PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

ANNUAL
REPORT

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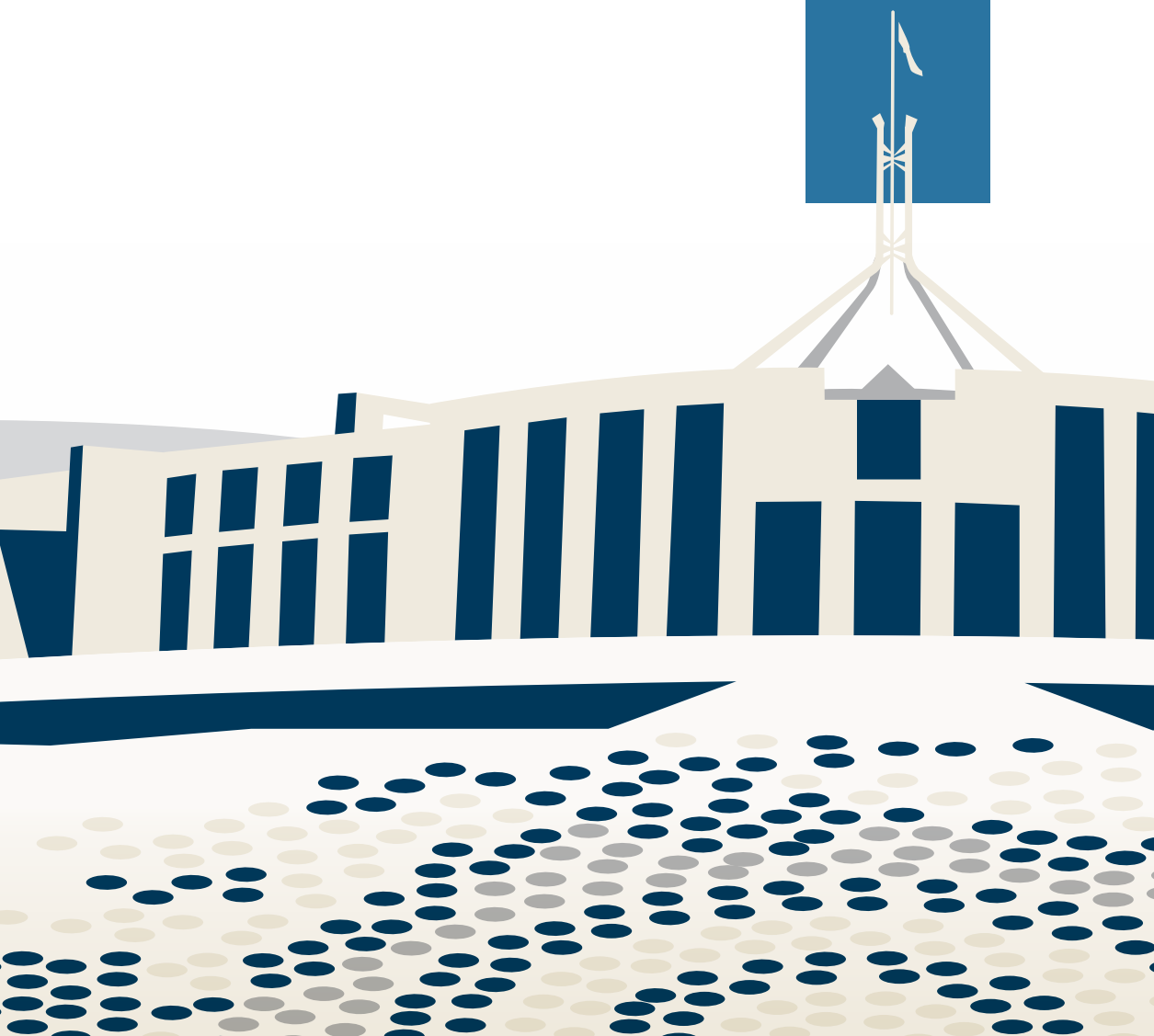17

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Contact

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DEPARTMENT OF PARLIAMENTARY SERVICES

Letter of Transmittal from Secretary

Senator the Hon Stephen Parry
President of the Senate
Parliament House
CANBERRA ACT 2600

The Hon Tony Smith MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Dear Mr President and Mr Speaker

Department of Parliamentary Services Annual Report 2016–17

I am pleased to present the Department of Parliamentary Services Annual Report 2016–17 in accordance with section 65 of the *Parliamentary Service Act 1999* and section 46 of the *Public Governance, Performance and Accountability Act 2013*.

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

As required by the Commonwealth Fraud Policy and in line with section 10 of the *Public Governance, Performance and Accountability Rule 2014*, I am satisfied that for 2016–17, the department had:

- undertaken a fraud risk assessment
- prepared a fraud control plan
- appropriate fraud prevention, detection, investigation, reporting and data collection procedures that met the specific needs of the department, and
- taken all reasonable measures to minimise the incidence of fraud and to investigate and recover the proceeds of fraud against the department.

Yours sincerely

Rob Stefanic
Secretary

29 September 2017

PARLIAMENT OF AUSTRALIA
DEPARTMENT OF PARLIAMENTARY SERVICES

Letter of Transmittal from Parliamentary Librarian

Senator the Hon Stephen Parry
President of the Senate
Parliament House
CANBERRA ACT 2600

The Hon Tony Smith MP
Speaker of the House of Representatives
Parliament House
CANBERRA ACT 2600

Dear Mr President and Mr Speaker

Parliamentary Library Annual Report 2016–17

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 2017.

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 made 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 Librarian to the Joint Standing Committee on the Parliamentary Library at least once every financial year.

Yours sincerely

Dr Dianne Heriot
Parliamentary Librarian

29 September 2017

READER'S GUIDE

The Department of Parliamentary Services Annual Report 2016–17 has been prepared in accordance with the Department of Finance *Resource Management Guide No. 135—Annual reports for non-corporate Commonwealth entities*, issued May 2017, the Department of the Prime Minister and Cabinet's *Guidelines for the Presentation of Documents for the Parliament*, issued February 2017, and the *Public Governance, Performance and Accountability Act 2013 (Cth)* (PGPA Act).

The annual report also includes the *Parliamentary Library Annual Report 2016–17.*

Part 1: Secretary's review provides an overview of the work of the Department of Parliamentary Services (DPS) in 2016–17.

Part 2: Departmental overview provides information on the role and functions of DPS and the DPS outcome and program structure. It also includes DPS' purpose and vision, a summary of financial performance, and the departmental structure.

Part 3: Annual performance statements presents the 2016–17 annual performance statements of DPS, as required under section 39(1)(a) of the PGPA Act. Under the PGPA Act, DPS is required to report on the extent to which it has fulfilled its purposes, which are articulated in the DPS Corporate Plan 2016–17.

Part 4: Report on activities provides an overview of services provided by DPS and includes a report on DPS' activities, such as maintaining and securing Australian Parliament House, providing information and communication technology services, operating services such as visitor and art services, and information about DPS' commitment to reconciliation.

Part 5: Parliamentary Library is the Parliamentary Librarian's annual report as required by subsection 65(3) of the *Parliamentary Service Act 1999* (PS Act) and includes the Parliamentary Librarian's review, an overview of library services, an explanation of governance, a summary of financial performance, achievements, performance results, work with clients and workforce issues.

Part 6: Governance includes reporting on governance, external scrutiny, human resource management, asset management, purchasing, consultants, Australian National Audit Office access clauses and exempt contracts.

Part 7: Financial Statements includes an independent auditor's report, a statement by the Chief Finance Officer and financial statements for the department.

Part 8: Appendices contains information supplementary to this annual report including workforce statistics, environmental management, advertising and market research, legal services expenditure and correction of material errors in the previous annual report.

Part 9: Reference material contains a list of acronyms and abbreviations, a glossary, a list of tables, a list of figures, a list of requirements and an index.

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DPS
ON A PAGE

Role

The Department of Parliamentary Services (DPS) is one of four parliamentary departments which together comprise the Parliamentary Service. DPS supports the functions of the Australian Parliament and the work of parliamentarians through the provision of professional services, advice and facilities, the ongoing maintenance of Australian Parliament House (APH) and makes the building, and the important activity that takes place within it, accessible. DPS reports to the Presiding Officers of the Parliament (the President of the Senate and the Speaker of the House of Representatives).

Activities

In 2016–17 DPS undertook many activities to support the Australian Parliament including:

- 1,342 hours of parliamentary proceedings in the Senate, House of Representatives and Federation Chamber were recorded and transcribed
- 2020 ICT support desk responded to 60,836 contacts, this comprised of 46,313 phone calls and 14,523 combined emails, self-service requests and walk-ins
- more than 759,000 visitors were welcomed through the doors
- since January 2017, the new in-house catering and event management service has served 135,000 coffees, 10,104 freshly made pies and sausage rolls and 8,311 sandwiches and hosted 320 functions in APH
- over 5,100 square metres of carpet were replaced and 66,000 square metres of painting was undertaken
- 19 suites were refurbished
- wall tiles in 23 toilets were replaced
- 210 furniture items (Status A & B) were conserved or refurbished
- DPS Maintenance Help Desk responded to 8,898 calls for assistance, and
- Parliamentary Security Service (PSS) supported 18 official Guest-of-Government and Guest-of-Parliament visits, and screened more than 10,000 people entering APH on Budget Day.

SECRETARY'S REVIEW

1

INTRODUCTION

I am pleased to present the Secretary's Review.

The 2016–17 financial year saw the Department of Parliamentary Services (DPS) focus on strengthening a culture of accountability, developing innovative thinking, maintaining stability and improving individual and collective performances. Reflecting on my second year in the role, I am profoundly appreciative of the entire DPS team for their enormous contribution and resilience as we strive to provide high quality, connected services, to the Parliament, parliamentarians, visitors and the broader community.

Following the launch of the 2016–17 DPS Corporate Plan in August 2016, our department has focussed on delivering our strategic themes and objectives that support the functions of Parliament and the work of parliamentarians with professional services, advice and facilities. These I point out further in my review as we have achieved many significant milestones and are working tirelessly to address minor set-backs.

I thank the Presiding Officers, the President of the Senate the Hon Stephen Parry and the Speaker of the House of Representatives the Hon Tony Smith MP for their continued support of me and of DPS over the past year. I also thank the heads of the parliamentary departments – the Clerk of the Senate, Richard Pye, retired Clerk of the Senate, Dr Rosemary Laing, the Clerk of the House of Representatives, Mr David Elder, and the Parliamentary Budget Officer, Mr Phil Bowen PSM FCPA – for their continued goodwill and collegiality as we seek together to better serve the Parliament and parliamentarians. This collegiality was on display during the official opening and early months of the 45th Parliament, with the parliamentary service working seamlessly to support new and returning senators and members with information and practical support. The double dissolution election resulted in 49 parliamentarians taking their seats in Parliament for the first time—a significant cohort of new senators and members requiring the wrap-around support of the parliamentary service. In addition there were four parliamentarians elected who had served previously. Also during the year our four departments launched the first Strategic Plan for the parliamentary administration. This plan adds a formal dimension to the collaborative engagement which now characterises the work of the parliamentary service. I am encouraged by the progress DPS has made in engaging proactively with the parliamentary departments as partners who collectively support the institution of Parliament.

ACHIEVEMENTS

In 2016–17 DPS implemented a variety of reforms and innovations to allow us to better support our clients, stakeholders and customers, including restructuring our organisation to increase focus on stewardship of the building and implementation of the capital works program. As a result we improved our performance against the Corporate Plan's Program 2 performance criteria, achieving three out of four measures, while continuing to maintain performance levels against Program 1.

We continue to develop our ability to report meaningfully against our Corporate Plan's Key Performance Indicators (KPIs). To demonstrate this, I present some specific achievements, grouped according to the strategic themes and objectives articulated in our Corporate Plan.

Respond to the changing needs of the Parliament (Strategic Theme 1)

Objective: Implement efficient and effective infrastructure, systems and services to respond to the changing needs of the Parliament and our parliamentarians.

- From 1 January 2017 we brought a substantial catering and event management service in-house, at the expiry of the contract with the previous out-sourced provider. The main rationale for the change was to deliver greater control over value, quality and venue use. Similar in-house operations are in place in a number of state parliaments. Our aim has been to improve the value and quality of food and beverage services to building occupants and visitors. The in-house model which we have branded APH Catering and Events allows us to respond quickly to feedback and respond flexibly to the needs of a working parliament, with dramatic peaks in demand and extended trading hours during busy periods such as Budget Week, and quieter periods when parliament is not sitting.

- We have made significant progress in delivering on the security upgrade implementation plan, enhancing internal and external security arrangements to meet current requirements and provide scalability for a future heightened security threat environment.

Objective: Explore and develop innovative technology and systems for the delivery of timely information and services to parliamentarians.

- In May 2017, we launched the ParlWork web application, giving instant access to live chamber business information via mobile devices.

- We installed new video conferencing facilities to make parliamentary business more accessible to Australians living in regional and remote areas.

Objective: Retain the Parliamentary Library's position as our clients' preferred and trusted source of high quality information, analysis and advice.

- The Library has increased the percentage of its collection available in digital form from 15 per cent at the end of June 2006 to 42.2 per cent at the end of June 2017. Some 88 per cent of serials and almost 30 per cent of monograph titles are now available in full text on-line; and around 70 per cent of the collection budget was spent on electronic resources (including news services).

- The Library published a range of topical research products, notably its *Briefing Book: key issues for the 45th Parliament*, a volume of strategic snapshots of some of the key public policy issues that were expected to figure in the Parliament's first months that also showcase the specialist expertise of our researchers.

Develop our capability to promote strong stewardship and robust organisational resilience (Strategic Theme 2)

Objective: Continue to develop staff with the skills and capabilities to be responsive and solutions-oriented in supporting Parliament.

- We continued to implement the Learning and Development (L&D) Framework, as we recognise our people are our most valuable resource and we are committed to the ongoing development of their skills, knowledge and behaviours to meet the objectives of the department.

- After a successful pilot program we implemented the Parliamentary Executive Level (PEL) 1 Development Program in February 2017 to provide DPS managers with a solid understanding of the fundamentals of management practice and equip them with leadership skills they can exercise on the job.

Objective: Examine cost effective and innovative ways to deliver our services.

- Through a cost-effective social media marketing strategy, we delivered the most popular Autumn Garden Tour program to date (93 per cent of tickets sold) and achieved a cost neutral result.

- We implemented innovative soil moisture salinity and temperature monitoring tools ('POGO') as part of our landscape management tools. We are one of few sites in the ACT trialling this innovative technology to reduce our maintenance costs and improve predictive capabilities for maintaining our 23 hectares of landscaped gardens (including 10 hectares of turf).

Objective: Build strong financial, business and project management capability across DPS.

- Each DPS branch implemented a business plan to set out how it will contribute to the achievement of the objectives of the DPS Corporate Plan 2016–17. These plans detail branch priorities and deliverable timeframes.

- To ensure the preservation of digital assets for future generations, we purchased a new Digital Asset Management System (DAMS). After it has been implemented licences for the system will allow us to manage and preserve digital assets, including photographs that document parliamentary activity and have a high cultural, economic or historical value.

Objective: Maintain a strong governance framework for all DPS operations.

- We produced the DPS Governance Framework in August 2016, providing a structure and set of rules that outlines how DPS is managed and controlled. Good governance supports DPS to achieve outcomes in an open and transparent manner.

- In March 2017, the Reconciliation Action Plan (RAP) champions prepared new Protocols for Welcome to Country and Acknowledgement of Country, following advice from the Parliamentary Service Indigenous Advisory Group. These protocols are an initiative under the Parliamentary Service Reconciliation Action Plan 2016–18.

Enhancing the Parliament's engagement with the community (Strategic Theme 3)

Objective: Enhance our visitor experience and community engagement including the use of social media and emerging technologies.

- We delivered a number of events and exhibitions including the Gifts from the Parliament House Art Collection and Prevailing Voices – Indigenous Australian Parliamentarians exhibitions. We also produced our annual spring and autumn tours and Enlighten program of activities.
- APH was voted ninth in the 2017 TripAdvisor Travellers' Choice for Australia's top 10 landmarks for the second year in a row.

Objective: Enhance electronic access to parliamentary information for the community to engage easily with the parliamentary process.

- We refreshed the APH website to make it easier for the public to engage with the work of the Parliament. We increased smart technology compatibility (making it easier to view on all mobile devices) and designed a new homepage layout and improved website navigation.
- In August 2016, we orchestrated live streaming of parliamentary proceedings for members of the public. Our Online Video Platform allows proceedings to be accessed live from any device and any operating system, making this one of the most advanced and comprehensive parliamentary streaming services in the world. In combination with the website changes, these enhancements helped drive visitation to the APH website from 4.7 million to 5.2 million.

Effective stewardship of APH (Strategic Theme 4)

Objective: Ensure adaptations of the building uses are strategic, appropriate and reference design integrity principles.

- We formed a new Design Integrity & Archives Unit in July 2016, to coordinate consultation on matters that have the potential to impact on the design integrity of APH.
- In July 2016, we also recommenced work on the Central Reference Document (CRD). When completed this will form an enduring single source of truth for the design integrity of APH. We hosted presentations about the design intent of the architects, to improve the knowledge and understanding of parliamentary employees regarding the design intent of the building.

Objective: Ensure a secure environment while maintaining public accessibility.

- In June 2017, we commenced a program of works to the perimeter of APH to enhance the security of building occupants and the hundreds of thousands of visitors to APH each year.
- We are upgrading our Emergency Warning and Intercommunication System to improve the reliability and emergency evacuation capability of Parliament House.

Objective: Effectively manage a capital works program for APH to function effectively as a safe and accessible workplace.

- We are upgrading the central water chilling plant within APH which is anticipated to use approximately 22 per cent less energy, with associated energy cost savings. The work also demonstrates DPS' commitment to the Australian Government's goal of eliminating the use of R22 refrigerant, which contributes to ozone depletion.
- We have commenced a project to improve accessibility, lighting and visitor signage in our public carpark.

Objective: Effectively manage all assets within APH including collections.

- We are digitising the Parliament House Art Collection, including full audit, condition check and radio-frequency identification (RFID) tagging to preserve collections for future generations.
- After a third-party review of methodologies used to assess the condition of our critical engineering systems we adopted a new ranking system that takes into account physical condition, operating condition, obsolescence and residual life, and set new condition targets. Due to the fact that much equipment is reaching the end of its life, and the long lead times and project timeframes for scheduled capital works replacements, our results for 2016–17 did not meet our new targets by a significant margin. Performance is expected to improve as programmed capital works progress to completion.
- Following recommendations from an internal audit, the Landscape Condition Rating methodology used in 2015–16 was reviewed and a new methodology adopted which gives a better and fairer representation of overall landscape condition. This resulted in us exceeding our target for the percentage of landscaped areas reviewed that were rated as being in a 'good' or better condition in 2016–17.

CHANGING DIRECTION

In the 2015–16 Annual Report, I noted my intent to expedite the finalisation of the Conservation Management Plan (CMP) and Design Principles (DP) documents.

Both projects were well advanced when I joined DPS in December 2015, having been commissioned in 2012 by my predecessor.

Unfortunately, as I noted in my evidence to the Senate Finance and Public Administration Legislation Committee in February 2017[1] the department's original brief was flawed, due mainly to a failure to consult adequately with Mr Romaldo Giurgola, principal architect of Parliament House, or his nominated representatives, Ms Pamille Berg AO, Hon FRAIA and Mr Hal Guida LFRAIA AIA. There was a similar failure to consult with Mr Giurgola's representatives during the development of the CMP. As a result, when I sought their views on the draft documents, in February 2016, they identified significant errors and anomalies, particularly in the CMP. When the consultants developing the CMP declined to address these substantive issues, the projects were terminated by mutual consent in September 2016. This was not a decision I took lightly, given the amount of Commonwealth funding already expended on these projects. However, we are exploring the possibility of repurposing the DP document into a more general publication on Mr Giurgola's thoughts on design. The draft CMP is not 'fit for purpose' and cannot be made so without a substantial further investment of time and funding. I advised the Presiding Officers of my intentions in August 2016.

This experience strengthened my conviction of the importance of completing the Central Reference Document (CRD) as a timeless, permanent record of the Architect's design intent prepared by a member of the original design team for the building. When completed, the CRD will be a single source of truth and will clearly outline the original design brief requirements for the Parliament and the architect's response. It will also provide a strong, permanent foundation for a detailed design integrity framework and the development of appropriate management plans in the future. I am grateful to Ms Berg and Mr Guida for having the faith to re-engage with us and for sharing their tremendous depth of knowledge and experience with the design, construction and fit-out of APH. I am confident that the value of our collaborative efforts will serve the Parliament for generations to come.

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1   Finance and Public Administration Legislation Committee, Estimates, Monday 27 February 2017, pp. 49–50

WORK THAT BUILDS ON 2016–17

In 2017–18, the department will continue to strive for excellence in supporting the functions of Parliament and the work of parliamentarians, through the provision of professional services, advice and facilities. We will continue to enhance our security arrangements to ensure APH occupants and visitors are as safe as possible and implement the 2017–18 DPS Corporate Plan to deliver the following outcomes:

Respond to the changing needs of the Parliament

- Leverage modern cloud based technologies to enable parliamentarians and mobile workers to use notebook computers anywhere and anytime whether computers operate Windows or MacOS.
- Provision of Parliamentary Library Services, enhancing digital access and ensuring high and consistent quality in services.

Enhance the Parliament's engagement with the community

- Deliver a variety of activities including events, exhibitions and tours to celebrate the 30th anniversary of APH and increase visitor attendance.
- Leverage social media platforms to increase public awareness and understanding of the work of APH, and encourage more virtual visitor interactions through the APH website.

Effective stewardship of APH

- Continue to progress work on the Central Reference Document (CRD), as a comprehensive account of the architect's design intent for APH and its landscape, and commence development of a management plan to guide our staff in the appropriate management of change for APH.
- Implement the findings of a functional review of APH security, which will benchmark our security against the parliaments of the United Kingdom, Canada and United States.

Effective delivery of the Parliament House Works Program

- Upgrade lifts, electrical, heating, cooling and ventilation infrastructure and replace emergency generators that have reached the end of their serviceable life.
- Progress the lake water extraction project, to extract up to 115ML of water annually from Lake Burley Griffin to irrigate the parliamentary gardens.
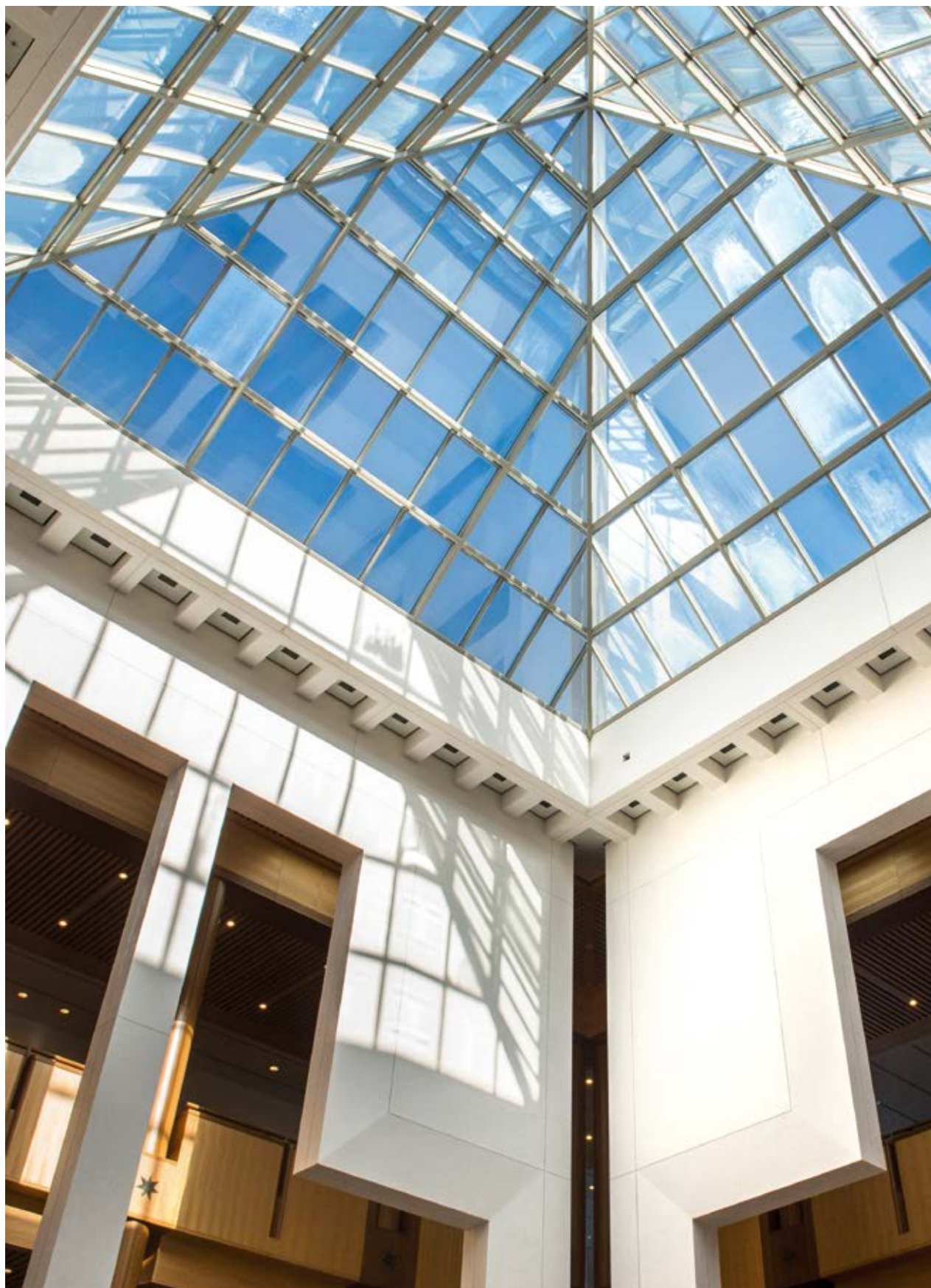
DEPARTMENTAL OVERVIEW

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OUR PURPOSE, ROLE AND FUNCTION

DPS supports the functions of the Australian Parliament and the work of parliamentarians through the provision of professional services, advice and facilities, the ongoing maintenance of Australian Parliament House (APH); and makes the building, and the important activity that takes place within it, accessible. DPS provides services and products to support the functioning of the Australian Parliament, and the work of parliamentarians. Working in collaboration with the house departments, DPS provides, or facilitates the following:

* library and research services
* information and communication technology services
* security services
* building, grounds and design intent services
* audio visual and Hansard services
* art services
* visitor services
* food and beverage, retail, health, banking, and childcare services, and
* corporate, administrative and strategic services for DPS.

OUR VISION

On 1 August 2016, the Secretary launched the following DPS Vision:

Supporting Australia's Parliament and parliamentarians through innovative, unified and client focussed services. We are custodians for APH as the working symbol of Australian democracy and as a significant destination for our citizens and international visitors alike.

We support this vision through five pillars:

Our people

- our pride is reflected in the quality and integrity of our work
- we are a learning organisation and take personal accountability for our work, and
- we value our staff and their insights and invest in their development.

Our clients

- we are proactive and solutions oriented
- we facilitate one connected service experience, and
- we are recognised for our professionalism and 'extra mile' service focus.

Our colleagues

- we are collegiate and have a shared purpose
- we recognise that our individual efforts impact on all our colleagues, and
- we work collaboratively to achieve positive outcomes.

Our visitors

- we are renowned for delivering an excellent visitor experience
- we are ambassadors for our national institution and our country, and
- we are a showcase for the products of our region.

Our building

- we protect our internationally significant building and work respectfully in partnership with its designers
- we will strive to meet the accommodation needs for the whole of parliament, and
- our workspaces will be safe, appealing and contemporary.

OUTCOMES AND PROGRAMS

The DPS outcome in 2016–17 was to: Support the functions of Parliament and parliamentarians through the provision of professional services, advice and facilities and maintain APH.

In the 2016–17 Portfolio Budget Statement DPS had two programs:

Program 1 – Parliamentary Services had the following objectives:

- explore and develop innovative technology and systems for the delivery of timely information and services to parliamentarians
- retain the Parliamentary Library's position as our clients' preferred and trusted source of high quality information, analysis and advice
- examine cost effective and innovative ways to deliver our services
- enhance our visitor experience and community engagement including the use of social media and emerging technologies, and
- enhance electronic access to parliamentary information for the community to easily engage with the parliamentary process.

Program 2 – Parliament House Works Program had the following objectives:

- ensure adaptations of the building uses are strategic, appropriate and reference design integrity principles
- ensure a secure environment while maintaining public accessibility
- effectively manage a capital works program for APH to function effectively as a safe and accessible workplace, and
- effectively manage all assets within APH including collections.

SUMMARY OF FINANCIAL PERFORMANCE

The Department of Parliamentary Services receives departmental and administered operating and capital funding as well as funds through third-party drawing rights. Details of the DPS appropriations, programs and an explanation of the results are provided below:

TABLE 1: Summary of Financial Performance

Department of Parliamentary Services		Actual Available Appropriation for 2016–17	Payments made 2016–17	Balance Remaining 2016–17
		$'000	$'000	$'000
		(a)	(b)	(a) – (b)
Ordinary Annual Services[2]				
Departmental Appropriation[3]		173 475	153 775	19 700
Administered Annual Appropriation		12 265	7 776	4 489
Total Ordinary Annual Services	**A**	**185 740**	**161 551**	**24 189**
Administered Non-operating				
Administered Assets and Liabilities[4]		176 902	38 481	138 421
Total Other Services	**B**	**176 902**	**38 481**	**138 421**
Total Net resourcing and payments	**A+B**	**362 642**	**200 032**	**162 610**

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2   Appropriation (Parliamentary Departments) Act (No.1) 2016–17. This includes prior year departmental appropriation, capital and s.74 relevant agency receipts.

3   Includes an amount of $22.5 million in 2016–17 for the Departmental Capital Budget. For accounting purposes this has been designated as 'contributions by owners'.

4   Includes Appropriation (Parliamentary Departments) Act (No.1) 2016–17 and prior year appropriations.

Departmental operating and capital results

DPS recorded an operating loss of $20.3 million in 2016–17. This loss was primarily caused by $17.2 million in depreciation and amortisation which is not funded through revenue appropriations but rather through the department's capital budget. $3.1 million of the remaining loss was due to higher than budgeted software licenses, unbudgeted separation and redundancies and the implementation costs for establishing in house catering at APH.

The total departmental expenses excluding depreciation and amortisation were $132.0 million. This consisted of $84.2 million in employee expenses, $47.7 million in supplier costs and $0.1 million in loss on sale of assets and write downs. This was mostly funded by $118.6 million in revenue from government and $10.1 million in own source revenue.

FIGURE 1: Departmental Operating Expenses by Functional Area
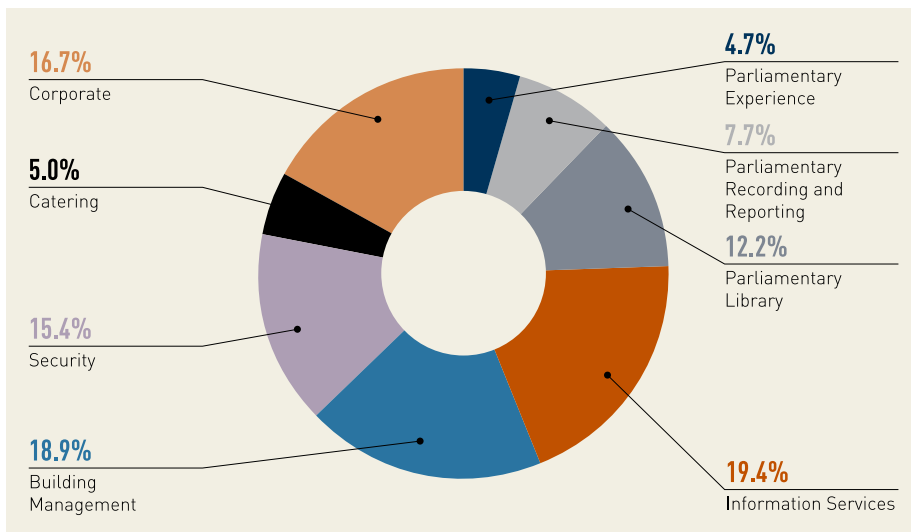
Departmental capital is used to deliver a program of work in support of the work of parliamentarians, occupants of the building and visitors to APH. It incorporates activities relating to technology, the Parliamentary Library and parliamentary experience.

The departmental capital result for 2016–17 was $22.8 million. This is $0.3 million more than the $22.5 million in departmental capital appropriated for 2016–17. This $0.3 million was funded through unspent appropriations from prior years.

