PARLIAMENT OF AUSTRALIA

DEPARTMENT OF PARLIAMENTARY SERVICES

ANNUAL

REPORT

2022   2023

PARLIAMENT OF AUSTRALIA

DEPARTMENT OF PARLIAMENTARY SERVICES

Letter of Transmittal from Secretary

Senator the Hon Sue Lines
President of the Senate
Parliament House
CANBERRA ACT 2600

The Hon Milton Dick MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Dear President and Speaker

Department of Parliamentary Services Annual Report 2022–23

I am pleased to present the Department of Parliamentary Services Annual Report 2022-23 in accordance with section 65 of the *Parliamentary Service Act 1999* and section 46 of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).

The report includes the annual report of the Parliamentary Librarian as required by subsection 65(3) of the *Parliamentary Service Act 1999*.

I am satisfied the annual performance statement is prepared based on properly maintained records in accordance with section 39 of the PGPA Act.

As required by the Commonwealth Fraud Control Policy, I am satisfied that the department complies with section 10 of the *Public Governance, Performance and Accountability Rule 2014*.

Yours sincerely

Rob Stefanic
Secretary
22 September 2023

PARLIAMENT OF AUSTRALIA

DEPARTMENT OF PARLIAMENTARY SERVICES

Letter of Transmittal from Parliamentary Librarian

Senator the Hon Sue Lines
President of the Senate
Parliament House
CANBERRA ACT 2600

The Hon Milton Dick MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Dear President and Speaker

Parliamentary Library Annual Report 2022–23

In accordance with subsection 65(3) of the *Parliamentary Service Act 1999*, I am pleased to submit the Parliamentary Librarian's annual report for the year ending 30 June 2023.

That provision requires the report to be presented to the Presiding Officers after the end of each financial year, and to be included in the report on the activities of the Department of Parliamentary Services under subsection 65(1)(c) of the *Parliamentary Service Act 1999*.

Section 38H of the *Parliamentary Service Act 1999* requires that the Parliamentary Librarian give a report on the performance of the functions of the Parliamentary Library to the Joint Standing Committee on the Parliamentary Library at least once every financial year.

Yours sincerely

Dr Dianne Heriot
Parliamentary Librarian
11 September 2023

CONTENTS

SECRETARY'S REVIEW

1

Photo credit: Five Foot Photography

2022–23 IN REVIEW

The 2022–23 reporting period was once again filled with significant events and challenges that have tested our capability to respond to the changing needs of the Parliament.

The year began with the official opening of the 47th Parliament on 26 July 2022. The opening saw a collaborative effort across the Department of Parliamentary Services (DPS) to support returning and onboarding and inducting new parliamentarians and their staff.

The year was also marked by the passing of Her Majesty Queen Elizabeth II and the Proclamation and later Coronation of His Majesty King Charles III. On 9 September 2022, the department responded from the early hours of the morning to initiate a sequence of activities that had been planned over recent years. Plans were finalised in collaboration with colleagues from agencies, including the Department of Prime Minister and Cabinet, to coordinate the demise of the Crown, proclamation and coronation protocols. A key event we supported was the National Memorial Service on 22 September 2022 in the Great Hall, attended by many distinguished visitors. Our broadcast of the event was televised nationally and ran seamlessly.

Three recipients of the 2022 Secretary's Awards meet with Presiding Officers, the Hon Milton Dick and the Hon Sue Lines, and DPS Secretary Rob Stefanic, after the award ceremony. Recipients of the Secretary's Award are recognised for their outstanding contribution to the department and their commitment to DPS values. Photo credit: Auspic.

Parliament House remains an icon of Australia's system of parliamentary democracy and this year celebrated its 35th anniversary. On 8 May, the milestone was marked in numerous ways, including our *Turning of the Key: Opening Australia's Parliament House* exhibition and a celebratory morning tea attended by more than 400 distinguished guests and local school children.

We welcomed over 750,000 people to Parliament House to experience the parliamentary process, architecture, events, tours, art collection and dining experience.

During the reporting period, the department again launched a new range of commercial products and an online shop, which enhanced our ability to provide excellent customer service to visitors. We also maintained Parliament House and the precinct as befits its status as a location of national significance. This supports our important role in helping the community access Parliament, engage with Australia's democratic traditions and participate in civics and citizenship activities.

One notable outcome of the 2023–24 Budget was securing funding to acquire a lease for West Block. The movement of DPS staff to West Block in 2024 will alleviate accommodation pressures at Parliament House and provide the flexibility for the department to effectively manage the changing requirements of the parliamentary workplace into the future.

Our 2022 staff survey results showed a high level of staff engagement and satisfaction with the department's culture. However, there is always opportunity for improvement and survey feedback has helped the Executive understand what we are doing well and where we can do better. Overall, the survey results are a testament to our collective effort to improve our culture and make DPS an employer of choice.

In February 2023, the Parliamentary Leadership Taskforce released the first annual report on the implementation of recommendations from the Sex Discrimination Commissioner's *Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces*. The department is committed to ensuring the parliamentary workplace is safe and respectful and in the past year implemented recommendations made by the Set the Standard report.

Significant achievements were also made in implementing recommendations from the *Review of the Parliamentary Workplace: Responding to Serious Incidents* by Stephanie Foster PSM. A new chair, Dr Vivienne Thom AM, was appointed to lead the Parliamentary Leadership Taskforce during the year and we continue to work closely with her to ensure the safety of the parliamentary workplace.

Reporting period results show that we are resilient and committed to excellence in service delivery, whatever the circumstance.

In what has been a memorable year, I wish to thank the President of the Senate, Senator the Hon Sue Lines, and Speaker of the House of Representatives, the Hon Milton Dick, MP.

The Department works in collaboration with the parliamentary departments and Parliamentary Workplace Support Service in supporting the Parliament of Australia. I thank my fellow agency heads, Richard Pye (Clerk of the Senate), Claressa Surtees (Clerk of the House of Representatives), Stein Helgeby (Parliamentary Budget Officer) and the previous and current Head of the Parliamentary Workplace Support Service, Meg Brighton and Michelle Wicks.

Finally, and most importantly I acknowledge and thank all our DPS staff, whose professionalism and commitment over the last year has enabled the Parliament to operate effectively, supported the work of parliamentarians and parliamentary departments and meaningfully engaged the parliament with our community.

OVERVIEW

2

Photo credit: Five Foot Photography

OUR PURPOSE

Our purpose is to support the work of the Australian Parliament by providing effective, high-quality and sustainable services to parliamentarians and building occupants. As custodians of Parliament House, we are responsible for delivering a broad range of services and experiences that enable engagement with the parliamentary process.

We are proud to be the custodians of Parliament House as the pre-eminent symbol of parliamentary democracy and as a significant visitor destination.

STRATEGIC THEMES

Three strategic priorities guide our planning and performance framework:

- respond to the changing needs of the Parliament
- enhance the Parliament's engagement with the community, and
- effective stewardship of Australian Parliament House.

OUR ROLE AND FUNCTIONS

The department provides a broad range of services and products to support the functions of the Parliament and the work of parliamentarians. We collaborate with other parliamentary departments and provide or facilitate:

- library and research services
- information and communications technology products and services around the nation
- broadcast and Hansard services
- physical and cyber security services
- building, grounds and design integrity
- art collection and exhibition services
- furniture and asset management services
- visitor services and the Parliament Shop
- catering and events management, and health and wellbeing services
- licensed retail, physiotherapy, banking and childcare services, and
- corporate, administrative and strategic services for DPS.

OUTCOME AND PROGRAMS

Outcome 1

Support the functions of Parliament and parliamentarians through the provision of professional services, advice and facilities, and maintain Parliament House.

The department's 2022–23 Portfolio Budget Statements has one outcome and one program: Parliamentary Services and Parliament House Works Program.

Program 1.1—Parliamentary Services

Respond to the changing needs of the Parliament:

- ensure technology and infrastructure planning reflects the current and future needs of the Parliament, including secure access to digital information
- continual review of physical security and cybersecurity systems and processes
- maintain and enhance the flexible and accessible delivery of advice, information, research and services to reflect the current and evolving needs of our clients
- ensure the work of the Parliament is recorded, reported and accessible, and
- support the implementation of DPS-specific recommendations from the *Review of the Parliamentary Workplace: Responding to Serious Incidents and the Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces*.

Enhance the Parliament's engagement with the community:

- enhance digital engagement with parliamentary content
- continue to develop our physical visitor experience at Parliament House
- ensure our retail and event services to occupants and business visitors are effective, and
- support the Parliament's engagement with the community and initiatives to help develop parliamentary democracy through the use of media, social media and collaborative relationships.

Effective stewardship of Australian Parliament House:

- develop and implement asset maintenance programs to effectively maintain the Parliamentary precinct
- embed the management of the Framework for the Maintenance of Design Integrity of Parliament House to ensure changes maintain or enhance the building and its precincts
- develop and implement appropriate strategic and timely proposals for any adaptation of building uses while respecting the design intent for Parliament House, and
- provide a safe and accessible environment for building occupants and visitors.

A summary of the department's financial performance is at Appendix A.

DEPARTMENT STRUCTURE

FIGURE 1: DPS Organisational Structure

Secretary
Rob Stefanic

Deputy Secretary (Chief Operating Officer)
Andrew Kefford PSM

Parliamentary Library
Parliamentary Librarian
Dianne Heriot

- Client Relations
- Central Enquiry Point
- Library Collections and Databases Branch
- Research Branch
- Design Integrity & Special Collections Unit
- Art Collections

Information Services Division
Chief Information Officer
James Lawson

- Technology Platforms Build Cloud Initiatives
- Cyber Security Branch
- Digital Customer Services Branch
- Digital Recording Services Branch
- Digital Capability & Portfolio Governance Branch

Finance and Property Services Division
First Assistant Secretary
Lauren MacInnes
(Acting)

- Finance Branch
- Property Services Branch
- Planning and Quality Branch

Corporate Services Division
First Assistant Secretary
Vacant

- Corporate Operations Branch
- Parliamentary Engagement Branch
- Communication and Corporate Relations Branch
- Commercial Operations Branch

Security Division
First Assistant Secretary
Leanne Tunningley
(Acting)

- Security Enabling Services Branch
- Security Operations Branch

DPS is established as one of four parliamentary departments supporting the Australian Parliament under the *Parliamentary Service Act 1999* (PS Act). The Parliamentary Service provides professional support, advice and facilities to each house of the Parliament, parliamentary committees and parliamentarians, independently of the Executive Government of the Commonwealth.

The department is responsible to both houses of Parliament through the President of the Senate and the Speaker of the House of Representatives. During 2022–23, the President of the Senate role was held by Senator Sue Lines and the Speaker of the House of Representatives role was held by the Hon Milton Dick MP. The Secretary, Rob Stefanic, is the administrative head of the department and the accountable authority. The Parliamentary Librarian, Dr Dianne Heriot (a statutory office holder), is a member of the department's executive team but reports directly to the Presiding Officers, and to the Joint Standing Committee on the Parliamentary Library, in respect of its statutory functions.

Office of the Secretary

The Office of the Secretary comprises the Secretary's support staff, the Design Integrity and Special Collections (DISC) unit and Art Collections section. Both latter teams are managed by the Parliamentary Librarian on behalf of the Secretary as approved additional duties.

The DISC unit coordinates consultation matters that have the potential to affect the design intent of Parliament House. It ensures that any changes will maintain or enhance the building and its precincts. The unit has a critical role in consolidating and cataloguing all Parliament House records and resources that are integral to its design and construction. The unit is also responsible for ensuring that photos taken by Auspic (the Australian Government Photographic Service operated by DPS), which detail the people and events in Parliament House, are curated and preserved.

The Art Collections section manages the Parliament House Art Collections. This includes sourcing acquisitions, managing the allocation and installation of artworks throughout Parliament House, conservation and preservation, developing and presenting displays and exhibitions in the public areas, conducting special tours of the Art Collection, and managing the commissioning process for the Historic Memorials Collection.

Deputy Secretary Group

The following three areas report directly to the Deputy Secretary:

1. **Finance and Property Services Division** has three branches:
    a. **Finance Branch** – provides financial advice and related services to the department.
    b. **Property Services Branch** – provides maintenance, landscape, furniture, office fit out, asset management and capital works services.
    c. **Planning and Quality Branch** – responsible for project and accommodation planning, procurement and best practice in contract and project management.

2. **Corporate Services Division** has four branches:
   a. **Corporate Operations Branch** – provides human resources, legal and governance services to the department.
   b. **Parliamentary Engagement Branch** – delivers visitor, events management services for the parliament, building occupants and the broader community.
   c. **Communication and Corporate Relations Branch** – responsible for internal and external communication, media enquiries and Auspic photography services.
   d. **Commercial Operations Branch** – manages catering and events, tenancy licensing and the operation of the Health and Recreation Centre.
3. **Security Division** has two branches:
   a. **Security Enabling Services Branch** – responsible for security capability and uplift, personnel, access, policy, and governance, such as risk management and resilience planning.
   b. **Security Operations Branch** – provides security services, including daily operational security, building security, parking services, official visit coordination, and emergency management for parliamentarians, visitors, and all building occupants.

Parliamentary Library

The Parliamentary Library provides research and library services to the Parliament. It comprises the Office of the Parliamentary Librarian, Research Branch, and Library Collections and Databases Branch.

The Parliamentary Library's function and structure are explained in the Parliamentary Library chapter.

Information Services Division

The Information Services Division works with internal and external stakeholders to provide and manage information, communication and technology (ICT) services and solutions that enable an open, secure, and accessible Parliament.

The division's four branches are:

1. **Digital Customer Services Branch** – key operational support services as well as the maintenance of ICT systems supporting the functioning of the Parliament and electorate offices across the country.
2. **Digital Recording Services Branch** – records, broadcasts and archives the audio and audio-visual record of chamber and committee proceedings and produces the official written record of parliamentary debates and committee hearings (Hansard).
3. **Cyber Security Branch** – delivers cyber security services to predict, protect, detect and respond to cyberthreats, and delivers user education and awareness.
4. **Digital Capability and Portfolio Governance Branch** – delivers application delivery and operations services, as well as the management and delivery of ICT projects, and workforce-planning activities.

SENIOR EXECUTIVES AS AT 30 JUNE 2023

Secretary, Rob Stefanic

Rob Stefanic was appointed Secretary of DPS in December 2015. In this capacity, Rob chairs the Parliament of Australia Security Management Board and the Parliamentary ICT Advisory Board. He is also Secretary to the Historic Memorials Committee.

Before joining DPS, Rob was the chief executive of the DPS at the Parliament of New South Wales (NSW) and prior to that, served as its Chief Information Officer.

Rob also served in various senior leadership roles within the NSW Department of the Legislative Council, working across corporate, committees, security and parliamentary law and procedure functions.

Before entering the Parliamentary Service, he worked in the private sector in chartered accounting and legal fields.

In a volunteer capacity, Rob is a Board Director of the Parliamentary Professional Services Network, the Canberra Convention Bureau and the Canberra Region Tourism Leaders Forum. He also chairs the National Capital Education Tourism Project Stakeholder Council.

Rob has Bachelor's degrees in Law (Hons) and Commerce and an Executive Master of Public Administration.

Deputy Secretary (April 2023–June 2023), Andrew Kefford PSM

Andrew Kefford PSM joined DPS on secondment from the Department of Home Affairs as Deputy Secretary in April 2023. In this role, Andrew is the Chief Operating Officer responsible for corporate, security, finance and property services.

Before taking up his current position, Andrew served as Deputy Secretary Social Cohesion and Citizenship in the Department of Home Affairs. He was concurrently appointed as the Commonwealth Counter-Terrorism Coordinator and National Counter Foreign Interference Coordinator. Before taking up that role, Andrew served as Deputy Secretary Immigration and Settlement Services in Home Affairs.

Andrew spent nearly ten years in senior positions in the Australian Capital Territory (ACT) Public Service in which his last role was Head of the ACT Government's Asbestos Response Taskforce.

Andrew holds degrees in Arts with Honours in history, and law. He also holds an Executive Master of Public Administration.

Deputy Secretary (July 2022–April 2023), Cate Saunders

Cate Saunders was appointed Deputy Secretary in February 2020. In this role Cate is the Chief Operating Officer responsible for corporate, finance and property services.

As Chief Security Officer, Cate is also responsible for the oversight of physical and cyber security services for the Parliament.

Cate began her APS career in 2000 and since then has worked across a range of Commonwealth agencies including the Civil Aviation and Safety Authority, Australian Pesticides and Veterinary Medicines Authority and Australian Federal Police, delivering corporate enabling services, primarily in finance and human resources.

Cate holds a Bachelor of Commerce, she is a fellow of the Institute of Chartered Accountants and a graduate of the Australian Institute of Company Directors.

From April 2023, Cate served on secondment to Services Australia.

Parliamentary Librarian, Dr Dianne Heriot

Dr Dianne Heriot was appointed Parliamentary Librarian in May 2012 and was subsequently appointed for a second term in May 2017. Before taking up the position of Parliamentary Librarian, she was Assistant Secretary of the Research Branch of the Parliamentary Library.

Dr Heriot has many years of experience in senior management positions in the Australian Public Service (APS), including in the Attorney-General's Department and the Department of the Prime Minister and Cabinet.

She has a Bachelor of Arts (Hons), Master of Arts (Medieval Studies) and a Doctor of Philosophy in Literature.

Chief Information Officer, James Lawson

James Lawson was appointed Chief Information Officer in February 2023. Since joining DPS in 2014, James has worked in a range of ICT roles supporting the evolution and modernisation of parliament's ICT. He has a diverse professional background working across both public and private sectors. James has been pivotal in the cloud first transformation in ICT, as a shared service provider to the Parliament and parliamentary departments over the past several years.

James holds a Bachelor of Information Technology and a Master of Business Administration.

First Assistant Secretary, Corporate Services, Liz Luchetti

Liz Luchetti has 26 years of experience working in both the Public and Parliamentary Service, starting with DPS in April 2011.

Liz was appointed First Assistant Secretary, Corporate Services Division, in August 2020. Before this, Liz was the Assistant Secretary, Library Collections and Databases Branch, a role she held from 2013.

Before joining DPS, Liz worked at the Department of Defence and the National Library of Australia.

Liz holds a Bachelor of Arts in library and information studies, with a major in public administration, and a Masters of Information Leadership. She has qualifications in procurement and contracting and has completed several leadership programs.

Liz retired from the department in March 2023.

Acting First Assistant Secretary, Finance and Property Services, Lauren MacInnes

Lauren MacInnes is an experienced leader in public sector property management, strategic planning, and project management. Lauren joined the department in January 2023.

Before acting in the First Assistant Secretary, Finance and Property Services role, Lauren served as Assistant Secretary, Planning and Quality Branch.

Lauren has spent almost 20 years working in the Commonwealth public sector in a variety of property-related roles. Before joining the department, she worked at the National Indigenous Australians Agency and the Department of Finance. Lauren also has extensive private sector experience working predominantly in commercial property areas.

Lauren holds qualifications in public policy, property and contract management.

Acting First Assistant Secretary, Security, Leanne Tunningley

Before acting in the First Assistant Secretary Security Division role, Leanne served as Assistant Secretary Security Branch at DPS since 2019. In this new role, Leanne is the Chief Security Officer for DPS and is responsible for the provision of a broad range of security services for Parliament House.

Before joining DPS, Leanne worked in a range of roles at the Australian Federal Police over a 10-year period as well as working in audit and assurance services in the private sector.

Leanne has extensive experience spanning more than 20 years, including in security service delivery and capability management, corporate governance and finance.

Leanne holds a Bachelor of Economics and Bachelor of Commerce and is a graduate of the Australian Institute of Company Directors and member of the Institute of Chartered Accountants (Australia and New Zealand).

We look forward to
making your event
one to remember.

Australian
Parliament House
Iconic Event

PERFORMANCE

3

ACTIVITIES AND ACHIEVEMENTS

In 2022–23 the department delivered a range of activities to support the work of the Parliament, parliamentarians, and the maintenance of Parliament House. The following achievements are tied to the strategic themes and intended results or deliverables articulated in our 2022–23 Corporate Plan.

Strategic priority 1—Respond to the changing needs of the Parliament

Intended results: Our information systems deliver timely and secure information and services to parliamentarians.

- The network connections to all electorate offices were optimised, delivering improvements in speed and resilience.

- Wireless access points across the building (excluding the basement) were refreshed, removing ageing infrastructure and enhancing network performance.

- The final release of the Online Tabled Documents application enabled parliament to digitally receive documents from other government departments and agencies. This is the first-time parliament has had digital access to all tabled documents anywhere, anytime and on any device.

- The new CommDocs solution for the House of Representatives provided a secure, modern, and adaptable solution, enabling mobile digital access for parliamentarians. The related decommissioning of the legacy solution significantly improved the cyber security posture of the Parliament.

Case study: DPS cloud transformation

DPS's ongoing work to transform the Parliament's ICT environments into a modern cloud-first service provider continued at an accelerated pace in 2022–23. Our flagship ICT cloud migration program began in earnest this financial year. Strongly aligning with whole-of-government strategic direction, the cloud transformation is extensive. It involves the modernisation of every aspect of ICT from laptops, smart phones and tablets, through to the infrastructure and applications that supports the work of the Parliament and its committees.

This all-encompassing program has enabled several key outcomes including the:

- reinvigoration of the department's ICT application project delivery pipeline with 19 application releases or projects delivered in 2022–23
- rollout of multi-factor authentication on compatible devices for all parliamentarians and staff, and
- establishment of a robust Microsoft Teams Calling foundation to replace the aging telephony system with a new one that supports the emerging telephony capabilities required to enable the business of a modern parliament.

In addition, the Parliament's infrastructure footprint was reduced by approximately 35 per cent with critical ICT hygiene tasks automated by default. These outcomes maximise the safety and security of ICT systems and data. They also support the delivery of the next stages of the cloud transformation in 2023–24. This will include the rollout of Windows 11 and the full implementation of the Microsoft Teams Calling solution.

All of these achievements position the department to pursue its longer-term ICT strategic objective of a zero-trust architecture, maximising security and flexibility Australia-wide.

Case study: The change of a monarch

The death of Her Majesty, Queen Elizabeth II on 8 September 2022, and the subsequent ascension of His Majesty, King Charles III to the British Throne, placed Australian Parliament House at the centre of the national response to honour the passing of a Monarch.

Upon notification of Her Majesty's demise, we acted quickly to initiate the commemorative activities outlined in established Parliamentary protocols and to provide a central location for the community to pay their respects to the Queen.

The morning following Her Majesty's passing began with televised coverage of the Australian flag being lowered to half-mast at dawn. A condolence book signing event in the Members Hall was led by the Prime Minister, Presiding Officers and other parliamentarians. Condolence books were then placed in the public areas of Parliament House so the community could write messages of support to the Royal family.

The final protocol of the day was a 96 Gun Salute on the forecourt of Parliament House to commemorate the Queen's life. The gun salute is a traditional sign of respect to mark significant occasions and was performed in collaboration with the Australian Defence Force. The ceremony attracted hundreds of attendees wishing to pay their respects and was broadcast so all Australians could view the Parliament's response.

From 10 to 22 September 2022, the department illuminated Parliament House with images of the Queen's engagement with the Australian people. These included photographs of Queen Elizabeth II opening Parliament House in 1988 and an image of the Wattle Queen portrait supplied by the DPS Art Collections team.

We worked closely with the Department of Prime Minister and Cabinet to coordinate the subsequent significant events and ceremonies that were broadcast live from Parliament House. These included:

- A wreath laying ceremony on the Queen's Terrace, attended by the Prime Minister, Leader of the Opposition, Presiding Officers, and Diplomatic Corps on Saturday 10 September 2022
- the Proclamation of His Majesty, King Charles III, on Sunday 11 September 2022, that included a 21 gun salute on the Forecourt, and
- a National Memorial Service to honour Her Majesty Queen Elizabeth II, on Thursday 22 September 2022 in the Great Hall.

On 7 May 2023, to celebrate the coronation of Their Majesties King Charles III and Queen Camilla, the department facilitated and nationally broadcast a 21 gun salute on the Forecourt of Parliament House. Parliament House was also illuminated with purple lights on 5 and 6 May 2023 to mark the occasion.

Intended results: The Parliamentary Library remains our clients' preferred and trusted source of high-quality information, analysis and advice.

- The Library performed strongly against its performance measures during the reporting period. Library services were well used by 100 per cent of senators and members in the 47th Parliament and highly regarded (as demonstrated by client feedback and the regularity with which Library advice was cited).

- Library staff answered 8,806 individual client requests. Support for parliamentarians' consideration of legislation was enhanced through the introduction of a new Disallowable Instruments Update and significant improvements in the timeliness of Bills Digests which saw 97 per cent of Digests published in time for first chamber debate.

- New milestones were achieved in client outreach and training with attendance at Library training and events reaching 1,848. Tailored training was delivered to 213 staff across 60 electorate offices in NSW, Queensland, Western Australia and the ACT.

- Significant progress was made on measures to enhance the range and depth of the Library's digital resources and improve its online service delivery.

Intended results: We are agile to adapt to challenging conditions and ensure the Parliament can continue its work securely and without disruption.

- Continued to drive ICT improvements, maturing the use of automation to undertake routine maintenance activity across the parliamentary computing environment. This work also enhanced cyber security outcomes and enabled more frequent updates of software features for the benefit of end users.

- The pace of parliamentary proceedings in May 2023 generated an unprecedented demand for digital recording services including:
  - 668 hours of hearings covered by Hansard, comprising 153 hours for chambers and 515 hours for committees
  - 1,814 hours of Broadcasting Control Room operation over the nine-day peak between 22 May 2023 and 1 June 2023, and
  - 12 away committee hearings between 15 May 2023 and 18 May 2023.

- A fleet of secure travel devices developed, enabling parliamentarians to access Parliament House systems while undertaking international travel, reducing their exposure to cyber security risks.

Case study: Professional Parliamentary Services Network conference

During the COVID-19 pandemic, the Professional Parliamentary Services Network (PSSN) was established to create opportunities to develop knowledge, collaborate and network among corporate services personnel in Parliaments in Australia and the Pacific region. The need was identified by the Secretaries and Chief Executives of the Commonwealth, New Zealand, NSW, Victoria and Western Australia parliamentary services departments.

The department hosted the PPSN inaugural conference, held 8 to 10 March 2023, bringing together around 140 participants to explore how to respond to the changing needs of the Parliament. Participants included 50 guests attending in-person, staff from Australian and New Zealand parliamentary service departments, and another 40 online participants. DPS staff also attended individual sessions across the busy sitting week the conference occurred in.

The inaugural conference theme was 'Change as a State of Mind', and presentations were sourced from staff across the parliaments.

Our departmental staff presented on a number of innovations developed during COVID, supporting the changing needs of the Parliament. Topics included:

- the retail strategy behind our new Parliament Shop and the vision guiding product design, selection and parliamentary engagement
- how we are addressing our ever-evolving cyber security environment
- our Parliamentary Handbook Online which provides publicly searchable information on the parliamentary service and biographical details of current and former parliamentarians and serves as a reference of all ministries, shadow ministries, parliamentary committee and electorates since Federation, and
- creating resilient workplaces by building staff networks.

Conference topics also included the important workplace changes implemented following various reviews into behaviour in parliamentary workplaces.

The department's staff networks welcomed peers from their related groups at other parliaments for morning discussions. Our facility managers hosted conference guests one morning to showcase our infrastructure and engage in peer-to-peer knowledge exchange.

Strategic priority 2—Enhance the Parliament's engagement with the community

Intended results: Enhanced visitor and cultural experience and community engagement with the work of Parliament.

- The Parliamentary Engagement Branch introduced the new tour strategy to expand access to guided tours for more visitors and invest in professional development for tour guides. As a result, annual tour participation increased from 15,614 to 34,245 visitors and 60 per cent of tour participants attended a free tour.

- Exhibitions of particular note included *Every Voice Counts: Suffrage in Australia*, which coincided with the 120th Anniversary of the 1902 *Commonwealth Franchise Act, Representing the Nation: Australia's Coat of Arms*, which explored the history of the Commonwealth Coat of Arms and its symbols, and T*urning the Key: Opening Australia's Parliament House*, which commemorated the official opening of Parliament House 35 years ago by Her Majesty Queen Elizabeth ll on 9 May 1988.

- Local artist Alison Alder was appointed as the first Artist-in-Residence for the Parliament in May 2023. The appointment has allowed Alison to continue her work researching the franchise of women as a key area of Australia's representative democracy.

- The Art Collections team maintained an active loans program, allowing community engagement with those unable to travel to Canberra. This involved facilitating long-term loans to institutions and individuals and supporting temporary exhibitions by lending significant artworks to institutions, including the National Gallery of Australia and Wagga Wagga Regional Gallery.

- Parliament House events contributed to 7.9 per cent of the 751,995 overall visitors in 2022–23.

- Eighty-six events were held in the Great Hall which accounted for one third of all events visitors last year, and attracting 25,276 visitors overall.

- The department hosted two Federal Budget 'lock-ups' and associated events during the reporting period.

- The façade of Parliament House was lit up with special event projections, which included a visual memorial to commemorate the life of Her Majesty, Queen Elizabeth II, the work of Canberra-based visual artists Eggpicnic as part of the Enlighten Festival, an illumination of purple to celebrate the coronation of Their Majesties King Charles III and Queen Camilla, and the artwork of First Nations artist Kayannie Denigan in celebration of National Reconciliation Week.

Case study: 35th Anniversary of Australian Parliament House

Australian Parliament House celebrated its 35th birthday in 2023. Parliament House is one of the most visited and recognisable buildings in Australia. Its integration of art and architecture has won international acclaim since its opening on 9 May 1987. To celebrate this milestone, the department coordinated a number of special private and public functions.

To kick off, our Landscape Team used their peerless mowing skills to cut an elegant 35 into the northeast grass ramp, which was clearly visible by everyone approaching Parliament House from Kings Avenue.

The *Turning of the Key: Opening Australia's Parliament House* exhibition, held in the Presiding Officers Exhibition Area, showcased artworks, photographs and archival footage in a fascinating narrative of events leading to the opening of Parliament House.

The exhibition formed part of a broader anniversary program to mark the milestone event, including a 35th Anniversary Morning Tea where the exhibition was launched.

To allow for Budget week activities, the morning tea was held a day early on 8 May 2023. The department welcomed more than 400 guests to the event, including members of parliament, the diplomatic community, staff from the parliamentary departments, representatives from cultural institutions, the ACT Primary Concert Choir and members of the public.

The formalities at the morning tea were a rich celebration of Australian culture and traditions, starting with a Welcome to Country by Paul Girrawah House, a senior Ngambri-Ngunnawal custodian of the Canberra region. Paul was accompanied by his mother Dr Aunty Matilda House, who performed the first Welcome to Country at the opening of the 42nd Parliament in 2008.

The Presiding Officers who hosted the event, offered insights into the significance of the anniversary. Religious leaders from the Canberra region offered blessings from their diverse traditions and the ACT Primary Concert Choir performed songs in English and Indigenous languages during the event.

ENHANCE THE PARLIAMENT'S ENGAGEMENT WITH THE COMMUNITY

Case study: Parliament Shop business renewal and online sales

The Parliamentary Engagement Branch (PEB) led the development of a shop business strategy to enhance the quality and cohesiveness of product lines in the Parliament Shop and its contribution to the visitor experience and design integrity. The goal was to establish a destination shop (onsite and online) consistent with the Parliament's status as an iconic building and location of national significance.

Although the shop had been performing reasonably well, data analysis showed that the conversion rate of visitors to customers was low and the shop was also the lowest rated service in the building according to visitor surveys.

With over 750,000 visitors each year, including 140,000 school students, and a resident population of over 1,500 people, the Shop has a diverse customer base. Feedback suggested that the variable quality of products with weak connections to parliament were not meeting stakeholder needs.

Extensive research was undertaken to identify Australian suppliers to replace the offshore suppliers used in the recent past. This supports economic growth and improves environmental sustainability by reducing international transportation and producing higher quality products which will last longer.

EXPLORE THE RANGE

New, unique products have been developed for sale with a direct association to the Parliament of Australia. Product collections are available at a range of price points ranging from souvenirs like magnets, rulers and 'Parlimints' (for under $5) to higher-end gifts. All First Nations artwork in the Parliament Shop is ethically produced, purchased and sold in accordance with the Indigenous Art Code.

One special item added to the product collection was the History Pen, crafted by Hiroshi Yamaguchi of KOITOYA, a master craftsman based in Canberra. The limited-edition pens are made from jarrah originally used in a wool store in Western Australia around 1917, and later used in a pergola in the Prime Minister's courtyard at Australian Parliament House, serving eight Prime Ministers between 1988 and 2021.

The online shop, launched in May 2023, has exceeded business goals with positive customer feedback and sales results. The online presence proved valuable during the temporary closure of the physical Parliament Shop while undergoing its first refurbishment in 27 years. We are excited to relaunch the physical shop in September 2023 and anticipate a successful outcome for our retail strategy.

Catering Team statistics for 2022–23

Throughout the reporting year, the Catering Team handled more than 495,000 transactions across the retail outlets. This included approximately:

- 300,000 coffees sold, including:
  - 34,000 in bring your own cups
- 17,000 portions of Korean Fried Chicken
- 9,000 portions of in-house potato scallops
- 14,000 donuts sold from Queens Terrace Cafe
- 11,000 muffins
- 9,500 portions of banana bread
- 14,000 bacon and egg rolls
- 13,000 serves of hash browns, and
- 9,000 fresh juices.

Intended results: Enhanced digital access to parliamentary information for the community to engage easily with the parliamentary process.

- During 2022–23 the Art Collections team relaunched the Art at Parliament webpage to improve the online access and representation of Parliament's collections, and better contextualise the collections' significance. This included content focusing on the Official Gifts Collection, the anniversary of the National Apology to the Stolen Generations, and the Forecourt mosaic pavement designed by Michael Nelson Jagamara.

- QR codes linking to digital content were installed beside some collection items on display to enhance the visitor experience.

- Long-form audio-visual displays were introduced into exhibition content to enhance community engagement and accessibility, such as the Scenes from the Opening video in the *Turning the Key: Opening Australia's Parliament House* exhibition, and the compilation video of speeches for the National Apology to Australia's Indigenous Peoples and the National Apology for Forced Adoptions anniversary displays.

- The Broadcasting team facilitated the coverage of three first speeches of parliamentarians supported by Auslan interpretation, designed to increase the accessibility of parliamentary proceedings. In a first for the Parliament, an Auslan interpreter appeared on screen in the chambers and was also broadcast translating the words of parliamentarians, for people who are deaf or hard of hearing.

- Videoconferencing facilities were installed in six committee rooms, supporting the ongoing need to enhance remote participation both for day-to-day activities and the critical functioning of parliamentary proceedings.

- The new Report Builder application delivered improved and intuitive functionality for committees, enabling reports to be rapidly developed and easily shared across parliamentary systems and websites.

Strategic priority 3 – Effective stewardship of Australian Parliament House

Intended results: Ensure adaptations of the building's uses follow the management of Design Integrity Framework.

* The DPS Framework for the management of the Design Integrity of Parliament House was launched in 2019 and continues to guide works, including the ground floor Library and Senators and Members Reading Room, the refurbishment of media tenancies and the refurbishment of the Parliament Shop. The framework ensures design team members, and the Moral Rights Administrators are included for consultation at appropriate times. It also provides clarity and practical assistance to staff managing maintenance and capital works projects.

Intended results: Ensure a secure environment while maintaining public accessibility.

* The ongoing staged upgrade of 60 accessible bathrooms, including a new adult change room, was underway. Twenty-five are now complete and all comply with current Australian Standards and the *National Construction Code 2019*. The others are forecasted for completion in late 2026.

* A dedicated nursing room was established for building occupants and visitors to use. The facilities were set up in line with the values of the Australian Breastfeeding Association. The room provides working parents and visitors with a private, dedicated space in which families can combine breastfeeding and family commitments with work responsibilities.

* Handrails and balustrades throughout the building were upgraded to ensure the safety standards meet contemporary requirements.

* DPS accommodation in the Senate wing was refurbished to establish four new Senator suites.

* All glazed roof systems were replaced to protect and maintain skylights and access linkways, and preserve the original design intent of the building.

DISC team member at work on the Pamille Berg Digitisation Project.

Case study: Papers of Pamille Berg—Digitisation Project

Integral to Mitchell/Giurgola & Thorp Architects' design for Parliament House were commissions to more than 85 Australian artists and craftspeople for over 70 works of art and craft for specific locations or uses in the building and its precincts.

The Design Integrity and Special Collection (DISC) Unit has completed a digitisation project of a historic collection of papers, to inform the department's care of these commissioned works.

This new digital collection is an important resource for understanding, contextualising, conserving and maintaining these works. It will also supplement information in the Central Reference Document, the permanent record of Mitchell/ Giurgola & Thorp Architect's design intent for Parliament House.

The Papers of Ms Pamille Berg, an original member of the design team of Australian Parliament House, includes large format blueprints, handwritten notes, photocopied papers, and photographs that detail the development of the art/ craft program.

The papers, held at the National Library of Australia, were generously lent to the department to undertake the listing, preventive conservation and selective digitisation, following a Memorandum of Understanding signed in June 2020.

The Special Collections team within DISC took on the project, which required removing staples and old metal clips from 271 files, photocopying faxes on thermal paper to maintain legibility, and repackaging photochemical materials in archival sleeves. The team subsequently provided full page-by-page descriptions, in addition to file-level metadata, to the National Library of Australia.

The Parliamentary Library DISC team will also use this data when preparing advice for the department. The digitisation component of the project resulted in 21,009 pages that are fully indexed and searchable.

Now that this significant body of work is complete, the Special Collections team has audited and packaged the papers to prepare for their return to the National Library.

Intended results: Effectively manage all assets within Parliament House including collections.

- A new Enterprise Information Strategy aims to strengthen information governance, use, reuse, and lifecycle controls. The strategy seeks to align investments in ICT and staff capabilities, with policy, legislation and wider government initiatives.

- The Parliament House Digital Twin Initiative commenced, which uses 3D technology to capture a visual record of assets and spaces within Parliament House to create a centralised building and asset management database.

- Conservation of Parliament House furniture included timber refurbishments, leather repairs or foam replacement to 694 furniture items to extend asset life, and condition inspections of more than 13,000 furniture items.

Intended results: Maintain Parliament House and the precinct as befits its status as an iconic building and location of national significance.

- Human-based cyber security controls were strengthened by providing targeted education packages to increase awareness of cyber security issues.

- The Cyber Operations Centre automated detection and response activities, optimising the use of cyber resources and defences. Parliamentary cyber controls were integrated with the Australian Cyber Security Centre's Cyber Threat Intelligence Service, automating the blocking of known adverse services.

- The Attorney General's Department TikTok direction was enforced without interrupting operations.

- Windows Hello for Business was implemented as the multifactor authentication solution to all eligible Parliament House devices and users, enhancing the user experience and security posture of the Parliament.

- An Information and Data Governance Committee was established to ensure that DPS applies a consistent, systematic and enterprise approach to managing information and data.

- The maintenance services team delivered a package of minor projects consistent with the internal rating systems used to measure building and landscape condition. This included:
  - replacement of mortar in the Red Calca cobblestone on the forecourt
  - pressure cleaning of the external façades of Parliament House
  - major upgrade and refurbishment of Parliament House tennis courts
  - replanting of approximately 900 Juniper plants
  - refurbishment of seven ministerial suites
  - replacement of approximately 700 incandescent and fluorescent light fittings with energy efficient LED fittings
  - installation of six double door actuators and nine ramps to assist with accessibility
  - fabrication and installation of new timber balustrades in the Marble Foyer, and
  - Senate Oval returfing.

Case study: New Senator suites and accessible bathrooms

The department's capital works program continued to focus on adapting Parliament House to meet its changing needs and accessibility requirements for building occupants and visitors.

Two significant projects that have progressed this year include an increase in the number of senator suites and ongoing accessible bathroom upgrades.

Senator Suites

Accommodation pressures within Parliament House have been an issue for many years, including office space for senators and members. We have continued to support the evolving accommodation requirements of parliamentarians by developing an accommodation strategy and acquiring office space to relocate some of our staff within a short distance of Parliament House. We are looking forward to a long-term relocation of our staff and other parliamentary functions to the historic West Block building in 2024.

Following the 2022 Federal Election, an additional three senator suites were required which necessitated relocating a number of DPS offices that were located in the Senate wing. The original design intent for these spaces was for expansion of the Senate.

The construction of the new Senate suites was led by the Property Services Branch and involved a collaborative effort with various external service providers, to complete the suites within a compressed timeframe.

Construction of the Senate suites took place from November 2022 to March 2023 and involved substantial demolition works to allow for hydraulics and drainage services to be connected to the suites, the installation of acoustically treated walls, and the upgrade of in-ceiling services reaching the end of their functional life. In collaboration with the Department of the Senate, the team took the opportunity to refurbish the Senate's Table Office and in-ceiling services, which are located below this space.

Accessible Bathrooms

Our Property Services Branch continues to upgrade 60 accessible bathrooms across Parliament House in response to contemporary building compliance standards, including accessibility. The project commenced in 2021 with a staged refurbishment approach to minimise impact to building occupants and will continue across the next three financial years.

To further ensure that parents and carers have a convenient and hygienic place to change their babies when working in or visiting Parliament House, the project includes the installation of 23 baby change tables throughout Parliament House. Four of bathrooms had baby change tables installed early in the 2023–24 financial year.

ANNUAL PERFORMANCE STATEMENTS

Introductory statement

I, Robert Stefanic, as the accountable authority of the Department of Parliamentary Services (DPS), present the 2022–23 annual performance statements of the Department of Parliamentary Services, as required under paragraph 39(1)(a) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act). In my opinion, these annual performance statements accurately reflect the performance of the entity and comply with section 39(2) of the PGPA Act and section 16F of the PGPA Rule.

Purpose

The department's purpose is to support the work of the Australian Parliament by providing effective, high-quality, and sustainable services to parliamentarians and building occupants. As custodians of Parliament House, we are responsible for delivering a broad range of services and experiences that enable engagement with the parliamentary process.

