INDEX

This index lists the functions, activities, transactions and related key terms in the Administrative Functions Disposal Authority in single alphabetical sequence. Page numbers are allocated after each reference followed by the class number in square brackets. Functions are shown in upper case.

Where an activity terms is also a transaction or a key term within another activity this relationship is noted under the one general activity descriptor eg allowances is an activity under FLEET MANAGEMENT, but also appears as a term under FINANCIAL MANAGEMENT – Accounting. Both entries are listed under allowances.

Indexed references should only be used as a guide to the Authority. The main access tool should be the functions and activity descriptors of the business classification system.

A

AAT, see Administrative Appeals Tribunal
abbreviations, INFORMATION MANAGEMENT — control, 127 [1493]
ABN registration, FINANCIAL MANAGEMENT — compliance, 63 [1246]
access
INFORMATION MANAGEMENT — cases, 123–124 [1478–1481]
OCCUPATIONAL HEALTH & SAFETY — compliance, 165 [1637]
PROPERTY MANAGEMENT — security, 249 [1871], 251 [1874]
TECHNOLOGY & TELECOMMUNICATIONS — control, 305 [2099]
TECHNOLOGY & TELECOMMUNICATIONS — planning, 316 [2132]
see also privacy
accidents and injuries
COMPENSATION — claims, 27 [1096–1097]
COMPENSATION — insurance, 30 [20927–20928]
FLEET MANAGEMENT, 74 [1292]
FLEET MANAGEMENT — reporting, 84 [1329]
OCCUPATIONAL HEALTH & SAFETY, 160 [1619–1622]
OCCUPATIONAL HEALTH & SAFETY — inspections, 169 [1649]
OCCUPATIONAL HEALTH & SAFETY — standards, 176 [1679]
PERSONNEL, 178 [1690]
see also death
accommodation
GOVERNMENT RELATIONS — visits, 108 [1414]
STAFF DEVELOPMENT — arrangements, 272 [1966]
see also PROPERTY MANAGEMENT
accommodation assessments, PROPERTY MANAGEMENT — leasing, 237 [1832]
accountable forms
FINANCIAL MANAGEMENT — accounting, 57 [1223]
FINANCIAL MANAGEMENT — inventory, 66 [1254]
accounting, FINANCIAL MANAGEMENT, 55–56 [1214–1226]
accretion reports, FINANCIAL MANAGEMENT — accounting, 56 [1219]
ACN registration, FINANCIAL MANAGEMENT — compliance, 63 [1246]
acquisition
PROCUREMENT, 204–205 [19477–19480]
PROPERTY MANAGEMENT, 218–220 [1782–20980]
PROPERTY MANAGEMENT — planning, 244 [1849]
see also contracting-out; disposal; leasing; tendering
act of grace payments, FINANCIAL MANAGEMENT — accounting, 55 [1214]
activity statements, FINANCIAL MANAGEMENT — accounting, 55 [1215]
Acts, see legislation
address lists
   COMMUNITY RELATIONS — greetings, 11 [1034]
   PUBLICATION — distribution, 258 [1901]
   TECHNOLOGY & TELECOMMUNICATIONS — control, 305 [2102]
addresses (presentations)
   COMMUNITY RELATIONS, 1 [20921, 1003–1004]
   COMMUNITY RELATIONS — conferences, 5 [1016]
   GOVERNMENT RELATIONS, 86 [1342–1344]
   STAFF DEVELOPMENT, 271 [1962–1963]
   STAFF DEVELOPMENT — conferences, 275 [1976]
administrative actions, see authorisation
Administrative Appeals Tribunal
   COMPENSATION — cases, 26 [20926]
   INFORMATION MANAGEMENT — cases, 123 [1478]
administrative arrangements, see arrangements
administrative changes, see restructuring
administrative decisions, see appeals
advance registers, FINANCIAL MANAGEMENT — accounting, 55 [1214]
advertisements, PERSONNEL — recruitment, 196 [20967]
advertising campaigns, see marketing
advice
   COMPENSATION, 24 [1090]
   COMPENSATION — cases, 26 [20926]
   ESTABLISHMENT, 47 [1181]
   FINANCIAL MANAGEMENT, 57 [1228]
   GOVERNMENT RELATIONS, 87–89 [1345–20948]
   INDUSTRIAL RELATIONS, 109 [1418]
   INFORMATION MANAGEMENT, 120 [1470]
   LEGAL SERVICES, 147 [21021–1569]
   OCCUPATIONAL HEALTH & SAFETY, 161 [1623]
   PERSONNEL, 178 [21133]
   PROCUREMENT, 205 [19481]
   PROPERTY MANAGEMENT, 220 [20981]
   PUBLICATION, 254 [1887]
   STAFF DEVELOPMENT, 271 [1964]
   STRATEGIC MANAGEMENT, 282 [21004]
   TECHNOLOGY & TELECOMMUNICATIONS, 298 [2081–2082]
   TECHNOLOGY & TELECOMMUNICATIONS — operations, 315 [2131]
advisory bodies
   COMMUNITY RELATIONS — addresses (presentations), 1 [20921]
   COMMUNITY RELATIONS — conferences, 5 [20922, 1019]
aeronautics
   FLEET MANAGEMENT — accidents, 74 [1292]
   FLEET MANAGEMENT — arrangements, 76 [1298]
   FLEET MANAGEMENT — infringements, 81 [1312]
   see also travel
age of members of public, OCCUPATIONAL HEALTH & SAFETY — accidents, 160 [1621–1622]
agency heads and senior agency officers
   COMMUNITY RELATIONS — addresses (presentations), 1 [20921]
   GOVERNMENT RELATIONS — addresses (presentations), 86 [1342–1344]
   PERSONNEL — employment conditions, 185 [1708]
   see also Senior Executive Service employees
agency liaison, see liaison
agency superannuation contributions, see employer superannuation contributions
agenda, see committees; meetings
agreements and contracts
COMMUNITY RELATIONS — joint ventures, 12 [1036–1040]
COMPENSATION — cases, 26 [20926]
EQUIPMENT & STORES, 34 [20935–1128]
FINANCIAL MANAGEMENT, 58 [20937–1230]
FLEET MANAGEMENT, 75 [1295–1296]
GOVERNMENT RELATIONS, 91 [1354–1357]
GOVERNMENT RELATIONS — joint ventures, 96 [1374–11377]
INDUSTRIAL RELATIONS, 109 [20951–1420]
INDUSTRIAL RELATIONS — enterprise bargaining, 113 [20953]
INFORMATION MANAGEMENT, 121 [1471–1472]
LEGAL SERVICES, 148 [1570–20959]
OCCUPATIONAL HEALTH & SAFETY, 161 [1624–1625]
PERSONNEL, 179 [1691–1692]
PERSONNEL — performance management, 192 [1734]
PROCUREMENT, 206 [19482]
PROPERTY MANAGEMENT, 221 [20982–1793]
PROPERTY MANAGEMENT — acquisition, 220 [20978–20980]
PROPERTY MANAGEMENT — disposal, 230–231 [20987–20989]
PUBLICATION, 254 [1888–1890]
PUBLICATION — joint ventures, 261 [1908–1912]
STRATEGIC MANAGEMENT, 282 [2022–2023]
TECHNOLOGY & TELECOMMUNICATIONS, 299 [21007–2084]
see also contracting-out; disputes; leasing; tendering
air-conditioning, PROPERTY MANAGEMENT — installation, 235 [20991]
air transport, see aeronautics
AIRC, see Australian Industrial Relations Commission
alarm panels, PROPERTY MANAGEMENT — installation, 235 [20991]
alarm warnings, PROPERTY MANAGEMENT — security, 251 [1874]
allocation
EQUIPMENT & STORES, 35 [1129–1130]
FINANCIAL MANAGEMENT, 58 [1231]
TECHNOLOGY & TELECOMMUNICATIONS, 299 [2085]
TECHNOLOGY & TELECOMMUNICATIONS — control, 305 [2101]
allowances
FINANCIAL MANAGEMENT — accounting, 55 [1214]
FLEET MANAGEMENT, 75 [1297]
INDUSTRIAL RELATIONS, 109 [1421]
PERSONNEL, 179 [1693]
STAFF DEVELOPMENT, 272 [1965]
amendment or alteration of records, INFORMATION MANAGEMENT — cases, 123 [1480]
anniversaries, COMMUNITY RELATIONS — celebrations, 2 [1006–1007]
annual financial statements, FINANCIAL MANAGEMENT — financial statements, 64 [1256]
annual reports
GOVERNMENT RELATIONS — compliance, 93 [1364]
PUBLICATION — drafting, 258 [1902]
PUBLICATION — production, 265 [1932]
appeals (decisions)
COMPENSATION — cases, 26 [20926]
INDUSTRIAL RELATIONS, 110 [20952–1423]
INFORMATION MANAGEMENT — cases, 123 [1478]
OCCUPATIONAL HEALTH & SAFETY, 161 [1626]
PROPERTY MANAGEMENT, 222 [1794]
application development, TECHNOLOGY & TELECOMMUNICATIONS, 300–301 [2086–2089]

applications
COMMUNITY RELATIONS — grant funding, 10 [1032–1033]
COMPENSATION — insurance, 30 [20928]
ESTABLISHMENT — variations, 54 [1213]
FLEET MANAGEMENT — allowances, 75 [1297]
PERSONNEL — recruitment, 196 [20967, 1748]
PUBLICATION — intellectual property, 260 [1906–1906]
STAFF DEVELOPMENT — training, 280 [2014], 281 [2019]
STRATEGIC MANAGEMENT — grant funding, 288 [2037]

TECHNOLOGY & TELECOMMUNICATIONS — intellectual property, 312 [2123–2124]

appointment books, OCCUPATIONAL HEALTH & SAFETY — health promotion, 167 [1644]

appointments
COMMUNITY RELATIONS — representatives, 19 [1065]
COMPENSATION — cases, 26 [20926]
ESTABLISHMENT — vacancies, 53 [1211]
FINANCIAL MANAGEMENT — authorisation, 61 [1237]
GOVERNMENT RELATIONS — advice, 89 [20949]
GOVERNMENT RELATIONS — representatives, 104 [1402]
OCCUPATIONAL HEALTH & SAFETY — representatives, 174 [1669–1671]
PERSONNEL — employment conditions, 185 [1708–20963], 186 [1711–1712]
PERSONNEL — recruitment, 196 [20967–1748]
PERSONNEL — representatives, 198 [1755]
PERSONNEL — reviews (decisions), 199 [1758, 1760]
PERSONNEL — security, 201 [1766]
STRATEGIC MANAGEMENT — committees, 285 [2028]
TECHNOLOGY & TELECOMMUNICATIONS — security, 325 [2169]

appreciation, see letters of appreciation

apprenticeships
PERSONNEL — employment conditions, 187 [1716]
STAFF DEVELOPMENT — training, 280 [2012]

Approved Code of Practice for First Aid in Commonwealth Workplaces, OCCUPATIONAL HEALTH & SAFETY — standards, 176 [1679]

archives
INFORMATION MANAGEMENT — customer service, 129 [1498]
INFORMATION MANAGEMENT — donations, 132 [1508]

Archives Act 1983
INFORMATION MANAGEMENT — agreements, 121 [1471–1472]
INFORMATION MANAGEMENT — cases, 123–124 [1478–1481]
INFORMATION MANAGEMENT — disposal, 131 [1504–1505]

arrangements
COMMUNITY RELATIONS, 2 [1005]
COMMUNITY RELATIONS — celebrations, 2 [1006–1008]
COMMUNITY RELATIONS — ceremonies, 3 [1009–1011]
COMMUNITY RELATIONS — conferences, 5 [1014]
COMMUNITY RELATIONS — exhibitions, 9 [1030]
COMMUNITY RELATIONS — functions (social), 10 [1031]
COMMUNITY RELATIONS — media relations, 14 [1044]
COMMUNITY RELATIONS — visits, 22 [1085–1086]
EQUIPMENT & STORES, 35 [1131–1133]
FLEET MANAGEMENT, 76 [1298]
GOVERNMENT RELATIONS — visits, 108 [1414]
INDUSTRIAL RELATIONS — allowances, 109 [1421]
PERSONNEL, 180 [1694]
PROPERTY MANAGEMENT, 222 [1795]
PROPERTY MANAGEMENT — moving, 243 [1847]
STAFF DEVELOPMENT, 272 [1968]
STAFF DEVELOPMENT — conferences, 275 [1974]
STAFF DEVELOPMENT — training, 280 [2014], 281 [2019]
see also implementation
artefacts, COMMUNITY RELATIONS — donations, 8 [1024, 1026]
AS 4390, see Australian Standard AS 4390
asbestos
OCCUPATIONAL HEALTH & SAFETY — compliance, 165 [1640]
OCCUPATIONAL HEALTH & SAFETY — planning, 170 [1654]
OCCUPATIONAL HEALTH & SAFETY — policy, 171 [1658]
PERSONNEL — employment conditions, 186 [1710]
PROPERTY MANAGEMENT — inspections, 234 [1827]
PROPERTY MANAGEMENT — maintenance, 241 [1839]
asbestos register, OCCUPATIONAL HEALTH & SAFETY — compliance, 165 [1640]
asset disposal, see disposal
asset register, FINANCIAL MANAGEMENT, 59 [1232–1233]
assets and liabilities, statements of, FINANCIAL MANAGEMENT — financial statements, 64 [1250]
assigned duties
ESTABLISHMENT — evaluation, 48 [1186]
ESTABLISHMENT — variations, 54 [1212–1213]
PERSONNEL — allowance, 179 [1693]
PERSONNEL — employment conditions, 185 [20963], 186–187 [1713–1715]
attendance records
PERSONNEL — employment conditions, 187 [20965]
STAFF DEVELOPMENT — training, 280 [2013–2014]
auction records
EQUIPMENT & STORES — disposal, 38 [1143]
FLEET MANAGEMENT — disposal, 80 [1310]
TECHNOLOGY & TELECOMMUNICATIONS — disposal, 307 [2110]
audio tapes, see PUBLICATION
audit
EQUIPMENT & STORES, 36 [1134–1135]
FINANCIAL MANAGEMENT, 60 [1234–1236]
INFORMATION MANAGEMENT, 122 [1473–1475]
OCCUPATIONAL HEALTH & SAFETY, 162 [1627–1628]
PROCUREMENT, 206 [19483–19484]
PROPERTY MANAGEMENT, 223 [20983–1797]
STAFF DEVELOPMENT, 273 [1967–1968]
STRATEGIC MANAGEMENT, 283 [2024–2025]
STRATEGIC MANAGEMENT — committees, 284 [2027]
TECHNOLOGY & TELECOMMUNICATIONS, 302 [2090–2091]
audit trails, TECHNOLOGY & TELECOMMUNICATIONS — control, 305 [2099]
Australian Business Number registration, FINANCIAL MANAGEMENT — compliance, 63 [1246]
Australian Capital Territory
COMMUNITY RELATIONS — joint ventures, 12 [20925]
LEGAL SERVICES — agreements, 148 [20958]
PROCUREMENT — tendering, 217 [19520]
PROPERTY MANAGEMENT — acquisition, 220 [20980]
PROPERTY MANAGEMENT — disposal, 231 [20989]
PROPERTY MANAGEMENT — tendering, 253 [21000]
PUBLICATION — joint ventures, 261 [21003]
Australian Company Number registration, FINANCIAL MANAGEMENT — compliance, 63 [1246]

Australian Industrial Relations Commission
INDUSTRIAL RELATIONS — agreements, 109 [20951]
INDUSTRIAL RELATIONS — appeals (decisions), 110 [20952–1423]
INDUSTRIAL RELATIONS — industrial action, 114 [1433]
OCCUPATIONAL HEALTH & SAFETY — appeals (decisions), 161 [1626]

Australian National Audit Office, INFORMATION MANAGEMENT — inspections, 134 [1514]

see also audit


Australian Standard AS 4390-1966 Records Management
INFORMATION MANAGEMENT — compliance, 125 [1484]
INFORMATION MANAGEMENT — control, 127 [1493]
INFORMATION MANAGEMENT — standards, 146 [1554]

Australian Workplace Agreements, PERSONNEL — agreements, 179 [1691]

authentication
TECHNOLOGY & TELECOMMUNICATIONS — control, 305 [2098]
TECHNOLOGY & TELECOMMUNICATIONS — security, 324 [2164]

authorisation
COMPENSATION, 25 [1091–1094]
EQUIPMENT & STORES, 36 [1136–1137]
ESTABLISHMENT, 47 [1182–1183]
FINANCIAL MANAGEMENT, 61 [1237–1238]
FLEET MANAGEMENT, 77 [1299–1302]
FLEET MANAGEMENT — accidents, 74 [1292]
FLEET MANAGEMENT — arrangements, 76 [1298]
INFORMATION MANAGEMENT, 122 [1476–1477]
OCCUPATIONAL HEALTH & SAFETY, 162 [1629–1630]
PERSONNEL, 180 [1695–1696]
PROCUREMENT, 207 [19485–19486]
PROPERTY MANAGEMENT, 224 [1798–1799]
STAFF DEVELOPMENT, 273 [1969–1970]
TECHNOLOGY & TELECOMMUNICATIONS, 302 [2092–2093]

authority files, INFORMATION MANAGEMENT — control, 127 [1491]
aviation, see aeronautics

awards (honours)
COMMUNITY RELATIONS — ceremonies, 3 [1009–1010]
PERSONNEL — performance management, 192 [1735]

awards (industrial)
INDUSTRIAL RELATIONS — agreements, 109 [20951–1420]
INDUSTRIAL RELATIONS — disputes, 110 [1424]
AWAs, PERSONNEL — agreements, 179 [1691]

B

background briefs, GOVERNMENT RELATIONS — advice, 87 [1347], 88 [1349]
backup of data, see data backups
balance sheets, FINANCIAL MANAGEMENT — financial statements, 64 [1250]
ballets
INDUSTRIAL RELATIONS — disputes, 112 [1429]
INDUSTRIAL RELATIONS — enterprise bargaining, 113 [20953]
see also elections
bank accounts and banking activities, FINANCIAL MANAGEMENT — accounting, 55–56 [20936–1217]
bans, see industrial action

barcodes
  INFORMATION MANAGEMENT — control, 127 [1492]
  PUBLICATION — compliance, 256 [1893]

benchmarking, see standards

Bills, see legislation

binding
  INFORMATION MANAGEMENT — conservation, 125 [1487]
  PUBLICATION — production, 267 [1938]

birth certificates, PERSONNEL — employment conditions, 185 [20963]

boards, GOVERNMENT RELATIONS — advice, 89 [20949]
  see also GOVERNING BODIES

bomb threats, PROPERTY MANAGEMENT — security, 249 [1871]

bookings
  FLEET MANAGEMENT — accidents, 74 [1292]
  FLEET MANAGEMENT — arrangements, 76 [1298]
  PROPERTY MANAGEMENT — arrangements, 222 [1795]
  see also venue bookings

books and booklets, see PUBLICATION

breaches, see infringements

break-ins, PROPERTY MANAGEMENT — security, 249 [1871]

briefs and briefing papers
  COMMUNITY RELATIONS — exhibitions, 9 [1030]
  GOVERNMENT RELATIONS — advice, 87 [1347], 88 [1349, 1351]
  GOVERNMENT RELATIONS — submissions, 106 [1409]
  see also committees

brochures, see PUBLICATION

budgetary estimates, see estimates

budgeting, FINANCIAL MANAGEMENT, 61–62 [1239–1243]

building locks, see locks

building management systems, PROPERTY MANAGEMENT — maintenance, 242 [1844]

building plans, PROPERTY MANAGEMENT — construction, 228 [1809–20986]

buildings, see construction; PROPERTY MANAGEMENT

buildings, opening of, COMMUNITY RELATIONS — ceremonies, 3 [1009–1010]

business activity statements, FINANCIAL MANAGEMENT — accounting, 55 [1215]

business cases (justification)
  PROCUREMENT — acquisition, 205 [19478]
  PROPERTY MANAGEMENT — fit-outs, 232 [1820–20990]
  TECHNOLOGY & TELECOMMUNICATIONS — evaluation, 308 [2113–2114], 309 [2116]
  see also cost-benefit analyses

business classification schemes, INFORMATION MANAGEMENT — control, 127 [1493]

business continuity plans
  TECHNOLOGY & TELECOMMUNICATIONS — implementation, 310 [2117]
  TECHNOLOGY & TELECOMMUNICATIONS — planning, 316 [2132]

business models, TECHNOLOGY TELECOMMUNICATIONS — modelling, 314 [2130]

business plans
  PROCUREMENT — tendering, 216 [19513]
  PROPERTY MANAGEMENT — tendering, 252 [20996]
  STRATEGIC MANAGEMENT — planning, 292 [2045]
  STRATEGIC MANAGEMENT — reporting, 295 [2057]

business process analysis, TECHNOLOGY & TELECOMMUNICATIONS — evaluation, 308 [2111]

business rules
  INFORMATION MANAGEMENT — control, 128 [1495]
  TECHNOLOGY & TELECOMMUNICATIONS — application development, 300–301 [2086–2087]
business unit planning, see planning

