





# REPORT ON ACTIVITIES

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## OVERVIEW

DPS provides a number of services encompassed under three divisions—the Information Services Division, the Building and Security Division and the Chief Operating Officer Division. Each division has supporting branches. Their role is to provide a variety of services, from visitor and art services, broadcasting and Hansard services to building maintenance. This section provides a snapshot of the divisional and branch achievements for 2016–17.

## INFORMATION SERVICES DIVISION

### Introduction

DPS is the primary ICT service provider for Parliament. DPS manages the ICT infrastructure, support and delivery of a range of information, telecommunication and broadcasting services inside Parliament House, to parliamentarian's federal electorate offices, to commonwealth parliament offices, to the public and to visitors of the Parliament of Australia website.

In August 2016, the Information Communication Technology Division was renamed as the Information Services Division signalling a new strategic direction for the management of information as an asset. From January 2017, the Parliamentary Recording and Reporting Branch (PRRB) joined the division. It previously reported directly to the Secretary.

PRRB is responsible for Parliamentary Audio Visual Services and Hansard – areas where technological solutions such as captioning are transforming the way we work and the way we deliver services to parliamentarians and the Parliament. The move of PRRB into the ISD is intended to enable more integrated approach to the design and development of innovative services, especially where technology has a significant influence.

The new ISD will enable a more holistic focus on planning and delivering innovative, unified and client focussed electronic information services to the Parliament. The new arrangement will manage the information lifecycle and have enhanced capability to treat information as a strategic asset for the Parliament. All branches within the division report to the Chief Information Officer, who is the head of ISD.

## Divisional highlights

### Planning and Applications Branch

The Planning and Applications Branch is primarily responsible for the delivery of strategic ICT capability as outlined in the Parliament of Australia ICT Strategic Plan. This is achieved through an architectural approach, enabling improved access to parliamentary information and services through state-of-the-art technology.

The branch is made up of three sections which report to the Assistant Secretary:

- Architecture Services
- Mobile & Web Applications
- ICT Project Management Office.

Key highlights of the branch include:

- The ParlWork web application was made available to parliamentarians and their staff on 14 September 2016, followed by a public release on 10 May 2017. The application enables users to access information about the work of the Senate and the House of Representatives, including daily agendas, legislative work, notices of motions, resolutions and decisions made by each house. The application is optimised for mobile device access and represents a major step forward in digital access to the operations of Parliament that have traditionally been predominately paper-based.
- Supporting the Parliamentary Experience Branch to successfully establish the new DPS in-house catering service by delivering point of sale, events management and food temperature monitoring solutions.

### Infrastructure and Services Branch

The Infrastructure and Services Branch provides key operational support services as well as the management and maintenance of IT systems supporting the functioning of the Parliament, federal electorate offices and commonwealth parliament offices across the country.

The branch is made up of four sections which report to the Assistant Secretary:

- ICT Security Operations
- ICT Support Services (2020 Service Desk, ICT Training, ParICT for parliamentarians, Second Level Support)
- Infrastructure Operations
- Networking and Broadcasting Communications.

Key highlights of the branch include:

- The DPS internet gateway was migrated to the Whole of Government secure internet gateway service, delivering significant enhancements in cyber security.
- A cloud hosted IT service management tool was implemented to support and enhance the delivery of IT services to parliamentarians and the parliamentary departments.

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- Additional support and services were delivered during the federal election including the management and delivery of ICT services for incoming and outgoing parliamentarians and their staff within APH and electorate offices across the country.
  - In support of parliamentarians in the 45<sup>th</sup> Parliament, the branch set up an ICT pop-up shop where parliamentarians could talk with ICT specialists about device options to suit their needs.
  - In early 2017, parliamentarians and their staff who were affected by Cyclone Debbie were provided ICT support to ensure they received continued access to information, in order to support their communities.

### **Parliamentary Recording and Reporting Branch**

The Parliamentary Recording and Reporting Branch (PRRB) is responsible for broadcasting and archiving the audiovisual record of chamber and committee proceedings and for producing the official written record of parliamentary debates and committee hearings, known as the Hansard.

The branch is made up of two sections which report to the Assistant Secretary:

- Hansard
- Parliamentary Audio Visual Services.

Key highlights of the branch include:

- Delivered the broadcasting of major events, including the opening of the 45<sup>th</sup> Parliament and visits by Premier Li of China, Prime Minister Wickremesinghe of Sri Lanka and Prime Minister Lee of Singapore.
- Introduced live captioning and a major upgrade of live webcasting to enhance the Parliament's engagement with the community.
  - The live captioning service makes proceedings of Parliament accessible for deaf and hard of hearing viewers. Through this DPS initiative, the Parliament of Australia became the first jurisdiction in Australia to introduce this important accessibility service for the community.
  - Improvements to live webcasting of Parliament include major enhancements in streaming quality and reliability, a five-hour rewind capability and support for modern devices and browsers.