The department supports Parliament and parliamentarians through innovative, unified, and client-focused services. We are proud to be custodians of Australian Parliament House as the pre-eminent symbol of Australian parliamentary democracy and as a significant visitor destination.

Analysis of performance against purpose

Three strategic priorities provide the planning and performance framework against which the department operates:

- respond to the changing needs of the Parliament
- enhance the Parliament's engagement with the community, and
- effective stewardship of Australian Parliament House.

Strategic Priority 1—Respond to the changing needs of the Parliament

A focus for the department in 2022–23 was collaborating with other parliamentary departments to deliver innovative, unified and client-focused services.

Business Area—Catering and events services

TABLE 1: Business Area—Catering and events services

Respond to the changing needs of the Parliament		
Performance measure	**Target**	**Result**
1. Satisfaction with food, functions and events	85%	92%

Criterion Source: Program 1.1, 2022–23 Portfolio Budget Statements, p 10; **Performance Measure Source:** 2022–23 Corporate Plan, pp 14–15.

Methodology

Measure 1

DPS provides a range of food, functions and events services to parliamentarians and building occupants to assist them in performing their parliamentary duties.

Food, functions and events services include (but are not limited to):

- event venues and services
- catering outlets
- room service
- catering for meetings, and
- Members and Guests Dining Room.

Tracking the quality of food, functions and events services provides an indication of whether they are meeting the needs of parliamentarians and building occupants. This is measured by the feedback obtained through the annual Building Occupant Satisfaction (BOS) Survey. Responses are sought on a five-point scale Very Satisfied, Satisfied, Neutral, Dissatisfied, or Very Dissatisfied. Very Satisfied, Satisfied and Neutral responsive are counted towards the target.

FIGURE 2: Satisfaction with catering and events services

Legend: ■ 2022–23 ■ 2021–22 — Target

1. Satisfaction with food, functions and events
- 2022–23: 92%
- 2021–22: 95%
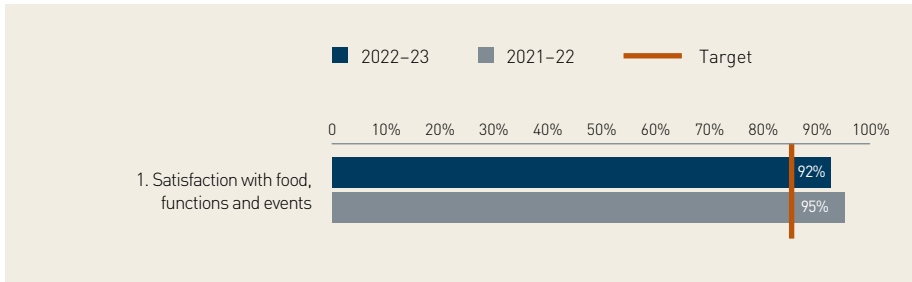
Analysis

Measure 1

January 2023 marks six years since DPS brought catering and event management services in-house. This change was motivated by the need to improve the value and quality of food and beverage services to building occupants and visitors. The Catering and Events team continue to record a strong satisfaction result since the transition, and for 2022–23 a result of 92 per cent satisfaction was achieved with the services provided to building occupants. This is 7 per cent higher than the 85 per cent target, and an increase of 16 per cent since bringing the services in-house, a reflection of the enhanced quality of services provided by the team.

The team continues to maintain high satisfaction levels through a pursuit of excellence and the drive to deliver a seamless retail and event experience to all building occupants and visitors to Parliament House. This year, improvements have been made to provide more variety across all outlets, including increased options for dietary requirements and a mid-week menu rotation in the Staff Dining Room.

Business Area—Hansard and broadcasting services

TABLE 2: Business Area—Hansard and broadcasting services

Respond to the changing needs of the Parliament		
Performance measure	**Target**	**Result**
2. Proof Hansard reports delivered within agreed timeframes when Parliament sits its regular scheduled hours	85%	85%
3. Proof Hansard reports delivered within agreed accuracy parameters	85%	91%
4. Broadcasting systems availability	90%	99%

Criterion source: Program 1.1, 2022–23 Portfolio Budget Statements, p 10; **Performance measure source:** 2022–23 Corporate Plan, pp 14–15.

Methodology

Measure 2

This measure includes both chamber and committee timeliness. Hansard chamber proofs are recorded as being on time if published in full within three hours of the chamber rising and Hansard committee proofs are recorded as being on time if they are delivered within the timeframes agreed with the committee secretariats, usually a period of between one and five working days from the date of the hearing.
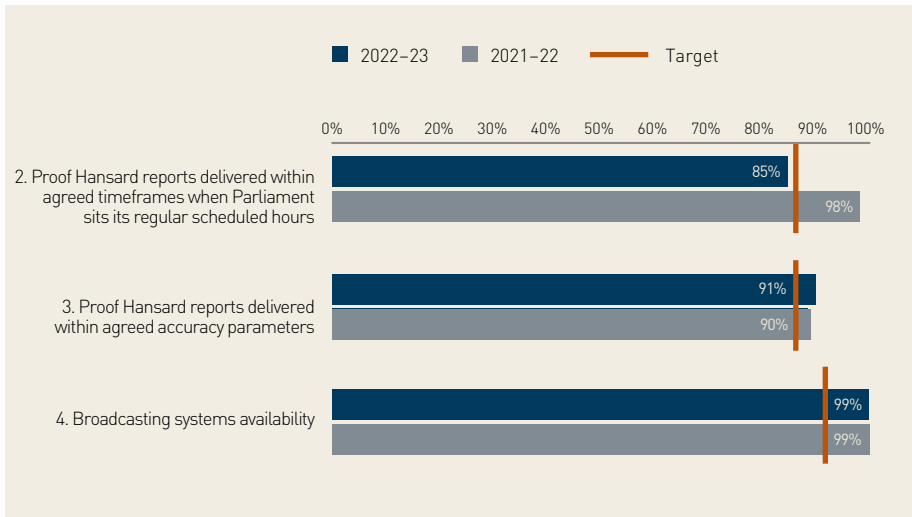
Measure 3

This measure includes both chamber and committee accuracy. The error rate for chamber and committee transcripts is based on the number of errors reported by parliamentarians' offices, committee secretariats and witnesses who appeared at committee hearings. Hansard reports chamber errors with a one-month delay from sittings because clients have 15 non-sitting days to submit chamber corrections. Hansard reports committee errors by the date corrections are received and with a one-month delay to allow for processing.

Measure 4

Parliamentary Broadcasting maintain a major system failure register that logs major disruptions to the sound reinforcement system in the Senate and the House of Representatives chambers. Reportable major system failures include where:

- a microphone is not activated within 30 seconds
- a major system failure causes the Parliament to not be able to sit as scheduled
- the public address system fails for more than five minutes, and
- the broadcast audio feed fails for more than 10 seconds.

FIGURE 3: Hansard and broadcasting services

Analysis

Measure 2

Hansard achieved an 84.82 per cent delivery against its timeliness performance measure 2 – meeting the target on rounding. Between May 2023 and June 2023, an unprecedented volume of chamber, estimates and committee activity constrained Hansard's capacity to complete the large workload. All possible additional resources were applied, and there was regular liaison with the committee offices with respect to transcript priorities and delivery.

Measure 3

Hansard exceeded its accuracy target against this measure. The level of committee work has been extremely high for the last two financial years, with a reduction only seen in the lead up to and during the 2022 federal election.

Measure 4

The 90 per cent target for broadcasting systems availability was exceeded against this measure across 2022–23.

Business Area—Parliamentary Library services

TABLE 3: Business Area—Parliamentary Library services

Respond to the changing needs of the Parliament		
Performance measure	**Target**	**Result**
5. Satisfaction with service quality and responsiveness	90%	94%

Criterion source: Program 1.1, 2022–23 Portfolio Budget Statements, p 10; **Performance measure source:** 2022–23 Corporate Plan, pp 14–15.

Methodology

Measure 5

Key priorities and performance indicators for the Parliamentary Library are approved each year by the Presiding Officers as part of the Library's annual resource agreement (PS Act, section 38G).

This metric is derived from the series of timeliness measures set out in in the resource agreement. Information on the methodology can be found in the Parliamentary Librarian's report, *Performance Report*.

FIGURE 4: Library service performance criteria and satisfaction with service
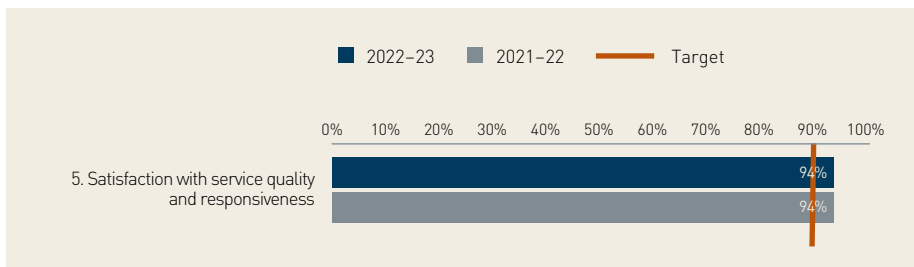
Analysis

Measure 5

This metric is derived from the series of satisfaction and timeliness measures set out in in the resource agreement.

The Library met its four timeliness targets and achieved a satisfaction rating of 94 per cent.

Detailed information on the methodology and results can be found in the Parliamentary Librarian's Performance Report.

Business Area—ICT Services

TABLE 4: Business Area—ICT services

Respond to the changing needs of the Parliament		
Performance measure	Target	Result
6. Satisfaction with service quality (responsiveness and resolution)	85%	90%
7. System availability (core parliamentary systems)	90%	99%
8. Projects delivered according to planned program milestones (e.g., design, tender, contract, completion)	85%	79%
9. Projects delivered within budget against milestones	85%	79%

Criterion source: Program 1.1, 2022–23 Portfolio Budget Statements, p 10; **Performance measure source:** 2022–23 Corporate Plan, pp 14–15.

Methodology

Measure 6

This metric is measured by the feedback obtained through the annual BOS Survey. Responses are sought on a five-point scale: Very Satisfied, Satisfied, Neutral, Dissatisfied, or Very Dissatisfied. Very Satisfied, Satisfied and Neutral responses are counted towards the target.

The response to every relevant satisfaction question in the survey is combined to calculate the overall result.

Measure 7

This metric tracks the availability of core parliamentary systems. The core parliamentary systems included in this measurement are:

1. Table Office Production System (TOPS)
2. Dynamic Red
3. Live Minutes, and
4. Email.

Data to support the calculation is extracted from the ServiceNow IT service management system based on records where a disruption to service is encountered.
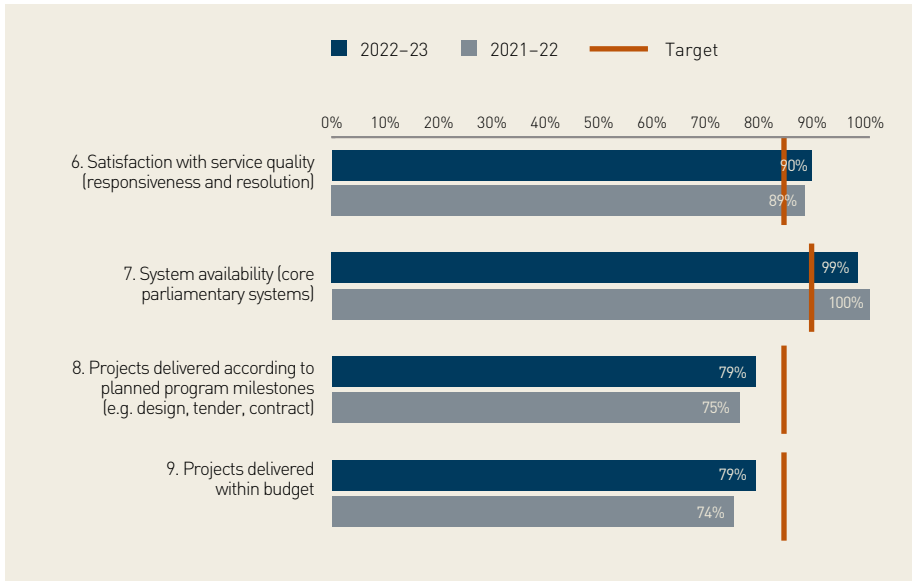
Measure 8

Milestone information is collated and captured in the Information Services Division (ISD) Departmental Monthly Project Report. This information is reported and reviewed internally monthly.

Measure 9

Milestone information is collated and captured in the ISD Departmental Monthly Project Report. This information is reported and reviewed internally monthly.

FIGURE 5: Satisfaction with service quality, system availability and projects milestones and budget

Analysis

Measures 6 and 7

The satisfaction with service quality (responsiveness and resolution) performance measure from the 2022 BOS Survey showed 92 per cent of survey respondents had used ICT services in the last 12 months. The ICT Services category recorded an overall satisfaction rating of 90 per cent. This is an increase of one per cent from 2021–22, and four per cent from 2020–21.

ICT services recorded 105 free-form responses. Feedback for the category highlighted improvement opportunities focussed on timeliness of issue resolution. Overall sentiment was positive with ICT services seeing a one percentage point increase in satisfaction in 2023. The major themes related to:

* wi-fi connectivity within Parliament House, and
* help desk issue resolution times and escalation.

Key areas of improvement included 2020 Service Desk resolution adequacy (increase of two per cent from 2021–22) and 2020 Service Desk timeliness (increase of one per cent from 2021–22).

The overall increase in these areas recognise the significant efforts directed towards developing a strong customer service focus within the workforce and identifying areas for continual growth.

Measures 8 and 9

While the overall targets were not achieved, the implementation of formal governance and portfolio resource planning has assisted the Information Services Division to realise continued improvements in milestone delivery.

In May 2023, 93 per cent of projects were delivered according to planned program milestones, increasing to 100 per cent in June 2023. In the period 1 April 2023 to 30 June 2023 Q4, 36 milestones were achieved.

In both May and June 2023, 100 per cent of projects were delivered within budget against milestones.

The considerable increase in the performance of both Q3 and Q4 in 2022–23 provide strong evidence that the maturing work of the new Information Services Division Portfolio Office (ISDPO) and the focus on delivery are yielding positive longer-term results.

Strategic priority 2—Enhance the Parliament's engagement with the community

Part of our purpose is to increase community engagement with Australian parliamentary democracy and share the work, stories and collections within Parliament House. The department achieves this by developing and implementing new visitor experiences, including events, festivals, tours and digital or online programs.

Business Area—Visitor engagement

TABLE 5: Business Area—Visitor engagement

Enhance the Parliament's engagement with the community		
Performance measure	Target	Result
10. Satisfaction with customer service experience (security, concierge, and guides)	85%	93%
11. Satisfaction with Parliament House experience overall (exhibitions, facilities, tours and programs)	85%	95%

Criterion Source: Program 1.1, 2022–23 Portfolio Budget Statements, p 10; **Performance measure source:** 2022–23 Corporate Plan, pp 14–15.

Methodology

Measure 10

Positive visitor satisfaction with customer service is measured through the percentage of visitor feedback that meets or exceeds expectations. Visitors who book tickets through the Parliament House ticketing system are sent a link to the complete a survey at the conclusion of their visit. The response to a range of qualitative questions is used by DPS to assess if the customer expectations were met.

Measure 11

Questionaries are provided to school groups, events, and ticketed visitors. This includes a question where responses are sought on a five-point scale Very Satisfied, Satisfied, Neutral, Dissatisfied, or Very Dissatisfied. Very Satisfied, Satisfied and Neutral responsive are counted towards the target to align with the BOS Survey.

FIGURE 6: Visitor engagement satisfaction results
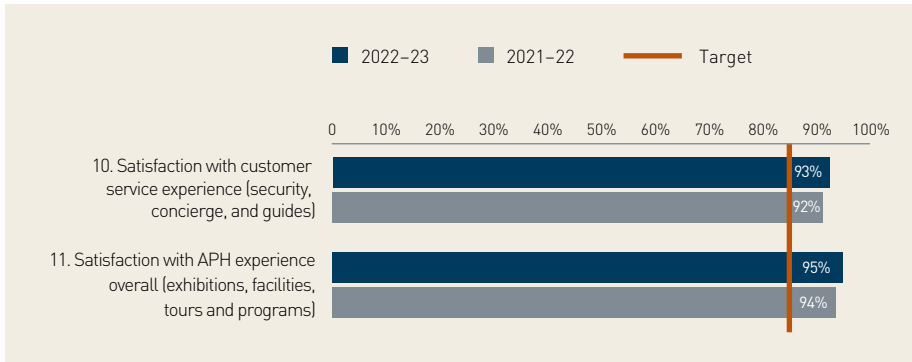
Analysis

Measures 10 and 11

Results across 2022¬–23 consistently exceeded the target of 88 per cent. Satisfaction with customer service reached 93 per cent and overall Parliament House experience satisfaction was 95 per cent. Scores have remained high across all touch point areas, demonstrating a consistent delivery of high-quality services meeting customer expectations. The new tour strategy, implemented in July 2022, increased the number of visitors attending tours. Tours are an effective interpretation tool to deepen visitor engagement with the parliamentary process, Australian democracy and the building.

In June 2023, the Parliament Shop closed for its first refurbishment in 27 years, as part of a new shop refresh strategy. An online shop featuring new quality souvenirs and gifts was launched in May 2023. The online shop has thus far exceeded business forecasts with positive feedback and sales results, which has been valuable during the closure of the physical shop.

Strategic priority 3—Effective stewardship of Australian Parliament House

The department operates in a complex environment with a range of significant challenges. Optimising our service capability, working collaboratively and ensuring design intent is at the heart of every decision are essential to safeguarding the architectural integrity and longevity of our iconic building.

Business Area—Property Services

TABLE 6: Business Area—Property Services

Effective stewardship of Parliament House		
Performance measure	**Target**	**Result**
12. Satisfaction with facilities availability and building condition (maintenance and appearance)	85%	97%
13. Satisfaction with landscape condition and appearance	85%	99%
14. Satisfaction with service responsiveness (effective resolution of service calls)	85%	98%
15. Projects delivered within budget against milestones	85%	91%

Criterion Source: Program 1.1 and 1.2, 2022–23 Portfolio Budget Statements, p 10; **Performance measure source:** 2022–23 Corporate Plan, pp 14–15.

Methodology

Measures 12, 13 and 14

These metrics are measured by the feedback obtained through the annual BOS Survey. Responses are sought on a five-point scale: Very Satisfied, Satisfied, Neutral, Dissatisfied, or Very Dissatisfied. Very Satisfied, Satisfied and Neutral responses are counted towards the target.

The response to every satisfaction question in the survey relevant to the metric is combined to calculate the overall result.

Measure 15

This metric tracks project expenditure against the Administered Capital Works Plan. The Administered Capital Report is used to track this information internally on a quarterly basis.
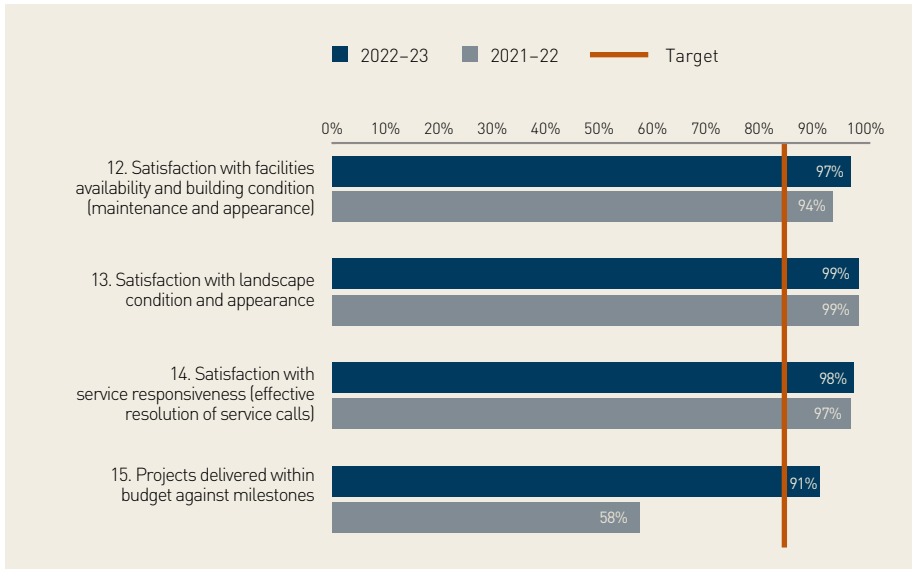
Analysis

Measure 12

In 2022–23, the performance measure result for satisfaction with facilities availability and building condition was 97 per cent, 12 per cent above the target.

The Property Services Branch has continued to deliver a range of works to ensure the maintenance and appearance of Parliament House as its status as an iconic building.

Some of these works include the following:

- ongoing suite bathroom refurbishments focusing on wall and floor tiles
- ongoing routine maintenance and painting to suites and circulation areas
- cleaning of approximately 6,000m^2 of external building façade
- cleaning of approximately 20,000m^2 of carpet in suites, general circulation and public areas
- maintaining the appearance of approximately 12,600m^2 parquetry and linkways, and
- replacement of mortar in the Red Calca cobblestones on the main forecourt.

In addition, a significant amount of work is continuing to refurbish ministerial suites based on the condition rating of each suite.

Measure 13

In 2022–23, the performance measure for satisfaction with landscape condition and appearance was 99 per cent, 14 per cent above target.

A range of improvements to the landscape condition and appearance have been made in 2022–23. These improvements include, but are not limited to the following:

- replacement of approximately 900 Juniper plants
- completion of the expansion joint and re-grouting works on the main forecourt
- returfing of the Senate Oval
- refurbishment of two Parliament House tennis courts, and
- replacement of Grevilleas with Callistemons on the Senate and House of Representatives slip road embankments.

Measure 14

In 2022–23, the performance measure for service responsiveness was 98 per cent, 13 per cent above the target.

The Building Maintenance Services Help Desk tended to approximately 15,000 phone calls in 2022–23. These calls resulted in 7,487 work orders for trade staff to investigate and rectify issues.

Measure 15

A standard industry measure of project success is delivering on time and on budget. Given the restrictions that sitting periods and parliamentary activities have had on project delivery, project schedules were regularly adjusted throughout the year. This, combined with analysis of whether the capital works program has been effective and within budget, provides a picture of whether the program is successfully adapting to the changing environment.

The capital works program achieved its target deliverables, with 91 per cent of projects delivered within budget and against milestones, 6 per cent above target.

There has been significant progress on the accessible bathrooms project with 25 complete and compliant with current Australian Standards and the *National Construction Code 2019*. The electrical program of work increased steadily with the replacement of 115 emergency lighting distribution boards completed in July 2023 and the uplift of electric vehicle (EV) charging infrastructure at Parliament House. The enhancement will promote the ability for building occupants and visitors to benefit from the use of zero-emissions vehicles.

The refurbishment of the Parliament Shop is on track and will improve amenities and accessibility for visitors and building occupants. This project creates a retail space to better reflect the building's design language and is appropriate for its position adjacent to the public foyer.

Business Area—Design Integrity

Effective stewardship of Parliament House		
Performance Measure	**Target**	**Result**
16. Effective functioning of design integrity process	Effective	Effective

Criterion Source: Program 1.1, 2022–23 Portfolio Budget Statements, p.10; **Performance Measure Source:** 2022–23 Corporate Plan, pp 14-15.

Methodology

Measure 16

The department is charged with management of the design integrity of Parliament House while ensuring its future as a working building. As custodian, DPS has a responsibility to manage the building for current and future generations. The design integrity process ensures that DPS maintains the design integrity of the Parliament House. The Moral Rights Administrators are a key source of information on the original Design Intent of Parliament House and how to interpret and apply it as the building changes.

Ms Pamille Berg AO Hon FRAIA and Mr Harold (Hal) Guida LFRAIA AIA are the joint Moral Rights Administrators for the estate of Mr Romaldo Giurgola AO LFRAIA AIA. On an annual basis the moral rights holders are asked to provide a formal assessment of the effectiveness of the design integrity framework and their satisfaction with their engagement by the department.

Analysis

Measure 16

As at 2 August 2023, DPS has received a response to annual survey letters from both Moral Rights Administrators, who assessed the functioning and effectiveness of the department's consultation processes on design integrity and moral rights matters as 'Effective'.

The department has maintained regular communication between the joint Moral Rights Administrators, Ms Berg and Mr Guida, with three design integrity quarterly meetings held in 2022–23. The department sought design intent advice throughout project life cycle milestones with Moral Rights Administrators providing timely advice on a broad range of issues and changes including accessibility, information communication and technology, security, landscape, lighting, furniture, finishings and fittings.

PARLIAMENTARY LIBRARY 4

PARLIAMENTARY LIBRARIAN'S REVIEW

I am pleased to present the Parliamentary Librarian's report for 2022–23.

July 2022 saw the commencement of the 47th Parliament.

As noted in last year's annual report, assisting new senators and members to settle into their parliamentary roles is a key priority for the Library. In the lead up to the 47th Parliament, we had enhanced both our contact officer training and our suite of information products for clients. Streamlined on-boarding processes enabled us to reach out to new members and to territory senators and their staff close upon the declaration of individual seats, making our services available to them much earlier than in previous parliaments. This was particularly important given the significant increase in the size of the crossbench in both chambers. With the new Senate term starting on 1 July, our contact officer cohort again swung into action, helping guide new senators and their staff on how we can support them in their duties.

The impact of this outreach is evident in the fact that our services were well used (by every senator and member) and held in high regard, as demonstrated by client feedback and the regularity with which Library advice was cited. Library staff answered 8,806 individual client requests, up from the 7,227 completed in the previous financial year. We released 369 research publications addressing a broad range of legislative and public policy issues and delivered significant enhancements to the Bills Digests service and the *Parliamentary Handbook Online*.

In September 2022, Roxanne Missingham delivered to the Presiding Officers the report of her strategic review of the Parliamentary Library. Its findings and recommendations were subsequently considered by the Joint Standing Committee on the Parliamentary Library (JSCPL) and informed the development of a new policy proposal in the October 2022 Budget, following the Prime Minister's commitment to increase the Library's resources. In anticipation of an increase in resources, the Library began a recruitment campaign. The additional resourcing secured in the Budget enabled the Library to create 21 new positions (all but one in the Research Branch) and fill positions which had been left vacant due to the budgetary challenges experienced by the department in 2021–22 and early 2022–23. (Unfortunately, the tight labour market in the ACT meant not all positions were filled in these initial rounds.)

As discussed later in this report, we initiated a number of projects to enhance our digital service delivery and significantly enhanced our structured outreach program to parliamentarians' staff, including in electorate offices. Recruitment and staff induction remained a focus for the rest of the reporting period and will continue to be a focus through 2023–24.

In December 2022, the Senators and Members Reading Room and Newspaper Reading Room closed for the construction of a new secure briefing room for parliamentarians and parliamentary committees. Work is underway to create a new and more modern Reading Room as a hub for the Library's services. In the interim, print editions of daily newspapers were available in the second floor Library for clients who prefer hard copy to digital news services. The new Reading Room is expected to open early in 2024.

Changes to public health advice in early 2022 saw the return to more normalised work arrangements, with staff combining work-from-home and work-on-site according to operational requirements. Staff wellbeing, workplace safety and continuity of service to the Parliament remained at the forefront of our work. This ensured that our services to Parliament remained seamless, whether delivered off or on site. In close consultation with Library staff, a new strategic human resource strategy and training and development program were finalised during the year. These will be implemented 2023–24.

The year ahead

At the time of writing, the 2023–24 the Resource Agreement had not been finalised. However, recruitment, retention and staff development will be a strong focus, as will the completion of Budget-funded capital programs to improve the functionality and accessibility of our digital products and services.

The review of the Library's client services for the 47th Parliament will also be commissioned and completed.

And, of course, a new Parliamentary Librarian will be appointed, only the eleventh since 1901.

It has been a great privilege to serve as Parliamentary Librarian, and I extend my congratulations and best wishes to the incoming Librarian. It is truly a wonderful job.

My thanks go to the Presiding Officers, past and present, and the JSCPL for their continuing support for the Library's work. My thanks also to the Secretary of DPS and to colleagues across DPS and the other parliamentary departments. And, finally, of course, my thanks to all the Library staff for their unwavering commitment and professionalism in their work in support of the Parliament.

THE LIBRARY ON A PAGE

Role

- To provide high-quality, impartial, timely and confidential information, analysis and advice to senators and members of the House of Representatives in support of their parliamentary and representational roles.

Clients

- parliamentarians and their staff
- parliamentary committees
- the Governor-General, and
- staff of parliamentary departments.

Governance

- **Presiding Officers:** jointly vested with responsibility for the administration of the Department of Parliamentary Services, including the Parliamentary Library.
- **Joint Standing Committee on the Parliamentary Library:** provides advice to the Presiding Officers on matters relating to the Library.
- **Parliamentary Librarian:** statutory officer responsible for the control and management of the Library, reporting directly to the Presiding Officers and the Joint Standing Committee on the Parliamentary Library.

Structure

- Parliamentary Librarian
  - Office of the Parliamentary Librarian
- Research Branch, and
- Library Collections and Databases Branch.

Resource Agreement: 2022–23

- operational funding: $17.63 million
- capital funding: $5.398 million, and
- average staffing level: 150.9 full-time equivalent (FTE)

Services

- comprehensive library collection for reference and loan
- media monitoring: press, broadcast and social media
- confidential and tailored research and analysis
- mapping (electoral, social-economic and demographic data)
- assistance with parliamentary delegation briefings
- research publications to help inform parliamentary debate, scrutiny and policy development
- 24/7 access to online databases and services, and
- lectures, seminars and training.

The Library in numbers 2022–23

- 100 per cent of parliamentarians used the Library's services (at least once)
- 8,806 individual client requests completed
- 369 research publications released, including 91 Bills Digests
- 9,304 new books and serial titles added to the catalogue
- 50.1 per cent of titles available online in full text
- 177,004 items added to Library databases, and
- 1,848 attendees at lectures, seminars and training.

OVERVIEW

Governance

The *Parliamentary Service Act 1999* establishes the office of the Parliamentary Librarian, whose primary function is 'to provide high-quality information, analysis and advice to senators and members of the House of Representatives in support of their parliamentary and representational roles'. The Parliamentary Library is part of the department's Program 1. In the DPS Corporate Plan 2022–23, the Library's services fall under the strategic theme: 'respond to the changing needs of the Parliament'.

The Librarian reports to the Presiding Officers and to the Parliament in respect of her statutory functions. The Librarian also reports to the JSCPL, which advises the Presiding Officers on matters relating to the Library. The Library is also subject to scrutiny by the Senate Finance and Public Administration Committee as part of regular Senate Estimates hearings.

The Library's primary clients are senators, members and parliamentary committees. Other client groups include parliamentarians' staff, staff of the parliamentary departments and the Governor-General. Service entitlements for all clients are outlined in the Parliamentary Library Statement of Client Services as approved by the JSCPL.

The Joint Standing Committee on the Parliamentary Library

The JSCPL is appointed each Parliament to:

- consider and report to the Presiding Officers on any matters relating to the Parliamentary Library referred to it by the President of the Senate or the Speaker of the House of Representatives
- provide advice to the President and the Speaker on matters relating to the Parliamentary Library
- provide advice to the President and the Speaker on an annual Resource Agreement between the Parliamentary Librarian and the Secretary of DPS, and
- receive advice and reports, including an annual report, directly from the Parliamentary Librarian on matters relating to the Parliamentary Library.

The JSCPL for the 47th Parliament was established by motion by the House of Representatives and Senate on 26 July 2022 and 27 July 2022 respectively.

The following senators and members served on the JSCPL in 2022–23:

- Senator the Hon Slade Brockman (Joint Chair)
- Ms Anne Stanley MP (Joint Chair)
- Senator Catryna Bilyk
- Mr Russell Broadbent MP
- Ms Cassandra Fernando MP
- Senator Maria Kovacic (from 13 June 2023)
- Mr Rob Mitchell MP

- Senator Jacinta Nampijinpa Price (until 13 June 2023)
- Mr Rowan Ramsey MP
- Senator Glenn Sterle
- Ms Kate Thwaites MP
- Ms Kylea Tink MP, and
- Senator Linda White.

FIGURE 8: Joint Standing Committee on the Parliamentary Library as at 30 June 2023

The Joint Standing Committee on the Parliamentary Library. Top left to bottom right: Senator the Hon Slade Brockman (Joint Chair); Ms Anne Stanley (Joint Chair); Senator Catryna Bilyk; Mr Russell Broadbent; Ms Cassandra Fernando; Senator Maria Kovacic; Mr Rob Mitchell; Mr Rowan Ramsey; Senator Glenn Sterle; Ms Kate Thwaites; Ms Kylea Tink; and Senator Linda White.

The JSCPL met privately on 29 August 2022, 6 February 2023, 3 March 2023 and 9 March 2023, and considered, inter alia:

- the Strategic Review of the Parliamentary Library
- changes to the Governance Papers on Bills Digests and Research Papers, and
- the 2022–23 Resource Agreement between the Secretary and Parliamentary Librarian.

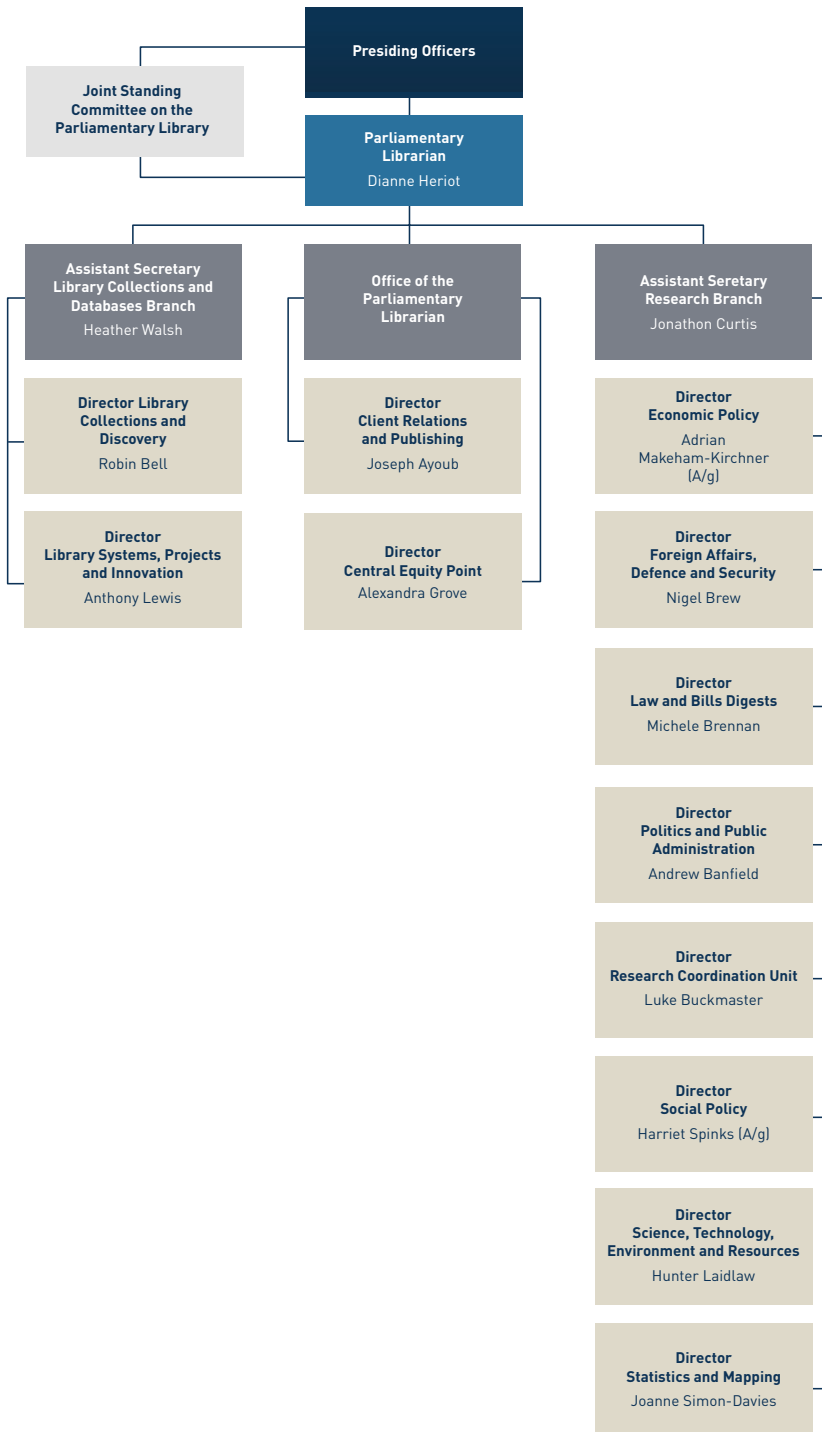The JSCPL also met informally on 24 and 28 November 2022.

Structure

The Parliamentary Library comprises the Parliamentary Librarian and the employees of DPS assisting her. The Library's Executive is:

- Dr Dianne Heriot, Parliamentary Librarian
- Jonathan Curtis, Assistant Secretary, Research Branch, and
- Heather Walsh, Assistant Secretary, Library Collections and Databases Branch.

The Library's structure comprises:

- the Office of the Parliamentary Librarian – which comprises the:
  - Library's executive support officers
  - Library's Web Publishing Unit
  - Director, Client Relations, who coordinates outreach, orientation and training services for parliamentarians, their staff and other parliamentary staff, and
  - The Central Enquiry Point, which manages the main Library reference desk and the Senators and Members Reading Room.
- Research Branch, which provides information, research and analytical services, including commissioned research, publications and statistical and mapping services, and
- Library Collections and Databases Branch, which develops and manages access to the Library's print and electronic resources.

FIGURE 9: Parliamentary Library organisational structure as at 30 June 2023

Presiding Officers

Joint Standing Committee on the Parliamentary Library

Parliamentary Librarian
Dianne Heriot

Assistant Secretary Library Collections and Databases Branch
Heather Walsh

Office of the Parliamentary Librarian

Assistant Seretary Research Branch
Jonathon Curtis

Director Library Collections and Discovery
Robin Bell

Director Library Systems, Projects and Innovation
Anthony Lewis

Director Client Relations and Publishing
Joseph Ayoub

Director Central Equity Point
Alexandra Grove

Director Economic Policy
Adrian Makeham-Kirchner (A/g)

Director Foreign Affairs, Defence and Security
Nigel Brew

Director Law and Bills Digests
Michele Brennan

Director Politics and Public Administration
Andrew Banfield

Director Research Coordination Unit
Luke Buckmaster

Director Social Policy
Harriet Spinks (A/g)

Director Science, Technology, Environment and Resources
Hunter Laidlaw

Director Statistics and Mapping
Joanne Simon-Davies

SUMMARY OF FINANCIAL PERFORMANCE

Parliamentary Library Resource Agreement

The PS Act requires that the Parliamentary Librarian and the Secretary DPS make an annual agreement specifying the resources that will be provided to the Parliamentary Library. The Agreement must be made between the Secretary and the Librarian and approved by the Presiding Officers in writing after receiving advice about its contents from the JSCPL.[1]

The Resource Agreement helps assure the Parliamentary Librarian's continued independence and enables parliamentary scrutiny of the Library's resourcing.

The 2022–23 agreement was signed by the Parliamentary Librarian and Secretary DPS on 17 November 2022. The JSCPL considered it out of session on 1 December 2022 and resolved that the Joint Chairs write to the Presiding Officers recommending its approval. The agreement was approved by the Presiding Officers on 12 December 2022.

Financial performance

Reflecting the additional resources appropriated in the October 2022 Budget, the Resource Agreement 2022–23 provided funding of $23.028 million, comprising:

- an operating budget of $17.63 million
- a capital budget (used for the Library collection and minor capital projects) of $5.398 million, and
- an average staffing level (ASL) of 150.9 FTE.

Actual expenditure was $17.022 million in operational funding and $3.491 million in capital funding.

Employee costs accounted for the majority of the Library's budget, with the remaining funds largely spent on the collection.

Expenditure on the Library collection (supplier costs) in 2022–23 was:

- information resources (including database and news services subscriptions)—$2.227 million (operational funding)
- media monitoring services—$0.274 million (operational funding)
- reference serials and monographs—$0.372 million (capital funding), and
- press clips and press releases—$0.152 million (capital funding).

The October 2022 Budget provided $10.8 million over four years from 2022–23 (and $2 million per year ongoing) to increase the capacity of the Parliamentary Library to support parliamentarians with advice and research. This included $2.749 million (2022–23 and 2023–24) in capital funding to enhance the Library's digital service delivery. Specific initiatives are discussed in the Achievements section.

The additional operational funding was used for recruitment of additional staff and filling of vacant positions, and increased client outreach.

---

1   *Parliamentary Service Act 1999*, section 38G.

Before the October 2022 Budget, the Library made 13 new appointments or promotions, all external appointments. Recruitment activities redoubled in the Budget context. Twenty new positions were created in the Research Branch and one, a client outreach position, in the Office of the Parliamentary Librarian. Additional specialist researchers were deployed across the Research Branch and a new Research Coordination Unit was established.

Forty-eight new appointments were made between 25 October 2022 and 30 June 2023. Of these, 31 were external appointments. The remainder were promotions or permanent engagement of existing Library staff. Together with normal attrition, this generated additional recruitment activity and, combined with a very tight employment market, caused delays in filling some positions. And, while the Budget was delivered in October 2022, it provided full-year funding for 2022–23. At year's end, the Library recorded a five per cent ($0.731 million) underspend on employee costs.

Challenges in filling non-ongoing positions for digitisation projects contributed to the significant underspend in capital expenditure. In the current labour market, it is difficult to attract staff for short-term contracts for library projects. However, a major factor was the necessary start-up time for capital projects funded in the October Budget, with time taken to develop project technical requirements and procure necessary services and human resources. Unspent funds for these projects were rolled over to 2023–24. They are all due to be completed by the end of that financial year.

A more detailed breakdown of budget and actual expenditure can be found in the financial tables.