C

cab charge vouchers, FINANCIAL MANAGEMENT — inventory, 66 [1254]
Cabinet
  GOVERNMENT RELATIONS — advice, 87 [1345–1346], 88 [1352]
  GOVERNMENT RELATIONS — submissions, 106 [1408–1409]
  INFORMATION MANAGEMENT — security, 145 [1553]
  LEGAL SERVICES — advice, 147 [21021]
cabinets, EQUIPMENT & STORES — security, 45 [1169]
cabling
  PROPERTY MANAGEMENT — installation, 235 [20991]
  TECHNOLOGY & TELECOMMUNICATIONS — installation, 311 [2121]
CAC Act bodies, see GOVERNING BODIES
cadetships, PERSONNEL — employment conditions, 187 [1716]
calendars, see PUBLICATION
camera tapes, PROPERTY MANAGEMENT — security, 251 [1876]
cards, COMMUNITY RELATIONS — greetings, 11 [1034]
  see also PUBLICATION
career counselling, PERSONNEL — counselling, 183 [1702]
cars, see motor vehicles
case file registers, INFORMATION MANAGEMENT — control, 126 [1490]
case files, see cases
case managers, appointment of
  COMPENSATION — cases, 26 [20926]
cases
  COMPENSATION, 26 [20926]
  INFORMATION MANAGEMENT, 123–124 [1478–1481]
  INFORMATION MANAGEMENT — control, 126 [1490]
  OCCUPATIONAL HEALTH & SAFETY, 163 [1631]
cash books, FINANCIAL MANAGEMENT — accounting, 55 [1214]
cash flow statements
  FINANCIAL MANAGEMENT — accounting, 56 [1219]
  FINANCIAL MANAGEMENT — financial statements, 64 [1250]
catalogues (library), INFORMATION MANAGEMENT — control, 127 [1491]
catering
  COMMUNITY RELATIONS — celebrations, 2 [1007–1008]
  COMMUNITY RELATIONS — ceremonies, 3 [1010–1011]
  COMMUNITY RELATIONS — functions (social), 10 [1031]
  STAFF DEVELOPMENT — training, 281 [2019]
CD-ROMs, see PUBLICATION
celebrations, COMMUNITY RELATIONS, 2 [1006–1008]
  see also addresses; exhibitions
ceremonies, COMMUNITY RELATIONS, 3 [1009–1011]
  certificates of competencies, FLEET MANAGEMENT — accidents, 74 [1292]
  certificates of compliance/completion, TECHNOLOGY & TELECOMMUNICATIONS —
    reviewing, 323 [2161]
  certificates of title, PROPERTY MANAGEMENT — acquisition, 219 [1784]
  certified agreements, INDUSTRIAL RELATIONS — enterprise bargaining, 113 [20953]
  certified mail, INFORMATION MANAGEMENT — control, 128 [1496]
  charities, COMMUNITY RELATIONS — donations, 8 [1024–1027]
  chart of accounts documentation, FINANCIAL MANAGEMENT — accounting, 57 [1226]
  charts, see PUBLICATION
  chemical waste, PROPERTY MANAGEMENT — maintenance, 241 [1840]
  cheques
FINANCIAL MANAGEMENT — accounting, 55 [1214]
FINANCIAL MANAGEMENT — authorisation, 61 [1237]
FINANCIAL MANAGEMENT — payments, 66 [1257]

Chief Executive’s instructions
FINANCIAL MANAGEMENT — policy, 68 [1262]
FINANCIAL MANAGEMENT — procedures, 69 [1266]

children (under 18 years of age), OCCUPATIONAL HEALTH & SAFETY — accidents, 160 [1621]
Christmas cards, COMMUNITY RELATIONS — greetings, 11 [1034]
circuit layouts, LEGAL SERVICES — intellectual property, 153 [1583–1584]

claims
COMPENSATION, 27 [1096–1097]
COMPENSATION — authorisation, 25 [1091]
COMPENSATION — cases, 26 [20926]
EQUIPMENT & STORES, 37 [1138]
FINANCIAL MANAGEMENT — payments, 66 [1257]
FLEET MANAGEMENT, 78 [1303]
INDUSTRIAL RELATIONS, 110 [1424]
LEGAL SERVICES, 149 [1576]
PERSONNEL, 181 [1697]
PROPERTY MANAGEMENT, 224 [1800–1801]

classification
ESTABLISHMENT — variations, 54 [1212]
INFORMATION MANAGEMENT — control, 127 [1493], 127 [1491]
PERSONNEL — employment conditions, 186 [1714], 187[1715]

see also assigned duties
classified records and information, INFORMATION MANAGEMENT — security, 145 [1551–1553]
classified waste removal, PROPERTY MANAGEMENT — maintenance, 241 [1841]
cleaning, PROPERTY MANAGEMENT — maintenance, 242 [1843]
clock on/off cards, PERSONNEL — employment conditions, 187 [20965]
closure of bank accounts, FINANCIAL MANAGEMENT — accounting, 55 [20936]
clothing, PERSONNEL — allowances, 179 [1693]
cubs, PERSONNEL — social clubs, 202 [1769]
codes of conduct
PERSONNEL — counselling, 183 [1702]
PERSONNEL — discipline, 184 [20962–1707]

collective agreements, INDUSTRIAL RELATIONS — enterprise bargaining, 113 [20953]
combinations
EQUIPMENT & STORES — security, 45 [1169]
PROPERTY MANAGEMENT — security, 251 [1875]
‘commercial-off-the-shelf’ products and services, TECHNOLOGY & TELECOMMUNICATIONS — evaluation, 308 [2114]
commissions, see GOVERNING BODIES
commissions of inquiry, see inquiries
comittees
COMMUNITY RELATIONS, 4 [1012–1013]
COMPENSATION, 28 [1098–1099]
ESTABLISHMENT, 48 [1184–1185]
FINANCIAL MANAGEMENT, 62 [1244–1245]
FLEET MANAGEMENT, 78 [1304–1305]
GOVERNMENT RELATIONS, 92–93 [1358–1363]
GOVERNMENT RELATIONS — advice, 88 [20949]
INDUSTRIAL RELATIONS, 111 [1425–1426]
INDUSTRIAL RELATIONS — allowances, 109 [1421]
INDUSTRIAL RELATIONS — enterprise bargaining, 113 [20953]
INFORMATION MANAGEMENT, 124 [1482–1483]
LEGAL SERVICES, 150 [1577–1578]
OCCUPATIONAL HEALTH & SAFETY, 164 [1632–1634]
OCCUPATIONAL HEALTH & SAFETY — representatives, 174 [1670]
PERSONNEL, 182 [1698–1699]
PROCUREMENT, 207 [21131–21132]
PROPERTY MANAGEMENT, 225–226 [1802–1804]
PUBLICATION, 255 [1891–1892]
STAFF DEVELOPMENT, 274 [1971–1972]
STRATEGIC MANAGEMENT, 284–285 [2026–2029]
TECHNOLOGY & TELECOMMUNICATIONS, 303 [2094–2095]

Commonwealth Authorities and Companies Act 1997 bodies, see GOVERNING BODIES
Commonwealth Funds, transfers between, FINANCIAL MANAGEMENT — treasury management, 73 [1289]
Commonwealth Library Deposit and Free Issue Scheme
PUBLICATION — compliance, 256 [1893]
PUBLICATION — production, 265 [1932]
Commonwealth Ombudsman, INFORMATION MANAGEMENT — cases, 123 [1480]

see also inquiries
Commonwealth Property Principles
PROPERTY MANAGEMENT — reporting, 247 [1861]
PROPERTY MANAGEMENT — reviewing, 248 [1867]

Commonwealth vehicles, see FLEET MANAGEMENT

COMMUNITY RELATIONS — liaison, 13 [1041]
COMMUNITY RELATIONS — representatives, 19 [1065]
COMMUNITY RELATIONS — submissions, 21 [1071–1073]

COMMUNITY RELATIONS
addresses (presentations), 1 [20921, 1003–1004]
arrangements, 2–3 [1005–1011], 5 [1014], 9–10 [1030–1031], 14 [1044], 22 [1085–1086]
celebrations, 2 [1006–1008]
ceremonies, 3 [1009–1011]
committees, 4 [1012–1013]
conferences, 5 [1014–1019]
customer service, 7 [1021–1023]
donations, 8 [1024–1027]
enquiries, 9 [1028]
evaluation, 7 [1021, 1023], 9 [1029]
exhibitions, 9 [1030]
functions (social), 10 [1031]
grant funding, 10 [1032–1033]
greetings, 11 [1034]
implementation, 11 [1035]
joint ventures, 12 [1036–1040]
liason, 13 [1041]
marketing, 13 [1042]
media relations, 14 [1043–1045]
meetings, 14 [1046–1047]
planning, 7 [1021, 1023], 15 [1048–1051]
policy, 16 [1052–1055]
procedures, 17 [1056–1058]
public reaction, 17 [1059]
reporting, 18 [1060–1064]
representatives, 19 [1065], 22 [1086]
research, 19 [1066–1067]
reviewing, 12 [1036], 20 [1068–1069]
security, 20 [1070]
social functions, 10 [1031]
submissions, 21 [1071–1073]
suggestions, 21 [1074]
visits, 20 [1070], 22 [1085–1088]

COMPENSATION
advice, 24 [1090], 26 [20926]
authorisation, 25 [1091–1094]
cases, 26 [20926]
claims, 25 [1091], 27 [1096–1097]
committees, 28 [1098–1099]
compliance, 29 [1100]
insurance, 25 [1094], 27 [1096–1097], 30 [20927–20928]
payments, 30 [1104], 30 [1103]
policy, 31 [20929–1108]
procedures, 32 [1109–1111]
reporting, 32 [20930–20932]
reviewing, 26 [20926], 33 [1112–1113]

risk management, 33 [20933–20934]
compensation case file registers, INFORMATION MANAGEMENT — control, 126 [1490]
compensation claims
COMPENSATION — authorisation, 25 [1091]
COMPENSATION — cases, 26 [20926]
COMPENSATION — claims, 27 [1096–1097]
PROPERTY MANAGEMENT — appeals (decisions), 222 [1794]
see also insurance claims
competencies, certificates of, FLEET MANAGEMENT — accidents, 74 [1292]

complaints
COMMUNITY RELATIONS — public reaction, 17 [1059]
INDUSTRIAL RELATIONS — grievances, 113 [1432]
INFORMATION MANAGEMENT — cases, 123 [1480]
OCCUPATIONAL HEALTH & SAFETY — inspections, 169 [1650], 169 [1649]
PERSONNEL — grievances, 188 [1722]

PROCUREMENT, 208 [21130]
see also disputes

compliance
COMPENSATION, 29 [1100]
EQUIPMENT & STORES, 37 [1139], 165 [1635]
FINANCIAL MANAGEMENT, 63 [1246]
FLEET MANAGEMENT, 79 [1306–1308]
GOVERNMENT RELATIONS, 93 [1364]
INDUSTRIAL RELATIONS, 111 [1427]
INFORMATION MANAGEMENT, 125 [1484–1485]
LEGAL SERVICES, 150 [1579]
OCCUPATIONAL HEALTH & SAFETY, 165–166 [1635–1641]
PERSONNEL, 182 [1700]
PROCUREMENT, 208 [19487]
PROPERTY MANAGEMENT, 226 [1805]
PUBLICATION, 256 [1893]

STAFF DEVELOPMENT, 274 [1973]
STRATEGIC MANAGEMENT, 285 [2030]
TECHNOLOGY & TELECOMMUNICATIONS, 304 [2096]
TECHNOLOGY & TELECOMMUNICATIONS — planning, 316 [2133]
TECHNOLOGY & TELECOMMUNICATIONS — reviewing, 323 [2161]
see also standards
compulsory acquisition
PROPERTY MANAGEMENT — acquisition, 218–219 [1782–1783]
PROPERTY MANAGEMENT — appeals (decisions), 222 [1794]
PROPERTY MANAGEMENT — claims, 224 [1800]
computerised cheque issue records, FINANCIAL MANAGEMENT — accounting, 55 [1214]
computing, see internet; TECHNOLOGY & TELECOMMUNICATIONS
condolence, letters of, COMMUNITY RELATIONS — greetings, 11 [1034]
conduct, see codes of conduct; fraud; misconduct
conference proceedings and reports
COMMUNITY RELATIONS — conferences, 5 [1015–1016, 1018–1019]
see also PUBLICATION
conferences
COMMUNITY RELATIONS, 5 [1014–1019]
STAFF DEVELOPMENT, 275 [1974–1979]
STAFF DEVELOPMENT — addresses (presentations), 271 [1962]
STAFF DEVELOPMENT — arrangements, 272 [1966]
see also meetings
configuration, see database management; installation
configuration control boards, TECHNOLOGY & TELECOMMUNICATIONS — committees,
303 [2094]
confined spaces
OCCUPATIONAL HEALTH & SAFETY — compliance, 165 [1637]
STAFF DEVELOPMENT — training, 281 [2020]
congratulations, see letters of appreciation
connections to agency networks, see network connections
conservation
INFORMATION MANAGEMENT, 125 [1486–1488]
PROPERTY MANAGEMENT, 227 [20985–1808]
consignment lists, INFORMATION MANAGEMENT — disposal, 131 [1503]
consignment notes, EQUIPMENT & STORES — distribution, 39 [1145]
construction
PROCUREMENT, 208 [19488]
PROCUREMENT — evaluation, 210 [19491]
PROPERTY MANAGEMENT, 228–229 [1809–1812]
PROPERTY MANAGEMENT — fit-outs, 232 [1820–20990]
see also maintenance
consultants, TECHNOLOGY & TELECOMMUNICATIONS — advice, 298 [2081]
see also contracting-out
consultation, see liaison
contaminated land
PROPERTY MANAGEMENT — audit, 223 [20983]
PROPERTY MANAGEMENT — conservation, 227 [1808]
PROPERTY MANAGEMENT — inspections, 234 [1827]
contract registers
PROCUREMENT — tendering, 217 [19522]
PROPERTY MANAGEMENT — tendering, 253 [1886]
contracting-out
INFORMATION MANAGEMENT — disposal, 131 [1504]
PROCUREMENT, 209 [19489]
PROPERTY MANAGEMENT, 229 [1813]
TECHNOLOGY & TELECOMMUNICATIONS — evaluation, 309 [2115–2116]
see also leasing-out
contracts, see agreements and contracts; tendering
control
INFORMATION MANAGEMENT, 126–128 [1490–1497]
TECHNOLOGY & TELECOMMUNICATIONS, 305 [2098–2102]
TECHNOLOGY & TELECOMMUNICATIONS — security, 324 [2168]

see also inventory

cooling water systems
PROPERTY MANAGEMENT — maintenance, 241 [1842]
PROPERTY MANAGEMENT — risk management, 248 [1870]
copying of records, see data administration
copying services, INFORMATION MANAGEMENT — intellectual property, 135 [1515]
copyright
INFORMATION MANAGEMENT — inspections, 134 [1514]
INFORMATION MANAGEMENT — intellectual property, 135 [1515–1516]
LEGAL SERVICES — intellectual property, 153 [1583–1584]
PUBLICATION — agreements, 254 [1890]
PUBLICATION — intellectual property, 260 [1906–1907]
Copyright Act 1968, section 201
PUBLICATION — compliance, 256 [1893]
PUBLICATION — production, 265 [1932]
copyright collection societies, INFORMATION MANAGEMENT — intellectual property, 135 [1515]
copyright declaration forms, INFORMATION MANAGEMENT — intellectual property, 135 [1516]
corporate committees/management boards
STRATEGIC MANAGEMENT — committees, 284 [2026]
STRATEGIC MANAGEMENT — legislation, 289 [2039]
corporate plans, STRATEGIC MANAGEMENT — planning, 292 [2044]
corporate software, configuration of, TECHNOLOGY & TELECOMMUNICATIONS — installation, 311 [2122]
corporate style, PUBLICATION, 257 [1895–1898]
corporatisation, INFORMATION MANAGEMENT — disposal, 131 [1505]
correspondence, see letters
corruption, see fraud
cost-benefit analyses
PROCUREMENT — leasing, 211 [19492]
PROPERTY MANAGEMENT — acquisition, 218–219 [1782–1783]
PROPERTY MANAGEMENT — leasing, 237 [1832]
COTS products and services, TECHNOLOGY & TELECOMMUNICATIONS — evaluation, 308 [2114]
councils, see GOVERNING BODIES
counselling, PERSONNEL, 183 [1702–1703]
counter-disaster plans
INFORMATION MANAGEMENT — implementation, 134 [1512]
INFORMATION MANAGEMENT — planning, 138 [1521]
PROPERTY MANAGEMENT — implementation, 233 [1822–1823]
PROPERTY MANAGEMENT — planning, 244 [1849]
TECHNOLOGY & TELECOMMUNICATIONS — implementation, 310 [2117]
TECHNOLOGY & TELECOMMUNICATIONS — planning, 316 [2132]
court judgement debt deductions, PERSONNEL — salaries, 200 [20968]
court jury service, PERSONNEL — leave, 190 [1728]
courts
INDUSTRIAL RELATIONS — industrial action, 114 [1433]
INFORMATION MANAGEMENT — cases, 123 [1478]
INFORMATION MANAGEMENT — enquiries, 133 [1510]
LEGAL SERVICES — litigation, 154 [1585–1586]
creation of records authorities, INFORMATION MANAGEMENT — policy, 139 [20956]
credit cards, FINANCIAL MANAGEMENT — accounting, 56 [1218]
credit notes, FINANCIAL MANAGEMENT — accounting, 55 [1214]
creditor registers and lists, FINANCIAL MANAGEMENT — accounting, 55 [1214]
criminal activity
  PERSONNEL — discipline, 184 [20962]
  PROPERTY MANAGEMENT — security, 249 [1871]
see also fraud
Crown copyright, see copyright
cryptovariables, TECHNOLOGY & TELECOMMUNICATIONS — security, 324 [2165]
customer profiles, INFORMATION MANAGEMENT — marketing, 136 [1518]
customer service
  COMMUNITY RELATIONS, 7 [1021–1023]
  GOVERNMENT RELATIONS, 94 [1365–1367]
  INFORMATION MANAGEMENT, 129 [1498–1501]
  STRATEGIC MANAGEMENT, 286 [2032–2033]
  TECHNOLOGY & TELECOMMUNICATIONS, 306 [2103–2104]
see also public reaction
customer surveys
  COMMUNITY RELATIONS — customer service, 7 [1023]
  COMMUNITY RELATIONS — reporting, 18 [1064]
  INFORMATION MANAGEMENT — customer service, 129 [1498]