**TABLE 16:** Hours recorded and transcribed

Activity	Number of hours recorded and transcribed		
	2014–15	2015–16	2016–17
Parliamentary proceedings in the Senate, House of Representatives and Federation Chamber	1,612	1,204	1,342
Parliament House committee hearings	1,567	1,154	1,343
Interstate committee hearings	1,037	1,275	873
<b>Total</b>	<b>4,216</b>	<b>3,633</b>	<b>3,558</b>

**Hansard**

During 2016–17 Hansard strengthened its processes for recording transcription errors notified by customers. Chamber and committee transcription errors were therefore recorded more accurately, with the overall error rate for chambers being 2.59 errors per 100 pages and, for committees, 15.81 errors per 100 pages.

The strengthened error recording and reporting processes identified error rates higher than in previous years. The committee accuracy result clearly exceeds the service standard of five errors per 100 pages. To improve accuracy, Hansard will implement additional quality assurance processes in the second half of 2017.

**TABLE 17:** Hansard–Accuracy

Type of transcription	Service standard target	Error rate		
		2014–15	2015–16	2016–17
Chamber proceedings	5 or fewer errors per 100 pages, as notified by customers	1.75 errors	1.81 errors	2.59 errors*
Committee hearings (Parliament House and interstate)	5 or fewer errors per 100 pages, as notified by customers	6.36 errors	2.33 errors	15.81 errors^

\* Total pages 21,320

^ Total pages 16,561

Further analysis of Hansard is addressed in the Annual Performance Statements at pages 50–51.

**TABLE 18: Hansard–Timeliness–Committees**

Committee-agreed timeframe	Service standard target	Percentage delivered within service standards		
		2014–15	2015–16	2016–17
Delivery by next business day	95.00%	100.00%	100.00%	100.00%
Delivery within 1–3 business days	95.00%	100.00%	98.00%	95.61%
Delivery within 3–5 business days	95.00%	97.20%	91.00%	97.37%

**TABLE 19: Access to ParView on the Australian Parliament House website**

	2015–16	2016–17
Country with most views	Australia	Australia
	221,355 views	243,563 views
	92% of total views	90.2% of total views
Within Australia	Canberra	Canberra
	60,826 views	80,895 views
	27.5% of total views	33.2% of total views
Highest daily view	6 February 2016	19 October 2016
	7,000 views	7,359 views



## VIDEO STREAMING

Access to information anywhere, anytime, on any device ... that's what the DPS Information Services Division aims to deliver. From the start of the 45<sup>th</sup> Parliament, on 30 August 2016, another step towards that goal was taken, with a 'new beginning' for DPS' live streaming of parliamentary proceedings. The new Online Video Platform allows proceedings to be accessed live from any device and any operating system, from smartphones and tablets to laptops and desktop computers.

**More than 13,000 people tuned in to the enhanced service on the first day of the 45<sup>th</sup> Parliament.**

The enhanced service allows viewers to rewind the live stream by up to five hours. Combined with the progressive roll-out of closed captioning of parliamentary proceedings, the new, high-definition streaming constitutes one of the most advanced and comprehensive parliamentary streaming services in the world.

The enhanced streaming service can be accessed via the 'Watch Read Listen' page of the Parliament of Australia website, which means it is now available online to parliamentarians, staffers and the general public. The platform is capable of streaming up to 12 live video channels and 20 audio-only channels, enabling simultaneous streaming of the chambers and numerous committees.

The service is hosted internally and in the cloud. The web streams are distributed world-wide using a content distribution network, making for faster and more reliable streaming for the end user. Users also have the option of saving data by streaming low resolution files or only the audio component of proceedings.

The new, enhanced streaming service replaces the previous Windows-only, Media Player-hosted live streaming service, which operated since 1999.





Hansard trainees (clockwise from top-L): Joshua Baum, Barbara Purazeni, Samuel Pritchard, Nicola Matthews, Jared Rogala, Melissa Crowther

## TRAINEES CHANGING THE FACE OF HANSARD

With over a third of its workforce in training, the new cohort of trainees is changing the face and ways of Hansard. Hansard is undergoing significant shifts in team dynamics, brought on by a mixture of retirements and general shifts in employment attitudes, including more frequent job and career changes. Hansard's workforce now consists of 63 employees, with 20 currently in training.

Hansard trainees undertake a one to two-year program, involving eight training units, including voice recognition, committee and chamber editing and proofreading. This training prepares new recruits for the important work of reporting the proceedings of the Australian Parliament.

The seasonal nature of Hansard employment means many trainees are employed on a temporary basis during and around sitting weeks. As a result, trainees often enjoy other careers to complement their Hansard commitments. Barbara Purazeni is a trainee, a mum of two teenagers, and working as a casual nurse in Newcastle.

**'My kids were growing up, and I wanted to look for other options to provide for my family. I love reading, writing and trying new things so when I saw a Hansard job advert I applied. I love it.'**

*Barbara moved from Zimbabwe via the skilled migration program and was looking for additional work.*

A common thread amongst trainees is the reward they gain from learning about a variety of topics. Trainee Melissa Crowther is passionate about editing and learning and declared, 'I now joke to my husband that, when I'm retired, I plan on viewing all the public hearings—it's just so interesting and that's what makes Hansard fascinating.'

Hansard Director Daniel Knox says, 'The engagement of trainees is leading to a fresher perspective. The team is revisiting work practices and challenging previous thinking. It's really broadening the culture of the team—the new waves of trainees are taking us into the future.'