Administered operating and capital results

The administered activities of the department deliver a building works program that maintains APH as a safe and accessible workplace and public building. It incorporates activities relating to the building or art within the building. The administered program also includes the Australian Parliament House Security Upgrade project budget measure which was originally appropriated in 2014–15.

DPS spent $38.5 million in administered capital and $8.0 million in administered operating in 2016–17 (excluding depreciation and amortisation), which was $73.0 million less than the planned amount. The primarily delay was related to the Security Upgrade, for which DPS sought and had approved a $75.7 million movement of funds from 2016–17 to the forward estimates.

Third party drawing rights

DPS has access to the Department of Finance's appropriation for the purposes of providing technology services to electorate offices and photographic services to Parliament in accordance with the *Parliamentary Entitlements Act 1990*. DPS also provides infrastructure and communications technology services to former Prime Ministers' offices. In 2016–17 DPS replaced network equipment in each electorate office and Commonwealth Parliament Office as part of a project to enhance network services for parliamentarians. The result is increased network bandwidth and WiFi in those locations, to provide an improved user experience and enable parliamentarians and their staff connection to a range of devices wirelessly. DPS drew down $20.2 million from the Department of Finance's appropriation to deliver these services.

DEPARTMENTAL STRUCTURE

DPS is established as a department under the *Parliamentary Service Act 1999* (PS Act). The PS Act provides that the department consists of a Secretary of the department, together with the Parliamentary Librarian and Parliamentary Service employees assisting the Secretary and the Parliamentary Librarian. The Secretary is the Accountable Authority and is the leader of DPS. DPS reports to the Presiding Officers of the Parliament (the President of the Senate and the Speaker of the House of Representatives).

The Parliamentary Librarian is the holder of a statutory office established by authority of the PS Act. The Parliamentary Librarian reports directly to the Presiding Officers—and to the Joint Standing Committee on the Parliamentary Library—in respect of her statutory functions.

FIGURE 2: Department of Parliamentary Services Organisation Chart (as at 30 June 2017)
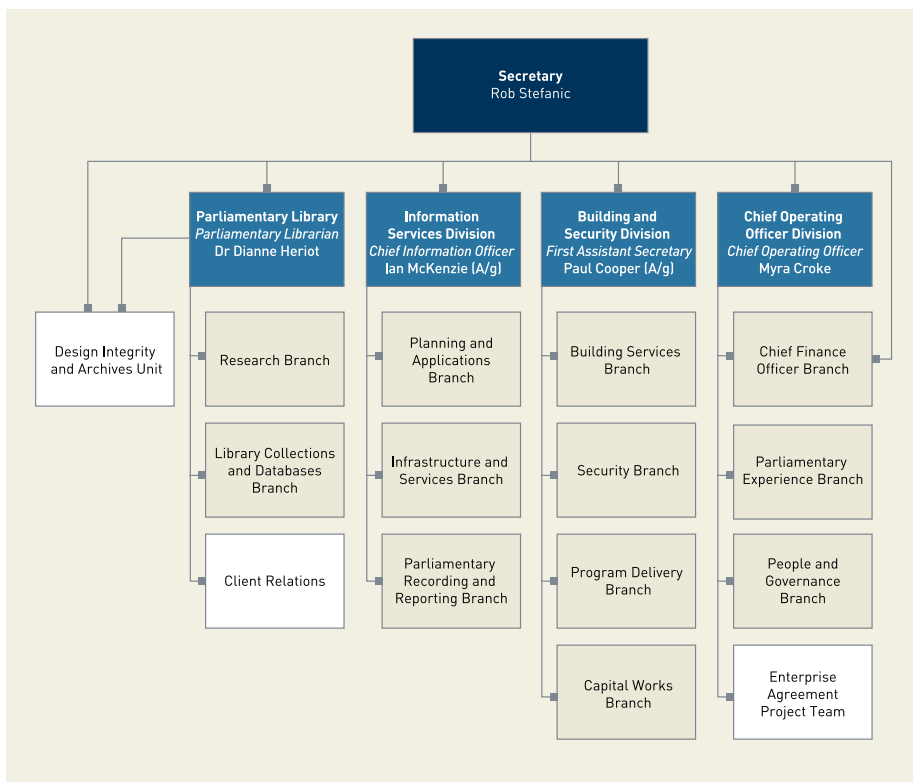
DPS STRUCTURAL CHANGES

During 2016–17 DPS implemented the following structural changes.

- The Information Communication Technology Division (ICT) changed its name to Information Services Division (ISD) in August 2016. On 1 January 2017, the Parliamentary Recording & Reporting Branch, which includes Hansard and Parliamentary Audio Visual Services became part of this Division.

- The Building and Asset Management Division (BAMD) changed its name in August 2016 to Building and Security Division (BSD).

- The Strategic Asset Planning & Performance Branch was dissolved in July 2016 with the functions of the branch transferred to the Asset Development and Maintenance Branch (which was renamed Building Services Branch) and to the Design Integrity & Archives Unit.

- A new Capital Works Branch was established in January 2017 to deliver major capital works projects for DPS.

- The Archives Unit changed its name to Design Integrity & Archives Unit in August 2016. The Unit reports to the Secretary and is overseen (as additional duties) by the Parliamentary Librarian.

- On 1 January 2017, the catering and event operations undertaken by IHG were transitioned to DPS and a new APH Catering and Events section was created in the Parliamentary Experience Branch.

SENIOR EXECUTIVES AS AT 30 JUNE 2017

Secretary, Rob Stefanic

Mr Rob Stefanic was appointed Secretary of DPS in December 2015, after 19 years' experience in the parliamentary service at the NSW Parliament. As head of the NSW Department of Parliamentary Services for over four and a half years, he implemented service reforms and oversaw a major program of capital works. Mr Stefanic forged a strong cooperative relationship with the parliamentary departments to develop successive strategic plans for the Parliament and to achieve 'whole of parliament' outcomes. Prior to this, he served as Chief Information Officer for the department, overseeing the delivery of ICT, library, archival and Hansard services to the NSW Parliament.

Prior to joining DPS in NSW, Mr Stefanic worked for the Department of the Legislative Council at the NSW Parliament for over a decade, where he held a number of senior positions including that of Clerk Assistant, leading the corporate support function and Committee Secretary for various standing and select committees. Before working in the parliamentary environment he worked in the chartered accounting and legal fields. Mr Stefanic has a Bachelor of Commerce, Bachelor of Laws (Hons) degrees and a Master's degree in Public Administration.

Parliamentary Librarian, Dr Dianne Heriot

Dr Dianne Heriot was appointed as Parliamentary Librarian in May 2012, and subsequently appointed for a second term in May 2017. Prior to that, she was Assistant Secretary of the Research Branch of the Parliamentary Library. Dr Heriot has many years' experience in senior management positions in the Australian Public Service 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 Doctor of Philosophy in Literature.

A/g Chief Information Officer, Ian McKenzie

Mr Ian McKenzie has been acting as First Assistant Secretary Chief Information Officer, Information Services Division since August 2016. Previously Mr McKenzie served in the role of Assistant Secretary, Infrastructure and Service Branch. Mr McKenzie began his working life as a teacher and school principal. Moving into the ICT area, he worked in ICT leadership roles within Queensland Government, Abu Dhabi and, prior to moving back to Australia to join DPS, was the Director of Information Technology at the University of Limerick in Ireland.

From 1 July 2016 until 12 September 2016 the position of Chief Information Officer, Information Services Division, was held by Ms Eija Seittenranta.

A/g First Assistant Secretary, Paul Cooper

Mr Paul Cooper has been acting as First Assistant Secretary, Building and Security Division since June 2016. Prior to this role, he has occupied various roles within the Attorney-General's Department portfolio. Mr Cooper is an experienced SES officer with an extensive background in security issues and people management.

Chief Operating Officer, Myra Croke PSM

Ms Myra Croke was appointed as Chief Operating Officer (COO) at DPS in December 2014. In this role she is responsible for departmental activities including human resource management, strategic planning, communications and media, governance, financial services, procurement management, compliance and audit, performance reporting, and also visitor programs, catering, licences and art services. Prior to joining DPS Ms Croke held a number of senior positions at the Department of the Prime Minister and Cabinet. Ms Croke was awarded the Public Service Medal in 2010 for outstanding public service in establishing and managing the secretariat for the National Security Committee of Cabinet.
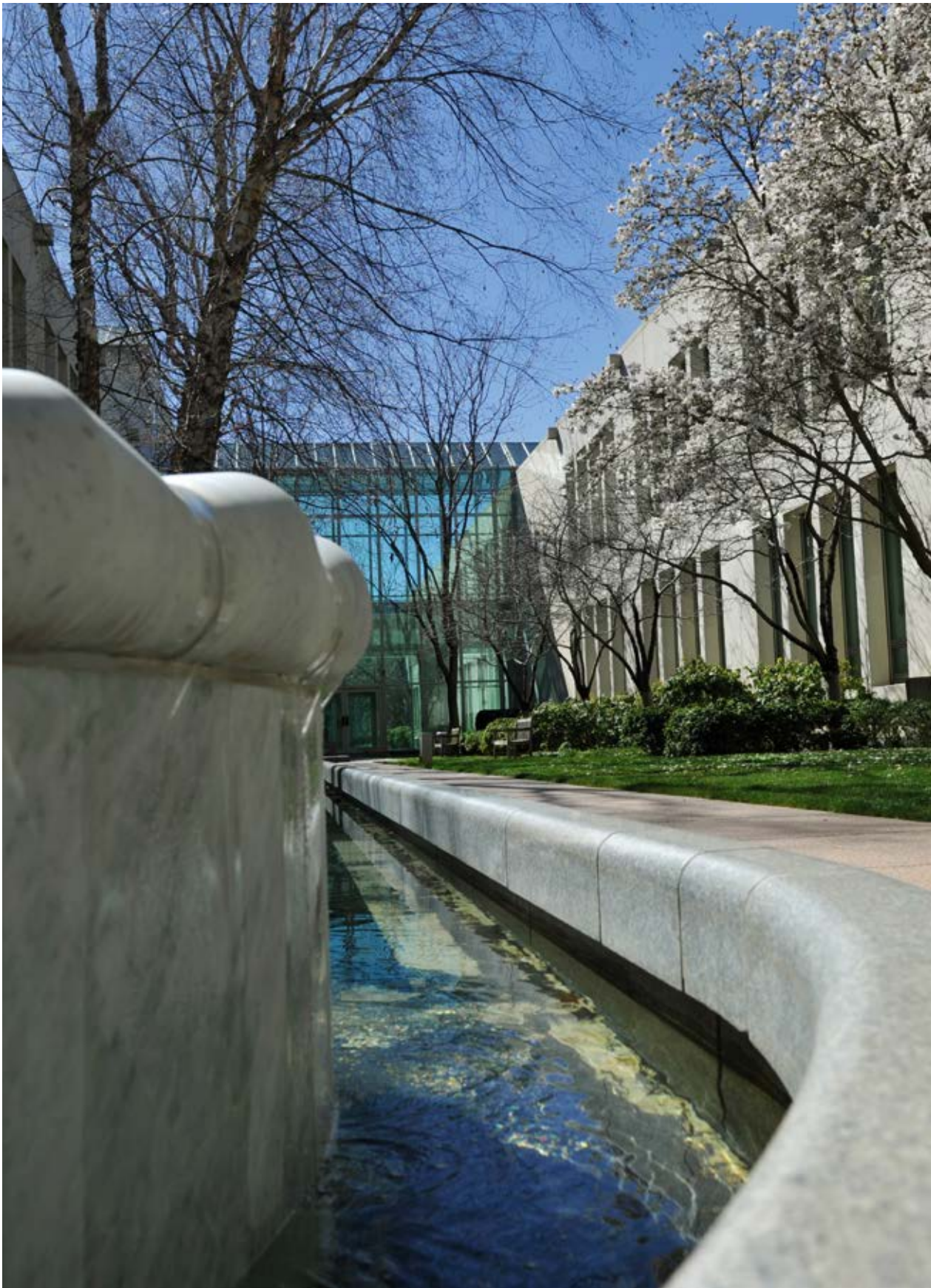
ANNUAL PERFORMANCE STATEMENTS

3

INTRODUCTORY STATEMENT

I, Rob Stefanic, as the accountable authority of the Department of Parliamentary Services, present the 2016–17 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.

PURPOSE

The Department of Parliamentary Services (DPS) supports the functions of the Australian Parliament and the work of parliamentarians through the provision of professional services, advice and facilities, the ongoing maintenance of Australian Parliament House (APH); and makes the building, and the important activity that takes place within it, accessible.

DPS provides services and products to support the functioning of the Australian Parliament, and the work of parliamentarians. Working in collaboration with the house departments, DPS provides, or facilitates the following:

- library and research services
- information and communication technology services
- security services
- building, grounds and design intent services
- audio visual and Hansard services
- art services
- visitor services
- food and beverage, retail, health, banking and childcare services, and
- corporate, administrative and strategic services for DPS.

STRATEGIC THEMES

Our role is reflected in our four strategic themes that outline how we seek to achieve our purpose as custodians of Australian Parliament House.

1. Respond to the changing needs of the Parliament
2. Develop our capability to promote strong stewardship and robust organisational resilience
3. Enhance the Parliament's engagement with the community
4. Effective stewardship of Australian Parliament House

DPS 2016–17 STRATEGIC MEASURES MAP

2016-17 Outcome Statement: Support the functions of Parliament and parliamentarians through the provision of professional services, advice and facilities and maintain Australian Parliament House.

Program 1: Parliamentary Services

Number and type of visitor interactions
- Number of visitors
- Number of virtual visitors
- Number of visitors for DPS school tours
- Number of participants to DPS organised tours and events

Visitor satisfaction with Australian Parliament House Experience
- % of visitor feedback indicating their visit met or exceeded expectations
- % of virtual visitor feedback indicating their visit met or exceeded expectations
- % of school visitor feedback indicating their visit met expectations
- % of participants attending DPS tours and events indicating their visit met or exceeded expectations

Building occupant satisfaction with timeliness and quality of DPS services
- % of building occupant feedback indicating a satisfied or neutral rating with timeliness and quality of DPS services (by DPS service category)

Parliamentary Library Service KPIs are achieved
- % of Library Service KPIs is set out in the annual Library Resource Agreement that are achieved

ICT Service Standards are achieved
- % of ICT Standards outlined in the ICT SLA that are achieved

Hansard Service KPIs are achieved
- % of Individual draft speeches delivered within two hours of speech finishing
- % of electronic proof Hansard reports delivered within agreed timeframes
- % of committee transcripts delivered within agreed timeframes

Program 2: Parliament House Works Program

Continuity of Design Integrity
- % of projects that have a material impact on design integrity of the building where design integrity is maintained or improved

Building Condition Rating
- % of building areas reviewed that are assessed as being in good or better condition

Landscape Condition Rating
- % of landscaped areas reviewed that are assessed as being in good or better condition

Engineering Systems Rating
- % of critical engineering systems reviewed that are assessed as being in good or better condition

DPS 2016–17 RESULTS

DPS met 13 of the 18 performance criteria for the 2016–17 reporting period, an overall result of 72 per cent, which is an increase of 14 per cent on last year's result of 58 per cent (based on 11 out of 19 performance criteria being met). The better result this year was due to improved performance under Program 2 where we met three out of four of the performance criteria. This improvement has been assisted through changes to the methodology and targets for the 2016-17 reporting period. We also performed well in areas relating to visitors to APH, virtual visitor numbers and the Building Occupant Satisfaction Survey.

RESULTS BY PERFORMANCE CRITERIA

Performance criterion 1 – Number and types of visitor interactions

DPS is the custodian of APH both as the home of the Parliament and as the working symbol of Australian democracy, and as a significant destination for our citizens and international visitors alike. Not only is it an iconic building of national significance, but part of DPS' purpose is to make the building, and the important activity that takes place within it, accessible to the public. Visitors to APH are encouraged to view proceedings of both the Senate and House of Representatives from the public galleries or via the ParlView website to witness democracy in action. They can also learn about the work of the Parliament through a range of tours available to all visitors.

DPS measures visitor numbers for four types of visitor interactions which reflect the different modes of access to the building and the activities that take place. These are:

- number of visitors
- number of virtual visitors
- number of visitors for DPS school tours, and
- number of participants to DPS organised tours and events.

Enhancing the Parliament's engagement with the community is the strategic theme which links this performance criterion to the achievement of our purpose. The relevant intended results for this performance criterion are to:

- enhance our visitor experience and community engagement including the use of social media and emerging technologies, and
- enhance electronic access to parliamentary information for the community to engage easily with the parliamentary process.

Criterion source
- Program 1, 2016–17 Portfolio Budget Statement, p14
- Program 1, 2016–17 Corporate Plan, p11

Results against performance criterion

TABLE 2: Number and types of visitor interactions

Target – Equivalent or greater to same period last year

	2014–15 results	2015–16 results	2016–17 results
Number of visitors	759,483 (720,759)[5]	725,992	759,005
Number of virtual visitors	3,979,949	4,706,404	5,190,519
Number of visitors for DPS school tours[6]	132,781[7]	127,292	127,176
Number of participants to DPS organised tours and events[7]	–	74,829	73,879
Participants in general public tours	55,893	–[8]	–
Participants in other tours	7,384	–[9]	–
Number of functions and events in Parliament House[10]			
Official visits	37	–	–
Parliamentary	331	–	–
Non-parliamentary	813	–	–

Methodology

The number of visitors to APH is the number of people experiencing the building as general and business visitors. We calculate the total magnetometer count minus the number of pass holder swipes at the main entrance of APH.

The number of virtual visitors is the number of people that visit the 'Visit Parliament' webpage. The calculation is based on a Google Analytics report.

5   720,759 is the adjusted 2014–15 visitor number based on the 2015–16 methodology.

6   This was reported as 'Participants in school tours' in previous years. This performance measure has been renamed 'Visitors for DPS school tours' in the 2016–17 PBS to more accurately reflect the type of visitors and the nature of their visitor experience.

7   Includes public tours, other tours and event numbers.

8   Results now included in DPS organised tours and events.

9   Results now included in DPS organised tours and events.

10   This is not a key performance indicator and is reported on separately at pages 86 and 87 of the Annual Report.

The number of visitors for DPS school tours is the number of visitors for DPS school tours including students and accompanying adults. All school tour participants are manually counted by our Visitor Services Officers.

The number of participants to DPS organised tours and events measures the number of people that actively participate in tours and events organised by DPS. The number of people participating in the tours and events are manually counted by our Visitor Services Officers.

In previous years, reported visitor numbers have included pass holders entering APH through the main foyer. In 2015–16 a more accurate method of calculation was adopted to not include pass holder numbers. This was to ensure the results more accurately reflect visitor numbers to APH rather than occupancy numbers.

Participant numbers for tours and events were reported separately in previous years and the events data included events bookings taken by an external provider. In 2015–16 DPS applied one KPI to focus only on DPS organised tours and events participants, and this has continued for the 2016–17 year.

Analysis

Number of visitors

Visitor Service Officers actively engage visitors with the work, stories and collections of APH through their tour program, including a suite of nine different tours and delivery of concierge services. This, combined with the eight high quality exhibitions, saw APH visitor numbers increase in 2016–17 by 33,013 or 4.5 per cent.

Number of virtual visitors

Our virtual visitor numbers continue to grow and this year's results are a 10 per cent increase on the 2015–16 figures. As part of the new APH website, a new dedicated Visit Parliament area was launched featuring more content for online visitors.

Number of visitors for DPS school tours

School tours of APH are available to all primary and secondary Australian schools. Bookings are managed by the Serjeant-at-Arms' office in the Department of the House of Representatives. The number of participants in school tours is slightly down from last year by 116 participants (0.1 per cent). However, this year's figure is still above the past five years' average school visitation number of 126,813. We will continue working with the Parliamentary Education Office and external stakeholders including the National Capital Educational Tourism Project (NCETP) to undertake collaborative marketing activities with a view to increasing school visitation numbers. To boost school visitation numbers a Civics and Citizenship Education Poster was developed in conjunction with the NCETP and sent to all schools in February 2017. Further to this the NCETP filmed a promotional video in APH as part of a broader promotional video that will be shown to tour operators as a marketing tool later in 2017.

FIGURE 3: Annual schools visitation figures
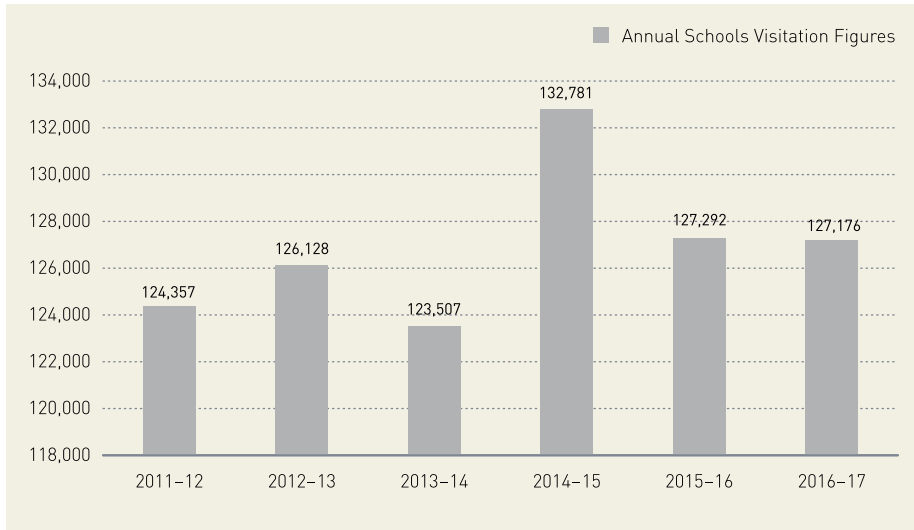
*Annual schools visitation figures include students, teachers, carers and accompanying parents.

Number of participants to DPS organised tours and events

DPS event and tour numbers are slightly below (1.3 per cent) the annual performance target. The decrease is mainly due to the APH Open Day falling in the 2015–16 financial year which attracted approximately 5,000 visitors. Work has commenced through the Visitor Experience Improvement Project for planned public programs and events in late 2017 and 2018 anniversary events which aim to increase event numbers and virtual traffic to the Visit Parliament web page.

A number of free and paid tours and events were conducted at APH during 2016–17, which were well received by visitors.

Daily tours

APH visitors participated in a number of daily guided tours in 2016–17 including:

- Welcome Tours – offered five times a day to introduce visitors to the most significant features of APH. The tours include a visit to the Chambers of Parliament on non-sitting days and viewing of the extensive Parliament House Art Collection on show, including in the Great Hall, the Marble Foyer and the Members' Hall, and

- Behind the Scenes Tours (Discovery Tours on Sitting days) – offered three times a day to give visitors an exclusive chance to visit some of the private spaces of APH. Visitors have the opportunity to stand beneath the Australian flag, to hear of the events that have shaped Australia and the unique building of APH. During sitting days, the Discovery Tours are offered, but access to the private spaces is not available.

Seasonal and subject-based tours

APH visitors participated in various tours and events held in 2016–17, these included:

- Spring Glory Tours in September and October 2016, which focussed on the hidden courtyards and landscapes of APH. These tours highlighted the courtyards on the Senate and House of Representatives sides of the building. They also featured the springtime foliage of the large and small trees in the courtyards of APH
- the Enlighten festival saw the new APH Catering and Events team present events on the roof and in the Members and Guests Dining Room, which were extremely popular, and
- Autumn Colours in the Courtyards Tours in April and May 2017, which highlighted the spectacular changing landscape in the hidden courtyards of APH.

Orientation tours

Orientation tours for building occupants were also conducted throughout 2016–17.

Community events included a Remembrance Day ceremony held for building occupants and visitors with the Last Post and the Rouse played by Corporal Justin Lingard from the Royal Military College Band. The annual 'Christmas comes to APH' program, launched by the Presiding Officers, featured free public performances of Christmas carols and the DPS giving tree in the Marble Foyer. Four school choirs participated in the performances and $778.55 and $828.00 was raised for charities Bravehearts and the Australian Indigenous Doctors' Association (respectively).

Performance criterion 2 – Visitor satisfaction with the APH Experience

DPS aims to offer high-quality food and beverage services and engaging and innovative programs to enhance our visitor experience and community engagement, making APH a destination of choice and a showcase for the best products of our surrounding region. Regular and on-going feedback is essential to understanding visitor satisfaction with the APH experience.

DPS measures visitor satisfaction for four types of visitor interactions which reflect the different modes of access to the building and the activities that take place within it. These are:

- % of visitor feedback indicating their visit met or exceeded expectations
- % of virtual visitor feedback indicating their visit met or exceeded expectations
- % of school visitor feedback indicating their visit met expectations, and
- % of participants attending DPS tours and events indicating their visit met or exceeded expectations.

Enhancing the Parliament's engagement with the community is the strategic theme which links this performance criterion to the achievement of our purpose. The relevant intended results for this performance criterion are to:

- enhance our visitor experience and community engagement including the use of social media and emerging technologies, and
- enhance electronic access to parliamentary information for the community to engage easily with the parliamentary process.

Criterion source

- Program 1, 2016–17 Portfolio Budget Statement, p14
- Program 1, 2016–17 Corporate Plan, p11

Results against performance criterion

TABLE 3: Visitor satisfaction with Australian Parliament House Experience

Target – 85% satisfaction

	2014-15 results	2015-16 results	2016-17 results
% of visitor feedback indicating their visit met or exceeded expectations	-	97.40%	96.70%
% of virtual visitor feedback indicating their visit met or exceeded expectations	-	81.00%	85.71%
% of school visitor feedback indicating their visit met expectations [11]	-	99.50%	96.62%
% of participants attending DPS tours and events indicating their visit met or exceeded expectations	-	99.30%	97.94%
Visitor satisfaction			
Visitor services – tours and information, The Parliament Shop and visitor catering, building access and parking	84.74%	-[12]	-
Website	65.49%	-[13]	-

11 Previously reported as '% of school/education visitor feedback indicating their visit met or exceeded expectations'. This performance measure has been renamed in the 2016–17 PBS to more accurately reflect the type of visitors and the nature of their visitor experience. Specifically that they are visitors from schools, and DPS does not provide 'educational' tours. (The provision of educational services is the role of the Parliamentary Education Office in the Department of the Senate).

12 Previously reported as Visitor services – tours and information, The Parliament Shop and visitor catering, building access and parking.

13 Previously reported as Website

Methodology

Visitors' satisfaction with their experience at APH is measured through the percentage of visitor feedback indicating the visit met or exceeded expectations. The feedback is collected through visitor comment cards which are available throughout the building. We ask visitors to rate their overall experience from 1 to 5, 1 being poor and 5 being excellent, a score of 3 or above indicates visitor satisfaction. Visitors are also provided with the opportunity to provide comments which are monitored and addressed as part of a separate process.

The percentage of virtual visitors' feedback indicating their visit met or exceeded expectations measures virtual visitor satisfaction with their interaction with the website. A visitor satisfaction survey is available on the 'Visit Parliament' webpage and prompts 'Visit Parliament' visitors to answer the question *Did you find the information you wanted easily?* The rating is from 1 being strongly disagree to 5 being strongly agree, a score of 3 or above indicates virtual visitor satisfaction with their interaction.

The percentage of school visitors' feedback indicating their visit met expectations is measured by capturing the satisfaction of school educators with the experience of APH. Comment cards are provided to the teacher to rate the experience from 1 to 5 against two statements, a score of 3 or above indicates visitor satisfaction. The two statements are:

- the tour engaged students, and
- the information in the tour will assist students with their learning.

The percentage of participants attending DPS tours and events indicating their visit met or exceeded expectations is measured by capturing the satisfaction of participants attending DPS tours and events. Comment cards are available from Visitor Service Officers leading the tours and events. We ask visitors to rate their overall experience from 1 to 5, 1 being poor and 5 being excellent, a score of 3 or above indicates visitor satisfaction. Visitors are also provided with the opportunity to provide comments which are monitored and addressed as part of a separate process.

In the 2016–17 reporting period, DPS used multiple mechanisms to measure visitor satisfaction including comment cards (general visitor, school tours and tours) and TripAdvisor.

Analysis

Visitor feedback

At 96.70 per cent, we achieved a high level of visitor satisfaction in 2016–17 and received excellent feedback from a variety of independent sources. This feedback demonstrated the quality and relevance of our programs for visitors. The TripAdvisor report of 1 July 2017 shows that APH maintained its number two ranking of '218 things to do in Canberra' for the sixth consecutive month. In 2016, APH received a TripAdvisor Travellers Choice Award which is the third consecutive award from TripAdvisor for superior service and tourists ranked APH second of '218 things to do' in Canberra.

Virtual visitor feedback

Virtual visitor satisfaction was 85.71 per cent for 2016–17. Virtual visitor feedback continues to be limited, with only 161 virtual visitors providing feedback via the website.

School visitor feedback

During 2016–17, 127,176 school students and teachers were provided with a tour of APH, with school tour satisfaction results of 96.62 per cent demonstrating that these tours are highly valued by participants.

DPS tours and events feedback

DPS tour and event visitor satisfaction achieved a high result for 2016–17 of 97.94 per cent, indicating that these tours and events are a valued experience for participants.

A sample of visitor comments for tours and events held in 2016–17 appears below:

Welcome Tour

- We did indeed make the 3:30 tour and it was fantastic. May we commend Heather for her great presentation, informative, educational, and humorous! And she wasn't disturbed by our somewhat rambunctious two year old. Thanks so much, it was definitely a highlight of our trip.

- Shane our tour guide, impeccable presentation and very informative. Really great person.

- This is a short note to recognise the very high quality of service provided by all members of staff with whom we came into contact during a visit to Parliament House today. I attended Question Time with my mother, who is immobile following an injury and currently getting around in a wheelchair. We found the staff with whom we had contact to be exceptional in their manner, helpfulness and consideration, and appreciate the opportunity this provides to all visitors to attend parliamentary sittings and experience the House.

- We had a beautiful tour with Rosie – she was incredibly interesting, helpful, and managed our crazy six year old calmly and respectfully. I believe we got some lovely photos. A wonderful visit, and really understanding assistance from you. I can't thank you all enough.

School Tour

- I would like to commend the guide who supported our children during our visit, her name was Monique and she was just wonderful. The way she spoke to our students, encouraged them to share their knowledge, answered their questions and informed them of all the details and information was outstanding. The students came away with a wealth of knowledge and a real sense of pride in what they knew. She also got the message across to the students about the privilege of voting and the responsibility it entails. As a teacher I have visited Parliament on many occasions and Monique is by far the best guide we have had. Could you please pass on to her our thanks and appreciation.

- Nathan asked me ahead of time what I wanted included and made sure all information was presented. He was very positive with the children and managed them impressively.
- Gina was very informative, a wealth of information. Excellent overview of HoR and Portraits of former PMs + Senate.
- Stephen was very engaging and always answered the children's questions diligently. The information in the tour backed what we had been learning & opened new inquiries.
- Emma was friendly, engaging and knowledgeable. Best tour guide we have had in 4 years! Thank you.
- Tour was informative and engaging. Rosie was extremely passionate with her information and delivery.

Behind the Scenes Tour

- Michael gave us the most magical experience, amazing knowledge and remarkable ability to hold every member of the group while sharing so much information…thank you!
- Very interesting and insightful. Was impressed by Marie who added stories and personal experiences which made it exciting.
- Sascha was a wonderful guide, behind the scenes tour. Her knowledge and enthusiasm shone through and was infectious.
- Lori gave me one of the best tours I have ever received of a government building. That's high praise as I have been on tours all over the US and Europe.

Spring Glory Tour

- Tour guide was excellent in breadth of knowledge and information provided about both garden design and the individual plants.
- A fabulous tour viewing the gardens. Andrew was a terrific guide full of lots of information. An asset to APH.
- Monique was amazing. So much knowledge! Monique was engaging and interactive with our children and made it relevant to them and easy for them to understand. Well done!
- Have visited Parliament house several times but this was exceptional. The commentary was extremely interesting and professional. Great!!! Marie was most excellent guide. The gardens are magnificent and good to see another side of our beautiful Parliament House.

Performance criterion 3 – Building occupant satisfaction with timeliness and quality of DPS services

DPS is responsible for the delivery of a broad range of services directly and through facilitated arrangements. To continue to improve our services, it is important to gauge building occupant satisfaction with the timeliness and quality of DPS services.