D
damage
  COMPENSATION — claims, 26 [20926]
  COMPENSATION — insurance, 30 [20927–20928]
  EQUIPMENT & STORES — claims, 37 [1138]
  EQUIPMENT & STORES — insurance, 41 [1151–1152]
  EQUIPMENT & STORES — security, 45 [1168]
  INDUSTRIAL RELATIONS — claims, 110 [1424]
  PROPERTY MANAGEMENT — security, 249 [1871]
dangerous occurrences, see accidents
dangerous substances, see hazardous substances
data administration
  INFORMATION MANAGEMENT, 130 [1502]
  TECHNOLOGY & TELECOMMUNICATIONS, 306 [2105–2106]
  TECHNOLOGY & TELECOMMUNICATIONS — control, 305 [2098–2101]
data backups
  TECHNOLOGY & TELECOMMUNICATIONS — control, 305 [2100]
  TECHNOLOGY & TELECOMMUNICATIONS — implementation, 310 [2117–2118]
  TECHNOLOGY & TELECOMMUNICATIONS — operations, 315 [2131]
data change, TECHNOLOGY & TELECOMMUNICATIONS — control, 305 [2099]
data dictionaries
  TECHNOLOGY & TELECOMMUNICATIONS — application development, 300–301 [2086–2087]
  TECHNOLOGY & TELECOMMUNICATIONS — data administration, 306 [2106]
Data Universal Numbering System Number registration, FINANCIAL MANAGEMENT —
  compliance, 63 [1246]
database development, TECHNOLOGY & TELECOMMUNICATIONS — application
development, 307 [2107–2108]
database management
  INFORMATION MANAGEMENT — control, 128 [1495]
  TECHNOLOGY & TELECOMMUNICATIONS, 307 [2107–2108]
death
  COMMUNITY RELATIONS — greetings, 11 [1034]
  COMPENSATION — cases, 26 [20926]
  COMPENSATION — claims, 27 [1096–1097]
COMPENSATION — insurance, 30 [20927–20928]
OCCUPATIONAL HEALTH & SAFETY — accidents, 160 [1619]
OCCUPATIONAL HEALTH & SAFETY — inspections, 169 [1649]
PERSONNEL — separations, 202 [1767]
debt recovery
FINANCIAL MANAGEMENT — accounting, 56 [1220]
PERSONNEL — salaries, 200 [20968]
deptor registers and lists, FINANCIAL MANAGEMENT — accounting, 55 [1214]
decisions, PERSONNEL — reviews (decisions), 199 [1758–1760]
see also appeals
declarations of interest
PERSONNEL — employment conditions, 185 [20963]
deeds of indemnity, LEGAL SERVICES — agreements, 148 [1571]
deeds of release, LEGAL SERVICES — agreements, 148 [1571]
deeds of title, PROPERTY MANAGEMENT — acquisition, 219 [1784]
Defence training (military) leave, PERSONNEL — leave, 190 [1727–1728]
delegation of power, see authorisation
delivery, EQUIPMENT & STORES — arrangements, 35 [1131]
demarcation issues, INDUSTRIAL RELATIONS — disputes, 112 [1429]
departmental Secretaries, PERSONNEL — employment conditions, 185 [1708]
deposit records, FINANCIAL MANAGEMENT — accounting, 56 [1217]
design
COMMUNITY RELATIONS — exhibitions, 9 [1030]
PUBLICATION — corporate style, 257 [1895–1898]
PUBLICATION — production, 267 [1938]
design of forms, INFORMATION MANAGEMENT — control, 128 [1497]
designs
LEGAL SERVICES — intellectual property, 153 [1583–1584]
OCCUPATIONAL HEALTH & SAFETY — compliance, 165 [1635]
despach, see distribution
destroyed records list
INFORMATION MANAGEMENT — control, 126 [1490]
INFORMATION MANAGEMENT — disposal, 131 [1503]
dial-up network connections, TECHNOLOGY & TELECOMMUNICATIONS — security, 324 [2167]
dignitaries
COMMUNITY RELATIONS — security, 20 [1070]
GOVERNMENT RELATIONS — security, 106 [1407]
GOVERNMENT RELATIONS — visits, 108 [1415–1416]
directives, see procedures
disasters, PROPERTY MANAGEMENT — maintenance, 240 [1836–1837]
see also counter-disaster plans; fires
discipline, PERSONNEL, 184 [20962–1707]
disclosure of interests
PERSONNEL — employment conditions, 185 [1708]
discovery orders, INFORMATION MANAGEMENT — enquiries, 133 [1510]
disks, see PUBLICATION
dismissal
PERSONNEL — separations, 202 [1767]
dispatch, see distribution
displays, see exhibitions
disposal
EQUIPMENT & STORES, 38 [1142–1143]
EQUIPMENT & STORES — agreements, 34 [20935]
FLEET MANAGEMENT, 80 [1310–1311]
INFORMATION MANAGEMENT, 131 [1503–1506]
INFORMATION MANAGEMENT — control, 126 [1490]
INFORMATION MANAGEMENT — privacy, 140 [1533]
PROPERTY MANAGEMENT, 230–231 [1814–20989]
PROPERTY MANAGEMENT — maintenance, 241 [1839–1841]
PROPERTY MANAGEMENT — planning, 244 [1849]
PUBLICAION, 258 [1899–1900]
TECHNOLOGY & TELECOMMUNICATIONS, 307 [2109–2110]
TECHNOLOGY & TELECOMMUNICATIONS — security, 324 [2166]

disputes
INDUSTRIAL RELATIONS, 112 [1429]
INDUSTRIAL RELATIONS — inspections, 115 [1436]
INDUSTRIAL RELATIONS — planning, 116 [1442]
LEGAL SERVICES — advice, 147 [21021]
OCCUPATIONAL HEALTH & SAFETY — inspections, 169 [1650]
see also complaints; industrial action

distribution and dispatch
COMMUNITY RELATIONS — greetings, 11 [1034]
EQUIPMENT & STORES, 39 [1144–1145]
INFORMATION MANAGEMENT, 132 [1507]
INFORMATION MANAGEMENT — control, 128 [1496]
PUBLICAION, 258 [1901]
see also allocation
diversity plans, PERSONNEL — planning, 193 [1736]
dividend statements, FINANCIAL MANAGEMENT — accounting, 56 [1217]
domain names, PUBLICATIONS — compliance, 256 [1893]
donations
COMMUNITY RELATIONS, 8 [1024–1027]
FINANCIAL MANAGEMENT, 64 [1248]
INFORMATION MANAGEMENT, 132 [1508]
draft minutes, see committees; meetings
drafting and drafts
COMMUNITY RELATIONS — addresses (presentations), 1 [1004]
GOVERNMENT RELATIONS — advice, 87 [1346]
GOVERNMENT RELATIONS — legislation, 97 [1378]
GOVERNMENT RELATIONS — representations, 103 [1398–1399]
GOVERNMENT RELATIONS — submissions, 106 [1409]
INDUSTRIAL RELATIONS — enterprise bargaining, 113 [20953]
PROCUREMENT — tendering, 216 [19513]
PUBLICAION, 258 [1902]
PUBLICAION — production, 267 [1938]
STRATEGIC MANAGEMENT — legislation, 289 [2039]
driver licences
FLEET MANAGEMENT — accidents, 74 [1292]
FLEET MANAGEMENT — arrangements, 76 [1298]
driving infringements, FLEET MANAGEMENT, 81 [1312]
drug registers, OCCUPATIONAL HEALTH & SAFETY — health promotion, 167 [1644]
due diligence checks
PROCUREMENT — tendering, 216 [19515]
PROPERTY MANAGEMENT — tendering, 252 [1879]
DUNS Number registration, FINANCIAL MANAGEMENT — compliance, 63 [1246]
duplicate publications, PUBLICAION — disposal, 258 [1899–1900]
duties of employees, see assigned duties

e

e-mail
INFORMATION MANAGEMENT — policy, 139 [1525]
TECHNOLOGY & TELECOMMUNICATIONS — control, 305 [2102]
easements, PROPERTY MANAGEMENT — agreements, 221 [1793]
education, see STAFF DEVELOPMENT; study schemes; training
educational qualifications, evidence of, PERSONNEL — employment conditions, 185 [20963]
elections
OCCUPATIONAL HEALTH & SAFETY — representatives, 174 [1670]
electrical maintenance, PROPERTY MANAGEMENT — maintenance, 242 [1843]
electronic media items
COMMUNITY RELATIONS — media relations, 14 [1045]
GOVERNMENT RELATIONS — media relations, 98 [1381]
electronic publications, see PUBLICATION; websites
emergencies, PROPERTY MANAGEMENT — procedures, 246 [1857]
see also counter-disaster plans; disasters
emergency destruction plans
INFORMATION MANAGEMENT — implementation, 134 [1513]
INFORMATION MANAGEMENT — planning, 138 [1521]
employee residential accommodation, PROPERTY MANAGEMENT — leasing-out, 238 [1834]
employer superannuation contributions
FINANCIAL MANAGEMENT — salaries, 72 [20938]
PERSONNEL — salaries, 200 [20969]
employment conditions, PERSONNEL, 185–187 [1708–1720]
see also salaries and remuneration
employment schemes
PERSONNEL — employment conditions, 187 [1716]
PERSONNEL — marketing, 190 [1729]
encryption, TECHNOLOGY & TELECOMMUNICATIONS — security, 324 [2164–2165]
endorsed suppliers, TECHNOLOGY & TELECOMMUNICATIONS — evaluation, 308 [2114]
energy management systems, PROPERTY MANAGEMENT — maintenance, 242 [1844]
ergy policy, PROPERTY MANAGEMENT — policy, 245 [1853]
enquiries
COMMUNITY RELATIONS, 9 [1028]
INFORMATION MANAGEMENT, 133 [1509–1510]
PUBLICATIONS, 259 [1903]
TECHNOLOGY & TELECOMMUNICATIONS — database management, 307 [2108]
see also inquiries
enquiry services
COMMUNITY RELATIONS — customer service, 7 [1023]
INFORMATION MANAGEMENT — customer service, 129 [1500]
see also libraries and library systems
enterprise bargaining, INDUSTRIAL RELATIONS, 113 [20953]
entertainment
COMMUNITY RELATIONS — celebrations, 2 [1007–1008]
COMMUNITY RELATIONS — ceremonies, 3 [1010–1011]
COMMUNITY RELATIONS — functions (social), 10 [1031]
environmental audits, PROPERTY MANAGEMENT — audit, 223 [20984]
environmental impact assessments, PROPERTY MANAGEMENT — acquisition, 216–217 [1782–1783]
environmental monitoring
OCCUPATIONAL HEALTH & SAFETY — compliance, 165 [1639]
OCCUPATIONAL HEALTH & SAFETY — risk management, 176 [1676, 1678]
EQUIPMENT & STORES
agreements, 34 [20935–1128]
allocation, 35 [1129–1130], 299 [2085]
arrangements, 35 [1131–1133]
audit, 36 [1134–1135]
authorisation, 36 [1136–1137]
claims, 37 [1138]
compliance, 37 [1139], 165 [1635–1636]
disposal, 38 [1142–1143]
distribution, 39 [1144–1145]
inspections, 40 [1148]
installation, 40 [1149–1150], 235 [20991]
insurance, 37 [1138], 41 [1151–1152]
inventory, 41 [1153]
leasing-out, 42 [1155]
maintenance, 34 [20935], 42 [1156]
policy, 43 [1157–1158]
procedures, 43 [1159–1162]
reporting, 44 [1163]
reviewing, 34 [1128], 44 [1164–1165]
risk management, 45 [1166–1167]
security, 45 [1168–1169]
stocktake, 46 [1170]
see also installation; PROCUREMENT; TECHNOLOGY & TELECOMMUNICATIONS
equipment hire, see hire of equipment

ESTABLISHMENT

advice, 47 [1181]
authorisation, 47 [1182–1183]
committees, 48 [1184–1185]
evaluation, 48 [1186]
meetings, 49 [1187–1188]
planning, 49 [1189–1192]
policy, 50 [1193–1196]
procedures, 51 [1197–1199]
reporting, 51 [1200–1203]
restructuring, 52 [1204–1207]
reviewing, 53 [1208–1210]
vacancies, 53 [1211]
variations, 54 [1212–1213]
see also PERSONNEL

establishment of agreements

COMMUNITY RELATIONS — joint ventures, 12 [1036]
EQUIPMENT & STORES — agreements, 34 [1128]
FINANCIAL MANAGEMENT — agreements, 58 [1230]
FLEET MANAGEMENT — agreements, 75 [1296]
GOVERNMENT RELATIONS — agreements, 91 [1355, 1357]
GOVERNMENT RELATIONS — joint ventures, 96 [1375, 1377]
INDUSTRIAL RELATIONS — enterprise bargaining, 113 [20953]
INFORMATION MANAGEMENT — agreements, 121 [1472]
OCCUPATIONAL HEALTH & SAFETY — agreements, 161 [1625]
PROPERTY MANAGEMENT — agreements, 221 [1792]
PUBLICATION — agreements, 254 [1889]
PUBLICATION — joint ventures, 261 [1908]
STRATEGIC MANAGEMENT — agreements, 282 [2023]
TECHNOLOGY & TELECOMMUNICATIONS — agreements, 299 [2084]
establishment of bank accounts, FINANCIAL MANAGEMENT — accounting, 55 [20936]
establishment of committees, see committees
establishment of thesauruses, INFORMATION MANAGEMENT — control, 128 [1494]
establishment variation authorities, ESTABLISHMENT — vacancies, 54 [1212]
estimates
FINANCIAL MANAGEMENT — budgeting, 61–62 [1239–1243]
PROPERTY MANAGEMENT — acquisition, 216–217 [1782–1783]

evaluation and assessments
COMMUNITY RELATIONS, 9 [1029]
COMMUNITY RELATIONS — customer service, 7 [1021, 1023]
ESTABLISHMENT, 48 [1186]
FINANCIAL MANAGEMENT, 64 [1249]
GOVERNMENT RELATIONS — customer service, 94 [1365, 1367]
INFORMATION MANAGEMENT, 133 [1511]
INFORMATION MANAGEMENT — control, 128 [1494]
INFORMATION MANAGEMENT — customer service, 129 [1498]
OCCUPATIONAL HEALTH & SAFETY, 166 [1643]
PERSONNEL, 188 [1721]
PROCUREMENT, 210 [19490–19491]
PROCUREMENT — contracting-out, 209 [19489]
PROCUREMENT — leasing, 211 [19492]
PROCUREMENT — tendering, 216 [19513–19514]
PROPERTY MANAGEMENT, 231 [1819]
PROPERTY MANAGEMENT — contracting-out, 229 [1813]
PROPERTY MANAGEMENT — disposal, 230 [1814–1815]
PROPERTY MANAGEMENT — leasing, 237 [1832]
PROPERTY MANAGEMENT — tendering, 252 [20996]
PUBLICATION, 259 [1904–1905]
PUBLICATION — marketing, 262 [1913]
STAFF DEVELOPMENT, 276 [1981]
STAFF DEVELOPMENT — conferences, 275 [1975, 1979]
STAFF DEVELOPMENT — training, 281 [2016]
STRATEGIC MANAGEMENT, 287 [2034]
STRATEGIC MANAGEMENT — performance management, 291 [21006]
TECHNOLOGY & TELECOMMUNICATIONS, 308–309 [2111–2116]
TECHNOLOGY & TELECOMMUNICATIONS — customer service, 306 [2103]
see also audit; inspections; reviewing

examination results
STAFF DEVELOPMENT — training, 280 [2015]
executive agency heads, see agency heads and senior agency officers
executive management boards
STRATEGIC MANAGEMENT — committees, 284 [2026]
STRATEGIC MANAGEMENT — legislation, 289 [2039]
executive officers, see Senior Executive Service employees

exhibitions
COMMUNITY RELATIONS, 9 [1030]
PUBLICATION — marketing, 262 [1914]

expenditure records, see FINANCIAL MANAGEMENT
Explanatory Memorandums, GOVERNMENT RELATIONS — legislation, 97 [1378]

expressions of interest
PROCUREMENT — tendering, 216 [19513]
PROPERTY MANAGEMENT — tendering, 252 [20996]
TECHNOLOGY & TELECOMMUNICATIONS — evaluation, 308 [2113]

external audit, see audit
extranet sites, PUBLICATIONS — production, 266 [1936]

F

facility bookings, PROPERTY MANAGEMENT — arrangements, 222 [1795]
see also venue bookings
Fair Work Australia, INDUSTRIAL RELATIONS — appeals (decisions), 110 [20952–1423]
fatalities, see death
FBT, see Fringe Benefits Tax
feasibility studies
   TECHNOLOGY & TELECOMMUNICATIONS — application development, 300–301
   [2086–2087]
   TECHNOLOGY & TELECOMMUNICATIONS — evaluation, 309 [2115]
Federal Court
   INDUSTRIAL RELATIONS — industrial action, 114 [1433]
   INFORMATION MANAGEMENT — cases, 123 [1478]
feedback
   COMMUNITY RELATIONS — public reaction, 17 [1059]
   COMMUNITY RELATIONS — suggestions, 21 [1074]
   INFORMATION MANAGEMENT — suggestions, 146 [1556]
   PERSONNEL — suggestions, 203 [1770–1771]
   TECHNOLOGY & TELECOMMUNICATIONS — customer service, 306 [2103]
see also complaints; meetings; surveys
festivities
   COMMUNITY RELATIONS — celebrations, 2 [1006–1008]
   COMMUNITY RELATIONS — ceremonies, 3 [1009–1011]
file censuses, INFORMATION MANAGEMENT — audit, 122 [1475]
file movement records, INFORMATION MANAGEMENT — control, 126 [1490], 127 [1492]
filing cabinets, EQUIPMENT & STORES — security, 45 [1169]
films and videos
   PROPERTY MANAGEMENT — security, 251 [1876]
   PUBLICATION — production, 265 [1932], 266 [1934], 267 [1938]
   STAFF DEVELOPMENT — training, 281 [2017]
finance
   STAFF DEVELOPMENT — training, 281 [2019]
see also donations; grant funding; salaries and remuneration
finance reports
   FINANCIAL MANAGEMENT — accounting, 56 [1219]
   STAFF DEVELOPMENT — conferences, 275 [1974]
financial counselling, PERSONNEL — counselling, 183 [1703]
FINANCIAL MANAGEMENT
   accounting, 56–57 [1214–1226]
advice, 57 [1228]
   agreements, 58 [20937–1230]
allocation, 58 [1231]
   asset register, 59 [1232–1233]
   audit, 60 [1234–1236]
   authorisation, 61 [1237–1238]
   budgeting, 61–62 [1239–1243]
   committees, 62 [1244–1245]
   compliance, 63 [1246]
   donations, 64 [1248]
   evaluation, 64 [1249]
   financial statements, 64 [1250]
   fraud, 65 [1251–1252]
   grant funding, 65 [1253]
   inventory, 66 [1254]
   meetings, 60 [1236], 66 [1255–1256]
   payments, 55 [1214], 66 [1257], 72 [20938]
   planning, 60 [1236], 65 [1251], 67 [1258–1261], 71 [1275]
   policy, 68 [1262–1265]
   procedures, 69 [1266–1268]
reporting, 70 [1269–1272]
reviewing, 58 [1230], 71 [1273–1274]
risk management, 71 [1275–1276]
salaries, 72 [20938]
standards, 72 [1278]
treasury management, 73 [1289–1291]
fire panels, PROPERTY MANAGEMENT — installation, 235 [20991]
fire wardens, OCCUPATIONAL HEALTH & SAFETY — representatives, 174 [1671]
fires
PROPERTY MANAGEMENT — maintenance, 240 [1836–1837]
PROPERTY MANAGEMENT — reporting, 247 [1863]
PROPERTY MANAGEMENT — security, 249 [1871]

see also counter-disaster plans

first aid
OCCUPATIONAL HEALTH & SAFETY — health promotion, 167 [1644]
OCCUPATIONAL HEALTH & SAFETY — implementation, 168 [1647]
OCCUPATIONAL HEALTH & SAFETY — representatives, 174 [1669, 1671]
OCCUPATIONAL HEALTH & SAFETY — standards, 176 [1679]
PERSONNEL — allowances, 179 [1693]

fit-outs, PROPERTY MANAGEMENT, 232 [1820–20990]

flags, flying of, PROPERTY MANAGEMENT — implementation, 233 [1825]

FLEET MANAGEMENT
accidents, 74 [1292]
agreements, 75 [1295–1296]
allowances, 75 [1297]
arrangements, 76 [1298]
authorisation, 74 [1292], 76 [1298], 77 [1299–1302]
claims, 78 [1303]
committees, 78 [1304–1305]
compliance, 79 [1306–1308]
disposal, 80 [1310–1311]
infringements, 81 [1312]
insurance, 78 [1303], 81 [1313–1314]
maintenance, 77 [1300], 80 [1311], 82 [1317–1318]
meetings, 83 [1319–1320]
policy, 83 [1321–1324]
procedures, 84 [1325–1327]
reporting, 84 [1328–1331]

flexitime sheets, PERSONNEL — employment conditions, 187 [20965]

floods, PROPERTY MANAGEMENT — maintenance, 240 [1836–1837]

see also counter-disaster plans

flying, see aeronautics

FOI Act, INFORMATION MANAGEMENT — cases, 123–124 [1478–1481]
foreign Heads of State, GOVERNMENT RELATIONS — visits, 108 [1415]
forensic plans, TECHNOLOGY & TELECOMMUNICATIONS — planning, 316 [2132]

forms, accountable
FINANCIAL MANAGEMENT — accounting, 57 [1223]
FINANCIAL MANAGEMENT — inventory, 66 [1254]

forms design, INFORMATION MANAGEMENT — control, 128 [1497]

fraud
FINANCIAL MANAGEMENT, 65 [1251–1252]
STRATEGIC MANAGEMENT, 287 [2035–2036]

fraud control plans
FINANCIAL MANAGEMENT — fraud, 65 [1251]
STRATEGIC MANAGEMENT — planning, 292 [2046]
Freedom of Information Act, INFORMATION MANAGEMENT — cases, 123–124 [1478–1481]
frequent flyer points, FINANCIAL MANAGEMENT — accounting, 56 [1221]
Fringe Benefits Tax (FBT)
    FINANCIAL MANAGEMENT — accounting, 55 [1215]
    FLEET MANAGEMENT — compliance, 79 [1308]
    PERSONNEL — salaries, 200 [1763]
frivolous allegations of misconduct, PERSONNEL — discipline, 184 [1705]
frivolous applications for reviews, PERSONNEL — reviews (decisions), 199 [1760]
fuel cards, private use of, FLEET MANAGEMENT — authorisation, 77 [1300]
functions, transfer of, see restructuring
functions (social), COMMUNITY RELATIONS, 10 [1031]
funding, see finance
funds transfer, FINANCIAL MANAGEMENT — treasury management, 73 [1289]