Development team (L-R) Le Ma, Damian Fogels, Sanlin Xu, Astrid Farmer, Ashok Tudi, Kalinga Hulugalle, Khoa Ly, Anthony Lewis

## THE PEOPLE'S WEBSITE

The new look Parliament of Australia website was launched on 1 August 2016. The new design is intended to improve access to the work of the Parliament and make it easier for the public to engage with content. The website refresh achieved this through:

- improvements to the homepage layout and navigation
- new functionality allowing subscribers to follow items of interest, and
- better use of modern technologies, including increased compatibility with mobile devices.

Feedback received from the public and over 160 website publishers across the four parliamentary departments was used to inform the re-design. DPS Director of Mobile and Web Applications, Craig Marshall noted 'the APH website is shared and governed by all the parliamentary departments, the key to a successful re-design was dependent on the goodwill and enthusiasm of all stakeholders. It was pleasing to see this evident throughout the agile development process, I believe this was the foundation of a successful outcome.'

Many members of the public have provided positive feedback on the new and improved site:

**'...thanks to the team for listening to user feedback – and for a pleasing visual design... (it's) easy to navigate, easier to find bills now.'**

DPS Assistant Director, Anthony Lewis says 'the APH website now features within the top 1,000 most popular websites in Australia (998<sup>th</sup>) and is the 19<sup>th</sup> most visited Australian government website.'

Strong engagement with the community and key stakeholders from across the parliamentary departments led to a successful outcome—it's now the people's website, complementing the people's house.

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# BUILDING AND SECURITY DIVISION

## Introduction

The Building and Security Division comprises the Building Services Branch, Capital Works Branch, Security Branch and Program Delivery Branch. The division provides ongoing maintenance services for the building and landscape, in addition to security operations and project delivery services to support the Parliament.

The APH complex occupies a 35-hectare site, comprises approximately 4,700 rooms across four levels, and has a total floor area of approximately 250,000 square metres. The building contains more than 100,000 maintainable assets, including plant, fixtures, fittings, furniture and operating equipment, all of which are maintained by the division.

## Divisional highlights

### Building Services Branch

The Building Services Branch is responsible for building maintenance and logistics; landscape and gardening services; building information and building maintenance contracts; commissioned and global furniture, strategic accommodation and office fitout as well as strategic asset management.

The branch is made up of three sections which report to the Assistant Secretary:

- Building Strategy & Services
- Maintenance Services
- Building Information & Contracts

Key highlights of the branch include:

- To ensure prompt response and resolution of day-to-day building issues, the DPS Maintenance Help Desk manages building services requests, responds to alarms, assigns rapid response trade staff and provides 24-hour system monitoring and response functions. During this reporting period, the Help Desk received 8,898 incoming calls for assistance.
- Staff participated in television filming for *Gardening Australia* in October 2016 (the episode aired on 23 April 2017).
- The spring program was a success, with record numbers (63) attending the *Meet the Gardener* tours, up from 32 in 2015–16.
- Building Information received 606 requests from 1 July 2016 to 30 June 2017. These requests ranged from amendments and drafting of drawings, transmittals, requests for information, copying and scanning and requests for access to the BI home page.
- 154 people were provided with new DPS standard office accommodation and furniture, including sit to stand desks.

## Security Branch

Security Branch is responsible for the provision of security services, including daily operational security, policy management, building security, parking services, visitor access, security risk management, resilience planning and emergency management. Security Branch works in partnership with the Australian Federal Police (AFP) to ensure the safety and security of APH occupants and visitors.

The branch is made up of two sections which report to the Assistant Secretary:

- Security Operations (responsible for Parliamentary Security Services)
- Security Policy and Governance

Key highlights of the branch include:

- Established the *Australian Parliament House (APH) Security Policy and Governance Framework* which defines the objectives of protective security at APH and will inform the ongoing review and development of policies and procedures to support the joint security arrangements.
- A comparative analysis of security arrangements at APH against other Australian and international parliaments was completed and is being used to inform a functional review of APH security arrangements.
- Parliamentary Security Service (PSS) officers responded to approximately 80 first aid incidents.
- The PSS training team conducted five recruitment rounds leading to the qualification of a total of 40 new officers filling a mix of ongoing and casual positions.

## Program Delivery Branch

The department has primary responsibility for the security hardening of APH in response to the heightened terrorist threat environment in Australia. The Program Delivery Branch was established in order to facilitate the *Australian Parliament House Security Upgrade—Implementation Plan*.

The branch is made up of one section that reports to the Assistant Secretary Program Delivery.

Key highlights of the branch include:

- Group 1 Security Upgrade Works were completed in 2016–17, these works are now handed to relevant DPS teams for ongoing business-as-usual maintenance.
- To facilitate the Group 2 Physical Security Upgrade Works, elements of the upgrades required endorsement by both houses of Parliament. The project team worked closely with the contractors and stakeholders to compile the tabling statement. Parliament approved the works in December 2016.
- The erection of temporary fencing for the Group 2 Physical Security Upgrades commenced on the northern ramps in late June 2017. The Group 2 Physical Security Upgrades around APH will continue in 2017–18.