DPS measures building occupant satisfaction with timeliness and quality of DPS services across a number of service categories. These are:

- food and beverage/catering services
- retail/sporting services
- maintenance/cleaning services (including gardens and landscaping)
- security services
- parliamentary reporting and recording services
- ICT services
- visitor/art services
- nurses centre services, and
- loading dock services

Responding to the changing needs of the Parliament is the strategic theme which links this performance criterion to the achievement of our purpose. The relevant intended result for this performance criterion is to:

- implement efficient and effective infrastructure, systems and services to respond to the changing needs of the Parliament and our parliamentarians.

Criterion source

- Program 1, 2016–17 Portfolio Budget Statement, p14
- Program 1, 2016–17 Corporate Plan, p11

Results against performance criterion

TABLE 4: Building occupant satisfaction with timeliness and quality of DPS services

Target – 75% satisfaction

	2014-15 results	2015-16 results	2016-17 results
% of building occupant feedback indicating a satisfied or neutral rating with timeliness and quality of DPS services (by DPS service category)	-	89.40%	90.17%
Breakdown by service category			
Food and beverage/catering services	-	75.80%	88.34%
Retail/sporting services	-	92.70%	94.85%
Maintenance/cleaning services (including gardens and landscaping)	-	89.50%	89.34%
Security services	-	94.10%	93.08%
Parliamentary reporting and recording services	-	95.90%	97.67%
ICT services	-	94.40%	86.05%
Visitor/Art services	-	83.30%	94.98%
Nurses centre services	-	-	80.95%
Loading dock services	-	-	93.91%
ICT Services (ICT emails)	97.00%	-	-
Parliamentary Library (Library 2015 client evaluation survey)	93.00%	-	-
Hansard (ANAO/DPS survey results)	97.00%	-	-
Broadcasting (ANAO/DPS survey results)	97.00%	-	-
Security (ANAO/DPS survey results)	91.00%	-	-
Building maintenance (ANAO/DPS survey results)	75.00%	-	-
Other services (ANAO/DPS survey results)	Cleaning – 87.00% Gardens and Landscaping – 94.00% Art Services – 75.00% Heritage Management – 69.00%	-	-

Methodology

The satisfaction with timeliness and quality of DPS services is measured annually through a building occupant survey. Building occupants are asked to anonymously rate their level of satisfaction with DPS services and are encouraged to provide any comments or suggestions as to how the services could be improved in the free text fields.

To calculate the response count, any 'Unsure / N/A' responses are identified as having not accessed the service and have been excluded from the figures. To calculate the satisfaction rate, the 'Very Satisfied', 'Satisfied' and 'Neutral' (neither satisfied nor dissatisfied) responses are totalled and expressed as a percentage of the response count.

Analysis

We received a total of 509 responses to the building occupant survey from a distribution list of approximately 5,500 email addresses, which is a return of 9.25 per cent. The majority of respondents, 80.7 per cent, worked for one of the four parliamentary departments.

The target for building occupant satisfaction with timeliness and quality of our services is 75 per cent. The overall rating of building occupant satisfaction for the 2017 survey was above the target at 90.17 per cent. The target was achieved for all individual service categories in the 2017 survey.

Two additional service categories were included in the 2017 survey:

- Nurses Centre services, and
- Loading Dock services.

Three service categories, although achieving the target of 75 per cent, recorded a decreased satisfaction rate compared to 2016:

- Maintenance and Cleaning services (including gardens and landscaping)
- Security services, and
- ICT services.

Analysis for each service category is summarised below, including the percentage achieved for each service category.

Food and Beverage / Catering services

The Food and Beverage / Catering services achieved an overall satisfaction rating of 88.34 per cent. Due to the change from contracted service (IHG Catering) to an in-house service (APH Catering and Events) from 1 January 2017, respondents were asked to rate their experiences in 2017 only. Food and Beverage / Catering services were broken down into seven categories:

- Staff Dining Room
- Queen's Terrace Café
- Coffee cart
- Catering – Members' Private Dining Room
- Catering – Members and Guests Dining Room
- Catering – Function catering, and
- Catering – Room delivery.

Respondents were asked two questions in relation to Food and Beverage / Catering Services:

1. Do you have any comments about the food and beverage / catering services and/ or how they could be improved?
2. Do you have any comments regarding the change to the food and beverage / catering services since January 2017?

Both positive and negative comments were received in relation to the food and beverage / catering services.

Positive comments centred on the:

- quality of the food
- general improvement in services, and
- quality of the coffee.

Negative comments centred on:

- particular issues and experiences with one dish or services
- bad interactions with staff
- speed of services, and
- the price of food.

In addition, there were a number of comments on how to improve the food and beverage / catering services. Common suggestions included:

- more gluten free and vegetarian/vegan options
- greater variety in the menu, and
- reintroducing the sandwich bar.

The 2017 result of 88.34 per cent is an increase of 12.51 percentage points compared to 2016. All sub-categories recorded an increase in satisfaction rates with the largest rises occurring for the Staff Dining Room and the Queen's Terrace Café.

Retail and Sporting services

Retail and Sporting services achieved an overall satisfaction rating of 94.85 per cent. The services were broken down into six categories:

* banking
* physiotherapist
* hairdresser
* travel agent
* The Parliament Shop, and
* gym and sporting facilities.

The 2017 result of 94.85 per cent is an increase of 2.11 percentage points compared to 2016. Banking, the physiotherapist, the hairdresser, the travel agent and The Parliament Shop all recorded increased satisfaction rates, while the gym and sporting facilities recorded a decreased rate.

Respondents expressed satisfaction with the new timetable in the Health and Recreation Centre (HRC); there were a number of requests for the HRC to have longer opening hours. Other common themes raised in the feedback were:

* replacement of outdated equipment in the HRC
* The Parliament Shop has a limited range of products and is too expensive, and
* more variety of banking services and ATMs.

Maintenance and Cleaning services (including gardens and landscaping)

Maintenance and Cleaning services achieved an overall satisfaction rating of 89.34 per cent. The services were broken down into five categories:

* gardens and landscaping
* cleaning of your Parliament House office/work area
* cleaning of other Parliament House facilities
* maintenance of your Parliament House office/work area, and
* maintenance of Parliament House.

Both positive and negative comments were received in relation to the services. Common themes raised in the feedback were:

* the excellent condition of the gardens and landscaping, and
* the need for more cleaning throughout the building.

The 2017 result of 89.34 per cent is a decrease of 0.15 percentage points compared to 2016. Gardens and landscaping, cleaning of your Parliament House office/work area, and maintenance of Parliament House all recorded increased satisfaction rates, while cleaning of other Parliament House facilities and maintenance of your Parliament House office/work area recorded decreased rates.

Security services

Security services achieved an overall satisfaction rating of 93.08 per cent, which is a decrease of 1.02 percentage points compared to 2016. Although quite a few comments reflected an improvement in the attitude and friendliness of security staff, there were still comments about negative attitudes and manner which are reflected in the results.

Parliamentary Recording and Reporting services

Parliamentary Recording and Reporting services achieved an overall satisfaction rating of 97.67 per cent. The services were broken down into three categories:

- Parliamentary reporting (Hansard) services – timeliness
- Parliamentary reporting (Hansard) services – accuracy, and
- Audio-visual (Broadcasting) services (including House monitoring).

Feedback was mostly positive, especially towards both Hansard and Broadcasting staff. The 2017 result of 97.67 per cent is an increase of 1.74 percentage points compared to 2016. All subcategories recorded an increase in satisfaction.

Information and Communication Technology (ICT) services

ICT services achieved an overall satisfaction rating of 86.05 per cent. The services were broken down into four categories:

- ICT equipment and services
- 2020 helpdesk – timeliness
- 2020 helpdesk – adequate resolution, and
- availability/coverage of WiFi network for work purpose.

The 2017 result of 86.05 per cent is a decrease of 5.71 percentage points compared to 2016. All sub-categories recorded a decrease in satisfaction rate, except for availability/coverage of WiFi network for work purposes, which was a new sub-category.

Feedback was mixed, with many comments praising ICT staff for their knowledge and helpfulness, but many also reporting the opposite, indicating possible issues with consistency of service. Other themes raised in the feedback were:

- computers and the internet are very slow
- WiFi is slow and inconsistent
- ICT equipment is old and outdated, and
- resolution of issues can be lengthy.

This decrease in satisfaction also reflects the decrease in performance against criterion five – *ICT Service Standards are achieved*. Performance criterion five is broken down into 15 individual performance criteria, each measuring the key services in support of the efficient and effective operations of the Parliament, the parliamentary departments and APH. Failure to meet the performance targets for these key services would contribute to decreased satisfaction with ICT Services at APH. For further analysis see performance criterion five – *ICT Service Standards are achieved*, page 45.

Visitor and Art services

Visitor and Art services achieved an overall satisfaction rating of 94.98 per cent. The services were broken down into two categories:

- building tours for staff and constituents, and
- exhibitions and displays (including artwork in general circulation areas).

Comments were mostly positive, especially in relation to Visitor Service Officers, the Art collection, and exhibitions. Other themes raised in the feedback were:

- some exhibitions need to be updated, and
- more staff tours during non-sitting weeks.

Parliament House Art Collection Feedback Card results

The service providing artwork to parliamentarians' offices achieved an overall satisfaction rating of 96.14 per cent.

The Artwork provided in parliamentarians' offices from the Parliament House Art Collection is no longer captured in the Building Occupant Satisfaction Survey but rather through feedback cards left at the time the service is provided. The services were broken down into three categories through the questions:

- How would you rate the overall quality of the service provided by DPS Art Collection and Exhibition staff?
- How would you rate the timeliness of our services?
- How would you rate the instalment and presentation of the artwork within your suite and Parliament House generally?

The response rate from parliamentarians has increased from 6 responses in 2016 through the Building Occupant Satisfaction Survey to 57 responses with the use of the feedback cards. The new method has proven successful at achieving a greater response rate and providing DPS with improved data.

Nurses Centre services

The Nurses Centre services category achieved an overall satisfaction rating of 80.95 per cent. Two common themes raised in the feedback were:

- appreciation for the Nurses Centre service and staff, and
- the Centre should be open every day, not just sitting days.

The Nurses Centre services were not surveyed in 2016 so no comparative data is available.

Loading Dock services

Loading Dock services achieved an overall satisfaction rating of 93.91 per cent. The two common themes raised in the feedback were:

- appreciation for the helpfulness and friendliness of Loading Dock staff, and
- customer service could be improved.

The Loading Dock services were not surveyed in 2016 so no comparative data is available.

After rating and commenting on specific services, respondents were asked 'Do you have any comments about your satisfaction with any other services DPS provides and/or how they could be improved? The most common theme was satisfaction with the new parking arrangements.

Respondents were also asked 'Have you contacted DPS in the past 12 months about any of these services?' and 'What was the purpose of your contact(s)?' The majority of contact was to provide feedback on a service or services, particularly car parking and catering.

There were also 75 comments in response to the final question of the survey, 'Do you have any other comments about your experience with DPS services?' Many of the comments were positive in relation to DPS staff and services.

The results of the survey, including both satisfaction ratings and individual comments, were provided to the relevant DPS Assistant Secretary. Where necessary, action plans have been developed in response to both the survey results and comments and all actions associated with the Building Occupant Satisfaction Survey for the current and previous years will be tracked by the Executive Committee over the coming year.

In the 2015–16 Annual Performance Statement DPS commented on the appropriateness of the 75 per cent satisfaction target and indicated we would look to increase the target. Due to the change from contracted service (IHG) to an in-house service (APH Catering and Events), we made the decision to continue with the 75 per cent target for the implementation period. Further analysis of the appropriateness of the target will be undertaken for the 2018–19 reporting period.

Performance criterion 4 – Parliamentary Library Service KPIs are achieved

The Parliamentary Library Service metric is an index to capture all of the service standards or key performance indicators for the Parliamentary Library that are approved by the Presiding Officers in the annual Library Resource Agreement.

The office and functions of the Parliamentary Librarian are established by the *Parliamentary Service Act 1999* (PS Act) (sections 38A and 38). In the DPS Corporate Plan, the Library's activities fall under the strategic theme 'Respond to the changing needs of the Parliament'. The relevant objective for this performance criterion is to:

* retain the Parliamentary Library's position as our client's preferred and trusted source of high quality information, analysis and advice.

Criterion source
* Program 1, 2016–17 Portfolio Budget Statement, p15
* Program 1, 2016–17 Corporate Plan, p11

Results against performance criterion

TABLE 5: Parliamentary Library Service KPIs are achieved

Target – 90%

	2014-15 results	2015-16 results	2016-17 results
% of Library Service KPIs set out in the annual Library Resource Agreement that are achieved	-	93.30%	90.00%
% of Library Service Standards set out in the annual Library Resource Agreement that are achieved[14]	89.76%	-	-

Methodology

Key priorities and performance indicators for the Parliamentary Library are approved each year by the Presiding Officers as part of Library's Annual Resource Agreement (PS Act, section 38G). The KPIs in each Resource Agreement set out the outcomes and key deliverables for that year and also measure the:

- percentage of clients using the Library's services
- customer satisfaction
- number of completed client requests
- number of publications produced
- number of online uses of the Library's publications
- attendance at training courses and events
- timeliness of research and library services
- number of items added to the Library's Electronic Media Monitoring Service (EMMS) and ParlInfo data bases
- number of new titles added to the catalogue
- percentage of the collection available online, and
- use of the Library's collections and data-bases and media portal.

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 is derived primarily from a formal evaluation of the Library's services conducted once in every Parliament, the most recent being undertaken in 2015. (The evaluation for the 45th Parliament will be conducted in calendar year 2017.) Data regarding the number of publications produced and the number of items added to the EMMS and ParlInfo Search databases is obtained from ParlInfo Search.

14   The data from 2014–15 is for a different KPI – timeliness for research services.

Data relating to visits to the Library client portal (intranet) are captured by Sitecore's engagement analytics. The Parliamentary 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 courses 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.

Analysis

In 2016–17 the Library met 90 per cent of its key deliverables and targets.

Significant initiatives completed in the reporting period included: a program of orientation and training for new senators, members and their staff; a Request for Tender for news services for the Parliament; implementation of a new social media monitoring system; procurement and implementation of a new digital repository for the Library's collection (and associated program of data remediation); the development of a new framework for the digital delivery of Library services and a digital preservation framework and policy; and completion of the first stage of the online *Parliamentary Handbook* project.

In regard to service benchmarks, the Library achieved a rating of 93 per cent for client satisfaction against its target of 95 per cent (based on data from the most recent client evaluation (2015)). It completed 11,681 individual client requests against (target 13,000)—reflecting in part the cyclical dip in client requests in election years. Hours spent on senators' and members' client requests amounted to 42,178, reflecting the increasing complexity of client requests. The Library met its client usage target of 100 per cent (consistent with the previous financial year); and received two complaints (again, consistent with the previous financial year). In regard to client requests, the Library achieved a timeliness outcome of nearly 98 per cent (target 90 per cent). The Library recorded 6.4 million uses of its online publications (target 5.4 million) through ParlInfo Search and the internet; and 1,101 clients attended training courses and events (target 500). It also released 280 research publications (target 260).

In regard to library collections and databases, over 168,000 items were added to the EMMS service and ParlInfo databases (target 150,000); and 6,575 new titles were added to the catalogue (target 5,000). Ninety-six per cent of parliamentarian offices used the media-portal (target 80 per cent) and 56 per cent the social media monitoring service (target 20 per cent). There were a little over 3.81 million uses of the Library collection and databases, slightly below the target of 4 million. The Library will monitor usage closely over the coming year. The percentage of the Library's collection available online increased to 42.2 per cent (target 42 per cent). In regard to timeliness, the 100 per cent target was met for the urgent new titles added to the Library's catalogue. However, Library recorded only 94.4 per cent against its timeliness target of 95 per cent for new titles added to the EMMS and newspaper clippings databases. In both cases, the failure to meet the target was due to technical issues.

Detailed discussion of the Library's performance is contained in the Parliamentary Librarian's Annual Report which is included in the DPS Annual Report, as required by section 65 (1)(c) of the PS Act.

Performance criterion 5 – ICT Service Standards are achieved

The ICT Service Standard is an index composed of 15 individual performance criteria each of which is measured monthly. Each criterion measures the delivery of key services in support of the effective and efficient operations of the Parliament, Electorate Offices, the parliamentary departments and Parliament House.

Responding to the changing needs of the Parliament is the strategic theme which links this performance criterion to the achievement of our purpose. The intended results for this performance criterion are to:

- implement efficient and effective infrastructure, systems and services to respond to the changing needs of the Parliament and our parliamentarians, and
- explore and develop innovative technology and systems for the delivery of timely information and services to parliamentarians.

Criterion source

- Program 1, 2016–17 Portfolio Budget Statement, p15
- Program 1, 2016–17 Corporate Plan, p11

Results against performance criterion

TABLE 6: ICT Service standards are achieved

Target – 90%

	2014-15 results	2015-16 results	2016-17 results
% of ICT Service Standards outlined in the ICT SLA that are achieved	-	91.66%	88.33%
% of calls answered in 30 seconds	93.50[15]	-	-
IT services-incident resolution	96.10%	-	-

Methodology

Information Services uses the ServiceNow IT Service Management System to capture and manage client interactions received via telephone, email, self-service and face-to-face contacts. Client Interactions are classified and prioritised appropriately before being assigned to the relevant support group for resolution. Data specifically relating to the management and handling of telephone calls to the 2020 Service Desk is obtained from the Alcatel-Lucent Call Management System.

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15   Previously reported in 2014–15 as Help Desk calls (answered before 30 seconds).

Availability statistics for key ICT systems and infrastructure is obtained directly from event logging and monitoring software systems. Manual methods are used to calculate the availability of Broadcasting Services. This is due to the nature of these analogue systems. Their availability is determined through a combination of regular scheduled testing, monitoring and incidents raised by clients directly with the 2020 Service Desk.

On 2 July 2017, DPS transitioned to the Whole of Government Secure Internet Gateway. Availability of this service is reported to DPS by the vendor.

Analysis

In 2016–17 we achieved a number of the targets for the performance criteria which form the ICT Service Standards (see Table 7). A combination of factors contributed to some of the performance criteria not being achieved at several points through the year. A number of appropriate corrective actions have been implemented to continue to work towards achieving the performance criteria in the 2017–18 reporting period.

Following the 2016 election we responded to a higher than anticipated demand for services. Additional resources were engaged to assist with the transition to the 45th Parliament and a number of activities including relocation of 56 electorate offices across Australia and 146 Parliamentarian suite relocations within APH.

While a number of performance criteria were impacted throughout the year, we continued to achieve the First Call Resolution target ensuring a high number of client interactions were resolved at the first point of contact. During high periods of demand our staff remained focussed on resolving incidents and requests directly impacting on Parliament, parliamentarians and their staff. This was achieved by re-directing available resources towards the resolution of high priority requests with a target resolution time of four hours or less. As a result a tactical decision was taken to accept that lower priority requests would not achieve their target service level agreement.

A number of outages experienced by both third party vendors and ICT Services during the 2016–17 reporting period have had a direct impact on the availability of key systems and services including internet and email within APH and electorate offices. These outages are not typical of the stability of ICT systems within the Parliament. During the 12 month reporting period the performance criteria for these services was 100 per cent with ICT Services maintaining over 99 per cent uptime of key systems supporting the chambers and communications systems including email. These outages also impacted on the 'percentage of calls answered in 30 seconds' performance criterion as the increased volume of calls relating to these outages led to a number of calls not being answered in the 30 second time frame.

The implementation of an Identity and Access Management system will replace the current manual User Account Creation process and address a number of issues resulting from manual data entry processes. This will remove the current manual processes that have led to the User Accounts creation target not being met for two of the 12 months in this reporting period.

TABLE 7: 2016–17 ICT results

All 15 individual criteria are outlined below along with an explanation of their performance for the year.

Individual criterion	Comments	Monthly target achieved	Service Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Broadcasting services	This criterion requires that the target availability for the Chamber Sound Reinforcement, Division Bells and Lights, Clocks and "Live to Air" broadcasts is 100 per cent during sitting times.	12/12	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Chamber services	This criterion measures the availability of specific systems used by the chamber departments to ensure the effective and efficient operation of the systems supporting the parliamentary chambers. These systems include the Table Office Production System, Dynamic Red and Live Minutes and the target average availability of these systems is 100 per cent during sitting periods.	10/12	100%	100%	100%	100%	99.62%	100%	100%	100%	100%	100%	100%	99.90%	100 %
Customer Engagement Model	A customer request is a 'request' for a new solution (application or hardware) that is currently not part of the DPS existing service offering. This criterion requires that 100 per cent of customer requests are responded to within 6 days of lodgement and that 100 per cent of customer requests have undergone a detailed assessment within a timeframe agreed to with the customer.	11/12	100%	100%	100%	95%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Email	This criterion requires that the target average availability for email and mail exchange services provided by DPS is 99 per cent.	11/12	99%	100%	100%	99.69%	99.62%	99%	100%	100%	100%	98.40%	100%	100%	99.98%

Individual criterion	Comments	Monthly target achieved	Service Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
File and print	This criterion requires the target availability for file and print services provided to our customers is 99 per cent.	12/12	99%	100%	100%	100%	99.62%	100%	100%	100%	100%	100%	100%	100%	100%
First call resolution	This criterion requires that 70 per cent of calls to the ICT 2020 Service Desk are resolved on first contact.	11/12	70%	65.20%	72.10%	71.32%	71.31%	73.32%	72.62%	73.29%	72.70%	70.10%	73.90%	72.00%	71.70%
Gateway availability	This criterion requires that gateway services are available 24 hours a day, 7 days a week (excluding scheduled downtime). The target availability for gateway services is 99 per cent.	12/12	99%	100%	100%	99.92%	100%	99%	100%	100%	100%	100%	100%	100%	99.98%
Incident resolution	This criterion requires that 95 per cent of all incidents reported to the ICT 2020 Service Desk are resolved within the agreed resolution times.	8/12	95%	97%	92.92%	95.90%	94.78%	92.69%	97.69%	96.97%	97.92%	92.73%	98.30%	98.30%	97.5%
Information services	This criterion measures the availability of the EMMS and ParlView services. The target availability is 99 per cent.	12/12	99%	100%	100%	99.69%	100%	100%	100%	100%	100%	100%	100%	100%	99.89%
Internet	This criterion requires that the target average availability of internet services for our customers is 99 per cent.	11/12	99%	100%	100%	99.79%	100%	99%	100%	100%	99%	98.92%	99.81%	100%	99.92%
Mobile Device Management	A Mobile Device Management application is used to provide security to mobile devices. This criterion requires that this service is available 24 hours a day, 7 days a week (excluding scheduled downtime).	12/12	99%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%	100%	100%

Individual criterion	Comments	Monthly target achieved	Service Target	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
PABX availability	This criterion requires that the target availability of the core telephone system (PABX) is 100 per cent.	12/12	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Percentage of calls answered in 30 seconds	This criterion requires that 90 per cent of calls made to the ICT 2020 Service Desk are answered within 30 seconds.	3/12	90%	87.10%	74.10%	80.10%	74.10%	79.70%	88.80%	88%	86.60%	91.70%	91.90%	91.70%	89.5%
Telephone – technical	This criterion requires that each telephone handset meets target availability of 99 per cent.	12/12	99%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
User accounts	This criterion requires that 100 per cent of all new user accounts are created within 24 hours.	10/12	100%	100%	99.43%	100%	99.40%	100%	100%	100%	100%	100%	100%	100%	100%

Performance criterion 6 – Hansard Service KPIs are achieved

DPS performs a critical function supporting the work of the Parliament through the Parliamentary Recording and Reporting Branch (PRRB). This performance criterion demonstrates timely reporting of chamber committee proceedings through the production of Hansard.

Responding to the changing needs of the Parliament is the strategic theme which links this performance criterion to the achievement of our purpose. The relevant intended results for this performance criterion are to:

* implement efficient and effective infrastructure, systems and services to respond to the changing needs of the Parliament and our parliamentarians, and
* explore and develop innovative technology and systems for the delivery of timely information and services to parliamentarians.

Criterion source

* Program 1, 2016–17 Portfolio Budget Statement, p15
* Program 1, 2016–17 Corporate Plan, p11

Results against performance criterion

TABLE 8: Hansard Service KPIs are achieved

Target
% of individual draft speeches delivered within two hours of speech finishing – 85%
% of electronic proof Hansard reports delivered within agreed timeframes – 95%
% of committee transcripts delivered within agreed timeframes – 95%

	2014-15 results	2015-16 results	2016-17 results
% of Individual draft speeches delivered within two hours of speech finishing	86.50%	85.74%	91.74%
% of electronic proof Hansard reports delivered within agreed timeframes	94.40%	92.79%	90.09%
% of committee transcripts delivered within agreed timeframes	97.20%	92.90%	98.78%

Methodology

The Hansard Production System (HPS) is used to obtain the data for the performance criterion results on a monthly basis. The HPS records and produces reports on when Hansard documents are delivered. An individual draft speech (known as a 'pink' or 'green') is considered to have been delivered on time if the entire speech reaches the office of the senator or member within two hours of the speech. Proof Hansards are reported as being on time if published in full within three hours of the chamber rising. Committee transcripts are reported as being on time if published in the timeframe agreed with the committee.

Analysis

We exceeded the performance targets for timely delivery of both the percentage of individual draft speeches delivered within two hours of speech finishing, and committee transcripts delivered within agreed timeframes. We have well-established resourcing and negotiate timeframes with committees to enable us to consistently meet these targets. We will continue to progress staff training to enable more editors to send draft speeches directly to senators and members which help us to achieve our targets.

Hansard did not achieve, but was within five percentage points of, the performance criterion for percentage of electronic Proof Hansard reports delivered within agreed timeframes. When a chamber sits significantly later than its normal sitting hours, the practice is to suspend transcription late in the evening, publish the transcript in part, and complete the remainder of the transcript the following day. We achieved the performance criterion on all sitting days where chambers sat normal hours. There were 11 occasions in 2016–17 where a chamber sat late, which account for all of the instances of this performance criterion not being met (Senate – 15 September 2016, 22 November 2016, 29 November 2016, 2 December 2016, 15 February 2017, 23 March 2017, 11 May 2017, 22 June 2017, and 23 June 2017; House of Representatives – 1 December 2016 and 23 June 2017).

We remain committed to supporting the work of the Parliament by publishing an accurate account of the proceedings of the Parliament and its committees for parliamentarians, their staff, and the Australian public in a timely manner. We will continue to enhance electronic access to parliamentary information for the community to engage easily with the parliamentary process.

Performance criterion 7 – Continuity of Design Integrity

The Continuity of Design Integrity attempts to measure the percentage of projects that have a material impact on the design integrity of the building where design integrity is maintained or improved. In particular, it attempts to measure the number of capital works plan projects with design intent that were considered and approved in accordance with DPS policy.

Effective stewardship of APH is the strategic theme which links this performance criterion to the achievement of our purpose. The relevant intended result for this performance criterion is to:

*   ensure adaptations of the building uses are strategic, appropriate and reference design integrity principles.

Criterion source

*   Program 2, 2016–17 Portfolio Budget Statement, p16
*   Program 2, 2016–17 Corporate Plan, p11

Results against performance criterion

Target – 90%

	2014–15 results	2015–16 results	2016–17 results
% of projects that have a material impact on design integrity of the building where design integrity is maintained or improved[16]	-	-	90.00%
% of significant building changes (not-like-for-like) resulting in an unchanged or positive impact to the Design Integrity of the Building[17]	89.98%	89.75%	-

Methodology

The Continuity of Design Integrity methodology was reviewed during 2015–16 due to concerns with its appropriateness as a measure of design integrity.

The methodology applied in 2016–17 requires the Design Integrity and Archives Unit in partnership with the responsible Division to identify the projects in the capital works plan with design intent implications and assess if the implications have been referred through the Design Integrity and Archives Unit which facilitates design integrity consultation processes prior to the commencement of the project.

The review is undertaken annually through manual inspection of documentation (i.e. desktop review) and processes.

Further review of this criterion has been under way throughout the 2016–17 year and this is reflected in the 2017–18 Portfolio Budget Statements (PBS) and in the 2017–18 Corporate Plan.

Analysis

The target for Continuity of Design Integrity was achieved in 2016–17 with a score of 90 per cent. The reviewed performance criterion was implemented and the methodology reflects a more appropriate and accurate rating than previous years.

As noted in last year's annual report, the Secretary has established a regular design integrity consultation process with Ms Pamille Berg AO Hon FRAIA and Mr Hal Guida LFRAIA AIA. Ms Berg and Mr Guida are the nominated moral rights representatives of the late Mr Romaldo Giurgola AO (principal architect of Mitchell/Giurgola & Thorp (MGT) Architects responsible for the design of APH); they were also key members of the original MGT design team.

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16 This is a new measure, which has been introduced due to concerns about appropriateness of the previous measure.

17 This measure was discontinued following a review in 2015–16 of its effectiveness.

Quarterly design integrity meetings are held to discuss, among other things, projects which may have a material impact on the design intent of APH. Ad hoc meetings are also arranged as required. In addition, we consult with Ms Berg and Mr Guida on design intent matters as they arise, with contact occurring either directly between them and the relevant project officers or as facilitated by the Design Integrity and Archives Unit. Consequently, any potential design difficulties which may arise are addressed at the earliest opportunity.

The design integrity consultation processes are separate and additional to the formal moral rights notification procedures under the *Copyright Act 1968*. As Mr Giurgola's nominated moral rights representatives, Ms Berg and Mr Guida are also formally consulted about proposed changes in accordance with that Act's requirements.

During 2016–17, we undertook numerous capital works projects at APH. Of those, 25 minor and major capitals works projects were identified in consultation with Ms Berg and Mr Guida as potentially impacting on the design intent of APH. These projects are at various stages of development, from very early conceptual phase through to those that are in advanced design and/or construction or have been completed. All of these projects have been the subject of ongoing consultation with Ms Berg and Mr Guida throughout the year in line with agreed consultation processes.

Early in July 2016, work also recommenced on finalising the Central Reference Document. This work is currently being undertaken by Ms Berg (with assistance from Mr Guida and Mrs Lesley McKay) and will provide a comprehensive record of the Parliament's intent for APH and the Architect's design response. 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 early 2017–18. All of these projects will become invaluable resources for staff and assist staff in increasing their knowledge and understanding of important design intent issues.

The 90 per cent result reflects the necessary balance we have made in addressing design integrity matters in the current security environment to ensure the security of all who work and visit APH is of the highest standard. However, in relation to the current security works every effort has been made to ensure that the works are undertaken in a way which minimises the impact on design integrity of the APH (to the extent possible). As the Speaker of the House of Representatives advised the Chamber:

> To ensure the moral rights of the late Romaldo Giurgola in the design of Australian Parliament House have been considered, the Department of Parliamentary Services conducted appropriate consultation with the nominated administrator. It is important to acknowledge that these works do have an impact on the original design intent of Parliament House. However, it is also important to acknowledge the world has changed since the original design brief for Parliament was created in the late 1970s. Where possible the measures and comments put forward by the nominated administrator of Mr Giurgola's moral rights have been noted and implemented carefully balancing risk mitigation requirements.[18]

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18   T. Smith, 'Parliamentary zone', House of Representatives, *Debates* 1 December 2016, p. 5090.

Performance criterion 8 – Building Condition Rating

DPS measures the Building Condition Rating (BCR) by the percentage of building areas reviewed that are assessed as being in good or better condition.

Effective stewardship of APH is the strategic theme which links this performance criterion to the achievement of our purpose. The relevant intended results for this performance criterion are to:

- ensure adaptations of the building uses are strategic, appropriate and reference design integrity principles, and
- effectively manage all assets within APH including collections.

Criterion source

- Program 2, 2016–17 Portfolio Budget Statement, p16
- Program 2, 2016–17 Corporate Plan, p11

Results against performance criterion

TABLE 10: Building Condition Rating

Target – 80%

	2014–15 results	2015–16 results	2016–17 results
% of building areas reviewed that are assessed as being in good or better condition[19]	–	–	80.88%
% of building areas reviewed that are assessed as being in fair or better condition	88.50%	88.45%	–

Methodology

As a result of recommendations from an internal audit the BCR was changed slightly in 2016–17. The changes included ensuring the rating scale provided a full range of scores from 0 to 100 per cent, amending the rating itself from being 'fair' to 'good' and lowering the target to 80 per cent rather than 90 per cent as in previous years. The combined effect of the change from 'fair' to 'good' and lowering the target from 90 to 80 per cent is to more effectively articulate the department's expectations of performance to the extent that it does not require a large proportion of the building to be in only fair condition, but instead expects a smaller proportion of the building to be in good or better condition as befits an iconic building of national significance.

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19   The building condition rating target was amended from 90% in 2014–15 and 2015–16 to 80% in 2016–17 based on an internal review process.

The BCR measures the current condition of the building fabric of APH, expressed as a percentage of the original condition. The BCR is determined by a visual inspection of the building and fabric surfaces for deterioration and damage caused by general wear and tear.