G

garaging of vehicles, FLEET MANAGEMENT — authorisation, 77 [1301]
gazette notices
    PERSONNEL — recruitment, 196 [20967]
go-slows, see industrial action
Goods and Services Tax records, FINANCIAL MANAGEMENT — accounting, 55 [1215]
GOVERNING BODIES
    membership, see membership of GOVERNING BODIES
    see also advisory bodies
government inquiries, see inquiries
GOVERNMENT RELATIONS
    addresses (presentations), 86 [1342–1344]
    advice, 87–89 [1345–20948]
    agency liaison, 90 [20950]
    agreements, 91 [1354–1357], 96 [1374–1377]
    committees, 88 [20949], 92–93 [1358–1363]
    compliance, 93 [1364]
    customer service, 94 [1365–1367]
    implementation, 94 [1368]
    inquiries, 87 [1347], 95 [1369–1373]
    joint ventures, 96 [1374–1377]
    legislation, 97 [1378]
    media relations, 98 [1379–1381]
    meetings, 99 [1382–1383]
    policy, 87–89 [1345–20948], 91 [1354], 96 [1374], 100 [1384–1387]
    procedures, 91 [1354], 96 [1374], 98 [1380], 101 [1388–1390]
    reporting, 102 [1391–1396], 108 [1414], 108 [1417]
    representations, 103–104 [1397–1402]
    representatives, 104 [1402]
    research, 105 [1403–1404]
    reviewing, 91 [1355, 1357], 105 [1405–1406]
    security, 106 [1407]
    submissions, 95 [1369, 1371], 106–107 [1408–1413]
    visits, 106 [1407], 108 [1414–1417]
Government responses to Inquiry recommendations, GOVERNMENT RELATIONS —
    advice, 87 [1347]
graduate employment schemes, PERSONNEL — marketing, 190 [1729]
graduate training, STAFF DEVELOPMENT — training, 281 [2017]
grant funding
    COMMUNITY RELATIONS, 10 [1032–1033]
FINANCIAL MANAGEMENT, 65 [1253]
STRATEGIC MANAGEMENT, 288 [2037]
graphic design, PUBLICATION — production, 267 [1938]
Green papers, GOVERNMENT RELATIONS — advice, 87 [1347]
greetings, COMMUNITY RELATIONS, 11 [1034]
see also PUBLICATION

See also complaints

grounds, PROPERTY MANAGEMENT — maintenance, 242 [1843]
gratuitous

PERSONNEL — authorisation, 180 [1696]
PERSONNEL — salaries, 200 [20970]

GST records, FINANCIAL MANAGEMENT — accounting, 55 [1215]
guarantees, PROCUREMENT — acquisition, 205 [19480]
guarding, PROPERTY MANAGEMENT — security, 250 [1873]
guest lists
COMMUNITY RELATIONS — celebrations, 2 [1006, 1008]
COMMUNITY RELATIONS — ceremonies, 3 [1009, 1011]
COMMUNITY RELATIONS — functions (socials), 10 [1031]
guest speakers
COMMUNITY RELATIONS — arrangements, 2 [1005]
COMMUNITY RELATIONS — conferences, 5 [1014]
STAFF DEVELOPMENT — conferences, 275 [1974]

Gymnasiums, OCCUPATIONAL HEALTH & SAFETY — health promotion, 167 [1644]

H

hand-outs
STAFF DEVELOPMENT — training, 281 [2017]

handbooks, see procedures

handover certificates, FINANCIAL MANAGEMENT — accounting, 56 [1222]

handover reports
EQUIPMENT & STORES — disposal, 38 [1142]
FLEET MANAGEMENT — disposal, 80 [1311]
PROCUREMENT — acquisition, 204–205 [19477–19478]
TECHNOLOGY & TELECOMMUNICATIONS — disposal, 307 [2109]

hazardous substance register, OCCUPATIONAL HEALTH & SAFETY — compliance, 165 [1640]

hazardous substances
EQUIPMENT & STORES — arrangements, 35 [1133]
OCCUPATIONAL HEALTH & SAFETY — compliance, 165 [1639–1640]
OCCUPATIONAL HEALTH & SAFETY — inspections, 169 [1651]
OCCUPATIONAL HEALTH & SAFETY — planning, 170 [1654]
OCCUPATIONAL HEALTH & SAFETY — policy, 171 [1658]
OCCUPATIONAL HEALTH & SAFETY — research, 174 [1672]
OCCUPATIONAL HEALTH & SAFETY — risk management, 176 [1676]

PERSONNEL — employment conditions, 186 [1710]

PROPERTY MANAGEMENT — audit, 223 [20983]
PROPERTY MANAGEMENT — inspections, 234 [1827]
PROPERTY MANAGEMENT — maintenance, 241 [1839–1840]
STAFF DEVELOPMENT — training, 281 [2020]
see also contaminated land

heads of agencies, see agency heads and senior agency officers
Heads of State, GOVERNMENT RELATIONS — visits, 108 [1415]
health and safety, see medical records; OCCUPATIONAL HEALTH & SAFETY
health promotion, OCCUPATIONAL HEALTH & SAFETY, 167 [1644–1646]

health surveillance
  OCCUPATIONAL HEALTH & SAFETY — cases, 163 [1631]
  OCCUPATIONAL HEALTH & SAFETY — risk management, 176 [1676, 1678]

heating, PROPERTY MANAGEMENT — installation, 235 [20991]

help desks, TECHNOLOGY & TELECOMMUNICATIONS — operations, 315 [2131]

heritage properties, see properties of national significance

High Court, INFORMATION MANAGEMENT — cases, 123 [1478]

higher duties
  PERSONNEL — allowances, 179 [1693]
  PERSONNEL — employment conditions, 185 [20963], 186 [1713]

hire of equipment
  STAFF DEVELOPMENT — training, 281 [2019]
  see also leasing

home garaging of vehicles, FLEET MANAGEMENT — authorisation, 77 [1301]

honours, see awards

household removals
  PERSONNEL — insurance, 189 [1724]
  PERSONNEL — moving, 191 [1732]

human resource management plans, STRATEGIC MANAGEMENT — planning, 292 [2046]

human resources, see ESTABLISHMENT; PERSONNEL; STAFF DEVELOPMENT

I

implementation
  COMMUNITY RELATIONS, 11 [1035]
  GOVERNMENT RELATIONS, 94 [1368]
  INFORMATION MANAGEMENT, 134 [1512–1513]
  OCCUPATIONAL HEALTH & SAFETY, 168 [1647]
  PROPERTY MANAGEMENT, 233 [1822–1825]
  STRATEGIC MANAGEMENT, 288 [2038]
  TECHNOLOGY & TELECOMMUNICATIONS, 310 [2117–2119]
  TECHNOLOGY & TELECOMMUNICATIONS — application development, 300–301 [2086–2089]

implementation of agreements, see maintenance of agreements

incidental benefits, FINANCIAL MANAGEMENT — accounting, 56 [1221]
  see also Fringe Benefits Tax

incidents, see accidents; security

indemnity deeds, LEGAL SERVICES — agreements, 148 [1571]

indexes, INFORMATION MANAGEMENT — control, 126 [1490]

indexing, PUBLICATION — production, 267 [1938]

individual performance agreements, PERSONNEL — performance management, 192 [1734]

individual workplace agreements, PERSONNEL — agreements, 179 [1691]

induction programs and courses
  STAFF DEVELOPMENT — training, 281 [2017]

industrial action
  INDUSTRIAL RELATIONS, 114 [1433–1434]
  INDUSTRIAL RELATIONS — claims, 110 [1424]
  see also disputes

industrial awards, see awards (industrial)

industrial designs, see designs

INDUSTRIAL RELATIONS
  advice, 109 [1418]
  agreements, 109 [20951–1420], 113 [20953]
allowances, 109 [1421]
appeals (decisions), 110 [20952–1423]
claims, 110 [1424]
committees, 109 [1421], 111 [1425–1426], 113 [20953]
compliance, 111 [1427]
disputes, 112 [1429], 115 [1436], 116 [1442]
enterprise bargaining, 113 [20953]
grievances, 113 [1432]
industrial action, 110 [1424], 114 [1433–1434]
infringements, 112 [1429], 114 [1435], 115 [1436]
inspections, 115 [1436–1437]
insurance, 110 [1424], 115 [1438–1439]
meetings, 109 [1421], 116 [1440–1441]
planning, 116 [1442–1445], 119 [20954]
policy, 117 [1446–1449]
procedures, 117 [1450–1452]
reporting, 118 [1453–1456]
research, 118 [1457–1458]
risk management, 119 [20954–20955]
information enquiries, see enquiries
INFORMATION MANAGEMENT
advice, 120 [1470]
agreements, 121 [1471–1472]
audit, 122 [1473–1475]
authorisation, 122 [1476–1477]
cases, 123–124 [1478–1481], 126 [1490]
committees, 124 [1482–1483]
compliance, 125 [1484–1485]
conservation, 125 [1486–1488]
control, 126–128 [1490–1497]
customer service, 129 [1498–1501]
data administration, 130 [1502]
disposal, 126 [1490], 131 [1503–1506], 140 [1533]
distribution, 128 [1496], 132 [1507]
donations, 132 [1508]
enquiries, 133 [1509–1510]
evaluation, 128 [1494], 129 [1498], 133 [1511]
implementation, 134 [1512–1513]
inspections, 134 [1514]
intellectual property, 134–135 [1514–1516]
inventory, 136 [1517]
marketing, 136 [1518]
meetings, 122 [1474], 137 [1519–1520]
planning, 122 [1474], 129 [1498], 138 [1521–1524], 144 [1549]
policy, 123 [1478], 139–140 [1525–1531]
privacy, 122 [1473], 123–124 [1478–1481], 140 [1532–1533]
procedures, 141 [1534–1537]
reporting, 142 [1538–1542]
research, 139 [1525], 143 [1543–1544]
restructuring, 131 [1505], 143 [1545–1546]
reviewing, 121 [1472], 140 [1531], 144 [1547–1548]
risk management, 144 [1549–1550]
security, 139 [1525], 145 [1551–1553]
standards, 146 [1554]
suggestions, 146 [1555]
see also TECHNOLOGY & TELECOMMUNICATIONS

Information Privacy Principles (IPP)

INFORMATION MANAGEMENT — privacy, 140 [1532]

PUBLICATION — compliance, 256 [1893]

TECHNOLOGY & TELECOMMUNICATIONS — privacy, 318 [2141]

information security

INFORMATION MANAGEMENT — policy, 139 [1525]

INFORMATION MANAGEMENT — security, 145 [1551–1553]

TECHNOLOGY & TELECOMMUNICATIONS — planning, 316 [2132]

TECHNOLOGY & TELECOMMUNICATIONS — policy, 317 [2137]

TECHNOLOGY & TELECOMMUNICATIONS — security, 324–325 [2164–2169]

information services

COMMUNITY RELATIONS — customer service, 7 [1023]

INFORMATION MANAGEMENT — customer service, 129 [1498–1501]

TECHNOLOGY & TELECOMMUNICATIONS — operations, 315 [2131]

see also libraries and library systems

INFORMATION MANAGEMENT — privacy, 140 [1532]

INFORMATION MANAGEMENT — security, 145 [1551–1552]

LEGAL SERVICES, 151 [1581]

PERSONNEL, 189 [1723]

PERSONNEL — counselling, 183 [1702]

PERSONNEL — discipline, 184 [20962–1707]

PROPERTY MANAGEMENT — security, 249–250 [1871–1872]

TECHNOLOGY & TELECOMMUNICATIONS — privacy, 318 [2142]

TECHNOLOGY & TELECOMMUNICATIONS — security, 324 [2164]

injunctions, breaches of, INDUSTRIAL RELATIONS — disputes, 112 [1429]

injuries, see accidents

inquiries

GOVERNMENT RELATIONS, 95 [1369–1373]

GOVERNMENT RELATIONS — advice, 87 [1347]

LEGAL SERVICES, 152 [1582]

OCCUPATIONAL HEALTH & SAFETY, 168 [1648]

see also enquiries

inspections

EQUIPMENT & STORES, 40 [1148]

FLEET MANAGEMENT — compliance, 79 [1307]

INDUSTRIAL RELATIONS, 115 [1436–1437]

INFORMATION MANAGEMENT, 134 [1514]

OCCUPATIONAL HEALTH & SAFETY, 169 [1649–1651]

PROPERTY MANAGEMENT, 234 [1826–1827]

TECHNOLOGY & TELECOMMUNICATIONS, 311 [2120]

see also audit

installation

EQUIPMENT & STORES, 40 [1149–1150]

PROPERTY MANAGEMENT, 235 [20991]

TECHNOLOGY & TELECOMMUNICATIONS, 311 [2121–2122]
instructions, see procedures

**insurance**
- COMPENSATION, 30 [20927–20928]
- COMPENSATION — authorisation, 25 [1094]
- EQUIPMENT & STORES, 41 [1151–1152]
- FLEET MANAGEMENT, 81 [1313–1314]
- INDUSTRIAL RELATIONS, 115 [1438–1439]
- PERSONNEL, 189 [1724–1725]
- PROPERTY MANAGEMENT, 235 [1829–1830]

insurance claims
- COMPENSATION — claims, 27 [1096–1097]
- EQUIPMENT & STORES — claims, 37 [1138]
- FLEET MANAGEMENT — claims, 78 [1303]
- INDUSTRIAL RELATIONS — claims, 110 [1424]
- PERSONNEL — claims, 181 [1697]
- PROPERTY MANAGEMENT — claims, 224 [1801]

**intellectual property**
- INFORMATION MANAGEMENT, 135 [1515–1516]
- INFORMATION MANAGEMENT — inspections, 134 [1514]
- LEGAL SERVICES, 153 [1583–1584]
- PUBLICATION, 260 [1906–1907]
- PUBLICATION — agreements, 254 [1890]
- TECHNOLOGY & TELECOMMUNICATIONS, 312 [2123–2124]

intentional damage, see damage

inter-agency committees
- GOVERNMENT RELATIONS — committees, 92–93 [1358–1361]
- STRATEGIC MANAGEMENT — committees, 285 [2028]

inter-government committees, GOVERNMENT RELATIONS — committees, 92–93 [1358–1361]

inter-library loans, INFORMATION MANAGEMENT — control, 127 [1491]

interests, disclosure/declaration of
- PERSONNEL — employment conditions, 185 [20963]

internal audit, see audit

international law, LEGAL SERVICES — advice, 147 [21021]


International Standard Serial Number (ISSN) allocation, PUBLICATION — compliance, 256 [1893]

international subscriber dialling, TECHNOLOGY & TELECOMMUNICATIONS — allocation, 299 [2085]

internet
- PUBLICATIONS — compliance, 256 [1893]
- TECHNOLOGY & TELECOMMUNICATIONS — control, 305 [2099]

see also e-mail; websites

interpreter services, COMMUNITY RELATIONS — customer service, 7 [1023]

interviews
- COMMUNITY RELATIONS — media relations, 14 [1044]
- GOVERNMENT RELATIONS — media relations, 98 [1379, 1380]
- PERSONNEL — recruitment, 196 [20967]

interviews (opening and exit)
- EQUIPMENT & STORES — audit, 36 [1135]
- FINANCIAL MANAGEMENT — audit, 60 [1236]
- INFORMATION MANAGEMENT — audit, 122 [1474]
- OCCUPATIONAL HEALTH & SAFETY — audit, 162 [1628]
- PROCUREMENT — audit, 206 [19484]
- PROPERTY MANAGEMENT — audit, 223 [20983, 1797]
STAFF DEVELOPMENT — audit, 273 [1968]
STRATEGIC MANAGEMENT — audit, 283 [2025]
TECHNOLOGY & TELECOMMUNICATIONS — audit, 302 [2091]

intranet site
  PUBLICATION — production, 266 [1936]
  PUBLICATION — risk management, 269 [1947]

introduction, letters of, COMMUNITY RELATIONS — greetings, 11 [1034]
intrusions into restricted areas, PROPERTY MANAGEMENT — security, 249 [1871]
inventory
  EQUIPMENT & STORES, 41 [1153]
  FINANCIAL MANAGEMENT, 66 [1254]
  INFORMATION MANAGEMENT, 136 [1517]
  PROPERTY MANAGEMENT, 236 [1831]
  PROPERTY MANAGEMENT — moving, 243 [1847]
  TECHNOLOGY & TELECOMMUNICATIONS — security, 324 [2168]
see also stocktake

investment records
  FINANCIAL MANAGEMENT — accounting, 56 [1217]
  FINANCIAL MANAGEMENT — treasury management, 73 [1290]

invitations
  COMMUNITY RELATIONS — celebrations, 2 [1006, 1008]
  COMMUNITY RELATIONS — ceremonies, 3 [1009, 1011]
  COMMUNITY RELATIONS — functions (social), 10 [1031]
  GOVERNMENT RELATIONS — visits, 108 [1414]
  STAFF DEVELOPMENT — conferences, 275 [1974]

invoices
  FINANCIAL MANAGEMENT — accounting, 55 [1214, 1215], 57 [1224]
  FINANCIAL MANAGEMENT — payments, 66 [1257]
  FLEET MANAGEMENT — authorisation, 77 [1302]

IPP, see Information Privacy Principles

ISBN allocation, PUBLICATION — compliance, 256 [1893]
ISD, TECHNOLOGY & TELECOMMUNICATIONS — allocation, 299 [2085]
ISSN allocation, PUBLICATION — compliance, 256 [1893]
IT, see TECHNOLOGY & TELECOMMUNICATIONS
itineraries, see travel

J

joint ventures
  COMMUNITY RELATIONS, 12 [1036–1040]
  GOVERNMENT RELATIONS, 96 [1374–1377]
  PUBLICATION, 261 [1908–1912]

journeys, see travel

judgement debt deductions, PERSONNEL — salaries, 200 [20968]
jury service, PERSONNEL — leave, 190 [1728]
justification, see business cases

K

keys
  EQUIPMENT & STORES — security, 45 [1169]
  PROPERTY MANAGEMENT — security, 251 [1874]