- 
- The Security Upgrade electronics contractor commenced a roll-out of project deliverables in June 2017. The project team worked closely with stakeholders to facilitate the commencement of access card readers and door hardware equipment to parliamentarians' suites. As part of this, the project team and contractors undertook a changeover of hundreds of CCTV cameras across the precinct in readiness for the infrastructure upgrades going live in 2017.

### **Capital Works Branch**

The Capital Works Branch was formed in early 2017 to more effectively deliver the building asset renewal program. The branch is responsible for delivering building infrastructure projects that enable APH to function effectively as a safe and accessible building, while respecting the design intent of the building. The work of the branch is categorised into the following programs: Architectural Program; Fire and General Programs; Kitchens Program; Vertical Transport; Mechanical/Hydraulic Program; and Electrical Program.

The branch is made up of one section that reports to the Assistant Secretary Capital Works.

Key highlights of the branch include:

- Additional car parking has been facilitated adjacent to West Block. The car park remains owned by the National Capital Authority but is dedicated to APH pass holders on sitting weeks and other days when the building has high usage.
- Two additional suites were created on the House of Representatives side of the building along with a high security facility for the Serjeant-at-Arms.
- Significant progress has been made on projects associated with fire safety policy and the Emergency Warning Intercommunication System and the majority of the working at height safety works have been completed.



**DPS**  
@ WORK

His Excellency Mr. Li Keqiang Premier of the State Council of the People's Republic of China

## **BEHIND THE SCENES: VISIT OF HIS EXCELLENCY MR LI KEQIANG PREMIER OF THE STATE COUNCIL OF THE PEOPLE'S REPUBLIC OF CHINA**

His Excellency Mr Li Keqiang Premier of the State Council of the People's Republic of China visited the APH on 23–24 March 2017.

Planning for this visit began several weeks prior to the event, with senior Parliamentary Security Service officers and Australian Federal Police personnel attending meetings at the Department of the Prime Minister and Cabinet, with a large number of Embassy staff and other relevant stakeholders present. Also prior to the visit, PSS officers at the loading dock were involved in screening large volumes of equipment associated with the visit.

**The official delegation consisted of approximately 129 members entering the building over the two days.**

PSS officers managed the security demands at APH which included screening of the members of the delegation each time they entered the building and providing route security as the Official Party moved throughout the building to attend the various events.

As part of the activities attended by our international guests and Australian counterparts, the APH Catering and Events team supported arrangements for the official reception, and catered for various events over the two days.

In addition to the normal busy sitting day at the main entrance of APH, PSS officers screened an additional 500 guests attending the Official Luncheon held in the Great Hall.





CHILLER Nº4

Decommissioned chiller

## KEEPING PARLIAMENT HOUSE COOL AND ON THE MOVE

With a floor area of over 250 000 square metres, a lot of planning and work goes into maintaining the home of Australia's Parliament. Most Parliament House employees and visitors will rarely have cause to consider the infrastructure that keeps the building operating like clock-work but for the folk in Capital Works Branch this is top of mind. Formed in early 2017 to provide a dedicated focus on new capital works projects, the branch has taken charge of some large and complex projects in its first year.

The 41 lifts scattered around the building are a welcome feature for weary visitors and Parliament House staff wanting to conserve energy on their daily journey through this enormous building. In early 2017, Capital Works Branch commenced work to upgrade the passenger lifts and the goods lifts that are relied on for safe and efficient movement of items around APH. After an open tender process, ThyssensKrupp Elevators Australia was engaged to partner with DPS on this project.

**'Scheduling is critical for a project like this. APH operates around the clock so we need to make sure that the work is carried out in a way that minimises any inconvenience for parliamentarians, staff and visitors'**

*Project Manager Trent Litster.*

The upgrades will be staggered over four years to minimise disruption, with work on the first tranche of lifts scheduled for October 2017. The project team is working closely with APH architect Aldo Giurgola's moral rights representatives (Ms Pamille Berg and Mr Hal Guida) to ensure that refurbishment of the lift interiors complements the original design intent.



(L-R) Martin Edgoose, Senior Project Officer, Capital Works Branch; Adam Buffier Plumbing Supervisor, Benmax; Rob Stefanic, DPS Secretary; Colin Filmer, Senior Project Officer, Capital Works Branch; Paul Cooper, Acting First Assistant Secretary, Building and Security Division; Nadine O’Keeffe, ACT General Manager, Built contractors; Michael Healey, Assistant Secretary Capital Works; Justin Westcott, Project Manager, Built Contractors.

Capital Works Branch has also had its hands full managing the replacement of chillers that supply cold water for the APH air conditioning system. The project to replace the chillers best known as ‘Chiller No 4 and Chiller No 5’ (as per their retro style name plates) follows the replacement of the three other chillers in 2011. The mammoth task involves replacing both the chillers themselves and all of the related equipment, including pipework, pumps, valves and mechanical switchboards. Two new chillers made the journey to Canberra all the way from Austin Texas, arriving in late June 2017. Weighing in at over 16,000 kilograms—each of the chillers is roughly equivalent in weight to seven rhinos. The chillers were dismantled prior to delivery to make transportation possible and air skates were used to lift and move the components into the Central Energy Plant-room housed in the building’s basement. The name plates on the old chillers were saved during their decommissioning and are proudly displayed on the new and improved ‘Chiller No 4 and Chiller No 5’.