FIGURE 10: Parliamentary Library Budget and Expenditure 2019–20 to 2022–23
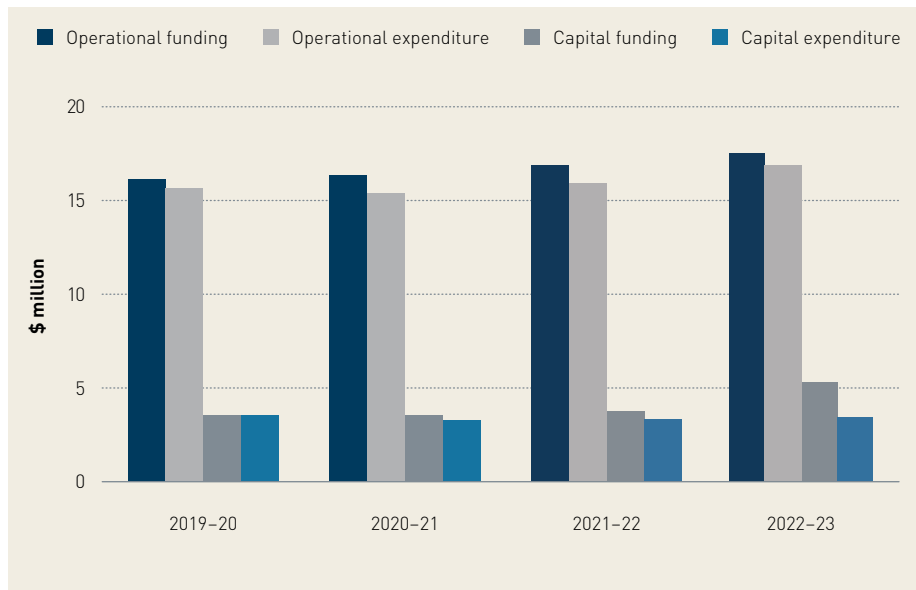
The Library collection is formally revalued every three years by an independent professionally qualified valuer, using the fair value principle. As at 20 April 2021, the fair value worth of the Library collection was $6.422 million. This does not include the value of the Library's digital collection.

Financial outlook

At the time of writing, the 2022–23 Resource Agreement had not been finalised.

ACHIEVEMENTS 2022–23

1. Delivering high-quality research and information services to the Australian Parliament

Enhanced support for consideration of legislation

Improving our support for parliamentarians' consideration of legislation was a strong focus throughout the financial year.

Bills Digests

The Library made significant changes to the Bills Digests service to ensure that wherever possible, the digests are published in time for second reading debate in the chamber in which the Bill was introduced. These changes build on the results of trials conducted last financial year to publish Bills Digests earlier, and in formats more optimised for use on digital devices. The increased size of the crossbench in the 47th Parliament gave added impetus to the change. Of particular significance was a change to shorter, more tightly focused analysis of key issues and provisions that could be delivered in the much-compressed timeframes, supported by new procedures and staff training. The consequent improvements were significant: Of the 91 Bills Digests published in the 47th Parliament (as at 30 June 2023), 88 (97 per cent) were before first chamber debate, compared to only 68 per cent in the 46th Parliament.

Disallowable Instruments Update

Each year a huge volume of legislative instruments are made (1,765 in 2022 for example). This creates challenges for parliamentarians scrutinising the instruments—all within the timelines set for disallowance—leading to a number of clients asking the Library to consider ways to assist. In response, in September 2022 we launched the Disallowable Instruments Update (DIU) that gives a summary of each instrument tabled in the Parliament and subject to disallowance. The Library aims to publish an edition after each sitting week. Since legislative instruments registered in non-sitting weeks go into a queue to be tabled when Parliament returns, our longest ever DIU included nine weeks' worth of registrations and was 249 pages. To make this accessible, the publication is grouped into portfolios to enable easy browsing and searching.

Client outreach, coordination and welcoming the 47th Parliament

In 2022–23, the Library strengthened its outreach and training program achieving new milestones.

The new Parliament remained a focus of the Library's work in the first quarter. Outreach to new members and Territory senators had been a focus of the final quarter of the previous financial year. The commencement of a new Senate term on 1 July saw our contact officers welcoming the cohort of new State senators, offering assistance and presenting them with a personalised welcome pack which included the Library's guide to services and examples of key Library products. Through the year contact officers were also appointed for two new parliamentarians (with one new senator appointed to a casual vacancy and another elected in a by-election).

Also throughout 2022–23, our 56 Library contact officers continued to meet with new parliamentarians' offices at regular intervals to develop their knowledge of Library products and services as they settled in, ensuring their needs were being met. In this time, Library contact officers developed professional relationships which provide a solid foundation for the parliamentarians' interaction with the Library during their time in Parliament.

Throughout the first half of the reporting year, we reconnected with all returning senators and members to highlight the ways we could support them in their new roles. We provided them with dedicated orientation and training sessions were provided to them.

We continued to implement our outreach strategy and built upon the recommendations of the 2021 Library evaluation. We did so by pursuing face-to-face outreach services along with online sessions, providing tailored training sessions to groups, including to parties and independents. We also continued to build relationships with the committee secretariats and promoted our services to their researchers through tailored sessions.

Our tailored approach to training allowed us to engage with approximately 750 clients, a new milestone well above previous figures. Our 15-minute online speed sessions proved popular with clients. They enabled us to develop professional working relationships with new parliamentary staff while informing them about the Library's key products and services to support them early on. This was complemented by our tailored training sessions on services such as media monitoring, ParlInfo and database searching.

The addition of a Senior Client Liaison Officer to the Client Relations team enhanced the Library's ability to provide training to parliamentarians, their staff and committee staff. This position has enabled a more systematic approach to client engagement, training and orientation, including with electorate-based staff. During the reporting period, we were able to meet with 60 electorate offices across NSW, Queensland, WA and the ACT. Nine of these meetings were held online. As part of this program, we provided tailored outreach to 213 participants and used the opportunity to further understand client needs and discuss service improvements, particularly in relation to the demands on electorate officers.

Our focus in 2023–24 will be on maintaining these new outreach milestones, facilitating the next Library client evaluation, and introducing clients to our new-look website to be launched in 2024.

Client requests

Senators, members and parliamentary committees and the staff that support them are able to commission research from the Library and to receive tailored responses by an agreed deadline. This includes one-on-one or group briefings, reports and memoranda, maps, statistics and other research products for individual parliamentarians as well as analysis and information in support of committee inquiries and parliamentary delegations. This work forms the core of our research services.

In the reporting period, the Library provided 8,806 such advices and spent 50,086 hours in their preparation.

TABLE 8: Client requests completed in 2022–23

Source	2022–23
Senators	2,922
Members of the House of Representatives	4,906
Parliamentary committees	215
Departments, reciprocal arrangements and other	763
Total	**8,806**

This metric is further discussed in the performance report.

Enhanced management of client research requests

The Library established a new Research Coordination Unit staffed by an experienced director and five researchers and/or reference librarians. The unit started work in the February 2023 sittings. Its role is to coordinate complex jobs to ensure that clients receive a consistent and comprehensive response when inputs are required from several researchers and areas across the Branch. The unit also manages client requests for high-volume general searchers (such as of Hansard) and coordinates the Library's publication program.

Once in operation, the unit quickly established additional expertise in using innovative searches for finding and compiling information on specific electorates, such as sporting groups or churches.

The Library also established a new Principal Legal Officer position to enhance the quality and timeliness of client advice on legal issues.

Research publications

In addition to responding to client requests, the Library publishes a range of information and analyses to support senators and members parliamentary and representational roles. Publications include the Bills Digests service that provides parliamentarians with an independent explanation on Bills before the Parliament, chronologies giving the history of an issue over time, quick guides and short, topical blog posts.

Although produced for the Library's clients, these publications have a broader benefit as they are published on the web and are available to inform the public debate on important social, economic and legal issues.

The Library published 369 publications during the reporting period. The highest single category of publications was the Bills Digests, reflecting the priority the Library places on supporting the legislative and chamber work of the Parliament. During the reporting period, the Library published 91 digests, an increase from 63 last year. This reflects the increased legislative agenda that typically accompanies the start of a new Parliament.

Web usage data also indicates that Library publications continue to be widely accessed (based on the number of page visits).

Budget review

Each year the Library provides analysis and support to the Parliament in its consideration of the federal budget. In 2022–23. The Library published Budget Reviews for both the October 2022 and May 2023 Budgets, totalling around 50 articles covering key issues from portfolios down to specific measures.

The May 2023 Budget Review also featured redesigned Budget resources pages that provided the Library's usual Budget analysis articles as well as a curated collection of resources. This included interactive budget dashboards summarising information across key parameters, information on how to navigate the budget papers, and media searches by portfolio. The changes enabled readers to quickly browse and access what they needed without having to search across multiple websites or sources. The Library also delivered its usual tailored training on how to navigate the budget papers to groups of clients, with sessions focusing on areas of interest identified by client groups. This year, the Library further built on these training sessions by introducing online budget 'speed dating' sessions. Clients booked a 15-minute slot to discuss a stated issue, with the Library pulling together a customised team of specialists for each session. These proved very popular and will be extended to future budgets.

2. Making our collections, services and research available when and where clients need them

Enhanced service provision

Following the October Budget, the Library swung into action on new measures to enhance our online services and digital service delivery. These are detailed below.

My Library Advice

The Library has been working on a new way for senators and members to find research, news and information resources provided to them by the Library. During the year, staff began to pilot the 'My Library' repository with several offices (having garnered volunteers from members of the JSCPL). It is scheduled to 'go live' by the end of the calendar year. Once fully implemented, the repository will enable clients to easily and securely access the research advice and other information resources provided to them over the life of a Parliament. The project will initially back capture advice provided since the beginning of the 47th Parliament. This initiative will address difficulties clients have experienced in recording, locating or collating older or related client advice.

Electorate Profile Dashboard

Work continued on the Library Electorate Profile Dashboard, which aims to provide a series of charts and tables by electorate in a visual format. This gives clients an easily-accessible snapshot of their electorate by topic. Data will initially be sourced from the 2021 Census of Population and Housing (ABS) but progressively include other data sources. Clients will be able to download tables attached to each chart. The project is on schedule for completion in the final quarter of 2023.

Enhanced web site and client portal

The 2021 Library evaluation recommended improving the Library's web presence, including the ability to easily search for Library research. Following an analysis of the Library's web and intranet presence, work began on the design of refreshed public webpages and a re-designed Library Client Portal. Significant progress on the design of the new web presence was made in 2022–23, with implementation expected in early 2024. This will improve access to Library products and services (including outside core business hours) and provide simpler access, an outcome which will particularly benefit new parliamentary staff.

Library Client Relationship Management tool

The Library also initiated a project to develop and implement a system to better manage and automate data and workflows for client requests. The new system will improve tracking of client requests and management of outreach services. It will also decrease administrative work for staff. It will also support key library products such as Bills Digests and other research publications. The new system is expected to go live by the end of the calendar year.

A Library collection curated to meet the needs of Parliament

The Library's collection is carefully managed to ensure it remains relevant to clients' needs and that we get best value from our acquisitions budget. It is a steady state collection, maintained at around 157,000 monograph titles and some 52,000 individual print journal titles. There are just under 105,000 electronic monograph and journal titles. The Library also subscribes to a number of large, aggregated services and provides access to material created by the Library (such as research publications and digitised material).

The Library purchases electronic versions of materials in preference to print/hardcopy so that parliamentarians have access to this information regardless of time or location. In 2022–23, some 85 per cent of the collection budget was spent on electronic resources. Over 90 per cent of serial titles and over 36 per cent of monograph titles are available in full text online. Recognising that we cannot meet every need from the Library's own collection, we supplement it as necessary through interlibrary loans, particularly from the National Library of Australia.

Expenditure on the Library collection in 2022–23 amounted to almost $3.385 million (operational and capital funding, including capitalised salaries). (This figure does not include expenditure on media monitoring services.)

Half of the collection is now in digital format; and a large portion of that is sourced on a subscription basis from overseas based suppliers. The Library's purchasing power is affected by fluctuations in the value of the Australian dollar and inflation both locally and overseas. Throughout 2022–23, acquisition staff negotiated with domestic and international vendors to ensure subscriptions were renewed at the best price possible.

Enhancing digital access and service

The Library continues to increase the range and depth of its digital resources so that senators and members can access collection material regardless of time or location. For several years we have had a 'digital first' acquisition policy which has served us well over the past 12 months with many clients and staff now using hybrid work arrangements.

After introducing access to digital magazines on the Overdrive platform in 2021–22 and expanding the trial to include audiobooks, we have now made eBooks available. This service allows clients to listen to audiobooks, read magazines and eBooks on their mobile devices in the 'Libby' app wherever they have internet access and download for later use where connection is difficult.

We have also continued our work to make collection material easier to access and use. We continue to work with vendors to ensure access to services is seamless and available remotely, including through a Single Sign-On mechanism.

Digitisation and digital preservation

Digitisation of contemporary and historic records remains a high priority for the Library, with significant milestones achieved since the digitisation program began in 2014–15. The Library has not only been turning print collections into digital: it has also been assessing older digitised collections for their ongoing accessibility and utility as digital processes improve and discovery systems increase in sophistication.

Historic Hansards

In 2022–23, further progress was made on the Historic Hansard remediation project, fixing spelling and fragmentation errors in the Optical Character Recognition of text. These errors are primarily missing fragments or errors in attribution or in procedural headings. They are due, in large part, to changes to the format of the parliamentary debates over the years which creates difficulties for structuring XML schema and ensuring consistency in metadata. This year staff remedied 1,151 sitting days of records. This project activity will continue into the new financial year with a focus on improving the tool used to perform the remediation and automating manual processes where possible.

Information files

The Parliamentary Library has been compiling information files from newspaper clippings, press releases and journal articles since the 1950s. Over the past several years, the Library has been digitising its significant archives of paper material that constitute a unique collection relating to Australia's political and public policy history dating back to the 1940s and 1950s.

In 2022–23, 772,543 records were quality assured and uploaded to ParlInfo Search. This equates to 12 per cent of the overall records to be quality assured. A small number of press releases remain to be quality assured and uploaded to ParlInfo, scheduled for completion in the first quarter of 2023–24.

Parliamentary publications

The Library holds a number of publications relating to the Parliament including the *Parliamentary Handbook*, Senate Practice, Senate Standing Orders and House of Representatives Standing Orders.

During 2022–23 the Library digitised 100 physical volumes of Parliamentary Publications consisting of 37,165 pages. Thirty-four Handbooks were uploaded to ParlInfo. Senate Practice, Senate Standing Orders and House of Representatives Standing Orders were to the Library's Digital Asset Management system and catalogue.

Historic transcripts from current affair TV and radio programs

The Library engaged an external vendor, Iron Mountain, to digitise 22,687 typed transcripts from current affairs programs broadcast on commercial television and radio between 1983 and 1994. The 116,708 pages of transcripts covers the major political and current affairs events of the 1980s and early 1990s.

During 2023–24, the transcripts will be quality assured and, where possible, linked to their audio-visual counterpart. This will result in improved usability and discoverability for Library clients.

News and current affairs broadcasts digitisation

Since 2014–15 the Library has been digitising a large selection of pre-2004 radio and television news and current affairs programs held on vulnerable audio cassette and VHS tapes. In many cases these are unique holdings because the television stations that originally produced them no longer keep archival footage. Access to this content is protected by copyright and restricted to parliamentarians. In 2020–21, the Library completed the 5,000-hour target for its first phase of digitisation efforts. In 2021–22, to enhance the collection further, another 3,200 items were published. This work continued in 2022–23 with approximately 3,000 hours of significant and relevant programming digitised. The project will continue into next financial year to verify that all relevant content has been digitised.

3. Supporting the Parliament's engagement with the community and with parliamentary strengthening activities

In October 2022, the President of the Senate, Senator the Hon Sue Lines, and the Speaker of the House of Representatives, the Hon Milton Dick MP, added their names to the roll of Presiding Officers in the Parliament's Bible.

The Bible and the lectern on which it stands were presented to the Parliament by Governor-General Sir Ronald Munro Ferguson in 1919 on behalf of the British and Foreign Bible Society of Victoria. The gift marked the 'signing of the peace' and the end of the 'World Wide War of 1914–1919'; and the presentation occurred while the Parliament debated motions on the Treaty of Versailles which had been signed in June that same year.

The Bible and lectern have stood in the Library ever since.

The Bible contains the signatures of all the presidents and speakers of the Parliament of Australia, with signatures of early presiding officers taken from other documents and pasted in. According to a 1932 newspaper report, this tradition began in the early 1930s at the behest of Parliamentary Librarian Kenneth Binns, and sufficient additional pages were added to accommodate an estimated 200 years' worth of signatures.

President of the Senate, Senator the Hon Sue Lines, and Speaker of the House of Representatives, the Hon Milton Dick MP, add their signatures to the roll of Presiding Officers in the Parliament's Bible

The first page of the roll of Presiding Officers

The Parliamentary Handbook Online

Previous annual reports noted the release of our flagship reference source on the Australian Parliament, the Parliamentary Handbook Online. This searchable database enables easy access to detailed information about Parliament, for example: the parliamentary service and political careers of current and former senators and members; and information on ministries/shadow ministries, electorates, and parliamentary committees. Data is also able to be downloaded in comma separated values (CSV) files to facilitate use by researchers.

The most recent release of the Parliamentary Handbook Online saw the addition of numerous new datasets and features.

There is now a new database of sitting days for both chambers back to 1901. This includes views of the number of sitting days per parliament and a view of the distribution of sitting days across all years. We can now, for example, see that the House of Representatives in 1904 had the highest number of sitting days with 122 and the average number of sitting days in a year is 66 for the House and 57 for the Senate. Within each year there is also a count of Senate Estimates days.

Another newly developed database contains all parliamentary parties, memberships, positions, and the historical connections between parties since Federation. This has enabled new interfaces where users can see a timeline view of the existence of parties as well as party demographics by chamber, state and gender. The data allows users to more easily analyse parliamentary parties. In future the data will assist with developing a range of deeper insights using other parliamentary datasets.

The online Handbook now also contains divisions back to the 42nd Parliament including a count of divisions per Parliament. The data can be viewed in detail by date, business item, ayes and noes. Users can also see which way each senator or member voted for each division. Users can filter by topic and even perform a search of all divisions in each parliament and can also easily find divisions in which the government was defeated. This last feature is facilitated by the new parties' database mentioned earlier.

The referenda database has been updated to include links to the related Bill and Hansard in each chamber. There are also links to the related YES and NO pamphlets where available.

Additionally, each parliamentarians' biography now includes links to their first speech, valedictory speeches and condolences speeches where available. A link is also now provided to all the speeches for each parliamentarian in ParlInfo.

The 'First Eight' project

The 'First Eight' project launched in early 2018 as a collaboration between the Australian Parliamentary Library, the National Museum of Australia, the National Archives of Australia, the Victorian Parliamentary Library and the Australian National University Australian Studies Institute. The project incorporated a series of events, monographs, and lectures focusing on the first eight prime ministers of Australia.

On 14 June 2023, Dr David Headon's fourth monograph in the First Eight series titled, *Chris Watson – A great pioneer*, was launched by the President of the Senate, Senator the Hon Sue Lines, and Speaker of the House of Representatives, the Hon Milton Dick MP. Chris Watson's granddaughters, Sally and Jane Dunn, came to the event.

All 'First Eight' lectures and monographs are available online. All 'First Eight' project monographs are also available from the Parliament Shop.

President of the Senate, Senator the Hon Sue Lines, Sally Dunn, Jane Dunn, the Speaker of the House of Representatives, the Hon Milton Dick MP, and author Dr David Headon

Australian Prime Ministers 1–16: From Federation to wars and in-between

On 2 December 2022, Speaker Milton Dick opened an exhibition of prints by local artist Alison Alder. The exhibition is a collaboration between the Parliamentary Library and Art Collections, featuring the artist's 1-16 Prime Minister print series. The prints are creative re-interpretations of contemporary images of the early prime ministers which were acquired by the Parliamentary Library.

Work has continued in producing the *Picturing Politics: Australian Prime Ministers 1–16* publication which will feature all prints as well as brief biographies of the sitter and an artist statement for each print. The publication was launched in August 2023.

Artist Alison Alder and the Speaker of the House of Representatives, the Hon Milton Dick MP, at the opening of the *Australian Prime Ministers 1–16: From Federation to wars and in-between* exhibition opening

Anniversary of the franchise and electoral acts

To mark the 120th anniversary of the first Commonwealth Franchise and Electorate acts, the Library organised two public seminars. The first looked back on the intense political discussions over voting rights in Australia, particularly for women and Aboriginal and Torres Strait Islander people. It also looked at the significant practical challenges involved in enrolling voters and administering national elections across the young country. The seminar was chaired by Emeritus Professor Marian Sawer, with speakers Professor Marilyn Lake, Professor Tim Rowse and Dr Benjamin Jones. The proceedings were published as a Library research paper.

In contrast, the second seminar *Who gets to vote? An inclusive electoral franchise for contemporary Australia* focused on contemporary issues in the franchise. It covered non-citizen residents and minors who participate in Australian society and have an interest in the nation's future but cannot vote, and Aboriginal and Torres Strait Islander people who continue to be underrepresented on electoral rolls and in exercising their franchise. Speakers were Dr Jill Sheppard, Professor Graeme Orr, Professor Lisa Hill and Dr Dani Larkin.

Parliamentary Library Associates

From time-to-time the Library offers Associate positions to individuals with demonstrated expertise in issues of interest to the Parliament.

Dr Headon, a historian and visiting fellow at the Research School of Humanities and the Arts at the Australian National University, continued as an Associate as part of the 'First Eight' Project.

In May 2023 Alison Alder, formerly an Associate Professor at the Australian National University College of Arts and Social Sciences, was reappointed as a Library Associate. Ms Alder is continuing her research looking at another key area of our representative democracy—the franchise. Her next print series will be on the Australian suffrage movement of the late-nineteenth and early-twentieth centuries.

National and international professional networks

The Library remained active in the Association of Parliamentary Libraries of Australasia (APLA), a collaborative network of federal and state parliamentary libraries in Australia, New Zealand and Papua New Guinea. On 14 and 15 November 2022, the Parliamentary Library hosted the APLA Annual General Meeting and Seminar. This was the first face-to-face meeting APLA has held since 2019. Speakers on the agenda included:

- Ms Anne Stanley MP, Joint Chair of the JSCPL
- Ms Roxanne Missingham, University Librarian and Chief Scholarly Information Officer at the Australian National University, and
- Ms Cathy Warburton, the CEO and Business Director of the Australian Library and Information Association.

The Library continued to manage the APLA website and that of the Association of Parliamentary Librarians of the Asia Pacific. A new website designed for APLA was launched at the Annual General Meeting and Seminar.

Library staff also participated in the Australasian Study of Parliament Group with several serving on the committee and contributing to events.

4. Investing in our staff

Training and staff capability

Between 25 October 2022 and 30 June 2023, the Library made 48 appointments. Of these, 31 were external. The remainder were promotions or permanent appointments of staff already working in the Library. Given this, staff onboarding and induction was a focus of the last two quarters of the financial year. Training, which covered all aspects of the Library's products, services and processes, included client service training.

The Library continued its in-house training program, including its Study of Parliament course, as well as training in understanding legislation and writing Bills Digests.

The Library continued to support library staff within the studies assistance framework as they gained or upgraded qualifications in various professional library streams. Several staff obtained certifications in government procurement and acquisitions processes that directly apply to their day-to-day work.

The reporting year also saw the development of a new strategic workforce plan for the Library (for 2023–24 to 2025–26). This plan builds on the DPS *People Plan 2021–25* to focus on priorities specific to the Parliamentary Library. It includes targeted strategies for staff development and recognition, recruitment and partnerships with external organisations. The strategic workforce plan is complemented by a Library Learning and Development Program, developed in consultation with Library staff. This will drive planning individual training and professional development goals.

Finally, the Library worked in partnership with the departments of the Senate and the House of Representatives, to finalise arrangements for a cross department mentoring program to be run in 2023–24.

WORKFORCE ISSUES

Overview

At 30 June 2023, the Library's workforce comprised 163 staff (by headcount):

- Office of the Parliamentary Librarian—15 employees (13.2 FTE)
- Library Collections and Databases Branch—48 employees (45.33 FTE), and
- Research Branch—100 employees (89.24 FTE).

During the financial year, the Library's workforce:

- increased in FTE (from 139.1 at 30 June 2022 to 147.77 at 30 June 2023), 14 (8.59 per cent) of whom were non-ongoing, and
- had a median age of 44.5 years (down from 46 years in 2021–22).

Age profile

At 30 June 2023, 22.82 per cent of the Library's ongoing employees were aged 55 years and over; a further 30.87 per cent will move into that age cohort within the next 10 years. The age profile of the Library's ongoing employees remains older than that of the APS; the proportion of ongoing employees aged 55 years and over (22.82 per cent) is higher than that of the APS (18.89 per cent).[2]

The Library's relatively older age profile has been evident for some years but is less pronounced than it was just over a decade ago; the proportion of ongoing employees aged 45 years and over decreased from 71 per cent in 2009[3] to 53.7 per cent in 2023.

Classification

Given the nature of much of the work undertaken in the Library, the classification profile remains concentrated at Parliamentary Executive Level (PEL 1), with 38.26 per cent of ongoing employees being at that level – the majority of whom are in Research Branch. In contrast, only 22.01 per cent of ongoing APS employees are at the equivalent EL 1.[4]

The proportion of employees at middle management Parliamentary Executive Level (PEL 2) is 8.72 per cent which is slightly lower than the APS average of 9.70 per cent of ongoing employees.[5]

Another measure of classification profile is span of control: at June 2023, the Library had 10.43 per cent ongoing employees at lower classifications for each PEL 2, similar to 10.31 per cent for the APS.[6]

---

2   Australian Public Service Commission (APSC), APS Statistical Bulletin December 2023, Table 24.

3   Department of Parliamentary Services Annual Report and Financial Statements 2008–09, p 41.

4   APSC, op cit., Table 24.

5   ibid., Table 24.

6   ibid., Table 24.

Employment status

As noted earlier, the Library's non-ongoing workforce at June 2023 accounted for 8.59 per cent of all employees, 9.29 percentage points lower than June 2022 and lower than the proportion in the APS (11.07 per cent).[7] This reflects the impact of increased funding and recruitment following the October 2022 Budget.

Recruitment

During 2022–23, there were 44 new external employees recruited—32 were ongoing—and the remainder were engaged on a fixed-term or sessional basis:

- Research Branch recruited 27 new employees (23 ongoing and four non-ongoing)
- Library Collections and Databases Branch recruited 12 new employees (five ongoing and seven non-ongoing), and
- the Office of the Parliamentary Librarian recruited five new employees (four ongoing and one non-ongoing).

Separations

Thirty-four staff left the Library during 2022–23, 23 were ongoing employees and the remainder were non-ongoing on fixed-term or sessional contracts. The most common separation type for ongoing employees was resignation.

For all staff, the separation rate was 20.86 comparable to the 21.19 per cent recorded in the year ending June 2022.

For ongoing staff, the separation rate of 15.44 per cent was higher than that for the APS (8.16 per cent during the 2022 calendar year) but slightly less than the 16.13 recorded in 2021–22. [8]

---

7   ibid., Table 1.

8   ibid., tables 1 and 65.

TABLE 9: Separation by organisation unit

Separation method	Branch	Ongoing	Non-ongoing	Total
Age retirement	Research	1		1
	Library Collections and Databases	2		2
	Office of the Parliamentary Librarian	1		1
Other	Research	1		1
End of contract or end of temporary transfer from APS	Research		2	2
	Library Collections and Databases		1	1
Promotion or transfer to APS or Parliamentary Service	Research	5	2	7
	Library Collections and Databases	2		2
Resignation	Research	7	2	9
	Library Collections and Databases	3	3	6
	Office of the Parliamentary Librarian	1	1	2
Total		**23**	**11**	**34**

PERFORMANCE REPORT

The Parliamentary Library supports the Parliament through the provision of high-quality, timely and impartial information, analysis, and advice. These services are provided through two subprograms:

- Research services: these services include responding to requests from individual parliamentary clients and committees for information and research, and the production of print and electronic publications, and

- Library collections and databases: information services are provided to the Library's clients by acquiring and providing access to information resources, including through the selection and processing of material for library and media databases in ParlInfo Search.

Staff from the Office of the Parliamentary Librarian contribute to the work of both programs.

Progress in key projects identified in the Library's Business Plan 2022–23 was the subject of discussion in the previous section. The Performance Report focuses on analysis of the Library's achievement against service standards set out in that same document.

Performance is assessed using indicators that cover quality and quantity. Indicators, performance results and relevant comments are shown against each of the Library programs.

Methodology

Key priorities and key performance indicators for the Parliamentary Library are approved each year by the Presiding Officers as part of the Library's Annual Resource Agreement. The key performance indicators in each resource agreement set out the outcomes and key deliverables for that year and measure:

- percentage of clients using the Library's services

- customer satisfaction

- number of completed client requests

- number of publications produced

- attendance at client-focused training courses and events

- timeliness of research and library services

- percentage of the collection available online, and

- use of the Library's collections and databases and the Isentia Mediaportal.

The Library uses the RefTracker Information Request Management System to manage client requests and other client related work. This provides a rich array of client related data, including number of requests, usage, and timeliness. Satisfaction data are derived primarily from a formal evaluation of the Library's services conducted once in every Parliament, the most recent being completed in 2021. Data regarding the number of publications produced are obtained from the Parliament House website and ParlInfo Search.

Data relating to visits to the Library client portal (intranet) are captured by Sitecore's engagement analytics. The Library currently uses Google analytics and Splunk web-analytics application to analyse statistics for use of publications and collection items. A manual count is used to report on attendance at training and events and new titles added to the Library catalogue. Reports generated from the Integrated Library System provide information regarding the percentage of titles in the Library's collection available online in full text. Statistics on the use of the Library's collections and databases is formulated from Integrated Library System reports, Splunk data and vendor provided usage statistics.

Crosscutting performance measures

TABLE 10: Service usage and client satisfaction measures

Measure	Performance			
	2019–20	2020–21	2021–22	2022–23
Percentage of primary clients using the service **Target: 100%**	100%	100%	100%	100%
High level of client satisfaction **Target: 95%**	94%[1]	94%[2]	94%[3]	94%[4]
Number of complaints from clients remains low	0	1	0	3

1 As measured in Uncommon Knowledge, Australian Parliamentary Library: *Client Service Evaluation 2017*.

2 As measured in Uncommon Knowledge, Australian Parliamentary Library: *Client Service Evaluation 2021*.

3 ibid.

4 ibid.

In the first year of the 47th Parliament (2022–23), all of the Library's primary clients (parliamentarians and their staff, including ministers) used the Library's services at least once, the great majority being repeat users.

As noted above, a formal evaluation of the Library's services is commissioned each Parliament. The most recent evaluation, for the 46th Parliament, was completed in 2021. It found that, overall, the Library is performing very well and is highly valued, receiving high ratings in satisfaction and willingness to recommend its services. With all its services found to be well used, the Library is providing the services people need and want through a variety of channels and to a high quality. Satisfaction among senators, members and their staff remains high (94 per cent) and is consistent with previous years. Importantly, the significant increase in the proportion of those who were extremely satisfied in 2017 (during the 45th Parliament) was maintained and 100 per cent would recommend the Library to a colleague.

Client feedback throughout the year also indicated high levels of satisfaction with our services.

Procurement for the Library client evaluation for the 47th Parliament is underway, with the evaluation expected to take place in 2023–24.

The Library received three complaints in 2022–23. Two related to issues in communication on research requests. The third related to the timeliness of the publication of Bills Digests (an issue discussed below).

Client outreach, training and seminars

TABLE 11: Client outreach, training and seminars

Deliverable	Measure	Performance			
		2019–20	**2020–21**	**2021–22**	**2022–23**
Client training and seminars	Participation in training courses and events (e.g., Vital Issues seminars/ webinars) Target: 500	966	841	1,075	1,848

The Library strengthened its outreach and training program achieving new milestones in 2022–23, conducting individual and group sessions for new and returning parliamentarians, increasing the availability of 'short on time' 15-minute overview sessions, and complementing this with tailored training sessions. Outreach and training sessions were available both in person and online.

Library staff also met with and delivered tailored training to 213 participants in 60 electorate offices across NSW, Queensland, WA and the ACT. The Library continued its program of outreach to staff of parliamentary committees to foster professional relationships between the Library's directors and the committee secretaries.

The Library maintained an active program of online lectures and webinars, providing clients with the opportunity to engage with experts on a broad range of topics. Twenty lectures and webinars were held during the reporting period which attracted 935 attendees, a 29.14 per cent increase on the previous year.

- Improving Australia's productivity, Colin Burns, Elina Gilbourd, Hudan Nuch, Cameron Eren and Lisa Gropp
- 2023 Pre-Budget analysis, Dr Jenny Gordon and Professor Renée Fry-McKibbin
- Sustainable health systems and mental health, Professor Maree Teesson AC
- Who gets to vote? An inclusive electoral franchise for contemporary Australia, Lisa Hill, Dr Dani Larkin, Graeme Orr and Dr Jill Sheppard
- Climate change impacts on Australian industry, Professor David Karoly and Professor Jacqueline Peel
- Recovery from identity theft: technical and policy challenges, David Lacey
- The future of work and the implications of digitisation and AI, Professor Sharon Parker
- Creating a disability responsive workforce, Professor Iva Strnadová and Professor Karen Fisher
- Hydrogen—opportunities and barriers in Australia, Dr John Söderbaum and Dr Fiona Beck
- Parliamentary Library Symposium: 120th Anniversary of the Franchise Act, Emeritus Professor Marian Sawer, Professor Marilyn Lake, Professor Tim Rowse and Dr Benjamin Jones
- Does international law still matter?, Professor Douglas Guilfoyle
- Comparing energy sources: understanding the 'Levelised Cost of Energy', Paul Graham
- Setting the context for the Federal Budget: a pre-Budget forum, Dr Jenny Gordon, Dr Michael Keating AC and Peter Martin AM
- Artificial intelligence and accountability for decisions, Professor Julian Thomas
- Policy options for Australia's housing crisis, Professor Hal Pawson
- Antimicrobial resistance, Professor Cheryl Jones
- The Economist Intelligence Unit (EIU): five-year economic outlook, Dr Simon Baptist
- Implementing the Samuel Review of the Environment Protection and Biodiversity Conservation Act, Dr Peter Burnett
- Supply chain vulnerabilities, Dr Patrick Jomini, and
- Technology briefing—Carbon Capture and Storage (CCS) and Carbon Capture and Utilisation (CCU), Professor Peter J Cook CBE and Professor Sandra Kentish.

Most were scheduled on non-sitting days (when parliamentarians and their staff have greater availability than during sitting periods), with a smaller number of events live-streamed to the public during sitting weeks. A number of these were delivered in collaboration with the Australian Council of Learned Academies. This enabled the Library to draw on the breadth of experts represented by the Fellows of the five academies.
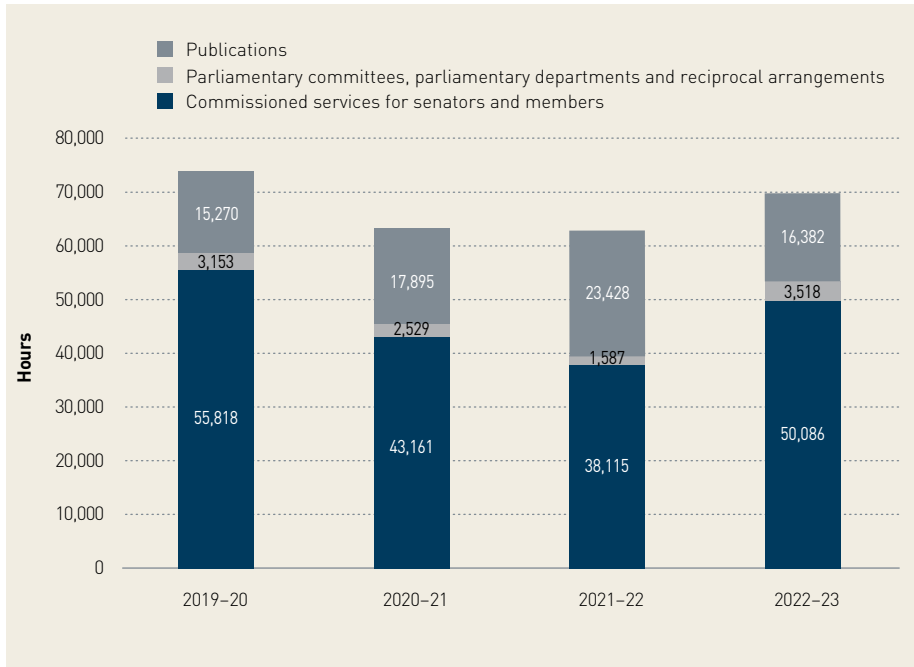
Research services

The services contributing to this program are:

- commissioned information, research and advisory services—these are tailored and confidential responses prepared following requests from individual parliamentarians, their staff and other parliamentary clients, and

- general distribution publications (publications)—these are prepared where strong client demand is anticipated for briefing on specific policy issues. Publications include the *Parliamentary Handbook, Briefing Book, Budget Review*, Bills Digests, research papers, quick guides and FlagPost blog posts. Publications are available to clients and the public through the internet.

TABLE 12: Research services—deliverables

Deliverable Individual client requests	Measure	2019–20	2020–21	2021–22	2022-23
Individual client requests	Number of individual client requests completed. Target: 11,000	11,472	9,041	7,227	8,806
	Client service delivered to timeliness service standard. Target: 95%	99.89%	99.82%	99.93%	99.87%
Self-service requests	Number of online uses of the Parliamentary Library's publications, including the *Parliamentary Handbook*, through ParlInfo and the Internet. Target: 5.4m	9.0m	11.35m	10.06m	8.98m
Publications	Number of publications produced. Target: 260	302	295	302	369

FIGURE 11: Distribution of client service hours by service type 2022–23

Client requests

The most recent evaluation of the Library's services (2021) found that research services are used by 97 per cent of parliamentarians and their staff and 91 per cent of committee staff.

The Library answered 8,806 individual client requests in 2022–23, a 21.85 per cent increase on the previous year. The totals for individual client requests describes the number of requests completed in a particular financial year, not the number received, with jobs in progress remaining in the system at 30 June. Complex, multipart requests are generally recorded as a single client job, although they may require significant and discrete input from researchers in different sections.

A notable aspect is the increase in Library support to the work of committees, growing to 3,518 hours. The parliamentary committees continue to maintain a high number of inquiries and the Library is able to assist the committees in various ways. This may include specialised briefings at the start of an inquiry, data analysis or maps to complement the committee's report, or material to assist gaps in the evidence received. Due to the core role of committees in the work of the Parliament, the Library maintains a program of proactive contact and outreach to the committee secretariats.

The Library met its timeliness target for commissioned research, with over 99 per cent of client requests answered within the agreed timeframe (target: 95 per cent). Due dates are subject to negotiation with and agreement from individual clients, and the outcome reflects the percentage of client requests completed in accordance with this deadline. It does not reflect circumstances where commencement may be delayed, or scope varied whether due to capacity constraints or where information is being sought from external agencies.

The reporting period saw the continuation of the trend towards increasingly complex client requests. The average time spent per FTE per individual request in 2022–23 was 6.1 hours, an increase from 5.5 hours in 2021–22 and 5.1 in 2020–21. As is evident from Figure 12, client demand is often cyclical. It follows the parliamentary cycle with a higher number in the first year of a new Parliament as the Library supports both parliamentarians settling into new roles, and often the development of new policies.

FIGURE 12: Client requests—relative indicators, 2001 to 2023
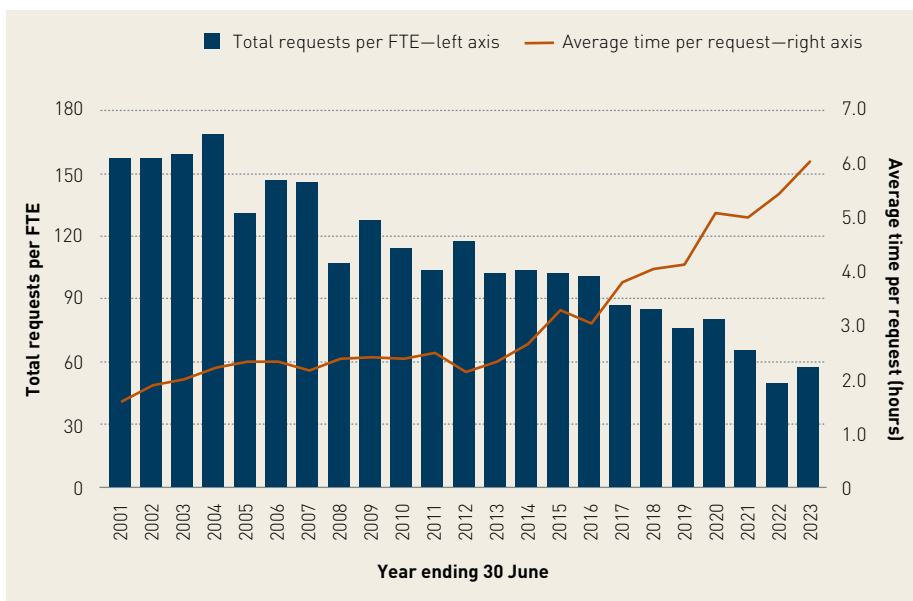
Publications

While the Library's principal means of providing high-quality information, analysis and advice to parliamentarians for individual clients is the 'in-confidence' client advices, it also produces publications for broader distribution in areas of strong client interest or where such demand is anticipated. In the context of prioritising research work, Bills Digests and client requests receive the highest priority, with other publications worked on as time permits.

The recent evaluation of the Library's services found that publications are extensively used by both parliamentarians and their staff (92 per cent) as well as by committee staff (91 per cent). In 2022–23, the Library issued 369 new or revised research publications, although overall hours spent on publications decreased when compared to the previous financial year (16,832 compared to 23,428 in 2021–22). This reflects the increased number of client requests completed. The online use of Parliamentary Library publications remained high (8.98 million against a target of 5.4 million).

Bills Digests and Disallowable Instruments Updates

Bills Digests provide an independent analysis of legislation before the Parliament. They remain the most heavily used of the Library's publications and the one consistently given the highest priority by clients. Every effort is made to produce a Digest for every Bill where it is considered it would add value by providing:

* independent analysis, background information and additional perspectives not provided in the explanatory material associated with the Bill, and

* information that is important for parliamentarians to be able to contribute effectively to debate.