For the purposes of the BCR the building is divided up into eight zones and over the course of the 12 month reporting period an inspection is carried out using the building condition rating methodology. Each zone has a potential 31 elements which are scored. The building condition rating methodology scores each element in each area from zero (disrepair) to 100 (excellent).

A total percentage score is calculated by dividing the total of the given scores for each zone by the total of the potential optimum scores for each zone.

Analysis

At 80.88 per cent, we achieved the new target of 80 per cent for 2016–17. This result is substantially lower (7.57 percentage points) than the previous year, due to the application of the revised methodology which provides a more accurate reflection of the building condition of APH.

In 2016–17 the BCR was assessed over 453 inspections, 147 inspections fewer than the 2015–16 year. The reduction was the result of the implementation of the new methodology for this rating along with staff turnover within the team.

A number of areas of the building condition have seen improvements in 2016–17 which have helped us achieve our target. The following work was undertaken in 2016–17:

- the refurbishment of 19 suites with new carpet and paint
- painting of over 66,000m² throughout APH
- replacement of 5,100m² of carpet to suites and general circulation spaces
- replacement of wall tiles in 23 toilets
- sealant replacement of 2,500 lineal metres, and
- a total of 235 global and commissioned furniture items received conservation/refurbishment/reupholstering/manufacture.

Building Fabric Services conduct ongoing maintenance in all areas of APH through assigned work orders and provide a quick response to urgent and unforeseen requests. Building Fabric Services completed 4,463 work orders through 2016–17, which included:

- lock maintenance
- carpentry maintenance
- leather maintenance
- sign maintenance
- clear finish maintenance
- furniture maintenance, and
- stone/marble maintenance.

While the new target of 80 per cent was met, there are still areas for improvement to the building condition. The following activities are planned for 2017–18 to improve the building condition of APH:

Building Fabric Services

- ongoing suite refurbishment works which include recarpeting and repainting to approximately 30 suites
- ongoing wall tiling replacement works to ensuites and toilets
- sealant replacement throughout APH to approximately 1500 lineal metres
- on-going carpet replacement, and
- bulk maintenance painting of general circulation spaces and suites.

Furniture Manager

A total of 282 global and commissioned furniture items are scheduled to be conserved, refurbished, reupholstered, or manufactured in 2017–18, including:

- proposed conservation of 13 pieces of commissioned furniture
- proposed refurbishment of 262 pieces of global furniture, and
- proposed manufacture of seven pieces of global furniture.

In 2017–18 we will continue with the delivery of accommodation refurbishments, fitouts and relocations and undertake repairs and maintenance of status A and B furniture to improve the building condition of APH.

Performance criterion 9 – Landscape Condition Rating

The Landscape Condition Rating (LCR) measures the current condition of the landscape surrounding APH.

Effective stewardship of APH is the strategic theme which links this performance criterion to the achievement of our purpose. The relevant intended results for this performance criterion are to:

- ensure adaptations of the building uses are strategic, appropriate and reference design integrity principles, and
- effectively manage all assets within APH including collections.

Criterion source

- Program 2, 2016–17 Portfolio Budget Statement, p16
- Program 2, 2016–17 Corporate Plan, p11

Results against performance criterion

TABLE 11: Landscape Condition Rating

Target – 85%

	2014–15 results	2015–16 results	2016–17 results
% of landscaped areas reviewed that are assessed as being in good or better condition	-	-	87.67%
% of landscaped areas reviewed that are assessed as being in fair or better condition	82.00%	83.00%[20]	-

Methodology

As a result of recommendations from an internal audit the LCR was changed in 2016–17. The internal audit recommended that the 2015–16 LCR calculation methodology be reviewed. The review resulted in a number of changes, including: an expanded rating table, revised method of calculating the score to ensure all elements of the landscape were reflected in the result, a change to the rating itself, from 'fair' to 'good', reduction in the target to 85 per cent from 90 per cent as in previous years, and a change to the timing of the annual assessment to March/ April rather than October. Changes to the methodology are intended to ensure that the basis for ratings across types of landscape elements is well understood, that all landscape elements are represented equally in the final result, and that the annual assessment is undertaken more closely to the reporting period. The combined effect of the change from 'fair' to 'good' and the reduction of the target from 90 to 85 per cent more accurately reflects the desired condition of the landscape (i.e. that DPS expects a higher performance standard, albeit for a slightly smaller proportion of the landscape).

The LCR is expressed as a percentage and is measured annually. For the purposes of the assessment process, the landscape is divided into 10 zones which include up to 10 separate elements such as lawns, trees and hard surfaces. Each element is manually assessed by a team of five Landscape Services staff. The assessment takes into account variables such as the intended purpose, lifecycle, planned maintenance levels and seasonal variations. The agreed scores are provided against each element for each zone and the total score achieved (across all elements and zones) is expressed as a percentage of the total possible score.

The methodology for 2016–17 is designed to give a fair representation of the overall landscape condition.

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20 The landscape target was amended from 90% in 2014–15 and 2015–16 to 85% in 2016–17 based on an internal review process.

Analysis

We achieved the target of 85 per cent with a rating of 87.67 per cent. The LCR was assessed on 29 March 2017 through a full site assessment of the condition of the landscape around the Parliamentary precincts.

A number of areas within the landscape have seen improvements in 2016–17 which have helped us achieve our target. The areas of improvement are:

- the Senate tennis courts were resurfaced between August and September 2016, this was an area of concern in 2015–16
- the turf condition across the Parliamentary precincts has improved, and
- planting in sections of the peripheral gardens has improved the appearance of the area.

While we achieved the target for the LCR there are still areas in which we could improve the condition of the landscape. The areas we assessed as requiring further improvement are:

- the replacement of mature trees that are in poor condition for the location. The replacement will be undertaken in consultation with the moral rights holders and at a suitable time of the year
- replanting in areas where shrubs have not been growing well. This is an ongoing process across the landscape within the Parliamentary precincts
- the forecourt paving requires repair to the pond and grouting in the pavers. This will be addressed as part of a Forecourt redevelopment project. The timeframe to start these works is second quarter of 2018, and
- the Members' Terrace garden is leaking into the Marble Foyer and requires repair to limit potential damage to the building fabric. This has been identified and further consultation is required before further action is taken.

Building occupants also provided satisfaction ratings for the landscape as part of the 2016–17 Building Occupant Satisfaction Survey. The satisfaction rating achieved was 99.32 per cent which is reflective of the high regard in which the DPS Landscape Services team are held. This satisfaction rating, which represents the views of the building users, reinforces the integrity of the LCR which is the professional view of the Landscape Services team.

Performance criterion 10 – Engineering Systems Condition Rating

The Engineering Systems Condition Rating (ESCR) measures the current operation and condition of the engineering systems in APH against the expected decline of those systems through their lifecycles.

Effective stewardship of APH is the strategic theme which links this performance criterion to the achievement of our purpose. The relevant intended results for this performance criterion are to:

* ensure adaptations of the building uses are strategic, appropriate and reference design integrity principles
* ensure a secure environment while maintaining public accessibility, and
* effectively manage all assets within APH including collections.

Criterion source

* Program 2, 2016–17 Portfolio Budget Statement, p17
* Program 2, 2016–17 Corporate Plan, p11

Results against performance criterion

TABLE 12: Engineering Systems Condition Rating

Target – 90%

	2014–15 results	2015–16 results	2016–17 results
% of critical engineering systems reviewed that are assessed as being in good or better condition	-	-	49.56%
% of critical engineering systems reviewed that are assessed as being in fair or better condition	88.68%	88.73%	

Methodology

DPS engaged a third party to undertake a complete review of the methodologies associated with the assessment of the condition of its essential building services assets. DPS recognised that there is a need to provide a more comprehensive measurement of asset condition and to implement a system that provides an ability to undertake a rolling review of the condition of assets as a means of ensuring effective maintenance. This approach reflects how operating equipment, with typical lifecycle between 10 and 25 years, is maintained in a building with an operational life of 200 years.

The new performance criterion system considers four key factors when assessing an asset: physical condition, operating condition, obsolescence and residual life. Ranking is now assessed over nine system categories and 410 sub-system categories providing a substantial increase in the resolution of the systems being examined and a more useful and accurate KPI.

Targets have been reset to use two assessment rankings:

* good condition: definition – 90 per cent reliability and performance, with minimal faults
* fair or average condition: definition – asset performing up to 75 per cent reliability and performance, with repairable faults.

While each subsystem category was scored against each of the four key factors, for the purposes of calculating the total final rating for this performance criterion, residual life was not used because this does not reflect the performance of the engineering systems, but will be used for capital expenditure planning purposes.

Once a score was allocated to each of the three remaining factors against each subcategory, an overall score for the category was generated against each factor by way of a count of subcategories which were assessed as good or better. This score was converted to a percentage for each factor. Then, the overall result for each system category is determined by averaging the percentage scores across the three factors, and the total results calculated by averaging the overall result for each system category. Using this methodology, each of the nine system categories can be assessed individually against the target, as well as providing a total result across all engineering systems.

TABLE 13: New assessment targets

	Target	2016–17
Good condition:	70%	49.56%
Fair or average condition:	95%	87.25%

Due to the substantial changes made to the asset ranking criteria and methodology a meaningful comparison cannot be made against the previously reported values.

Analysis

The overall assessment provides a substantially lower value for 'good' than the 2016–17 PBS and Corporate Plan targets for this performance criterion. This is due to much equipment being near the end of its life, due to either wear and tear, obsolescence or unavailability of spare parts. The majority of capital replacement projects have been committed; however, due to the size and extent of these systems, the replacement program generally runs over a 2-3 year period.

A synopsis of the capital works programs that will impact performance in this area over the next few years is as follows:

Electrical Services

- replacement of all air circuit breakers in main switchboards, due for completion June 2018
- electrical distribution boards replacement, due for completion June 2020
- emergency lighting monitoring, due for completion June 2020
- light fittings upgrade to low energy luminaires, due for completion June 2020
- lightning control upgrade, due for completion November 2020, and
- review of electrical essential power requirements and replacement/upgrade of emergency power generators, due for completion June 2018.

Fire Services

- emergency warning system upgrade due to be competed in October 2017
- sliding fire door replacement, due for completion September 2019, and
- fire sprinkler services upgrade design contract due for completion February 2018.

Mechanical Services

- upgrade to trade waste systems, completed May 2017
- replacement of all mechanical switchboards, due for completion June 2020
- replacement of refrigeration chillers 4 & 5, due for completion October 2017
- replacement of all major heating, ventilation and air-conditioning air handling plant, due for completion June 2020, and
- replacement of the boiler plant, due for completion June 2019.

Lifts

- progressive replacement of the 41 lifts over four years commencing later in 2017.

As these works progress and their revised rankings applied to the asset database there will be observable improvements to the calculated rankings towards their targets.

ANALYSIS OF PERFORMANCE AGAINST PURPOSE

Our outcome is to: Support the functions of Parliament and parliamentarians through the provision of professional services, advice and facilities and maintain Australian Parliament House.

In support of this Outcome, DPS met 13 of the total 18 performance criteria outlined in our 2016–17 PBS and 2016–17 Corporate Plan. The 2016–17 Corporate Plan for DPS reflects our purpose in our four strategic themes and outlines how we seek to achieve that purpose. Each strategic theme is linked to our performance criteria and allows us to track our performance against our purpose.

Further analysis provides detail in relation to where DPS' performance requires the greatest attention and where efforts should be made for development and improvement. There were a number of areas in which we saw improvement across the performance criteria from the 2015–16 results however we need to continue to strengthen our processes to continue to meet and improve on our targets.

TABLE 14: 2016–17 Performance criteria results

Performance Criteria	2016–17 Target	2016–17 Results	Target achieved (Gap)
Number and types of visitor interactions			
Number of Visitors	(equivalent or greater to the same period last year)	759,005	✔ (+33,013)
Number of virtual visitors	(equivalent or greater to the same period last year)	5,190,519	✔ (+484,115)
Number of visitors for DPS school tours	(equivalent or greater to the same period last year)	127,176	✘ (-116)
Number of participants to DPS organised tours and events	(equivalent or greater to the same period last year)	73,879	✘ (-950)
Visitor satisfaction with Australian Parliament House Experience			
% of visitor feedback indicating their visit met or exceeded expectations	85%	96.70%	✔ (+11.70)
% of virtual visitor feedback indicating their visit met or exceeded expectations	85%	85.71%	✔ (+0.71)
% of school visitor feedback indicating their visit met expectations	85%	96.62%	✔ (+11.62)
% of participants attending DPS tours and events indicating their visit met or exceeded expectations	85%	97.94%	✔ (+12.94)

Performance Criteria	2016–17 Target	2016–17 Results	Target achieved (Gap)
Building occupant satisfaction with timeliness and quality of DPS services			
% of building occupant feedback indicating a satisfied or neutral rating within timeliness and quality of DPS services	75%	90.17%	✔ (+15.17)
Breakdown by service category			
Food and beverage/catering services		88.34%	✔ (+13.34)
Retail/sporting services		94.85%	✔ (+19.85)
Maintenance/cleaning services		89.34%	✔ (+14.34)
Security services		93.08%	✔ (+18.08)
Parliamentary reporting and recording		97.67%	✔ (+22.67)
ICT services		86.05%	✔ (+11.05)
Visitor/Art services		94.98%	✔ (+19.98)
Parliamentary Library Service KPIs are achieved			
% of Library Services KPIs set out in the annual Library Resource Agreement that are achieved	90%	90%	✔ (+0.0)
ICT Service Standards are achieved			
% of ICT Service Standards outlined in the ICT SLA that are achieved	90%	88.33%	✘ (-1.67)

Performance Criteria	2016–17 Target	2016–17 Results	Target achieved (Gap)
Hansard Service KPIs are achieved			
% of Individual draft speeches delivered within two hours of speech finishing	85%	91.74%	✔ (+6.74)
% of electronic proof Hansard reports delivered within agreed timeframes	95%	90.09%	✘ (-4.91)
% of committee transcripts delivered within agreed timeframes	95%	98.78%	✔ (+3.78)
Continuity of Design Integrity			
% of projects that have a material impact on design integrity of the building where design integrity is maintained or improved	90%	90.00%	✔ (+0.0)
Building Condition Rating			
% of building areas reviewed that are assessed as being in good or better condition	80%	80.88%	✔ (+0.88)
Landscape Condition Rating			
% of landscaped areas reviewed that are assessed as being in good or better condition	85%	87.67%	✔ (+2.67)
Engineering Systems Condition Rating			
% of critical engineering systems reviewed that are assessed as being in good or better condition	90%	49.56%	✘ (-40.44)

A breakdown of performance across the two Programs delivered by DPS provides high level insight into the performance for 2016–17.

Outcome 1 – Program 1: Parliamentary Services

DPS has three strategic themes related to Program 1:

- respond to the changing needs of the Parliament
- develop our capability to promote strong stewardship and robust organisational resilience, and
- enhance the Parliament's engagement with the community.

Underneath these strategic themes sit the objectives DPS is trying to achieve; these are outlined in our 2016–17 PBS and Corporate Plan.

We met 10 out of the 14 performance criteria against Program 1, a result of 71.43 per cent.

Program 1 has seen a slight decline in results from 2015–16. Where performance criteria targets have not been met, this has been by very small margins in all cases for Program 1, results below target have been within 5 percentage points of the target.

In 2016–17 we continued to provide high quality connected services to parliamentarians, building occupants and visitors to APH. Our commitment to providing excellent client service is reflected in our performance criteria results.

The areas in which DPS performed well over the 2016–17 reporting period include visitors to APH, virtual visitor numbers, building occupant satisfaction, Parliamentary Library services and Hansard services. While the Building Occupant Satisfaction Survey achieved results well above the target, this indicates that the target should be reviewed and potentially be lifted to reflect the standard DPS aims to achieve. We are committed to undertaking further work on this and other performance criteria prior to the 2018–19 PBS.

While there have been a number of positive achievements in 2016–17, further work is required to strengthen our accountability at all levels and to improve the quality of service we provide to achieve our purpose.

We did not achieve four of the 14 Program 1 performance criteria. Number of visitors for DPS school tours, number of participants to DPS organised tours and events, ICT service standards and percentage of electronic proof Hansard reports delivered within agreed timeframes all came in below the target. As outlined in the analysis for each of these performance criterion, a range of different factors have contributed to these results and some were very close to the target. In each area, work is under way, and ongoing, to improve results against these criteria and ensure we meet the performance targets for 2017–18.

In the 2016–17 reporting period we focussed on working collaboratively with the other parliamentary departments, moral rights holders and external entities to improve the way we deliver against our purpose. We recognise further growth is essential to continue to maintain and build relationships for the benefit of our clients.

Outcome 1 – Program 2: Parliament House Works Program

DPS has one strategic theme related to Program 2:

* effective stewardship of APH.

Underneath this strategic theme sit the objectives DPS is trying to achieve; these are outlined in our 2016–17 PBS and Corporate Plan.

We met three out of the four performance criteria against Program 2, a result of 75 per cent.

Program 2 has seen an increase on the results from 2015–16. This is a positive result; however the improvement has been assisted through changes to the methodology and targets for the performance criteria in the 2016–17 reporting period.

Results for both the BCR and the ESCR in 2016–17 showed a decrease over the 2015–16 results. While the BCR met the 2016–17 target the results declined by 7.57 percentage points from 2015–16. This was influenced by the change in methodology which we believe will provide a more accurate analysis of the building condition of APH.

The ESCR had a much sharper decline of 39.17 percentage points. The decline is a result of DPS engaging an independent third party expert to review the methodology applied to the ESCR and assess the condition of APH essential building services and assets. This comprehensive review confirmed that the previous methodology did not meet DPS' requirement and highlighted opportunities for improvement. This review additionally confirmed the capital works program will improve performance in this area over the next four years and improve services for parliamentarians and building occupants and visitors.

A number of significant activities planned under this Program over the next four years include:

TABLE 15: Program 2 activities

Project Name / Priority	Description	Timeframe (estimated delivery date)
Boiler Plant Replacement	Replacement of the boiler plant supplying hot water to APH	June 2019
Carpark enhancement	Works to improve accessibility and way finding in the public car park	June 2018
Height safety	Relates to all WHS risks associated with working at heights together with any risk to staff or the general public created by areas exposed to heights	June 2018
Building information	Capital works documentation updating and records management	June 2018
Emergency Generator Upgrade/ Review of electrical essential power requirements	Review of electrical essential power requirements and replacement of end-of-life emergency generators	June 2018
Fire systems	Upgrade to the fire sprinkler services to meet current standards	February 2018
	Passive fire audit and rectification	June 2019
	Fire Safety Strategy and Policy	June 2020
Air-conditioning	Replacement of all major HVAC air handling plant	June 2020
Lighting systems	Light fitting upgrades to lower energy luminaires	June 2020
	Emergency lighting monitoring	June 2020
	Lighting Control Upgrade	November 2020
Lift Systems Upgrade	End of life systems refurbishment and code compliance works	June 2020
APH Preventative Maintenance	Ongoing building maintenance program to ensure the continuing operation of the Parliament	Ongoing

REPORT ON ACTIVITIES

4

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, ParlICT 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.

- 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 45th 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 45th 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
Total	**4,216**	**3,633**	**3,558**

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 ParlView on the Australian Parliament House website

	2015–16	2016–17
Country with most views	Australia 221,355 views 92% of total views	Australia 243,563 views 90.2% of total views
Within Australia	Canberra 60,826 views 27.5% of total views	Canberra 80,895 views 33.2% of total views
Highest daily view	6 February 2016 7,000 views	19 October 2016 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 45th 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 45th 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 (998th) and is the 19th 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.

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.

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

DPS
@ WORK

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.

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.

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

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
Functions, and using House Services					
Number of people attending	45,040	27,551	63%	40,321	10%
Members and Guest Dining Room (MGDR)					
Number of people attending	3,544	2,316	53%	3,111	12%
Members Club*					
Number of people attending	508	571	–11%	591	–16%
Staff Dining Room					
Number of transactions	132,117	96,744	37%	111,795	15%
Queen's Terrace Cafe					
Number of transactions	45,441	38,389	18%	37,136	18%
Schools Hospitality					
Number of people attending	40,928	40,545	1%	40,200	2%
Coffee Cart					
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.

DPS
@ WORK

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

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.

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

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.

PARLIAMENTARY LIBRARY

5

PARLIAMENTARY LIBRARIAN'S REVIEW

The Parliamentary Library serves the Australian Parliament by providing independent and non-partisan information, analysis and advice to senators and members of the House of Representatives in support of their parliamentary and representational roles. The Library's research and information specialists align their work with the parliamentary agenda and tailor services to meet the specific needs of senators, members and parliamentary committees, including through access to curated collections and commissioned research. This report documents the Library's performance in financial year 2016–17, a year in which solid progress was made against all of our strategic priorities.

The new Parliament

On 30 August 2016, 53 new senators and members took their seats in the Australian Parliament. By 30 June 2017, a further three senators had taken seats arising from subsequent vacancies. Accordingly, orientation and outreach programs for new and returning parliamentarians and their staff were a major focus throughout the year. In addition to my participation in formal induction programs organised by the chamber departments, each new senator and member was assigned a Library contact officer. These officers acted as Library ambassadors, guiding senators and members and their staff through the diverse range of Library products and services, and demonstrating how we can support them in their day-to-day work. Such personalised service helps forge relationships with our new clients and gives us a better understanding of their needs and interests so that we can tailor our services to them. Dedicated orientation and training sessions were also provided to the parliamentarians' staff as new offices were established.

During the year, the Library published a range of topical research products, notably its *Briefing Book: key issues for the 45th Parliament*, a volume of strategic snapshots of some of the key public policy issues that were expected to figure in the Parliament's first months that also showcase the specialist expertise of our researchers.

We refreshed the Library's lecture and seminar program to coincide with the new Parliament; and continued our popular program of electorate office visits, visiting 37 offices by the year's end.

The Library's outreach initiatives proved successful. In 2016–17, the Library's services were used by all senators and members to a greater or lesser degree, whether it was to access media monitoring services or items in the collection, to commission a research advice or thematic map, or to seek a personal briefing or training session.

Information, analysis and advice

The Library takes pride in its work providing authoritative and impartial research and information services to the Parliament. Pleasingly, our work continued to be held in high regard, as evidenced by direct, unsolicited client feedback, as well as by the regularity with which Library advice was referred to by senators and members in parliamentary debates and committee hearings—and, indeed, in the case of our published information, by news and fact checking websites.

The Library's publications provide comprehensive and balanced analysis of legislation before the chambers and of current and emerging issues in public policy and administration. In 2016–17 the Library issued 280 research publications, including 121 Bills Digests; and there were 6.4 million online uses of our publications through ParlInfo Search and the internet.

The 34th edition of the Parliamentary Handbook was also published.

As part of its commitment to personalised service, the Library provides senators, members and parliamentary committees with confidential, commissioned research services. In 2016–17 the Parliamentary Library answered over 11,600 individual client requests, in writing, over the phone, or in person—whichever best suited each client's need. This was less than our target of 13,000 completed requests. However, the Library's results against the associated timeliness KPI (achieving nearly 98 per cent against a 90 per cent target) suggests this at least partly reflected the customary reduction in demand in election years as committees are dissolved and parliamentarians turn their focus elsewhere. Conversely, there was a something of a spike in the hours spent answering client requests: 44,657 hours in 2016–17 compared to 40,227 in 2015–16, reflecting an ongoing trend towards increasingly complex requests.

Digital delivery

Notwithstanding the impact of the electoral cycle upon client demand, it is the case that the number of client requests responded to each financial year has declined significantly over the past 10 to 15 years.

One reason for this is the amount of information now readily available online, including the curated 'self-help' products that the Library provides so that information resources are easily accessible for clients at home, at the office or on the road. The Library has increased the percentage of its collection available in digital form from 15 per cent at the end of June 2006 to 42.2 per cent at the end of June 2017. Some 88 per cent of serials and almost 30 per cent of monograph titles are now available in full text on-line; and last financial year around 70 per cent of the collection budget was spent on electronic resources (including news services).

In 2016–17 the Library went to market for its key media monitoring services, with new contracts in place by the end of the financial year. We also successfully deployed a new social media monitoring service.

Significant progress was made in the Library's preservation of records through digitisation, particularly in regards to information files. This year the Library widened its focus beyond its unique collection items and commenced digitisation of the *Parliamentary Papers Series*, 1901–2012. Once complete, this project will significantly improve public access and help preserve this important parliamentary record for the future.

This focus on digital delivery is essential if we are to position the Library for success into the future—notwithstanding that use of the print collection remains high. However, it poses intrinsic challenges, including the need for effective stewardship of digital collections, an undertaking which is more complex than the maintenance of print collections. This is particularly acute for born-digital materials (that is, materials which have only ever existed in digital format), given the inevitable changes in hardware, formats, and operating systems.

In the reporting period, the Library completed two major initiatives to ensure its digital collections are preserved and remain accessible in the long term.

The first of these was the implementation of a new repository and discovery system for the Library's digital collection, and an associated program of data remediation.

The second was the development of new policy frameworks for digital delivery and digital preservation, and a digital preservation policy (which includes digital preservation standards). These new governance papers were subsequently endorsed by the Joint Standing Committee on the Parliamentary Library (Library Committee).

However, digital delivery also poses other, rather more immediate challenges.

The Library has purposefully pushed more and more of its services online to provide clients with easy access to information on their desktop or mobile device. But a consequence of this is that we do not have end–to-end control over some of our key services. How best to deal with these challenges in assessing the Library's performance will be examined in the context of an upcoming review of our key performance indicators (see below).

Ensuring a high and consistent quality in services

The value of the analysis and advice provided to our clients depends on the professional skills and knowledge of the Library's staff, including their communication skills, understanding of parliament and of how to manage relationships with senators, members and their staff. In 2016–17 the Library maintained a focus on building our skills base to address the perceived variability in the quality of research services identified in the 2015 client evaluation, finalising its workforce capability assessments and workforce plan (which was considered and endorsed by the Library committee). In addition to DPS corporate training, Library staff participated in a series of in-house seminars and peer led training, including sessions on topics such as tax policy and behavioural economics as well as more library specific issues such as client service and drafting bills digests. The orientation program for new staff was also refreshed.

The Library has long engaged with external experts through its lecture program, and as external readers for research publications. Last financial year we initiated discussions with the Australian National University, in the first instance with the School of Law, to establish a Memorandum of Understanding under which its staff would provide technical assistance, present seminars or prepare commissioned research papers in areas where the Library may not have specific expertise. This is part of a longer term strategy to build more effective relationships with universities and individual academics.

Outlook for 2017–18

A priority for 2017–18 will be the finalisation of the client evaluation of Library services for the 45th Parliament, and the development of a plan to address its findings and recommendations. The Library will also commission a review of its performance measures and targets in light of both feedback from the evaluation and, where appropriate, benchmarking against industry standards. The outcome will be incorporated in the Library's 2018–19 business plan (which will form an annex to the resource agreement).

The Library will conduct a review of its collection to ensure its budget is spent on the most relevant and useful resources. This will include analysis of all major databases and e-serials, examining usage and identifying potential overlap or duplication in aggregated collections.

The program of visits to electorate offices will continue, with visits planned to Western Australia and Queensland in early 2017–18.

The Library will also maintain its focus on enhancing the capabilities of its staff, including through the re-introduction of its Study of Parliament course and the development and delivery of specialist sessions on writing for the Parliamentary Library—focussing on best practice guidance for writing client memoranda and research reports.

Staffing and budgetary issues will continue to be closely managed to deliver services as efficiently as possible.

The Library will continue to report regularly to the Presiding Officers and to the Library Committee on these matters.

Conclusion

In conclusion, I thank the Presiding Officers and, the members of the Joint Standing Committee on the Parliamentary Library for their support and guidance throughout the year. I look forward to continuing in my role as Parliamentary Librarian following my appointment for a further term.

My thanks go also to the Secretary of DPS, to my colleagues in DPS and, the other parliamentary departments, and in state and territory parliamentary libraries.

Finally, thank you to all my colleagues in the Parliamentary Library for their hard work, professionalism and, commitment throughout the year.

Dianne Heriot
Parliamentary Librarian

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

- Senators and members of the House of Representatives 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 President and Speaker 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: 2016–17

- operational funding: $16.620 million
- capital funding: $3.491 million, and
- average staffing level: 134 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
- training, lectures and seminars.

The Library in numbers: 2016–17

- 100% of senators and members used the Library's services
- 11,681 individual client requests completed
- 280 research publications released, including 121 Bills Digests
- 1,101 clients attended training and seminars
- 37 electorate offices visited
- 6,575 new books and serial titles added to the catalogue
- 42.2% of titles available online in full text, and
- 168,788 items added to Library databases.

OVERVIEW

Governance

The Parliamentary Library is part of DPS Program 1. In the DPS *Corporate Plan 2016–17*, the Library's services fall under the strategic theme: 'respond to the changing needs of the Parliament'.

The *Parliamentary Service Act 1999* (PS Act) 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.[21] These services are to be delivered:

(a) in a timely, impartial and confidential manner

(b) maintaining the highest standards of scholarship and integrity

(c) on the basis of equality of access for all senators, members of the House of Representatives, parliamentary committees and staff acting on behalf of senators, members or parliamentary committees, and

(d) having regard to the independence of Parliament from the Executive Government of the Commonwealth.[22]

To protect the independent provision of library and research services to the Parliament, the Librarian reports directly to the Presiding Officers and to the Parliament in respect of her statutory functions. The Librarian also reports to the Joint Standing Committee on the Parliamentary Library (JSCPL) which advises the Presiding Officers on matters relating to the Library.

The Library's primary clients are senators, members of the House of Representatives 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.

In May 2017, the Presiding Officers reappointed Dr Dianne Heriot as Parliamentary Librarian for a further five year term (effective 10 May 2017).

Joint Standing Committee on the Parliamentary Library

The JSCPL is appointed to:

• consider and report to the Presiding Officers on any matters relating to the Parliamentary Library referred to it by the President or the Speaker

• 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.

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21 *Parliamentary Service Act 1999 subsection 38B(1).*

22 *Parliamentary Service Act 1999 subsection 38B(2).*

The Joint Standing Committee on the Parliamentary Library (left to right): Mr Broadbent, Mr Zimmerman, Senator Back, Senator Moore. Seated (left to right): Mr Ramsey (Joint Chair) Dr Heriot (Committee Secretary), Ms Stanley. Inset (left to right): Senators Lines (Joint Chair), Duniam and Paterson, the Hon Anthony Bryne, Dr Freelander, Mr van Manen. (Auspic)

The JSCPL for the 45th Parliament was established by motion of the House of Representatives and of the Senate on 1 September 2016 and 12 September 2016 respectively. The following senators and members served on the Committee in 2016–17:

- Mr Rowan Ramsey MP (Joint Chair)
- Senator Sue Lines (Joint Chair)
- Senator Chris Back (to 22 June 2017)
- Mr Russell Broadbent MP
- The Hon Anthony Byrne MP
- Senator Jonathon Duniam
- Dr Mike Freelander MP
- Senator Claire Moore
- Senator James Paterson
- Ms Anne Stanley MP
- Mr Bert van Manen MP
- Senator John Williams (from 22 June 2017)
- Mr Trent Zimmerman MP.

The Committee met privately on 30 November 2016, and on 20 March and 19 June 2017. At its first meeting, the Committee elected Mr Rowan Ramsey MP and Senator Sue Lines as Joint Chairs. Other matters considered by the Committee in 2016–17 included:

- client evaluation of Library services for the 44th and 45th Parliaments, as well as other client feedback
- Framework for the Digital Delivery of Library Products and Services and the Library's Digital Preservation Framework and policy on digital preservation.
- Library Resource Agreements 2016–17[23] and 2017–18
- Library workforce plan
- proposed additional duties for the Parliamentary Librarian
- digitisation of the *Parliamentary Papers Series*, and
- review of news services.

Structure

The Parliamentary Library comprises the Parliamentary Librarian and the employees of DPS assisting her.[24]

The Parliamentary Library Executive is:

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

The Library's structure comprises:

- Office of the Parliamentary Librarian—a small unit consisting of the Parliamentary Librarian, three Library executive support officers, the Library Publishing Unit and the Director, Client Relations, who provides orientation and training services for senators, members, their staff and other parliamentary staff.
- Research Branch—which provides information, research and analytical services including individually commissioned research, publications and statistical and mapping services.
- Library Collections and Databases Branch—which develops and manages access to the Library's print and electronic resources. The Branch also manages the main Library reference desk and the Senators' and Members' Reading Room.

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23 The scheduled June 2016 meeting of the JSCPL did not take place due to the May double dissolution. Consideration of the Parliamentary Library's Resource Agreement for 2016–17 was therefore deferred until the Committee's first meeting in the 45th Parliament.