Kinetica services, INFORMATION MANAGEMENT — agreements, 121 [1471–1472]
laboratory chemicals, PROPERTY MANAGEMENT — maintenance, 241 [1840]
land, see PROPERTY MANAGEMENT
language services
   COMMUNITY RELATIONS — customer service, 7 [1023]
   INFORMATION MANAGEMENT — customer service, 129 [1501]
launches of products, PUBLICATION — marketing, 262 [1914]
learner drivers, FLEET MANAGEMENT — authorisation, 77 [1301]
leasing
   EQUIPMENT & STORES — disposal, 38 [1142]
   FLEET MANAGEMENT — disposal, 80 [1311]
   PROCUREMENT, 211–212 [19492–19495]
   PROPERTY MANAGEMENT, 237 [1832–20992]
   TECHNOLOGY & TELECOMMUNICATIONS — disposal, 307 [2109]
   see also hire of equipment
leasing company reports, PROCUREMENT — leasing, 211 [19493]
leasing-out
   EQUIPMENT & STORES, 42 [1155]
   PROPERTY MANAGEMENT, 238 [1834–20993]
   TECHNOLOGY & TELECOMMUNICATIONS, 313 [2126]
leave
   FLEET MANAGEMENT — authorisation, 77 [1301]
   PERSONNEL, 190 [1726–1728]
leave without pay, PERSONNEL — leave, 190 [1727]
lecture notes
   STAFF DEVELOPMENT — training, 281 [2017]
ledgers, FINANCIAL MANAGEMENT — accounting, 55 [1214]
legal advice
   COMPENSATION — cases, 26 [20926]
   LEGAL SERVICES — advice, 147 [21021–1569]
legal deposit (Section 201 of Copyright Act 1968)
   PUBLICATION — compliance, 256 [1893]
   PUBLICATION — production, 265 [1932]
legal responsibilities, registers of, OCCUPATIONAL HEALTH & SAFETY — procedures,
   172 [1663]
legal service providers, LEGAL SERVICES — advice, 147 [21022]
LEGAL SERVICES
   advice, 147 [21021–1569]
   agreements, 148 [1570–20959]
   claims, 149 [1576]
   committees, 150 [1577–1578]
   compliance, 150 [1579]
   infringements, 151 [1581]
   inquiries, 152 [1582]
   intellectual property, 153 [1583–1584]
   litigation, 154 [1585–1586]
   meetings, 154 [1587–1588]
   planning, 155 [1589–1592], 159 [20960]
   policy, 156 [1593–1596]
   procedures, 157 [1597–1599]
   reporting, 157 [1600–1603]
   research, 158 [1604–1605]
   reviewing, 158 [1606–1607]
   risk management, 159 [20960–20961]
Legal Services Directions, LEGAL SERVICES — compliance, 150 [1579]
legislation
GOVERNMENT RELATIONS, 97 [1378]
LEGAL SERVICES — advice, 147 [21021]
STRATEGIC MANAGEMENT, 289 [2039]
see also Archives Act 1983; Copyright Act 1968; Occupational Health & Safety
(Commonwealth Employment) Act 1991; Privacy Act 1988
letterhead, PUBLICATION — corporate style, 257 [1896]
letters (mail and correspondence)
INFORMATION MANAGEMENT — control, 126 [1490], 128 [1496]
INFORMATION MANAGEMENT — distribution, 132 [1507]
INFORMATION MANAGEMENT — security, 145 [1553]
see also cards
letters of appointment
OCCUPATIONAL HEALTH & SAFETY — representatives, 174 [1671]
PERSONNEL — employment conditions, 185 [20963]
letters of appreciation and thanks
COMMUNITY RELATIONS — greetings, 11 [1034]
COMMUNITY RELATIONS — public reaction, 17 [1059]
GOVERNMENT RELATIONS — visits, 108 [1414]
letters of condolence, COMMUNITY RELATIONS — greetings, 11 [1034]
letters of introduction, COMMUNITY RELATIONS — greetings, 11 [1034]
letters of transmittal, GOVERNMENT RELATIONS — compliance, 93 [1364]
letters to Ministers, see Ministerial correspondence
liabilities, FINANCIAL MANAGEMENT — financial statements, 64 [1250]
liason (agency liaison) and consultation
COMMUNITY RELATIONS, 13 [1041]
FINANCIAL MANAGEMENT — audit, 60 [1236]
FINANCIAL MANAGEMENT — fraud, 65 [1252]
GOVERNMENT RELATIONS, 90 [20950]
GOVERNMENT RELATIONS — legislation, 97 [1378]
INDUSTRIAL RELATIONS — disputes, 112 [1429]
INDUSTRIAL RELATIONS — enterprise bargaining, 113 [20953]
INDUSTRIAL RELATIONS — grievances, 113 [1432]
INDUSTRIAL RELATIONS — industrial action, 114 [1433]
INFORMATION MANAGEMENT — audit, 122 [1474]
OCCUPATIONAL HEALTH & SAFETY — audit, 162 [1628]
PROCUREMENT — audit, 206 [19484]
PROPERTY MANAGEMENT — audit, 223 [20983, 1797]
PROPERTY MANAGEMENT — construction, 228 [1809-20986]
PROPERTY MANAGEMENT — policy, 245 [1853]
PROPERTY MANAGEMENT — security, 249 [1871]
PUBLICATION — marketing, 262 [1913]
STAFF DEVELOPMENT — audit, 273 [1968]
STRATEGIC MANAGEMENT — audit, 283 [2025]
TECHNOLOGY & TELECOMMUNICATIONS — audit, 302 [2091]
libraries and library systems
INFORMATION MANAGEMENT — agreements, 121 [1471–1472]
INFORMATION MANAGEMENT — conservation, 125 [1487]
INFORMATION MANAGEMENT — control, 127 [1491–1492]
INFORMATION MANAGEMENT — customer service, 129 [1498, 1500]
INFORMATION MANAGEMENT — disposal, 131 [1506]
INFORMATION MANAGEMENT — donations, 132 [1508]
INFORMATION MANAGEMENT — evaluation, 133 [1511]
INFORMATION MANAGEMENT — implementation, 134 [1512]
INFORMATION MANAGEMENT — inventory, 136 [1517]
INFORMATION MANAGEMENT — marketing, 136 [1518]
INFORMATION MANAGEMENT — policy, 139 [1525]
PUBLICATION — compliance, 256 [1893]
PUBLICATION — production, 265 [1932]
library catalogues, INFORMATION MANAGEMENT — control, 127 [1491]
library collection development, INFORMATION MANAGEMENT — policy, 139 [1525]
library deposit, see Commonwealth Library Deposit and Free Issue Scheme; legal deposit licences
COMPENSATION — authorisation, 25 [1094]
COMPENSATION — insurance, 30 [20928]
FLEET MANAGEMENT — accidents, 74 [1292]
FLEET MANAGEMENT — arrangements, 76 [1298]
OCCUPATIONAL HEALTH & SAFETY — compliance, 165 [1635–1636]
lists of creditors and debtors, FINANCIAL MANAGEMENT — accounting, 55 [1214]
lists of records destroyed or transferred
INFORMATION MANAGEMENT — control, 126 [1490]
INFORMATION MANAGEMENT — disposal, 131 [1503]
litigation, LEGAL SERVICES, 154 [1585–1586]
see also appeals; courts
loans
FINANCIAL MANAGEMENT — treasury management, 73 [1290]
INFORMATION MANAGEMENT — control, 127 [1491]
INFORMATION MANAGEMENT — enquiries, 133 [1509]
loans (library material), INFORMATION MANAGEMENT — control, 127 [1491]
location
EQUIPMENT & STORES — arrangements, 35 [1132–1133]
INFORMATION MANAGEMENT — control, 127 [1492]
INFORMATION MANAGEMENT — distribution, 132 [1507]
lock-outs, see industrial action
locks, combinations and/or keys for
EQUIPMENT & STORES — security, 45 [1169]
PROPERTY MANAGEMENT — security, 251 [1874, 1875]
logos, PUBLICATION — corporate style, 257 [1896]
logs
FLEET MANAGEMENT — accidents, 74 [1292]
FLEET MANAGEMENT — arrangements, 76 [1298]
FLEET MANAGEMENT — maintenance, 82 [1317–1318]
PROPERTY MANAGEMENT — maintenance, 241 [1842]
PROPERTY MANAGEMENT — security, 251 [1874]
TECHNOLOGY & TELECOMMUNICATIONS — control, 305 [2099–2100]
long service leave, PERSONNEL — leave, 190 [1727]
loss and lost property
COMPENSATION — claims, 26 [20926]
COMPENSATION — insurance, 30 [20927–20928]
EQUIPMENT & STORES — claims, 37 [1138]
EQUIPMENT & STORES — insurance, 41 [1151–1152]
INDUSTRIAL RELATIONS — claims, 110 [1424]
PROPERTY MANAGEMENT, 239 [20994–20995]
lost property register, PROPERTY MANAGEMENT — lost property, 239 [20995]

M

machinery of government changes, see restructuring
mail, see letters
mailing lists, COMMUNITY RELATIONS — greetings, 11 [1034]
see also address lists
maintenance and repairs

356
media relations
COMMUNITY RELATIONS, 14 [1043–1045]
GOVERNMENT RELATIONS, 98 [1379–1381]

media releases
COMMUNITY RELATIONS — media relations, 14 [1043–1044]
GOVERNMENT RELATIONS — media relations, 98 [1379, 1380]

medical records
COMPENSATION — cases, 26 [20926]
OCCUPATIONAL HEALTH & SAFETY — cases, 163 [1631]
PERSONNEL — employment conditions, 185 [20963]

meetings
COMMUNITY RELATIONS, 14 [1046–1047]
COMPENSATION — cases, 26 [20926]
EQUIPMENT & STORES — audit, 36 [1135]
ESTABLISHMENT, 49 [1187–1188]
FINANCIAL MANAGEMENT, 66 [1255–1256]
FINANCIAL MANAGEMENT — audit, 60 [1236]
FLEET MANAGEMENT, 83 [1319–1320]
GOVERNMENT RELATIONS, 99 [1382–1383]
INDUSTRIAL RELATIONS, 116 [1440–1441]
INDUSTRIAL RELATIONS — allowances, 109 [1421]
INFORMATION MANAGEMENT, 137 [1519–1520]
INFORMATION MANAGEMENT — audit, 122 [1474]
LEGAL SERVICES, 154 [1587–1588]
OCCUPATIONAL HEALTH & SAFETY, 170 [1652–1653]
OCCUPATIONAL HEALTH & SAFETY — audit, 162 [1628]
PERSONNEL, 191 [1730–1731]
PERSONNEL — grievances, 188 [1722]
PERSONNEL — performance management, 192 [1734]
PROCUREMENT, 212 [19496–19497]
PROCUREMENT — audit, 2–6 [19484]
PROCUREMENT — contracting-out, 209 [19489]
PROPERTY MANAGEMENT, 242 [1845–1846]
PROPERTY MANAGEMENT — audit, 223 [20983, 1797]
PROPERTY MANAGEMENT — contracting-out, 229 [1813]
PUBLICATION, 262 [1916–1917]
STAFF DEVELOPMENT, 276 [1982–1983]
STAFF DEVELOPMENT — audit, 273 [1968]
STRATEGIC MANAGEMENT, 290 [2040–2042]
STRATEGIC MANAGEMENT — audit, 283 [2025]
STRATEGIC MANAGEMENT — performance management, 291 [21005]
TECHNOLOGY & TELECOMMUNICATIONS, 314 [2128–2129]
TECHNOLOGY & TELECOMMUNICATIONS — audit, 302 [2091]

see also committees; conferences; liaison; negotiations

Members of Parliament, GOVERNMENT RELATIONS — visits, 108 [1416]
memorandum of boards and committees, GOVERNMENT RELATIONS — advice, 88 [20949]

metadata
INFORMATION MANAGEMENT — control, 126 [1490], 128 [1495]
PUBLICATIONS — production, 267 [1938]
TECHNOLOGY & TELECOMMUNICATIONS — application development, 300–301 [2086–2089]
TECHNOLOGY & TELECOMMUNICATIONS — control, 305 [2101]
migration of records
INFORMATION MANAGEMENT — data administration, 130 [1502]
TECHNOLOGY & TELECOMMUNICATIONS — data administration, 306 [2105]
military (Defence training) leave, PERSONNEL — leave, 190 [1727–1728]
Ministerial correspondence ('Ministerials')
GOVERNMENT RELATIONS — representations, 103–104 [1398–1400]
INFORMATION MANAGEMENT — control, 126 [1490]
Ministerial directives, GOVERNMENT RELATIONS — representations, 104 [1401]
Ministerial statements, GOVERNMENT RELATIONS — advice, 87 [1347]
Ministers
COMMUNITY RELATIONS — addresses (presentations), 1 [20921]
GOVERNMENT RELATIONS — addresses (presentations), 86 [1342, 1344]
GOVERNMENT RELATIONS — advice, 87–88 [1347–1350], 88 [20948]
GOVERNMENT RELATIONS — compliance, 93 [1364]
GOVERNMENT RELATIONS — media relations, 98 [1379–1381]
GOVERNMENT RELATIONS — procedures, 101 [1388]
GOVERNMENT RELATIONS — representations, 103–104 [1397–1401]
GOVERNMENT RELATIONS — security, 106 [1407]
GOVERNMENT RELATIONS — submissions, 106–107 [1410–1413]
GOVERNMENT RELATIONS — visits, 108 [1414, 1416]
INDUSTRIAL RELATIONS — enterprise bargaining, 113 [20953]
INDUSTRIAL RELATIONS — industrial action, 114 [1433]
PERSONNEL — employment conditions, 185 [1708]
minutes
GOVERNMENT RELATIONS — advice, 87 [1345, 1347], 88 [1349]
GOVERNMENT RELATIONS — representations, 103 [1398–1399]
GOVERNMENT RELATIONS — submissions, 106 [1408]
see also committees; meetings
misconduct
PERSONNEL — counselling, 183 [1702]
PERSONNEL — discipline, 184 [20962–1707]
see also criminal activity; fraud; infringements
mobile phones
TECHNOLOGY & TELECOMMUNICATIONS — allocation, 299 [2085]
TECHNOLOGY & TELECOMMUNICATIONS — policy, 317 [2137]
modelling, TECHNOLOGY & TELECOMMUNICATIONS, 314 [2130]
money
COMMUNITY RELATIONS — donations, 8 [1024–1025, 1027]
FINANCIAL MANAGEMENT — authorisation, 61 [1238]
FINANCIAL MANAGEMENT — donations, 64 [1248]
FINANCIAL MANAGEMENT — payments, 66 [1257]
FINANCIAL MANAGEMENT — treasury management, 73 [1291]
monitoring, see audit; evaluation; implementation; reviewing
motor vehicles
PROCUREMENT — acquisition, 205 [19478–19480]
PROCUREMENT — leasing, 211 [19494]
see also FLEET MANAGEMENT; parking
moving (relocation)
PERSONNEL, 191 [1732]
PERSONNEL — insurance, 189 [1724]
PROPERTY MANAGEMENT, 243 [1847]
TECHNOLOGY & TELECOMMUNICATIONS — installation, 311 [2121]
MSDS, OCCUPATIONAL HEALTH & SAFETY — health promotion, 167 [1646]
N

National Archives lending service, INFORMATION MANAGEMENT — enquiries, 133 [1509]

National Library of Australia

INFORMATION MANAGEMENT — agreements, 121 [1471–1472]
PUBLICACIÓN — compliance (library deposit), 256 [1893]
PUBLICACIÓN — production, 265 [1932], 266 [21189]
national security, LEGAL SERVICES — advice, 147 [21021]
nationally significant properties, see properties of national significance
natural disasters, PROPERTY MANAGEMENT — maintenance, 240 [1836–1837]
see also counter-disaster plans

negotiations

EQUIPMENT & STORES — agreements, 34 [1128]
FINANCIAL MANAGEMENT — accounting, 56 [1220]
FINANCIAL MANAGEMENT — agreements, 58 [1230]
FLEET MANAGEMENT — agreements, 75 [1296]
GOVERNMENT RELATIONS — agreements, 91 [1355, 1357]
GOVERNMENT RELATIONS — joint ventures, 96 [1375, 1377]
INDUSTRIAL RELATIONS — enterprise bargaining, 113 [20953]
INFORMATION MANAGEMENT — agreements, 121 [1472]
INFORMATION MANAGEMENT — cases, 123 [1480]
LEGAL SERVICES — infringements, 151 [1581]
OCCUPATIONAL HEALTH & SAFETY — agreements, 161 [1625]
PERSONNEL — agreements, 179 [1692]
PROCUREMENT — leasing, 211 [19492]
PROCUREMENT — tendering, 216 [19515]
PROPERTY MANAGEMENT — acquisition, 219 [1785]
PROPERTY MANAGEMENT — agreements, 221 [1792]
PROPERTY MANAGEMENT — leasing, 237 [1832]
PROPERTY MANAGEMENT — leasing-out, 238 [1834]
PROPERTY MANAGEMENT — tendering, 252 [1879]
PUBLICACIÓN — agreements, 254 [1889]
STRATEGIC MANAGEMENT — agreements, 282 [2023]
STRATEGIC MANAGEMENT — performance management, 291 [21005]
TECHNOLOGY & TELECOMMUNICATIONS — agreements, 299 [2084]
network connections

TECHNOLOGY & TELECOMMUNICATIONS — installation, 311 [2121]
TECHNOLOGY & TELECOMMUNICATIONS — security, 324 [2167]

new entry counselling, PERSONNEL — counselling, 183 [1702]

New South Wales

COMMUNITY RELATIONS — joint ventures, 12 [20925]
LEGAL SERVICES — agreements, 148 [20958]
PROCUREMENT — tendering, 217 [19520]
PROPERTY MANAGEMENT — acquisition, 220 [20980]
PROPERTY MANAGEMENT — disposal, 231 [20989]
PROPERTY MANAGEMENT — tendering, 253 [21003]
PUBLICACIÓN — joint ventures, 261 [21003]

newscuttings

COMMUNITY RELATIONS — media relations, 14 [1045]
GOVERNMENT RELATIONS — media relations, 98 [1381]
INFORMATION MANAGEMENT — distribution, 132 [1507]

newsletters, see PUBLICACIÓN

nominations

COMMUNITY RELATIONS — representatives, 19 [1065]
GOVERNMENT RELATIONS — advice, 88 [20949]
GOVERNMENT RELATIONS — representatives, 104 [1402]
OCCUPATIONAL HEALTH & SAFETY — representatives, 174 [1670]
PERSONNEL — representatives, 198 [1755]

non-ongoing employees
PERSONNEL — employment conditions, 186 [1711]
PERSONNEL — recruitment, 196 [20967]
PERSONNEL — separations, 202 [1768]

Northern Territory
COMMUNITY RELATIONS — joint ventures, 12 [20925]
LEGAL SERVICES — agreements, 148 [20958]
PROCUREMENT — tendering, 217 [19520]
PROPERTY MANAGEMENT — acquisition, 220 [20980]
PROPERTY MANAGEMENT — disposal, 231 [20989]
PROPERTY MANAGEMENT — tendering, 253 [21000]

notices of meetings, see committees; meetings

O

OCCUPATIONAL HEALTH & SAFETY
accidents, 160 [1619–1622], 169 [1649]
advice, 161 [1623]
agreements, 161 [1624–1625]
appeals (decisions), 161 [1626]
audit, 162 [1627–1628]
authorisation, 162 [1629–1630]
cases, 163 [1631]
committees, 164 [1632–1634], 174 [1670]
compliance, 165–166 [1635–1641]
evaluation, 166 [1643]
health promotion, 167 [1644–1646]
implementation, 168 [1647]
inquiries, 168 [1648]
inspections, 169 [1649–1651]
meetings, 162 [1628], 170 [1652–1653]
planning, 162 [1628], 170 [1654–1656], 175 [1674], 176 [1676–1677]
policy, 171 [1657–1661]
procedures, 172 [1662–1665]
reporting, 173 [1666–1668]
representatives, 174 [1669–1671]
research, 174 [1672–1673]
reviewing, 161 [1625], 175 [1674–1675]
risk management, 176 [1676–1678]
standards, 176 [1679]

see also COMPENSATION; hazardous substances; workers compensation insurance

Occupational Health & Safety (Commonwealth Employment) Act 1991
OCCUPATIONAL HEALTH & SAFETY — cases, 163 [1631]
OCCUPATIONAL HEALTH & SAFETY — compliance, 165 [1635, 1638], 166 [1641]

Occupational Health & Safety (Commonwealth Employment) (National Standards) Regulations
OCCUPATIONAL HEALTH & SAFETY — compliance, 165 [1635, 1639]
OCCUPATIONAL HEALTH & SAFETY — risk management, 176 [1676]
occupational health and safety disputes
INDUSTRIAL RELATIONS — inspections, 115 [1436]
OCCUPATIONAL HEALTH & SAFETY — inspections, 169 [1650]
occupational health and safety training, STAFF DEVELOPMENT — training, 281 [2020–2021]
occupational health centres and facilities, OCCUPATIONAL HEALTH & SAFETY — health promotion, 167 [1644]
off-the-shelf products and services, TECHNOLOGY & TELECOMMUNICATIONS — evaluation, 308 [2114]
official bank accounts and banking activities, FINANCIAL MANAGEMENT — accounting, 55–56 [20936–1217]
official passports, see passports
official secrets, undertakings to preserve, PERSONNEL — employment conditions, 185 [20963]
official symbols, PUBLICATION — compliance, 256 [1893]
OH&S, see OCCUPATIONAL HEALTH & SAFETY
Ombudsman, INFORMATION MANAGEMENT — cases, 123 [1480]
see also inquiries
ongoing employees
PERSONNEL — employment conditions, 185 [20963]
PERSONNEL — recruitment, 196 [20967]
PERSONNEL — separations, 202 [1767]
openings (buildings etc.), COMMUNITY RELATIONS — ceremonies, 3 [1009–1010]
operating manuals/instructions, see procedures
operating statements
FINANCIAL MANAGEMENT — accounting, 56 [1219]
FINANCIAL MANAGEMENT — financial statements, 64 [1250]
operations, TECHNOLOGY & TELECOMMUNICATIONS, 315 [2131]
operator licences
FLEET MANAGEMENT — accidents, 74 [1292]
FLEET MANAGEMENT — arrangements, 76 [1298]
oral evidence, transcripts of, GOVERNMENT RELATIONS — inquiries, 95 [1369, 1371]
orders, PROCUREMENT — acquisition, 204–205 [19477–19478]
organisational charts, ESTABLISHMENT — restructuring, 52 [1206–1207]
organisational structure, see ESTABLISHMENT
output costing records, FINANCIAL MANAGEMENT — accounting, 57 [1225]
outsourcing, see contracting-out
overdrafts, FINANCIAL MANAGEMENT — authorisation, 61 [1238]
overpayments
PERSONNEL — salaries, 200 [20968]
overtime
PERSONNEL — allowances, 179 [1693]
PERSONNEL — employment conditions, 187 [20965]
P
painting, PROPERTY MANAGEMENT — maintenance, 242 [1843]
pamphlets, see PUBLICATION
Pandora project, PUBLICATION — production, 266 [21189]
parental leave, PERSONNEL — leave, 190 [1727]
parking
FLEET MANAGEMENT — infringements, 81 [1312]
PROPERTY MANAGEMENT — arrangements, 222 [1795]
Parliament, tabling of reports and papers in, GOVERNMENT RELATIONS — advice, 88 [1351]
parliamentarians, GOVERNMENT RELATIONS — visits, 108 [1416]
Parliamentary Committee inquires, see inquiries
Parliamentary questions
GOVERNMENT RELATIONS — advice, 87 [1347], 88 [1349]
GOVERNMENT RELATIONS — representations, 103 [1397]
passengers, non-Commonwealth, FLEET MANAGEMENT — authorisation, 77 [1301]
passes, see security passes

passwords, requests to reset, TECHNOLOGY & TELECOMMUNICATIONS — operations, 315 [2131]

patents, LEGAL SERVICES — intellectual property, 153 [1583–1584]

patrol operators, PROPERTY MANAGEMENT — security, 250 [1873]

pay, see allowances; salaries and remuneration

payments

COMPENSATION, 30 [1104]