In 2022–23, the Library published 91 Bills Digests (as compared to 63 in 2021–22 and 77 in 2020–21). All were for Government Bills. Of the Bills for which Digests were not published, five were passed within one day of introduction, one within two working days of introduction and another within six working days of introduction.

In response to client demand, the Library made significant changes to the Bills Digests service during the year to ensure that, wherever possible, the digests would be published in time for the second reading debate in the chamber in which the Bill was introduced. These changes included the adoption of a new format optimised for use on digital devices. They have also meant shorter and more tightly focused analysis of key issues and provisions. New procedures and staff training have also been completed. The consequent improvements resulting from the suite of changes were significant. Of the 91 Bills Digests published in the 47th Parliament (as at 30 June 2023), 97 per cent (88) were published before first chamber debate, compared to only 68 per cent in the 46th Parliament.

The Library does not have access to the Bills ahead of their introduction into Parliament or knowledge of the timetable for their debate (which limits flexibility in assigning resources). However, once introduced, the Bills are assigned to researchers who begin work within hours. When Bills Digests are not yet available, the Library tries to assist by:

* publishing interim Digests containing available information as quickly as possible
* providing contact details of relevant specialists to enable parliamentarians or their staff to discuss the Bill (including in group or individual briefing sessions), and
* providing draft Bills Digests (on request and when available).

The Library also initiated a new publication on delegated legislation, the *Disallowable Instruments Update*. This is issued shortly after each sitting fortnight to help senators and members keep abreast of instruments tabled in the chambers, with a brief explanation of what each does, and information about tabling dates, committee comments, regulation impact statements, start dates and other resources. Fourteen *Disallowable Instruments Updates* were issued in 2022–23.

LIBRARY COLLECTIONS AND DATABASES

The services contributing to this program include:

* the Library collection—development of the collection to meet users' needs and provision of access through the catalogue, Discovery database, and ParlInfo Search
* online full-text content such as news clippings and press releases
* media services—desktop access to television and radio news and current affairs programs broadcast in Canberra, provided to parliamentarians for their parliamentary duties
* commercial databases—including online full-text journal and newspaper services available through the Library Client Services portal and the Senators' and Members' Services Portal, and
* client services including self-help services.

To the extent practicable, usage rates of all these services are monitored to ensure that they remain relevant and are of practical assistance to parliamentarians and their staff.

TABLE 13: Information access services—deliverables

Deliverable	Measure	Performance			
		2019–20	2020–21	2021–22	2022–23
Client usage of news services	Senators' and members' offices using the iSentia Mediaportal Target: 90%	99%	99%	99%	99%
Material added to Library databases	Number of items added to the Electronic Media Monitoring Service and to ParlInfo databases Target: 150,000	178,555	192,287	192,269	177,004
Material added to Library collection	Number of new titles (books and serials) added to the Library's catalogue Target: 5,000	5,740	7,395	7,071	9,304
	Percentage of titles (books and serials) in Library's collection available to clients online in full-text Target: 48%	49.6%	48.8%[1]	49.8%	50.1%
Use of the Library collection and databases	Use of the collections and databases, including loans from the collection, radio, and television programs from the EMMS, and from ParlInfo databases Target: 3.5 million searches	4.07m	5.35m	3.77m[2]	3.10m

Deliverable	Measure	Performance			
		2019–20	**2020–21**	**2021–22**	**2022–23**
Timeliness	Number of urgent new titles (books and serials) added to the Library's catalogue within timeliness service standard Target: 100%	100%	100%	100%	100%
	New items added to the Library's EMMS and the ParlInfo newspaper clippings database within timeliness service Target: 95%	96.88%	94.39%[3]	99.11%	98.08%

1 Due to the change in underlying software mid-year, the number of full-text collection items are measured slightly differently resulting in a drop in the percentage of full-text accessible collection items.

2 A large news services vendor changed its usage counts starting this year from page views to 'articles read' resulting in a lower use count than prior trend. The target for this and two previous financial years was four million searches.

3 This result reflects a multi-day outage of the supplier of the Library's news clippings service in October–November 2020.

Material added to the Library collection

The number of new titles (books and serials) added to the Library's catalogue exceeded the 5,000 target at 9,304.

At 30 June 2023, the percentage of titles available online (full text) was 50.1 per cent, above the 48 per cent target.

The Library continues to pursue a 'digital first' acquisitions policy. A little over 90 per cent of titles in the serials collection and 36 per cent of monograph titles are available in full text online. In 2022–23, over 85 per cent of the collection budget was spent on digital resources.

Cataloguing

The key performance indicator for 'urgent new titles (books and serials)' added to the Library's catalogue within the 'timeliness service standard', measures timeliness in relation to cataloguing items obtained as a result of direct client requests (with a turnaround deadline of 24 hours). These items are classed as urgent and are catalogued as a priority by Library staff.

The cataloguing team met both of its timeliness targets for direct client requests and exceeded the target (5,000) for the number of new titles (books and serials) added to the Library's catalogue by processing 9,304 titles.

Material added to the Library's databases

In the reporting period, the Library added 177,004 items in total to its media and other databases, exceeding its target of 150,000. This included newspaper clippings, press releases, broadcast media, journal articles, party policy documents, Bills Digests, and other library publications.

The Library publishes its newspaper clippings in ParlInfo Search and produces parliamentarians' news clips of the day by 7.30 am every morning, seven days a week. This work contributes to the largest and most used of the Library's ParlInfo Search datasets, this year selecting an average of 10,151 items a month for the newspaper clippings database. This figure is in keeping with previous years' figures except for the spike we saw from early COVID-19 coverage (an average of 11,089 a month in 2021–22, 10,920 a month in 2020–21, and 9,700 a month in 2019–20).

FIGURE 13: Newspaper clippings added to ParlInfo search by type 2022–23

6% Sunday

16% Online

32% Major tabloid

24% National daily

22% Major compact
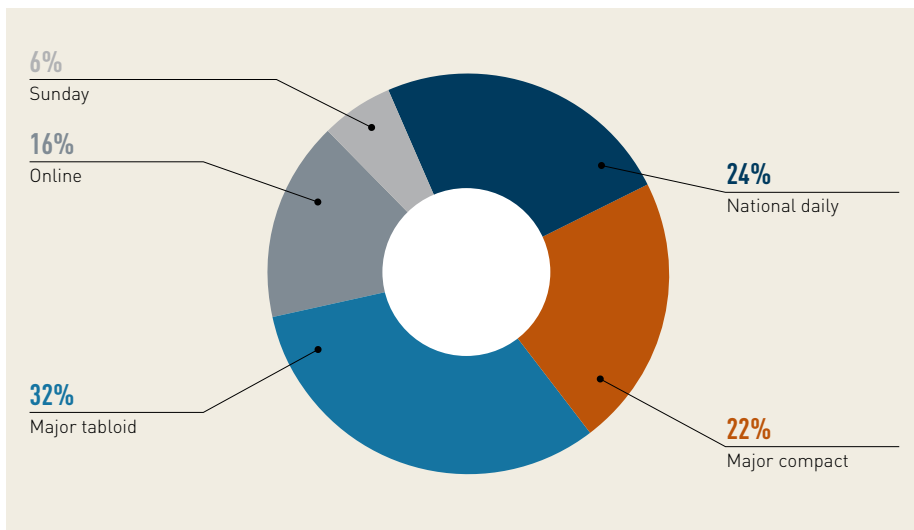
Information files

The Library has been compiling information files from newspaper clippings, press releases and journal articles since the 1950s. Over the past several years, the Library has been digitising its significant archives of paper material that constitute a unique collection relating to Australia's political and public policy history. Clippings from Australian and overseas newspapers and journals, press releases, bibliographies, parliamentary speeches, and questions were collated to form comprehensive subject files. Separate files were also produced for each parliamentarian, with their speeches and questions indexed chronologically as well as a separate series of files for each ministry.

The entire collection, approximately 10 million pages or six million records, has been digitised and is progressively being quality assured and uploaded to ParlInfo Search. In 2022–23, 772,543 records were quality assured and uploaded to ParlInfo Search. This equates to 12 per cent of the overall records to be quality assured. With less than 100,000 records remaining, this multi-year project is expected to be completed in 2023–24.

Use of the Library's collection and databases

The target figure of 3.5 million uses of the Library's collection and databases was not met with 3.1 million uses being reported. The prior increase since 2017–18 reflects the expansion of digital newspapers and clients accessing these through the Library, and this year's drop in results represents one of these larger vendors moving from pageview analytics to a more meaningful 'articles read' count, and clients preferring the Isentia Mediaportal over ParlInfo Search for alerting purposes. In the new financial year, we will continue to track this trend, but will also explore new performance indicators to better assess usage of the news collection.

Use of the print collection increased slightly with 5,510 loans during 2022–23 compared to 5,107 in 2021–22. The temporary closure of the Senators and Members Reading Room caused some disruption to borrowing habits over the last seven months of the year preventing our loans from bouncing back to the level we would expect in a year with a full sitting calendar. The client evaluation found that the print Library collection was used by 80 per cent of parliamentarians and their staff; this usage has remained steady since 2015.

FIGURE 14: Use of the print collection, 2018–19 to 2022–23
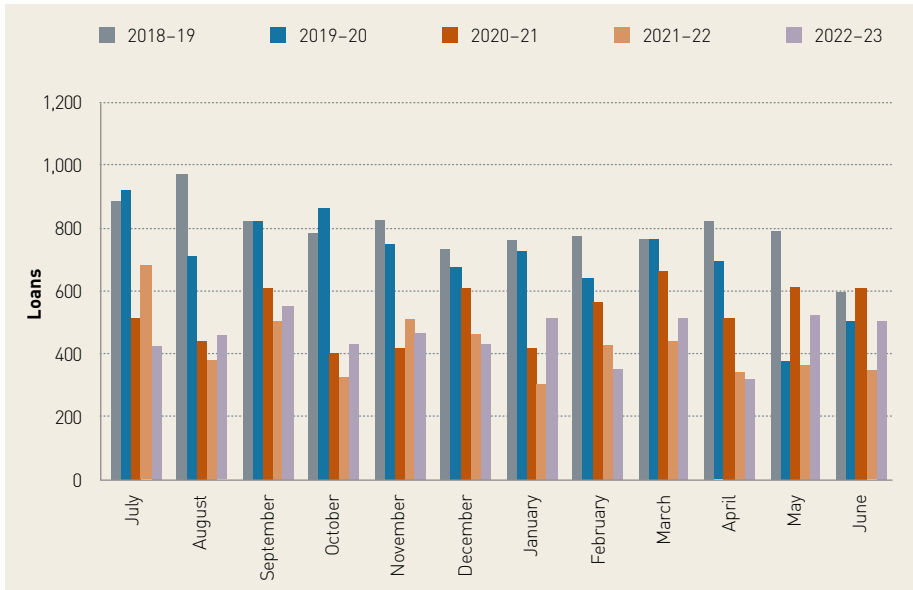
Ebooks comprised 26.6 per cent of all loans. Though still quite low when compared to usage of the print collection, ebook usage is holding steady with 2,006 loans processed during 2022–23 (compared to 2,178 in 2021–23 and 1,818 in 2020–21). This metric does not currently capture the use of digitised books. This will form part of the review of our systems and data collection methodology in 2023–24.

News services

The Library offers a comprehensive suite of news services for its clients, provided through a mix of in-house and vendor delivered services. These comprise daily news clips and tailored chamber news clips, a news clip archive, access to online print and broadcast media through the Isentia Mediaportal, subscriptions to online news titles, EMMS (radio and television news and current affairs), a breaking news service, social media monitoring, news analytics and news service databases.

Print news articles and press releases are also captured in-house and made available through ParlInfo Search. The Library Databases team ensured that content from major newspapers was available by 7:30 am each day.

EMMS records radio and television news and current affairs broadcasts. Clients are able to access these recordings on a self-service basis, or contact the Library team for assistance or to request programs that are either outside the broadcast area or are not normally recorded. The service is tailored to the needs of senators, members and their staff, and enables quick response times for client requests. The EMMS team pride themselves on having all recorded programs quality assured, enriched with metadata and available almost immediately after airing.

The 2021 client services evaluation confirmed that these services were heavily used and highly valued by the Library's clients, particularly: media monitoring (94 per cent), online newspaper subscriptions (88 per cent), and EMMS (86 per cent).

The Library met its timeliness service target for adding EMMS and newspaper clipping materials to the ParlInfo Search databases, achieving 98.08 per cent.

In 2022–23, the Library spent $820,470 on news services. This included online news services, the Isentia Mediaportal, other news databases and hard copy newspapers located in the Library and Newspaper Reading Room.

FINANCIAL REPORT

TABLE 14: Budget (Resource Agreement), 2022–23

Resource Agreement 2021–22	$
Operational funding	**17,630,156**
Capital funding	**5,398,133**
Total	**23,028,289**

TABLE 15: Other revenue, 2022–23

	2022–23	2022–23
	Budget ($)	Actual ($)
Inter-Library Loans	7,200	12,491

TABLE 16: Expenditure against budget (Resource Agreement), 2022–23

Expenditure	2022–23	2022–23
	Budget ($)	Actual ($)
Employee (including entitlements)		
Research Branch	10,579,204	10,361,998
Library Collections and Databases Branch	2,409,265	2,248,033
Office of the Parliamentary Librarian	1,613,950	1,261,353
Total Employee	**14,602,420**	**13,871,384**
Collection (information resources)	2,441,066	2,492,315
Other supplier expenses	593,870	658,556
Total	**17,637,356**	**17,022,255**

TABLE 17: Capital expenditure (summary), 2022–23

Expenditure	2022–23	2022–23
	Budget ($)	Actual ($)
	5,398,133	3,490,679

TABLE 18: Expenditure by organisational unit, 2022–23

DPS Capital Budget allocation by project	2022–23	2022–23
	Budget ($)	Actual ($)
Research Branch	11,033,843	10,660,080
Library Collections and Databases Branch	9,728,892	8,468,125
Parliamentary Librarian	2,272,754	1,384,728
Total	**23,035,489**	**20,512,934**

TABLE 19: Capital expenditure by item, 2022–23

DPS Capital Budget allocation by project	2022–23	2022–23
	Budget ($)	Actual ($)
Collection	350,000	372,252
Acquisition management (capitalised salaries)	790,000	789,464
Parliamentary Handbook database and handbook	200,000	114,984
Small Library systems	85,000	121,816
Wadsworth on the Web—Handbook Online	286,000	222,390
Digitisation projects (capitalised salaries)	610,000	520,404
Digitisation—vendor costs	80,000	28,001
Library Databases news clips and press releases	162,000	151,650
Library Databases capitalised salaries	775,000	718,905
Electronic Media Monitoring Service (EMMS) Databases capitalised salaries	345,000	328,344
User experience and publishing projects	300,000	29,840
Integrated Library System project	65,000	–
Library Collections—Enhanced media monitoring and collection	160,000	–
My Library—Client portal/online services	540,402	10,807
My Library—Customer Relationship Management system	524,494	55,422
My Library—Client advice repository	125,237	26,400
Total	**5,398,133**	**3,490,679**

GOVERNANCE

5

INTRODUCTION

The Department of Parliamentary Services (DPS) is one of four departments established under the *Parliamentary Service Act 1999* (PS Act). The PS Act states that the 'Parliamentary Service serves the Parliament by providing professional support, advice and facilities to each House of the Parliament, parliamentary committees, and senators and members of the House of Representatives, independently of the Executive Government of the Commonwealth'.

The Secretary is the principal adviser to the Presiding Officers on matters relating to DPS. As the accountable authority, the Secretary provides stewardship of the department and, in partnership with other department heads, the Parliamentary Service.

The Presiding Officers act jointly in exercising their responsibilities in relation to DPS under the PS Act. The Presiding Officers also have powers and responsibilities under the *Parliamentary Precincts Act 1988*.

OUR GOVERNANCE STRUCTURE

The Secretary, as the accountable authority under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), has a duty to manage DPS in a way that promotes:

- proper use and management of public resources for which DPS is responsible
- achievement of the purposes of the entity, and
- financial sustainability of the entity.

The Secretary delegates certain powers to designated staff. These arrangements are outlined in the department's financial and human resource delegations. The Secretary has also established an authorised structure that clearly reflects accountabilities and areas of responsibility assigned to our senior staff.

The Parliamentary Library's services are established under the statutory office of the Parliamentary Librarian, whose primary function is 'to provide high quality information, analysis and advice to senators and members of the House of Representatives in support of their parliamentary and representational roles'. The Secretary of DPS provides resources to the Parliamentary Librarian in accordance with an Annual Resource Agreement.

The department's governance structure for the reporting period is set out in Figure 15. It contains two streams: committees and boards advising the Presiding Officers, and committees and meetings advising the Secretary.

Details of the accountable authority during the reporting period (2022–23)

The accountable authority during the current reporting period (2022–23) was
Mr Rob Stefanic, DPS Secretary who commenced in December 2015.

FIGURE 15: DPS Governance Structure
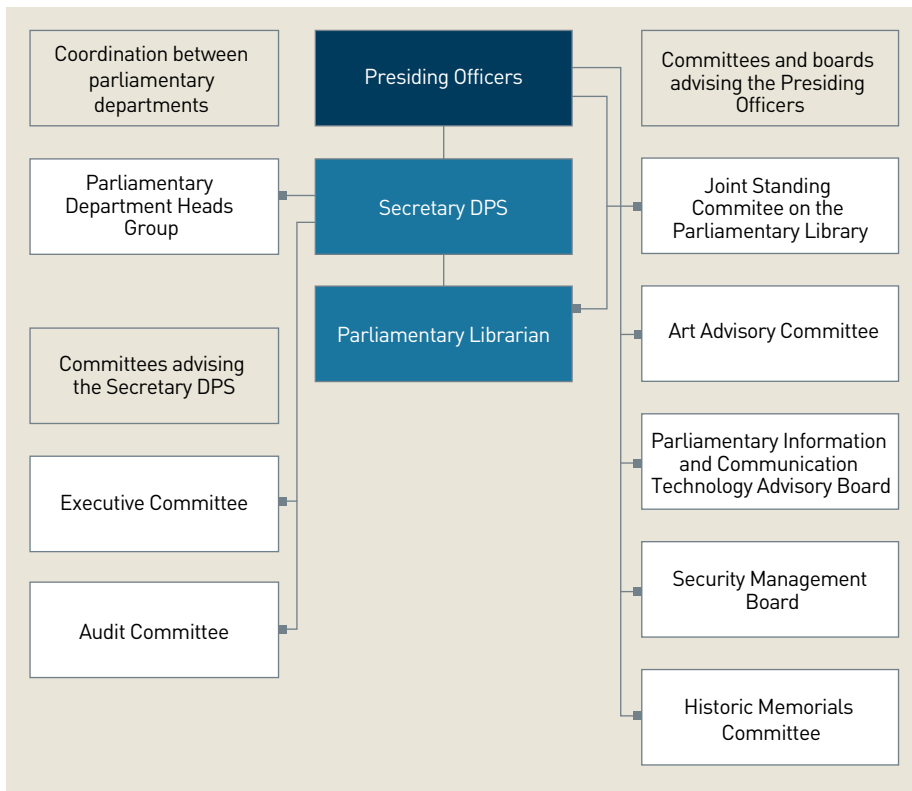
Bodies advising the Presiding Officers

The Presiding Officers have a role analogous to that of a minister of state responsible for an executive government department. *The Parliamentary Service Act 1999* articulates the principles that the legislative arm of government is separate from the executive arm and that its staff are responsible to the Parliament rather than to the government of the day. The Presiding Officers oversee administration of the department and are accountable to their respective houses in that role.

Security Management Board

The Security Management Board (SMB) was established in 2005 under section 65A of the *Parliamentary Service Act 1999*. It provides advice and support to the Presiding Officers on security policy and the management or operation of security measures for Parliament House.

Chair: Secretary, DPS

Members: Usher of the Black Rod, Serjeant-at-Arms and a senior executive employee of the Australian Federal Police. Invited representatives: senior executive employees from Australian Intelligence Organisation; Department of Finance; and Department of the Prime Minister and Cabinet.

The board met five times during 2022–23.

Joint Standing Committee on the Parliamentary Library

Details on this committee can be found in the Parliamentary Library overview in the Parliamentary Library chapter.

Parliamentary Information and Communication Technology Advisory Board

The Parliamentary Information and Communication Technology Advisory Board (PICTAB) is the primary advisory body that guides strategic elements of ICT service delivery for the Australian Parliament.

Chair: Secretary DPS

Members: three representatives from the Government; three representatives from the Opposition; two representatives from the crossbench; Usher of the Black Rod; Serjeant-at-Arms; Parliamentary Merit Protection Commissioner (representing the Parliamentary Service Commissioner).

The board met four times in 2022–23.

Art Advisory Committee

The committee's terms of reference are to:

- provide guidance on the Rotational Collection Acquisition Policy, and set short-term priorities for acquisitions
- assess acquisition proposals in accordance with the acquisition policy and collecting priorities, and
- advise on other matters related to displaying and managing artworks in the collection.

Co-Chairs: President of the Senate and Speaker of the House of Representatives.

Members: Deputy Speaker, Deputy President, Secretary DPS and an independent adviser from the National Gallery of Australia.

The committee met twice during 2022–23.

Historic Memorials Committee

This committee was established by prime minister Andrew Fisher in 1911 and commissions official portraits of the head of state, governors-general, prime ministers, Presidents of the Senate and Speakers of the House of Representatives. The committee also commissions portraits of significant parliamentarians (for example, parliamentary 'firsts'), as well as paintings of significant events in the Parliament's history.

Chair: Prime Minister

Members: Leader of the Opposition, the Vice-President of the Executive Council, the Leader of the Opposition in the Senate, the President of the Senate and the Speaker of the House of Representatives.

The department's Secretary is secretary to the committee. The DPS Art Collections section provides secretariat services to the committee and manages the portrait commissioning process.

Committees advising the Secretary

Under the PS Act and PGPA Act, the Secretary is accountable for the department's performance and compliance. The Secretary is assisted in managing these responsibilities by the department's Executive Committee and the Audit and Risk Committee (ARC).

Executive Committee

The Executive Committee is the primary governance board. It considers development and implementation of the DPS governance framework and associated strategies, including financial planning and budgeting, performance, risk management, business planning, design integrity, authorised issues, and any other matters relating to managing the department delegated by the Secretary.

Chair: Secretary, DPS

Members: Deputy Secretary (Chief Operating Officer); Parliamentary Librarian; Chief Information Officer, First Assistant Secretary, Finance and Property Services Division (Chief Finance Officer); First Assistant Secretary, Security Division (Chief Security Officer); and First Assistant Secretary, Corporate Services Division.

The Executive Committee meets fortnightly.

Audit and Risk Committee

The Audit and Risk Committee (ARC) provides independent advice to the Secretary on the department's risk, control and compliance framework and on its external accountability responsibilities, with specific reference to the Secretary's position of accountable authority under the PGPA Act. Guided by the ARC Charter, the members of the ARC play an essential role in ensuring the integrity and transparency of the department's reporting.

The committee consists of three independent members who are appointed for specific periods of time by the Secretary. Consistent with the PGPA Rule s17(4), ARC members are independent and are not officials of DPS. In addition, the majority of members are not officials of any Commonwealth entity (PGPA Rule s17(4)) (independent).

Representatives of the Australian National Audit Office (ANAO) attend ARC meetings to provide information to members. Information and advice are also provided by DPS' internal auditors, KPMG and invited departmental officials, including the Chief Security Officer and Chief Operating Officer, Chief Information Officer, and Chief Finance Officer.

The DPS ARC has its endorsed ARC Charter determining their functions which can be found at https://www.aph.gov.au/About_Parliament/Parliamentary_departments/Department_of_Parliamentary_Services/Publications

TABLE 20: DPS Audit and Risk Committee attendance and remuneration

Member name	Qualifications, knowledge, skills or experience	Number of meetings attended / Total number of meetings	Total annual remuneration (GST inc.)	Additional Information
Mr Allan Gaukroger, Independent Chair	Mr Gaukroger began his term as Chair of the DPS Audit and Risk Committee in July 2021 having previously served as an Independent Member and the Deputy Chair from October 2018. Allan has over 20 years of Audit Committee experience having served initially as an attendee and then as Independent Member, Deputy Chair and Chair for Centrelink, the Department of Agriculture, Fisheries and Forestry, the Australian Federal Police (AFP), CSIRO, Medicare Australia, the Department of Human Services, the National Water Commission and the Digital Transformation Agency. As a Certified Practicing Accountant Allan has specialised in financial services during his career serving as Chief Financial Officer for a number of Commonwealth departments and agencies including the Department of Human Services, CSIRO, the AFP, the Department of Agriculture, Fisheries and Forestry and Centrelink.	5/5	$13,760	N/A

Member name	Qualifications, knowledge, skills or experience	Number of meetings attended / Total number of meetings	Total annual remuneration (GST inc.)	Additional Information
Ms Josephine Schumann, Independent Deputy Chair	Ms Schumann has extensive experience in the public sector having worked in both the ACT and Commonwealth governments, and for the Canadian Government. During her 30-year career, she held senior executive positions responsible for corporate services at the Department of Veterans' Affairs (1998–2009), the Australian Competition and Consumer Commission (2010–2015), and the Murray Darling Basin Authority (2015–2017). Jo's experience encompasses a broad range of areas, including risk management, governance, assurance, finance, human resources, information technology, media and communications. She holds a number of board chair and non-executive positions in the government and community sectors and is currently the independent chair of the Climate Change Authority Audit Committee and Office of the Australian Information Commissioner Audit Committee. Since 2017, Jo has run her own business as a qualified coach and mentor, providing services to senior executives within the public sector. Jo has a Master of Arts (urban geography), is a graduate of the Australian Institute of Company Directors and holds accreditations in executive coaching and emotional intelligence assessment. Jo was appointed as Deputy Chair on the DPS Audit and Risk Committee in September 2019.	4/4	$3,960	N/A

Member name	Qualifications, knowledge, skills or experience	Number of meetings attended / Total number of meetings	Total annual remuneration (GST inc.)	Additional Information
Mr Ian Frew, Independent Member	Mr Frew is a proven transformation and technology leader with experience developing and executing complex technology-enabled programs, simplifying complex concepts to bridge the gap between technology and business. Ian is a qualified chemical engineer, spending the first half of his career in global industrial automation roles, where he worked in a variety of industries from refining and manufacturing through to building automation. After a 16-year career in General Insurance working for Suncorp, Allianz and IAG, Ian joined the National Disability Insurance Agency in 2018 as Chief Information Officer, where he remained until his retirement in April 2023. Ian commenced as an independent member of the Audit and Risk Committee in June 2021, and was subsequently extended in August 2023 for a further two years.	3/3	Nil, as Mr Frew was an executive of the NDIA and did not become a paid member during the reporting period.	N/A

Interdepartmental collaboration

Parliamentary department heads

The parliamentary departments work together under the Parliamentary Service Strategic Framework, which brings together key priorities across the whole of the parliamentary administration, identifying shared goals and authorised a collaborative approach to achieving optimal outcomes in providing support and services to the Parliament. The parliamentary department heads meet quarterly to identify opportunities for collaboration, consideration and decision-making.

Chair: 12-month calendar year rotation; Secretary DPS (January–December 2021), Clerk of the Senate (January–December 2022).

Members: Secretary DPS, Clerk of the House of Representatives, Clerk of the Senate, Parliamentary Budget Officer.

The heads met four times during 2022–23.

Our internal audit arrangements

Primary responsibility for the DPS internal audit functions rests with the Chief Audit Executive (CAE), the Assistant Secretary, Corporate Operations Branch. The CAE provides independent assurance to the Secretary and Executive Committee through the department's ARC and ensures that internal controls operate in an efficient, effective, and ethical manner.

The CAE also develops the annual Internal Audit program, which is endorsed by the DPS ARC and approved by the Secretary. The annual Internal Audit program assists the department to manage strategic and operational risks and provides assurance on key projects, systems, and governance structures. Implementation of recommendations from the Internal Audit program is reported regularly to the Executive Committee and the ARC. The Internal Audit work plan is reviewed for relevance by the ARC at the mid-year point, and any consequential amendments are recommended to the Secretary for approval. The CAE also liaises with the ANAO as the external auditor.

Under an outsourced service delivery model, KPMG is engaged to provide Internal Audit services. During 2022–23, the DPS Internal Audit program was delivered in line with the Annual DPS Internal Audit Work Plan (IAWP).

Our planning and reporting framework

Our planning and reporting framework continues to strengthen internal planning, processes and controls to support broader corporate planning requirements.

In accordance with the PGPA Act, we develop a corporate plan outlining our purpose and providing clear direction on how we intend to achieve it.

The 2022–23 Corporate Plan is based on the commitments we made in the Portfolio Budget Statements (PBS) for 2022–23, including the outcome statement, objectives and deliverables. Performance criteria, performance measures and targets enable us to gauge how effectively the department has delivered on its purpose.

The corporate plan is underpinned by business plans that outline how each branch will contribute to achieving our purpose. These key documents are then linked to individual work plans, which articulate managers' expectations.

The department has developed a 2023–24 Corporate Plan to guide our work for the coming financial year and to underpin planning for the forward years.

FIGURE 16: Cascade of governance practices

PARLIAMENTARY AND LEGISLATIVE ENVIRONMENT	• PS Act • PGPA Act • PGPA Rule 2014 • PGPA Resource Management Guides • Government administrative policies • Whole of Government strategies • Strategic Framework – The Parliamentary Service
DEPARTMENTAL ACCOUNTABILITY AND STRATEGY	• Portfolio Budget Statements • Corporate Plan • Parliamentary Library Strategic Plan • Parliamentary Library Resource Agreement • Service Level Agreements • Memoranda of Understanding
OPERATIONAL FRAMEWORK	• Instruments of delegation • Accountable Authority Instructions • Administrative policies, procedures and guides • Australian Government Information Security Manual • ICT Security Documentation Framework • Security Incident Framework • Security Accreditation Framework • End User Workplace Strategy • Information and Records Management Framework • Corporate Governance Framework • Business Continuity Management Framework • Fraud and Corruption Control Plan • Risk Management Strategy • Communications Framework • Enterprise Agreement • Performance Management Scheme • Strategic Workforce Plan • Core Capability Framework • Living the Values • Branch Business Plans
INDIVIDUAL BEHAVIOURS AND PERFORMANCE	• Employment principles • Code of Conduct • Enterprise Agreement • Living the Values • Individual Work Plans • People Plan

Risk management

In August 2022, the Executive Committee endorsed the new Risk Management Policy and Framework, which marked a change to the way the department traditionally manages risk. It enables the department to demonstrate that a systematic, consistent and comprehensive process is in place to manage our risks effectively.

The new framework aims to:

- develop a positive risk management culture
- improve communication and consultation about risk, and
- improve risk management capability.

FIGURE 17: Risk Management Policy and Framework
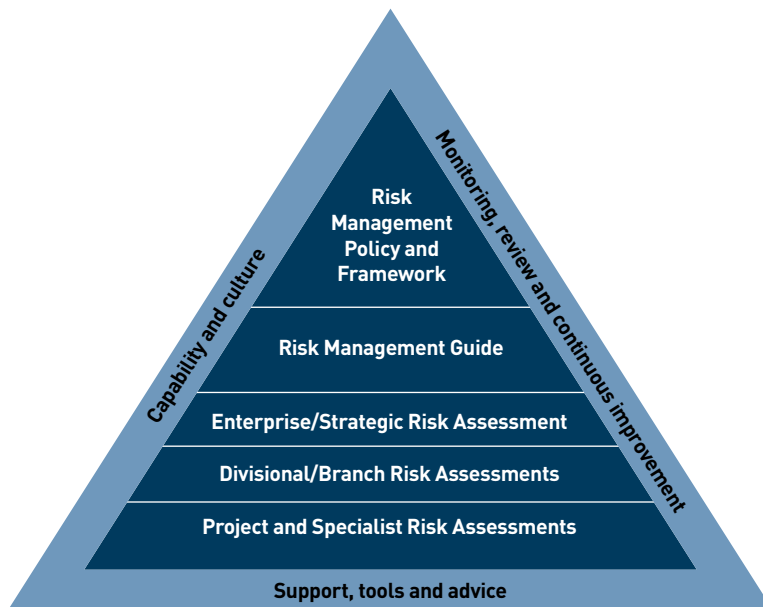
Strategic risks and risk appetite

Risk management manages the uncertainties that can affect the department's objectives. Each year the department reviews its strategic risks and risk appetite statements as part of its risk management framework review, drawing on formal and informal risk management approaches.

Operational risks

During the annual business planning cycle in 2022–23, risk management in cyber security and physical security was a focus, to ensure appropriate mitigation of risk in response to a rise in phishing, ransomware attacks and physical security risks.

Each year a risk assessment is integrated into the branch planning process. This ensures that risk management is integrated into business-as-usual activities and that embed risk management capability is embedded throughout the department.

Business Continuity Management

Throughout 2022–23, we continued to work within the scope of our Business Continuity Management Policy and Framework in a challenging environment. The department continues to review the business impacts and recovery procedures that underpin our ability to effectively manage an incident or crisis.

Fraud prevention

The department is committed to ensuring compliance with section 10 of the PGPA Rule.

The department's Fraud and Corruption Control Plan was developed in accordance with the Commonwealth Fraud Control Framework 2019 and was reviewed in March 2023.

The Fraud and Corruption Control Plan provides the framework for preventing, detecting, reporting, and investigating fraud within the department.

Fraud awareness training is mandatory for all staff and is available on the DPS Learning Management System.

As of 30 June 2023, 99 per cent of our staff had completed this training.

In 2022–23, the department undertook activities related to fraud control, including reviewing fraud risks, undertaking fraud risk assessments, and updating the DPS Fraud and Corruption Control Plan.

One potential fraud incident was reported to the Fraud Control Officer and investigated during the reporting period. The allegation was investigated internally, and the claim was unsubstantiated.

Public Interest Disclosure Act 2013

The *Public Interest Disclosure Act 2013* promotes integrity and accountability in the Australian public sector by:

* encouraging the disclosure of information about suspected wrongdoing
* protecting people who make disclosures, and
* requiring departments and entities to take action.

The department provides, encourages and supports reporting disclosable conduct and readily accessible information to staff on the PID Act, including links to information provided by the Commonwealth Ombudsman.

In 2022–23, five DPS authorised officers were approved to handle public interest disclosures.

In 2022–23, there were no public interest disclosures.

Statement of significant non-compliance with the finance law

In 2022–23 DPS did not report any significant issues to the Presiding Officers under paragraph 19(1) of the PGPA Act that related to non-compliance with the finance law in relation to DPS.

TABLE 21: Statement of significant non-compliance with the finance law

Description of non-compliance	Remedial action
N/A	N/A

Ethical standards and behaviours

We are committed to the standards of integrity, good governance and ethical practices reflected in the PS Act. All alleged breaches of the Code of Conduct are taken seriously and managed in accordance with the Parliamentary Service Code of Conduct contained in section 13 of the PS Act.

In 2022–23 two employees were found to have breached the Code of Conduct.

EXTERNAL SCRUTINY

The department's operations are subject to scrutiny by a range of bodies, including parliamentary committees, the ANAO, judicial decisions and decisions of administrative tribunals. This section outlines inquiries, audits, reviews and legal actions relevant to DPS in 2022–23.

Reports by the Australian National Audit Office

In 2022-23 the ANAO tabled two reports in Parliament in relation to financial statement audits involving the department. These were:

- Report No. 8 of 2022–23, Audits of the Financial Statements of Australian Government Entities for the Period Ended 30 June 2023, tabled 14 December 2022, and
- Report No. 26 of 2022–23, Interim Report on Key Financial Controls of Major Entities, tabled 25 May 2023.

The ANAO did not table any reports in Parliament in relation to performance audits involving the department during 2022–23.

Parliamentary Workplace Review and Inquiry

Set the Standard Report (Jenkins)

In 2022–23, DPS continued its contribution to the *Independent Review into Commonwealth Parliamentary Workplaces* conducted by the Australian Human Rights Commission, led by the Sex Discrimination Commissioner, Kate Jenkins. Engagement before the release of the *Set the Standard Report* findings included a departmental submission, a joint submission from the heads of the parliamentary departments and staff were encouraged to make individual submissions. Some staff participated in focus groups to share their lived experiences working in a Commonwealth Parliamentary Workplace.

Since the release of the *Set the Standard Report* in November 2021, DPS has been engaged in several streams of work to implement the recommendations that relate to us. Executive level staff continue to participate in cross-agency working groups to implement recommendations targeted at specific focus areas, including access and inclusion, workplace health and safety and parliamentary inductions. The First Assistant Secretary, Corporate Services, is a member of the Implementation Group supporting the Parliamentary Leadership Taskforce.

Two recommendations apply directly to the department. Both present the opportunity to build on existing services and initiatives by distilling priority actions that will form the basis of a proposal for physical upgrades and expansion of health and wellbeing offerings.

1. Recommendation 9 undertakes to review a physical infrastructure and policies to support accessibility and inclusion.

    In developing the departments first Access and Inclusion Action Plan, the department worked with a range of external and internal stakeholders to conduct a review into the physical infrastructure of Parliament House. Since then, the department started a program of accessible bathroom upgrades and installed automatic doors to external courtyards to facilitate emergency evacuation for people with disability.

2. Recommendation 26 enhances Parliamentary Health and Wellbeing Services.

    The department engaged an independent expert to undertake a feasibility study to inform the implementation of this recommendation and is evaluating a range of options canvased in the study. This includes improved access to health practitioner services, spaces for confidential conversations and personal hygiene products.

In May 2023, personal care and hygiene vending machines were installed within Parliament House, providing access 24 hours a day, 7 days a week.

The department committed to funding and installing privacy pods to enhance current services and is scoping requirements. We are also evaluating varying service delivery methods for both basic medical and pharmaceutical services.

DPS aspires to promote workplace culture with diversity and inclusion at the forefront of our thinking. We also aspire to remove barriers so all staff can contribute to our shared purpose. By respecting individual diversity, we are also creating a workplace that is free from discrimination and defined by respect, belonging, ethical behaviour and integrity.

Both the Fostering Inclusion and Respect at DPS Framework and the Workplace Diversity Policy guide our diversity and inclusion framework. We are currently in the process of developing a new DPS Diversity and Inclusion Strategy that will replace these existing frameworks. Currently, the department supports a range of diversity and inclusion initiatives across the department that align with the established policy and key strategic documents. We mandate training for all staff, raising awareness and support for gender equality, diversity and inclusion.

The department's employee networks come together based on shared identity, life experience and allyship. The networks complement these initiatives through several diversity and inclusion strategies aimed at:

*   fostering and promoting inclusive working environments
*   increasing diversity representation and employment, and
*   enhancing organisational capability.

Parliamentary Committees

Senate Finance and Public Administration Legislation Committee

The department appeared before the Senate Finance and Public Administration Legislation Committee Estimates hearings on 7 November 2022, 13 February 2023 and 22 May 2023.

During 2022–23, the department responded to 121 formal questions on notice containing 280 identifiable questions.

Joint Standing Committee on the Parliamentary Library

The Joint Standing Committee on the Parliamentary Library met three times in 2022–23 to consider matters relating to the Parliamentary Library. Further information on the JSCPL can be found in the Parliamentary Library chapter of this report.

Joint Select Committee on Parliamentary Standards

The Joint Select Committee on Parliamentary Standards met once on 19 September 2022. The final report of the committee was tabled on 29 November 2022.

Judicial decisions, decisions of Administrative Tribunals

During 2022–23, there were no judicial or administrative tribunal decisions relating to DPS.

Freedom of Information

The department is not subject to the *Freedom of Information Act 1982* and therefore does not have an information publication scheme.

Office of the Merit Protection Commissioner

During 2022–23, there was one application for review made to the Office of the Merit Protection Commissioner. That application was not accepted by the Merit Protection Commissioner.

This application consequently did not result in any significant development for the department.

Fair Work Ombudsman

In 2022–23 there were no matters referred to the Fair Work Ombudsman for review.

Fair Work Commission

During 2022–23 there was one application lodged by a former DPS employee in the Fair Work Commission. That application was settled at conciliation by the Fair Work Commission.

This application consequently did not result in any significant development for the department.

OUR PEOPLE

During 2022–23, DPS continued the implementation of the Strategic Workforce Plan 2020–2025 (the Plan). The Plan sets out the strategies required to ensure our workforce has the skills and capabilities to support the work of the Parliament. It takes account of the changing needs of parliamentarians and building occupants within the context of a changing external environment and an increased internal demand for our services.

The strategic focus for 2022–23 was to continue establishing foundational strategies for workforce change. These strategies aim to create a positive culture that is underpinned by integrity, high performance, impactful leadership and our departmental values. Over the next two years, we will continue to focus on promoting a culture that empowers staff to work effectively, productively and adjust to changing priorities and challenges.

DPS has a highly capable and diverse workforce distinguished by a wide range of professions and trades that service the Parliament. To support our diverse workforce, a range of career investment programs, mentoring and training has been put in place to support current and future workforce capability needs.

In 2022–23, DPS had a strong focus on leadership development of women and continued the successful, Women In Mentoring Program. This mentoring program paired women in leadership positions with other female staff across the department to foster a strong collegiate culture through a mentor-mentee relationship.

DPS workforce performance

At 30 June 2023, the department employed 1,121 staff (including staff on leave, secondment and inoperative staff), all based in Canberra. Our workforce comprised 999 ongoing employees (89 per cent) and 122 non-ongoing employees (11 per cent). Of the 122 non-ongoing employees, 78 were engaged for a 'specified term or a specified task' and 44 were engaged in 'irregular or intermittent' (casual) duties as shown in Figure 18.

The number of ongoing employees increased by 71 this year, representing a 7.7 per cent increase in the ongoing workforce since 30 June 2022. In contrast, the number of non-ongoing employees reduced by 16, representing a 11.6 per cent decrease in the same period.

Our workforce comprised the following full-time, part-time, sessional, and casual work arrangements, as shown in Figure 19:

- 85 per cent full-time
- 8 per cent part-time
- 3 per cent sessional, and
- 4 per cent casual.