24 *Parliamentary Service Act 1999 subsection 38A(2).*

FIGURE 4: Parliamentary Library Organisation Chart (as at 30 June 2017)

Presiding Officers

Joint Standing Committee on the Parliamentary Library

Parliamentary Librarian
Dianne Heriot

Assistant Secretary
Library Collections and
Databases Branch
Liz Luchetti

Office of the
Parliamentary Librarian
(Client Relations and
Web Publishing)

Assistant Secretary
Research Branch
Jonathan Curtis

Director
Collection Management
Oliver Lewis

Director
Client Relations
Joanne James

Director
Economics
Jonathan Chowns

Director
Central Enquiry Point
Leo Terpstra

Director
Foreign Affairs,
Defence and Security
Nigel Brew

Director
Database and
Media Services
Guy Woods

Director
Law and Bills Digests
Michele Brennan

Director
Politics and Public
Administration
Nicholas Horne

Director
Science, Technology,
Environment and Resources
Roger Beckmann

Director
Social Policy
Luke Buckmaster

Director
Statistics and Mapping
Sue Johnson

SUMMARY OF FINANCIAL PERFORMANCE

Resource agreement 2016–17

The *Parliamentary Service Act 1999* provides that the Librarian and the Secretary of DPS make an annual agreement specifying the resources that will be provided to the Library.[25] The Act provides that the agreement must be:

- made between the Secretary and the Parliamentary Librarian, and
- approved by the Presiding Officers in writing after receiving advice about the contents of the agreement from the JSCPL.

Each agreement identifies the resources and services provided to the Librarian by DPS for the provision of library and research services for the Parliament. It also sets out the services provided by the Library to the broader department; and makes provision for a mid-term review by the Librarian and the Secretary to establish whether any variation is required.

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

The 2016–17 agreement was developed in the context of: DPS' annual appropriation and corporate plan; the relationship between the Library and the rest of DPS in delivering services to parliamentary clients; and the Department of Parliamentary Services Enterprise Agreement 2011–14.

The 2016–17 agreement was signed by the Parliamentary Librarian and Secretary DPS in June 2016; however, its consideration by the JSCPL and the Presiding Officers was delayed due to the May 2016 double dissolution. The JSCPL considered the proposed Resource Agreement at its first meeting on 30 November 2016, and resolved that the Joint Chairs write to the Presiding Officers recommending its approval. The Presiding Officers approved the *Resource Agreement 2016–17* on 12 December 2016.

Financial performance

The Resource Agreement 2016–17 provided the Library:

- an operating budget of $16.620 million
- a capital budget (used for the Library collection and minor capital projects—mainly digitisation) of $3.491 million, and
- an average FTE, including capitalised salaries, of 134.

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

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25 *Parliamentary Service Act 1999 section 38G.*

The major pressures on the Library's budget in 2016–17 were cost increases for collection resources of around seven per cent over the previous financial year, exacerbated by fluctuations in the value of the Australian dollar. Both affected the Library's purchasing power.

Actual expenditure was $16.411 million in operational funding (an underspend of $0.209 million or 1.2 per cent) and $3.326 million in capital (an underspend of $0.164 million or 4.7 per cent).

A more detailed breakdown of budget and actual expenditure can be found in the financial tables at pages 160–161.

While the end of year result was closely aligned with the available budget, there were some internal variations to anticipated expenditure on employee and collection costs (both operational funding). Employee costs were under-spent by some four per cent ($0.595 million). A number of factors contributed to this, including delays in recruitment processes and challenges in filling positions on a short-term basis. The majority of funds not needed for employee costs were redirected to the information resources budget.

The underspend of $0.164 million in the Library's capital budget was primarily the result of a short delay in completing the first phase of the digitisation of the *Parliamentary Papers Series 1901–2012*. This is discussed later in this report.

Total expenditure on the Library collection in 2016–17 was:

- information resources (including database subscriptions and news services)—$2.486 million (operational funding)
- reference serials and monographs—$0.854 million (capital funding, including capitalised salaries)
- digitisation—$2.015 million (capital funding), and
- digital repository and data remediation—$0.317 (capital funding).

FIGURE 5: Parliamentary Library budget 2005–06 to 2017–18
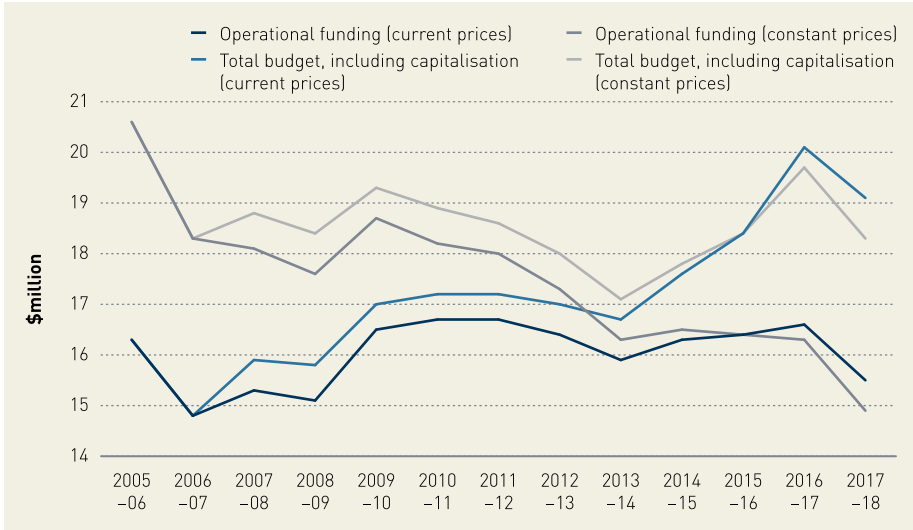
FIGURE 6: Parliamentary Library budget (resource agreement) and expenditure 2014–15 to 2016–17
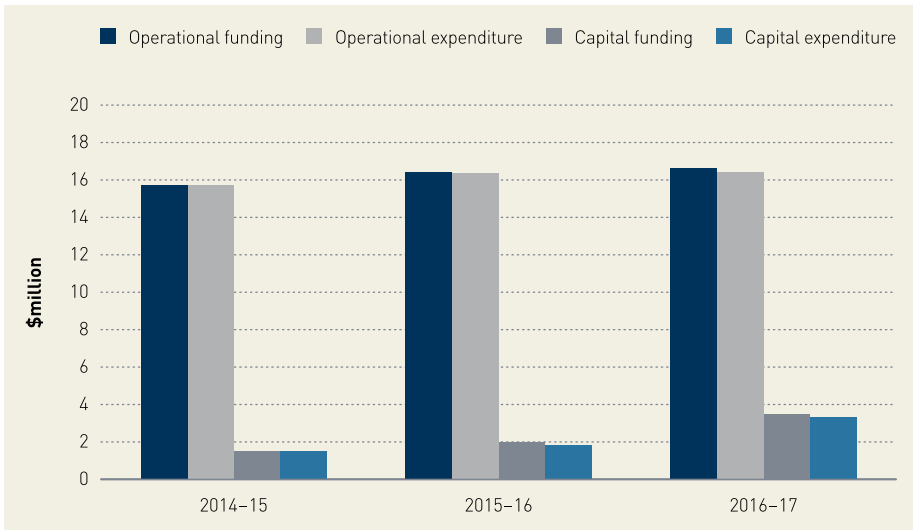
The year ahead

The Presiding Officers approved the Parliamentary Library Resource Agreement 2017–18 on 22 June 2017. It provides that the Parliamentary Librarian receive:

- operating funding of $15,491,243, and
- capital funding of $3,593,168.

Figure 6 (above) shows a decrease in the Library's operational funding for 2017–18 compared to the 2016–17 financial year. However, the net impact on the Library's core budget is minimal (-$261,317), as the reduction in operational funds is largely offset by an associated increase in capital funding.

This movement from operational to capital funding is a consequence of a change to the accounting treatment of aspects of the Library's collection. From 2017–18, the majority of the costs of the Electronic Media Monitoring Unit, purchased news clips, and a greater proportion of the work of the Library Databases team will be capitalised as the resultant digital assets will now form a permanent part of the Library's collection (in accordance with the 'Framework for the Digital Delivery of Parliamentary Library Products and Services' and the Library's 'Digital Preservation Framework' and 'Digital Collection' procedure).

The 2017–18 Resource Agreement also reflects the completion of the first and most expensive stage of the Parliamentary Papers digitisation project, which was allocated funding of $1.2 million in 2016–17, reducing to $0.323 million in 2017–18.

ACHIEVEMENTS 2016–17

The Library's vision is an informed Parliament supported by a Library that delivers services to meet its needs.

The Library's Strategic Plan (2015–16 to 2019–20) sets out five priorities to ensure that the Library remains as relevant to the working lives of parliamentarians of today and tomorrow as it was to their predecessors, namely:

- retaining our position as our clients' preferred and trusted source of high quality information, analysis and advice
- ensuring a high and consistent quality in services
- increasing digital access and service
- supporting the Parliament's engagement with the community and the ongoing development of parliamentary democracy, and
- strengthening our staff's capability.

The strategic plan is supplemented by annual business plans which set out the outcomes, key deliverables and service standards/targets for that year. These are approved each year by the Presiding Officers as annexures to Library's Resource Agreement.

Retaining our position as our clients' preferred and trusted source of high quality information, analysis and advice

The 45th Parliament: welcoming new senators and members

The July 2016 election followed the double dissolution of both houses of Parliament—only the seventh since Federation and the first since 1987.[26] With nearly 30 sitting members retiring or resigning before the election, it was clear that the 45th Parliament would have a significant proportion of new senators and members. The election saw the return of 14 new senators and 39 new members, of whom 49 (12 senators and 37 members) were taking their seats for the very first time. By 30 June 2017, a further three new senators had taken seats arising from subsequent vacancies.

Support for the new Parliament was, therefore, a major focus of the Library's work from May 2016 onward. A cohort of 47 new Library contact officers was assembled and trained to refresh their knowledge of all of the Library's services. One contact officer was assigned to each new parliamentarian to introduce them to the diverse range of Library products and services, and to demonstrate how the Library could support them in their day-to-day work. The Parliamentary Librarian presented at the formal induction sessions for new senators and members and their staff organised by the chamber departments. The Library also offered dedicated orientation and training sessions to parliamentarians' staff. Over 300 clients took part in Library orientation sessions, and over 120 attended training in our suite of news services or drop in sessions in the Senators and Members Reading Room.

The *Parliamentary Library Briefing Book – 45th Parliament* was published in August 2017, offering strategic level snapshots of a range of issues that were expected to figure in the early months of the new Parliament. Its purpose was two-fold: to provide senators and members with a high-level perspective of key public policy issues, and also to showcase the broad expertise of the Library's researchers.

To provide both new and returning parliamentarians a quick introduction to the Library's current suite of services, all were given a customised package of information which included: maps and statistics relating to their electorate or state; an example of a Bills Digest and Research Paper relevant to their region or individual interests; a copy of the *Briefing Book;* and a guide to Library services.

The success of this orientation and outreach program is demonstrated by the fact that 100 per cent of senators and members used the Library's services in 2016–17.

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26   D. Muller, *Double, double toil and trouble: the 2016 federal election,* Research Paper Series 2016–17, Parliamentary Library, 30 June 2017, p. 1.

Electorate office visits and support

One of the recommendations of the Client Service Evaluation 2015 was that the Library focus more on providing orientation and training, and consider conducting some of these in other capital cities to make it easier for electorate staff to attend.

The Library has approached this is two ways.

Staff travelling interstate for meetings or conferences now routinely contact electorate offices in the locality, offering to visit to talk to them about our services and answer any questions they may have. Staff taking part in this initiative must have a good understanding of all Library services and be confident in discussing services that are not within their principal areas of expertise.

The Director of Client Relations is also coordinating a rolling program of visits to capital cities to offer orientation and training, particularly to electorate staff who may not have the opportunity to travel to Canberra. In 2016–17, 37 visits were made to electorate offices in Victoria, South Australia and New South Wales. Visits to electorate offices in Western Australia and Queensland are planned for July/August 2017, with further visits to occur in other states/territories later in the 2017–18 financial year.

The Library has also been exploring ways in which it can provide better remote assistance to electorate offices using technology. Explaining via a phone conversation how to use a service, be it how to navigate to a particular web page, how to set up a media alert, or how to overlay a custom demographic map over an electorate map, can be difficult for Library staff and frustrating for clients. In collaboration with DPS ICT, a solution has now been found (using Skype) which we expect to implement by the end of the Spring sittings.

Showcasing our products—training and 'drop in' centres in the Senators' and Members' Reading Room

Although all of our parliamentary clients use the Library, some services are not used as fully as others, particularly since sometimes it can require quite a detailed understanding of the product to realise its potential. To help bridge this gap, the Library supplements its regular one-on-one training with 'drop in' centres in the Senators' and Members' Reading Room during sitting weeks.

The Library's news services team held 14 sessions to brief clients on how to get the most out of the Library's diverse media sources, while mapping specialists offered six sessions covering the variety of statistical information which can be incorporated into customised maps. We also held training sessions for our various news products. One hundred and twenty two people attended 'drop in' sessions and news training services in 2016–17.

The Library will continue to hold these sessions throughout the 45th Parliament.

Evaluation of the Parliamentary Library's services

With each new Parliament, the Library conducts a formal review (using an external evaluator) to measure clients' satisfaction with the Library and to gain a better understanding of their use of both library and research services. The feedback received helps ensure that our products and services remain relevant and aligned to Parliament's changing needs.

Implementation of the recommendations of the evaluation of Library services: 44th Parliament

The Australian Parliamentary Library: Client Service Evaluation 2015 was completed in May 2015.[27] The overall response—both to the Library staff and to its services— was extremely positive, with the Library's success in meeting the diverse needs of senators, members, and their staff demonstrated by a high satisfaction rate (93 per cent).[28]

However, the evaluation identified three areas for improvement: a perceived variability in quality of research services; the timeliness of Bills Digests; and a desire for greater clarity in the way client requests were assigned and prioritised. An implementation plan to address these recommendations was developed early in 2015–16, and endorsed by the JSCPL at its meeting of 10 September 2015. The evaluation also addressed communication with clients, highlighting the competing demands on their time and attention. A communication plan was developed to address these issues and was endorsed by the JSCPL in November 2016. Associated activities to implement both plans in 2016–17 are discussed under the relevant strategic priorities.

Evaluation of Library services: 45th Parliament

The Library approached the market in April 2017 for a supplier to undertake the evaluation of Library services for the 45th Parliament. The contract was awarded to Uncommon Knowledge, the same organisation that had undertaken the 2015 evaluation. The JSCPL invited Uncommon Knowledge to its June 2017 meeting to discuss its proposed methodology. Fieldwork commenced in July 2017. It is anticipated that the evaluation will be completed by the end of 2017.

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27 Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation 2015*, Canberra, May 2015. The report is available on the APH website.

28 The Parliamentary Librarian's report for 2014–15 contains a detailed discussion of the evaluation's findings (Department of Parliamentary Services, *Annual Report 2014–15,* pp. 95–96).

Tender for news services

The Parliamentary Library provides a wide range of online news and media monitoring services to the Parliament. In 2016–17 it reviewed its three main news services whose contracts were due to expire, namely:

- breaking news
- digital news clips, and
- the digital news portal (a repository of digital press clips from national, metropolitan and regional newspapers, and radio and television news bulletins).

The review looked at usage, cost and gaps in the context of the Library's framework for the digital delivery of products and services, with priority given to providing access to news services on mobile and other devices outside the parliamentary computing network (PCN). Feedback was sought from Library clients via the Library's e-newsletter, *What's New*. Also relevant was informal feedback gathered on a regular basis when training clients on the use of the services. The review confirmed both usage of and demand for these services remained high and that the existing products were well regarded by clients.

The Library approached the market in December 2016 for the provision of these three service types, plus a new media monitoring services for DPS—the latter being funded and managed by DPS centrally, with no impact upon the Library's resources. The existing service provider, iSentia, was the successful tenderer for each of the service categories, with the new contract in place by 1 July 2017.

Client requests

The Library supports the Parliament and individual parliamentarians by providing impartial and authoritative information and analysis across a wide spectrum of policy, legislative and administrative issues. Senators and members and parliamentary committees, and the staff who support them, are able to request information or commission research and receive confidential, tailored responses by an agreed deadline, in person, by phone, email, or through detailed written advice. The 2015 evaluation of Library services found it was this ability to provide individualised service that was most valued by clients:

> *Respondents valued its independence, ability to look at complex issues, customer-focus, easy access, professionalism, and the fact it is there "just for them". Research services are used 'heavily' or 'frequently' by almost half the Senators, Members and staff.*[29]

In 2016–17, Library staff answered 11,681 such requests, providing one-on-one or group briefings, reports and memoranda, maps, statistics and other research products for individual senators and members, as well as analysis and information in support of committee inquiries and parliamentary delegations. This was lower than the number of requests completed in the previous financial year (11,681 compared to 13,113), in part a consequence of the dip in the number of client inquiries typical of an election year.

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29 *Australian Parliamentary Library: client service evaluation 2015*, p. 5.

TABLE 21: Client requests completed in 2016–17

	Requests
Senators	6,595
Members of the House of Representatives	3,609
Parliamentary committees	182
Departments, reciprocal arrangements and other	1,295
Total	**11,681**

However, while the number of requests reduced, the time spent answering them increased significantly: 42,178 hours (compared to 37,343 in 2015–16) for commissioned work for senators and members, plus a further 2,478 hours (2,884 in 2015–16) for other client inquiries (committees, parliamentary departments and reciprocal arrangements).

Changes in workforce numbers/profile and expertise are of course relevant when considering year to year variations. However, longer term analysis seems to point also to a change in the balance of the research queries the Library receives. This is supported by more anecdotal data from Library staff. Previous annual reports have noted a shift in the type and complexity of work that parliamentarians ask of the Library. This reflects both the ease with which basic information can be found on the internet and the amount of curated 'self-help' information the Library provides on its client services portal. As a consequence, a greater proportion of client requests are now at the more difficult or complex end of the continuum. Research queries are increasingly complex and multi-part, taking longer to complete and often requiring considerable work across disciplines and sections to answer. There is also an emerging trend towards requests requiring comparative analysis across jurisdictions (within Australia and internationally). The implications of this for the way the Library measures its performance and productivity is discussed further in the Performance Report at pages 42–45.

Client requests in 2016–17 covered a very broad range of policy and legislative issues, domestic and international, relevant to individual senators' and members' parliamentary and representational duties and to the number and diversity of inquiries by parliamentary committees.

As would be expected, the year saw a steady demand for information about: government procurement; parliamentary entitlements and integrity; the 2016 double dissolution and election; referenda and plebiscites; parliamentary statistics; election financing; and election data.

Updated Census data allowed analysis at small areas, with particular focus from clients on religion, housing and income. New population estimates, based on the Census results, generated interest in potential changes to electoral entitlement for the next election. There was strong demand for mapping services.

National security, GST distribution and tax policy, energy pricing and supply, social security, human rights, health, employment, housing migration, and education also featured. Other themes included water and agriculture, environmental issues, regional development, infrastructure and investment and trade.

FIGURE 7: A 'Wordle' representing issues raised by Library clients during 2016–17

Research publications

In addition to responding to client requests, each year the Library produces a broad range of general distribution publications to provide parliamentarians and their staff with authoritative and timely information and analysis of legislation and of current issues relevant to public policy and administration. These publications include short, topical FlagPost blogs, statistical bulletins, research papers, and Bills Digests. The Bills Digests provide senators and members with an impartial and independent explanation and commentary on Bills as they come before the Parliament. Such anticipatory research offers multiple benefits, helping to:

* ensure information is available for clients when it is needed
* manage workload in periods of peak demand, and
* build and maintain staff expertise and capacity.

The Library issued 280 new or refreshed research products in 2016–17, including 121 Bills Digests and 65 research papers. These research publications are not produced for academic purposes (though the Library endeavours always to maintain high academic standards and rigour), but for the benefit of current parliamentarians. Each publication must meet the criteria of timeliness, relevance, objectivity, authoritativeness and non-partisanship. The Library uses social media and regular internal newsletters to inform clients about new or newly topical research publications.

Pleasingly, these publications are recognised by both our clients and the community to be of high value. The 2015 client evaluation of Library services found that 89 per cent of senators, members and their staff, and 80 per cent of departmental staff make use of our research publications, particularly Bills Digests and the Monthly Statistical Bulletin.[30]

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30 *Australian Parliamentary Library: client service evaluation 2015*, p. 5.

Although produced for the Library's clients, these publications have a broader public benefit as they are published on the web and are available to inform the broader public debate on important social, economic and legal issues. In 2016, three Library research papers figured in Australian Policy Online's 'most viewed' lists:

- *Basic income: a radical idea enters the mainstream*, Don Arthur
- *The National Disability Insurance Scheme: a quick guide*, Luke Buckmaster, and
- *Aged care: a quick guide*, Alex Grove.

The individual research papers most viewed externally (that is, not via the parliamentary computing network (PCN)) and internally (via the PCN) during the reporting period appear in Table 22 below.

TABLE 22: Research papers most viewed (in order of page views)

	External	Internal (via the PCN)
1	Same-sex marriage, Mary Anne Neilsen, 2013	Citizens' engagement in policymaking and the design of public services, Brenton Holmes, 2011
2	Asylum seekers and refugees: what are the facts?, Janet Phillips, 2015	Immigration detention in Australia, Janet Philips and Harriet Spinks, 2013
3	Marketing obesity? Junk food, advertising and kids, Rhonda Jolly, 2011	Marketing obesity? Junk food, advertising and kids, Rhonda Jolly, 2011
4	Changed rules for working holiday makers, Les Nielson, 2015	Asylum seekers and refugees: what are the facts?, Janet Philips, 2015
5	Euthanasia – the Australian Law in an international context, Natasha Cica, 1996	Same-sex marriage, Mary Anne Neilsen, 2013
6	Domestic violence in Australia— an overview of the issues, Liesl Mitchell, 2011	Budget Review 2017–18
7	Migration to Australia: a quick guide to the statistics, Janet Phillips, Joanne Simon-Davies, 2017	Domestic violence in Australia—an overview of the issues, Liesl Mitchell, November 2011
8	Refugee resettlement to Australia: what are the facts?, Elibritt Karlsen, 2016	Migration to Australia: a quick guide to the statistics, Janet Phillips, Joanne Simon-Davies, 2017
9	Australian Government assistance to refugees: fact v fiction, Luke Buckmaster, 2012	Community grants: a quick guide to key internet links, Matthew Thomas, 2016
10	Citizens' engagement in policymaking and the design of public services, Brenton Holmes, 2011	Changed rules for working holiday makers, Les Nielson, 2015

The most downloaded Bills Digests are set out below.

TABLE 23: Bills Digests most downloaded

	Digest
1	*Privacy Amendment (Notifiable Data Breaches) Bill 2016*, Mary Anne Neilsen, 2016
2	*Coastal Waters (State Powers) Bill 1980*, Law & Government Group, 1980
3	*Budget Savings (Omnibus) Bill 2016*, Nitin Gupta, Kai Swoboda, Daniel Weight, Paula Pyburne, Alex St John, Don Arthur, Amanda Biggs, Luke Buckmaster, Dale Daniels, Alex Grove, Marilyn Harrington, Michael Klapdor, Matthew Thomas, 2016
4	*Treasury Laws Amendment (Combating Multinational Tax Avoidance) Bill 2017 [and] Diverted Profits Tax Bill 2017*, Jaan Murphy, 2017
5	*Marriage Amendment Bill 2012 [and] Marriage Equality Amendment Bill 2012 [and] Marriage Equality Amendment Bill 2010*, Mary Anne Neilsen, 2012
6	*Plebiscite (Same-Sex Marriage) Bill 2016*, Mary Anne Neilsen, 2016
7	*VET Student Loans Bill 2016 [and] VET Student Loans (Charges) Bill 2016 [and] VET Student Loans (Consequential Amendments and Transitional Provisions) Bill 2016*, James Griffiths, 2016
8	*Treasury Laws Amendment (Enterprise Tax Plan) Bill 2016*, Kai Swoboda, 2016
9	*Hazardous Waste (Regulation of Exports and Imports) Amendment Bill 2016 [and] Hazardous Waste (Regulation of Exports and Imports) Levy Bill 2016*, Paul Davidson, 2017
10	*Migration and Maritime Powers Amendment Bill (No. 1) 2015*, Elibritt Karlsen, 2015

Ensuring a high and consistent quality in service

Improving research quality and client focus

The Library is acutely aware of the importance of providing advice that is both accurate and shaped to meet the specific interests and purposes of the client requesting it. It is this tailored service that differentiates us from other sources of information, and is central to the Library's statutory role. Research publications are subject to formal clearance processes, including second and third readers; however, quality control in the case of individual client requests is intrinsically more complex, given their volume and their general urgency. In 2015–16, in response to the findings of the previous client evaluation, Library staff and management implemented a number of strategies to enhance the quality and consistency of its research output, particularly client advices.

While individual researchers retain primary responsibility for the quality of their responses to client requests, the revised Governance Paper,[31] requires researchers to seek peer review of their advice before sending it to clients except in cases where the urgency of the job precludes it. This formalises what was previously common, but not consistent, practice. There is a renewed focus on determining which requests require an inter-disciplinary approach. Section directors are also copied into all client advice emails.

Measures were also put in place to improve the way the Library communicates with clients. For other than simple requests where a response can be sent immediately, researchers are encouraged to call clients to discuss the details of the job, and should routinely send clients a confirmation email summarising the request, the nature of the answer required, its due date, and contact details of the researcher doing the work. This process also serves the important function of ensuring that researchers properly understand what the client really wants so that advice is useful and on point, and to ensure that the client receives no more but no less information than they require.

Directors, the Assistant Secretary of Research Branch and the Parliamentary Librarian continue to review client advices to monitor workload, quality and trends.

2016–17 marks the first full year in which the combination of revised policy, procedures and associated training has been in operation, so the Library will be closely observing the results of the current client evaluation of our services to indicate whether they have led to improvements.

Support to Parliament's consideration of the Budget

The Library places great importance each year on providing a comprehensive package of information and analysis to support the Parliament's examination of the Federal Budget, whether in chamber debate or in estimates committee scrutiny.

2017 saw a new addition to our budget-related services with three of Australia's leading economists—Professors Bob Gregory OAM (ANU), Susan Thorp (Sydney University), and Glenn Withers AO (ANU)—participating in a seminar on the strategic context of the Federal Budget and key issues in public finance, debt, trade and superannuation. The seminar was well attended and received good feedback, so the practice will be carried over to next year.

As usual, the Library also held a budget day seminar, with research specialists from the Economics Section briefing attendees on the Government's budget strategy and the fiscal outlook, and how to find information in the Portfolio Budget Statements. The budget day seminar was recorded and Library staff also produced a Quick Guide on the Commonwealth Budget papers.

Both events were well attended with 65 pass holders attending the Gregory/Thorp/Withers seminar and 70 attending the Library's budget day event.

The Library also published its annual Budget Review, which included individual briefs giving background information and analysis on 37 specific budget measures.

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31 Governance Paper No. 5.2— Library—Policy— Responses to client requests', 2016.

Enhancing client service: Library special briefings

A recent initiative—building on the experience of the Library's long-standing lecture and seminar series—has been to introduce a new model of policy roundtables. These sessions also aim to bring notable speakers to the Parliament to give senators and members and their staff the opportunity to hear, first hand, expert opinion on a range of currently relevant topics. However, they offer the benefits of small group discussion, recognising that a less formal format facilitates discussion and affords greater scope for exploring issues. All parliamentarians are invited to these sessions, but the Library particularly encourages members and senators with portfolio or policy interests in the specific field to attend.

In 2016–17, the Library trialled the briefing format with Professor Rory Medcalf, Head of the National Security College at ANU, as the first presenter. The briefing attracted the small focussed group that had been intended, with the discussion getting good feedback from participants. The Library will continue to hold these briefings on selected topics in the coming year.

Editing skills and professionalism

A less visible part of the Library's work, but one essential to producing high quality and readable products, are the editors who check all the Library's publications for readability, structure, correct grammar, and consistent style.

In order to build capability in this important skill, in 2015–16 the Library established a group for the Library's editors to swap notes, discuss issues and expand their skills. The group continued its work throughout 2016–17, meeting regularly and updating guidance on emerging issues for the Library's researchers. The group has also hosted a number of guest lectures covering specific issues in editing practice, such as the use of 'plain English' for writing, Australian-specific lexicography, and the operation of the ABC's Language Unit. These lectures have been something of an unexpected hit, with high numbers attending from not only the Library but also staff from other parts of DPS and the other parliamentary departments—highlighting the importance Parliamentary staff attach to producing high quality work that communicates effectively with the intended audiences.

Proactive management of the Library collection

The Library maintains a carefully curated collection to meet the contemporary needs of the Parliament—such selectivity being enabled by the Parliament's ready access to the National Library of Australia's extensive holdings.

The Library aims to keep the collection at around 135,000 monograph titles. It also holds around 35,000 individual print and electronic journal titles, including those contained in the large aggregated subscription services. New material is acquired, and outdated, damaged or redundant material is discarded regularly, while materials on Australian politics, legislation and constitutional matters are retained permanently. The major part of the Library's collection expenditure is, therefore, on current (and digital) sources of information: journals, reference materials and, particularly, news services.

During 2016–17, the Library spent $2.486 million on information resources. Of this $0.626 million was allocated to news services—daily press clips, breaking news, social media monitoring, iSentia Mediaportal, Library Press Display, Newsbank, ProQuest Australia and New Zealand Newstream and hard copy newspapers.

In addition, capital funding of $0.650 million was spent to replace depreciating and outdated items in the collection, such as monographs and reference books (a further $0.204 million was spent on staff capitalised salaries for acquisitions management).

The Library's budget for information resources is intensively managed throughout the year to ensure that the collection remains relevant and focussed and that Parliament gets the best value from the resources available. Library staff review usage of online databases, and consult with clients and research staff to help ascertain collection priorities and to avoid duplication.

The Library has, in recent years, increased the range of digital resources so that senators and members have access to this information regardless of time or location. Approximately 70 per cent of the collection budget was spent on electronic resources; and 65 per cent of items added to the catalogue in 2016–17 were electronic resources.

In 2017–18, the Library will conduct a full review of the collection to ensure its budget for information resources is spent most effectively and efficiently.

Increasing digital access and service

Growth of online resources

Parliamentarians require ready access to accurate and up-to-date information. Resources need to be as easily accessible to those in electorate offices or travelling as to those working in Parliament House. Because electronic material is available to clients 24 hours a day, seven days a week, the Library's focus is on collecting material in digital format and, more recently, providing this in ways that are device-neutral.

The percentage of the Library's collection available in digital form, which allows clients to have easy access to material wherever they are located, increased from 41.2 per cent at the end of June 2016 to 42.2 per cent at the end of June 2017. A little over 88 per cent of titles in the serials collection, and almost 30 per cent of monograph titles are available in full text.

Use of these electronic collections is highest when Parliament is sitting; this has been a consistent trend over several years.

Better management of our digital collections

Increasing digital access and services is a key priority in the Library's strategic and business plans. Central to this is ensuring we have the necessary policy and procedures, infrastructure, and staff capabilities to collect, preserve and deliver innovative digital content.

In 2016–17, the Library finalised three major governance papers to guide its growing digital collection. The first of these, the Framework for the Digital Delivery of Parliamentary Library Products and Services, provides a structure for our work exploring, developing and driving innovation in the digital space. The Digital Preservation Framework formalises the Library's commitment to the long-term preservation of its digital resources, setting out principles and priorities that will guide the Library's digital preservation work until 2020. Finally, the Parliamentary Library Digital Preservation Policy, *inter alia*, documents the principles associated with preserving the Library's digital collections, and sets out the Library's digital preservation standards for digitised print materials, born-digital materials, and audio and video collections.

All three documents were endorsed by the Joint Standing Committee on the Parliamentary Library on 20 March 2017.

A new social media monitoring service

Social media monitoring is the most recent and least mature of the Library's news services. Given the changing social media landscape, the Library has chosen to use shorter-term contracts for these services so that it has an opportunity to reassess its options regularly. iSentia's Buzznumbers was selected following an approach to market in January 2016, and contracted to provide services for the period June 2016 to 30 June 2017 (with an option to renew the contract for two years on a 1 + 1 basis). To ensure clients were not inconvenienced during the pre-election period, the Library negotiated a one-month extension to its contract with Sentimentmetrics so that both systems were available in the month of June.