COMPENSATION — insurance, 30 [1103]

FINANCIAL MANAGEMENT, 66 [1257]

FINANCIAL MANAGEMENT — accounting, 55 [1214]

FINANCIAL MANAGEMENT — salaries, 72 [20938]

INDUSTRIAL RELATIONS — allowances, 109 [1421]

INFORMATION MANAGEMENT — intellectual property, 135 [1515]

OCCUPATIONAL HEALTH & SAFETY — compliance, 166 [1641]

PERSONNEL — salaries, 200 [20968–1763]

STAFF DEVELOPMENT — allowances, 272 [1965]

payroll deduction authorities, PERSONNEL — salaries, 200 [20968]

performance agreements, PERSONNEL — performance management, 192 [1734]

performance indicators

OCCUPATIONAL HEALTH & SAFETY — evaluation, 166 [1643]

STRATEGIC MANAGEMENT — performance management, 291 [21006]

performance management

PERSONNEL, 192 [1733–1735]

PERSONNEL — counselling, 183 [1702]

STRAEGIC MANAGEMENT, 291 [21005–21006]

TECHNOLOGY & TELECOMMUNICATIONS — customer service, 306 [2103]

period contracts

PROCUREMENT — acquisition, 204 [19477]

PROPERTY MANAGEMENT — acquisition, 219 [1786]

permanent officers, see ongoing employees

personal counselling, PERSONNEL — counselling, 183 [1702]

personal effects

PERSONNEL — insurance, 189 [1724]

PERSONNEL — moving, 191 [1732]

personal information, PERSONNEL — employment conditions, 185 [20963], 186 [1712]

see also privacy

personal injuries, see accidents

personal leave, PERSONNEL — leave, 190 [1728]

PERSONNEL

accidents, 178 [1690]

advice, 178 [21133]

agreements, 179 [1691–1692], 192 [1734]

allowances, 179 [1693]

arrangements, 112 [1894]

authorisation, 180 [1695–1696]

claims, 181 [1697]

committees, 182 [1698–1699]

compliance, 182 [1700]

counselling, 183 [1702–1703]

discipline, 184 [20962–1707]

employment conditions, 185–187 [1708–1720]

evaluation, 188 [1721]

grievances, 188 [1722]
infringements, 183 [1702], 184 [20962–1707], 189 [1723]
insurance, 181 [1697], 189 [1724–1725]
leave, 190 [1726–1728]
marketing, 190 [1729]
meetings, 188 [1722], 191 [1730–1731], 192 [1734]
moving, 189 [1724], 191 [1732]
performance management, 183 [1702], 192 [1733–1735]
planning, 193 [1736–1739]
policy, 194 [1740–1743]
procedures, 195 [1744–1746]
recruitment, 196 [20967–1748]
rehabilitation, 197 [1749]
reporting, 197 [1750–1754]
representatives, 198 [1755]
reviewing, 198 [1756–1757]
reviews (decisions), 199 [1758–1760]
salaries, 185 [1708], 187 [1717], 200 [20968–1763]
security, 201 [1764–1766]
separations, 183 [1703], 202 [1767–1768]
social clubs, 202 [1769]
suggestions, 203 [1770–1771]

see also ESTABLISHMENT; STAFF DEVELOPMENT personnel
COMMUNITY RELATIONS — conferences, 5 [20922, 1019]
PROPERTY MANAGEMENT — leasing-out, 238 [1834]
PROPERTY MANAGEMENT — lost property, 239 [20994–20995]
personnel case file registers, INFORMATION MANAGEMENT — control, 126 [1490]
personnel management plans, STRATEGIC MANAGEMENT — planning, 292 [2046]
pest control, PROPERTY MANAGEMENT — maintenance, 242 [1843]
pesticides, removal of, PROPERTY MANAGEMENT — maintenance, 241 [1840]
petty cash records, FINANCIAL MANAGEMENT — accounting, 55 [1214]
phones, see TECHNOLOGY & TELECOMMUNICATIONS
photographs
COMMUNITY RELATIONS — celebrations, 2 [1006]
COMMUNITY RELATIONS — ceremonies, 3 [1009]
COMMUNITY RELATIONS — marketing, 13 [1042]
INFORMATION MANAGEMENT — conservation, 125 [1488]
PUBLICATION — marketing, 262 [1914]
pilot licences
FLEET MANAGEMENT — accidents, 74 [1292]
FLEET MANAGEMENT — arrangements, 76 [1298]
pilot studies, TECHNOLOGY & TELECOMMUNICATIONS — application development,
300–301 [2086–2087]
PINS, see Provisional Improvement Notices
Planned Investigation Program, OCCUPATIONAL HEALTH & SAFETY — inspections, 169
[1650]
planning
COMMUNITY RELATIONS, 15 [1048–1051]
COMMUNITY RELATIONS — customer service, 7 [1021, 1023]
COMPENSATION — risk management, 33 [20933]
equipment & stores — audit, 36 [1135]
equipment & stores — risk management, 45 [1166]
establishment, 49 [1189–1192]
financial management, 67 [1258–1261]
financial management — audit, 60 [1236]
financial management — fraud, 65 [1251]
FINANCIAL MANAGEMENT — risk management, 71 [1275]
GOVERNMENT RELATIONS — customer service, 94 [1365, 1367]
INDUSTRIAL RELATIONS, 116 [1442–1445]
INDUSTRIAL RELATIONS — risk management, 119 [20954]
INFORMATION MANAGEMENT, 138 [1521–1524]
INFORMATION MANAGEMENT — audit, 122 [1474]
INFORMATION MANAGEMENT — customer service, 129 [1498]
INFORMATION MANAGEMENT — risk management, 144 [1549]
LEGAL SERVICES, 155 [1589–1592]
LEGAL SERVICES — risk management, 159 [20960]
OCCUPATIONAL HEALTH & SAFETY, 170 [1654–1656]
OCCUPATIONAL HEALTH & SAFETY — audit, 162 [1628]
OCCUPATIONAL HEALTH & SAFETY — reviewing, 175 [1674]
OCCUPATIONAL HEALTH & SAFETY — risk management, 176 [1676–1677]
PERSONNEL, 193 [1736–1739]
PROCUREMENT, 212 [19498–19500]
PROCUREMENT — audit, 206 [19484]
PROCUREMENT — reviewing, 214 [19509]
PROCUREMENT — risk management, 215 [19511]
PROPERTY MANAGEMENT, 244 [1848–1852]
PROPERTY MANAGEMENT — audit, 223 [1797]
PROPERTY MANAGEMENT — construction, 228 [1809–20986]
PROPERTY MANAGEMENT — reviewing, 248 [1866–1867]
PROPERTY MANAGEMENT — risk management, 248 [1869]
PROPERTY MANAGEMENT — tendering, 252 [20996]
PUBLICATION, 263 [1918–1923]
PUBLICATION — reviewing, 269 [1945]
STAFF DEVELOPMENT, 277 [1984–1987]
STAFF DEVELOPMENT — audit, 273 [1968]
STRATEGIC MANAGEMENT, 292 [2044–2048]
STRATEGIC MANAGEMENT — audit, 283 [2025]
STRATEGIC MANAGEMENT — committees, 284 [2026]
STRATEGIC MANAGEMENT — reporting, 295 [2057]
STRATEGIC MANAGEMENT — risk management, 297 [2065]
TECHNOLOGY & TELECOMMUNICATIONS, 316 [2132–2136]
TECHNOLOGY & TELECOMMUNICATIONS — customer service, 306 [2103]
TECHNOLOGY & TELECOMMUNICATIONS — implementation, 310 [2117]
TECHNOLOGY & TELECOMMUNICATIONS — risk management, 323 [2162]

see also counter-disaster plans; implementation; return to work plans and processes

plans and maps, see PUBLICATION
plant, see EQUIPMENT & STORES
plant breeder’s rights, LEGAL SERVICES — intellectual property, 153 [1583–1584]
plumbing, PROPERTY MANAGEMENT — installation, 235 [20991]

policy
COMMUNITY RELATIONS, 16 [1052–1055]
COMPENSATION, 31 [20929–1108]
EQUIPMENT & STORES, 43 [1157–1158]
ESTABLISHMENT, 50 [1193–1196]
FINANCIAL MANAGEMENT, 68 [1262–1265]
FLEET MANAGEMENT, 83 [1321–1324]
GOVERNMENT RELATIONS, 100 [1384–1387]
GOVERNMENT RELATIONS — advice, 87–89 [1345–20948]
GOVERNMENT RELATIONS — agreements, 91 [1354]
GOVERNMENT RELATIONS — joint ventures, 96 [1374]
INDUSTRIAL RELATIONS, 117 [1446–1449]
INFORMATION MANAGEMENT, 139–140 [1525–1531]
INFORMATION MANAGEMENT — cases, 123 [1478]
LEGAL SERVICES, 156 [1593–1596]
OCCUPATIONAL HEALTH & SAFETY, 171 [1657–1661]
PERSONNEL, 194 [1740–1743]
PROCUREMENT, 213 [19501–19503]
PROPERTY MANAGEMENT, 245 [1853–1856]
PUBLICATION, 264 [1924–1927]
STAFF DEVELOPMENT, 278 [1988–1991]
STRATEGIC MANAGEMENT, 293 [2049–2052]
STRATEGIC MANAGEMENT — committees, 284 [2026]
TECHNOLOGY & TELECOMMUNICATIONS, 317 [2137–2140]

see also implementation; planning
portfolio budget statements, FINANCIAL MANAGEMENT — budgeting, 61 [1239]
portfolio Ministers, see Ministers
position profiles, ESTABLISHMENT — variations, 54 [1212]
posters, see PUBLICATION
premises, see PROPERTY MANAGEMENT
premiums, see insurance
presentations, see addresses
preservation, see conservation
press relations, see media relations
Prime Minister
GOVERNMENT RELATIONS — submissions, 106–107 [1410–1413]
GOVERNMENT RELATIONS — visits, 108 [1416]
printing, PUBLICATION — production, 267 [1938]
privacy
INFORMATION MANAGEMENT, 140 [1532–1533]
INFORMATION MANAGEMENT — audit, 122 [1473]
INFORMATION MANAGEMENT — cases, 123–124 [1478–1481]
PUBLICATION — compliance, 256 [1893]
TECHNOLOGY & TELECOMMUNICATIONS, 318 [2141–2142]
Privacy Act 1988
INFORMATION MANAGEMENT — cases, 123–124 [1478–1481]
INFORMATION MANAGEMENT — privacy, 140 [1532]
PUBLICATION — compliance, 256 [1893]
private use of fuel cards, FLEET MANAGEMENT — authorisation, 77 [1300]
private vehicles
FLEET MANAGEMENT — allowances, 75 [1297]
FLEET MANAGEMENT — authorisation, 77 [1300]
privatisation, INFORMATION MANAGEMENT — disposal, 131 [1505]
probation reports, PERSONNEL — employment conditions, 185 [20963]
procedures
COMMUNITY RELATIONS, 17 [1056–1058]
COMPENSATION, 32 [1109–1111]
EQUIPMENT & STORES, 43 [1159–1162]
ESTABLISHMENT, 51 [1197–1199]
FINANCIAL MANAGEMENT, 69 [1266–1268]
FLEET MANAGEMENT, 84 [1325–1327]
GOVERNMENT RELATIONS, 101 [1388–1390]
GOVERNMENT RELATIONS — agreements, 91 [1354]
GOVERNMENT RELATIONS — joint ventures, 96 [1374]
GOVERNMENT RELATIONS — media relations, 98 [1380]
INDUSTRIAL RELATIONS, 117 [1450–1452]
INFORMATION MANAGEMENT, 141 [1534–1537]
LEGAL SERVICES, 157 [1597–1599]
OCCUPATIONAL HEALTH & SAFETY, 172 [1662–1665]
PERSONNEL, 195 [1744–1746]
PROCUREMENT, 213 [19504–19505]
PROPERTY MANAGEMENT, 246 [1857–1859]
PROPERTY MANAGEMENT — maintenance, 241 [1842]
PUBLICAION, 264 [1928–1930]
PUBLICAION — production, 266 [21189]
STAFF DEVELOPMENT, 278 [1992–1994]
STRATEGIC MANAGEMENT, 294 [2053–2055]
TECHNOLOGY & TELECOMMUNICATIONS, 319 [2143–2146]
TECHNOLOGY & TELECOMMUNICATIONS — application development, 300 [2086]
see also implementation

PROCUREMENT
acquisition, 204–205 [19477–19480]; property, 218–220 [1782–20980], 244 [1849]
advice, 205 [19481]
agreements, 206 [19482]
audit, 206 [19483–19484]
authorisation, 207 [19485–19486]
committees, 207 [21131–21132]
complaints, 208 [21130]
compliance, 208 [19487]
construction, 208 [19488]
contracting-out, see contracting-out
evaluation, 209–211 [19489–19492], 216 [19513–19514]
leasing, see leasing
meetings, 206 [19484], 209 [19489], 212 [19496–19497]
planning, 206 [19484], 212 [19498–19500], 214 [19509], 215 [19511], 216 [19513]
policy, 213 [19501–19503]
procedures, 213 [19504–19505]
reporting, 214 [19506–19508]
reviewing, 214 [19509–19510]
risk management, 215 [19511–19512]
tendering, 208 [21130], 216–217 [19513–19522]; property, 252–253 [20996–1886]
see also invoices
product launches, PUBLICATION — marketing, 262 [1913]
production
PUBLICATION, 265–267 [1931–1938]
PUBLICATION — planning, 263 [1920]
professional subscriptions and membership, COMMUNITY RELATIONS — liaison, 13
[1041]
programs
COMMUNITY RELATIONS — celebrations, 2 [1006, 1008]
COMMUNITY RELATIONS — ceremonies, 3 [1009, 1011]
COMMUNITY RELATIONS — conferences, 5 [1014, 20922]
GOVERNMENT RELATIONS — visits, 108 [1414]
STAFF DEVELOPMENT — conferences, 275 [1974, 1977]
STAFF DEVELOPMENT — training, 281 [2017]
see also PUBLICATION
project management records
PROPERTY MANAGEMENT — construction, 228 [1809–20986]
TECHNOLOGY & TELECOMMUNICATIONS — implementation, 310 [2119]
promotions, see appointments; marketing
proof-reading, PUBLICATION — production, 267 [1938]
properties of national significance
PROPERTY MANAGEMENT — acquisition, 218 [1782]
PROPERTY MANAGEMENT — committees, 225 [1802], 226 [1804]
PROPERTY MANAGEMENT — conservation, 227 [20985]
PROPERTY MANAGEMENT — construction, 228 [1809]
PROPERTY MANAGEMENT — disposal, 230 [1814]
PROPERTY MANAGEMENT — fit-outs, 232 [1820]
PROPERTY MANAGEMENT — implementation, 233 [1822]
PROPERTY MANAGEMENT — maintenance, 240 [1836]
PROPERTY MANAGEMENT — planning, 244 [1848]
PROPERTY MANAGEMENT — reporting, 247 [1860]
PROPERTY MANAGEMENT — reviewing, 248 [1866]

property damage, see damage
property donations, COMMUNITY RELATIONS — donations, 8 [1024, 1026]
property guarding, PROPERTY MANAGEMENT — security, 250 [1873]
property loss, see loss and lost property
PROPERTY MANAGEMENT
acquisition, 218–220 [1782–20980], 244 [1849]
advice, 220 [20981]
agreements, 220 [20978–20980], 221 [20982–1793], 230–231 [20987–20989]
appeals (decisions), 222 [1794]
arrangements, 222 [1795], 243 [1847]
audit, 223 [20983–1797]
authorisation, 224 [1798–1799]
claims, 224 [1800–1801]
committees, 225–226 [1802–1804]
compliance, 226 [1805]
conservation, 227 [20985–1808]
construction, 228–229 [1809–1812]
contracting-out, 229 [1813]
disposal, 230–231 [1814–20989], 241 [1839–1841], 244 [1849]
evaluation, 229–230 [1813–1815], 231 [1819], 237 [1832], 252 [20996–1878]
fit-outs, 232 [1820–20990]
implementation, 233 [1822–1825]
inspections, 234 [1826–1827]
installation, 235 [20991]
insurance, 224 [1801], 235 [1829–1830]
inventory, 236 [1831], 243 [1847]
leasing, 237 [1832–20992]
leasing-out, 238 [1834–20993]
lost property, 239 [20994–20995]
maintenance, 240–242 [1836–1844], 244 [1849]
meetings, 223 [20983, 1797], 229 [1813], 242 [1845–1846]
moving, 243 [1847]
planning, 223 [1797], 228 [1809–20986], 233 [1822–1823], 244 [1848–1852], 248 [1866–1867], 252 [20996]
policy, 245 [1853–1856]
procedures, 241 [1842], 246 [1857–1859]
reporting, 247 [1860–1865]
reviewing, 221 [1792], 248 [1866–1868]
risk management, 248 [1869–1870]
security, 247 [1863], 249–251 [1871–1876], 251 [1874]
tendering, 252–253 [20996–1886]
prototypes, TECHNOLOGY & TELECOMMUNICATIONS — modelling, 314 [2130]

Provisional Improvement Notices (PINS)
OCCUPATIONAL HEALTH & SAFETY — compliance, 165 [1638]
OCCUPATIONAL HEALTH & SAFETY — inspections, 169 [1650]
psychological testing, PERSONNEL — recruitment, 196 [20967]

public enquiries
COMMUNITY RELATIONS — enquiries, 9 [1028]
PUBLICATION — enquiries, 259 [1903]
public office, appointments to, GOVERNMENT RELATIONS — advice, 88 [20949]
public organisations, donations to, COMMUNITY RELATIONS — donations, 8 [1027]

public reaction
COMMUNITY RELATIONS, 17 [1059]
INFORMATION MANAGEMENT — suggestions, 146 [1556]
Public Service Arbitrator
INDUSTRIAL RELATIONS — agreements, 109 [20951]
INDUSTRIAL RELATIONS — appeals (decisions), 110 [20952–1423]
INDUSTRIAL RELATIONS — industrial action, 114 [1433]

public speeches, see addresses; guest speakers
public suggestions, COMMUNITY RELATIONS — suggestions, 21 [1074]
public visitor books, COMMUNITY RELATIONS — visits, 22 [1088]
public visitors, see visits

PUBLICATION
advice, 254 [1887]
agreements, 254 [1888–1890], 261 [1908–1912]
committees, 255 [1891–1892]
compliance, 256 [1893]
corporate style, 257 [1895–1898]
disposal, 258 [1899–1900]
distribution, 258 [1901]
drafting, 258 [1902]
enquiries, 259 [1903]
evaluation, 259 [1904–1905], 262 [1913]
intellectual property, 260 [1906–1907]
joint ventures, 261 [1908–1912]
marketing, 262 [1913–1915], 263 [1921]
meetings, 262 [1916–1917]
planning, 263 [1918–1923], 269 [1945]
policy, 264 [1924–1927]
procedures, 264 [1928–1930], 266 [21189]
production, 263 [1920], 265–267 [1931–1938]
reporting, 268 [1938–1942]
research, 262 [1913], 268 [1943–1944]
reviewing, 254 [1889], 269 [1945–1946]
risk management, 269 [1947–1949]
stocktake, 270 [1950]
purchase invoices, FINANCIAL MANAGEMENT — accounting, 55 [1214]
purchasing, see contracting-out; leasing; PROCUREMENT
purpose-built equipment and stores, PROCUREMENT — evaluation, 210 [19491]