These types of employment are used by the department to support the nature and demands of the parliamentary sitting patterns. DPS workforce statistics table can be found at Appendix B.

FIGURE 18: DPS workforce composition, 30 June 2023

4.0%
Casual

7.0%
Non-ongoing

89.1%
Ongoing
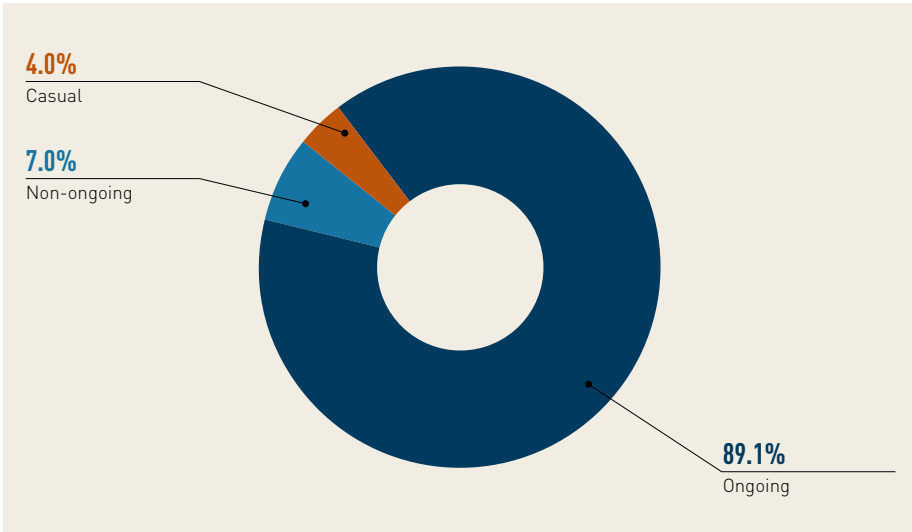
FIGURE 19: DPS employee working arrangements, 30 June 2023

4%
Casual

3%
Sessional

8%
Part-time

85%
Full-time
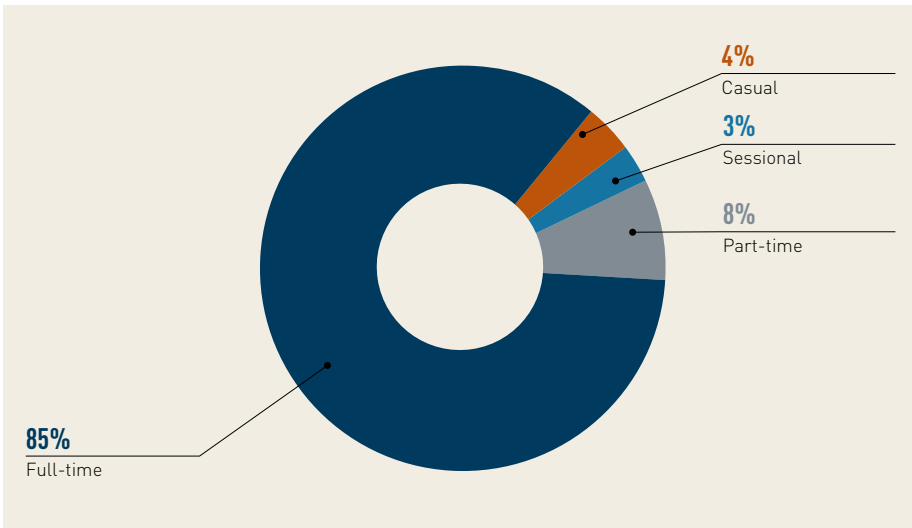
TABLE 22: Employment performance 2021–22 and 2022–23

Indicator	2021–22	2022–23
Total number of staff employed (headcount)	1,066	1,121
	1,005	1,077
Diversity		
Females (percentage of total workforce)	40%	41%
People with identified disability	31	37
(percentage of total workforce)	2.9%	3.3%
Aboriginal and Torres Strait Islander people	21	26
(percentage of total workforce)	2.0%	2.3%
Staff with English as a second language (percentage of total workforce)	9.7%	9.9%
Health and Safety		
Health and safety incidents (per 100 employees)	12.6	11.3
Health and safety 'near misses' (per 100 employees)	1.6	1.6
Number of health and safety representatives	24	32
Learning and Development		
Number of staff undertaking study assistance	30	23
Number of recorded attendances at DPS compliance training activities	6,770	9,514
Recruitment		
Average number of days to fill a vacancy (from advertising to delegate sign-off)	59	53
External 'new engagement' hires (percentage of total new ongoing hires)	67.8%	77.1%
Net recruitment rate	0.9	1.5

*Net recruitment rate indicates whether DPS workforce is growing (net recruitment rate greater than 1) or contracting (net recruitment rate less than 1)

Workforce diversity

DPS recognises the importance of valuing diversity and promoting inclusion. A supportive work environment, which values and empowers its staff, ensures that everyone has an opportunity to successfully contribute to our shared purpose.

Training is an important element of our diversity and inclusion journey. We invest in a range of diversity and cultural awareness training that can be completed through e-learning or instructor-led courses.

The department also celebrates diversity by marking days of significance through our Diversity and Inclusion Calendar. Some days are marked with an all-staff event including:

- **International Day of People with Disability 2022—**former Paralympian and motivational speaker Michael Milton addressed departmental staff
- **National Reconciliation Week 2023** (celebrated with a lived-experience event)—six members of the Parliamentary Service Indigenous Employee Network (PSIEN) shared their inspirational stories with departmental staff, and
- **International Woman's Day (IWD) 2023—**the Presiding Offices hosted a special morning tea in the Great Hall to celebrate all staff who identify as women.

Other events during the year included:

- **International Day Against Homophobia, Biphobia and Transphobia (IDAHOBIT) 2023—**the LGBTQIA+ Network co-ordinated a queer art tour from the Parliament House collection, led by the Art Collections team, and
- **Harmony Day 2023—**celebrated by branches and teams by sharing recipes and feasting communally for lunch.

Reconciliation Action Plan

In November 2019, the four parliamentary departments launched the third Reconciliation Action Plan (RAP) 2019–2022. This is the parliamentary department's second Innovate RAP as part of the four-stage RAP spectrum. The RAP details how each department will work collaboratively with First Nations peoples towards achieving reconciliation.

The Innovate RAP has four key focus areas:

- relationships
- respect
- opportunities, and
- governance.

Together, parliamentary departments seek to achieve significant outcomes and momentum for reconciliation. This includes strengthening relationships with First Nations peoples and communities, promoting equity and building a work environment that is culturally safe.

In August 2022, Reconciliation Australia invited the Parliamentary Service to develop its first Stretch RAP. A Stretch RAP requires departments to embed reconciliation initiatives into long-term business strategies, and this will be a key focus for DPS moving forward. A Parliamentary Service RAP Working Group was formed to develop the new Stretch RAP, which includes RAP Champions from each parliamentary department and First Nations representatives.

Parliamentary Service Indigenous Employee Network

The PSIEN is a culturally rich and diverse group of First Nations peoples. It provides a supportive environment for employees to meet, offer support and express their views, and share experiences and concerns pertaining to First Nations peoples matters both professionally and personally.

The PSIEN continues to gain momentum, increasing its membership and acting as an integral voice on cultural matters.

In 2022–23, the PSIEN supported initiatives including:

- National Sorry Day and National Reconciliation Week 2023 activities
- NAIDOC Week 2023 activities
- lived-experiences event, and
- Indigenous Artwork tour.

NAIDOC Week 2023 celebrated the history, culture and achievements of First Nations peoples. Key events included an Elders Theme presentation where Uncle Warren Daly spoke about the importance of Elders within the community. Staff could also participate in an Indigenous artwork tour across Parliament House and view a short documentary screening of 'Make it Right', centering around the creation of the Barunga Statement.

National Reconciliation Week 2023 gave staff opportunities to learn about our shared histories, cultures and achievements, through:

- a lived-experiences event hosted by the PSIEN
- Yeribee Tours across Parliament House, and
- a morning tea featuring local native ingredients.

Accessibility and Inclusion Action Plan

The first DPS Accessibility and Inclusion Action Plan (AIAP) 2022–2023 was launched on International Day of People with Disability on 3 December 2020. The AIAP reflects our ongoing commitment to improving accessibility and inclusion building disability confidence within Parliament House, for staff, building occupants and visitors.

The three-year plan details the department's approach to achieving better outcomes for people with disability and is consistent with our gold membership of the Australian Network on Disability.

- The AIAP has resulted in many success stories with the department continuing to reach our goals despite an uncertain start to the year with the COVID pandemic.
- The AIAP consists of 26 deliverables that fall under 5 categories:
  - relationships
  - our work environment (digital)
  - our work environment (physical)
  - employment, and
  - governance (monitoring and review).

In February 2023, parliamentary departments agreed to develop a new whole-of-parliament Accessibility and Inclusion Action Plan. To support its development, an Access and Inclusion Champions Group was formed. The group includes Senior Leaders from each parliamentary department and representatives from diversity and inclusion teams. Work is underway, with extensive internal and external consultation being completed to ensure the new plan continues to reduce barriers to employment and improve accessibility for clients, visitors, building occupants and employees at Parliament House.

Disability

DPS continues its commitment to attracting, recruiting and supporting more Australians with disability to its workforce. To achieve this, we need a disability confident workforce that continues to work to improve the experiences of our clients, visitors, building occupants and employees.

As a gold level member of the Australian Network on Disability, DPS has used its membership to access:

- specialised consultation hours with Australian Network on Disability experts
- a dignified access review of Parliament House and offices at 25 National Circuit
- guidance around documentation development
- bespoke disability training sessions, and
- access to resources and conferences.

Training is an important element of our access and inclusion journey. We have invested in a range of disability training that staff can access through e-learning or instructor-led courses.

Two disability courses also form part of mandatory training requirements for staff:

- Disability Confident Workforces, and
- Welcoming Customers with Disability.

Since the implementation of these courses, 348 staff members have completed the Disability Confident Workforces and 259 front-facing staff have completed Inclusive Customer Experiences training.

Disability reporting

The National Disability Strategy is Australia's overarching framework for disability reform. It acts to ensure the principles underpinning the United Nations Convention on the Rights of Persons with Disabilities are incorporated into Australian policies and programs that affect people with disability, their families and carers.

DPS conducts a staff survey each year which captures the proportion of employees who identify as having a disability. As at 16 December 2022, six per cent of DPS employees identified as having a disability and five per cent preferred not to say. DPS is committed to fostering a diverse and inclusive workplace and encourages employees to self-report their disability status. The department has taken action to address stigma and increase the willingness of employees to self-report disability information. Our Diversity and Inclusion Calendar for 2022–23 included International Day of People with Disability in December.

All levels of government will continue to be held accountable for the implementation of the strategy through progress reporting to the Australian, state, territory, and local governments. Progress reports can be found at dss.gov.au Disability reporting is included in the Australian Public Service Commission's State of the Service reports and the APS Statistical Bulletin. These reports are available at www.apsc.gov.au.

Recruitment through entry-level programs

DPS offers entry-level program pathways targeting a range of roles, skills and capabilities. These programs are divided into three categories:

- Skilled Programs
- Diversity Programs, and
- School Leaver Programs.

The diverse range of occupations within the department means that our entry-level programs extend beyond traditional corporate roles to include specialised trades and vocational professions. In January 2018, the department launched its first apprenticeship program. Now in its fifth year, the program employs apprentices across a range of trade qualifications. It creates a pathway for generational knowledge transfer, enabling long-serving tradespeople to pass on the unique skills required to maintain effective stewardship of the building. Trade qualifications include:

- culinary
- electrotechnology
- air-conditioning and refrigeration
- carpentry
- plumbing
- horticulture
- sports turf management, and
- stonemasonry.

Graduate development programs

In February 2023, nine participants began a 12-month graduate development program. The program is comprised of business area rotations, on-the-job training, project-based activities, and external learning workshops. To build internal specialist skills, knowledge and experience, the participants were placed across Security, Corporate Operations, Information Services, Library and Property Service teams. Following the success of the last cohort, DPS has started work on the 2024 Graduate Development Program.

Indigenous development programs

As part of a broader strategy to strengthen employment opportunities for First Nations peoples, we participate annually in the Indigenous Apprenticeship Program (IAP) managed through Services Australia and the Indigenous Australian Graduate Development Program (IAGDP) managed through the Department of Education, Skills and Employment. These programs play a pivotal role in increasing Indigenous employment opportunities across the Commonwealth Public Service.

In 2023, DPS welcomed four IAP participants and four IAGDP participants who will complete 12 months of training on-the-job and through formal training.

TABLE 23: Staff undertaking entry-level programs, 2022–23

	PS level	Number of participants
Apprenticeship Program (trade based)	PSL 2–3	15
DPS Graduate Development Program	PSL 3–4	9
APS HR Graduate Program	PSL 3–4	0
Indigenous Apprenticeship Program (IAP)	PSL 2–3	1
Indigenous Australian Government Development Program (IAGDP)	PSL 3–4	4
APS Digital Graduate Program	PSL 3–4	1

Workforce mobility and retention

In 2022–23, 310 new staff commenced work with the department, of which 210 filled ongoing positions. These numbers mark an increase from the previous reporting period of an additional 61 ongoing positions and 64 commencements.

TABLE 24: Overview of DPS commencement rates for staff, 2021–22 to 2022–23

	2021–22	2022–23
Commencements (headcount)	246	310
Commencement rate*	23.2%	28.1%
Commencements (ongoing employees)	149	210
Commencement rate (ongoing employees)**	14.0%	21.5%

*Commencement rate is the number of total employees who commenced with DPS during the period as a percentage of the average headcount of the period.

**Ongoing commencement rate is the number of total ongoing employees who commenced with DPS during the period as a percentage of the average headcount of the period.

TABLE 25: Overview of the DPS separations rates for staff, 2021–22 to 2022–23

	2021–22	2022–23
Staff separations (headcount)	262	210
Employee turnover rate (total)*	24.5%	19.1%
Staff separations (ongoing employees)	226	203
Employee turnover rate (ongoing employees)**	21.2%	20.8%

*Turnover rate calculated by the number of total employees who left the department during the period (voluntary and non-voluntary) as a percentage of the average headcount of the period.

**Ongoing turnover rate calculated by the number of total ongoing employees who left the department during the period (voluntary and non-voluntary) as a percentage of the average ongoing headcount of the period.

The *Department of Parliamentary Services Enterprise Agreement 2017* (enterprise agreement) was the primary employment instrument of 2022–23. The nominal expiry date of the enterprise agreement was 11 January 2021; however, the agreement continues to operate post nominal expiry with pay adjustments provided through a determination made by the Secretary under section 24(1) of the *Parliamentary Service Act 1999*.

As at 30 June 2023, a total of 1,106 employees were covered by the agreement. Of these, 86 had individual flexible arrangements. DPS uses individual flexible arrangements to secure specialist skills that are critical to business needs, and for operational requirements.

Thirteen Senior Executive Services (SES) officers were covered by determinations under subsection 24(1) under the PS Act.

TABLE 26: *Parliamentary Service Act 1999* employment arrangements current reporting period, 2022–23

	SES	Non-SES	Total
Enterprise agreement	0	1,106	1,106
Individual flexibility arrangement	0	86	86
Section 24(1) determination	13	0	13

Executive remuneration disclosure

The categories of officials covered by the disclosure include key management personnel and senior executives.

Remuneration policy, practices and governance

The Secretary's and Parliamentary Librarian's remuneration is determined by the Presiding Officers under sections 63 and 38E respectively, on advice from the Remuneration Tribunal.

Salaries for SES employees are generally set at rates within a salary band applicable to each SES classification.

SES salary ranges are reviewed annually taking into consideration a range of factors impacting remuneration across the Commonwealth public sector, including:

- APS Executive Remuneration Management Policy
- Government's Public Sector Workplace Relations Policy
- APS Remuneration report
- Remuneration Tribunal determination
- current remuneration for SES officers, and
- budget position of the department.

SES employee salaries are reviewed by the Secretary at the end of each annual performance cycle and increases to base salary are based on effective performance. Pay rises in line with this process took effect from 12 January 2023. The details of DPS key management personnel, executive and other highly paid staff remuneration are included in Appendix B.

Non-salary benefits

Non-salary benefits available to our SES employees include influenza vaccinations, free membership to the Parliament House Health and Recreation Centre, access to the Employee Assistance Program (EAP) and car parking. Other benefits that may be available based on role type include laptop computers, tablets, mobile phones and airline lounge membership.

Learning and development

During 2022–23, the department continued to mature its approach to learning and development by aligning our learning efforts and investment towards current and future workforce capability needs. An engaged and capable workforce is fundamental to our mission to deliver service excellence to the Australian Parliament.

Creating pathways that develop the skills, capabilities and knowledge of staff is a key principle behind corporate training. The department develops staff capability through a blended learning approach which includes:

- on-the-job training
- feedback and mentoring
- values based training
- specialist knowledge and skills training
- developing-awareness training, and
- profession specific training.

Learning and development programs are aligned with the Corporate Plan, departmental strategic themes and our Core Capability Framework.

In April 2023, work began on a new strategy that will set out the overarching approach to learning and development for the next three years. The Learning and Development Strategy supports the achievement of our strategic priorities and delivers on recommendations in our Strategic Workforce Plan and DPS People Plan.

Corporate training

As part of corporate training, the department offers a range of training packages for staff to complete throughout the year. These include:

- Confident Conversations for Mentally Healthy Workplaces
- Disability Confident Workplaces
- Resilience in the Workplace
- Respectful Workplaces
- Workplace Bullying, Harassment and Discrimination
- Work Health Safety Awareness
- Cultural Appreciation
- Customer Service—Stepping Up
- Recruitment Essentials
- Interview Skills
- Three Lenses to Decision Making, and
- Creating a Positive Culture.

The Creating a Positive Culture Workshop continued to feature as a permanent fixture on the corporate training calendar. The course provides participants with motivational information and techniques to create a more positive personal and professional culture in the workplace. Participants are equipped to contribute to cultural transformation by developing the mindset required to create, lead, and maintain a positive, solutions-focused culture.

Investing in leadership and talent

As part of leadership development, we offer programs to staff with management responsibility while recognising that leaders are found at all classification levels. Staff from across DPS, including senior executives, have had the opportunity to participate in:

- Public Sector Management Program
- Future Women Leaders Program
- Women in Leadership Mentoring Program
- Australian and New Zealand Government Executive Master of Public Administration course
- APS Academy Leadership Development Programs
- individual coaching sessions, and
- mentoring opportunities.

Throughout 2022–23, we delivered two successful leadership courses:

- Foundational Leadership, which aims to upskill newly promoted supervisors and managers, and
- Strengthening Leadership, which targets staff who are already managers and leaders but need further development to succeed.

Studies assistance

The department supports employees to undertake tertiary studies administered through our Studies Assistance Policy. We supported 23 employees to undertake tertiary studies during the year, providing a total of 1,835.5 hours of study leave and $19,052 in financial contributions.

Employee induction

All new staff take part in the Welcome to DPS induction program, which explores our strategic direction, the building and our stewardship. The all-day program focuses on what is expected of staff and their responsibilities and introduces the values and behaviours that are expected to shape and drive our culture. Key topics include:

- outlining and discussing values, culture, behaviour and conduct expectations
- introducing design integrity concepts and learning about the construction and history of Parliament House

- explaining the departmental structure, function, and approaches to governance
- completing mandatory training topics on workplace health and safety and on physical and information technology security, and
- meeting with members of the senior leadership team.

New staff are also offered an opportunity to participate in a voluntary Induction Survey to share their experiences of starting at DPS.

Organisational culture and employee engagement

Culture change in DPS is being driven by a broad range of activities that follow organisational development principles—an objective-based approach to systemic change that will enable DPS to build and sustain a future culture of service excellence and innovation.

A broad range of culture change activities have been designed, developed and implemented over the past two years, with more planned for 2023 and beyond. These activities recognise that culture change is a large-scale organisational undertaking and that it can take years before tangible change can be measured. We have adopted an approach that features a set of incremental and integrated interventions aimed at not only changing the culture, but also building organisational capability and strengthening organisational performance.

Throughout 2022–23, DPS focused on strategic workforce planning, employee induction and values-based training.

Strategic workforce planning

Strategic workforce planning is a process to ensure organisations understand their current and future workforce requirements and identify and implement strategies to mitigate identified workforce risks.

The strategic workforce planning process is also a key lever to help drive cultural change. The planning scenarios used throughout the process were designed to focus on continuous innovation and service excellence.

We analysed our workforce capability through the planning process, identifying core capabilities, essential behaviours, skills, knowledge, abilities and attributes we need to deliver on our vision, mission and purpose. They are relevant to all staff in any role and complement job-specific technical capabilities. Analysing capability levels provides a solid baseline for future workforce planning and management and is critical to implement change successfully.

DPS has developed a core capability framework that describes the attitudes, behaviours and capabilities that are critical to a culture of service excellence and continual innovation. Using the core capability framework, the strategic workforce planning process confirmed our workforce has the following strengths:

- **Living Our Values:** acting with integrity, upholding the parliamentary service values, being ethical and professional in all that we do to service the Parliament of Australia

- **Being Accountable:** taking responsibility for our own actions, delivering results, adhering to legislation and governance frameworks, and proactively managing risk

- **Being Inclusive:** demonstrating a commitment to diversity and cultural intelligence by being respectful and responding appropriately to individual and cultural differences

- **Managing Ambiguity:** maintaining focus and energy even under adversity and during times of uncertainty or change, and

- **Delivering Results:** using resources appropriately to provide high-quality professional services, advice and facilities to support the Parliament, our staff and community.

The planning process guided a range of HR activities for the medium to long term. Using our People Plan, developing core capability, strengthening the department's employee value proposition, and assisting with future business planning will ensure the department continues to transform and strengthen its culture.

Annual DPS staff survey

Our annual staff survey was conducted over six weeks between 7 November and 16 December 2022. The survey measured staff views about their job, their team, leadership of the department and DPS as an organisation.

The response rate to the staff survey increased by two per cent in 2022 to 73 per cent.

The findings demonstrate our strengths and reiterate our commitment to service and our core values:

- 91 per cent of staff have positive relationships with their co-workers

- 77 per cent of staff are satisfied with the culture in their work group or team

- 80 per cent of staff are completely engaged in their work

- 91 per cent of staff have a positive working relationship with their supervisor, and

- 90 per cent of staff are determined to give their best effort each day.

Areas that were working well and those where there is scope for improvement were subsequently discussed in branch level workshops across the department.

Workshop outcomes were incorporated into branch plans, identifying opportunities to further improve each work environment and actions to harness those opportunities across 2023.

Work Health and Safety

DPS implemented a range of initiatives and activities during the period in relation to work health and safety and rehabilitation matters to assist the department to meet its obligations, educate workers and reduce the risk of injury and illness in the workplace:

- developed and delivered specialised training with a focus on the psychosocial hazards reflecting changes to legislation, and
- coordinated the annual influenza vaccination program for all building occupants at Parliament House during 2022–23. The vaccinations were delivered through onsite clinics and an offsite voucher system, with a total of 885 participants vaccinated.

Early Intervention Scheme

The department's Early Intervention Scheme (EIS) provides workers with rapid response to ensure that the impact of work related injury or illness is managed appropriately and is used to cover short periods of lost time and other practical assistance such as physiotherapy.

The success of the scheme has assisted the department to achieve a reduction in its workers compensation premium for the fifth consecutive year.

Work health and safety report

Consultation on WHS issues

The department is committed to a high level of consultation on WHS issues. Staff are represented on health and safety committees that monitor and advise on WHS programs. The DPS Peak WHS Committee meets quarterly, focussing on reviewing WHS policies and procedures and a strategic outlook to WHS management across the department. Individual branches also hold their own WHS committee meetings. Our contractors' WHS subcommittee meets quarterly and provides a valuable mechanism to address WHS issues related to the work performed by the large number of contractors at Parliament House.

Health and Safety Representatives (HSRs) are part of the department's consultative network, which also includes Harassment Contact Officers (HCOs). At 30 June 2023, we had 32 HSRs.

WHS training

During 2022–2023, DPS achieved a 100 per cent compliance for mandatory WHS awareness training.

Incident reporting and investigation

The department actively promotes and encourages workers to submit incident reports via the established incident reporting process. The department ensures workers are aware of the process via induction, the APH site book, toolbox talks and WHS agenda items at meetings.

The department received a total of 129 incident reports for 2022–23. This is an increase on the 80 incidents reported in the previous year but less than 2020–21 with 134 incidents.

During 2022–23, two incidents were notified to Comcare in accordance with section 38 of the *Workplace Health and Safety Act 2011* (Cth). Incidents were reported, and remedial action was taken. These incident notifications were required for COVID–19 workplace transmissions and did not involve a serious injury. The department was required to report COVID-19 transmissions under section 37 of the WHS Act in accordance with Comcare requirements.

Note: no serious injuries occurred because of these incidents, however they were classified as under section 37 per Comcare direction.

Comcare did not conduct any investigations into incidents during 2021–22 and no enforcement measures (notices) were issued under Part 10 of the WHS Act. No enforceable undertakings were issued under Part 11 of the WHS Act.

TABLE 27: Comcare notifications and notices under the WHS Act

Notifications provided to Comcare (as required by section 38 of the WHS Act)	Number
Death (defined under section 35)	0
Serious injury or Illness (defined under section 36)	2
Dangerous incident (defined under section 37)	0
Notices issued	**0**
Improvement notices (under section 191)	0
Prohibition notices (under section 195)	0
Non disturbance notices (under section 198)	0

Nurse's centre

DPS employs a registered nurse at the Parliament House Nurses' Centre. The function of the nurse is to provide initial in-house medical support including treatment for minor medical matters, advice and guidance to external services to building occupants as required. The nurse also audits and maintains first aid kits and equipment.

Rehabilitation report

The department's workers compensation premium has steadily reduced over the last five years. The reduction is a result of the department's positive approach to supporting injured and ill staff with compensable injuries to sustain or return to work quickly.

The DPS premium has reduced by 0.75 per cent compared to the 0.77 per cent last year and an average of 0.83 per cent across Australian Government agencies in the scheme. Between 2018–19 and 2022–23, the premium reduced by 45 per cent. This is a positive reflection of the department's approach to managing the compensable injuries. for our employees.

TABLE 28: The trend in DPS's premium scheme rates, 2018–19 to 2022–23

Premium year	2018–19	2019–20	2020–21	2021–22	2022–23
Initial prescribed rate	1.37% of payroll	1.33% of payroll	1.08% of payroll	0.77% of payroll	0.75% of payroll
Prescribed amount	$1,147,128	$1,184,059	$970,522	$821,383	$813,157
Bonus/Penalty (negative amount indicates a bonus)	$148,534	$242,823	-$231,470	-$224,658	$96,006
Total premium amount (excludes GST)	**1,295,662**	**$142,882**	**$739,052**	**$596,725**	**$717,151**
DPS regular contribution (GST not payable)	$86,024	$80,858	$69,859	$79,367	$80,827

ASSET MANAGEMENT

DPS manages departmental and administered property, land and equipment, and intangible assets with a value of $3,158.3 million (2021–22: $3,020.6 million). Administered assets of $3,059.2 million (2021–22: $2,927.3 million) primarily relate to Parliament House, incorporating the building, land and cultural assets. Departmental assets of $99.1 million (2021–22: $93.3 million) primarily relate to ICT, furniture and equipment, library collection, and software.

Assets are replaced through an annual capital management plan. This plan is monitored to ensure the expenditure reflects the department's changing business requirements.

DPS undertakes annual stocktakes, impairment and valuation reviews which are used to update and verify the accuracy of asset records. Reviews are also undertaken on the condition and ongoing utility of assets. Review outcomes are considered as part of assurance of the annual financial statements.

PURCHASING

Our procurement frameworks are managed in accordance with the Commonwealth Procurement Rules (CPRs), the *Public, Governance, Performance and Accountability Act 2013* and the DPS Accountable Authority Instructions. We have a specialist procurement which ensures that:

- established guidelines and procedures are observed
- statutory reporting responsibilities are met
- contracting and tendering activities are done in accordance with the Commonwealth Procurement Framework and other legislative requirements, and
- ongoing training is provided to DPS personnel who are involved in procurement and contract management activities.

The department is investing to build the knowledge of staff in the procurement rules and the department's procurement policies and procedures. This investment is lifting the capacity and capability of this function to deliver efficient, effective, and ethical procurement.

CONSULTANTS

DPS engages consultants where there is a need for independent research or assessment, or where specialised or professional skills are required and are not otherwise available in-house. Decisions to engage consultants are made in accordance with the PGPA Act, CPRs and related rules, and other internal policies and procedures.

During 2022–23, ten new consultancy contracts were entered into involving total actual expenditure of $1,113,753 (including GST). In addition, four ongoing consultancy contracts were active during this period, involving total actual expenditure of $211,787 (including GST). The method of procurement for consultancy arrangements is determined by the complexity, nature and value of each individual requirement, noting a requirement for a value-for-money outcome that supports our business requirements.

Consultants were engaged by DPS through approaches to the market, and through our access to consultancy panels and multi-use lists established by other departments for:

• reviews of resources and processes

• design integrity advice, and

• specialist business advice and planning.

Annual reports contain information about actual expenditure on reportable consultancy contracts for consultancies. Information on the value of contracts for consultancies is available on the AusTender website: www.tenders.gov.au

TABLE 29: Expenditure on reportable consultancy contracts during the current period, 2022–23

	Number	Expenditure $ (GST inc.)
New contracts entered into during the reporting period	10	$1,113,753
Ongoing contracts entered into during 2021–22	4	$211,787
Total	**14**	**$1,325,540**

Reportable non-consultancy contracts

During the financial year, 474 new reportable non-consultancy contracts were entered into. The total actual expenditure on these contracts was $174,359,303 (including GST). The number of ongoing reportable non-consultancy contracts entered into during the previous reporting period was 197, with total actual expenditure of $116,986,442 (including GST).

Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website: www.tenders.gov.au

TABLE 30: Expenditure on reportable non-consultancy contracts during the current report period, 2022–23

	Number	Expenditure $ (GST inc.)
New contracts entered into during the reporting period	474	$174,359,303
Ongoing contracts entered into during 2021–22	197	$116,986,442
Total	**671**	**$291,345,745**

TABLE 31: Organisations receiving a share of reportable consultancy contract expenditure during the current report period, 2022–23

Name of Organisation	Expenditure $ (GST inc.)
Lessons Learnt Consulting Pty Ltd (38 137 545 674)	$434,999
Strategic Development Group (39 158 001 775)	$239,140
KPMG Pty Ltd (51 194 660 183)	$115,500
Australian Network on Disability (92 456 457 335)	$97,724
GHD Pty Ltd (39 008 488 373)	$79,918

TABLE 32: Organisations receiving a share of reportable non-consultancy contract expenditure during the current report period 2022–23

Name of Organisation	Expenditure $ (GST inc.)
The Trustee for OPP West Block Trust (39 135 926 046)	$76,351,544
Manteena Security Aust Pty Ltd (39 135 926 046)	$16,575,144
Data#3 Limited (31 010 545 267)	$10,310,862
ActewAGL Retail (46 221 314 841)	$5,109,550
Chalfont Consulting Pty Ltd (79 648 842 111)	$4,294,048

AUSTRALIAN NATIONAL AUDIT OFFICE ACCESS CLAUSES

All of the department's contracts allow access for audit purposes

EXEMPT CONTRACTS

There were no contracts in excess of $10,000 (including GST) or standing offers that were exempted from being published on AusTender on the basis that they would disclose exempt matters under the *Freedom of Information Act 1982*.

PROCUREMENT INITIATIVES TO SUPPORT SMALL BUSINESS

DPS supports small business participation in the Commonwealth Government procurement market. Small and medium enterprises (SMEs) and small enterprise participation statistics are available on the Department of Finance's website:

www.finance.gov.au/government/procurement/statistics-australian-government-procurement-contracts

DPS is focused on achieving the best value-for-money outcome in each circumstance and encourages engagement with SMEs wherever practical.

Consistent with paragraph 5.5 of the CPRs, to ensure that SMEs can engage in fair competition for Commonwealth business, DPS applies the following procurement practices:

- use of the Commonwealth Contracting Suite for low-risk procurements valued up to $200,000 and some procurements valued up to $1 million, where practical
- implementing the Australian Government's Indigenous Procurement Policy, noting that many Indigenous businesses are also SMEs
- using credit cards for procurements valued below $10,000, and
- reducing payment times to facilitate on-time supplier payment.

DPS recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Department of Treasury website: www.treasury.gov.au

CHILD SAFE FRAMEWORK

The department is committed to helping keep children and young people free from abuse and/or harm in line with the principles of the Commonwealth Child Safe Framework (CCSF), by safeguarding the wellbeing of children during visits to or while working in Parliament House.

Connecting with young people is an important part of our community engagement strategy. As a result, we have developed several successful child-focused programs such as school visits, work experience placements and guided tours.

To remain compliant with the CCSF, we developed a Child Safe Policy to embed a child-safe culture and practices within our workplace, which is available on the department's intranet site. Additionally, we have developed a robust risk assessment, which is reviewed annually, and was developed in line with the CCSF to identify, monitor and manage all relevant risks. The last review of the risk assessment was conducted in August 2023 for the 2022–2023 financial year. Our assessment is that the risk to the safety of children in Parliament House remains low.

Our adoption of the CCSF and the consequential development of our policy and risk assessment have increased staff awareness of the need for constant vigilance and early preparation to ensure child safety. We have also strengthened our use of working with vulnerable persons checks within business areas that engage with children.

In the next 12 months we will continue to embed the National Principles in our work culture to protect children from harm which includes monitoring any risks to child safety. This work includes ongoing development of training materials, greater internal communications and improved operating procedures and practices, to ensure our practices are consistent with the CCSF and relevant Commonwealth and territory laws.

COMMITMENT TO INDIGENOUS ARTISTS' RIGHTS

The Parliament House Art Collections are a significant public collection of Australian art.

DPS is committed to applying appropriate policies and procedures in all aspects of its dealings with Indigenous artists and their works.

DPS is a member of the Indigenous Art Code, which promotes industry best practice in upholding Indigenous Australian artists' rights. To manage the Parliament House Art Collections, DPS adopts the Charter of Principles for Publicly Funded Collecting Institutions. The Charter promotes professional best practice in acquiring and managing works by Indigenous artists.

FINANCIAL STATEMENTS

6

Artwork: Eggpicnic

INDEPENDENT AUDITOR'S REPORT

To the President of the Senate and the Speaker of the House of Representatives

Opinion

In my opinion, the financial statements of the Department of Parliamentary Services (the Entity) for the year ended 30 June 2023:

(a)   comply with Australian Accounting Standards – Simplified Disclosure Requirements and the *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015*; and

(b)   present fairly the financial position of the Entity as at 30 June 2023 and its financial performance and cash flows for the year then ended.

The financial statements of the Entity, which I have audited, comprise the following as at 30 June 2023 and for the year then ended:

- Statement by the Secretary and Chief Finance Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Cash Flow Statement;
- Administered Schedule of Comprehensive Income;
- Administered Schedule of Assets and Liabilities;
- Administered Reconciliation Schedule;
- Administered Cash Flow Statement; and
- Notes to the and forming part of the financial statements, comprising a summary of significant accounting policies and other explanatory information.

Basis for opinion

I conducted my audit in accordance with the Australian National Audit Office Auditing Standards, which incorporate the Australian Auditing Standards. My responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Statements* section of my report. I am independent of the Entity in accordance with the relevant ethical requirements for financial statement audits conducted by the Auditor-General and his delegates. These include the relevant independence requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) to the extent that they are not in conflict with the *Auditor-General Act 1997*. I have also fulfilled my other responsibilities in accordance with the Code. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my opinion.

Key audit matters

Key audit matters are those matters that, in my professional judgement, were of most significance in my audit of the financial statements of the current period. These matters were addressed in the context of my audit of the financial statements as a whole, and in forming my opinion thereon, and I do not provide a separate opinion on these matters.

Key audit matter	How the audit addressed the matter
Valuation of Buildings	To address the key audit matter, I
Refer to Note 4.1 Administered – Non-financial assets	• evaluated the competence, capability and objectivity of the Entity's valuation expert; and
I consider the valuation of administered buildings to be a key audit matter due to the complexities in the judgements underpinning the calculation of the fair value of buildings, being Parliament House. As at 30 June 2023, buildings were valued at $2.73 billion.	• evaluated the appropriateness of key assumptions applied by the Entity's valuation expert that included the estimated replacement costs. This included testing the completeness and accuracy of data used in the valuation process including assess the quality assurance processes used by the Entity to confirm the integrity of the data used for performing the valuation.
The valuation is complex due to the unique nature of each building component that comprises Parliament House. Significant judgement is exercised in making the estimation, which is based on current replacement cost and useful life.	

Accountable Authority's responsibility for the financial statements

As the Accountable Authority of the Entity, the Secretary of the Department (the Secretary) is responsible under the *Public Governance, Performance and Accountability Act 2013* (the Act) for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Simplified Disclosure Requirements and the rules made under the Act. The Secretary is also responsible for such internal control as the Secretary determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, the Secretary is responsible for assessing the ability of the Entity to continue as a going concern, taking into account whether the Entity's operations will cease as a result of an administrative restructure or for any other reason. The Secretary is also responsible for disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the assessment indicates that it is not appropriate.

Auditor's responsibilities for the audit of the financial statements

My objective is to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes my opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian National Audit Office Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the financial statements.

As part of an audit in accordance with the Australian National Audit Office Auditing Standards, I exercise professional judgement and maintain professional scepticism throughout the audit. I also:

• identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for my opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control;

• obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Entity's internal control;

• evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Accountable Authority;

• conclude on the appropriateness of the Accountable Authority's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Entity's ability to continue as a going concern. If I conclude that a material uncertainty exists, I am required to draw attention in my auditor's report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify my opinion. My

conclusions are based on the audit evidence obtained up to the date of my auditor's report. However, future events or conditions may cause the Entity to cease to continue as a going concern; and

- evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

I communicate with the Accountable Authority regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that I identify during my audit.

From the matters communicated with the Accountable Authority, I determine those matters that were of most significance in the audit of the financial statements of the current period and are therefore the key audit matters. I describe these matters in my auditor's report unless law or regulation precludes public disclosure about the matter or when, in extremely rare circumstances, I determine that a matter should not be communicated in my report because the adverse consequences of doing so would reasonably be expected to outweigh the public interest benefits of such communication.

Australian National Audit Office

Colin Bienke
Audit Principal

Delegate of the Auditor-General

Canberra
26 September 2023

Department of Parliamentary Services
Financial Statements for the period ended 30 June 2023

Statement by the Secretary and the Chief Finance Officer

In our opinion, the attached financial statements for the year ended 30 June 2023 comply with subsection 42(2) of the *Public Governance, Performance and Accountability Act 2013* (PGPA Act), and are based on properly maintained financial records as per subsection 41(2) of the PGPA Act.

In our opinion, at the date of this statement, there are reasonable grounds to believe that the Department of Parliamentary Services will be able to pay its debts as and when they fall due.

Signed...........................

Robert Stefanic

Secretary

22 September 2023

Signed..........................

Craig Dalzell

Chief Finance Officer

22 September 2023

Table of contents

C. Notes

1. Financial performance

1.1: Expenses

1.2: Own-source revenue and gains

2. Income and expenses administered on behalf of Government

2.1: Administered – Expenses

3. Financial position

3.1: Financial assets

3.2: Non-financial assets

3.3: Payables

3.4: Interest bearing liabilities

4. Assets and liabilities administered on behalf of Government

4.1: Administered – Non-financial assets

5. Funding

5.1: Appropriations

5.2: Net Cash Appropriations

6. People

6.1: Employees

6.2: Related party disclosures

6.3: Key management personnel remuneration

7. Managing uncertainties

7.1: Contingent assets and liabilities

7.2: Financial instruments

8. Other information

8.1: Current/non-current distinction for assets and liabilities

STATEMENT OF COMPREHENSIVE INCOME
for the period ended 30 June 2023

	Note ref	Budget ref	2023 $'000	2022 $'000	*Original Budget 2023 $'000*
NET COST OF SERVICES					
Expenses					
Employee benefits	6.1A		**109,219**	107,297	*108,633*
Suppliers	1.1A		**66,193**	56,771	*62,166*
Depreciation and amortisation	3.2A	B5	**20,872**	24,893	*21,807*
Write-down and impairment of other assets	3.2A		**902**	1,264	*-*
Losses from asset sales			**48**	83	*-*
Finance costs			**47**	18	*20*
Total expenses			**197,281**	190,326	*192,626*
Own-Source Income					
Own-source revenue					
Revenue from contracts with customers	1.2A	B1	**16,206**	7,531	*14,086*
Resources received free of charge	1.2B		**194**	186	*-*
Other revenue			**1,206**	314	*875*
Total own-source revenue			**17,606**	8,031	*14,961*
Gains					
Other gains			**-**	18	*-*
Total gains			**-**	18	*-*
Total own-source income			**17,606**	8,049	*14,961*
Net cost of services			**179,675**	182,277	*177,665*
Revenue from Government	5.1A		**156,901**	154,067	*156,901*
Deficit after income tax on continuing operation			**(22,774)**	(28,210)	*(20,764)*
OTHER COMPREHENSIVE INCOME					
Items not subject to subsequent reclassification to net cost of services					
Changes in asset revaluation reserve	3.2A	B5	**1,370**	-	*-*
Total comprehensive loss			**(21,404)**	(28,210)	*(20,764)*

The above statement should be read in conjunction with the accompanying notes, including budget variance commentary.

