

Contents

From the Speaker	3
Clerk's Report	5
About the Parliamentary Service	7
Purpose	7
Vision, Values and Objectives	8
Organisational Chart	9
Parliamentary Service Divisions	10
Financial Summary	16
Our year in review	17
Performance reports	21
Objective 1: Assembly and Committee support	22
Objective 2: Member support	27
Objective 3: Service provision	31
Objective 4: Improving awareness of the Parliament	42
Reconciliation action progress report	47
Looking ahead	49
Corporate governance	51
Management profiles	57
Other information	60
Financial statements	61
Glossary	98
Appendix	99
Annual report compliance	99
Key Performance Indicators	101