‘The new chillers are expected to use around 22 per cent less energy than the previous chillers and demonstrate DPS’ commitment to the Australian Government’s goal of eliminating the use of R22 refrigerant, which contributes to ozone depletion.’

*Senior Project Officer Martin Edgoose*

In addition to being more environmentally responsible, the new chillers will help to ensure the comfort of all visitors and staff at APH on sweltering summer days.



**DPS**  
@ WORK

[L-R] Jimmy Miller, Jacqueline Bogusz, Matthew Partridge and Stephen Grocott

## CONSERVING COMMISSIONED FURNITURE ON QUEEN'S TERRACE

Over 30 years ago, the Burmese Government commissioned architecturally designed teak sitting benches as a gift to the Australian Parliament. Using carefully selected Burmese teak timber and made by local Canberra joiners, these benches were designed by internationally acclaimed lead architect of APH – Romaldo Giurgola.

Situated in the Queen's Terrace and Members and Guests Terrace, these ten teak benches contrast strongly against architectural features such as marble and concrete.

'Many items of furniture at Parliament House have a fascinating story behind them, as the furniture was designed specifically for the building, for example timbers were chosen specifically to acknowledge Australia's heritage and colours were chosen to represent Australian native plants such as wattle trees.'

*Furniture Manager, Jacqueline Bogusz*

Designed for quiet contemplation, these benches have been enjoyed by over a million people since their installation in 1988. As a result of wear and tear, the Maintenance Services team in Building Services Branch commissioned a local conservation specialist to restore the benches. The benches were carefully restored to their earlier brilliance using hand tools. They are now ready for a new era of quiet contemplation by another million visitors.

## CHIEF OPERATING OFFICER DIVISION

### Introduction

In 2016–17 the Chief Operating Officer Division comprised the Chief Finance Officer Branch (previously known in 2015–16 as the Finance and Procurement Branch), the People and Governance Branch (previously known in 2015–16 as the People, Strategy and Governance Branch), the Parliamentary Experience Branch and the Enterprise Agreement Project Team.

The division provides advice and services to DPS on governance, strategy, finance, procurement, human resources and records management. This ensures that DPS complies with its responsibilities under the PS Act, the PGPA Act and a range of other legislative obligations, including human resources-related legislation. The division also provides visitor programs, catering and events services, art services, legal services, communication/marketing services, risk and auditing, planning and performance reporting and manages licences and contracts for services for building occupants.

### Divisional highlights

#### Chief Finance Officer Branch

The Chief Finance Officer Branch provides financial advice and services to the department.

The branch is made up of four sections which report to the Chief Finance Officer:

- Financial Accounting and Business Operations
- Management Accounting
- Procurement and Contract Management
- Corporate Systems Program and Support

Key highlights of the branch include:

- Updated Procurement and Contract Management Framework was implemented and aligned with the Procure to Pay (P2P) module for SAP.
- Implemented APH Catering and Events financial framework and reporting systems.

#### People & Governance Branch

The People and Governance Branch provides people, governance and strategic advice services.

The branch is made up of four sections which report to the Assistant Secretary:

- Communications
- HR Services and Strategy
- Legal Services
- Risk, Audit, Planning and Performance Reporting

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Key highlights of the branch include:

- Support and information for parliamentarians in the early months of the 45th Parliament, including specially designed brochures introducing new and returning senators and members to the full range of DPS services.
- Continued focus on strengthening good governance, particularly through the creation and updating of policy documentation. This has included updating our complaint management and conflict of interest procedures, updating core human resources policies, including recruitment and leave policies and the release of a new DPS Privacy Policy.
- Additional KPIs were developed for inclusion in the 2017–18 DPS Portfolio Budget Statements, to ensure that relevant aspects of DPS' performance are measured and reported. The additional KPIs include Security KPIs and Parliament House Works Program KPIs. Performance against these KPIs will be measured throughout 2017–18 and reported in the 2017–18 Annual Performance Statements.
- In July 2016 DPS implemented a risk management software system, Riskware, to capture, manage, monitor and analyse our enterprise and fraud risks. This system enables DPS to continue to further improve our risk management practises. A review of DPS' enterprise risks commenced in April 2017, which will be completed in the second half of this year. The initial review has resulted in a number of enterprise risks being devolved to operational risks or merged.
- Work has continued on the development, exercising and reviewing of business continuity procedures throughout 2016–17. Annual exercises of the strategic and tactical plans were undertaken in August and September 2016 and will be undertaken again in August 2017.

### **Parliamentary Experience Branch**

The Parliamentary Experience Branch is responsible for the development and delivery of a broad range of experiences and services for parliamentarians, visitors and all building occupants. The branch works closely with stakeholders across the Parliament.

The branch is made up of four sections which report to the Assistant Secretary:

- Content, Art Collection and Exhibitions
- Contracts and Licences
- Visitor Experience
- APH Catering and Events

Key highlights of the branch include:

- The establishment of an in-house catering and events operation in the latter part of 2016 to commence operations from late December transitioning from a contract arrangement with IHG was a tremendous achievement. The new operation has delivered high quality food and beverage services to parliamentarians, building occupants and visitors. The first six months of operations achieved over 240,000 sales and the team supported 320 events attended by 34,664 people, this shows an increase in the overall delivery of services as shown in Table 20.