STATEMENT OF FINANCIAL POSITION
as at 30 June 2023

	Note ref	Budget ref	2023 $'000	2022 $'000	Original Budget 2023 $'000
ASSETS					
Financial assets					
Cash and cash equivalents			**1,293**	1,094	*1,094*
Trade and other receivables	3.1A	B3	**21,526**	34,578	*34,578*
Total financial assets			**22,819**	35,672	*35,672*
Non-financial assets					
Property, plant and equipment:					
Buildings	3.2A	B2	**4,573**	5,729	*6,714*
Information and communication technology	3.2A	B5	**30,109**	22,549	*27,629*
Plant and equipment	3.2A	B5	**11,194**	11,251	*10,247*
Library collection	3.2A		**10,366**	9,247	*9,512*
Intangibles	3.2A	B5	**42,799**	44,541	*49,681*
Inventories	3.2B		**736**	232	*232*
Prepayments		B5	**7,461**	5,671	*5,671*
Total non-financial assets			**107,238**	99,220	*109,686*
Total assets	8.1A		**130,057**	134,892	*145,358*
LIABILITIES					
Payables					
Suppliers		B4	**7,294**	8,400	*8,400*
Other payables	3.3A	B4	**3,940**	4,286	*4,286*
Total payables			**11,234**	12,686	*12,686*
Provisions					
Employee provisions	6.1B		**28,680**	27,789	*27,789*
Total provisions			**28,680**	27,789	*27,789*
Interest bearing liabilities					
Leases	3.4A	B2	**4,467**	5,828	*6,703*
Total interest bearing liabilities			**4,467**	5,828	*6,703*
Total liabilities	8.1A		**44,381**	46,303	*47,178*
Net assets			**85,676**	88,589	*98,180*
EQUITY					
Contributed equity			**366,174**	347,683	*378,038*
Reserves			**20,878**	19,508	*19,508*
Accumulated deficit			**(301,376)**	(278,602)	*(299,366)*
Total equity			**85,676**	88,589	*98,180*

The above statement should be read in conjunction with the accompanying notes, including budget variance commentary.

STATEMENT OF CHANGES IN EQUITY
for the period ended 30 June 2023

	Contributed equity		Asset revaluation reserve		Accumulated deficit		Total equity	
	2023 **$'000**	2022 $'000	**2023** **$'000**	2022 $'000	**2023** **$'000**	2022 $'000	**2023** **$'000**	2022 $'000
CONTRIBUTED EQUITY								
Opening balance								
Balance carried forward from previous period	347,683	324,633	19,508	19,508	(278,602)	(250,470)	88,589	93,671
Adjustments to opening balance	-	-	-	-	-	78	-	78
Adjusted opening balance	347,683	324,633	19,508	19,508	(278,602)	(250,392)	88,589	93,749
Comprehensive income								
Deficit for the period	-	-	-	-	(22,774)	(28,210)	(22,774)	(28,210)
Changes in asset revaluation reserve	-	-	1,370	-	-	-	1,370	-
Total comprehensive income	-	-	1,370	-	(22,774)	(28,210)	(21,404)	(28,210)
Transactions with owners								
Contributions and distributions by owners								
Departmental capital budget	18,491	22,949	-	-	-	-	18,491	22,949
Transfer of assets	-	101	-	-	-	-	-	101
Total transactions with owners	18,491	23,050	-	-	-	-	18,491	23,050
Closing balance as at 30 June	366,174	347,683	20,878	19,508	(301,376)	(278,602)	85,676	88,589
Original Budget								
Opening balance	*347,683*	*323,514*	*19,508*	*21,194*	*(278,602)*	*(256,324)*	*88,589*	*88,384*
Total comprehensive income	*-*	*-*	*-*	*-*	*(20,764)*	*(20,080)*	*(20,764)*	*(20,080)*
Total transactions with owners	*30,355*	*22,949*	*-*	*-*	*-*	*-*	*30,355*	*22,949*
Closing balance	*378,038*	*346,463*	*19,508*	*21,194*	*(299,366)*	*(276,404)*	*98,180*	*91,253*

The above statement should be read in conjunction with the accompanying notes, including budget variance commentary.

Accounting Policy

Departmental Capital Budget

Departmental capital budgets (DCBs) are recognised directly in contributed equity in the year in which it was appropriated.

CASH FLOW STATEMENT
for the period ended 30 June 2023

	Budget ref	2023 $'000	2022 $'000	Original Budget 2023 $'000
OPERATING ACTIVITIES				
Cash received				
Appropriations	B1, B3	185,900	162,763	171,862
Sale of goods and rendering of services	B1	18,557	7,706	14,086
Net GST received		7,311	7,121	5,500
Other		1,194	313	875
Total cash received		212,962	177,903	192,323
Cash used				
Employees		108,809	106,201	108,633
Suppliers		78,726	62,743	67,666
Interest payments on lease liabilities		47	18	20
Section 74 receipts transferred to Official Public Account (OPA)	B1	23,497	7,830	14,961
Total cash used		211,079	176,792	191,280
Net cash from operating activities		1,883	1,111	1,043
INVESTING ACTIVITIES				
Cash received				
Proceeds from sales of plant and equipment		17	93	-
Total cash received		17	93	-
Cash used				
Purchase of property, plant and equipment		16,748	15,121	15,509
Purchase of intangibles		9,121	7,238	14,846
Total cash used		25,869	22,359	30,355
Net cash used by investing activities		(25,852)	(22,266)	(30,355)
FINANCING ACTIVITIES				
Cash received				
Departmental capital budget		25,529	22,358	30,355
Total cash received		25,529	22,358	30,355
Cash used				
Principal payments of lease liabilities		1,361	964	1,043
Total cash used		1,361	964	1,043
Net cash from financing activities		24,168	21,394	29,312
Net increase/(decrease) in cash held		199	239	-
Cash and cash equivalents at the beginning of the reporting period		1,094	855	1,094
Cash and cash equivalents at the end of the reporting period		1,293	1,094	1,094

The above statement should be read in conjunction with the accompanying notes, including budget variance commentary.

ADMINISTERED SCHEDULE OF COMPREHENSIVE INCOME
for the period ended 30 June 2023

	Note ref	Budget ref	2023 $'000	2022 $'000	*Original Budget 2023 $'000*
NET COST OF SERVICES					
Expenses					
Suppliers	2.1A		**10,858**	6,886	*5,633*
Depreciation and amortisation	4.1A		**48,435**	45,082	*50,328*
Write-down and impairment of non-financial assets	4.1A		**10**	293	*-*
Total expenses			**59,303**	52,261	*55,961*
Income					
Revenue					
Other revenue		B7	**3,599**	-	*-*
Total revenue			**3,599**	-	*-*
Total income			**3,599**	-	*-*
Net cost of services			**55,704**	52,261	*55,961*
Deficit			**(55,704)**	(52,261)	*(55,961)*
OTHER COMPREHENSIVE INCOME					
Items not subject to subsequent reclassification to net cost of services					
Changes in asset revaluation surplus	4.1A	B6	**130,147**	186,395	*-*
Total comprehensive income/(loss)			**74,443**	134,134	*(55,961)*

The above statement should be read in conjunction with the accompanying notes, including budget variance commentary.

ADMINISTERED SCHEDULE OF ASSETS AND LIABILITIES
as at 30 June 2023

	Note ref	Budget ref	2023 $'000	2022 $'000	Original Budget 2023 $'000
ASSETS					
Financial assets					
Trade and other receivables			3,689	-	-
GST receivable			1,474	828	828
Total financial assets			5,163	828	828
Non-financial assets					
Property, plant and equipment:					
Land	4.1A		145,560	145,560	145,560
Buildings	4.1A	B6	2,727,942	2,610,087	2,618,840
Heritage and cultural	4.1A		126,429	125,726	126,426
Plant and equipment	4.1A	B6	52,060	38,511	50,734
Intangibles	4.1A		7,220	7,382	8,630
Prepayments			195	529	529
Total non-financial assets			3,059,406	2,927,795	2,950,719
Total assets administered on behalf of Government	8.1B		3,064,569	2,928,623	2,951,547
LIABILITIES					
Payables					
Suppliers			3,268	918	918
GST funding			1,271	740	740
Other payables			5,748	-	-
Total payables			10,287	1,658	1,658
Total liabilities administered on behalf of government	8.1B		10,287	1,658	1,658
Net assets			3,054,282	2,926,965	2,949,889

The above statement should be read in conjunction with the accompanying notes, including budget variance commentary.

ADMINISTERED RECONCILIATION SCHEDULE
for the period ended 30 June 2023

	Note ref	2023 $'000	2022 $'000
Opening assets less liabilities as at 1 July		**2,926,965**	2,754,884
Net (cost of)/contribution by services			
Income		**3,599**	-
Expenses		**(59,303)**	(52,261)
Other comprehensive income			
Revaluations transferred to reserves	4.1A	**130,147**	186,395
Transfers (to)/from Australian Government			
Appropriation transfers from OPA			
Administered assets and liabilities appropriations		**48,308**	31,954
Administered annual appropriations		**4,566**	5,993
Closing assets less liabilities as at 30 June		**3,054,282**	2,926,965

The above schedule should be read in conjunction with the accompanying notes.

Accounting Policy

Administered Cash Transfers to and from the OPA

Revenue collected by DPS for use by the Government rather than the department is administered revenue. Collections are transferred to the OPA maintained by the Department of Finance (DOF). Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of Government. These transfers to and from the OPA are adjustments to the administered cash held by the department on behalf of the Government and reported as such in the schedule of administered cash flows and in the administered reconciliation schedule.

ADMINISTERED CASH FLOW STATEMENT
for the period ended 30 June 2023

	Budget ref	2023 $'000	2022 $'000	Original Budget 2023 $'000
OPERATING ACTIVITIES				
Cash received				
GST received		4,294	3,341	4,659
Total cash received		4,294	3,341	4,659
Cash used				
Suppliers		9,389	10,058	10,292
Total cash used		9,389	10,058	10,292
Net cash used by operating activities		(5,095)	(6,717)	(5,633)
INVESTING ACTIVITIES				
Cash used				
Purchase of property, plant and equipment	B6	47,646	31,411	71,172
Purchase of intangibles		662	543	2,080
Total cash used		48,308	31,954	73,252
Net cash used by investing activities		(48,308)	(31,954)	(73,252)
Net decrease in cash held		(53,403)	(38,671)	(78,885)
Cash (to)/from Official Public Account				
Appropriations	B6	52,874	37,947	83,544
Net GST funding		529	292	(4,659)
Total cash from the official public account		53,403	38,239	78,885
Net decrease in cash held		-	(432)	-
Cash and cash equivalents at the beginning of the reporting period		-	432	-
Cash and cash equivalents at the end of the reporting period		-	-	-

The above statement should be read in conjunction with the accompanying notes, including budget variance commentary.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

A. Overview

Objectives of the Department of Parliamentary Services

The Department of Parliamentary Services (the department or DPS) is a Commonwealth Non-Corporate Entity. It is a not-for-profit entity. The department is structured to meet the following outcome:

* Support the functions of Parliament and parliamentarians through the provision of professional services, advice and facilities, and maintain Australian Parliament House.

The continued existence of the department in its present form and with its present programs is dependent on Government policy and on continuing funding by Parliament for the entity's administration and programs.

The department's activities contributing toward this outcome are classified as either departmental or administered. Departmental activities involve the use of assets, liabilities, income and expenses controlled or incurred by the department in its own right. Administered activities involve the management or oversight by the department, on behalf of the Parliament and the Presiding Officers, of items controlled or incurred by the Parliament.

The department conducts the following administered activities on behalf of the Parliament:

* Parliament House Works Program: Effective stewardship of Australian Parliament House, including effectively managing the Australian Parliament House capital works plan.

Basis of preparation

The financial statements are required by section 42 of the *Public Governance, Performance and Accountability Act 2013*.

The financial statements have been prepared in accordance with:

a) *Public Governance, Performance and Accountability (Financial Reporting) Rule 2015* (FRR); and
b) Australian Accounting Standards and Interpretations including simplified disclosures for Tier 2 Entities under AASB 1060 issued by the Australian Accounting Standards Board (AASB) that apply for the reporting period.

The financial statements have been prepared on an accrual basis and in accordance with the historical cost convention, except for certain assets and liabilities at fair value.

The financial statements are presented in Australian dollars and values are rounded to the nearest thousand dollars unless otherwise specified.

New Australian accounting standards (AAS)

All new/revised/amending standards and/or interpretations that were issued prior to the sign-off date and are applicable to the current reporting period did not have a material effect on the entity's financial statements.

Standard/ Interpretation	Nature of change in accounting policy, transitional provisions, and adjustment to financial statements.
AASB 2021-2 Amendments to Australian Accounting Standards - Disclosure of Accounting Policies and Definition of Accounting Estimates (AASB 2021-2) and	AASB 2021-2 amends AASB 7, AASB 101, AASB 108, AASB 134 and AASB Practice Statement 2. The amending standard requires the disclosure of material, rather than significant, accounting policies, and clarifies what is considered a change in accounting policy compared to a change in accounting estimate.
AASB 2021-6 Amendments to Australian Accounting Standards - Disclosure of Accounting Policies: Tier 2 and Other Australian Accounting Standards (AASB 2021-6)	AASB 2021-6 amends the Tier 2 reporting requirements set out in AASB 1049, AASB 1054 and AASB 1060 to reflect the changes made by AASB 2021-2. The details of the changes in accounting policies and adjustments are disclosed below and in the relevant notes to the financial statements. This amending standard is not expected to have a material impact on the department's financial statements for the current reporting period or future reporting periods.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Taxation

The department is exempt from all forms of taxation except Fringe Benefits Tax (FBT) and the Goods and Services Tax (GST).

Revenues, expenses and assets are recognised net of GST except:

a) where the amount of GST incurred is not recoverable from the Australian Taxation Office, and

b) for receivables and payables.

Key Judgements and estimates

In applying the department's accounting policies, management has made a number of judgements and applied estimates and assumptions to future events. Judgements and estimates that are material to the financial statements are found in the following notes:

- 3.2A Departmental non-financial assets
- 4.1A Administered non-financial assets
- 6.1B Employee provisions

Reporting of administered activities

Administered revenues, expenses, assets, liabilities and cash flows are disclosed in the administered schedules and related notes.

Except where otherwise stated, administered items are accounted for on the same basis and using the same policies as for departmental items, including the application of Australian Accounting Standards.

Prior year adjustments

No changes have been made to departmental or administered prior year disclosures.

Events after the reporting period

There were no subsequent events that had the potential to significantly affect the ongoing structure and financial activities of the department.

Administered events after the reporting period

There were no subsequent events that had the potential to significantly affect the ongoing structure and financial activities of the department.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

B. Budget Variance Commentary	

DEPARTMENTAL		
Note reference	**Affected line items**	**Explanation of major variance[1]**
B1. Contract Revenue	Statement of Comprehensive Income: • Revenue from contracts with customers Cash Flow Statement: • Sales of goods and rendering of services • Section 74 receipts transferred to OPA	The increase in revenue from contracts with customers is predominantly related to the following factors: - the restoration of catering and events activities following the lifting of COVID restrictions, - the increase in visitors and tour participants, and - implementation of a strategic plan to enhance the product range of the shop.
B2. Leases	Statement of Financial Position: • Right-of-use (ROU) assets • Leases	ROU assets and lease liabilities were lower than budget because of depreciation expenses and lease payments made respectively, during the financial year.
B3. Receivables	Statement of Financial Position: • Trade and other receivables Cash Flow Statement: • Appropriations	The decrease in appropriations receivable was caused by costs accrued in 2021-22 being paid in 2022-23.
B4. Payables	Statement of Financial Position: • Suppliers • Other payables	Suppliers and other payables were below budget because of lower than expected invoices and accruals at the year-end cut-off.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

B5. Non-Financial Assets[2]	Statement of Financial Position: • Information and communication technology (ICT) • Plant and equipment (P&E) • Intangibles • Prepayments Statement of Comprehensive Income: • Depreciation and amortisation • Other comprehensive income	_ICT_ There has been an increase in capital spending compared to the budget to implement the department's digital strategy. These projects include video conferencing, telephony modernisation, ICT hardware refresh, legislative scrutiny unit, cyber security, and distribution switches. In 2022-23, DPS recorded a $0.84m revaluation increment for its ICT assets. _P&E_ P&E is above budget predominantly because DPS recorded a $0.53m revaluation increment during the 2022-23 comprehensive asset revaluation exercise. _Intangibles_ The net book value of intangible assets is lower than budget because of the department's move to cloud-based computing where costs are generally not capitalised. The move to cloud services has also meant that there was an increase in prepayments relating to cloud platforms and software as a service (SaaS) expenditure.

1. Major variances are determined based on the quantum of balances and qualitative factors and are not focused merely on quantitative variances between the original budget and actual amounts.

2. Property, plant and equipment of $47.39m in the original budget as per the Portfolio Budget Statements (PBS) is comprised of ICT ($27.63m), plant and equipment ($10.25m), and library collection ($9.51m) as disclosed in the statement of financial position.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

ADMINISTERED		
Note reference	**Affected line items**	**Explanation of major variance[1]**
B6. Non-Financial Assets[2]	Administered Schedule of Comprehensive Income: • Changes in asset revaluation surplus Administered Schedule of Assets and Liabilities: • Buildings • P&E Cash Flow Statement: • Purchase of property, plant, and equipment	*Valuations*: The 2022-23 comprehensive valuations resulted in an increment in value for buildings ($128.92 million) and P&E ($1.23m) driving variances to budget for these asset classes. *Administered capital works program*: Purchase of property, plant, and equipment was under budget predominantly because of project delays and complexities across a number of material projects.
B7. Revenue	Administered Schedule of Comprehensive Income: • Other revenue	Other revenue relates to building works being undertaken for other agencies.

1. Major variances are determined based on the quantum of balances and qualitative factors and are not focused merely on quantitative variances between the original budget and actual amounts.

2. Land and buildings of $2,764.40m in the original budget as per the PBS is comprised of land ($145.56m), and buildings ($2,618.84m) as disclosed in the Administered schedule of assets and liabilities.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1. Financial performance

This section analyses the financial performance of the department for the year ended 2023.

1.1. Expenses

	2023	2022
	$'000	$'000
Note 1.1A: Suppliers		
Goods and services supplied or rendered		
Consultants	**213**	889
Contractors and professional services	**14,900**	11,596
Catering labour hire	**4,015**	2,282
Information communication and technology	**21,543**	17,998
Property operating expenses	**15,133**	16,436
Office equipment and supplies	**1,400**	970
Employee related expenses[1]	**3,584**	2,993
Cost of goods sold	**4,385**	2,378
Other	**234**	161
Total goods and services supplied or rendered	**65,407**	55,703
Goods supplied	**13,542**	9,756
Services rendered	**51,865**	45,947
Total goods and services supplied or rendered	**65,407**	55,703
Other suppliers		
Workers compensation expenses	**786**	676
Variable lease payments	**-**	392
Total other suppliers	**786**	1,068
Total suppliers	**66,193**	56,771

The above lease disclosures should be read in conjunction with the accompanying notes 3.2A and 3.4A.

1. Employee related expenses is comprised of employee training expenses ($1.36m), recruitment fees ($0.71m), security vetting ($0.47m), travel expenses ($0.44m), WHS ($0.49m), and other miscellaneous expenses ($0.11m).

Accounting Policy

Short-term leases and leases of low-value assets

The department has elected not to recognise ROU assets and lease liabilities for short-term leases of assets that have a lease term of 12 months or less and leases of low value assets (less than $10,000 per asset). The department recognises the lease payments associated with these leases as an expense on a straight-line basis over the lease term.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1.2. Own-source revenue and gains

	2023	2022
OWN SOURCE REVENUE	**$'000**	$'000
Note 1.2A: Revenue from contracts with customers		
Parliament shop	**1,125**	470
Catering	**10,956**	3,840
Rendering of other services	**1,880**	1,428
Licence revenue	**1,965**	1,661
Public carpark	**280**	132
Total revenue from contracts with customers	**16,206**	7,531
Disaggregation of revenue from contracts with customers		
Type of customer:		
Australian Government entities (related parties)	**1,519**	1,634
State and Territory Governments	**8**	8
Non-government entities	**14,679**	5,889
	16,206	7,531
Timing of transfer of goods and services:		
Over a period of time	**2,523**	2,389
At a point in time	**13,683**	5,142
	16,206	7,531

Accounting policy

Revenue from the sale of goods is recognised when control has been transferred to the buyer. Revenue from the sales of services is recognised when the performance obligation is satisfied.

DPS considers revenue at a point in time as revenue relating to sales through the parliament shop, catering, and public carpark facilities. Over a period of time revenue relates to services provided such as accommodation licences and rendering of other services.

The transaction price is the total amount of consideration to which the department expects to be entitled in exchange for transferring promised goods or services to a customer. The consideration promised in a contract with a customer may include fixed amounts, variable amounts, or both.

Where payment is not received at a point-of-sale terminal, DPS payment terms are 30 days (2022: 30 days) from the date of invoice recognised at the nominal amounts due less any impairment allowance. Collectability of debts is reviewed at the end of the reporting period. Allowances are made when collectability of the debt is no longer probable.

	2023	2022
	$'000	$'000
Note 1.2B: Resources received free of charge		
Audit fee	**194**	186
Total resources received free of charge	**194**	186

Accounting policy

Resources received free of charge are recognised as revenue when, and only when, a fair value can be reliably determined and the services would have been purchased if they had not been donated. Use of those resources is recognised as an expense. Resources received free of charge are recorded as either revenue or gains depending on their nature.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

2. Income and expenses administered on behalf of Government

This section analyses the financial performance of the activities that the department does not control but administers on behalf of the Government.

2.1. Administered – Expenses

	2023	2022
	$'000	$'000
Note 2.1A: Suppliers		
Goods and services supplied or rendered		
Maintenance	**10,858**	6,886
Total goods and services supplied or rendered	**10,858**	6,886
Goods supplied	**1,531**	771
Services rendered	**9,327**	6,115
Total goods and services supplied or rendered	**10,858**	6,886

3. Financial position

This section analyses the department's assets used to conduct its operations and the operating liabilities incurred as a result.

3.1. Financial assets

	2023	2022
	$'000	$'000
Note 3.1A: Trade and other receivables		
Goods and services receivables		
Goods and services	**1,143**	1,805
Total goods and services receivables	**1,143**	1,805
Appropriations receivables		
Operating funding for existing programs	**14,335**	19,837
Departmental capital budget	**4,827**	11,865
Total appropriations receivables	**19,162**	31,702
Other receivables		
GST receivable from ATO	**1,272**	1,117
Other	**1**	7
Total other receivables	**1,273**	1,124
Total trade and other receivables (gross)	**21,578**	34,631
Less expected credit loss allowance	**(52)**	(53)
Total trade and other receivables (net)	**21,526**	34,578

Credit terms for goods and services were within 30 days (2022: 30 days).

Accounting policy
Trade and other receivables
Refer to accounting policy in Note 7.2 Financial instruments.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3.2. Non-financial assets

Note 3.2A: Reconciliation of the opening and closing balances of plant and equipment and intangibles

| | Property, Plant and Equipment | | | | | |
	Buildings	Information and communication technology	Plant and equipment	Library collection	Intangibles	Total
	$'000	$'000	$'000	$'000	$'000	$'000
As at 1 July 2022						
Gross book value	8,331	41,230	15,736	10,352	109,833	185,482
Accumulated depreciation, amortisation and impairment	(2,602)	(18,681)	(4,485)	(1,105)	(65,292)	(92,165)
Total as at 1 July 2022	5,729	22,549	11,251	9,247	44,541	93,317
Additions						
By purchase or internally developed	-	12,811	1,159	2,598	9,121	25,689
Revaluations recognised in other comprehensive income[1]	-	839	531	-	-	1,370
Remeasurement on ROU assets	212	-	-	-	-	212
Depreciation and amortisation	(1,368)	(5,745)	(2,303)	(1,479)	(9,977)	(20,872)
Reclassification	-	(340)	591	-	19	270
Impairment[2]	-	-	-	-	(887)	(887)
Disposals	-	(5)	(35)	-	(18)	(58)
Total as at 30 June 2023	4,573	30,109	11,194	10,366	42,799	99,041
Total as at 30 June 2023 represented by						
Gross book value	6,401	30,331	11,255	12,950	117,307	178,244
Accumulated depreciation and amortisation	(1,828)	(222)	(61)	(2,584)	(74,508)	(79,203)
Total as at 30 June 2023	4,573	30,109	11,194	10,366	42,799	99,041
Carrying amount of ROU assets[3]	4,573	-	27	-	-	4,600

1. An independent valuation of the ICT, P&E and Library Collections (LC) was conducted as at 30 June 2023 by Jones Lang LaSalle Advisory Services Pty Ltd (JLL). Revaluation increments of $0.84m for ICT and $0.53m for P&E asset classes were adjusted in the asset revaluation reserve and other comprehensive income. There were no indicators of material movement in the fair value of LC.

2. In 2022-23, all asset classes were assessed for impairment with no material indicators of impairment noted. Assessed impairment was limited to the amount noted in the table above.

3. The carrying amount of ROU assets includes accumulated depreciation of $1,871.

Contractual commitments for the acquisition of property, plant and equipment and intangible assets

The nature of capital commitments is related to the purchase of plant and equipment and intangible assets.

	Capital commitments	
	2023	2022
	$'000	$'000
Commitments are payable as follows:		
Within 1 year	**2,603**	7,470
Between 1 to 5 years	**258**	378
Total commitments	**2,861**	7,848

Commitment's payable are GST inclusive amounts.

Accounting policy and measurement at fair value

DPS has a number of asset classes. The recognition and measurement policy is included in the table below:

Asset class	Initial recognition	Subsequent recognition	Fair value predominantly measured at	Last Comprehensive Valuation
Information and communication technology	At cost.	Fair value.	Current replacement cost	2023
Other plant and equipment				2023
Library collection			Market selling price	2021
Land			Market selling price	2022
Buildings			Current replacement cost	2023
Heritage and cultural			Adjusted market transactions	2021
Other plant and equipment (furniture)			Adjusted market transactions	2023
Intangibles				
ROU – Building		Cost less accumulated amortisation and accumulated impairment losses.	N/A	N/A
ROU – Other plant and equipment				

Fair value is equal to the asset movement table (Note 3.2A and Note 4.1A) with the exception of intangibles which are valued at cost. Depreciation rates applying to each class of depreciable assets are based on the following useful lives:

	2023	2022
Departmental		
Information and communication technology	1 – 25 years	1 – 30 years
Other plant and equipment	2 – 40 years	2 – 40 years
Library collection	2 – 100 years	2 – 100 years
Computer software	1 – 15 years	1 – 20 years
Intangibles	2 – 100 years	2 – 100 years
Administered		
Land	Indefinite	Indefinite
Buildings	5 – 230 years	5 – 230 years
Heritage and cultural	Indefinite	Indefinite
Other plant and equipment	2 – 192 years	3 – 169 years
Computer software	4 – 7 years	7 years
Intangibles	14 – 100 years	14 – 100 years

The 2022-23 and 2021-22 useful lives above reflect changes from the 2022-23 and 2021-22 independent revaluations respectively. The depreciation rates for ROU assets are based on the commencement date to the earlier of the end of the useful life of the ROU asset or the end of the lease term.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

ROU Assets

Leased ROU assets are capitalised at the commencement date of the lease and comprise of the initial lease liability amount, initial direct costs incurred when entering into the lease less any lease incentives received. These assets are accounted for as separate asset classes to corresponding assets owned outright.

An impairment review is undertaken for any ROU lease asset that shows indicators of impairment and an impairment loss is recognised against any ROU lease asset that is impaired. Lease ROU assets continue to be measured at cost after initial recognition.

Assets Under Construction (AUC)

AUC are recognised and held at cost which is considered the closest estimation of fair value. AUC are reviewed annually for indicators of impairment. The value of AUC is included in the applicable asset class.

Impairment

All assets were assessed for impairment as at 30 June 2023. Where indications of impairment exist, the asset's recoverable amount is estimated and an impairment adjustment made if the asset's recoverable amount is less than its carrying amount.

The recoverable amount of an asset is the higher of its fair value less costs of disposal and its value in use. Value in use is the present value of the future cash flows expected to be derived from the asset. Where the future economic benefit of an asset is not primarily dependent on the asset's ability to generate future cash flows, and the asset would be replaced if the department was deprived of the asset, its value in use is taken to be its depreciated replacement cost.

Derecognition

An item of any asset class is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

Gains or losses from disposal of assets are recognised when control of the asset has been passed to the buyer.

Accounting policy

Heritage and cultural assets

The department has a number of stand-alone collections, managed as the Parliament House Art Collections (PHAC) including:

- the rotational collection, consisting largely of contemporary Australian artwork

- the architectural commissions, consisting of artworks that were commissioned as an integrated part of the architectural design of the building (including commissioned artist-made furniture)

- the historic memorials collection, consisting of historical portraits and paintings of significant events

- the gift collection, consisting of gifts that have been made to the Parliament

- the constitutional documents, a group of significant archival documents managed as part of the PHAC, and

- the archive, a range of historic and archival materials about Parliament, the PHAC and the construction of Parliament House.

Heritage and Cultural assets have an indefinite useful life which is maintained through the department's adoption of appropriate curatorial and preservation policies in respect of the PHAC, which are available via the following link:

https://www.aph.gov.au/Parliamentary_Business/Committees/Senate/Finance_and_Public_Administration/Completed_inquiries/2010-13/deptparliamentaryservices/report/c05

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Judgements and estimates

An annual assessment is undertaken by an independent valuer each year to determine whether the carrying amount of assets are materially different from the fair value, with comprehensive valuations carried out at least once every three years. Where assets materially differ, a valuation adjustment is made. DPS engaged the services of JLL to conduct the valuations of asset classes.

Asset classes are subject to a valuation assessment each year in accordance with DPS's rolling revaluation program. The valuation assessment of each asset class is conducted using one of the following approaches:

Comprehensive valuation – This approach involves a review of all critical information and physical attributes important in determining fair value. All DPS specific and external market inputs critical to the assets fair value are fully investigated, with a physical inspection also undertaken.

Desktop valuation – This approach involves determining the value of an asset with limited information and without physical inspection. Physical characteristics captured as part of previous comprehensive valuations, as well as recent external and DPS specific inputs are used to assess fair value.

Desktop/Materiality review – This approach involves a review of macro and micro inputs that have an impact on an assets fair value. The outcomes are measured against the respective book values as an indication to the level of material movement.

The methods utilised to determine and substantiate the unobservable inputs are derived and evaluated as follows:

Current replacement cost – Assets that do not transact with enough frequency or transparency to determine fair value from directly observable market evidence have been measured utilising the current replacement cost (CRC) approach. Significant judgement and estimates include the valuation of Australian Parliament House under this approach.

In determining replacement costs, unit rates have been applied to the individual asset components to determine current replacement cost. Unit rates have been based on "Greenfield" project costs and include all materials, labour and direct costs. These unit rates have been developed based on advice from Quantity Surveyors, Rider Levett Bucknall Canberra.

Replacement costs have been adjusted in line with price movements for the Canberra construction market.

In determining physical depreciation and obsolescence adjustments, a range of inputs have been considered including internal capital and maintenance programs and reports as well as proposed asset retirements and replacements. JLL has conducted inspections of material building components to verify the inputs utilised.

Market selling price – Fair value measurement has been determined using the market approach. Significant judgement and estimates for asset classes utilising this approach have included the Land asset, where fair value was determined with reference to recent sales of land with a limited level of comparability due to the restricted nature, distance and unique characteristics of the Land asset. The use of Land is restricted by the _National Capital Plan_ and the _Parliamentary Precincts Act 1988_.

Adjusted market transactions – Fair value measurement has been determined using the market approach, with adjustments made with regard to the unique characteristics or historic nature of assets within the asset class, resulting in limited directly observable market transactions. Significant judgement and estimates for assets utilising this approach have included the valuation of the 1297 Inspeximus copy of the Magna Carta, undertaken by a specialist valuer who applied significant professional judgement due to the historic nature of the asset.

	2023 $'000	2022 $'000
Note 3.2B: Inventories		
Inventories held for sale		
Parliament shop	**560**	105
Catering	**176**	127
Total inventories held for sale	**736**	232
Total inventories	**736**	232

During 2023, $3.81m of inventory held for sale was recognised as cost of goods sold (2022: $2.38m), refer to Note 1.1A Suppliers

Accounting policy

Inventories held for sale are valued at the lower of cost and net realisable value.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3.3. Payables

	2023	2022
	$'000	$'000
Note 3.3A: Other payables		
Wages and salaries	**2,573**	2,041
Employee benefits payable	**1,080**	938
Separations and redundancies	**-**	1,179
Deposits received/held	**286**	122
Other	**1**	6
Total other payables	**3,940**	4,286

3.4. Interest bearing liabilities

	2023	2022
	$'000	$'000
Note 3.4A: Leases		
Lease Liabilities		
Buildings	**4,439**	5,786
Plant and equipment	**28**	42
Total leases	**4,467**	5,828

	2023	2022
	$'000	$'000
Note 3.4B: Leases - Maturity		
Maturity analysis - contractual undiscounted cash flows		
Within 1 year	**1,695**	1,573
Between 1 to 5 years	**2,831**	4,356
Total leases	**4,526**	5,929

Total cash outflow for leases for the year ended 30 June 2023 was $1.36m (2022: $0.96m).

The department in its capacity as lessee has one significant lease for office space located at 25 National Circuit, Forrest, Canberra.

The above lease disclosures should be read in conjunction with the accompanying notes 1.1A and 3.2A. The department has signed a new lease contract with OPP Westblock Pty Ltd for a significant lease of office space at the Westblock which will commence on October 1, 2023.

Accounting policy

For all new contracts entered into, the department considers whether the contract is, or contains a lease. A lease is defined as 'a contract, or part of a contract, that conveys the right to use an asset (the underlying asset) for a period of time in exchange for consideration'.

Once it has been determined that a contract is, or contains a lease, the lease liability is initially measured at the present value of the lease payments unpaid at the commencement date, discounted using the interest rate implicit in the lease, if that rate is readily determinable, or the department's incremental borrowing rate.

Subsequent to initial measurement, the liability will be reduced for payments made and increased for interest. It is remeasured to reflect any reassessment or modification to the lease. When the lease liability is remeasured, the corresponding adjustment is reflected in the ROU asset or profit and loss depending on the nature of the reassessment or modification.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

4. Assets and liabilities administered on behalf of Government

This section analyses assets used to conduct operations and the liabilities incurred for activities that the department administers on behalf of Government.

4.1. Administered – Non-financial assets

Note 4.1A: Reconciliation of the opening and closing balances of property, plant and equipment and intangibles

	Property, plant and equipment					
	Land $'000	Buildings $'000	Heritage and cultural $'000	Plant and equipment $'000	Intangibles $'000	Total $'000
As at 1 July 2022						
Gross book value	145,560	2,610,087	125,726	40,813	9,560	2,931,746
Accumulated depreciation and amortisation	-	-	-	(2,302)	(2,178)	(4,480)
Net book value 1 July 2022	145,560	2,610,087	125,726	38,511	7,382	2,927,266
Additions						
By purchase or internally developed	-	35,380	707	14,001	662	50,750
Revaluations recognised in other comprehensive income[1]	-	128,922	-	1,225	-	130,147
Depreciation and amortisation	-	(46,255)	-	(1,170)	(1,010)	(48,435)
Reclassification	-	(102)	(1)	(500)	186	(417)
Write-offs	-	-	(3)	(7)	-	(10)
Disposals	-	(90)	-	-	-	(90)
Total as at 30 June 2023	145,560	2,727,942	126,429	52,060	7,220	3,059,211
Total as at 30 June 2023 represented by						
Gross book value	145,560	2,728,026	126,429	52,415	10,408	3,062,838
Accumulated depreciation and amortisation	-	(84)	-	(355)	(3,188)	(3,627)
Total as at 30 June 2023	145,560	2,727,942	126,429	52,060	7,220	3,059,211

1. Independent valuations were performed as at 30 June 2023 by JLL. Revaluation increments of $128.92m for Buildings and $1.23m for P&E asset classes were adjusted in the assets revaluation reserve (2021-22: increment of $26.56m for Land and $159.84m for Buildings).

In 2022-23, all asset classes were assessed for impairment with no material indicators of impairment noted.

Contractual commitments for the acquisition of property, plant and equipment and intangibles

The nature of capital commitments is related to the purchase of property, plant and equipment and intangible assets.

	2023 $'000	2022 $'000
Commitments are payable as follows:		
Within 1 year	20,947	17,766
Between 1 to 5 years	3,410	600
Total commitments	24,357	18,366

Commitments payable are GST inclusive amounts.

Accounting Policy

Refer to policy and judgements in departmental non-financial assets (Note 3.2).

Fair value is equal to the asset movement table in Note 4.1A with the exception of intangibles which are valued at cost.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

5. Funding
This section identifies the department's funding structure.
5.1. Appropriations

	2023	2022
	$'000	$'000
Note 5.1A: Annual appropriations ('Recoverable GST exclusive')		
Departmental appropriation		
Ordinary annual services	**156,901**	154,067
Capital budget[1]	**18,491**	22,949
Section 74 receipts[2]	**23,497**	7,830
Total appropriation available	**198,889**	184,846
Appropriation applied	**(217,177)**	(185,122)
Variance[3]	**(18,288)**	(276)

1. DCBs are appropriated through *Appropriation (Parliamentary Departments) Act (No. 1), Supply (Parliamentary Departments) Act (No.1) and Supply (Parliamentary Departments) Act (No.2)*. They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

2. The departmental operating appropriation is adjusted to include PGPA Act Section 74 receipts, these include Shop sale receipts, catering receipts, car parking, rent and other ICT services receipts.

3. The variance primarily relates to funds being drawn down from prior year's appropriation balances.

Note 5.1B: Unspent annual appropriations ('Recoverable GST exclusive')

	2023	2022
Departmental	$'000	$'000
Opening unspent appropriation balance	**31,702**	31,977
Annual appropriation	**175,392**	177,017
Section 74 receipts	**23,497**	7,830
Available appropriation	**230,591**	216,824
Appropriation applied	**(217,177)**	(185,122)
Closing unspent appropriation	**13,414**	31,702
Balance comprises of:		
Ordinary annual services	**8,587**	19,837
Capital Budget	**4,827**	11,865
Closing unspent appropriation	**13,414**	31,702
Represented by:		
Appropriation (Parliamentary Departments) Act (No. 1) 2022-23	**9,936**	-
Supply (Parliamentary Departments) Act (No. 2) 2022-23	**3,478**	-
Appropriation (Parliamentary Departments) Act (No. 1) 2021-22	**-**	31,702
Total departmental	**13,414**	31,702

Accounting policy

Revenue from Government

Amounts appropriated for departmental appropriations for the year (adjusted for any formal additions and reductions) are recognised as Revenue from Government when the department gains control of the appropriation, except for certain amounts that relate to activities that are reciprocal in nature, in which case revenue is recognised only when it has been earned. Appropriations receivables are recognised at their nominal amounts.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 5.1C: Annual appropriations ('Recoverable GST exclusive')

	2023	2022
	$'000	$'000
Administered appropriation		
Ordinary annual services	5,633	8,859
Assets and liabilities	48,358	40,362
Total appropriation available[1]	**53,991**	**49,221**
Appropriation applied	(52,874)	(37,947)
Variance [2]	**1,117**	**11,274**

1. Administered assets and liabilities are appropriated through *Appropriation (Parliamentary Departments) Act (No. 1), Supply (Parliamentary Departments) Act (No.1) and Supply (Parliamentary Departments) Act (No.2).* They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

2. The variance primarily relates to being able to draw from prior year's underspend relating to the capital works program and operating expenditure.

Note 5.1D: Unspent annual appropriations ('Recoverable GST exclusive')

	2023	2022
	$'000	$'000
Administered		
Opening unspent appropriation balance	**31,187**	19,913
Annual appropriation	**53,991**	49,221
Available appropriation	**85,178**	69,134
Appropriation applied	(52,874)	(37,947)
Closing unspent appropriation	**32,304**	31,187
Balance comprises of:		
Ordinary annual services	**7,360**	6,293
Assets and liabilities	**24,944**	24,894
Closing unspent appropriation	**32,304**	31,187
Represented by:		
Appropriation (Parliamentary Departments) Act (No. 1) 2022-23	**9,224**	-
Supply (Parliamentary Departments) Act (No. 1) 2022-23	**5,375**	-
Supply (Parliamentary Departments) Act (No. 2) 2022-23	**15,978**	-
Appropriation (Parliamentary Departments) Act (No. 1) 2021-22	**1,727**	31,187
Total administered	**32,304**	31,187

Note 5.1E: Disclosure by agent[1] in relation to annual and special appropriations ('Recoverable GST exclusive')

		Appropriations applied	
		2023	2022
DOF	**Relationship**	$'000	$'000
Total receipts	Provision of electorate office	23,788	22,456
Total payments	information technology services	(23,788)	(22,456)
Total receipts	Provision of Auspic services	250	250
Total payments		(250)	(250)
Total receipts	Information technology services for	13	20
Total payments	former Prime Ministers	(13)	(20)

1. The third-party access to appropriations agreement between DPS and DOF provides DPS access to special appropriations - *Parliamentary Business Resources Act 2017* in relation to the provision of public resources.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

5.2. **Net Cash Appropriations**

Note 5.2A: Departmental Net Cash Appropriations

	2023	2022
	$'000	$'000
Total comprehensive income/(loss) - as per the Statement of Comprehensive Income	**(21,404)**	(28,210)
Plus: depreciation/amortisation of assets funded through appropriations (DCB funding and/or equity injections)[1]	**19,489**	24,153
Plus: depreciation of ROU assets[2]	**1,383**	740
Less: lease principal repayments[2]	**(1,361)**	(964)
Net Cash Operating Surplus/ (Deficit)	**(1,893)**	(4,281)

1. From 2010-11, the Government introduced net cash appropriation arrangements where revenue appropriations for depreciation/amortisation expenses of non-corporate Commonwealth entities and selected corporate Commonwealth entities were replaced with a separate capital budget provided through equity appropriations. Capital budgets are to be appropriated in the period when cash payment for capital expenditure is required.

2. The inclusion of depreciation/amortisation expenses related to ROU leased assets and the lease liability principal repayment amount reflects the impact of AASB 16 Leases, which does not directly reflect a change in appropriation arrangements.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

6. People

This section describes a range of employment and post-employment benefits provided to our people and our relationships with other key people

6.1. Employees

	2023 $'000	2022 $'000
Note 6.1A: Employee benefits		
Wages and salaries	**79,413**	78,580
Superannuation		
Defined contribution plans	**10,978**	9,899
Defined benefit plans	**5,353**	5,996
Leave and other entitlements	**10,982**	8,682
Separation and redundancies	**1,018**	3,118
Other	**1,475**	1,022
Total employee benefits	**109,219**	107,297
Note 6.1B: Employee provisions		
Annual leave	**11,503**	11,553
Long service leave	**17,177**	16,236
Total employee provisions	**28,680**	27,789

Accounting policy

Liabilities for short-term employee benefits and termination benefits expected within twelve months of the end of reporting period are measured at their nominal amounts. The nominal amount is calculated with regard to the rates expected to be paid on settlement of the liability.

