CORPORATE SERVICES BRANCH

The Corporate Services Branch operates within the Planning and Corporate Services Division to provide the full range of corporate services to the ABA. The services include information systems, financial and human resources, records management and office services and accommodation.

FINANCIAL RESOURCES SECTION

The Financial Resources Section handles traditional areas such as accounts receivable, accounts payable, preparation and monitoring of the ABA's budget, including liaison with the Department of Communications and the Arts and the Department of Finance, and the accommodation requirements of the ABA. The Branch Support (Planning Branch) performs some of these tasks for the ABA's Canberra office, but most of the activities are co-ordinated in Financial Resources Section in Sydney.

The offices services and accommodation component includes tasks such as arranging for the installation of receiving facilities installed for pay TV, supervising the fit-out of offices and providing videotaping facilities for in-house talks each Tuesday.

The section acts as the collection point for licence fees payable by commercial radio and television licensees. Regular reports are prepared for the Minister for

THE ABA's CORPORATE SERVICES TEAM (top to bottom, left to right) **Information Systems Section:** David Linker, Therese Pacey, John Small and Phil Golden. **Financial Resources Section:** Diane Gallery, Graeme Haigh, Estelle Burrows, Cherie Shanks, Adam Clarke, Vikki Jones, Coralie Littlewood and Jason Egas (not present: Tom Rooney).

radio and television licensees. Regular reports are prepared for the Minister for Communications and the Arts and his department on the status of licence fee collections and estimates of likely collections in the future.

RECORDS MANAGEMENT UNIT

Records Management Unit is responsible for receiving, recording and distributing all correspondence to the ABA, the maintenance of the records system including archiving and providing mail and courier services. A similar unit is based in Canberra for Planning Branch files and soon, the two offices will be linked electronically which will allow for interaction between the two components of the records management system TRIM.

The staff of Records Management Section are Stephen O'Regan, Jocelyn Phillips, Belinda Golden and Janet Lau.

Graeme Haigh, Manager Financial Resources Section, with just over 25 year's service, is the ABA's longest-serving staff member. Previously he worked for the ABA's predecessors the Australian Broadcasting Control Board and Australian Broadcasting Tribunal.

INFORMATION SYSTEMS

Information Systems Section is responsible for the information technology (IT) used in the ABA's Sydney office, providing a user support service and hardware, software and communications support. In addition, Information Systems is to become responsible for some aspects of computing in the Canberra office.

The ABA has a computer on every desk and uses a local area network (LAN). The ABA uses the Microsoft Office suite of software for word processing, spreadsheets, electronic mail and other common applications of IT, but uses a range of other software packages for more specialised work. The specialised applications include financial and statistical analysis, management of paper

Human Resources Section: Leanne O'Hagen, Del Vincent, Robert Kidd, Maree Bowman, Chris Rothwell and Judy Cummings (not present: Kay Bithell and Janice Mullins).

records and electronic records, and library applications such as the library catalogue and searches of online databases.

The ABA has also developed its own IT applications to handle many types of work for which packages are not suitable. Some applications are quite complicated, such as the system used to monitor compliance with the ownership and control provisions of the Broadcasting Services Act 1992. Less complicated applications developed in-house include databases of broadcasted programs for recording complaints, and overseas contacts.

Information Systems continues to improve the internal communications of the ABA, including integrating the Canberra and Sydney offices' IT systems. These improvements will also provide a mail gateway to other agencies in the Department and external clients via Internet.

Because IT is vital to operations, the ABA is working with consultants on a strategic plan for the future uses of IT.

HUMAN RESOURCES

Human Resources (HR) Section aims to support corporate objectives of the ABA, by integrating HR planning and practices in its business and strategic planning

processes, and being responsive to the needs of its stakeholders.

The section provides a range of services for the organisation, including recruitment, training and staff development, and the administration of pay and conditions of service.

HR section develops policy and provides assistance with problem solving and advice on contemporary management issues, including application of the practices and principles of Occupational Health and Safety, Industrial Democracy, and Equal Employment Opportunity.

A priority for the section this year has been the implementation of the ABA's new structure, following the major restructuring exercise which was part of the organisation's establishment, support for the post implementation review of the structure, and management of redundancy arrangements.

The co-ordination and implementation of major Australian Public Service initiatives is a responsibility of the section. In the coming months, agency bargaining will be a priority, as consultation with the unions proceeds, with a view to reaching an agency (enterprise) agreement.

The section looks forward to a challenging period ahead, as it continues to provide a service integral to the successful performance of the organisation. ◨