**TABLE 20:** Total number of meals/beverages served at APH (data based on six month period)

Area	APH Jan-June 2017 (37 sitting days)	IHG Jan – June 2016 (24 sitting days)	2017 compared to 2016	IHG Jan – June 2015 (39 sitting days)	2017 compared to 2015
<b>Functions, and using House Services</b>					
Number of people attending	45,040	27,551	63%	40,321	10%
<b>Members and Guest Dining Room (MGDR)</b>					
Number of people attending	3,544	2,316	53%	3,111	12%
<b>Members Club*</b>					
Number of people attending	508	571	-11%	591	-16%
<b>Staff Dining Room</b>					
Number of transactions	132,117	96,744	37%	111,795	15%
<b>Queen's Terrace Cafe</b>					
Number of transactions	45,441	38,389	18%	37,136	18%
<b>Schools Hospitality</b>					
Number of people attending	40,928	40,545	1%	40,200	2%
<b>Coffee Cart</b>					
Number of transactions	29,831	27,537	8%	26,658	11%

\* Note: An area to area comparison for functions, the MGDR and Members' Club is not straightforward as IHG included some events in adjoining rooms in MGDR data; DPS has counted each area separately.



- Following the 2016 federal election, DPS Art Collection & Exhibitions installed 895 artworks in 180 suites. To service parliamentarians concurrently as a result of the double dissolution election, was a first for APH.
- During 2016–17 a total of 60 works of art were acquired for the Parliament House Art Collection (PHAC). New acquisitions included 26 works by Aboriginal and Torres Strait Islander artists from across Australia. In December 2014 the Presiding Officers approved an additional allocation of \$200,000 for the purchase of artworks over the period 2014–2018 to mark the Centenary of Anzac; four works were purchased from this funding allocation in 2016–17.
- In December 2016, DPS commenced a significant program of conservation work on the Parliament’s copy of the 1297 Magna Carta. The project is being delivered in four phases over an 18 month time frame.
- Tourists ranked APH ninth on TripAdvisor’s list of Australia’s most popular attractions.

**‘Informative, interesting – and has inspired us to learn more about our national parliament (both the building and the people who work there as our elected representatives) Just wanted to say thanks for a great service. We will recommend the tour to any of our friends going to Canberra.’**

*Participant, Public Tour*

- In 2016–17 the Visitor Experience section hosted over 3,310 visitors at public programs in Parliament House. Highlights included:
  - *Spring Glory program* – attracting 676 visitors.

**‘Tour guide was excellent in breadth of knowledge and information provided about both garden design and the individual plants.’**

*Spring Glory tour participant, September 2016*

- *Enlighten festival* – 495 people attended events prepared by the new APH Catering and Events team. The DPS Art Collection & Exhibitions team collaborated with lighting contractors Electric Canvas and artists of works from the PHAC, to produce seven new images that were projected onto Parliament House.

**‘Lovely evening; food and wine excellent; loved your happy staff.’**

*Sunset on the Roof patron, March 2017*

- *Autumn Tours* – received 333 visitors over 12 days, reaching 93 per cent capacity.

**‘Have visited Parliament house several times but this was exceptional. The commentary was extremely interesting and professional. Great !!!’**

*Autumn tour participant, April 2017*



Autumn tour participants in one of APH's private courtyards

- The Parliament Shop continued to grow its product range and increase revenue over the last year. Revenue has increased by 5.8 per cent, from \$1,108,520 in 2015–16, to \$1,173,488 in 2016–17 due to new quality product lines. At the start of July, The Shop implemented a new point of sale system, which offers a more streamlined customer service experience and includes additional features to monitor stock control and back room processing.



A selection of the wide range of products available from The Parliament Shop

David Foote, Auspic photographer

## BEHIND THE LENS

For a quarter of a century, more than one and a half million images have been captured by David Foote, photographer for the Australian Government Photographic Service (Auspic). To celebrate 25 years of service, an exhibition of some of David's most memorable photos was on display at APH from March to May 2017. The Content, Art Collections and Exhibitions team collaborated with David to create an exhibition that put the limelight on an impressive career spent photographing some of the world's most recognisable leaders.

The biggest challenge for any photographer is catching that perfect moment. 'One of my favourite images on display is of the former Prime Minister Julia Gillard when she visited the Sultan Ahmed Mosque in Istanbul,' David said.

**'Ms Gillard wore a blue scarf. She looked up at the mosaic ceiling for a split second and I took the photo. Some images just fall into place, expression, location, and this one did.'**

*David Foote Auspic Photographer*

To ensure the preservation of digital assets including Auspic photos—DPS has acquired licences for a Digital Asset Management System (DAMS). Once the system is implemented work will commence to catalogue existing assets. Other assets that will be documented in the DAMS include artworks, exhibitions and historical projects that relate to the design, creation and use of the APH building.