Q

qualifications, evidence of, PERSONNEL — employment conditions, 185 [20963]
quality
INFORMATION MANAGEMENT — data administration, 130 [1502]
PUBLICATION — production, 267 [1938]
TECHNOLOGY & TELECOMMUNICATIONS — data administration, 306 [2105]
see also compliance; standards
Quality System Guidelines, LEGAL SERVICES — compliance, 150 [1579]
Queensland
COMMUNITY RELATIONS — joint ventures, 12 [20925]
LEGAL SERVICES — agreements, 148 [20958]
PROCUREMENT — tendering, 217 [19520]
PROPERTY MANAGEMENT — acquisition, 220 [20980]
PROPERTY MANAGEMENT — disposal, 231 [20989]
PROPERTY MANAGEMENT — tendering, 253 [21000]

PUBLICATION — joint ventures, 261 [21003]

Question Time Briefs, GOVERNMENT RELATIONS — advice, 87 [1347], 88 [1349]
quotes
EQUIPMENT & STORES — disposal, 38 [1143]
FLEET MANAGEMENT — disposal, 80 [1310]
PROCUREMENT — acquisition, 204–205 [19477–19478]
TECHNOLOGY & TELECOMMUNICATIONS — disposal, 307 [2110]

reappointments, see appointments
receipt
COMMUNITY RELATIONS — greetings, 11 [1034]
EQUIPMENT & STORES — arrangements, 35 [1131]
INFORMATION MANAGEMENT — control, 128 [1496]
receipt of advice, see advice
receipts
FINANCIAL MANAGEMENT — accounting, 55 [1214], 56 [1218], 57 [1224]
FINANCIAL MANAGEMENT — treasury management, 73 [1291]
INFORMATION MANAGEMENT — security, 145 [1553]
reconciliations, FINANCIAL MANAGEMENT — accounting, 56 [1217, 1222]
reconsiderations, see appeals

Recordkeeping Metadata Standards for Commonwealth Agencies, INFORMATION MANAGEMENT — control, 126 [1490]
records and recordkeeping systems, see INFORMATION MANAGEMENT
records authorities, INFORMATION MANAGEMENT — policy, 139 [20956]
records management, see INFORMATION MANAGEMENT
records management units
INFORMATION MANAGEMENT — customer service, 129 [1498, 1500]
INFORMATION MANAGEMENT — marketing, 136 [1518]
recovery of data, TECHNOLOGY & TELECOMMUNICATIONS — operations, 315 [2131]
recovery of overpayments, see overpayments
recreation leave, PERSONNEL — leave, 190 [1728]

recruitment
PERSONNEL, 196 [20967–1748]
PERSONNEL — marketing, 190 [1729]
see also appointments
redeployment, PERSONNEL — employment conditions, 186 [1714–20964]
reduction in classification, PERSONNEL — employment conditions, 186 [1714], 187[1715]
redundancies
PERSONNEL — separations, 202 [1767]
referee reports, PERSONNEL — recruitment, 196 [20967]
registered mail, INFORMATION MANAGEMENT — control, 128 [1496]

registers
INFORMATION MANAGEMENT — control, 126 [1490]
INFORMATION MANAGEMENT — security, 145 [1553]
OCCUPATIONAL HEALTH & SAFETY — compliance, 165 [1640]
OCCUPATIONAL HEALTH & SAFETY — health promotion, 167 [1644]
OCCUPATIONAL HEALTH & SAFETY — procedures, 172 [1663]
PERSONNEL — security, 201 [1764]
PROCUREMENT — tendering, 216 [19517], 217 [19522]
PROPERTY MANAGEMENT — lost property, 239 [20995]
PROPERTY MANAGEMENT — security, 251 [1874]
PROPERTY MANAGEMENT — tendering, 252 [1881], 253 [1886]
STAFF DEVELOPMENT — training, 281 [2021]
TECHNOLOGY & TELECOMMUNICATIONS — security, 324 [2168]

registers of risk
COMPENSATION — risk management, 33 [20934]
EQUIPMENT & STORES — risk management, 45 [1167]
FINANCIAL MANAGEMENT — risk management, 71 [1276]
INDUSTRIAL RELATIONS — risk management, 119 [20955]
INFORMATION MANAGEMENT — risk management, 144 [1550]
LEGAL SERVICES — risk management, 159 [20961]
PROCUREMENT — risk management, 215 [19512]
PROPERTY MANAGEMENT — risk management, 248 [1870]
PUBLICATIONS — risk management, 269 [1949]
STRATEGIC MANAGEMENT — risk management, 297 [2066]
TECHNOLOGY & TELECOMMUNICATIONS — risk management, 323 [2163]

registrations
COMMUNITY RELATIONS — conferences, 5 [1014, 20922]
FINANCIAL MANAGEMENT — compliance, 63 [1246]
FLEET MANAGEMENT — compliance, 79 [1307]
OCCUPATIONAL HEALTH & SAFETY — compliance, 165 [1635]
STAFF DEVELOPMENT — conferences, 275 [1974, 1977]

rehabilitation
COMPENSATION — cases, 26 [20926]
COMPENSATION — policy, 31 [20929]
PERSONNEL, 197 [1749]
rehabilitation providers, appointment of
COMPENSATION — cases, 26 [20926]
release, deeds of, LEGAL SERVICES — agreements, 148 [1571]
relocation, see moving
removable media in secure systems, TECHNOLOGY & TELECOMMUNICATIONS — security, 324 [2168]
removals, see moving
remuneration, see allowances; salaries and remuneration
rental, see leasing
repairs, see maintenance

reporting
COMMUNITY RELATIONS, 18 [1060–1064]
COMPENSATION, 32 [20930–20932]
EQUIPMENT & STORES, 44 [1163]
ESTABLISHMENT, 51 [1200–1203]
FINANCIAL MANAGEMENT, 70 [1269–1272]
FLEET MANAGEMENT, 84 [1328–1331]
GOVERNMENT RELATIONS, 102 [1391–1396]
GOVERNMENT RELATIONS — visits, 108 [1417], 108 [1414]
INDUSTRIAL RELATIONS, 118 [1453–1456]
INFORMATION MANAGEMENT, 142 [1538–1542]
LEGAL SERVICES, 157 [1600–1603]
OCCUPATIONAL HEALTH & SAFETY, 173 [1666–1668]
PERSONNEL, 197 [1750–1754]
PROCUREMENT, 214 [19506–19508]
PROPERTY MANAGEMENT, 247 [1860–1865]
PUBLICATION, 268 [1938–1942]
STAFF DEVELOPMENT, 279 [1995–1998]
STRATEGIC MANAGEMENT, 295 [2056–2060]
TECHNOLOGY & TELECOMMUNICATIONS, 320 [2147–2151]
reports of committees, see committees
representations, GOVERNMENT RELATIONS, 103–104 [1397–1402]
see also LEGAL SERVICES
representatives
COMMUNITY RELATIONS, 19 [1065]
COMMUNITY RELATIONS — visits, 22 [1086]
GOVERNMENT RELATIONS, 104 [1402]
INDUSTRIAL RELATIONS — disputes, 112 [1429]
INDUSTRIAL RELATIONS — enterprise bargaining, 113 [20953]
INDUSTRIAL RELATIONS — grievances, 113 [1432]
INDUSTRIAL RELATIONS — meetings, 116 [1440]
OCCUPATIONAL HEALTH & SAFETY, 174 [1669–1671]
PERSONNEL, 198 [1755]
reprints, see PUBLICATION
requests for information, see enquiries
requests for proposals
PROCUREMENT — tendering, 216 [19513]
PROPERTY MANAGEMENT — tendering, 252 [20996]
TECHNOLOGY & TELECOMMUNICATIONS — evaluation, 308 [2113]
requests for quotes, PROCUREMENT — acquisition, 204 [19477]
requests for system changes
TECHNOLOGY & TELECOMMUNICATIONS — application development, 300 [2086]
TECHNOLOGY & TELECOMMUNICATIONS — database management, 307 [2107]
Requests for Tender
PROCUREMENT — tendering, 216 [19513]
PROPERTY MANAGEMENT — tendering, 252 [20996]
research
COMMUNITY RELATIONS, 19 [1066–1067]
GOVERNMENT RELATIONS, 105 [1403–1404]
INDUSTRIAL RELATIONS, 118 [1457–1458]
INFORMATION MANAGEMENT, 143 [1543–1544]
LEGAL SERVICES, 158 [1604–1605]
OCCUPATIONAL HEALTH & SAFETY, 174 [1672–1673]
PUBLICATION, 268 [1943–1944]
PUBLICATION — marketing, 262 [1913]
STRATEGIC MANAGEMENT, 296 [2061–2062]
TECHNOLOGY & TELECOMMUNICATIONS, 321 [2152–2153]
TECHNOLOGY & TELECOMMUNICATIONS — customer service, 306 [2103]
residential accommodation, PROPERTY MANAGEMENT — leasing-out, 238 [1834]
resignations
COMMUNITY RELATIONS — representatives, 19 [1065]
GOVERNMENT RELATIONS — advice, 88 [20949]
GOVERNMENT RELATIONS — representatives, 104 [1402]
OCCUPATIONAL HEALTH & SAFETY — representatives, 174 [1669]
PERSONNEL — representatives, 198 [1755]
PERSONNEL — separations, 202 [1767]
response time monitoring, TECHNOLOGY & TELECOMMUNICATIONS — customer service, 306 [2103]
responses
GOVERNMENT RELATIONS — advice, 87 [1347]
GOVERNMENT RELATIONS — inquiries, 95 [1369, 1371]
GOVERNMENT RELATIONS — representations, 103 [1398–1400]
OCCUPATIONAL HEALTH & SAFETY — inspections, 169 [1650]
responses to statutory obligation, FINANCIAL MANAGEMENT — reporting, 70 [1269]
responses to surveys
COMMUNITY RELATIONS — reporting, 18 [1064]
GOVERNMENT RELATIONS — reporting, 102 [1396]
INFORMATION MANAGEMENT — reporting, 142 [1542]
STRATEGIC MANAGEMENT — reporting, 295 [2060]
TECHNOLOGY & TELECOMMUNICATIONS — reporting, 320 [2149]

restoration, see conservation; maintenance and repairs
restricted areas, intrusions into, PROPERTY MANAGEMENT — security, 249 [1871]

restructuring
ESTABLISHMENT, 52 [1204–1207]
GOVERNMENT RELATIONS — agreements, 91 [1354]
GOVERNMENT RELATIONS — joint ventures, 96 [1374]
INFORMATION MANAGEMENT, 143 [1545–1546]
INFORMATION MANAGEMENT — disposal, 131 [1505]
TECHNOLOGY & TELECOMMUNICATIONS, 321 [2154]

resubmit lists/notices, 127 [1492]
results of testing, see examination results; test results

retirements
PERSONNEL — counselling, 183 [1703]
PERSONNEL — separations, 202 [1767]

retrenchment, PERSONNEL — separations, 202 [1767]

return to work plans and processes
COMPENSATION — cases, 26 [20926]
COMPENSATION — policy, 31 [20929]
COMPENSATION — procedures, 32 [1109]
PERSONNEL — rehabilitation, 197 [1749]

revenue records, see FINANCIAL MANAGEMENT

reviewing and reviews
COMMUNITY RELATIONS, 20 [1068–1069]
COMMUNITY RELATIONS — joint ventures, 12 [1036]
COMPENSATION, 33 [1112–1113]
COMPENSATION — cases, 26 [20926]
COMPENSATION — insurance, 30 [1103]
EQUIPMENT & STORES, 44 [1164–1165]
EQUIPMENT & STORES — agreements, 34 [1128]
ESTABLISHMENT, 53 [1208–1210]
FINANCIAL MANAGEMENT, 71 [1273–1274]
FINANCIAL MANAGEMENT — agreements, 58 [1230]
FLEET MANAGEMENT — agreements, 75 [1296]
GOVERNMENT RELATIONS, 105 [1405–1406]
GOVERNMENT RELATIONS — agreements, 91 [1355, 1357]
INFORMATION MANAGEMENT, 144 [1547–1548]
INFORMATION MANAGEMENT — agreements, 121 [1472]
INFORMATION MANAGEMENT — policy, 140 [1531]
LEGAL SERVICES, 158 [1606–1607]
OCCUPATIONAL HEALTH & SAFETY, 175 [1674–1675]
OCCUPATIONAL HEALTH & SAFETY — agreements, 161 [1625]
PERSONNEL, 198 [1756–1757]
PROCUREMENT, 214 [19509–19510]
PROPERTY MANAGEMENT, 248 [1866–1868]
PROPERTY MANAGEMENT — agreements, 221 [1792]
PUBLICATION, 269 [1945–1946]
PUBLICATION — agreements, 254 [1889]
PUBLICATION — joint ventures, 261 [1908–1912]
STAFF DEVELOPMENT, 279 [1999–2000]
STRATEGIC MANAGEMENT, 296 [2063–2064]
STRATEGIC MANAGEMENT — agreements, 282 [2023]
TECHNOLOGY & TELECOMMUNICATIONS, 322–323 [2155–2161]
TECHNOLOGY & TELECOMMUNICATIONS — agreements, 299 [2084]


see also audit; evaluation; inspections; performance management reviews (decisions), PERSONNEL, 199 [1758–1760] see also appeals

RFTs, see Requests for Tender

right-of-way arrangements, PROPERTY MANAGEMENT — agreements, 221 [1793]

risk management


rosters

PERSONNEL — employment conditions, 187 [1720] PROPERTY MANAGEMENT — security, 250 [1873] Royal Commissions, see inquiries

royalty, GOVERNMENT RELATIONS — visits, 108 [1415]

S


salaries and remuneration


salary packaging arrangements, PERSONNEL — salaries, 200 [1763] sales, PUBLICATION — marketing, 262 [1913, 1915] see also disposal; distribution


scholarships, see study schemes


secrets (trade), LEGAL SERVICES — intellectual property, 153 [1583–1584]
Section 35 agreements, INFORMATION MANAGEMENT — agreements, 121 [1471–1472]

security
COMMUNITY RELATIONS, 20 [1070]
EQUIPMENT & STORES, 45 [1168–1169]
GOVERNMENT RELATIONS, 106 [1407]
INFORMATION MANAGEMENT, 145 [1551–1553]
INFORMATION MANAGEMENT — policy, 139 [1525]
PERSONNEL, 201 [1764–1766]
PROPERTY MANAGEMENT, 249–251 [1871–1876]
TECHNOLOGY & TELECOMMUNICATIONS, 324–325 [2164–2169]
TECHNOLOGY & TELECOMMUNICATIONS — implementation, 310 [2117]
TECHNOLOGY & TELECOMMUNICATIONS — planning, 316 [2132]
TECHNOLOGY & TELECOMMUNICATIONS — policy, 317 [2137]

security (national), LEGAL SERVICES — advice, 147 [21021]
security accreditation authorities, TECHNOLOGY & TELECOMMUNICATIONS — security, 325 [2169]

security clearances/checks, PERSONNEL — security, 201 [1764, 1766]
security containers, see combinations
security data logs, PROPERTY MANAGEMENT — security, 251 [1874]
security equipment, PROPERTY MANAGEMENT — installation, 235 [20991]
security leaks, TECHNOLOGY & TELECOMMUNICATIONS — security, 324 [2164]

security passes
PERSONNEL — security, 201 [1764–1765]
PROPERTY MANAGEMENT — security, 251 [1874]

security surveys, PROPERTY MANAGEMENT — reporting, 247 [1863]

selection criteria, ESTABLISHMENT — variations, 54 [1212]
self-audit program, OCCUPATIONAL HEALTH & SAFETY — inspections, 169 [1650]

self-insurance licences
COMPENSATION — authorisation, 25 [1094]
COMPENSATION — insurance, 30 [20928]

Senate Continuing Order No 5, INFORMATION MANAGEMENT — compliance, 125 [1485]

Senior Executive Service (SES) employees
FLEET MANAGEMENT — authorisation, 77 [1301]
PERSONNEL — employment conditions, 185 [20963], 186 [1714]
PERSONNEL — recruitment, 196 [20967]
PERSONNEL — separations, 202 [1768]

separations
GOVERNMENT RELATIONS — advice, 88 [20949]
GOVERNMENT RELATIONS — representatives, 104 [1402]
OCCUPATIONAL HEALTH & SAFETY — representatives, 174 [1669]
PERSONNEL, 202 [1767–1768]
PERSONNEL — counselling, 183 [1703]
PERSONNEL — representatives, 198 [1755]

service charters
COMMUNITY RELATIONS — customer service, 7 [1022]
GOVERNMENT RELATIONS — customer service, 94 [1366]
INFORMATION MANAGEMENT — customer service, 129 [1499]
STRATEGIC MANAGEMENT — customer service, 286 [2033]
TECHNOLOGY & TELECOMMUNICATIONS — customer service, 306 [2104]

service level agreements, STRATEGIC MANAGEMENT — agreements, 282 [2022]

shared system suites, TECHNOLOGY & TELECOMMUNICATIONS — evaluation, 308 [2114]

shipping laws, breaches of, FLEET MANAGEMENT — infringements, 81 [1312]

short term rental vehicles, PROCUREMENT — leasing, 211 [19494]
sick leave, PERSONNEL — leave, 190 [1728]