Other long-term employee benefits are measured as net total of the present value of the defined benefit obligation at the end of the reporting period.

Leave

The leave liabilities are calculated on the basis of employees' remuneration at the estimated salary rates that will be applied at the time the leave is taken, including the department's employer superannuation contribution rates to the extent that the leave is likely to be taken during service rather than paid out on termination.

The liability for long service leave has been determined by reference to the work of an actuary (using the short-hand method) as at 30 June 2023. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

Separation and Redundancy

The department recognises a provision for termination when it has developed a detailed formal plan for the terminations and has informed those employees affected that it will carry out the terminations.

Superannuation

The department's staff are members of the Commonwealth Superannuation Scheme (CSS), the Public Sector Superannuation Scheme (PSS), the PSS accumulation plan (PSSap) or other superannuation funds held outside the Australian Government.

The CSS and PSS are defined benefit schemes for the Australian Government. The PSSap is a defined contribution scheme.

The liability for defined benefits is recognised in the financial statements of the Australian Government and is settled by the Australian Government in due course. This liability is reported in DOF's administered schedules and notes.

The department makes employer contributions to the employees' superannuation scheme at rates determined by an actuary to be sufficient to meet the current cost to the Australian Government. The department accounts for the contributions as if they were contributions to defined contribution plans.

The liability for superannuation recognised as at 30 June represents outstanding contributions.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

6.2. Related party disclosures

Related party relationships:

The department is an Australian Government controlled entity. The related parties to the department are key management personnel as defined below in Note 6.3 and their close family members and/or controlled or joint controlled entities as well as other Australian Government entities.

Transactions with related parties:

The department undertakes a number of functions on behalf of the Australian Parliament, as detailed in the financial statements. In performing these functions, the department transacts with all other Australian Government controlled entities for normal day-to-day business operations provided under normal terms and conditions. These transactions are not considered significant individually to warrant separate disclosure as related party transactions (2021-22: Nil).

6.3. Key management personnel remuneration

AASB 124 defines key management personnel (KMP) as those persons having authority and responsibility for planning, directing and controlling the activities of the department, directly or indirectly (excluding those subject to a fee-for-service contract arrangement where the department is not the direct employer).

The department has determined the KMP to be the Presiding Officers, the Secretary and direct reports to the Secretary, being, the Deputy Secretary, the Parliamentary Librarian and the Chief Information Officer.

The KMP remuneration is reported in the table below:

	2023 $'000	2022 $'000
Short-term employee benefits	1,410	1,402
Post-employment benefits	189	190
Other long-term employee benefits	15	49
Total KMP remuneration expenses[1]	1,614	1,641

The total number of KMP positions reportable in the table above is 4 positions (2022: 4 positions). During the 2022-23 financial year these positions were occupied by 5 individuals (2022: 4 individuals),

1. The above KMP remuneration does not include the remuneration and other benefits of the Presiding Officers. The Presiding Officers' remuneration and other benefits are not paid by DPS.

Accounting policy

The department has included all key management personnel that were in acting arrangements throughout the financial year for a minimum period of six months.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

7. Managing uncertainties

This section analyses how the department manages financial risks within its operating environment.

7.1. Contingent assets and liabilities

The department does not have any significant quantifiable contingent assets or liabilities, nor does it have any significant unquantifiable contingent assets or liabilities.

Unquantifiable or remote contingent liabilities/assets

In the normal course of business, the department has a number of items that are either unquantifiable or are not considered probable. At the date of this report, the department does not consider the outcome of any such matters likely to have a significant effect on its operations or financial position.

Accounting policy

Contingent liabilities and contingent assets are not recognised in the statement of financial position but are reported in the notes. They may arise from uncertainty as to the existence of a liability or asset or represent an asset or liability in respect of which the amount cannot be reliably measured. Contingent assets are disclosed when settlement is probable but not virtually certain and contingent liabilities are disclosed when settlement is greater than remote.

7.2. Financial instruments

Accounting policy

Financial assets

Financial assets are recognised when the department becomes a party to a contract and, as a consequence, has a legal right to receive or a legal obligation to pay cash and derecognised when the contractual rights to the cash flows from the financial asset expire or are transferred upon trade date.

Financial assets at amortised cost

Financial assets included in this category need to meet two criteria:

a) the financial asset is held in order to collect the contractual cash flows, and

b) the cash flows are solely payments of principal and interest (SPPI) on the principal outstanding amount.

Amortised cost is determined using the effective interest method.

Effective interest method

Income is recognised on an effective interest rate basis for financial assets that are recognised at amortised cost.

Impairment of financial assets

Financial assets are assessed for impairment at the end of each reporting period based on expected credit losses, using the general approach which measures the loss allowance based on the amount equal to lifetime expected credit losses where risk has significantly increased, or an amount equal to 12-month expected credit losses if risk has not increased.

The simplified approach for trade, contract and lease receivables is used. This approach always measures the loss allowance as the amount equal to the lifetime expected credit losses.

A write-off constitutes a derecognition event where the write-off directly reduces the gross carrying amount of the financial asset.

Financial liabilities

Financial liabilities are recognised and derecognised upon 'trade date'.

Financial liabilities at amortised cost

Financial liabilities, including borrowings, are initially measured at fair value, net of transaction costs. These liabilities are subsequently measured at amortised cost using the effective interest method, with interest expense recognised on an effective interest basis.

Supplier and other payables are recognised at amortised cost.

Liabilities are recognised to the extent that the goods or services have been received, irrespective of having been invoiced.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2023	2022
	$'000	$'000
Note 7.2A: Categories of financial instruments		
Financial assets at amortised cost		
Cash and cash equivalents	**1,293**	1,094
Trade and other receivables - Goods and services	**1,143**	1,805
Total financial assets at amortised cost	**2,436**	2,899
Total financial assets	**2,436**	2,899
Financial liabilities		
Financial liabilities measured at amortised cost		
Payables - Suppliers	**7,294**	8,400
Total financial liabilities measured at amortised cost	**7,294**	8,400
Total financial liabilities	**7,294**	8,400

	2023	2022
	$'000	$'000
Note 7.2B: Administered - Categories of financial instruments		
Financial assets		
Financial assets at amortised cost		
Trade and other receivables	**3,689**	-
Total financial assets at amortised cost	**3,689**	-
Total financial assets	**3,689**	-
Financial liabilities		
Financial liabilities measured at amortised cost		
Payables - Suppliers	**3,268**	918
Total financial liabilities measured at amortised cost	**3,268**	918
Total financial liabilities	**3,268**	918

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

8. Other information

8.1. Current/non-current distinction for assets and liabilities

	2023 $'000	2022 $'000
Note 8.1A: Current/non-current distinction for assets and liabilities		
Assets expected to be recovered in:		
No more than 12 months		
Financial assets:		
Cash and cash equivalents	1,293	1,094
Trade and other receivables	21,526	34,578
Non-financial assets:		
Prepayments	6,365	4,558
Inventories	736	232
Total no more than 12 months	29,920	40,462
More than 12 months		
Non-financial assets:		
Information and communication technology	30,109	22,549
Plant and equipment	11,194	11,251
Library collection	10,366	9,247
Buildings	4,573	5,729
Intangibles	42,799	44,541
Prepayments	1,096	1,113
Total more than 12 months	100,137	94,430
Total assets	130,057	134,892
Liabilities expected to be settled in:		
No more than 12 months		
Payables:		
Suppliers	7,294	8,400
Other payables	3,940	4,286
Interest bearing liabilities:		
Leases	1,663	1,528
Provisions:		
Employee provisions	13,230	13,123
Total no more than 12 months	26,127	27,337
More than 12 months		
Leases	2,804	4,300
Employee provisions	15,450	14,666
Total more than 12 months	18,254	18,966
Total liabilities	44,381	46,303

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Note 8.1B: Administered - Current/non-current distinction for assets and liabilities

	2023	2022
Assets expected to be recovered in:	**$'000**	$'000
No more than 12 months		
Financial assets:		
GST receivable	**5,163**	828
Non-financial assets:		
Prepayments	**195**	516
Total no more than 12 months	**5,358**	1,344
More than 12 months		
Non-financial assets:		
Land	**145,560**	145,560
Buildings	**2,727,942**	2,610,087
Heritage and cultural	**126,429**	125,726
Plant and equipment	**52,060**	38,511
Intangibles	**7,220**	7,382
Prepayments	**-**	13
Total more than 12 months	**3,059,211**	2,927,279
Total assets	**3,064,569**	2,928,623
Liabilities expected to be settled in:		
No more than 12 months		
Payables:		
Suppliers	**3,268**	918
GST funding	**1,271**	740
Other payables	**5,748**	-
Total no more than 12 months	**10,287**	1,658
Total liabilities	**10,287**	1,658
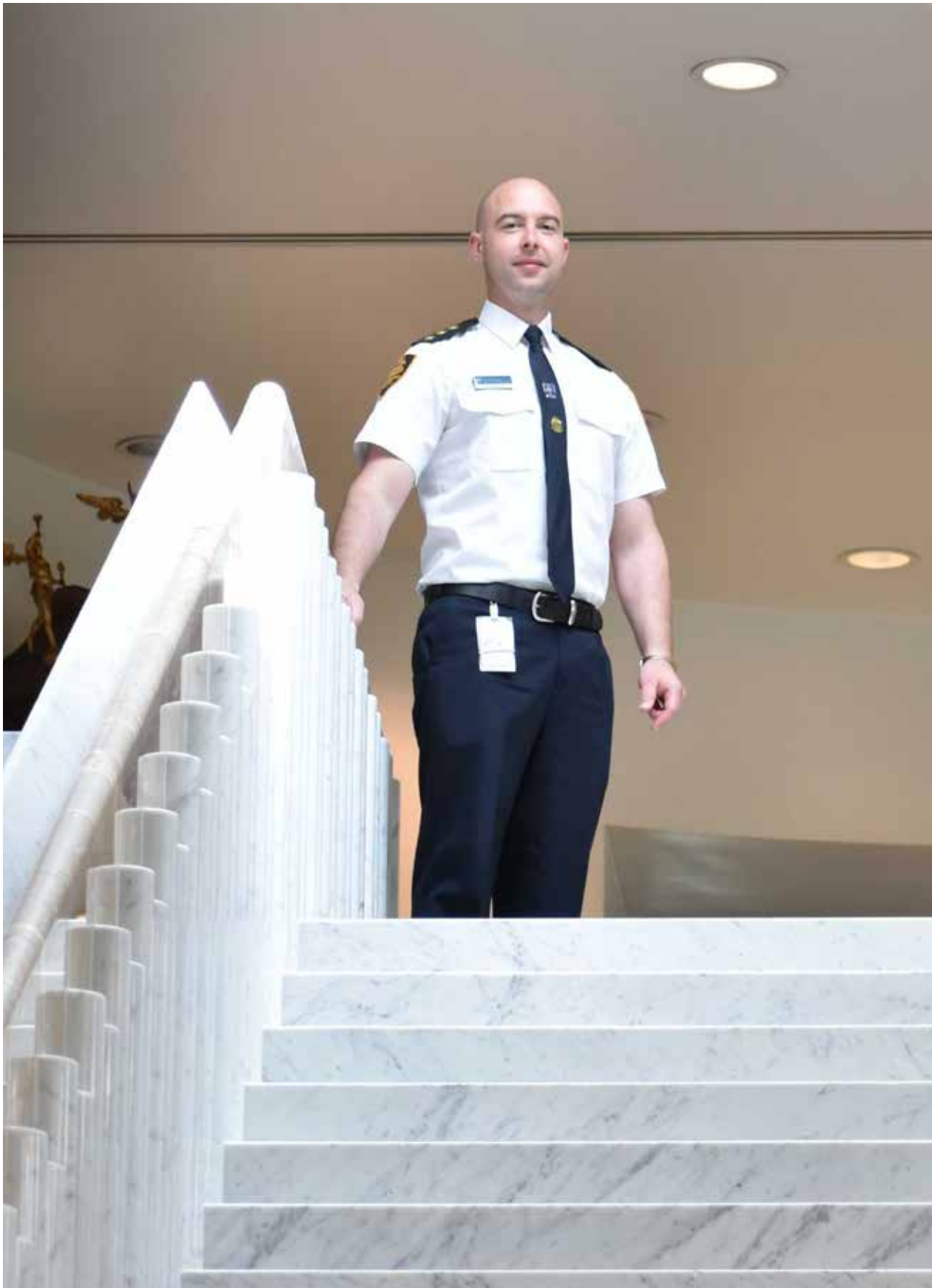
APPENDICES

7

APPENDIX A: FINANCIAL SUMMARY

DPS receives departmental and administered operating and capital funding, as well as funds through third-party drawing rights.

Details of our appropriations and programs, and an explanation of the results, are provided below.

Departmental operating and capital results

The DPS operating result for 2022–23 was an overspend of $3.3 million. This result excludes the impacts of depreciation and amortisation ($19.5 million) for which the department is not funded.

Total departmental expenses, excluding unfunded depreciation and amortisation, were $177.8 million.

This consisted of:

- $109.2 million in employee expenses
- $66.2 million in supplier costs
- $1.4 million in funded depreciation for leases, and
- $1.0 million in write down, loss on sale of assets and finance costs.

This was funded by $156.9 million in revenue from government and $17.6 million in own-source revenue.

FIGURE 20: DPS operating expense by function area 2022–23

21.9% Corporate
8.1% Catering
16.1% Security
8.9% Building Management
22.2% Information Services
9.5% Parliamentary Library
8.7% Parliamentary recording and reporting
4.6% Parliamentary experience
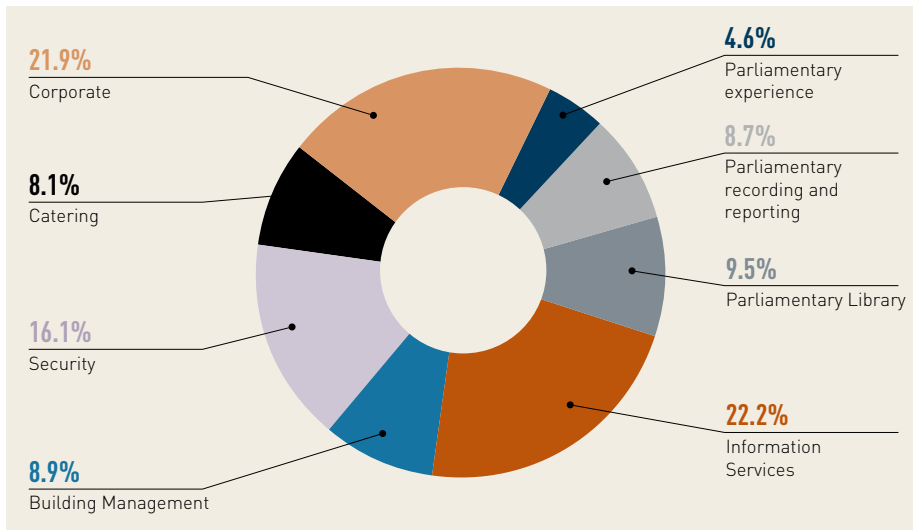
Departmental capital is used to deliver a program of work in support of the work of parliamentarians, occupants of the building and visitors to Parliament House. It incorporates activities relating to technology, the Parliamentary Library and parliamentary experience.

The departmental capital expenditure for 2022–23 was $25.5 million against 2022–23 departmental capital budget funding of $18.5 million.

Financial sustainability

No issues, events or conditions have been identified that would indicate that DPS will not be able to meet its financial obligations over the next 12 months. DPS will continue to reinforce the case for a sustainable funding model to ensure services to the Parliament are unaffected.

Administered operating and capital results

The administered activities of the department deliver a building works program that maintains Parliament House as a safe and accessible workplace and public building. It incorporates activities relating to the building or art within the building. In 2022–23, DPS received $48.4 million in administered capital budget funding and $5.6 million in administered operating budget funding. DPS spent $50.8 million in administered capital including projects funded from prior year appropriations and $10.9 million in administered operating (excluding depreciation and amortisation).

Third party drawing rights

DPS has access to the Department of Finance's appropriation for the purposes of providing infrastructure and communications technology services to electorate offices and former prime ministers, and photographic services to Parliament. DPS drew down $24.1 million from the Department of Finance's appropriation to deliver these services. This access is in accordance with the *Parliamentary Business Resources Act 2017*.

TABLE 33: Resource statement, 2022–23

Department of Parliamentary Services[1]	Actual available appropriation – current year (a)	Payments made (b)	Balance remaining (a)–(b)
	$'000	$'000	$'000
Ordinary annual services[2]			
Departmental appropriations[3]			
Ordinary annual services	230,591	217,177	13,414
Total	**230,591**	**217,177**	**13,414**
Administered expenses			
Outcome 1	11,926	4,566	7,360
Total	**11,926**	**4,566**	**7,360**
Total ordinary annual services [A]	**242,517**	**221,743**	**20,774**
Other services			
Departmental non-operating			
Non-Operating	-	-	-
Total	**-**	**-**	**-**
Administered non-operating[4]			
Administered assets and liabilities	73,252	48,308	24,944
Total	**73,252**	**48,308**	**24,944**
Total other services [B]	**73,252**	**48,308**	**24,944**
Total resourcing and payments [A+B]	**315,769**	**270,051**	**45,718**

1 Figures in the table above are reported on a cash basis.

2 *Appropriation (Parliamentary Departments) Act (No.1), Supply (Parliamentary Departments) Act (No. 1), and Supply (Parliamentary Departments) Act (No. 2)*. For departmental appropriations this includes prior year unspent departmental appropriation and s.74 relevant agency receipts. For administered expenses this includes prior year unspent administered appropriation.

3 Includes Departmental Capital Budgets which are appropriated through *Appropriation (Parliamentary Departments) Act (No.1), Supply (Parliamentary Departments) Act (No. 1), and Supply (Parliamentary Departments) Act (No. 2)*. They form part of ordinary annual services and are not separately identified in the Appropriation Acts.

4 *Appropriation (Parliamentary Departments) Act (No.1), Supply (Parliamentary Departments) Act (No. 1), and Supply (Parliamentary Departments) Act (No. 2)* which include unspent prior year administered appropriations.

TABLE 34: Expenses by outcome, 2022–23

Outcome 1: Support the functions of Parliament and parliamentarians through the provision of professional services, advice and facilities and maintain Australian Parliament House[1,2]	Budget[1] 2022–23	Actual expenses 2022–23	Variation 2022–23
	$'000	$'000	$'000
	(a)	(b)	(a)–(b)
Program 1.1: Parliamentary Services			
Departmental expenses			
Departmental annual appropriations[3]	171,862	177,791	(5,929)
Expenses not requiring appropriation[4]	20,764	19,490	1,274
Total for Program 1.1	**192,626**	**197,281**	**(4,655)**
Program 1.2: Parliament House Works Program			
Administered expenses			
Administered annual appropriations	5,633	10,868	(5,235)
Expenses not requiring appropriation[4]	50,328	48,435	1,893
Total for Program 1.2	**55,961**	**59,303**	**(3,342)**
Total expenses for Outcome 1	**248,587**	**256,584**	**(7,997)**

1 As per DPS Portfolio Budget Statements 2022–23.

2 Figures in the table above are reported on an accrual basis.

3 Departmental appropriation combines ordinary annual services and retained revenue receipts under section 74 of the PGPA Act.

4 Expenses not requiring appropriation are made up of depreciation and amortisation expense (excludes funded depreciation for leases).

APPENDIX B: WORKFORCE STATISTICS

TABLE 35: Ongoing, non-ongoing, sessional and casual employees current report period (2022–23) as at 30 June 2023

Actual headcount	Ongoing									Non-ongoing												Total
	Full-time			Part-time#			Sessional			Full-time			Part-time#			Sessional			Casual			
Classification	M	F	I	M	F	I	M	F	I	M	F	I	M	F	I	M	F	I	M	F	I	
APPSL 2 (Apprentice)	1	0	0	0	0	0	0	0	0	7	4	0	0	0	0	0	0	0	0	0	0	12
PSL 1	9	0	0	2	3	0	0	1	0	0	2	0	1	3	0	0	0	0	4	0	0	25
PSL 1–2*	116	21	0	0	1	0	12	0	0	0	0	0	0	0	0	0	0	0	2	2	0	154
PSL 1–2–3*	2	4	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	8
PSL 2	21	9	0	5	5	0	0	0	0	1	2	0	0	5	0	0	0	0	5	3	0	56
PSL 2–3*	20	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	21
PSL 3	31	16	0	0	1	0	0	0	0	3	3	0	1	0	0	0	0	0	0	4	0	59
PSL 3–4*	4	6	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	11
PSL 4	73	33	0	3	5	0	1	0	0	1	6	1	0	2	0	1	0	0	5	5	0	136
PSL 4–5*	22	6	0	0	4	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	33
PSL 5	46	36	0	1	7	0	0	0	0	3	3	0	0	4	0	0	0	0	0	1	0	101
PSL 5–6*	7	16	0	0	0	0	2	17	0	0	0	0	0	0	0	0	0	0	2	1	1	46
PSL 6	84	62	1	0	13	0	0	0	0	5	2	0	1	2	0	0	0	0	1	0	0	171
PEL 1	91	72	0	8	9	0	0	0	0	5	1	0	0	0	0	0	0	0	2	5	0	193
PEL 2	38	30	0	0	1	0	0	0	0	0	3	0	0	0	0	0	0	0	0	1	0	73
SES 1	8	7	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	16
SES 2	1	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	3
SES 3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Parliamentary Librarian	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Secretary	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Total	**574**	**321**	**1**	**20**	**50**	**0**	**15**	**18**	**0**	**28**	**28**	**1**	**3**	**17**	**0**	**1**	**0**	**0**	**21**	**22**	**1**	**1,121**

Notes:

Staffing figures extracted from DPS Payroll.

part-time figures include part-time 'sessional' employees

* denotes a broadband classification

TABLE 36: Ongoing, non-ongoing, sessional and casual employees previous report period (2021–22) as at 30 June 2022

| Actual headcount | Ongoing | | | | | | | | | Non-ongoing | | | | | | | | | | | | | Total |
| | Full-time | | | Part-time# | | | Sessional | | | Full-time | | | Part-time# | | | Sessional | | | Casual | | | |
Classification	M	F	I	M	F	I	M	F	I	M	F	I	M	F	I	M	F	I	M	F	I	
APPSL 2 (Apprentice)	0	0	0	0	0	0	0	0	0	2	1	0	0	0	0	0	0	0	0	0	0	3
PSL 1	4	1	0	1	1	0	0	0	0	3	3	0	0	0	0	0	0	0	3	7	0	23
PSL1–2*	106	15	0	0	1	0	10	2	0	0	0	0	0	0	0	0	0	0	3	3	0	140
PSL 1–2–3*	4	3	0	0	1	0	0	0	0	1	0	0	0	1	0	0	0	0	0	0	0	10
PSL 2	26	8	0	5	3	0	0	0	0	2	1	0	2	0	0	0	0	0	7	10	0	64
PSL 2–3*	19	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	20
PSL 3	31	19	0	0	2	0	0	0	0	3	1	0	1	0	0	0	0	0	3	4	0	64
PSL 3–4*	5	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	6
PSL 4	77	36	0	0	5	0	0	0	0	5	10	0	0	4	0	0	0	0	4	3	0	144
PSL 4–5*	18	8	0	1	0	0	0	0	0	1	3	0	0	0	0	0	0	0	0	0	0	31
PSL 5	45	31	0	0	8	0	0	0	0	3	4	0	0	1	0	0	0	0	1	0	0	93
PSL 5–6*	8	13	0	0	1	0	2	17	0	0	0	0	0	0	0	0	0	0	1	4	1	47
PSL 6	74	55	0	0	10	0	0	0	0	5	4	0	1	1	0	0	0	0	0	0	0	150
PEL 1	92	64	0	6	10	0	0	0	0	4	3	0	1	1	0	0	0	0	2	4	0	187
PEL 2	32	28	0	0	3	0	0	0	0	0	1	0	0	0	0	0	0	0	0	1	0	65
SES 1	6	5	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	12
SES 2	3	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	4
SES 3	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Parliamentary Librarian	0	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Secretary	0	0	0	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Total	**550**	**289**	**0**	**13**	**45**	**0**	**12**	**19**	**0**	**31**	**33**	**0**	**5**	**8**	**0**	**0**	**0**	**0**	**24**	**36**	**1**	**1,066**

Notes:

Staffing figures extracted from DPS Payroll.

part-time figures include part-time 'sessional' employees

* denotes a broadband classification

Remuneration to Key Management Personnel

AASB 124 defines Key Management Personnel (KMP) as those with authority and responsibility for planning, directing and controlling the departments' activities, directly or indirectly (excluding those subject to a fee-for-service contract arrangement where the department is not the direct employer).

The department has determined the KMP to be Presiding Officers, the Secretary, the Deputy Secretary, the Parliamentary Librarian and the Chief Information Officer. As the Presiding Officers are not paid by DPS, they are not included in the table. Further information on remuneration policy can be found under Governance: Our people.

The KMP remuneration is reported in Table 37.

TABLE 37: Key Management Personnel remuneration, 2022 and 2023

	2023 $'000	2022 $'000
Short-term employee benefits	1,410	1,402
Post-employment benefits	189	190
Other long-term employee benefit	15	49
Termination benefits	-	-
Total Key Management Personnel remuneration expense	**1,614**	**1,641**

TABLE 38: Remuneration paid to key management personnel during the reporting period, 2022–23

Name	Position title	Short-term benefits			Post-employment benefits	Other long-term benefits	Termination benefits	Total remuneration[3]
		Base salary[6]	Bonuses	Other benefits and allowances[2]	Superannuation contributions	Long service leave[7]		
Robert Stefanic[1]	Secretary	443,541	-	-	25,429	9,561	-	478,531
Dianne Heriot[1]	Parliamentary Librarian	285,343	-	-	53,098	2,107	-	340,548
Catherine Saunders	Deputy Secretary	370,386	-	-	70,890	(12,030)	-	429,246
James Lawson[4]	Chief Information Officer	160,553	-	-	28,507	13,097	-	202,157
Constantinos Sfyris - A/g[5]	Chief Information Officer	150,128	-	-	11,555	1,815	-	163,498

Notes:

1. The Secretary and the Parliamentary Librarian are statutory office holders whose remuneration determinations are tabled in Parliament and gazetted.

2. Amounts reported under 'other benefits and allowances' relate to fringe benefits on salary sacrifice arrangements. There was no salary sacrifice arrangements which resulted in a benefit during the financial year.

3. The total remuneration disclosed is on an accrual basis, which is different from the total cash received by individuals.

4. Acting Chief Information Officer for the period 16 December 2022 to 31 January 2023 and settled in the position from 1 February 2023.

5. Acting Chief Information Officer for the period 1 July 2022 to 31 December 2022.

6. Includes amounts for salary, higher duty allowances and adjustments to leave balances.

7. Represents the movement in long service leave balance discounted to a present value.

TABLE 39: Remuneration paid to executives during the reporting period, 2022–23

The following table discloses the remuneration of department executives for the relevant reporting period. The disclosures are at an aggregate level, within dollar ranges (or bands) and indicate the number of employees within each band.

Total remuneration bands	Number of senior executives	Short-term benefits		Post-employment benefits	Other long-term benefits	Termination benefits	Total remuneration[1]
		Average base salary	Other benefits and allowances[2]	Average superannuation contributions	Average long service leave	Average termination benefits	Average total remuneration
$0 to $220,000	8	82,340	-	13,156	948	20,128	116,572
$220,001 to $245,000	1	196,556	-	28,504	12,084	-	237,144
$245,001 to $270,000	5	223,571	-	30,564	2,339	-	256,474
$270,001 to $295,000	2	237,112	-	33,426	10,586	-	281,124
$295,001 to $320,000	3	260,696	-	42,435	4,433	-	307,564
$320,001 to $345,000	-	-	-	-	-	-	-
$345,001 to $370,000	-		-	-	-	-	-
$370,001 to $395,000	-	-	-	-	-	-	-
$395,001 to $420,000	1	165,537	-	35,377	(89,504)	297,572	408,982
$420,001 to $445,000	-	-	-	-	-	-	-

Notes:

1 The total remuneration disclosed is on an accrual basis, which is different from the total cash received by individuals.

2 Amounts reported under "average other benefits and allowances" relate to fringe benefits on salary sacrifice arrangements.

Table includes all senior executives, both substantive and those who acted for periods greater than six months, who received remuneration during the reporting period. It includes those who were engaged for part of the year. Where executives were acting in a role, only remuneration paid during the period of acting is included.

TABLE 40: Remuneration paid to other highly paid staff during the reporting period, 2022–23

The following table discloses the remuneration of the department's other highly paid staff for the relevant reporting period. The disclosures are at an aggregate level, within dollar ranges (or bands) and indicate the number of employees within each band.

Total remuneration bands	Number of other highly paid staff	Short-term benefits		Post-employment benefits	Other long-term benefits	Termination benefits	Total remuneration[1]
		Average base salary	Average other benefits and allowances[2]	Average superannuation contributions	Average long service leave	Average termination benefits	Average total remuneration
$240,000 to $245,000	1	206,704	304	31,789	4,019	-	242,816
$245,001 to $270,000	1	217,089	-	28,984	4,342	-	250,415

Notes:

1 The total remuneration disclosed is on an accrual basis, which is different from the total cash received by individuals.

2 Amounts reported under 'average other benefits and allowances' relate to fringe benefits on salary sacrifice arrangements and clothing allowance.

TABLE 41: Actual salary ranges (excluding casual rates), as at 30 June 2023

	Minimum salary	Maximum salary
SES 3	$356,255	$388,677
SES 2	$279, 567	$309,740
SES 1	$216,939	$249,505
PEL 2	$128,447	$152,306
PEL 1	$110,295	$125,931
PSL 6	$90,634	$101,866
PSL 5	$82,824	$88,858
PSL 4	$74,730	$81,202
PSL 3	$70,110	$73,265
PSL 2	$63,885	$68,584
PSL 1	$49,390	$62,631
Other	0	0
Minimum/maximum range	0	0

TABLE 42: All ongoing employees current report period (2022–23) as at 30 June 2023

	Male			Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full-time	Part-time#	Total	Full-time	Part-time#	Total	Full-time	Part-time#	Total	Full-time	Part-time#	Total	Full-time	Part-time#	Total	Total
NSW	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Qld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ACT	574	35	609	321	68	389	0	0	0	0	0	0	1	0	1	999
NT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External Territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	**574**	**35**	**609**	**321**	**68**	**389**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**1**	**999**

Notes:

DPS only operates in the ACT. Staffing figures extracted from DPS Payroll. # part-time figures include part-time 'sessional' employees.

TABLE 43: All ongoing employees previous report period (2021–22) as at 30 June 2022

	Male			Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full-time	Part-time#	Total	Full-time	Part-time#	Total	Full-time	Part-time#	Total	Full-time	Part-time#	Total	Full-time	Part-time#	Total	
NSW	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Qld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ACT	550	25	575	289	64	353	0	0	0	0	0	0	0	0	0	928
NT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External Territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	**550**	**25**	**575**	**289**	**64**	**353**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**928**

Notes:

DPS only operates in the ACT. Staffing figures extracted from DPS Payroll. # part-time figures include part-time 'sessional' employees.

TABLE 44: All non-ongoing employees current report period (2022–23) as at 30 June 2023

	Male				Female				Non-binary				Prefers not to answer				Uses a different term				Total
	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Total
NSW	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Qld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ACT	28	4	21	53	28	17	22	67	0	0	0	0	0	0	0	0	1	0	1	2	122
NT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External Territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	**28**	**4**	**21**	**53**	**28**	**17**	**22**	**67**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**1**	**2**	**122**

Notes:

DPS only operates in the ACT. Staffing figures extracted from DPS Payroll. # part-time figures include part-time 'sessional' employees.

TABLE 45: All non-ongoing employees previous report period (2021–22) as at 30 June 2022

	Male				Female				Non-binary				Prefers not to answer				Uses a different term				Total
	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Total
NSW	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Qld	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
SA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Tas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Vic	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
WA	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ACT	31	5	24	60	33	8	36	77	0	0	0	0	0	0	0	0	0	0	1	1	138
NT	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
External Territories	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Overseas	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total	**31**	**5**	**24**	**60**	**33**	**8**	**36**	**77**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**1**	**138**

Notes:

DPS only operates in the ACT. Staffing figures extracted from DPS Payroll. # part-time figures include part-time 'sessional' employees.

TABLE 46: Non-ongoing employees current report period (2022–23) as at 30 June 2023

	Male			Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full-time	Part-time#	Total	Full-time	Part-time#	Total	Full-time	Part-time#	Total	Full-time	Part-time#	Total	Full-time	Part-time#	Total	
SES 3	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1
SES 2	1	0	1	2	0	2	0	0	0	0	0	0	0	0	0	3
SES 1	8	0	8	7	0	7	0	0	0	0	0	0	0	0	0	15
PEL 2	38	0	38	30	1	31	0	0	0	0	0	0	0	0	0	69
PEL 1	91	8	99	72	9	81	0	0	0	0	0	0	0	0	0	180
PSL 6	84	0	84	62	13	75	0	0	0	0	0	0	1	0	1	160
PSL 5–6*	7	2	9	16	17	33	0	0	0	0	0	0	0	0	0	42
PSL 5	46	1	47	36	7	43	0	0	0	0	0	0	0	0	0	90
PSL 4–5*	22	0	22	6	4	10	0	0	0	0	0	0	0	0	0	32
PSL 4	73	4	77	33	5	38	0	0	0	0	0	0	0	0	0	115
PSL 3–4*	4	1	5	6	0	6	0	0	0	0	0	0	0	0	0	11
PSL 3	31	0	31	16	1	17	0	0	0	0	0	0	0	0	0	48
PSL 2–3*	20	0	20	0	0	0	0	0	0	0	0	0	0	0	0	20
PSL 2	21	5	26	9	5	14	0	0	0	0	0	0	0	0	0	40
PSL 1–2–3*	2	0	2	4	1	5	0	0	0	0	0	0	0	0	0	7
PSL 1–2*	116	12	128	21	1	22	0	0	0	0	0	0	0	0	0	150
PSL 1	9	2	11	0	4	4	0	0	0	0	0	0	0	0	0	15
APPS L2 (Apprentice)	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Total	**574**	**35**	**609**	**321**	**68**	**389**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**1**	**999**

Notes:

part-time figures include part-time 'sessional' employees

* denotes a broadband classification. For PLS 3–4 classification, graduates are included in this cohort

part-time figures include part-time 'sessional' employees.

* denotes a broadband classification.

TABLE **47**: Ongoing employees previous report period (2021–22) as at 30 June 2022

	Male			Female			Non-binary			Prefers not to answer			Uses a different term			Total
	Full-time	Part-time#	Total	Full-time	Part-time#	Total	Full-time	Part-time#	Total	Full-time	Part-time#	Total	Full-time	Part-time#	Total	Total
SES 3	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	1
SES 2	3	0	3	1	0	1	0	0	0	0	0	0	0	0	0	4
SES 1	6	0	6	5	0	5	0	0	0	0	0	0	0	0	0	11
PEL 2	32	0	32	28	3	31	0	0	0	0	0	0	0	0	0	63
PEL 1	92	6	98	64	10	74	0	0	0	0	0	0	0	0	0	172
PSL 6	74	0	74	55	10	65	0	0	0	0	0	0	0	0	0	139
PSL 5–6*	8	2	10	13	18	31	0	0	0	0	0	0	0	0	0	41
PSL 5	45	0	45	31	8	39	0	0	0	0	0	0	0	0	0	84
PSL 4–5*	18	1	19	8	0	8	0	0	0	0	0	0	0	0	0	27
PSL 4	77	0	77	36	5	41	0	0	0	0	0	0	0	0	0	118
PSL 3–4*	5	0	5	1	0	1	0	0	0	0	0	0	0	0	0	6
PSL 3	31	0	31	19	2	21	0	0	0	0	0	0	0	0	0	52
PSL 2–3*	19	0	19	0	0	0	0	0	0	0	0	0	0	0	0	19
PSL 2	26	5	31	8	3	11	0	0	0	0	0	0	0	0	0	42
PSL 1–2–3*	4	0	4	3	1	4	0	0	0	0	0	0	0	0	0	8
PSL 1–2*	106	10	116	15	3	18	0	0	0	0	0	0	0	0	0	134
PSL 1	4	1	5	1	1	2	0	0	0	0	0	0	0	0	0	7
Total	**550**	**25**	**575**	**289**	**64**	**353**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**928**

Notes:

Staffing figures extracted from DPS Payroll.

part-time figures include part-time 'sessional' employees

* denotes a broadband classification

TABLE 48: Non-ongoing employees current report period (2022–23) as at 30 June 2023

	Male				Female				Non-binary				Prefers not to answer				Uses a different term				Total
	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Total
Secretary	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Parliamentary Librarian	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0		0	0	1
SES 1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
PEL 2	0	0	0	0	3	0	1	4	0	0	0	0	0	0	0	0	0	0	0	0	4
PEL 1	5	0	2	7	1	0	5	6	0	0	0	0	0	0	0	0	0	0	0	0	13
PSL 6	5	1	1	7	2	2	0	4	0	0	0	0	0	0	0	0	0	0	0	0	11
PSL 5–6*	0	0	2	2	0	0	1	1	0	0	0	0	0	0	0	0	0	0	1	1	4
PSL 5	3	0	0	3	3	4	1	8	0	0	0	0	0	0	0	0	0	0	0	0	11
PSL 4–5*	0	0	0	0	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
PSL 4	1	1	5	7	6	2	5	13	0	0	0	0	0	0	0	0	1	0	0	1	21
PSL 3	3	1	0	4	3	0	4	7	0	0	0	0	0	0	0	0	0	0	0	0	11
PSL 1–2–3*	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
PSL 2–3*	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
PSL 2	1	0	5	6	2	5	3	10	0	0	0	0	0	0	0	0	0	0	0	0	16

	Male				Female				Non-binary				Prefers not to answer				Uses a different term				Total
	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	
PSL 1–2*	0	0	2	2	0	0	2	2	0	0	0	0	0	0	0	0	0	0	0	0	4
PSL 1	0	1	4	5	2	3	0	5	0	0	0	0	0	0	0	0	0	0	0	0	10
APPS L2 (Apprentice)	7	0	0	7	4	0	0	4	0	0	0	0	0	0	0	0	1	0	0	0	11
Total	**28**	**4**	**21**	**53**	**28**	**17**	**22**	**67**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**1**	**2**	**122**

Notes:

Staffing figures extracted from DPS Payroll.

#Part-time figures include part-time "sessional" employees

*denotes a broadband classification

TABLE 49: Non-ongoing employees previous report period (2021–22) as at 30 June 2022

	Male				Female				Non-binary				Prefers not to answer				Uses a different term				Total
	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	
Secretary	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
Parliamentary Librarian	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
SES 1	0	0	0	0	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
PEL 2	0	0	0	0	1	0	1	2	0	0	0	0	0	0	0	0	0	0	0	0	2
PEL 1	4	1	2	7	3	1	4	8	0	0	0	0	0	0	0	0	0	0	0	0	15
PSL 6	5	1	0	6	4	1	0	5	0	0	0	0	0	0	0	0	0	0	0	0	11
PSL 5–6*	0	0	1	1	0	0	4	4	0	0	0	0	0	0	0	0	0	0	1	1	6
PSL 5	3	0	1	4	4	1	0	5	0	0	0	0	0	0	0	0	0	0	0	0	9
PSL 4–5*	1	0	0	1	3	0	0	3	0	0	0	0	0	0	0	0	0	0	0	0	4
PSL 4	5	0	4	9	10	4	3	17	0	0	0	0	0	0	0	0	0	0	0	0	26
PSL 3	3	1	3	7	1	0	4	5	0	0	0	0	0	0	0	0	0	0	0	0	12
PSL 1–2–3*	1	0	0	1	0	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	2
PSL 2–3*	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1
PSL 2	2	2	7	11	1	0	10	11	0	0	0	0	0	0	0	0	0	0	0	0	22

	Male				Female				Non-binary				Prefers not to answer				Uses a different term				Total
	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Full-time	Part-time#	Casual	Total	Total
PSL 1–2*	0	0	3	3	0	0	3	3	0	0	0	0	0	0	0	0	0	0	0	0	6
PSL 1	3	0	3	6	3	0	7	10	0	0	0	0	0	0	0	0	0	0	0	0	16
APPS L2 (Apprentice)	2	0	0	2	1	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	3
Total	**31**	**5**	**24**	**60**	**33**	**8**	**36**	**77**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**0**	**1**	**0**	**1**	**138**

Notes:

Staffing figures extracted from DPS Payroll.