## A NEW ERA IN CATERING AT PARLIAMENT HOUSE

DPS commenced roll-out of its new in-house catering service—APH Catering and Events—in December 2016. The new team is focussed on delivering delicious, fresh food that showcases produce of the Canberra region. APH Catering and Events provides a range of services for parliamentarians, Parliament House staff and visitors to the building, including:

- catering and events management for functions hosted in APH
- dining venues including the Queen’s Terrace Café, Staff Dining Room and Members and Guests Dining Room, and
- in-room catering for parliamentarians.

Like most workplaces, caffeine is a fundamental part of the working day at APH. On one parliamentary sitting day in 2017, in one outlet, the team served 390 coffees over a two-hour period—more than three coffees per minute. DPS has partnered with ‘Lonsdale Street Roasters’ to give visitors to the Queen’s Terrace Café the opportunity to sample one of Canberra’s favourite coffee roasters. Scones have also proven a popular seller in the Queen’s Terrace Café and going by customer feedback the pastry chefs have perfected their recipe.

**‘We went on the free tour.....followed by Devonshire tea in the Queen’s Terrace Café. I have to say the scones served were among the best I’ve had anywhere.’**

*TripAdvisor April 2017*

The new team played a central role in DPS’ contribution to the Enlighten 2017 program. The sold-out ‘Sunset on the Roof’ event ran over two Saturdays and despite a last-minute location change to guard against ominous weather signs, the event was a huge success with nearly 500 people enjoying fine food, beverages and entertainment. *‘We had a wonderful time. The venue was breathtaking and the catering and staff was just plain excellent.’* Sunset on the Roof patron— March 2017





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## PARLIAMENT HOUSE ABUZZ WITH NEW BEEHIVES

In March 2017 DPS, in partnership with the ANU Apiculture Society and the Canberra office of Aurecon, installed three beehives in the native landscape outside Parliament House.

The beehive initiative is part of a global effort to tackle the decline of bee populations—crucial to Australia’s food security, agriculture and environmental sustainability. The grounds at APH are an ideal area to host the hives as part of the department’s environmental approach to protecting the building’s surrounding habitats and ecosystems.

The three beehives include an Australian designed award winning Flow Hive that allows the honey to be collected without having to disrupt the bees or open the hive. The other hives are the Langstrogh Hive and Top Bar Hive.

DPS is hosting the three beehives at no cost in partnership with Aurecon and the ANU Apiculture Society who will manage the hives.

**‘We’re honoured to be supporting Australian Parliament House’s roll-out of this important initiative.’**

*Aurecon’s Head beekeeper, Cormac Farrell, will monitor and maintain APH’s new beehives to ensure the hives are safe and healthy.*

The beehive initiative follows the installation of beehives at the White House and parliaments in Western Australia and Queensland. Beehives were also kept in the gardens of Old Parliament House in 1976, managed by the then Member for Holt, William Yates.

The first harvest of honey is expected in Spring 2017 and the honey produced will eventually be available from The Parliament Shop, as well as featuring in dishes served at events.

## DESIGN INTEGRITY & ARCHIVES UNIT

### Introduction

As foreshadowed in last year's annual report, 2016–17 saw the establishment of a new Design Integrity & Archives (DI&A) Unit in the Office of the Secretary, incorporating the Archives Unit established in the previous financial year.

The unit is being staffed progressively. In 2016–17, a director and two archivists joined the two design integrity officers. Recruitment will continue into 2017–18 with the anticipated engagement of an architectural historian.



Moral rights representatives and DPS Senior executives (L-R) A/g First Assistant Secretary Building and Security Division, Paul Cooper, Parliamentary Librarian, Dr Dianne Heriot, Hal Guida, Pamille Berg, and Secretary, Rob Stefanic

### Australian Parliament House Archive

One of the strategic themes in DPS' Corporate Plan 2016–17 is 'effective stewardship' of APH, with a consequent objective to 'ensure adaptations of the building uses are strategic, appropriate and reference design integrity principles.'

To help achieve this, DPS is establishing a business or working archive which, over time, will grow to hold key primary source information related to the design and construction of APH. The collection will encompass both original material and reference copies of material held in private collections (notably the Mitchell/Giurgola & Thorp archives) as well as in the collections of institutions such as the National Archives of Australia or the National Library of Australia. Once fully established, it will provide ready access for staff to information which will help them preserve and maintain the design of the building and its precincts while meeting the changing needs of the Parliament.



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## Central Reference Document

In July 2016, work began on a project to complete the *Architect's Design Intent for Parliament House, Canberra: Central Reference Document* (Central Reference Document–CRD).

The CRD was originally commissioned by the Joint House Department in 1999 to ensure that as far as possible the original 'developed design' of APH was maintained. Work on the original project ceased in 2004, leaving an incomplete draft which needed revision, refinement and additions if it is to serve its intended purpose of recording the architects' intent in the design of the buildings and its surroundings. DPS has engaged the original author of the draft CRD, Ms Pamille Berg AO Hon. FRAIA, to undertake the project, supported by DPS staff.

In 2016–17, work has focussed on locating original documents, committee papers, correspondence, contracts, sketches, plans and other primary source material; developing a prototype e-book; and revising and refining the introduction and chapters 1–4. It is anticipated that the project will take about three years to complete, with chapters being progressively published for staff in the e-book form.