skills audit reports, STAFF DEVELOPMENT — audit, 273 [1967]
social clubs, PERSONNEL, 202 [1769]
social functions, COMMUNITY RELATIONS — functions (social), 10 [1031]
software
TECHNOLOGY & TELECOMMUNICATIONS — application development, 300–301
[2086–2089]
TECHNOLOGY & TELECOMMUNICATIONS — implementation, 310 [2118]
TECHNOLOGY & TELECOMMUNICATIONS — inspections, 311 [2120]
TECHNOLOGY & TELECOMMUNICATIONS — installation, 311 [2122]
TECHNOLOGY & TELECOMMUNICATIONS — intellectual property, 312 [2123–2124]
TECHNOLOGY & TELECOMMUNICATIONS — procedures, 319 [2146]
see also metadata
South Australia
COMMUNITY RELATIONS — joint ventures, 12 [20924]
LEGAL SERVICES — agreements, 148 [1573]
PROCUREMENT — tendering, 216 [19519]
PROPERTY MANAGEMENT — acquisition, 220 [20979]
PROPERTY MANAGEMENT — disposal, 230 [20988]
PROPERTY MANAGEMENT — tendering, 252 [20999]
PUBLICATION — joint ventures, 261 [1910]
Space and spaces
OCCUPATIONAL HEALTH & SAFETY — compliance, 165 [1637]
PROPERTY MANAGEMENT — leasing, 237 [1832]
PROPERTY MANAGEMENT — planning, 244 [1849]
STAFF DEVELOPMENT — training, 281 [2020]
special accounts, FINANCIAL MANAGEMENT — treasury management, 73 [1291]
special leave, PERSONNEL — leave, 190 [1728]
specifications
PROCUREMENT — evaluation, 210 [19491]
PROPERTY MANAGEMENT — construction, 228 [1809–20986]
TECHNOLOGY & TELECOMMUNICATIONS — application development, 300–301
[2086–2087]
TECHNOLOGY & TELECOMMUNICATIONS — evaluation, 308 [2113]
speeches, see addresses; conferences; guest speakers
spending records, see FINANCIAL MANAGEMENT
staff, see ESTABLISHMENT; PERSONNEL
STAFF DEVELOPMENT
addresses (presentations), 271 [1962–1963]
advice, 271 [1964]
allowances, 272 [1965]
arrangements, 272 [1966], 275 [1974], 280 [2014], 281 [2019]
audit, 273 [1967–1968]
committees, 274 [1971–1972]
compliance, 274 [1973]
conferences, 275 [1974–1979]
evaluation, 275 [1975, 1979], 276 [1981], 281 [2016]
meetings, 273 [1968], 276 [1982–1983]
planning, 273 [1968], 277 [1984–1987]
policy, 278 [1988–1991]
procedures, 278 [1992–1994]
reporting, 279 [1995–1998]
reviewing, 279 [1999–2000]
training, 280–281 [2011–2021]
staff management plans, STRATEGIC MANAGEMENT — planning, 292 [2046]
staff suggestion schemes, PERSONNEL — suggestions, 203 [1770–1771]
staff surveys, STAFF DEVELOPMENT — reporting, 279 [1995]
stakeholder meetings
  PROCUREMENT — contracting-out, 209 [19489]
  PROPERTY MANAGEMENT — contracting-out, 229 [1813]
standards
  FINANCIAL MANAGEMENT, 72 [1278]
  INFORMATION MANAGEMENT, 146 [1554]
  OCCUPATIONAL HEALTH & SAFETY, 176 [1679]
  STRATEGIC MANAGEMENT, 297 [2067]
  TECHNOLOGY & TELECOMMUNICATIONS, 325 [2170]
  see also Australian Standard; compliance; infringements
statements, GOVERNMENT RELATIONS — inquiries, 95 [1369, 1371]
statements, Ministerial, GOVERNMENT RELATIONS — advice, 87 [1347]
statements of assets and liabilities, FINANCIAL MANAGEMENT — financial statements,
  64 [1250]
statements of cash flows
  FINANCIAL MANAGEMENT — accounting, 56 [1219]
  FINANCIAL MANAGEMENT — financial statements, 64 [1250]
statements of expectations and intent
  STRATEGIC MANAGEMENT — performance management, 291 [21005]
statements of financial position
  FINANCIAL MANAGEMENT — accounting, 56 [1219]
  FINANCIAL MANAGEMENT — financial statements, 64 [1250]
statements of requirements
  PROCUREMENT — tendering, 216 [19513]
  PROPERTY MANAGEMENT — tendering, 252 [20996]
  TECHNOLOGY & TELECOMMUNICATIONS — evaluation, 308 [2113]
stationery, PUBLICATION — corporate style, 257 [1896–1898]
statistical summaries, OCCUPATIONAL HEALTH & SAFETY — health promotion, 167
  [1644]
statutes, see legislation
statutory appointments, GOVERNMENT RELATIONS — advice, 88 [20949]
statutory requirements, see compliance
STD, TECHNOLOGY & TELECOMMUNICATIONS — allocation, 299 [2085]
stock control, EQUIPMENT & STORES — arrangements, 35 [1132]
stocktake
  EQUIPMENT & STORES, 46 [1170]
  PUBLICATION, 270 [1950]
  see also inventory
stolen goods, see theft
storage
  EQUIPMENT & STORES — arrangements, 35 [1132–1133]
  INFORMATION MANAGEMENT — disposal, 131 [1503]
  PERSONNEL — moving, 191 [1732]
  PROPERTY MANAGEMENT — maintenance, 241 [1840]
stores, see EQUIPMENT & STORES
STRATEGIC MANAGEMENT
  advice, 282 [21004]
  agreements, 282 [2022–2023]
audit, 283 [2024–2025], 284 [2027]
committees, 284–285 [2026–2029]
compliance, 285 [2030]
customer service, 286 [2032–2033]
evaluation, 287 [2034], 291 [21006]
fraud, 287 [2035–2036], 292 [2046]
grant funding, 288 [2037]
implementation, 288 [2038]
legislation, 289 [2039]
meetings, 283 [2025], 290 [2040–2042], 291 [21005]
performance management, 291 [21005–21006]
planning, 283–284 [2025–2026], 292 [2044–2048], 295 [2057], 297 [2065]
policy, 284 [2026], 293 [2049–2052]
procedures, 294 [2053–2055]
reporting, 295 [2056–2060]
research, 296 [2061–2062]
reviewing, 282 [2023], 296 [2063–2064]
risk management, 297 [2065–2066]
standards, 297 [2067]
strikes, see industrial action
structure, organisational, see ESTABLISHMENT
student work experience placements, PERSONNEL — employment conditions, 186 [1712]
study schemes
PERSONNEL — employment conditions, 187 [1716]
PERSONNEL — leave, 190 [1728]
STAFF DEVELOPMENT — training, 280 [2012]
style, PUBLICATION — corporate style, 257 [1895–1898]
subcommittees, see committees
subject authority files, INFORMATION MANAGEMENT — control, 127 [1491]
submissions
COMMUNITY RELATIONS, 21 [1071–1073]
GOVERNMENT RELATIONS, 106–107 [1408–1413]
GOVERNMENT RELATIONS — inquiries, 95 [1369, 1371]
INFORMATION MANAGEMENT, 146 [1555]
PROCUREMENT — tendering, 216 [19516]
PROPERTY MANAGEMENT — tendering, 252 [20997]
STRATEGIC MANAGEMENT — legislation, 289 [2039]
subpoenas, INFORMATION MANAGEMENT — enquiries, 133 [1510]
subscriber trunk dialling, TECHNOLOGY & TELECOMMUNICATIONS — allocation, 299 [2085]
subscriptions and membership, COMMUNITY RELATIONS — liaison, 13 [1041]
succession plans, PERSONNEL — planning, 193 [1736]
suggestions
COMMUNITY RELATIONS, 21 [1074]
INFORMATION MANAGEMENT, 146 [1556]
PERSONNEL, 203 [1770–1771]
superannuation
FINANCIAL MANAGEMENT — salaries, 72 [20938]
PERSONNEL — counselling, 183 [1703]
PERSONNEL — salaries, 200 [20969]
surveillance operations, PROPERTY MANAGEMENT — security, 250 [1873], 251 [1875]
surveys
COMMUNITY RELATIONS — customer service, 7 [1023]
INFORMATION MANAGEMENT — customer service, 129 [1498]
PROPERTY MANAGEMENT — reporting, 247 [1863]
PUBLICATION — reporting, 268 [1940]
STAFF DEVELOPMENT — reporting, 279 [1995]
see also responses to surveys
symbols (official), PUBLICATION — compliance, 256 [1893]
system change requests
TECHNOLOGY & TELECOMMUNICATIONS — application development, 300 [2086]
TECHNOLOGY & TELECOMMUNICATIONS — database management, 307 [2107]
system logs, TECHNOLOGY & TELECOMMUNICATIONS — control, 305 [2099–2100]
system security plans, TECHNOLOGY & TELECOMMUNICATIONS — planning, 316 [2132]
system security policy, TECHNOLOGY & TELECOMMUNICATIONS — policy, 317 [2137]
system specifications, TECHNOLOGY & TELECOMMUNICATIONS — application development, 300–301 [2086–2087]
systems analysis, TECHNOLOGY & TELECOMMUNICATIONS — evaluation, 308 [2111]

T

tabling of reports and papers, GOVERNMENT RELATIONS — advice, 88 [1351]
take-over certificates, FINANCIAL MANAGEMENT — accounting, 56 [1222]
task forces, see committees
Tasmania
COMMUNITY RELATIONS — joint ventures, 12 [20925]
PROCUREMENT — tendering, 217 [19520]
PROPERTY MANAGEMENT — acquisition, 220 [20980]
PROPERTY MANAGEMENT — disposal, 231 [20989]
PROPERTY MANAGEMENT — tendering, 253 [21000]
PUBLICATION — joint ventures, 261 [21003]
tax
FINANCIAL MANAGEMENT — accounting, 55 [1215]
FLEET MANAGEMENT — compliance, 79 [1308]
PERSONNEL — salaries, 200 [20971, 1763]
see also group certificates
tax invoices, FINANCIAL MANAGEMENT — accounting, 55 [1215]
taxi charge vouchers, FINANCIAL MANAGEMENT — inventory, 66 [1254]
technical assistance, TECHNOLOGY & TELECOMMUNICATIONS — operations, 315 [2131]
technical manuals, see implementation; procedures
technical models, TECHNOLOGY & TELECOMMUNICATIONS — modelling, 314 [2130]
TECHNOLOGY & TELECOMMUNICATIONS
advice, 298 [2081–2082], 315 [2131]
agreements, 299 [21007–2084]
allocation, 299 [2085], 305 [2101]
application development, 300–301 [2086–2089]
audit, 302 [2090–2091], 305 [2099]
authorisation, 302 [2092–2093]
committees, 303 [2094–2095]
compliance, 304 [2096], 316 [2133], 323 [2161]
control, 305 [2098–2102], 324 [2166]
customer service, 306 [2103–2104]
data administration, 305 [2098–2101], 306 [2105–2106]
database management, 307 [2107–2108]
disposal, 307 [2109–2110], 324 [2166]
evaluation, 306 [2103], 308–309 [2111–2116]
implementation, 300–301 [2086–2089], 310 [2117–2119]
inspections, 311 [2120]
installation, 311 [2121–2122]
leasing-out, 312 [2123–2124]

379
maintenance, 300–301 [2086–2089], 305 [2101–2102], 313 [2127], 315 [2131]
meetings, 302 [2091], 314 [2128–2129]
modelling, 314 [2130]
operations, 315 [2131]
planning, 306 [2103], 310 [2117], 316 [2132–2136], 323 [2162]
policy, 317 [2137–2140]
privacy, 318 [2141–2142]
procedures, 300 [2086], 319 [2143–2146]
reporting, 320 [2147–2151]
research, 306 [2103], 321 [2152–2153]
restructuring, 321 [2154]
reviewing, 299 [2084], 322–323 [2155–2161]
risk management, 323 [2162–2163]
security, 310 [2117], 316 [2132], 317 [2137], 324–325 [2164–2169]
standards, 325 [2170]
see also INFORMATION MANAGEMENT; internet
telematcunications, see TECHNOLOGY & TELECOMMUNICATIONS
telephone call pick up groups, TECHNOLOGY & TELECOMMUNICATIONS — control, 305 [2102]
telephone information services, COMMUNITY RELATIONS — customer service, 7 [1023]
telephone lists, TECHNOLOGY & TELECOMMUNICATIONS — control, 305 [2102]
temporary employees, see non-ongoing employees
tender registers
PROCUREMENT — tendering, 216 [19517]
PROPERTY MANAGEMENT — tendering, 252 [1881]
tendering
PROCUREMENT, 216–217 [19513–19522]
PROCUREMENT — complaints, 208 [21130]
PROPERTY MANAGEMENT, 252–253 [20996–1886]
see also contracting-out; disposal
termination of appointments, see separations
terrorism, PROPERTY MANAGEMENT — security, 249 [1871]
test results
PROPERTY MANAGEMENT, 241 [1842]
PUBLICATION — production, 267 [1938]
TECHNOLOGY & TELECOMMUNICATIONS — application development, 301 [2088–2089]
TECHNOLOGY & TELECOMMUNICATIONS — reviewing, 322 [2159–2160]
thanks, see letters of appreciation
theft
EQUIPMENT & STORES — security, 45 [1168]
FLEET MANAGEMENT — reporting, 84 [1329]
PROPERTY MANAGEMENT — security, 249 [1871]
see also COMPENSATION
thesauruses, INFORMATION MANAGEMENT — control, 127 [1491], 128 [1494]
title deeds and certificates, PROPERTY MANAGEMENT — acquisition, 219 [1784]
titles of publications, PUBLICATION — compliance, 256 [1893]
titling thesauruses, INFORMATION MANAGEMENT — control, 128 [1494]
tours, see travel; visits
toxic substances, see hazardous substances
trade secrets, LEGAL SERVICES — intellectual property, 153 [1583–1584]
trade union representatives, see representatives
trademarks, LEGAL SERVICES — intellectual property, 153 [1583–1584]
traffic infringements, FLEET MANAGEMENT — infringements, 81 [1312]
traineeships
PERSONNEL — employment conditions, 187 [1716]
<table>
<thead>
<tr>
<th>Topic</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>STAFF DEVELOPMENT — training</td>
<td>280 [2012]</td>
</tr>
<tr>
<td>Training</td>
<td>STAFF DEVELOPMENT, 280–281 [2011–2021]</td>
</tr>
<tr>
<td>Training courses</td>
<td>see STAFF DEVELOPMENT</td>
</tr>
<tr>
<td>Training materials</td>
<td>STAFF DEVELOPMENT — training, 281 [2017–2018]</td>
</tr>
<tr>
<td>see also PUBLICATION</td>
<td></td>
</tr>
<tr>
<td>training project management plans</td>
<td>STAFF DEVELOPMENT — planning, 277 [1984]</td>
</tr>
<tr>
<td>transcripts</td>
<td>COMMUNITY RELATIONS — media relations, 14 [1045]</td>
</tr>
<tr>
<td>GOVERNMENT RELATIONS — inquiries, 95 [1369, 1371]</td>
<td></td>
</tr>
<tr>
<td>GOVERNMENT RELATIONS — media relations, 98 [1379, 1381]</td>
<td></td>
</tr>
<tr>
<td>transferred records</td>
<td>INFORMATION MANAGEMENT — disposal, 131 [1503–1505]</td>
</tr>
<tr>
<td>INFORMATION MANAGEMENT — restructuring, 143 [1545–1546]</td>
<td></td>
</tr>
<tr>
<td>translation services</td>
<td>INFORMATION MANAGEMENT — customer service, 129 [1501]</td>
</tr>
<tr>
<td>travel and travel itineraries</td>
<td>FINANCIAL MANAGEMENT — accounting, 56 [1221]</td>
</tr>
<tr>
<td>FLEET MANAGEMENT — arrangements, 76 [1298]</td>
<td></td>
</tr>
<tr>
<td>GOVERNMENT RELATIONS — visits, 108 [1414]</td>
<td></td>
</tr>
<tr>
<td>PERSONNEL — allowances, 179 [1693]</td>
<td></td>
</tr>
<tr>
<td>PERSONNEL — arrangements, 180 [1694]</td>
<td></td>
</tr>
<tr>
<td>STAFF DEVELOPMENT — arrangements, 272 [1966]</td>
<td></td>
</tr>
<tr>
<td>see also moving</td>
<td></td>
</tr>
<tr>
<td>trespass management, FINANCIAL MANAGEMENT, 73 [1289–1291]</td>
<td></td>
</tr>
<tr>
<td>trust funds, PROPERTY MANAGEMENT — security, 249 [1871]</td>
<td></td>
</tr>
<tr>
<td>trips</td>
<td>see travel</td>
</tr>
<tr>
<td>trusts</td>
<td>see GOVERNING BODIES</td>
</tr>
<tr>
<td>U</td>
<td></td>
</tr>
<tr>
<td>unauthorised access</td>
<td>PROPERTY MANAGEMENT — security, 249 [1871]</td>
</tr>
<tr>
<td>unauthorised disposal</td>
<td>INFORMATION MANAGEMENT — privacy, 140 [1533]</td>
</tr>
<tr>
<td>unauthorised leave</td>
<td>PERSONNEL — leave, 190 [1726–1728]</td>
</tr>
<tr>
<td>unclaimed moneys</td>
<td>FINANCIAL MANAGEMENT — treasury management, 73 [1291]</td>
</tr>
<tr>
<td>unfounded allegations of misconduct</td>
<td>PERSONNEL — discipline, 184 [1706–1707]</td>
</tr>
<tr>
<td>union representatives</td>
<td>see representatives</td>
</tr>
<tr>
<td>unpublished conference proceedings and papers</td>
<td>COMMUNITY RELATIONS — conferences, 5 [1016]</td>
</tr>
<tr>
<td>STAFF DEVELOPMENT — conferences, 275 [1976]</td>
<td></td>
</tr>
<tr>
<td>unsolicited applications</td>
<td>PERSONNEL — recruitment, 196 [1748]</td>
</tr>
<tr>
<td>URL addresses</td>
<td>PUBLICATION — compliance, 256 [1893]</td>
</tr>
<tr>
<td>user requirements</td>
<td>TECHNOLOGY &amp; TELECOMMUNICATIONS — application development, 300–301 [2086–2087]</td>
</tr>
<tr>
<td>V</td>
<td></td>
</tr>
<tr>
<td>vacancies</td>
<td>ESTABLISHMENT, 53 [1211]</td>
</tr>
<tr>
<td>see also appointments</td>
<td></td>
</tr>
<tr>
<td>valuation records</td>
<td>EQUIPMENT &amp; STORES — disposal, 38 [1143]</td>
</tr>
<tr>
<td>FLEET MANAGEMENT — disposal, 80 [1310]</td>
<td></td>
</tr>
</tbody>
</table>
PROPERTY MANAGEMENT — disposal, 230 [1814–1815]

TECHNOLOGY & TELECOMMUNICATIONS — disposal, 307 [2110]

variations, ESTABLISHMENT, 54 [1212–1213]

vehicles, see motor vehicles

venue bookings

COMMUNITY RELATIONS — celebrations, 2 [1007–1008]
COMMUNITY RELATIONS — ceremonies, 3 [1010–1011]
COMMUNITY RELATIONS — conferences, 5 [1014]
COMMUNITY RELATIONS — functions (social), 10 [1031]
STAFF DEVELOPMENT — conferences, 275 [1974]
STAFF DEVELOPMENT — training, 281 [2019]

version control, TECHNOLOGY & TELECOMMUNICATIONS — control, 305 [2098]

vexatious allegations of misconduct, PERSONNEL — discipline, 184 [1705]

vexatious applications for reviews, PERSONNEL — reviews (decisions), 199 [1760]

Victoria

COMMUNITY RELATIONS — joint ventures, 12 [20924]
LEGAL SERVICES — agreements, 148 [1573]
PROCUREMENT — tendering, 216 [19519]
PROPERTY MANAGEMENT — acquisition, 220 [20979]
PROPERTY MANAGEMENT — disposal, 230 [20988]
PROPERTY MANAGEMENT — tendering, 252 [20999]

PUBLICAION — joint ventures, 261 [1910]

visas

PERSONNEL — arrangements, 180 [1694]

visitor books

COMMUNITY RELATIONS — visits, 22 [1088]
GOVERNMENT RELATIONS — visits, 108 [1415]
PROPERTY MANAGEMENT — security, 251 [1874]

visits and visitors

COMMUNITY RELATIONS, 22 [1085–1088]
COMMUNITY RELATIONS — security, 20 [1070]
GOVERNMENT RELATIONS, 108 [1414–1417]
GOVERNMENT RELATIONS — security, 106 [1407]
OCCUPATIONAL HEALTH & SAFETY — accidents, 160 [1619, 1621–1622]
PROPERTY MANAGEMENT — lost property, 239 [20994–20995]
PROPERTY MANAGEMENT — security, 251 [1874]

see also COMPENSATION

vital records plans

INFORMATION MANAGEMENT — implementation, 134 [1513]
INFORMATION MANAGEMENT — planning, 138 [1521]

voicemail facilities, TECHNOLOGY & TELECOMMUNICATIONS — allocation, 299 [2085]

voluntary redundancies, PERSONNEL — separations, 202 [1767]

volunteers

PERSONNEL — employment conditions, 186 [1712]
PERSONNEL — insurance, 189 [1724]
STAFF DEVELOPMENT — training, 281 [2017]

W

waiver of debt arrangements, FINANCIAL MANAGEMENT — accounting, 56 [1220]

war service sick leave, PERSONNEL — leave, 190 [1728]

warranties, PROCUREMENT — acquisition, 205 [19480]

waste removal, PROPERTY MANAGEMENT — maintenance, 241 [1840–1841]

water cooling systems, see cooling water systems

websites

PUBLICAION — compliance, 256 [1893]
PUBLICATION — evaluation, 259 (1904–1905)
PUBLICATION — production, 265 [21188], 266 [1935–1936], 267 [1938]
PUBLICATION — risk management, 269 [1947]
Western Australia
COMMUNITY RELATIONS — joint ventures, 12 [20923, 20925]
LEGAL SERVICES — agreements, 148 [20957, 20958]
PROCUREMENT — tendering, 216 [19518], 217 [19520]
PROPERTY MANAGEMENT — acquisition, 220 [20980], 220 [20978, 20980]
PROPERTY MANAGEMENT — disposal, 230 [20987], 231 [20989]
PROPERTY MANAGEMENT — tendering, 252 [20998], 253 [21000]
PUBLICATION — joint ventures, 261 [21002, 21003]
White papers, 87 [1347]
Wholesale Sales Tax exemption requests, FINANCIAL MANAGEMENT — accounting, 55 [1215]
witness statements
COMPENSATION — cases, 26 [20926]
work experience placements, PERSONNEL — employment conditions, 186 [1712]
work level standards, ESTABLISHMENT — restructuring, 52 [1205]
work performance, see performance management
work-to-rule, see industrial action
workers compensation, see COMPENSATION
workers compensation insurance
COMPENSATION — authorisation, 25 [1094]
COMPENSATION — insurance, 30 [20927–20928]
workplace diversity plans, PERSONNEL — planning, 193 [1736]
workplace relations, see INDUSTRIAL RELATIONS
workplace safety, see OCCUPATIONAL HEALTH & SAFETY
write-off of debt arrangements, FINANCIAL MANAGEMENT — accounting, 56 [1220]

X
x-ray registers, OCCUPATIONAL HEALTH & SAFETY — health promotion, 167 [1644]

Y
Year 2000 remediation
TECHNOLOGY & TELECOMMUNICATIONS — application development, 300 [2086]
TECHNOLOGY & TELECOMMUNICATIONS — planning, 316 [2133]
young people (under 18 years of age), OCCUPATIONAL HEALTH & SAFETY — accidents, 160 [1621]