The full roll-out of the new product took place in early July. The service provides access to social media commentary from assorted blogs, Twitter and Facebook, and can be accessed via the iSentia Mediaportal or by requesting a direct login. Users can set up campaigns in the product to monitor particular areas of interest and receive alerts. In 2016–17, 56 per cent of senators' and members' offices registered to use the service.

With the assistance of DPS ICT, the Library has also developed a live social media monitoring stream from Buzznumbers which is available via the Library Portal and via the web@work app.

Parliamentary Handbook

June 2017 saw the publication of the 35th edition of the *Parliamentary Handbook*, the most recent volume in a series which first appeared in 1915, following a request by the Library Committee for:

> *a Commonwealth Parliamentary Handbook, giving a short political biography of all Members of both Houses since the initiation of Federation, with portraits in most cases, particulars of every election in the same period, with other information likely to be useful.*[32]

A new edition has usually been published with each new Parliament since that time; and it has developed into a comprehensive reference work on many aspects of the Commonwealth Parliament, including summaries of the parliamentary service and political careers of senators and members, together with statistics and historical information on the Australian Parliament.

The full text of the handbook is also available electronically, and updated regularly, on the Parliament's website and through ParlInfo. This gives the community ready access to current information on their local senators and members and the work of the Parliament. Recent departures from Parliament due to candidate ineligibility have, *inter alia*, highlighted the benefits of moving to a digital only publication. As reported in last two Annual Reports, the Library has a project under way to provide online access to a more comprehensive suite of information about the Parliament and parliamentarians past and present. The new database will enable faster, more flexible and accurate retrieval of information that currently requires much manual searching across multiple sources.

In 2016–17 the Library finalised the underlying data structure and developed modules for data collection and searching. Staff have completed entry of biographical information for all current parliamentarians (which cannot be fully automated and must be manually checked), and are working systematically to capture data relating to former parliamentarians—including biographical details, parliamentary service, and, in case of members, electorate information. Information on nearly 900 parliamentarians is now in the system, which will in time include the complete set of Commonwealth parliamentarians since 1901. In the next stage, more complete information on parliamentary service in other jurisdictions will be added.

We anticipate a public release of the first generation of the system in 2017–18.

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32 Australia, Parliament, *Report from the Joint Library Committee,* 1915, p. 2.

Library mapping services

The mapping team in the Library creates and prints custom maps for clients using specialised mapping software that is able to display wide combinations of thematic data, such as socio-economic or infrastructure data, and electoral information. The Library obtains mapping information from online data sources such as data.gov.au, the Australian Bureau of Statistics (ABS), the Australian Electoral Commission, Geoscience Australia, state and territory governments, and industry sector portals and websites.

This year, the Library performed considerable work to ensure that information was complete and up to date, including through the integration of revised electoral boundaries, and results from the 2016 federal election and national Census. There has also been a trend towards purchasing specific data sets to support customised mapping and analysis.

In 2016–17, the mapping team received approximately 440 requests for mapping products, with the number of maps for each request ranging from one to more than 20. Overall, the team created almost 1,700 unique digital maps, including welcome pack maps prepared for each electorate; and printed just over 1,700 hard copy maps, including the 2017 Library Planner for all senators and members.

Client demand for the maps has been particularly strong leading the Library to recruit an additional mapping specialist to the team to ensure that we are able to provide maps to clients in a timely fashion.

In 2016–17, the Library continued its work on the ParlMap project. The new ParlMap will offer clients an online self-service mapping system they can use to quickly create their own maps using Census and election results, with the mapping team preparing the more complex thematic maps.

ParlMap is based on the NationalMap architecture, managed by the Department of the Prime Minister and Cabinet in collaboration with Data61 (a business unit of the CSIRO), and other government agencies. This has enabled the Library to utilise an existing architecture that already includes a wide and growing variety of datasets from across federal and state governments, which should enable the capabilities of ParlMap to expand over time.

As previously reported, detailed testing in 2015–16 revealed a number of technical issues with the way the underlying system used data sets from third parties and presented the data products. Over the current financial year, the Library worked with Data61 and other parties to resolve these issues, which included revisions to the software as well as substantial rectification of datasets. This work is largely complete and the new ParlMap is expected to be ready for release in the near future.

Digitisation

Digitisation of the Library's collection, both contemporary and historic records, remains a high priority.

News archives

The Parliamentary Library has been compiling information files from newspaper clippings, press releases and journal articles since the 1950s. While this is now a largely automated process involving material that is 'born digital', the Library still has significant archives of paper and analogue audio-visual material, amounting to some 2,100 linear metres of files constituting a unique collection of Australian political and public policy history which is still regularly used by clients, Library staff and occasional visiting scholars.

In order to ensure this resource is preserved and to improve access to it, in 2014–15 the Library began a systematic and multi-year digitisation program. Two million pages were digitised in the first year; two million were digitised during 2015–16; and in 2016–17 the Library again met its key performance indicator, digitising a further three million pages at a cost of $671,000 from its capital allocation.

The Library aims to digitise the last three million pages in 2017–18.

In 1975, the Library also began to monitor, record and transcribe radio and television news and current affairs programs; its collection of pre–2004 audiocassette tapes and audio-visual tapes amounts to 55,000 hours of video footage and 38,000 hours of audio recordings. In many cases these are unique. In 2014–15, the Electronic Media Monitoring Service (EMMS) commenced digitising ABC video content dating from 1990. Over 1,200 hours of content were digitised in the first year, and a further 3,710 hours in 2015–16. This work continued during 2016–17 with an additional 2,066 hours of television and 2,576 hours of radio broadcasts digitised. The Library plans to continue this project in 2017–18.

This work is made possible by specific exemptions in the *Copyright Act 1968*.

Parliamentary Papers Series 1901–2012

The *Parliamentary Papers Series* (PPS) comprises significant documents that have been presented to Parliament, and subsequently ordered to be printed. They form part of the public record of the proceedings in each Chamber, and include reports of parliamentary committees, annual reports of government agencies, reports of Royal Commissions and other inquiries, audit office reports, and budget and white papers. The PPS thus constitutes an important public record which:

> *… serves the community by documenting, disseminating and preserving public information relating to Australia's Parliament and its system of government. As a collection, the series not only benefits the current generation of elected representatives, public servants, researchers and other informed citizens, but it also preserves this information for the benefit of future generations so that they may have access to a strong record of Australia's heritage.*[33]

As an original parliamentary record, the PPS is a core part of the Library's collection, and a key resource for its researchers.

From 1901 to 2012, the PPS was issued in bound and indexed volumes; between 2013 and 2016 it was issued in both print and digital form; and from 2017 the Parliament moved to an exclusively electronic PPS.

Last financial year the Library embarked upon a multi-year project to digitise the PPS bound volumes from 1901 to 2012—some 50,000 reports amounting to around 2.4 million pages. Digitisation of the *Parliamentary Papers Series* will help ensure that it is preserved for the future. It will also enable broader and easier access for parliamentary staff and the public alike as the PPS becomes available online as a series for the first time.

Following a Request for Quote, TIMG was engaged to digitise the papers and apply appropriate optical character recognition technologies so that the files are machine readable and searchable. The latter proved more complex than anticipated because of the range of materials and formats included in the papers. As a result, completion of the first phase of the project will conclude early in 2017–18 rather than in June 2017 as anticipated, with the final payment deferred until then. As at 30 June 2017, 2.2 million pages of the PPS had been digitised.

Library staff are currently quality assuring the documents and will commence uploading them to ParlInfo Search in 2017–18, with the whole project expected to be completed in 2018–19. Once the project is complete, a full set of TIFFs and metadata files will be provided to the National Library of Australia for ingestion into TROVE.

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33 Parliamentary Joint Committee on Publications, *Inquiry into the development of a digital repository and electronic distribution of the Parliamentary Papers Series*, June 2010, p7.

*Records of the Parliamentary Commission of Inquiry into the conduct of
Justice Lionel Murphy*

At the request of the chamber departments, the Library digitised the remaining
papers of the Parliamentary Commission of Inquiry into the conduct of Justice
Lionel Murphy.

The Commission was established in May 1986 (under the *Parliamentary Commission
of Inquiry Act 1986*) to inquire into allegations concerning the conduct of then Justice
of the High Court, the Hon Lionel Keith Murphy. The Parliament repealed the *Act* in
1986, after Justice Murphy was diagnosed with a terminal illness.

The Commission's records were divided into Class A records (relating to Justice
Murphy's conduct) and Class B records (all other Commission records), with the
Presiding Officers authorising publication of the latter in 2016. In June 2017 the
Presiding Officers announced that they had authorised publication of the remaining
records in electronic form on 24 July 2017.[34] In a press release on 20 July the
Presiding Officers subsequently announced a short delay in publication.[35]

Enterprise and Portfolio Digital Repository and Data Remediation project

During 2016–17, the Library implemented a new repository and discovery system
for its digital collection of journals, reports and ebooks: Portfolio (repository) and
Enterprise (discovery), both SirsiDynix systems. These replaced the Library's
existing Electronic Resources Repository (ERR) network drive, a legacy system
dating back to early 2000 which had limited functionality and insufficient stability to
enable long-term preservation of the digital collection. The new system will improve
access to the collection and enhance the Library's digital storage capability.

To prepare for the transition to the new digital repository, the Library completed a
major data remediation project to review and improve the quality of bibliographic
data in the catalogue. Specific focus was made on the ERR records, ensuring the
data was suitably prepped for migration to the new repository. Two staff members
were engaged to work on the project. At the conclusion of the project, they had made
more than 36,000 changes to records held on the catalogue, significantly improving
the quality of the data. They were also able to harvest more than 4,500 additional
resources to the repository, items that were previously only available via external
internet links and therefore vulnerable to link rot as the parent sites restructured or
were archived.

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34 S. Parry, 'Statement by the President', Senate Parliamentary Debates, 22 June 2017,
    pp 4661; T. Smith, 'Statement by the Speaker', House of Representatives Debates, 22
    June 2017, p. 7423.

35 Senator the Hon Stephen Parry and the Hon Tony Smith MP, 'Records of the Parliamentary
    Commission of Inquiry', Press Release 20 July 2017.

Completing the Bicentenary Oral History project

As part of the Australian Bicentenary, the Australian Parliamentary Library embarked upon an oral history program, engaging 15 interviewers around Australia to interview former senators and members about their political careers.[36] Around 170 interviews were completed as part of the process, amounting to more than 2,200 hours of recording, with around 140 of these being transcribed before work on the project concluded in the mid–1990s.

Recognising that these cassette tapes were a unique resource and were reaching their end of life, in 2015–16 the Parliamentary Library commenced digitisation of the remaining tape collection, giving priority to those that had not yet been transcribed. Hansard staff partnered in the project by transcribing the digital files whenever they had spare capacity.

This important work continued in 2016–17. At 30 June 2017, all of the recordings had been transcribed and are now being reviewed and indexed by Library staff. After the project is finalised, copies will be transferred to the National Library's Oral History and Folklore Collection, and the collection will also become available to parliamentary clients via Parlinfo Search.

Library risk management and business continuity planning

In 2016–17, the Library continued to refine its risk management and business continuity planning, particularly in relation to its integration with the maturing DPS-wide systems.

The risk management planning systematically identifies and rates the various risks to delivering the Library's key services, and the measures taken to control those risks. In line with the department's priorities, this year's work has concentrated on verifying the actual effectiveness of the controls.

The Library's business continuity plan has also now been fully integrated into the new DPS business continuity planning system, to ensure commonality of approach and that the Library's planned responses reflect the broader priorities within Parliament in the event a major, unexpected disruptive incident. In the coming year, the Library will again participate in the DPS exercise program.

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36   Brenda McAvoy, 'The Commonwealth Parliament's bicentenary oral history project', The Oral History Association of Australia Journal, 5, 1982–1983, pp 107–108.

Supporting the Parliament's engagement with the community and the ongoing development of parliamentary democracy

National Reconciliation Week

As it has for the past several years, the Library marked National Reconciliation Week with a public lecture in the Parliament House Theatre. The speakers were 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, and Elizabeth Ganter, author of *Reluctant Representatives: Blackfella bureaucrats speak in Australia's north.*

Regional engagement

Support for the Fiji Parliament

Cat Barker, a senior researcher from the Parliamentary Library, was seconded to the Fijian Parliament's Research and Library Services (RLS) from 28 June to 10 July 2017 as part of a United Nations Development Programme-sponsored project. She joined researchers from the Victorian, New Zealand, Tongan, Scottish and Welsh parliamentary departments to work with the researchers in RLS to produce briefings and presentations on the national budget for Fijian Members of Parliament and non-government organisations.

Researchers from the Fijian, Australian, Victorian, New Zealand, Tongan, Scottish and Welsh parliamentary departments. Source: United Nations Development Programme

The project team, comprising local and international researchers, produced a package of briefs on the 2017–18 Budget including an outline of the budget process, an overview of the Budget and key economic indicators, several themed briefs on specific portfolios and cross-cutting issues highlighted in the Budget, and Bill Summaries for associated revenue Bills. The local researchers delivered presentations based on those briefs in two seminars for MPs and one for NGOs.

This was the second year that RLS provided this support on the national budget for MPs, and the first time a presentation had been provided for NGOs. The international researchers helped RLS staff to build on their success in 2016, adapt the 2017 material to respond to feedback from MPs the previous year, and refine process and guidance documents. The briefs and presentations were very well received by MPs and NGOs alike.

Pacific Parliamentary Scholars

As part of its ongoing support for parliaments and democracy in the Pacific region, in 2016–17 the Library again hosted participants under the Pacific Parliamentary Scholarships Scheme. These scholarships are offered to staff of Pacific parliaments interested in developing their research skills and working on a gender equity issue of relevance in their country. Scholarships were awarded to:

- Mr Sefanaia Navuda Tudonu from the Parliament of Fiji whose research project explored the economic empowerment of women in Fiji, and
- Ms Marie Fanueli from the Samoan Parliament whose project explored the benefits of including data in government annual reports.

The Library anticipates hosting further Pacific Parliamentary scholars in 2017–18.

Association of Parliamentary Librarians of Asia and the Pacific

The Association of Parliamentary Librarians of Asia and the Pacific (APLAP) held its Eleventh Conference and General Meeting at the National Assembly Library in the Republic of Korea from 26–28 April 2017. APLAP was founded in 1990 to encourage cooperation and knowledge sharing between parliamentary libraries and research services in the Asia-Pacific region. Its major focus is improving the quality of library and research services provided to parliamentarians by its member organisations.

The theme of the conference was 'Moving towards a big data era: The roles of parliamentary libraries and research services'. The event, opened by the Hon Jaecheol Shim, Deputy Speaker of the National Assembly, was jointly hosted by Dr Eun Chul Lee, Chief Librarian of the National Assembly Library and Dr Dianne Heriot, as APLAP President. In addition to formal presentations, the program featured short 'Postcard sessions' in which members talked about issues affecting their library or research service. The President of the International Federation of Library Associations and Institutions (IFLA), Donna Scheeder, delivered the keynote address.

At their general meeting, APLAP members elected a new executive:

- President: Kazuko Sakata (National Diet Library, Japan)
- Vice-President (Asia): Mihyang Park (National Assembly Library, Korea)
- Vice-President (Pacific): Asha Kumar (Library of the Parliament of the Republic of Fiji)
- Secretary: Rosemarie Balidoy (House of Representatives Legislative Library, Philippines)
- Treasurer: Dianne Heriot (Australian Parliamentary Library)

Australia continues to manage the APLAP web site and Facebook group.

The Hon Jaecheol Shim, Deputy Speaker of the National Assembly with conference participants.
Source: National Assembly Library, Republic of Korea

International Federation of Library Associations and Institutions (IFLA)

IFLA is the leading international body for library and information services and its Library and Research Services for Parliaments Section brings together specialist legislative information services from around the world. In 2016–17, the Parliamentary Librarian remained an active member of the Standing Committee administering the Library and Research Services for Parliaments Section.

Other

The Library also remained active in the Association of Parliamentary Libraries of Australasia, a collaborative network of federal and state parliamentary libraries in Australia, New Zealand and Papua New Guinea, including managing the Association's website. In 2016–17, the Library hosted staff from the South Australian State Library and Tasmanian Parliamentary Library keen to explore aspects of our online service delivery.

During the year, Library staff also presented to the 2017 Inter-parliamentary Study of Parliament Course; and, recognising the importance of supporting the development of professional skills in the library community, hosted a group of library students from Charles Sturt University.

Australian Parliamentary Fellowship Program

Parliamentary Library Associates

In 2011–12, the then Parliamentary Librarian established an adjunct position of Parliamentary Library Associate to help build and sustain relationships between the Library and individuals with demonstrated expertise in issues of interest to the Parliament.

Two associates continued work in the Library in 2016–17: Ms Janet Vallee, formerly a senior researcher in the Politics and Public Administration Section; and Dr David Headon, a historian and Visiting Fellow at the Research School of Humanities and the Arts at ANU.

Ms Vallee completed an extensive update to a chronology of ministerial departures, worked on the oral history project, and contributed her extensive subject-matter knowledge to the work of the Politics and Public Administration Section. Dr Headon worked on the first of a series of lectures and monographs on Australia's early Prime Ministers, beginning with Alfred Deakin. Dr Headon delivered his lecture, Alfred Deakin and his 'Times that try men's souls', in November 2016, with the associated monograph being due for release by the end of 2017. The subject of Dr Headon's work in 2017–18 is Australia's fourth Prime Minister (1904–05), Sir George Reid, the centenary of whose death occurs in September 2018.

Summer Research Scholarship

Established in 2013, the Parliamentary Library's Summer Research Scholarship offers post-graduate students the opportunity to undertake a research project at the Parliamentary Library. Scholars examine an aspect of policy, lawmaking, governance, democracy, politics or parliament, and in so doing expand their knowledge and research expertise, and contribute to scholarship on the Parliament and its work.

Scholarship recipients undertake a six-week placement in the Library during the summer academic break where they have access to the Library's collections and facilities, the opportunity to interact with expert librarians and researchers, and mentoring for their research project. Upon submission of their final report, scholars receive a small honorarium.

Following a merit-based selection process, the Parliamentary Library awarded the 2017 scholarships to:

- Jacinta Dharmananda, a PhD candidate in law at the Australian National University who examined the relationship between legislative process and the use of extrinsic materials when interpreting legislation, and
- Meaghan Vosz, a PhD candidate in social policy at Southern Cross University, who explored the involvement of children and young people in the policy-making process.

During the scholarship, the Presiding Officers hosted a reception in the President's Courtyard at Parliament House. The Parliamentary Library will be reviewing the format of its summer scholar program ahead of advertising the 2018 round in August 2017.

Interns and Graduates

Parliamentary Library intern programs

Since 2014 the Library has been offering four-week placements for interns in the Research and Library Collections and Databases Branches to:

- foster relationships between the Parliamentary Library and Australian tertiary institutions
- provide interns with an opportunity to develop their research and/or library skills
- provide Parliamentary Library staff the opportunity to develop supervision and mentoring skills, and
- promote the work of the Parliamentary Library and its potential as a future employer of choice.

Placements (by merit-based selection) are available to:

- students pursuing qualifications as library professionals
- law students undertaking legal internship units at the Australian National University and the University of Canberra, and
- Australian National Internship Program (ANIP) participants.

Nine interns have completed the program in Library Collections and Databases (two in 2016–17), three of whom subsequently gained employment in the Parliamentary Library following graduation (two ongoing and one in a non-ongoing position).

Eleven legal interns have completed the Research Branch program (seven from ANU and two from University of Canberra), two in 2016–17.

In the reporting period, the Library also continued its engagement with the Australian National Internship Program (ANIP). The program, open to undergraduate and postgraduate students, offers either six or 13 week research internships at the Commonwealth Parliament, ACT Legislative Assembly, Australian Public Service agencies, and embassies, think-tanks and NGOs (see http://anip.anu.edu.au/internships/anip-internships). This program covers all academic disciplines so offers the potential to bring interns into any of the Library's research sections. In 2016–17, the Library hosted two interns under the program, who conducted their research in the fields of politics and foreign affairs respectively. More broadly, the Library provides some limited assistance to the wider cohort of interns placed in the Parliament, including access to the Library's databases and collections.

Participation in the Australian Public Service Graduate Program

This year the Library again had the assistance of two graduates from the APS Graduate Program, both from the Department of Human Services, who did their placements in the Science, Technology, Environment and Resources Section and the Law and Bills Digest Section. Graduates contribute to all aspects of their sections' work including preparing Bills Digests and specialist publications, as well as research to answer specific client requests. The graduates are able to take back to their home agency stronger research skills as well as increased knowledge of Australia's political system and the complex parliamentary environment across its legislative, scrutiny and representative functions.

Assistance to The Parliament Shop

Since July 2014 the Library has been responsible for selecting and recommending politically themed book titles for sale in the Shop. Over this period, the Library's acquisitions team has recommended more than 400 titles, helping ensure that The Parliament Shop is the 'go to' place for politically themed books.

Digital Asset Management System

Library staff provided technical assistance and advice in the procurement and metadata requirements of the DPS Digital Asset Management System (DAMS). The DAMS will enhance control, management and access of the Auspic photographs, the Parliament House Art Collection and the Design Integrity and Archive Unit's collections.

Strengthening our staff capability

Needs assessment and workforce development

In 2016–17, the Library completed the development of its workforce capability assessments and the resulting Workforce Plan, which was considered and endorsed by the Library Committee. The plan looks at the Library's changing operational environment, resourcing, and workforce composition over the past 10 years, including: size, age, average length of service, classification profiles, qualifications, separation and recruitment. Crucially, this process recognised the dynamic environment in which the Library and its staff operate, as discussed earlier in this report. In order to continue to deliver products that are as relevant to our parliamentary clients today and tomorrow as they were in the past, Library staff must be able to support parliamentarians in dealing with matters of ever increasing technical and jurisdictional complexity and diversity.

Training and skills development

The value of the analysis and advice provided to our clients depends in large part on the professional skills and knowledge of the Library's staff, including their communication skills, understanding of parliament and knowledge of how to manage relationships with parliamentarians and their staff.

In 2016–17, Library staff attended corporate training plus diverse seminars, conferences and workshops as part of their professional development, with the Library also hosting a program of in-house lectures and seminars covering sessions on tax policy, behavioural economics, commissioning approaches to public services, and the interaction of psychology and economics and finance, each given by visiting academic specialists.

The in-house program included further elements targeting parliamentary specific areas of knowledge that are not always readily available externally and which this year covered drafting of bills digests, mapping techniques, and client service skills (in addition to the editing training noted elsewhere) as well as a presentation from the First Parliamentary Counsel. To ensure that the benefits of this program were as fully realised as possible, the Library invited colleagues from the chamber departments, and particularly the committee offices, to attend.

The Library staff orientation program was refreshed with separate sessions being offered to Research Branch staff and Library Collections and Database Branch staff. This allowed the sessions to not only target the particular information needed by that cohort, but also helped anticipate knowledge gaps in their understanding of Library services. The Research Branch sessions were offered to new staff and focussed on interacting with clients, understanding the range of services the Library offers and work tools they could use in their work to support clients. The Library Collections and Database sessions were offered to all in the Branch and focussed on their role in supporting Research Branch staff and our clients, and provided insights into the way clients access and use the information they are providing.

Throughout the year orientation/refresher trainings were held providing an overview of Library services as well as specific information sessions on ParlInfo, media services (including social media monitoring), the process of making laws, and searching Library collections.

Library staff were also invited to attend training sessions presented by our vendors throughout the year, including iSentia's Buzznumbers and EBSCOhost Research Databases.

A staff member from Library Collections and Databases Branch was again accepted for the Aurora Institute for Emerging Leaders, a premier training program for emerging library leaders in Australia and New Zealand.

The Department's inaugural PEL1 Development Program commenced in 2016 as a pilot. Four Library staff from both branches participated in the pilot program. In 2017 another four staff from the Library attended.

Engagement with universities

The Library is also working to build more systematic relationships with universities in order to improve the Parliament's access to the wealth of expertise within the academic and research community. In 2016–17 the Library began discussions with the Australian National University—being both nearby and one of Australia's top universities—with the aim of creating Memoranda of Understanding to facilitate suitable academic staff providing technical assistance, presenting seminars and preparing commissioned research products, particularly in areas where the Library itself lacks specialist expertise. We aim to widen these relationships to other universities over time.

WORKFORCE ISSUES

At 30 June 2017, the Library's workforce comprised:

- Office of the Parliamentary Librarian—11 employees (10.1 FTE)
- Library Collections and Databases Branch—52 employees (50.6 FTE), and
- Research Branch—92 employees (83 FTE).

During 2016–17, the Library workforce:

- increased in number from 145 to 155 employees, and in FTE from 135.7 (as at 30 June 2016) to 143.6 (as at 30 June 2017), 32 (or 21 per cent) of whom were non-ongoing, and
- had a median age of 44 years (steady from in 2016).

Age profile

At 30 June 2017, 31 per cent of the Library's ongoing employees were aged 55 years and over. A further 26 per cent will move into that age cohort within the next 10 years. As can be seen in Figure 8 below, the age profile of the Library's ongoing employees remains somewhat older than that of the Australian Public Service (APS).

FIGURE 8: Age profile of ongoing staff
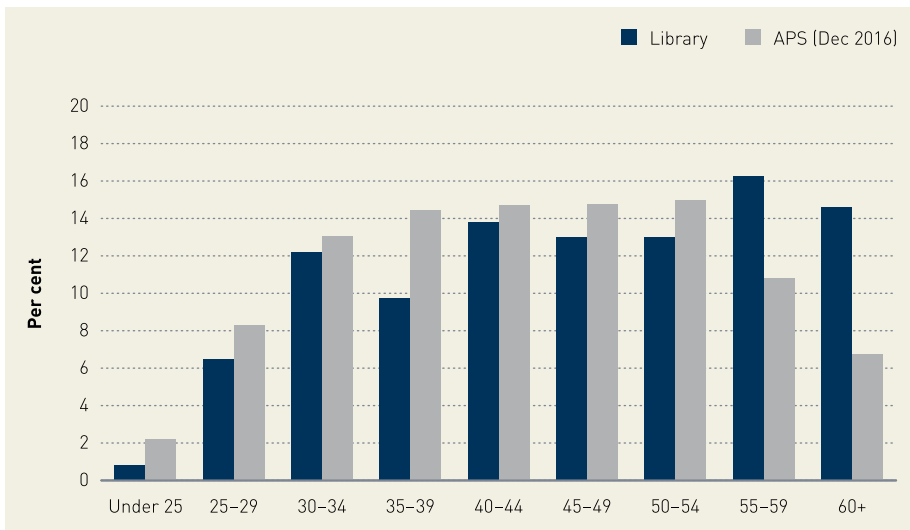
The Library's relatively older age profile has been evident for some years, but is considerably less pronounced than it was a decade ago; the proportion of employees aged 45 and over has fallen from 71 per cent in 2007[37] and has been steady at 57 per cent for 2016 and 2017.

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

Classification

Given the nature of much of the work undertaken in the Library, the classification profile overall is concentrated at PEL 1, with 44 per cent of ongoing employees being at this level (the majority of whom are in Research Branch). In contrast, only 18 per cent of ongoing employees in the APS are at the equivalent EL 1.[38] However, over time, there has been an increase in the proportion of Library employees at PSL 4–5 and PSL 6, as shown in Figure 9 below. This shift reflects the Library's growing focus on developing potential career paths for less experienced employees to ensure continuity of skills and opportunities to expand corporate knowledge. In Research Branch, an additional benefit is that it enables senior researchers to concentrate on more complex work.

FIGURE 9: Classification profile of Library staff
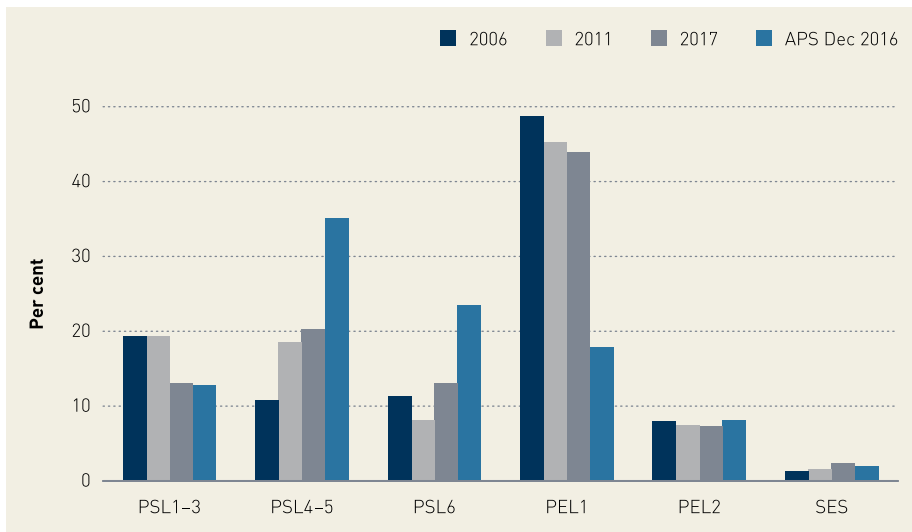
As shown in Figure 9 above, the proportion of employees at middle management (PEL 2) is slightly below the APS average.

Another measure of classification profile is span of control; at June 2017, the Library had 12.3 employees at lower levels for each PEL 2, compared with 11.1 for the APS.[39]

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38   APSC, *APS Statistical Bulletin December 2016,* Table 11.

39   Ibid, Table 11

Employment status and gender

As noted earlier, the Library's non-ongoing workforce at June 2017 accounted for 21 per cent of all employees, up four percentage points from the previous year. Non-ongoing employees are generally engaged to replace staff on long leave, to meet demand in peak periods, and while recruitment processes are under way. Using fixed-term positions (one or two years) also allows flexibility to redirect resources according to business needs as new areas of interest to the Parliament emerge or as the level of the Library's funding waxes and wanes.

FIGURE 10: Employment status by gender for Library staff
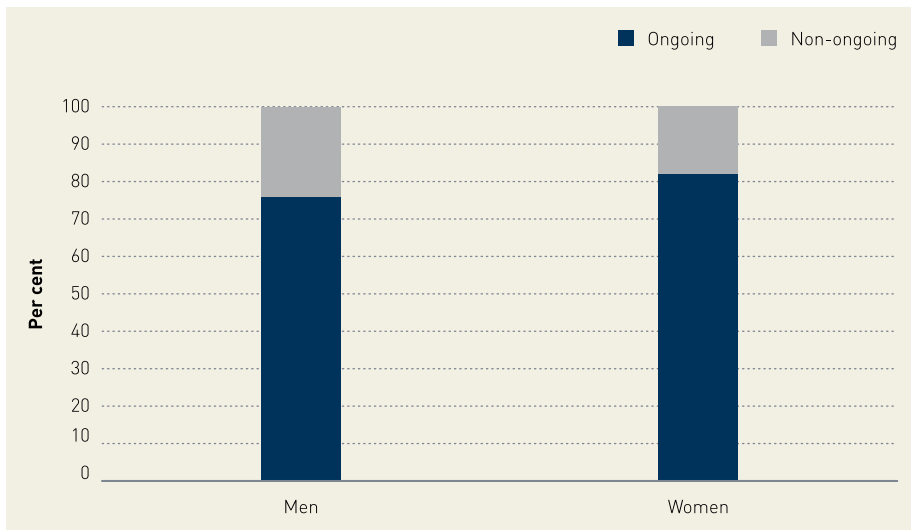
The proportion of non-ongoing employees in the Library is higher than in the APS (12 per cent),[40] reflecting the sessional nature of many of our work patterns.

Having surge capacity is important to allow us to meet client demands at peak periods, particularly at the Federal Budget period. This year, the Library continued to refresh its temporary employment register to support this demand. The Library also participated in a number of placement programs for academic courses related to the Library's needs, and this has helped raise the Library's profile as an employer of choice.

The Library has a similar gender profile to that of the APS, with 59 per cent of ongoing employees being women—the same proportion as in the APS. For non-ongoing employees, the Library has a much lower proportion of women (50 per cent compared with the APS 63 per cent).[41]

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40 Ibid, Table 1
41 Ibid, Table 1

Recruitment

During 2016–17, there were 36 new external employees recruited—eight were ongoing and the remainder were engaged on a fixed-term or sessional basis.

- Research Branch recruited 23 new employees: four ongoing and 19 non-ongoing. All sections but one recruited new employees, with seven in Law and Bills Digests, five each in Economics and Social Policy, three in Statistics and Mapping, two in Politics and Public Administration, and one in Science, Technology, Environment and Resources. Foreign Affairs, Defence and Security did not recruit any new employees.

- Library Collections and Databases Branch recruited 10 new employees: two ongoing (one each in Central Enquiry Point and a Library Innovation Officer) and the others on fixed-term or intermittent non-ongoing contracts in Collection Management and Database and Media Services.