### Unit highlights

- A key focus in 2016–17 was to begin to consolidate source materials needed for the project to complete the CRD, including material from the archives of Mitchell/Giurgola & Thorp.
- DI&A staff also helped develop the specifications and metadata requirements of the department's new Digital Asset Management System (DAMS). The DAMS will enable ready access by department staff to the Auspic, art and archive collections. Work is also well under way on a project to re-establish and future proof a central register of fabrics, with similar registers for carpets and leathers expected to commence in 2017–18.
- We provided secretariat support for quarterly and ad hoc design integrity meetings with Ms Berg and Mr Guida (Mr Giurgola's moral rights representatives). We also facilitated the continued liaison between departmental staff and the moral rights holder's representatives on numerous design intent matters over the year.
- We provided ongoing support to Ms Berg as she revises and updates the draft CRD. This work will continue in 2017–18. We also provided secretariat and other support to the CRD Steering Group, which has been established to provide strategic guidance on the development of the CRD.

## DPS COMMITMENT TO RECONCILIATION

On 8 July 2016, during NAIDOC Week, the four parliamentary departments launched their second joint Reconciliation Action Plan. Reconciliation Action Plans, or RAPs, are business plans that set out practical initiatives to build stronger relationships and enhanced respect between Aboriginal and Torres Strait Islander peoples and other Australians and help foster equality by supporting improved opportunities. This second RAP, which has been endorsed by Reconciliation Australia, outlines what the four departments will do to be more actively involved in the journey of reconciliation and to play our part in closing the gap between Aboriginal and Torres Strait Islander peoples and other Australians.



Chaydin Reid, Managing Director of Maluerindi, during National Reconciliation Week, May 2017

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## **Parliamentary Service Indigenous Employee Network**

Also in NADIOC week 2016, the Attorney-General's Department Indigenous Employee Network (AGD's IEN) invited the parliamentary departments' Aboriginal and Torres Strait Islander staff to participate in their NAIDOC Week flag raising ceremony. After discussions with the AGD's IEN about their network, the Parliamentary Service Indigenous Employee Network (PSIEN) was established, with the first meeting held on 2 February 2017. The network has been established to provide a safe supportive environment for all parliamentary service Indigenous employees to meet and express their views, experiences and concerns pertaining to Aboriginal and Torres Strait Islander issues both professionally and personally. The network is supported by the four parliamentary departments.

## **Jawun secondment**

In July 2016, Paul McCabe, a senior project manager in the ICT Division, was seconded from DPS to participate in the JAWUN Indigenous Community APS Secondment Program. This involved a six-week placement in Kununurra with the MG Corporation, an Indigenous organisation funded by the Ord River Scheme. During the secondment, Paul worked closely with the newly appointed community liaison officer to help her move into her new role. This included skills transfer and scheduling a large number of significant meetings with Dawangs (the recognised family/regional groups of local Indigenous people which are led by the Traditional Owners and elders).

## **Indigenous art protocols, practices and networks**

The Parliament House Art Collection is a significant public collection of Australian art and DPS is committed to applying best practice policies and procedures in all aspects of its dealings with Indigenous artists and their works of art. DPS is a member of the Indigenous Art Code, which promotes industry best practice in upholding Indigenous Australian artists' rights. DPS adopts the Charter of Principles for Publicly Funded Collecting Institutions in managing the Parliament House Art Collection. The charter promotes professional best practice in the acquisition and management of artworks by Indigenous artists.

## **Protocols for Welcome to Country and Acknowledgement of Country**

The parliamentary service RAP Champions, with advice from the Parliamentary Service Indigenous Advisory Group, prepared new protocols to assist parliamentary service employees in organising a Welcome to Country or providing an Acknowledgement of Country at a parliamentary department meeting or event. These protocols were an initiative under the Parliamentary Service Reconciliation Action Plan 2016–18 and were launched in March 2017.



## National Reconciliation Week

The National Reconciliation Week program of events started on 26 May 2017 with a moving ceremony held by the Parliamentary Service Indigenous Employee Network. The ceremonial flags were handed to the Parliamentary Service RAP Champions before being flown at the APH entrances.

On 29 May, the portrait of the Hon. Ken Wyatt AM, MP, the first Indigenous Member of the House of Representatives, was unveiled as part of the Historic Memorials Collection and a special exhibition was launched featuring Indigenous parliamentarians: 'Prevailing Voices: Indigenous Australian Parliamentarians'. A second exhibition, *Sageraw Thonar – stories from the south-easterly season*, commenced, showcasing large linocut prints from the Badu Art Centre in the Torres Strait. APH also hosted a special broadcast of ABC Television's 'Q&A' program in the Great Hall.

The annual Parliamentary Library National Reconciliation Lecture featured two presentations followed by a panel discussion where members of the audience were encouraged to engage directly with the invited speakers. The speakers at this year's lecture were Elizabeth Ganter, author of *Reluctant Representatives: Blackfella bureaucrats speak in Australia's north*; and Louise Taylor, Deputy CEO of Legal Aid ACT, Associate of the UNSW Indigenous Law Centre, and a member of the Indigenous Legal Issues Committee of the Law Council of Australia.