#Part-time figures include part-time "sessional" employees

*denotes a broadband classification

TABLE 50: Full-time and part-time employee status current report period (2022–23) as at 30 June 2023

	Ongoing			Non-ongoing				Total
	Full-time	Part-time#	Total	Full-time	Part-time#	Casual	Total	
Secretary	0	0	0	1	0	0	1	1
Parliamentary Librarian	0	0	0	1	0	0	1	1
SES 3	1	0	1	0	0	0	0	1
SES 2	3	0	3	0	0	0	0	3
SES 1	15	0	15	1	0	0	1	16
PEL 2	68	1	69	3	0	1	4	73
PEL 1	163	17	180	6	0	7	13	193
PSL 6	147	13	160	7	3	1	11	171
PSL 5–6*	23	19	42	0	0	4	4	46
PSL 5	82	8	90	6	4	1	11	101
PSL 4–5*	28	4	32	0	1	0	1	33
PSL 4	106	9	115	8	3	10	21	136
PSL 3–4*	10	1	11	0	0	0	0	11
PSL 3	47	1	48	6	1	4	11	59
PSL 2–3	20	0	20	1	0	0	1	21
PSL 2	30	10	40	3	5	8	16	56
PSL 1–2–3*	6	1	7	1	0	0	1	8
PSL 1–2*	137	13	150	0	0	4	4	154
PSL 1	9	6	15	2	4	4	10	25
APPSL 2 (Apprentice)	1	0	1	11	0	0	11	12
Total	**896**	**103**	**999**	**57**	**21**	**44**	**122**	**1,121**

Notes:

Staffing figures extracted from DPS Payroll.

part-time figures include part-time 'sessional' employees

* denotes a broadband classification

TABLE 51: Full-time and part-time employee status previous report period (2021–22) as at 30 June 2022

	Ongoing			Non-ongoing				Total
	Full-time	Part-time#	Total	Full-time	Part-time#	Casual	Total	
Secretary	0	0	0	1	0	0	1	1
Parliamentary Librarian	0	0	0	1	0	0	1	1
SES 3	1	0	1	0	0	0	0	1
SES 2	4	0	4	0	0	0	0	4
SES 1	11	0	11	1	0	0	1	12
PEL 2	60	3	63	1	0	1	2	65
PEL 1	156	16	172	7	2	6	15	187
PSL 6	129	10	139	9	2	0	11	150
PSL 5–6*	21	20	41	0	0	6	6	47
PSL 5	76	8	84	7	1	1	9	93
PSL 4–5*	26	1	27	4	0	0	4	31
PSL 4	113	5	118	15	4	7	26	144
PSL 3–4*	6	0	6	0	0	0	0	6
PSL 3	50	2	52	4	1	7	12	64
PSL 2–3	19	0	19	1	0	0	1	20
PSL 2	34	8	42	3	2	17	22	64
PSL 1–2–3*	7	1	8	1	1	0	2	10
PSL 1–2*	121	13	134	0	0	6	6	140
PSL 1	5	2	7	6	0	10	16	23
APPSL 2 (Apprentice)	0	0	0	3	0	0	3	3
Total	**839**	**89**	**928**	**64**	**13**	**61**	**138**	**1,066**

Notes:

Staffing figures extracted from DPS Payroll.

part-time figures include part-time 'sessional' employees

* denotes a broadband classification

TABLE 52: Ongoing and non-ongoing employees current report period (2022–23) as at 30 June 2023

	Ongoing	Non-ongoing	Total
NSW	0	0	0
Qld	0	0	0
SA	0	0	0
Tas	0	0	0
Vic	0	0	0
WA	0	0	0
ACT	999	122	1,121
NT	0	0	0
External Territories	0	0	0
Overseas	0	0	0
Total	**999**	**122**	**1,121**

Note:

DPS only operates in the ACT. Staffing figures extracted from DPS Payroll.

TABLE 53: Ongoing and non-ongoing employees previous report period (2021–22) as at 30 June 2022

	Ongoing	Non-ongoing	Total
NSW	0	0	0
Qld	0	0	0
SA	0	0	0
Tas	0	0	0
Vic	0	0	0
WA	0	0	0
ACT	928	138	1,066
NT	0	0	0
External Territories	0	0	0
Overseas	0	0	0
Total	**928**	**138**	**1,066**

Note:

DPS only operates in the ACT. Staffing figures extracted from DPS Payroll.

TABLE 54: Indigenous employment current report period (2022–23) as at 30 June 2023

Indigenous employment 2022–23	Total
Ongoing	25
Non-ongoing	1
Total	**26**

Note:

Staffing figures extracted from DPS Payroll.

TABLE 55: Indigenous employment previous report period (2021–22) as at 30 June 2022

Indigenous employment 2021–22	Total
Ongoing	19
Non-ongoing	2
Total	**21**

Note:

Staffing figures extracted from DPS Payroll.

APPENDIX C: ENVIRONMENTAL MANAGEMENT

Environmental management

The department reports annually on its environmental performance consistent with the *Environment Protection and Biodiversity Conservation Act 1999*.

In 2022–23, the department monitored its environmental performance and implemented measures to improve the impact of its activities on the environment.

Activities at Parliament House, including maintenance, engineering, landscaping, information and communications technology, catering and office-based services, are those most likely to affect the environment.

TABLE 56: Monitored water and energy use, emissions and waste, 2019–20 to 2022–23

Indicator	2019–20	2020–21	2021–22	2022–23
Building energy use				
Energy consumption – Parliament House building (GJ)	145,529	140,959	146,238	155,852
Energy consumption – 25 National Circuit (GJ)	606	583	526	332.32
Vehicle use				
Total number of fleet vehicles	2	2	2	3
Total fuel purchased (litres)	1,726	1,744	864	1,313.61
Total distance travelled (klms)	16,512	14,638	5,852	8,321
Direct greenhouse emissions of fleet (tonnes CO_2-e)	4.94	4.96	2.47	3.75
Fuel and gas				
Landscape fuel – diesel (litres)	6,595	7,448	6,430	5,519
Landscape fuel – petrol (litres)	2,426	2,327	2,347	3,922
Landscape fuel – (LPG) (kilograms)	3,357	2,969	2029	5,340
Generators – diesel (litres)	5,620	14,500	1143.5	4,252
Greenhouse emissions (tonnes CO_2-e)				
Scope 1 – emissions at the source of activity that DPS has direct responsibility	3,702	3,955	3,328	3,517.71
Scope 2 – emissions generated elsewhere that DPS has direct responsibility	19,610	19,177	18,826	18,232.56
Scope 3 – indirect emissions that DPS has little control over	3,191	2,922	2,714	2,392.78

Indicator	2019–20	2020–21	2021–22	2022–23
Water consumption				
Building water consumption (KL)	152,303	201,557	127,042	102,555
Landscape water consumption (KL)	107,594	69,794	42,873	63,282
Resource efficiency and waste				
Total office paper purchased (kg)	23,919	23,164	16,010	22,821
Percentage of office paper purchased with recycled content or carbon neutral certified (%)	98%	99%	92%	76%
Office paper recycled (tonnes)	138	100	141	106
Total waste produced (tonnes)	980	1,076	847	652
Percentage of waste diverted from landfill (%)	62%	66%	60%	47.8%

Transport energy use

The department's vehicle fleet is used by Landscape Services. Other transport energy includes fuel used in onsite maintenance and loading dock vehicles, many of which operate on electric power to reduce emissions.

Parliament House building energy use comprises:

- natural gas for heating, general hot water and in kitchens
- electricity to power office lighting, mechanical services, lifts, cooling and ICT equipment, and
- diesel, mainly for testing emergency back-up generators.

APS Net Zero 2030

The department is a participant in the APS Net Zero 2030 collaborative community, established by the Department of Finance in 2022. This community forms a larger whole-of-APS forum to assist agencies in achieving the Government's target of Net Zero by 2030.

The department was one of 34 government agencies who participated in the Department of Finance's emissions reporting trial in 2023. The trial was undertaken to support the development of a standardised emission reporting tool that has since been rolled out to all non-corporate and corporate Commonwealth entities, to use in annual reporting from 2022–23.

This tool has generated the tabulated results in Table 57 and Table 58 which reports an increase in total emissions by the department over previous years, largely attributable to the inclusion of flights in calculations contributing to Scope 3 emissions.

TABLE 57: APS Net Zero emissions report 2022–23 (location-based approach)

Emission source	Scope 1 kg CO$_2$-e	Scope 2 kg CO$_2$-e	Scope 3 kg CO$_2$-e	Total kg CO$_2$-e
Electricity (Location-based approach)	N/A	18,165,124	1,493,045	19,658,169
Natural Gas	3,414,938	N/A	868,148	4,283,086
Fleet Vehicles	19,986	N/A	6,313	26,299
Domestic Flights	N/A	N/A	75,487	75,487
Other Energy	-	N/A	-	-
Total kg CO$_2$-e	**3,434,924**	**18,165,124**	**2,442,993**	**24,043,041**

The electricity emissions reported in Table 57 are calculated using the location-based approach. When applying the market-based method, which accounts for activities such as Greenpower, purchased large-scale generation certificates (LGCs) and/or location, the total emissions for electricity are reported in Table 58. As Parliament House is in the ACT, all electricity used is from renewable sources.

TABLE 58: APS Net Zero emissions report 2022–23 (market-based approach)

Emission source	Scope 1 kg CO$_2$-e	Scope 2 kg CO$_2$-e	Scope 3 kg CO$_2$-e	Total kg CO$_2$-e
Electricity (Market-based approach)	N/A	1,439,411	190,510	1,629,921
Natural Gas	3,414,938	N/A	868,148	4,283,086
Fleet Vehicles	19,986	N/A	6,313	26,299
Domestic Flights	N/A	N/A	75,487	75,487
Other Energy	-	N/A	-	-
Total kg CO$_2$-e	**3,434,924**	**1,439,411**	**1,140,458**	**6,014,793**

Note: The APS Net Zero emissions for DPS are inclusive of those attributed to DPS staff and DPS business activities incorporating flights and fleet vehicle usage, in addition to those attributed to the running of the Parliament House building (natural gas, electricity and other energy sources). The figures reported for the running of Parliament House include data for all building occupants including parliamentary departments.

Electric vehicle charging

The department has investigated and confirmed the capacity of the Parliament House infrastructure to support the installation of EV charging stations. A contract has been executed with ActewAGL to install 58 charging stations across six car parks at Parliament House.

Recycling and waste management

Parliament House's waste fluctuates throughout the year, depending on building occupancy, sitting patterns, construction projects, office refurbishments and election cycles. In 2022–23, total general waste (excluding construction waste) sent to landfill was 340.5 tonnes.

TABLE 59: Breakdown of waste streams (recycling and non-recycling), 2022–23

Waste type	Tonnes (2022–23)	% total
Waste sent to landfill (non-recycling)	340.5	52.2
Paper and cardboard	106.3	16.3
Landscape waste	63.6	9.8
Co-mingled recycling	35.1	5.4
Food organics	48.6	7.5
Kitchen grease	25.5	3.9
Scrap metal	20.5	3.1
E-waste	11.1	1.7
Clinical Waste (including used face masks)	0.0	0.0
Other recycling (printer cartridges, lamps etc)	0.7	0.1
Total	**651.9**	**100**

Note: For Food organics, the contractor was unable to supply weights for August and September 2022.

Ozone-depleting substances

Chillers, air conditioning units, cool rooms and refrigerators at Parliament House use refrigerants that contain ozone depleting substances. DPS is reducing the requirement for ozone-depleting gases by replacing older cooling equipment with equipment that uses more environmentally friendly refrigerants. Many cool rooms at Parliament House operate on a 'glycol' fluid, which is an environmentally safer refrigerant.

FIGURE 21: Breakdown of main waste types (recycling and non-recycling) in 2022–23

- 2% E-waste
- 3% Scrap metal
- 4% Kitchen grease
- 8% Food organics
- 5% Co-mingled recycling
- 10% Landscape waste
- 0% Clinical waste
- Other recycling
- 52% Waste sent to landfill (non-recycling)
- 16% Paper and cardboard
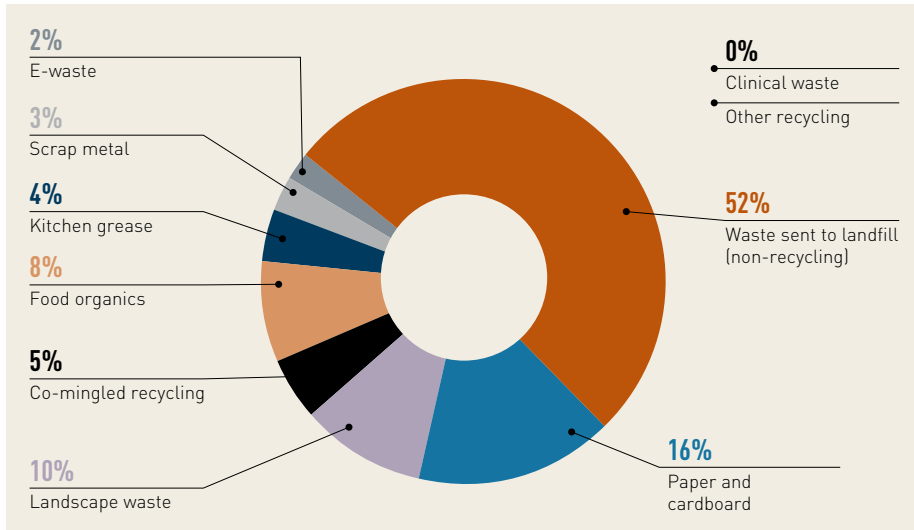
Note: For Waste sent to landfill (non-recycling) and Food organics, the contractor was unable to supply weights for organic waste carts for August and September 2022.

Discharges to water

Sewage from Parliament House is required under a trade waste agreement to be equivalent to domestic strength (a domestic equivalent is a concentration or level the same as would be found in household wastewater). To ensure these requirements are met, the following facilities are in place:

- grease trap on each kitchen drain
- coalescing plate filter on the vehicle wash-down bay to prevent oil from entering the sewer, and
- system to remove paint solids from paint brush washing facilities before waste enters the sewer.

Significant spills of chemicals, oils and fuels

In 2022–23, there were no significant spills of chemicals, oils or fuels from Parliament House.

APPENDIX D: ADVERTISING AND MARKET RESEARCH

In accordance with section 311A of the *Commonwealth Electoral Act 1918*, DPS annually reports expenditure on advertising and market research. Expenditure by DPS in 2022–23 is in Table 59.

TABLE 60: Advertising costs (ex. GST), 2021–22 to 2022–23

Description	2021–22	2022–23
Universal McCann—Digital Recruitment Advertising	$63,959	$60,811
University of Canberra—Visitor Research	$32,180	-
Coordinate Group—Parliament House Catering Magazine	$26,615	$11,769
National Museum Australia—Cultural Icons Campaign	$20,000	$20,000
Canberra FM Radio	-	$5,083
City News	-	$6,136
Total	**$142,754**	**103,799**

The department did not conduct any government advertising campaigns in 2022–23.

APPENDIX E: CORRECTION OF MATERIAL ERRORS IN PREVIOUS ANNUAL REPORT

No corrections to the *Department of Parliamentary Services Annual Report 2021–22* have been identified.

APPENDIX F: *INDEPENDENT REVIEW INTO COMMONWEALTH PARLIAMENTARY WORKPLACES*

The department collects and monitors data to track our progress as a safer, inclusive and respectful parliamentary workplace. Tables 60 to 75 were current at 30 June 2023 and show the composition of our workforce by gender.

TABLE 61: Total staff, 2022–23

	Headcount As at June 30 2023	Headcount 2022–23 average	FTE As at June 30 2023	FTE 2022–23 average
Woman/Female	456	441	0.90	0.89
Man/Male	662	658	0.94	0.94
Non-Binary/Other	<4[1]	<4[1]1	<4[1]	<4[1]
Not Specified	<4[2]	<4[2]	<4[2]	<4[2]
Total	**1,118**	**1,099**	**0.92**	**0.92**

Notes:

If number is less than four (including zero), it is represented by <4 and is not counted in total.

TABLE 62: Age by gender

	Woman/ Female	Man/Male	Non-binary/ Other	Not specified	Total
<18	<4	<4	<4	<4	<4
18–24	49	60	<4	<4	109
25–34	91	117	<4	<4	208
35–44	101	176	<4	<4	277
44–54	122	184	<4	<4	306
55–64	80	105	<4	<4	185
65+	13	20	<4	<4	33

Notes:

If number is less than four (including zero), it is represented by <4 and is not counted in total.

TABLE 63: Diversity characteristics by level

	Graduates*	APS 1–4	APS 5–6	Executive Level	Senior Executive Service	Total
First Nations peoples	<4	14	8	<4	<4	22
Identifies as having a disability	<4	16	14	4	<4	34
Culturally and linguistically diverse	<4	53	27	30	<4	110
LGBTIQ+	N/A#	N/A#	N/A#	N/A#	N/A#	N/A#
Caring responsibilities	<4	9	14	9	<4	32

Notes:

*If number is less than four (including zero), it is represented by <4 and is not counted in total.

**Graduates include all entry level programs. These include graduates, trade-based apprenticeships, Indigenous apprenticeship programs and Indigenous government development.

Based on the December 2022 staff survey results, 67 people identified as LGBTIQ+. As this data is anonymous, it cannot be broken down and included in the table.

TABLE 64: Level by gender

	Woman/ Female	Man/ Male	Non-binary/ Other	Not specified	Total
Graduates*	13	12	<4	<4	25
APS 1–4 equivalent	141	334	<4	<4	475
APS 5–6 equivalent	168	162	<4	<4	330
Executive Level	122	144	<4	<4	266
Senior Executive Service	12	10	<4	<4	22

Notes:

*If number is less than four (including zero), it is represented by <4 and is not counted in total.

**Graduates include all entry level programs. These include graduates, trade-based apprenticeships, indigenous apprenticeship programs and Indigenous government development.

TABLE 65: Age by level

	Graduates*	APS1–4 equivalent	APS5–6 equivalent	Executive Level	Senior Executive Service	Total
<18	<4	<4	<4	<4	<4	<4
18–24	14	82	14	<4	<4	110
25–34	9	106	81	39	<4	235
35–44	<4	98	85	85	9	277
45–54	<4	102	84	83	9	278
55–64	<4	71	60	50	3	184
65+	<4	17	8	9	<4	34

Notes:

* If number is less than four (including zero), it is represented by <4 and is not counted in total.

**Graduates include all entry level programs. These include graduates, trade-based apprenticeships, Indigenous apprenticeships programs and Indigenous government development.

TABLE 66: Diversity characteristics by level

	Graduates*	APS 1–4	APS 5–6	Executive Level	Senior Executive Service	Total
First Nations peoples	<4	14	8	<4	<4	22
Identifies as having a disability	<4	16	14	4	<4	34
Culturally and linguistically diverse	<4	53	27	30	<4	110
LGBTIQ+	N/A#	N/A#	N/A#	N/A#	N/A#	N/A#
Caring responsibilities	<4	9	14	9	<4	32

Notes:

*If number is less than four (including zero), it is represented by <4 and is not counted in total.

**Graduates include all entry level programs. These include graduates, trade-based apprenticeships, Indigenous apprenticeship programs and Indigenous government development.

Based on the December 2022 staff survey results, 67 people identified as LGBTIQ+. As this data is anonymous, it cannot be broken down and included in the table.

TABLE 67: Employment type by gender

	Woman/ Female	Man/ Male	Non-binary/ Other	Not specified	Total
Full-time ongoing	321	574	<4	<4	895
Part-time ongoing	68	35	<4	<4	103
Full-time, fixed term contracts	24	21	<4	<4	45
Part-time, fixed term contracts	17	4	<4	<4	21
Casual	22	21	<4	<4	43

Notes:

* If number is less than four (including zero), it is represented by <4 and is not counted in total.

**Part-time staff includes sessional (on-going) staff.

TABLE 68: Flexible working arrangements by gender

	Woman/ Female	Man/ Male	Non-binary/ Other	Not specified	Total
Remote working	39	16	<4	<4	55
Modified hours	N/A	N/A	N/A	N/A	N/A

Notes: If number is less than four, it is represented by <4 and is not counted in total.

TABLE 69: Contract length by gender

	Woman/ Female	Man/ Male	Non-binary/ Other	Not specified	Total
Average length (months)	12.8	14.9	<4	<4	13.7

TABLE 70: Pay by gender

	Average annualised FTE base salary				
	Woman/ Female	**Man/Male**	**Non-binary/ Other**	**Not specified**	**Total**
Graduates*	$68,260.00	$67,026.67	-	N/A	$67,587.27
APS1–4 equivalent	$69,374.99	$68,165.30	-	N/A	$68,526.36
APS5–6 equivalent	$89,727.80	$89,177.32	-	N/A	$89,453.35
Executive Level	$121,454.14	$122,797.28	-	N/A	$122,181.25
SES	$213,925.55	$239,653.26			
Whole of Agency	$94,898.79	$88,141.60	-	N/A	$90,897.66

Notes:

*Graduates includes all entry level programs. These include graduates, trade-based apprenticeships, Indigenous apprenticeship programs and Indigenous government development.

TABLE 71: Absences by gender

	Number of days 2022–23				
	Woman/ Female	**Man/Male**	**Non-binary/ Other**	**Not specified**	**Average**
Total	30.2	30.4	<4	<4	30.3
Annual leave	15.0	16.7	<4	<4	16.0
Unscheduled absences	11.3	13.5	<4	<4	12.6
Parental leave	3.9	0.2	<4	<4	1.7

TABLE 72: Tenure by gender

	Woman/ Female	**Man/Male**	**Non-binary/ Other**	**Not specified**	**Average**
Average length (days)	1,864.8	2,438.8	<4	<4	2,199.7

TABLE 73: Separation types by gender

	Woman/ Female	Man/Male	Non-binary/ Other	Not specified	Total
Headcount 2022–23	94	116	<4	<4	210
Age retirement	7	7	<4	<4	14
Early Termination of Contract – Employee Initiated (EE)	<4	4	<4	<4	7
End of contract	<4	<4	<4	<4	4
End of Temporary Transfer	<4	<4	<4	<4	<4
Invalidity Retirement	<4	<4	<4	<4	<4
Incentive to Retire	<4	<4	<4	<4	<4
Resignation	35	60	<4	<4	95
Promotion to APS	<4	<4	<4	<4	<4
Transfer to APS	36	36	<4	<4	72
Voluntary Retirement Excess EA 64 1.b	4	6	<4	<4	10
Voluntary Retirement Excess EA 64 1.a	<4	<4	<4	<4	<4

Notes: If number is less than four (including zero), it is represented by <4 and is not counted in total.

	Male	Female	Non-binary/ Other	Not specified	Total
APSC Integrity in the Australian Public Service	173	153	3	0	329
Being Professional in the Parliamentary Service	27	24	1	0	52
Bullying, Harassment & Discrimination—Understand, Respond, Prevent	2	2		0	4
CORE Module 0: Introduction	160	145	3	0	308
CORE Module 1: Thinking About Cultures and Identities	138	127	2	0	267
CORE Module 10: Continuing your Journey	143	130	3	0	276
CORE Module 2: My Country, Our Country	140	128	2	0	270
CORE Module 8: Engaging with Aboriginal and Torres Strait Islander peoples	6	6		0	12
DPS—Living the Values	675	501	3	0	1179
Exhale People—Wellbeing and Resilience	236	183	1	0	420
Respectful Workplaces	233	187	2	0	422
WHS Awareness	20	12		0	32
WHS Awareness (Online Learning)		1		0	1
Workplace Sexual Harassment Videos		1		0	1
Workplace Bullying, Harassment and Discrimination	1			0	1
Workplace Sexual Harassment— An overview for employees	715	505	3	0	1223
Workplace Sexual Harassment— An overview for managers	15	7		0	22
Workshop: Parliament as a gendered workplace: towards a new code of conduct—Australian National University	3	1		0	4
	2687	**2113**	**23**	**0**	**4823**

TABLE 75: Support services

	Count
Total number of contacts	107
Work related contacts	27
Workplace bullying contacts	N/A
Workplace sexual harassment contacts	N/A
Workplace sexual assault	N/A

TABLE 76: Reports of incidents

	Count
Bullying (reports)	
Formal reports	1
Informal reports	1
External reports	0
Discrimination (reports)	
Formal reports	0
Informal reports	0
External reports	0
Sexual harassment (reports)	
Formal reports	1
Informal reports	0
External reports	0
Sexual assault (reports)	
Formal reports	0
Informal reports	0
External reports	0
Workers' compensation	
Accepted claims for psychological injury	1

Notes: due to a misprint in the *2021–22 Annual Report*, Bullying (reports) the correct figures should read: Formal reports 6, Informal reports 1.

200 YEARS
WHITE LIES

of the re

phenom

being m

DON CHIP

AUSTRALI

REFERENCE MATERIAL

8

hat a rath

countries

dissent be

igning monarch? In

enon seemed to give

ade to democracy in

P, FORMER LIBERAL MINI

AN DEMOCRATS IN THE S

ACRONYMS AND ABBREVIATIONS

ACT – Australian Capital Territory

AFP – Australian Federal Police

AIAP – Accessibility and Inclusion Action Plan

ANAO – Australian National Audit Office

ANU – Australian National University

ANZUS Alliance – Australian, New Zealand, United States Alliance

AO – Officer of the Order of Australia

APH – Australian Parliament House

APLA – Association of Parliamentary Libraries of Australasia

App – Mobile phone application

APS – Australian Public Service

ASL – Average Staffing Level

Auspic – Australian Government Photographic Service

CCSF – Commonwealth Child Safe Framework

CAE – Chief Audit Executive

CIO – Chief Information Officer

COVID-19 – Source of Coronavirus pandemic. 'CO' for corona, 'VI' for virus, 'D' for disease.

CPRs – Commonwealth Procurement Rules

CRD – Central reference document

CSIRO – Commonwealth Scientific and Industrial Research Organisation

DISC – Design Integrity and Special Collections

DPS – Department of Parliamentary Services

EAP – Employee Assistance Program

EL – Executive Level

EMMS – Electronic Media Monitoring Services

EA – Enterprise Agreement

EU – European Union

FTE – Full Time Equivalent

GST – Goods and Services Tax

GHD – A professional services company

HACCP – Hazard Analysis and Critical Control Points

HCOs – Harassment Contact Officers

HMC – Historic Memorials Collection

HR – Human Resources

HSRs – Health and Safety Representatives

IAGDP – Indigenous Australian Graduate Development Program

IAP – Indigenous Apprenticeship Program

ICT – Information and Communication Technology

IFLA – International Federation of Library Associations and Institutions

IFLAPARL – International Federation of Library Associations and Institutions for Parliaments Section

ISD – Information Services Division

IT – Information Technology

JSCPL – Joint Standing Committee on the Parliamentary Library

KMP – Key Management Personnel

KPI – Key Performance Indicators

LGBTIQ+ – Lesbian, Gay, Bi-sexual, Trans and gender diverse, Intersex, Queer and questioning

MP – Member of Parliament

NAIDOC – National Aborigines and Islanders Day Observance Committee

OAM – Order of Australia

PEL – Parliamentary Executive Level

PGPA Act – *Public Governance, Performance and Accountability Act 2013*

PGPA Rule – The *Public Governance, Performance and Accountability Rule 2014*

PICTAB – The Parliamentary ICT Advisory Board

PID Act – *Public Interest Disclosure Act 2013*

PS Act – *Parliamentary Services Act 1999*

PSL – Parliamentary Service Level

PSM – Public Service Medal

RAP – Reconciliation Action Plan

SES – Senior Executive Service

UK – United Kingdom

US – United States of America

WHS – Work Health and Safety

WHS Act – *Work Health and Safety Act 2011*

GLOSSARY

Term	Description
Accountable Authority	The accountable authority of DPS (a non-corporate Commonwealth entity under the PGPA Act) is the Secretary of the department who has responsibility for, and control over, the entity's operations.
Activities	The actions/functions performed by agencies to deliver government policies.
Administered items	Expenses, revenues, assets or liabilities managed by agencies on behalf of the Commonwealth of Australia. Agencies do not control administered items. In many cases, administered expenses fund the delivery of third party outputs.
Appropriation	An amount of public money Parliament authorises for spending with funds to be withdrawn from the Consolidated Revenue Fund. Parliament makes laws for appropriating money under the Annual Appropriation Acts and under Special Appropriations, with spending restricted to the purposes specified in the Appropriation Acts.
Agency	A Department of State, Department of Parliament and prescribed agency under the *Public Governance, Performance and Accountability Act 2013* (PGPA Act).
Annual Performance Statements	A document prepared by entities to report to what extent they have fulfilled their purposes as articulated at the beginning of a reporting year in their Corporate Plan and Portfolio Budget Statements (PBS).
Art Advisory Committee	This body assists the Presiding Officers in selecting artworks for the Parliament House Art Collections.
Auspic	Provides photographic services under the Parliamentary Business Resources Act 2017 and to other government entities on a fee-for-service basis.
Bills Digest	A guide written to assist members of Parliament when they consider a Bill.
Budget	The Australian Government Budget sets out the fiscal and economic outlook for Australia, and includes expenditure and revenue estimates for the current financial year, the budget year and the three forward financial years.
Building fabric	The basic elements making up a building; the structure without finishing or decoration.

Term	Description
Commonwealth Child Safe Framework (CCSF)	The Framework provides minimum standards for Commonwealth entities to protect children. It encompasses policies, compliance activities and strategies to embed a child safe culture.
Commonwealth Procurement Rules (CPRs)	The core procurement policy framework that articulates the Government's expectations for all agencies subject to the *Public Governance, Performance and Accountability Act 2013* (PGPA Act) and their officials, when performing duties in relation to procurement. These are published by the Department of Finance.
Corporate Governance	The process by which agencies are directed and controlled. It is generally understood to encompass authority, accountability, stewardship, leadership, direction and control. These processes are issued by the Department of Finance.
Corporate Plan	A planning document for entities to set out their purpose(s), what they will do to achieve the purpose(s) and how they will know they have achieved the purpose(s).
Departmental item	Resources (assets, liabilities, revenues and expenses) that agency accountable authorities control directly. This includes outsourced activities funded and controlled by the agency. Examples of departmental items include agency running costs, accrued employee entitlements and net appropriations. A departmental item is a component of a departmental program.
Enterprise Agreement	An agreement between DPS and its employees about terms and conditions of employment.
Financial Results	The results shown in the financial statements of an agency.
Foster Review	*Review of the Parliamentary Workplace: Responding to Serious Incidents* by Stephanie Foster PSM. A review of the procedures and processes involved in identifying, reporting and responding to serious incidents that occur during parliamentary employment.
Hansard	Hard copy and electronic reports of proceedings in the Senate, the House of Representatives and the Main Committee of the House of Representatives and transcripts of parliamentary committees and some ministerial or parliament-related conferences.

Term	Description
Historic Memorials Collection	This Historic Memorials Collection was founded by Prime Minister the Right Hon Andrew Fisher in 1911 and is Australia's longest-running official portraits commissioning collection. It is guided by the bi-partisan Historic Memorials Committee which is chaired by the Prime Minister of the day.
Jenkins Review	*Set the Standard: Report on the Independent Review into Commonwealth Parliamentary Workplaces* by Kate Jenkins. The review made recommendations to ensure that Commonwealth parliamentary workplaces are safe and respectful and that the nation's Parliament reflects best practice in prevention and response to bullying, sexual harassment and sexual assault.
Key performance indicators (KPIs)	KPIs are used to assess and monitor the department's performance and to provide a record of our progress towards supporting the department's objectives, how 'relevant money' was spent and whether planned achievements were on track.
Operations	Functions, services and processes performed in pursuing the objectives or discharging the functions of an agency.
Outcomes	The intended results, impacts or consequences of actions by the Government on the Australian community. They are listed in agencies' Portfolio Budget Statements.
Parliament House Art Collections	Comprises a number of stand-alone collections (the Rotational Collection, the Architectural Commissions, the Architectural Design of the Building, the Historic Memorials Collection, the Gift Collection, the Constitutional Documents and the Archive).
Parliamentary precincts	The parliamentary precincts are defined in the *Parliamentary Precincts Act 1988*. In general terms they consist of the area within the inner kerb of Capital Circle, and all buildings, structures and works, and parts of buildings, structures and works, on, above or under that land.
Parliamentary ICT Advisory Board (PICTAB)	A body established to oversee progress of the Parliamentary ICT Strategic Plan and to provide guidance to DPS on strategic objectives and outcomes.
ParlInfo Search	An online tool which enables the searching and downloading of parliamentary information including transcripts, Bills, Senate journals, votes and proceedings, notice papers, committee reports, the *Parliamentary Handbook*, newspaper clippings, media and publications.

Term	Description
ParlView	An online broadcast service which enables the viewing, searching and downloading of parliamentary broadcasts, special parliamentary events and press conferences as well as some historical records.
ParlTV	Parliament House internal television and digital radio service.
Performance information	Evidence about performance that is collected and used systematically, which may relate to appropriateness, effectiveness and efficiency and the extent to which an outcome can be attributed to an intervention. While performance information may be quantitative (numerical) or qualitative (descriptive), it should be verifiable.
PSL Employee	A Parliamentary Service Level employee is a person engaged under section 22, or a person who was engaged as a PSL employee under section 72, of the Parliamentary Service Act 1999.
Portfolio Budget Statements (PBS)	Budget-related papers detailing budget initiatives and explanations of appropriations specified by outcome and program by each agency within a portfolio.
Presiding Officers	Two members of Parliament elected to preside over, or be in charge of, the business, proceedings and administration of a House of Parliament. In the Senate the Presiding Officer is the President, and in the House of Representatives, the Speaker.
Purpose	Includes the objectives, functions or role of the entity.
Revenue	The total value of resources earned or received to cover the production of goods and services.
Security Management Board	This body is established by the Parliamentary Service Act 1999, and provides advice as required to the Presiding Officers on security policy, and the management of security measures, for Parliament House. The board has four members who may, with the Presiding Officers' permission, invite others to attend their meetings.

LIST OF FIGURES

LIST OF TABLES

LIST OF REQUIREMENTS

PGPA Rule Reference

PGPA Rule Reference	Part of Report	Description	Requirement
17AD(g)	**Letter of transmittal**		
17AI	(i–ii)	A copy of the letter of transmittal signed and dated by accountable authority on date final text approved, with statement that the report has been prepared in accordance with section 46 of the Act and any enabling legislation that specifies additional requirements in relation to the annual report.	Mandatory
17AD(h)	**Aids to access**		
17AJ(a)	(iii)	Table of contents.	Mandatory
17AJ(b)	243	Alphabetical index.	Mandatory
17AJ(c)	224	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	234	List of requirements.	Mandatory
17AJ(e)	inside cover	Details of contact officer.	Mandatory
17AJ(f)	inside cover	Entity's website address.	Mandatory
17AJ(g)	inside cover	Electronic address of report.	Mandatory
17AD(a)	**Review by accountable authority**		
17AD(a)	2	A review by the accountable authority of the entity.	Mandatory
17AD(b)	**Overview of the entity**		
17AE(1)(a)(i)	8	A description of the role and functions of the entity.	Mandatory
17AE(1)(a)(ii)	10	A description of the organisational structure of the entity.	Mandatory
17AE(1)(a)(iii)	9	A description of the outcomes and programmes administered by the entity.	Mandatory
17AE(1)(a)(iv)	8	A description of the purposes of the entity as included in corporate plan.	Mandatory
17AE(1)(aa)(i)	103	Name of the accountable authority or each member of the accountable authority.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AE(1)(aa)(ii)	103	Position title of the accountable authority or each member of the accountable authority.	Mandatory
17AE(1)(aa)(iii)	103	Period as the accountable authority or member of the accountable authority within the reporting period.	Mandatory
17AE(1)(b)	N/A	An outline of the structure of the portfolio of the entity.	Portfolio departments - mandatory
17AE(2)	N/A	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, include details of variation and reasons for change.	If applicable, Mandatory
17AD(c)	**Report on the Performance of the entity**		
	Annual performance Statements		
17AD(c)(i); 16F	36	Annual performance statement in accordance with paragraph 39(1)(b) of the Act and section 16F of the Rule.	Mandatory
17AD(c)(ii)	**Report on Financial Performance**		
17AF(1)(a)	144	A discussion and analysis of the entity's financial performance.	Mandatory
17AF(1)(b)	184	A table summarising the total resources and total payments of the entity.	Mandatory
17AF(2)	N/A	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results.	If applicable, Mandatory.

PGPA Rule Reference	Part of Report	Description	Requirement
17AD(d)	**Management and Accountability**		
	Corporate Governance		
17AG(2)(a)	114	Information on compliance with section 10 (fraud systems).	Mandatory
17AG(2)(b)(i)	i	A certification by accountable authority that fraud risk assessments and fraud control plans have been prepared.	Mandatory
17AG(2)(b)(ii)	i	A certification by accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting fraud that meet the specific needs of the entity are in place.	Mandatory
17AG(2)(b)(iii)	i	A certification by accountable authority that all reasonable measures have been taken to deal appropriately with fraud relating to the entity.	Mandatory
17AG(2)(c)	102–15	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory
17AG(2)(d) – (e)	115	A statement of significant issues reported to Minister under paragraph 19(1)(e) of the Act that relates to non-compliance with Finance law and action taken to remedy non-compliance.	If applicable, Mandatory
	Audit committee		
17AG(2A)(a)	106	A direct electronic address of the charter determining the functions of the entity's audit committee.	Mandatory
17AG(2A)(b)	107–09	The name of each member of the entity's audit committee.	Mandatory
17AG(2A)(c)	107–09	The qualifications, knowledge, skills or experience of each member of the entity's audit committee.	Mandatory
17AG(2A)(d)	107–09	Information about the attendance of each member of the entity's audit committee at committee meetings.	Mandatory
17AG(2A)(e)	107–109	The remuneration of each member of the entity's audit committee.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
	External Scrutiny		
17AG(3)	116–17	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory
17AG(3)(a)	118	Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity.	If applicable, Mandatory
17AG(3)(b)	116	Information on any reports on operations of the entity by the Auditor-General (other than report under section 43 of the Act), a Parliamentary Committee, or the Commonwealth Ombudsman.	If applicable, Mandatory
17AG(3)(c)	118	Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory
	Management of Human Resources		
17AG(4)(a)	119–136	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory
17AG(4)(aa)	186–206	Statistics on the entity's employees on an ongoing and non-ongoing basis, including the following: (a) statistics on full-time employees; (b) statistics on part-time employees; (c) statistics on gender; (d) statistics on staff location.	Mandatory
17AG(4)(b)	186–206	Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following: • Statistics on staffing classification level; • Statistics on full-time employees; • Statistics on part-time employees; • Statistics on gender; • Statistics on staff location; • Statistics on employees who identify as Indigenous.	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
17AG(4)(c)	128	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the *Public Service Act 1999*.	Mandatory
17AG(4)(c)(i)	128	Information on the number of SES and non-SES employees covered by agreements etc identified in paragraph 17AG(4)(c).	Mandatory
17AG(4)(c)(ii)	192	The salary ranges available for APS employees by classification level.	Mandatory
17AG(4)(c)(iii)	129	A description of non-salary benefits provided to employees.	Mandatory
17AG(4)(d)(i)	N/A	Information on the number of employees at each classification level who received performance pay.	If applicable, Mandatory
17AG(4)(d)(ii)	N/A	Information on aggregate amounts of performance pay at each classification level.	If applicable, Mandatory
17AG(4)(d)(iii)	N/A	Information on the average amount of performance payment, and range of such payments, at each classification level.	If applicable, Mandatory
17AG(4)(d)(iv)	N/A	Information on aggregate amount of performance payments.	If applicable, Mandatory
Assets Management			
17AG(5)	137	An assessment of effectiveness of assets management where asset management is a significant part of the entity's activities.	If applicable, Mandatory
Purchasing			
17AG(6)	137	An assessment of entity performance against the *Commonwealth Procurement Rules*	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
		Reportable consultancy contracts	
17AG(7)(a)	138	A summary statement detailing the number of new reportable consultancy contracts entered into during the period; the total actual expenditure on all such contracts (inclusive of GST); the number of ongoing reportable consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory
17AG(7)(b)	138	A statement that *"During [reporting period], [specified number] new reportable consultancy contracts were entered into involving total actual expenditure of $[specified million]. In addition, [specified number] ongoing reportable consultancy contracts were active during the period, involving total actual expenditure of $[specified million]".*	Mandatory
17AG(7)(c)	138	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged.	Mandatory
17AG(7)(d)	138	A statement that *"Annual reports contain information about actual expenditure on reportable consultancy contracts. Information on the value of reportable consultancy contracts is available on the AusTender website."*	Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
		Reportable non-consultancy contracts	
17AG(7A)(a)	139	A summary statement detailing the number of new reportable non-consultancy contracts entered into during the period; the total actual expenditure on such contracts (inclusive of GST); the number of ongoing reportable non-consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting period on those ongoing contracts (inclusive of GST).	Mandatory
17AG(7A)(b)	139	A statement that *"Annual reports contain information about actual expenditure on reportable non-consultancy contracts. Information on the value of reportable non-consultancy contracts is available on the AusTender website."*	Mandatory
17AD(daa)	**Additional information about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts**		
17AGA	N/A	Additional information, in accordance with section 17AGA, about organisations receiving amounts under reportable consultancy contracts or reportable non-consultancy contracts.	Mandatory
		Australian National Audit Office Access Clauses	
17AG(8)	N/A	If an entity entered into a contract with a value of more than $100 000 (inclusive of GST) and the contract did not provide the Auditor-General with access to the contractor's premises, the report must include the name of the contractor, purpose and value of the contract, and the reason why a clause allowing access was not included in the contract.	If applicable, Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
	Exempt contracts		
17AG(9)	140	If an entity entered into a contract or there is a standing offer with a value greater than $10 000 (inclusive of GST) which has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters.	If applicable, Mandatory
	Small business		
17AG(10)(a)	140	A statement that *"[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance's website."*	Mandatory
17AG(10)(b)	140	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory
17AG(10)(c)	140	If the entity is considered by the Department administered by the Finance Minister as material in nature – a statement that *"[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website."*	If applicable, Mandatory

PGPA Rule Reference	Part of Report	Description	Requirement
	Financial Statements		
17AD(e)	148–79	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory
	Executive Remuneration		
17AD(da)	188–91	Information about executive remuneration in accordance with Subdivision C of Division 3A of Part 2-3 of the Rule.	Mandatory
17AD(f)	**Other Mandatory Information**		
17AH(1)(a)(i)	NA	If the entity conducted advertising campaigns, a statement that *"During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity's website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance's website."*	If applicable, Mandatory
17AH(1)(a)(ii)	212	If the entity did not conduct advertising campaigns, a statement to that effect.	If applicable, Mandatory
17AH(1)(b)	N/A	A statement that *"Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity's website]."*	If applicable, Mandatory
17AH(1)(c)	125	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory
17AH(1)(d)	N/A	Website reference to where the entity's Information Publication Scheme statement pursuant to Part II of FOI Act can be found.	Mandatory
17AH(1)(e)	213	Correction of material errors in previous annual report.	If applicable, mandatory
17AH(2)	54–99	Information required by other legislation.	Mandatory

ALPHABETICAL INDEX

S