- The Office of the Parliamentary Librarian recruited three new employees: two ongoing (to replace permanent staff who had transferred to other agencies) and one non-ongoing (to replace a staff member on extended leave).

Separations

Thirty-one staff left the Library during 2016–17: 13 were ongoing employees, and the remainder were non-ongoing on fixed-term or irregular/intermittent contracts. Of the non-ongoing separations, nine had been engaged during the year on short-term contracts.

For all staff, the separation rate was 20 per cent, a slight reduction from 21 per cent the previous year. For ongoing staff, the separation rate of 11 per cent was somewhat higher than that for the APS (7 per cent in 2016).[42]

The reasons for separations were:

- age retirement (six employees)
- end of contract (11 employees)
- end of temporary transfer (two employees)
- transfers (five employees)
- resignation (six employees), and
- invalidity retirement (one employee).

The following table shows separations for ongoing and non-ongoing employees by branch during 2016–17.

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42 Ibid, Tables 10 and 45.

TABLE 24: Separation by organisational unit

Separation method	Branch	Ongoing	Non-ongoing	Total
Age retirement	Research	3	1	**4**
	Library Collections and Databases	2		**2**
End of contract or temporary transfer from APS	Research		8	**8**
	Library Collections and Databases		3	**3**
	Office of the Parliamentary Librarian		2	**2**
Permanent transfer to APS or Parliamentary Service	Research	4		**4**
	Office of the Parliamentary Librarian	1		**1**
Resignation	Research	1	2	**3**
	Library Collections and Databases	1	2	**3**
Invalidity retirement	Library Collections and Databases	1		**1**

PERFORMANCE REPORT

The Parliamentary Library aims to provide an effective knowledge centre for the Parliament through the provision of information, analysis and advice. These services are provided through two sub programs:

- Research Services: These services include responding to requests from individual parliamentary clients for information and research, and the production of print and electronic publications.
- Library Collections and Databases: Information services are provided to the Library's clients by acquiring and providing access to information resources, through the selection, processing and indexing 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.

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

The Library uses the RefTracker Information Request Management System to manage client requests and other client-related work. This records, among other things, the number of requests/publications and the time spent on them. The time attributed reflects only the direct time spent on each. However, the ability to provide effective and timely delivery of publications or commissioned services is underpinned by the time Library staff spend in building and maintaining their professional expertise across a range of frequently changing subject domains. In addition, comparisons of the number of jobs and hours across financial years should be made with regard to associated changes in staffing levels from year to year.

Progress in key projects identified in the Library's 2016–17 Business Plan was the subject of discussion in the previous section, Achievements 2016–17. The Performance Report focuses on analysis of the Library's achievement against service standards set out in that same document.

Research services

The services contributing to this program are as follows:

- commissioned information, research and advisory services—these are tailored and confidential responses prepared following requests from individual senators, members and 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 25: Research services

Deliverable	Measure	Performance			
		2013–14	**2014–15**	**2015–16**	**2016–17**
Individual client requests	Percentage of primary clients using the service Target: 100%	97.41%	100%	100%	100%
	Number of individual client requests completed Target: 13,000	12,507	12,656	13,113	11,681
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	8.04m[43]	9.14m	6.74m	6.4m
Publications	Number of publications produced Target: 260	350	328	267	280
Client training and seminars	Attendance at training courses and events (e.g. Vital Issues Seminars) Target: 500	641	418	729	1,101

The following table illustrates the costs associated with providing research services.

TABLE 26: Research services—price indicators

Deliverable	Measure	Performance			
		2013–14	**2014–15**	**2015–16**	**2016–17**
Cost of research services	Average cost per individual client request	$408.74	$500.87	$527.22	$556.39
	Average direct cost per self-service client request (staff time only)	$0.14	$0.11	$0.11	$0.16

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43 In 2013–14 the self-service requests statistic was expanded to include ParlMap.

Client requests

During 2016–17, 100 per cent of the Library's primary clients (senators' and members' offices, including ministers' offices) used the client request service at least once.

The Library answered 11,681 individual client requests in 2016–17, below its target of 13,000.

However, analysis of this and associated data present a more complex picture.

The number of client requests is a demand driven indicator, representing a best estimate of how many requests the Library expects to complete annually. However, the number of requests received typically decreases in election years, noting that the 45th Parliament met for the first time on 30 August 2017. Another element in assessing performance relates to hours spent on client requests. In 2016–17, hours spent responding to senators' and members' enquiries increased by nearly 13 per cent compared to 2015–16 (42,178 compared to 37,343), the highest level over a four year period. In contrast, hours spent on client services to parliamentary committees, parliamentary departments and reciprocal arrangements decreased by 14 per cent.

Also significant is the trend, noted in the preceding section of the report, to fewer but increasingly complex client requests. As illustrated in the graph below, Library data show an overall decline in the number of completed client requests of 44 per cent per FTE between the financial years 2000–01 and 2016–17. However, while year-to-year outcomes vary, over the same period there has been an overall increase in the average amount of time spent on individual requests. The average amount of time per FTE spent on requests in 2016–17 was 3.8 hours, almost two and half times the 2000–01 figure.

FIGURE 11: Client requests—relative indicators
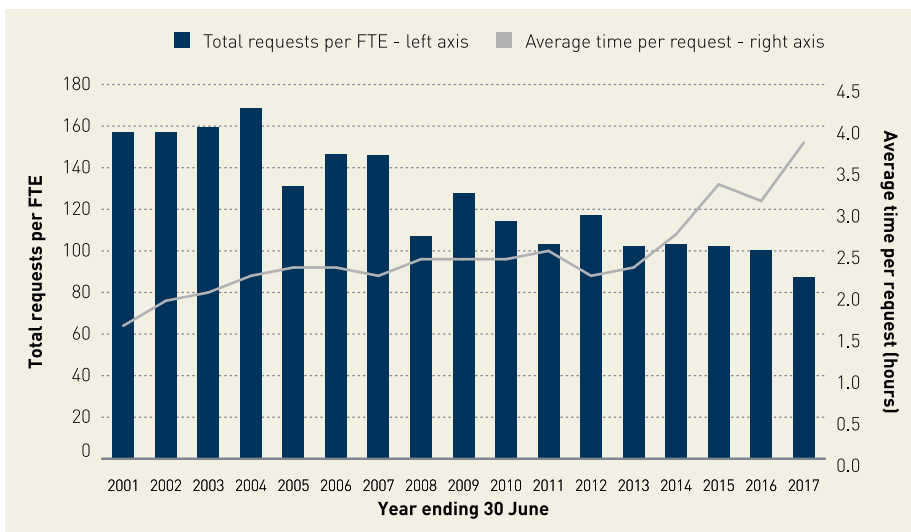
Further, complex, multi-part requests are generally recorded as a single client job although they may require significant and discrete input from researchers in different sections. For example, one client inquiry question relating to drug and prison reform had 10 components and required substantive contributions from six researchers to complete. If such 'sub-components' are included in the count of jobs, the number of completed jobs rises to 13,597. This issue will be examined in an upcoming review and benchmarking of the Library's KPIs ahead of the 2018–19 Resource Agreement.

The Library will continue to monitor usage closely and consult with clients to ensure services are appropriately targeted.

Publications

In meeting the need to provide high quality information, analysis and advice to senators and members, the Library produces information and advice for individual clients on an 'in confidence' basis. It also produces publications for broader distribution in areas where there is strong client interest and demand, or where such demand is anticipated.

In 2016–17, the Library issued 280 new or revised research publications. This included 64 Flagpost blog posts and 65 research papers. Hours spent on publications increased by some 34 per cent to 19,583 hours.

Of all Library publications, the most heavily used by clients, and most keenly awaited, remain Bills Digests. These provide an independent perspective on, and analysis of, legislation before the Parliament. Every effort is made to produce a digest for every Bill where it is considered a digest 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.

Bills Digests are primarily written for Government Bills but may also be written for private senators' and members' Bills where there is a reasonable prospect of the Bill being debated.

A digest may not be produced where the Bill is non-controversial or not complex and where the explanatory memorandum and second reading speech give a comprehensive explanation of the Bill and any underlying policy issues.

Where there is a suite of Bills introduced into the Parliament, generally only one Bills Digest will be produced for the main Bill (where appropriate this Bills Digest will address relevant provisions of the companion Bills).

A limiting factor of the production of digests can be internal resource constraints.

At times, a Bills Digest cannot be produced in time for debate in the second chamber. This may be due to the amount of time allowed between introduction and debate, a change in the legislative program, or resources available to address the number and complexity of Bills in the legislative program. Where it is not possible to produce digests in time for debates, every effort is made to support clients by providing draft digests or other briefing material.

The Library published 121 Bills Digests in 2016–17 as compared to 117 in 2015–16. No digests were produced on private senators' or members' Bills.

2016–17 saw a significant reduction in the number of Bills Digests which were not produced in time for debate in the first chamber (30 compared to 43 in 2015–16). However, digests were not produced for 26 Government Bills, up from 12 in the previous financial year. Of these:

- one of these was a 'formal' or 'privilege Bill' introduced by the Prime Minister at the opening of the 45th session of Parliament

- seven passed both Houses in one week or less, and another within nine days

- eight were the subject of Flagposts, and

- one was discharged from the Notice Paper (the Fairer Paid Parental Leave Bill 2016).

In the context of prioritising research work, Bills Digests and client requests receive the highest priority, with other publications worked on as time permits.

FIGURE 12: Distribution of client service hours by service type
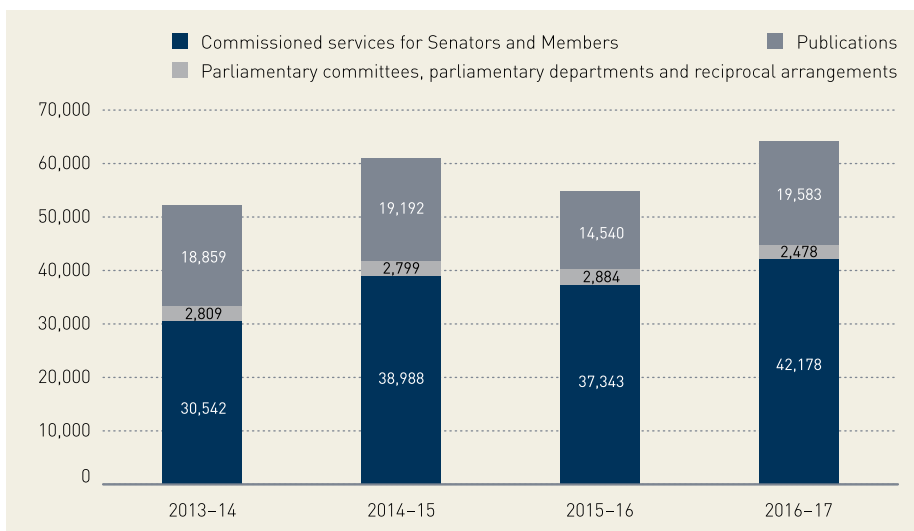
Client training and seminars

The Parliamentary Librarian participated in induction sessions organised by the chamber departments for all new senators and members following the 2016 election. Library staff also served as contact officers for all new senators and members, including those appointed to casual vacancies and those appointed following a recount of ballots in Western Australia and South Australia.

During the year, Library induction and orientation services were held for 307 clients (up from 94 in 2015–16). These continued to be successful in providing, through individual and small group sessions, a timely and detailed introduction to Library services.

We also offered drop-in and other training sessions throughout the year to provide information on specific services such as news services and our mapping and statistics products—122 clients took advantage of these sessions.

The Client Relations Director also began visits to selected capital cities to offer orientations/training particularly to electorate staff who may not have the opportunity to travel to Canberra. Library staff who were attending meetings or conferences interstate also took the opportunity to visit offices in the area. In 2016–17, visits were made to electorate offices in Victoria, South Australia and New South Wales, with 37 visits undertaken by 30 June.

Since 1986, the Library has been running a program of lectures and seminars that bring notable speakers to the Parliament to give senators and members and their staff the opportunity to hear, first hand, expert opinion on a range of currently relevant topics.

In addition to the Budget seminars, the Library hosted the following lectures and seminars for clients:

- Disconnects between opinion polling of national votes and the results–implications for polling, Emeritus Professor Murray Goot (Department of Modern History, Politics and International Relations, Macquarie University), Professor Simon Jackman (CEO, US Studies Centre, University of Sydney) and Mr Martin O'Shannessy (Partner, OmniPoll and formerly of Newspoll)
- 2017 Parliamentary Library National Reconciliation Week Lecture: Obstacles to a truly reconciled Australia, Louise Taylor; Counting contributions, not just bums on seats: Can Indigenous public sector employment be a respectful relationship?, Dr Elizabeth Ganter
- World Energy Outlook 2016 – Renewables, Ian Cronshaw (International Energy Agency)
- Russia's activities and strategies in the Asia-Pacific, and the implications for Australia, Stephen Fortescue (School of Social Sciences and International Studies UNSW and Visiting Fellow, ANU Centre for European Studies)
- Unconventional gas – costs and benefits, Ian Cronshaw (International Energy Agency)

- Alfred Deakin and his 'Times that try men's souls', Dr David Headon (Parliamentary Library Associate)
- Changing attitudes to mental illness in the Australian Defence Force: A long way to go, Dr Edward Scarr (2015 Australian Parliamentary Library Fellow)
- What is happening in the US election, why, and how it matters for Australia, Professor Simon Jackman (CEO, US Studies Centre, University of Sydney)
- Private sector whistleblowing: options & issues for law reform in Australia, Professor A J Brown (Centre for Governance & Public Policy, Griffith University)

Most lectures are available for download from the APH website.

Parliamentary Library Lectures attracted 582 attendees in 2016–17 (a slight increase from the 553 recorded in 2015–16).

Client satisfaction with requests and publications

TABLE 27: Research services—key performance indicators

Deliverable	Measure	Performance			
		2013–14	**2014–15**	**2015–16**	**2016–17**
Client satisfaction with requests and publications	High level of customer satisfaction Target: 95%	93%[44]	93%[45]	93%[46]	93%[47]
	Client service delivered to timeliness service standard Target: 90%	90%	89.76%	90.4%	97.9%
	Number of complaints from clients remains low	0	2	2	1

The 2015 client service evaluation found the general response to the Library was very positive. Satisfaction among senators, members, and their staff is high at 93 per cent (though slightly below the target of 95 per cent), with 97 per cent of senators and members indicating they would recommend the Library's services to a colleague (both figures are consistent with results in the 2012 survey). Most respondents considered Library staff to be hard working, professional and friendly, and services to be of a high quality.

44 As measured in Leapfrog Research *Evaluation of Parliamentary Library Services*, 2012
45 As measured in Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation* 2015.
46 As measured in Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation* 2015.
47 As measured in Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation* 2015.

The Parliamentary Library is committed to the ongoing improvement of its service delivery. While the formal client evaluation of Library services is conducted only once each Parliament, the Library regularly receives direct and unsolicited feedback from clients by phone or email about aspects of its service.

The Library also proactively seeks to meet with as many clients as possible each year, including staff in electorate offices, to help broaden client awareness of the range of service offerings, and also to elicit forthright feedback. (Where appropriate, these meetings are followed up with targeted training or other client support initiatives.) All such feedback from clients is highly valued, be it compliments, brickbats or complaints, suggestions or information requests about services. All are vital to enable the Library to:

- improve our services and products
- help prevent problems from occurring in the future
- ensure more consistent service delivery, and
- communicate more effectively with clients about Library services.

In 2016–17, the Library also continued its program of consultation and outreach to parliamentary committees. However, the number of client jobs in 2016–17 fell to 182 from 255 in the previous financial year, reflecting the impact of the double dissolution.

Research Branch received one complaint in 2016–17 relating to a client's dissatisfaction with the handling of a research request. The Librarian also wrote to a client to apologise for an error in a 2015 advice which only came to light in June 2017.

The client evaluation of Library Services for the 45th Parliament will commence in July 2017.

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 and ParlInfo Search
- online full-text content such as news clippings
- media services—desktop access to television and radio news and current affairs programs broadcast in Canberra, provided to senators and members 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 the Central Enquiry Point and self-help services.

As far as possible, usage rates of all of these services are monitored to ensure that they remain relevant and are of practical assistance to senators, members, and their staff.

To help clients use these services effectively, the Library provides orientation and training courses as well as online assistance.

TABLE 28: Information access services—deliverables

Deliverable	Measure	Performance			
		2013–14	**2014–15**	**2015–16**	**2016–17**
Material added to Library databases	Number of items added to the Library's Electronic Media Monitoring Service and to ParlInfo databases Target: 150,000	158,556	172,766	177,644	168,788
Material added to Library collection	Number of new titles (books and serials) added to the Library's catalogue Target: 5,000	3,915	6,530	7318	6,575
	Percentage of titles (books and serials) in Library's collection available to clients online in full-text Target: 42%	36%	38.2%	41.2%	42.2%
Use of the Library collection and databases	Use of the collections and databases, including loans from the collection, radio and television programs from the Electronic Media Monitoring Service, and from ParlInfo databases Target: 4 million searches	4.66m	4.55m	4.44m	3.81m

TABLE 29: Information access services—price indicators

Deliverable	Measure	Performance			
		2013–14	**2014–15**	**2015–16**	**2016–17**
Cost of information services	Average cost per item added to the Library's collection	$264.30	$162.85	$155.81	$152.91
	Average cost per item added to the Library's databases	$18.81	$14.79	$17.47	$17.85
	Average cost per use of the Library's databases and collection	$1.37	$1.42	$1.57	$1.85

Material added to library databases

The target for the number of items added to the Library's Electronic Media Monitoring Service and to Library databases in ParlInfo Search decreased to 150,000 in 2013–14 from 190,000 the previous financial year due to tightening of the selection guidelines. This target was exceeded with 168,788 items added.

FIGURE 13: Newspaper clips added to ParlInfo by type 2016–17

7%
Sunday

9%
Online

32%
National daily

39%
Major metro

13%
Major tabloid
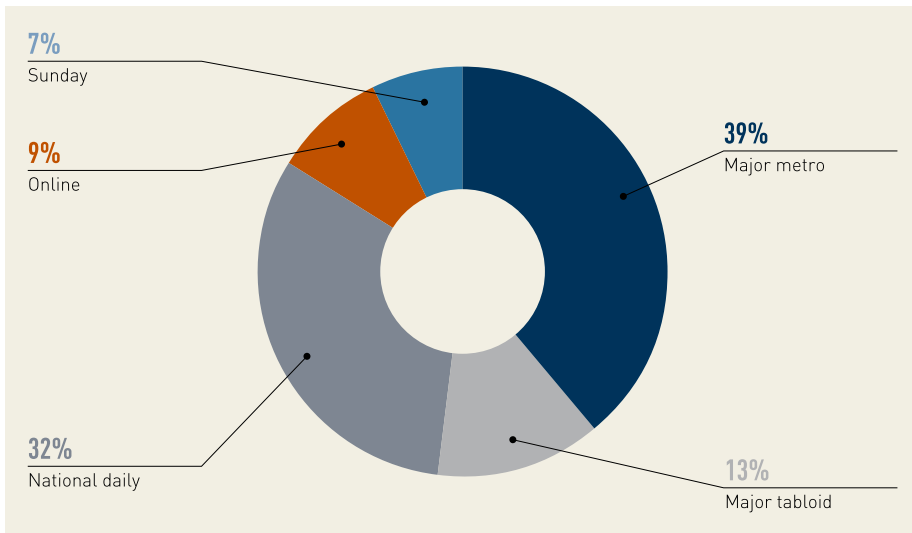
In 2016–17, the Library selected and indexed around 14,074 newspaper clippings a month. This accounted for 95 per cent of the content that was indexed by the Library's indexing team.

Since the introduction of the automated Library Authoring System and Thesaurus (LAST) in 2010, the Library has been able to publish the latest newspaper clippings in Parlinfo Search, as well as produce the senators' and members' news clips of the day by 7:30 am. Data show that the introduction of LAST significantly improved the Library's productivity in the selection and indexing of newspaper clippings. Compared to 2009–10, in 2016–17 the Library reduced the amount of time spent on selection of newspaper clippings by 42 per cent and indexing by 21 per cent, down from the 2015–16 outcomes of 44 per cent and 28 per cent respectively. We have also seen an increase in the selection and indexing rates, with the former increasing by 48 per cent since 2009–10 (compared to 63 per cent in 2015–16), the latter rate by 9 per cent (28 per cent in 2015–16), and the overall rate by 22 per cent (40 per cent in 2015–16). The relative decrease in productivity since 2015–16 has three main causes:

- staff changes and the time taken for new indexers to become proficient in the indexing and selection quality assurance processes

- a large increase in the incidence of selection and indexing of articles from online news sites (behind paywall) following new agreements being struck to enable the Library to archive this material. Unlike daily newspaper clippings, this process is not automated and is time intensive, and

- technical issues with the LAST selection and subject classifiers. The Library is working with the vendor, Leidos, to address these.

Material added to the library collection

The number of new titles (books and serials) added to the Library's catalogue again significantly exceeded the 5,000 target at 6,575.

The percentage of titles available online (full-text) increased from 41.2 per cent to 42.2 per cent, slightly exceeding the annual target of 40 per cent.

Use of the Library's collection and databases

The target figure of four million uses of the Library's collection and databases was not met, with 3.81 million uses being reported, lower than the 2015–16 figure of 4.44 million uses. As Table 30 (below) shows, figures have been trending down since a highpoint in 2013–14, and the resultant increase in the KPI from 3.8 to 4 million in 2014–15 (in response to the increase in the number of searches between 2012–13 and 2013–14).

TABLE 30: Searches of Library databases by year

Year	Number of searches (millions)	Target (millions)
2005–06	2.17	2.1
2006–07	2.28	2.1
2007–08	2.55	2.1
2008–09	3.75	2.5
2009–10	4.44	3.8
2010–11	3.17	3.8
2011–12	3.48	3.8
2012–13	3.39	3.8
2013–14	4.66	3.8
2014–15	4.55	4
2015–16	4.44	4
2016–17	3.81	4

The newspaper clippings database remains one of the most frequently selected databases. In 2016–17, it was selected 519,394 times (up from 241,810 in 2015–16). However, closer analysis of the data reveals a significant spike in the number of external hits to the website in the reporting period (328,256 compared to previous years' figures (ranging from 37,000 to 67,000)), suggesting the impact of a web crawler of some sort. Internal use (that is, via the PCN) of the database fell slightly from 204,358 (2015–16) to 191,138, as the table below shows.

TABLE 31: Hits to the newspaper clippings database

	2011–12	2012–13	2013–14	2014–15	2015–16	2016–17
Internal	295,511	236,304	256,698	219,763	204,358	191,138
External	51,328	44,861	57,950	67,007	37,452	328,256
Total	346,839	281,165	314,648	286,770	241,810	519,394

The year-to-year variation in use of the Library's databases may reflect in part the impact of the electoral cycle and sitting patterns. However, the trend downwards from 2013–14 is likely also to reflect the Library's investment in improving access to its news services and clients' increasing use of the iSentia Mediaportal. As noted previously, as at 30 June 2017, 96 per cent of clients' offices have a logon to this service and have set up alerts to push news stories directly to their inbox. Previously, Library clients needed to rely primarily on ParlInfo Search to access the daily clips. This change has a flow on effect to the recorded KPI for use of Library collections.

Fewer clients are accessing news clips via ParlInfo Search because the Mediaportal provides more mobile and convenient access. While use of the Library's database has reduced, access to the service has improved.

The Library will monitor usage closely over the coming year, including in the context of the collections review and the review of Library KPIs.

FIGURE 14: Use of the print collection
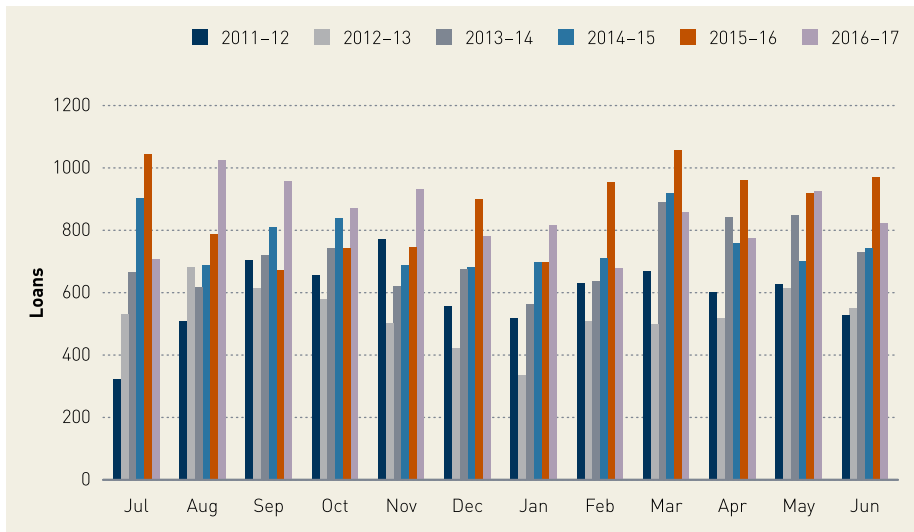
Use of the print collection remained high with a total of 10,623 loans during 2016–17 (compared to 10,654 in 2015–16), maintaining the increase seen in recent years. The 2015 client evaluation of Library services found that use of the Library's print collection had increased significantly. Both point to the strengthening of the collection development policy and the expertise of the Library Acquisitions team in selecting items to add to the collection.

Though still quite low when compared to usage of the print collection, ebook usage increased during 2016–17, with 478 loans being processed (compared to 212 the previous financial year). This increase may be attributable to the Library's updating of all the ebook holdings accessible via the A-Z platform, resulting in a simplified discovery system for these titles. To further improve access, the Library recently piloted the EZproxy system which will provide a more seamless (single sign-on) access to our subscribed ebook collections. EZProxy is scheduled to be introduced to Library clients early 2017–18.

Deliverable	Measure	Performance			
		2013–14	2014–15	2015–16	2016–17
Client satisfaction with collections and database services	High level of customer satisfaction Target: 95%	93%[48]	93%[49]	93%[50]	93%[51]
	Number of urgent new titles (books and serials) added to the Library's catalogue within timeliness service standard Target: 100%	96%	100%	100%	100%
	Senators' and members' offices using the iSentia Mediaportal (new KPI 2014–15) Target: 80%	–	79.6%	89%	96%
	Senators' and members' offices using social media monitoring service (new KPI 2016–17) Target: 20%	–	–	–	56%
	New items added to the Library's Electronic Media Monitoring Service and the ParlInfo newspaper clippings database within timeliness service standard Target: 95%	94%	96%	94.7%	94.4%
	Number of complaints from clients remains low	4	1	0	1

48 As measured in Leapfrog Research *Evaluation of Parliamentary Library Services,* 2012

49 As measured in Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation* 2015.

50 As measured in Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation* 2015.

51 As measured in Uncommon Knowledge, *Australian Parliamentary Library: client service evaluation* 2015.

Client satisfaction with Library Collection and Databases

See the discussion on client satisfaction indicators at pages 149–150.

Cataloguing

The key performance indicator for 'urgent new titles (books and serials) added to the Library's catalogue within timeliness service standard' measures timeliness in relation to cataloguing direct client requests (with a turnaround deadline of 24 hours). These items are classed as urgent and are catalogued as a priority by Collection Management staff. This change was made in recognition of the impact of budget driven reductions in staff numbers in the cataloguing team at the end of 2012–13 and the emphasis of treating client driven requests as a priority.

The cataloguing team met both its timeliness target for direct client requests and, as noted above, significantly exceeded the target (5,000) for the number of new titles (books and serials) added to the Library's catalogue by processing 6,575 titles. Despite the greatly increased number of titles processed, the team also significantly exceeded its target of 85 per cent for adding routine items (those selected by Acquisitions staff) to the catalogue within the two week service standard, with 100 per cent of material being added within this time-frame.

News services

The Library's suite of news services now includes:

- senators' news clips of the day, and the equivalent members' news clips of the day
- Electronic Media Monitoring Service (EMMS)
- newspaper clippings in ParlInfo Search
- newspaper clippings from national, metropolitan and regional newspapers through the iSentia Mediaportal
- regional radio and television news broadcasting through the iSentia Mediaportal
- breaking news service
- social media monitoring service, and
- digital access to *The Age, The Australian*, *Australian Financial Review, Business Spectator, Canberra IQ, Crikey, The Sydney Morning Herald* and *The New York Times.*

The Library also subscribes to news service databases providing current and archival full text searchable articles from Australian and international sources, including:

- ProQuest Australia and New Zealand Newsstream, and
- Library Press Display (Press Reader).

The Library has had a strong focus on broadening the scope of news services for the Parliament and making them more convenient to access.

The costs for online news services for the Parliament are funded as business as usual through the Parliamentary Library operating expenses, Information Resources budget. In 2016–17, the Library spent $0.626 million on all its news services. This includes online news services, news databases and hardcopy newspapers located in the Newspaper Reading Room.

EMMS

The Parliamentary Library has been monitoring radio and television news and current affairs programs for over 25 years through EMMS. Until 2014, EMMS was only able to record stations that broadcast into Canberra (including syndicated programs). For other metropolitan and regional broadcasts, the Library relied on reciprocal arrangements with state parliamentary libraries.

Over the past few years, the Library has been able to improve significantly EMMS' coverage through the use of new technology and enhanced service offerings from external vendors. Through the VAST (Viewer Access Satellite Television) service, EMMS now also covers the main ABC FM radio stations in state and territory capital cities. For coverage of radio broadcasts outside the capital cities, in 2015 the Library negotiated an agreement with the Fairfax Radio Monitoring service (now Macquarie Media Syndication), and can monitor and archive radio programs across 56 commercial radio stations in the mainland capital cities and regional centres in New South Wales and Victoria. These in-house services are complemented by the iSentia Mediaportal which, *inter alia*, provides access to regional radio and television news broadcasts. Access to such regional media was particularly important and addressed a long-standing gap in the Library's services.

In February 2017 the Library added Foxtel Multiview to its programming. This allows EMMS to capture all doorstop interviews and other significant events, such as Press Club addresses, which are recorded by Sky APAC. In the same month, the Library also adjusted its policy so that programs that were previously retained for four weeks are now retained for three months.

iSentia Mediaportal

Senators and members are able to access a wide variety of metropolitan and regional press and broadcast news media through the iSentia Mediaportal, including news from over 300 regional radio and television stations. Clients are able to set up alerts to push news stories directly to their inbox and to have easy access to the news services even when they are not on the PCN.

Use of this service has grown significantly since it was introduced in 2013–14. As of 30 June 2017, 96 per cent of clients have a logon to this service, well above the target of 80 per cent. These users have created over 13,991 alerts.

A new social media monitoring service

Buzznumbers was rolled out on 6 July 2016. The service provides access to social media commentary from assorted blogs, Twitter and Facebook, and can be accessed via the iSentia Mediaportal or by requesting a direct login. Users can set up campaigns in the product to monitor particular areas of interest and receive alerts.

During the year 56 per cent of senators and members offices registered to use the service. A social media monitoring stream from Buzznumbers was also developed with the assistance of the DPS Mobile and Web Applications team and made available via the Library Portal and via the web@work app.

Performance

The news services' KPI in Table 32 above combines the performance outcomes of the daily press clips service and Electronic Media Monitoring Service against their individual performance benchmarks or standards. The Library achieved an outcome of 94.4 per cent against this KPI, with a target of 95 per cent.

The service standard for the delivery of news clips is that clippings are available in ParlInfo Search (and therefore also published as senators' and members' news clips of the day) by 7.30am every day. The EMMS performance benchmark is that content is added to its database within six minutes of the live broadcast.

Complaints

The Library Collections and Databases Branch received one complaint in 2016–17 relating to a perceived bias in its provision of news services. The Library has since changed the relevant page on its client services portal to make it easier to access the full range of its media monitoring services.

