and safety-related policy initiatives and proposals. Health and safety inspections of the building were conducted regularly with the Institute's site services officer.

The services of occupational health and safety officers from the Department of Health and Aged Care were sought to provide workstation assessments to new and existing employees experiencing discomfort with their workstation setup.

Fire wardens also received periodic training throughout the reporting period.

The Institute extended its contract with EASACT Davidson and Trahaire for the delivery of an Employee Assistance Program.

Financial and facilities management

The AIHW's audited 1999–00 Financial Statement is in Appendix 1 (page 61).

The AIHW is funded from a number of sources. A funding summary for the financial year is shown in Table 4. Core funding appropriated from the Commonwealth Government increased by \$408,000. The 1999–00 budget appropriation for core activities is shown at Table 5. Revenue from external contracts received to fund activities on projects carried out either jointly or on behalf of Commonwealth or State Governments or other organisations totalled \$9,066,000.

A small surplus was earned during the year. The AIHW actively managed its resources to enable essential infrastructure to be put in place. A key investment was the provision of resources for the enhancement of the web site, including web-based dissemination software.

Audit planning

The AIHW continued to engage the services of Bird Cameron Partners to provide internal audit services. The Internal Audit Plan flows from an Internal Audit Strategic Plan which identified activities of the AIHW and prioritised these activities in accordance with overall risk to the AIHW. The Board accepted the recommendation of the Audit and Finance Committee for a new 3-year Internal Audit Strategic Plan.

Provision of advice on the efficiency and effectiveness of financial and asset operations in line with the Internal Audit Plan were provided on:

- procurement
- service charges
- risk management.

Financial highlights during the financial year

- Enhancement of monitoring and reporting systems.
- Compliance of business systems with GST requirements.
- Review of credit card usage and introduction of electronic funds transfer in preparation for meeting the Commonwealth Electronic Procurement strategy.
- Unqualified Audit Report for 1999–00.

Fraud control

The AIHW Fraud Control Plan and Guidelines have been operational for over 1 year now and will be reviewed in the coming year. The plan and guidelines have been made available to staff on the intranet.

Table 4: Funding summary, 1999-00

Revenue	\$'000	
	1999-00	1998-99
Core funding		
Appropriation	8,111	7,703
Interest and other	416	358
Resources received free of charge	159	162
Subtotal	8,686	8,223
External funding		
Contract income	9,066	8,550
Total funds	17,752	16,773

Table 5: Budget supplementation for core activities, 1999-00

Core funding	Amounts	
	\$'000	\$'000
Appropriation		
Appropriation 1998-99		7,703
Plus		
Rebasing adjustments	9	
Insurance supplementation	59	
Depreciation and amortisation	340	
<i>Subtotal</i>		408
Appropriation 1999-00		8,111