FINANCIAL REPORT

Budget (Resource Agreement)

Resource Agreement 2016–17	$
Operational funding	16,620,728
Capital funding	3,491,364
Total	**20,112,092**

Expenditure against budget (Resource Agreement)

	2016–17 Budget ($)	2016–17 Actual ($)
Expenditure – Operating appropriation		
Employee (including entitlements)		
Research Branch	9,322,427	8,782,412
Library Collections and Databases Branch	3,551,566	3,561,154
Office of the Parliamentary Librarian	1,100,977	1,035,837
Total employee	**13,974,970**	**13,379,403**
Collection (information resources)	2,041,791	2,485,732
Other expenses	515,858	465,288
Asset maintenance (software licences/maintenance)	88,109	81,232
Total operational expenditure	**16,620,728**	**16,411,655**
Expenditure – Capital	**3,491,364**	**3,326,915**
Summary by organisational unit (operational + capital)		
Parliamentary Librarian	1,307,700	1,120,612
Research Branch	9,661,191	9,108,773
Library Collections and Databases Branch	9,143,201	9,509,185
Total expenditure including capital funding	**20,112,092**	**19,738,570**

Revenue

	2016–17 Budget	2016–17 Actual
Revenue (Inter-Library Loans)	−5,000	−13,754

Capital Expenditure against budget (Resource Agreement)

DPS Capital Budget allocation by project	2016–17 Budget $	2016–17 Actual $
Collection	400,000	649,865
Capitalised salaries – acquisition management	300,000	204,048
Other capital – Parliamentary Handbook database and handbook	50,000	75,140
Small Library systems	50,000	65,032
Digitisation of Library collection	786,665	818,319
Digitisation capitalised salaries	588,335	429,768
Digitisation of *Parliamentary Papers Series*	1,200,000	767,353
Library digital repository remediation	116,364	317,390
Total	**3,491,364**	**3,326,915**

GOVERNANCE

6

INTRODUCTION

The Department of Parliament Services (DPS) is established under the *Parliamentary Service Act 1999* (PS Act) and is part of the Parliamentary Service. The Act states that the 'Parliamentary Service serves the Parliament by providing professional support, advice and facilities to each House of the Parliament, to parliamentary committees and to 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 and, as its leader, provides stewardship in the department and, in partnership with other department heads, across 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 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 the:

- 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 some powers to certain staff. These are outlined in DPS' financial and human resource delegations. In addition, the Secretary has established an organisational structure that clearly defines accountabilities and the areas of responsibility assigned to senior DPS 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'.[52] The Secretary of DPS provides resources to the Parliamentary Librarian in accordance with an annual agreement. The Parliamentary Librarian reports directly to the Presiding Officers and to the Parliament. She also reports to the Joint Standing Committee on the Parliamentary Library (JSCPL).

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52   Parliamentary Service Act 1999, subsection 38B(1)

Our 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 advising the Secretary. These are discussed in more detail below.

FIGURE 15: DPS Governance Structure
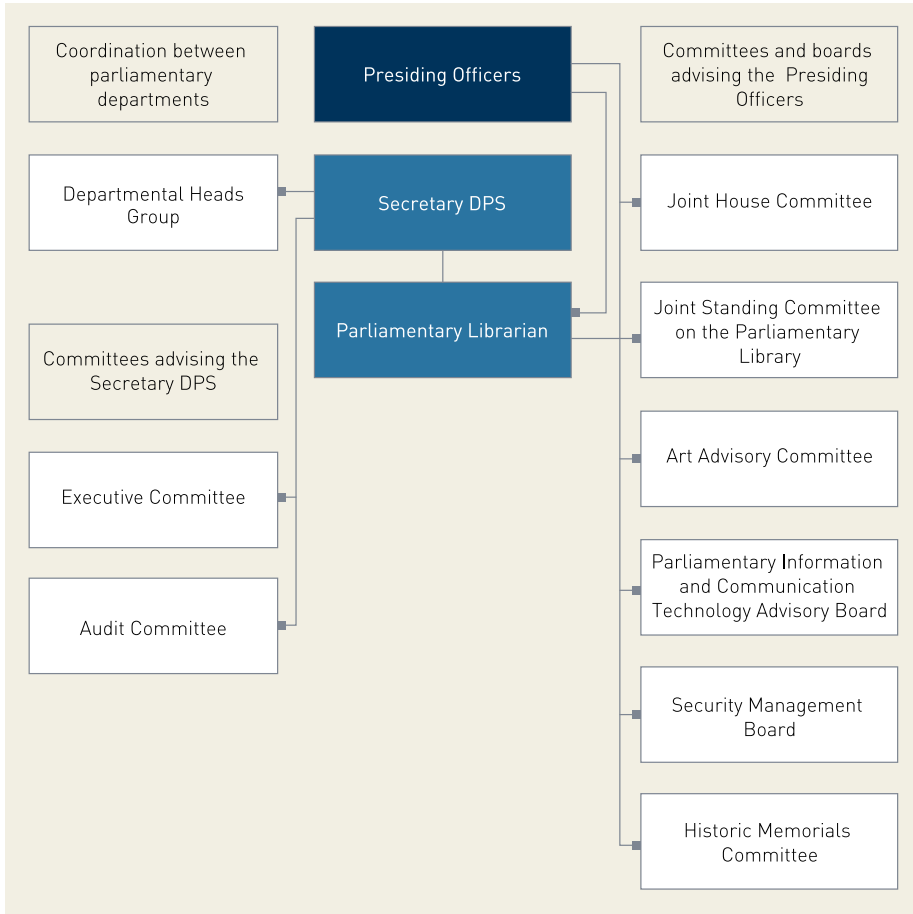
Committees advising the Presiding Officers

The information below shows committee membership at 30 June 2017 and activity for the year.

Joint House Committee

The Joint House Committee comprised members of the House Committees of the Senate and the House of Representatives. Its role was to consider matters which affect joint services.

Chair: Senator the Hon Stephen Parry (The President of the Senate) and The Hon Tony Smith MP (The Speaker of the House of Representatives)

Members:

- Senator Carol Brown
- Senator David Bushby
- Senator the Hon Jacinta Collins
- Senator David Fawcett
- Mr Chris Hayes MP
- Senator Sue Lines
- Ms Nola Marino MP
- Mr Graham Perrett MP
- Mr Rowan Ramsey MP
- Ms Joanne Ryan MP
- Senator Anne Urquhart
- Mr Bert van Manen MP

As senior Presiding Officer at 30 June 2017 the President of the Senate was chair.

The committee met two times in 2016–17.

Joint Standing Committee on the Parliamentary Library (JSCPL)

Details on the JSCPL can be found at pages 105–107.

Art Advisory Committee

The Art Advisory Committee assists the Presiding Officers in determining the suitability of art works for addition to the Rotational Collection within the Parliament House Art Collection.

Chair: Senator the Hon Stephen Parry (The President of the Senate) and The Hon Tony Smith MP (The Speaker of the House of Representatives)

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

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
- provide advice on other matters relating to the display and management of artworks in the collection, as considered necessary by the Presiding Officers.

Matters considered included:

- the purchase of 57 works of art including four artworks to commemorate the Centenary of ANZAC
- the consideration of a number of gifts offered to the collection, and
- the development of a new policy framework for the management of the collection.

The committee met twice during 2016–17, in October 2016 and March 2017.

Parliamentary Information and Communication Technology Advisory Board (PICTAB)

PICTAB is an advisory body established in 2012. Its role is to provide guidance in the development and delivery of the Parliament of Australia ICT Strategic Plan, strategic objectives and outcomes. Following the commencement of the 45th Parliament, the Presiding Officers approved an increase to the number of parliamentarian members of PICTAB in 2017 from three to nine.

Chair: Secretary DPS

The membership of PICTAB is comprised of:

- three representatives each from the Government, Opposition and Crossbench
- one representative each from the Department of the Senate, the Department of the House of Representatives, the Parliamentary Budget Office and the Parliamentary Service Commissioner; and
- in addition, four non-member representatives from the DPS Information Services Division.

The board met twice in 2016–17. Matters considered included:

- the key needs of parliamentarians
- the video conferencing solution for committees and its suitability for use in electorate offices
- using secure cloud computing to deliver electorate office ICT for parliamentarians
- feedback on the ParlWork application
- network security enhancements, and
- sound reinforcement and audio delivery in the parliamentary chambers.

Security Management Board (SMB)

The SMB was formally established in 2005 under Section 65A of the PS Act. The function of the SMB is to provide specialist security advice and support to the Presiding Officers on security policy and the management of security measures for Parliament House.

Chair: Secretary DPS

Members: Usher of the Black Rod, Serjeant-at-Arms, and Deputy Commissioner Australian Federal Police.

Invited attendees: Department of the Prime Minister & Cabinet (PM&C), Department of Finance (DoF), Attorney-General's Department (AGD).

The board met six times in 2016–17.

Historic Memorials Committee (HMC)

The HMC was established by Prime Minister Andrew Fisher in 1911. The function of the committee is to commission official portraits of the Head of State, Governors-General, Prime Ministers, Presidents of the Senate and Speakers of the House of Representatives. From time to time the committee may also elect to commission portraits of other significant parliamentarians who represent a milestone in the history of the Parliament. On occasion the committee may also commission paintings of significant events in the history of the Australian Parliament.

Chair: Prime Minister

Members: the 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 Secretary DPS is secretary to the committee and the DPS Art Collection & Exhibitions section provides secretariat services to the committee and manages the portrait commissioning process.

In 2016–2017 the HMC conducted all relevant business via correspondence.

Committees advising the Secretary

Under the PS Act and the PGPA Act, the Secretary is accountable for DPS' performance and compliance. The Secretary is assisted in the management of these responsibilities by the Executive Committee and the Audit Committee.

Executive Committee

The Executive Committee considers the development and implementation of the DPS governance framework and associated strategies, including financial planning and budgeting, performance, risk management, business planning and organisation issues and other matters relating to the management of the department.

The Executive Committee is chaired by the Secretary and its members are the Parliamentary Librarian, division heads and Chief Finance Officer. The committee meets fortnightly.

Audit Committee

The DPS Audit Committee provides independent advice and assurance to the Secretary on DPS' financial and performance reporting responsibilities, system of risk oversight, and systems of internal control and compliance.

The Audit Committee comprises five members, three independent members and two management appointed DPS officials. In 2016–17, the committee members were Mr Michael Harris (independent chair), Ms Jenny Morison (independent deputy chair), Mr Richard Windeyer (independent member), Mr Paul Cooper (DPS official) and Mr Jonathan Curtis (DPS official).

Representatives of the Australian National Audit Office (ANAO) and DPS' contracted internal auditors, KPMG, attend DPS Audit Committee meetings to provide information and advice to committee members. Information and advice is also regularly provided by invited DPS officials, including the Chief Operating Officer (COO), the Chief Information Officer (CIO) and Chief Finance Officer (CFO).

In 2016–17, the committee met five times including a meeting to consider the department's financial and performance statements. Table 33 shows the members' attendance for 2016–17.

TABLE 33: Audit Committee attendance

Member	Meeting attendance
Mr Michael Harris—Chair	5/5
Ms Jenny Morison—Deputy Chair	4/5
Mr Richard Windeyer—Independent Member	4/5
Mr Paul Cooper—DPS Official	5/5
Mr Jonathan Curtis—DPS Official	4/5

The Secretary is also assisted in his management of the department by the following committees:

DPS Work Health and Safety (WHS) Committee

The WHS Committee operates in accordance with the *Work Health and Safety Act 2011* (WHS Act), to advise the Secretary on WHS policy matters concerning our employees and other parties, and to assist in the development and review of related policies and practices.

It is chaired by an Assistant Secretary and its membership is made up of one management representative from the Parliamentary Library, one from each of the other branches and one Health and Safety Representative (HSR) from each branch, with the exception of Building Services Branch where there is provision for two HSRs. The committee meets once each quarter.

DPS Consultative Forum

The role of the DPS Consultative Forum is to provide a forum for consultation and discussion between management, staff and unions representing staff. The forum is chaired by the Chief Operating Officer and its membership consists of management representatives, union representatives and staff representatives as provided for in the enterprise agreement. The forum met four times in 2016–17.

Our internal audit arrangements

Primary responsibility for departmental internal audit functions rests with the Head of Internal Audit (HIA), the Assistant Secretary, People and Governance Branch. The HIA manages the provision of independent assurance to the Secretary and Executive Committee, through the Audit Committee, that internal controls designed to manage significant operational or financial risks and achieve the department's objectives are operating in an efficient, effective and ethical manner. The HIA also implements the annual internal audit program endorsed by the Audit Committee and approved by the Secretary. The focus of the annual internal audit program is to assist the department in managing operational or financial risks and to provide assurance as to whether key projects, systems and governance structures are operating as intended. The implementation of recommendations from the internal audit program are regularly reported to the Executive Committee and the Audit Committee. The internal audit work plan is reviewed for relevance and applicability by the Audit Committee at the mid-year point, and any subsequent amendments are recommended to the Secretary for approval. The HIA also manages liaison with the ANAO as the external auditor.

Under its outsourced service delivery model, DPS has engaged KPMG to provide internal audit services. During 2016–17, the internal audit program was delivered in line with the annual internal audit plan.

Our planning and reporting framework

DPS continues to strengthen its internal planning, processes and controls to support broader corporate planning requirements. The 2016–17 Corporate Plan is based on the commitments DPS made in the Portfolio Budget Statement (PBS) for 2016–17, including Key Performance Indicators (KPIs), measures and targets. In accordance with the PGPA Act, DPS has developed a 2017–18 Corporate Plan which outlines our purpose and provides clear direction on how DPS intends to achieve that purpose.

The corporate plan sets out DPS' strategic themes, objectives and strategies which we use to guide our decision making and our activities over the next four years. DPS aligned the 2016–17 Corporate Plan with the 2016–17 PBS through DPS' outcome statement, objectives and deliverables. The corporate plan is underpinned by branch business plans, outlining how each branch will contribute to the achievement of DPS' purpose. These key documents can then be linked to individual work plans which clearly articulate expectations of managers in contributing to the achievement of our purpose in the corporate plan.

FIGURE 16: DPS Planning Framework

Parliamentary priorities and legislation framework	• *Public Governance, Performance and Accountability Act 2013* • *Parliamentary Service Act 1999* • Portfolio Budget Statements • Accountable Authority Instructions • Commonwealth Procurement Rules • Financial and Human Resource Delegations • Parliamentary Library Resource Agreement
DPS purpose, objectives and policies	• DPS Corporate Plan 2016–17 • Risk Management Policy and Framework • DPS HR Performance Measurement Framework • Parliament of Australia ICT Strategic Plan • Parliamentary Library Strategic and Business Plans
DPS Strategic and Business Plans	• Financial Outlook Plan and DPS Budget • Branch Business and Risk Management Plans
Individual behaviours Performance Plans and Agreements	• Individual Work Plans • PS Values and Code of Conduct • The DPS Enterprise Agreement

How to manage risks

It is important that DPS has a strong risk management framework. We are committed to an environment where all employees understand, and are able to successfully manage risk. As DPS is faced with a constantly changing and challenging environment, it is vital that staff continue to identify and engage with risk.

Collectively, the set of policies, processes and structures through which DPS manages risk is called the *DPS Risk Management Framework* (see Figure 17). It enables DPS to demonstrate that a systematic and comprehensive process is in place to ensure that DPS manages risks effectively. The DPS Risk Management Policy and DPS Risk Management Toolkit continue to be promoted throughout DPS.

The People and Governance Branch supports staff in managing risks across DPS including enterprise, fraud, operational and specialist risks.

FIGURE 17: DPS Risk Management Framework
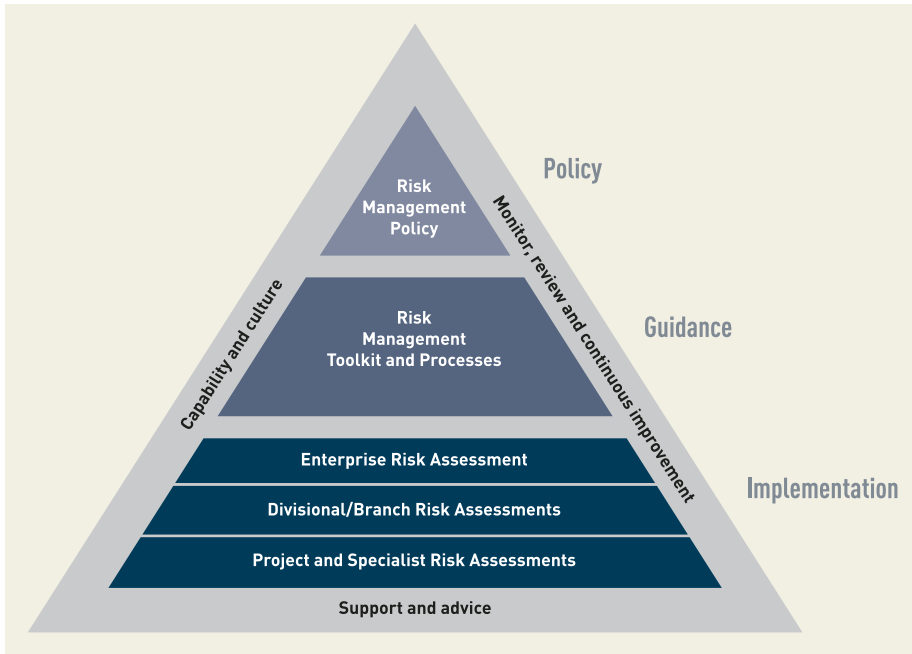
Enterprise and fraud risks

Following a review of enterprise and fraud risks in June 2015, the Enterprise and Fraud Risk Treatment Plans have been managed through an executive reporting process. This process includes the Risk and Business Continuity Management Forum in which members work with treatment owners to provide quarterly updates to the Executive Committee on the progress of enterprise and fraud risk treatments.

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.

In April 2017, DPS commenced the biennial review of our enterprise and fraud risks, which will be completed in 2017–18.

Operational risks

During each branch business planning cycle a risk assessment is integrated into the planning process to ensure that risk management is embedded in business as usual activities and to further build risk management capability within DPS.

Risk and Business Continuity Management Forum

The Risk and Business Continuity Management Forum, established in November 2015, meets on a quarterly basis in alignment with quarterly risk reporting to the Executive Committee. The forum is chaired by a DPS SES officer with members from across the department. The Risk and Business Continuity Management Forum is designed to support the ongoing development of DPS' risk and business continuity management practices.

Comcover Risk Management Benchmarking Survey

DPS participated in the Comcover 2017 Risk Management Benchmarking Survey. This survey measures Commonwealth agencies' risk management capability maturity over the nine elements contained in the Commonwealth Risk Management Policy. DPS achieved an overall maturity rating of 'Advanced', which is above the Commonwealth average of 'Integrated' and is also above the 'Integrated' result achieved by DPS in 2016. This shift to a higher overall risk maturity indicates that DPS has made positive progress in building our risk management capability over the past year.

Business Continuity Management

Throughout 2016–17, DPS progressed the implementation of its Business Continuity Management framework, including:

- facilitating exercises in August 2016 of the Strategic Executive Response Plan and Tactical Executive Response Plan involving the department's senior executive and observers from the other parliamentary departments
- updating the Business Continuity Management Policy and Framework, Strategic Executive Response Plan and Tactical Executive Response Plan to incorporate lessons from the exercises. These documents were then endorsed by the Secretary in November 2016
- developing the Crisis Communications Framework for communicating with staff and stakeholders during a business disruption, and
- continued development of individual business recovery procedures and other associated documents.

In 2017–18, DPS plans to further develop its Business Continuity Management framework through a program of exercises and continuous improvement.

How to prevent fraud

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

The department's established fraud control framework was developed in accordance with the *Commonwealth Fraud Control Framework 2014* and is reviewed every two years.

The Fraud Control Plan 2015–17 provides the framework for detecting, reporting and investigating fraud within the department. The department reviews the fraud risks and treatment plans regularly through the Enterprise Risk Management Plan.

Fraud awareness training is mandatory for all DPS staff and is available on the DPS Learning Management system. As at 30 June 2017, a total of 813 (83 per cent) of DPS staff have completed their training, In 2016–17, 246 DPS staff completed this training,

Ethical standards and behaviours

DPS is committed to the standards of integrity, good governance and ethical practices set out in the PS Act and the Parliamentary Service Values, Employment Principles and Code of Conduct.

DPS takes all alleged breaches of the Code of Conduct seriously and manages these in accordance with best practice. The majority of complaints received were handled through local management action or preliminary investigation. The department finalised four Code of Conduct investigations during 2016–17 resulting in the determination of two breaches of the Code of Conduct.

Public Interest Disclosure Act 2013

The Commonwealth's *Public Interest Disclosure Act 2013* (PID Act) 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.

DPS continues to provide readily accessible information to staff about the PID Act, including links to information provided by the Commonwealth Ombudsman, available via the department's intranet.

In 2016–17 there were five DPS Authorised Officers approved to handle public interest disclosures.

Statement of significant non-compliance with the finance law

In 2016–17, DPS has not reported any significant issues to the Presiding Officers under paragraph 19(1)(e) of the PGPA that relate to non-compliance with the finance law in relation to DPS.

EXTERNAL SCRUTINY

DPS' operations are subject to scrutiny from a number of sources, including the ANAO, judicial decisions, decisions of administrative tribunals, and various parliamentary committees. This section reports on inquiries, audits, reviews and legal actions relevant to DPS in 2016–17.

Reports by the Australian National Audit Office

On 27 September 2016, the ANAO Performance Audit 2016–2017 *No. 19 Managing Contracts at Parliament House* was tabled. The audit objective was to assess the effectiveness of DPS' arrangements for managing contracts and retail licences, including the extent to which the department has implemented recommendations from the previous ANAO audit.

Parliamentary Committees

Senate Finance and Public Administration Legislation Committee

DPS appeared before Senate Finance and Public Administration Legislation Committee Estimates hearings on 17 October 2016, 27 February 2017 and 22 May 2017.

Judicial decisions, decisions of Administrative Tribunals

During 2016–17, there were no judicial or administrative tribunal decisions relating to DPS.

Freedom of Information

DPS is not subject to the *Freedom of Information Act 1982* (FOI Act), and therefore does not have an Information Publication Scheme. However, DPS has an administrative 'information access' policy. Under the policy, DPS responds, where it can, to requests for information, in the spirit of the FOI Act.

Office of the Merit Protection Commissioner

During 2016–17, six applications for review were made to the Office of the Merit Protection Commissioner. As at 30 June 2017, one of these matters remained under consideration.

Fair Work Ombudsman

During 2016–17, there were no matters referred to the Fair Work Ombudsman for review.

Fair Work Commission

During 2016–17, there was one matter that was referred to the Fair Work Commission for review and this was settled at conciliation.

OUR PEOPLE

Introduction

In 2016–17, human resources management played a key role in enabling the department to deliver on its corporate plan and business objectives. A major focus was the review of human resource policies to support managers and employees.

The policy review included the leave policy, to assist the department in managing absences appropriately. Information sessions were held with each branch to provide education on the updated policy and this was further supported through enhanced reporting to the Executive Committee relating to unscheduled absenteeism and high levels of accrued annual leave.

There was a large amount of recruitment activity during the year to support the transition to the in-house catering model and multiple bulk rounds for the Parliamentary Security Service. An updated recruitment policy was implemented to improve practices including phase two implementation of the department's online recruitment system.

Enterprise bargaining continued during 2016–17 with a 'no' vote result in December 2016. Bargaining will continue next year within the scope of the Australian Government's Workplace Bargaining Policy.

DPS Workforce performance

As at 30 June 2017, DPS[53] employed 972 staff (including staff on leave, secondment and inoperative staff), all based in Canberra. The DPS workforce comprised 792 ongoing employees (81 per cent) and 180 non-ongoing employees (19 per cent). Of the 180 non-ongoing employees, 100 are engaged for a 'specified term or a specified task' and 80 are engaged in 'irregular or intermittent' duties.

The DPS workforce comprised full-time, part-time, sessional and casual work arrangements—80 per cent full-time; 8 per cent part-time; 4 per cent sessional and 8 per cent casual. These types of employment arrangements are used by the department to support the nature and demands of the parliamentary sitting patterns. The department's workforce statistics tables can be found at Appendix A.

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53 The workforce statistics contained in the following tables are based on information from the DPS Payroll system as at 30 June 2017. The workforce report data was extracted on 7 July 2017. Workforce figures provided apply to the 2016–2017 financial year. The workforce profile data includes all DPS employees (including employees on staff on leave, secondment and inoperative staff) and excludes all contractors. These are point in time indicators and do not adjust for seasonal fluctuation, such as parliamentary sitting periods. Data has been rounded to one decimal place and as such may not add up to exactly 100% on certain tables and graphs.

TABLE 34: Employment Performance 2015–16 and 2016–17

Indicator	2015–16	2016–17
Total number of staff employed (Headcount)	874	972
Total number of staff employed (Headcount excluding casuals)	787	892
Diversity		
Women (percentage of total workforce)	39%	40%
People with identified Disability (percentage of total workforce)	1.5%	1.7%
Aboriginal and Torres Strait Islander (percentage of total workforce)	11 (1.3%)	12 (1.2%)
Staff with English as a second language (percentage of total workforce)	8.5%	9.1%
Health and Safety		
Health and safety incidents (per 100 employees headcount)	6.8	9.7
Health and Safety 'near misses' (per 100 employees headcount)	1.3	0.5
Number of Health and Safety representatives	14	20
Learning and Development		
Number of staff undertaking studies assistance	27	30
Number of recorded attendances at DPS compliance training activities	970	827
Recruitment		
Average number of days to fill vacancy (from advertising to Delegation sign off)	45	55
External 'new engagement' hires (percentage of new ongoing hires)	68%	70%
Net Recruitment rate*	1.1	1.5

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

Workforce diversity profile

Employees who identified as Aboriginal and Torres Strait Islander were represented by a headcount of 12 making up 1.2 per cent of all DPS employees. While the Aboriginal and Torres Strait Islander headcount increased by one employee, due to the increase in the total workforce, the percentage change decreased by 0.1 per cent for the year.

Employees who identified as People with Disability were represented by a headcount of 17 (up from 13 in 2015–16) or 1.7 per cent of all DPS employees. Cultural and Linguistic Diverse employees were represented by a headcount of 88 (up from 75 as at 30 June 2016) or nine per cent of all DPS employees.

2016–17 saw the highest representation of women in the DPS workforce by a headcount of 389 employees (up from 342 in June 2016) making up 40 per cent of all DPS employees. Of the 389 women employees, 24 per cent were at the PEL1–2 classification.

FIGURE 18: DPS workforce composition—30 June 2017

8.2%
Non-ongoing –
Irregular/Intermittent

10.3%
Non-ongoing –
Specified term/task

81.5%
Ongoing
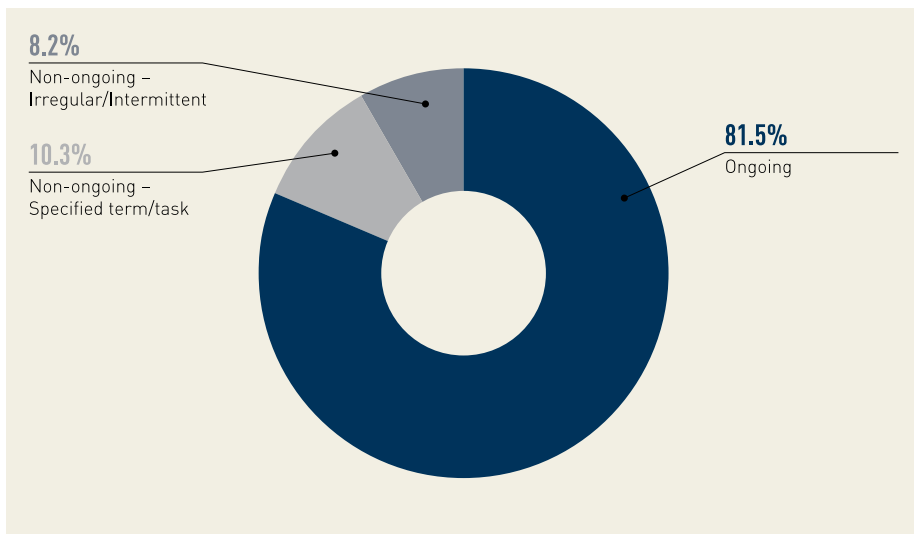
FIGURE 19: DPS employee type numbers—30 June 2017

8.2%
Casual

4.2%
Part-time - Sessional

7.9%
Part-time

79.6%
Full Time
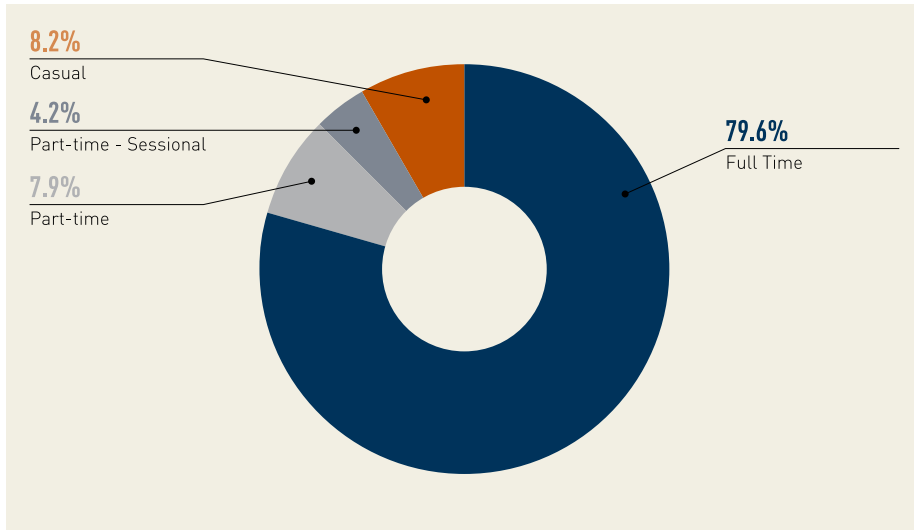
Workforce diversity

A continued focus throughout 2016–17 was on initiatives in support of the 2016–18 Parliamentary Service Reconciliation Action Plan.

Reconciliation Action Plan (RAP)

In 2016, the RAP Champions from the four parliamentary departments worked with Reconciliation Australia to finalise a new RAP for the Parliamentary Service. The Parliamentary Service Reconciliation Action Plan 2016–18 was launched in July 2016 during NAIDOC Week. The DPS Reconciliation Action Plan working group oversees how DPS will implement our responsibilities under the RAP. See details of the RAP on pages 94–95.

Aboriginal and Torres Strait Islander Employment Strategy

In 2016–17, as an initiative of the Aboriginal and Torres Strait Islander Employment Strategy, for the first time DPS participated in the Indigenous Australian Government Development Program (IAGDP) co-ordinated by the Department of Employment. DPS placed one Indigenous participant. The IAGDP program participant commenced in September 2016 for a 15–month program.

Affirmative Measures have been applied to five roles in two bulk recruitment rounds in Building and Security Division and Chief Operating Officer Division to increase Indigenous representation.

Parliamentary Service Indigenous Employee Network (PSIEN)

In February 2017, the Parliamentary Service Indigenous Employee Network was established to provide a shared space for Indigenous employees from across the Parliamentary Service to access information on relevant programs, initiatives and upcoming events. The network is a valuable tool to promote programs, initiatives, upcoming events. The network comprises Indigenous and non-Indigenous Parliamentary Service employees who meet to discuss and create ideas on employment, retention and improving cultural understanding.

Disability

DPS continues to be a member of the Australian Network on Disability. In 2017–18, DPS plans to begin the development of a DPS Disability Strategy.

Recruitment – Entry Level Programs

In 2016–17 DPS participated in the Parliament of Australia Graduate Program for the third year, placing three graduates. DPS placements are offered for periods of three to six months, to graduates who have been accepted into existing Australian Government department and agency graduate programs. The 2017 graduates were placed within the Parliamentary Library and Chief Operating Officer Division where their qualifications in law, business and science were utilised.

In 2016–17 DPS participated in the Department of Finance, whole-of-government ICT Graduate Program, for the second year, placing two graduates. This is a 12-month program, specifically tailored to develop ICT graduates for a career within the public sector.

TABLE 35: Entry Level Programs 2016–17

	APS/PS level	Number of participants
Indigenous Australian Government Development Program	PSL 3 to PSL 4	1
Parliament of Australia Graduate Program	PSL 4 or PSL 5	3
ICT Australian Government Graduate Program	PSL 4	2

Workforce mobility and retention

The DPS workforce has been growing in size for the last three years. The net recruitment rate has increased from 1.2 in 2014–15 to 1.5 in 2016–17 (see p177). During 2016–17 there were a total of 281 employee commencements and 191 employee separations.

DPS' commencement rate (for all employees) increased by 11 per cent, from 19 per cent in the previous year to 30 per cent in 2016–17. This increase was largely influenced by the engagement of 46 new Security Officers in Security Operations and the establishment of the new in-house APH Catering and Events function which engaged 35 new employees.

TABLE 36: Overview of the DPS commencement for staff from 2014–15 to 2016–17

	2014–15	2015–16	2016–17
Commencements	204	169	281
Commencement rate[54]	24%	19%	30.4%
Commencements (ongoing employees)	91	66	125
Commencement Rate (ongoing employees)[55]	12.6%	9%	16.4%

In the same 12-month period, there were 191 employee separations. Of these 100 were ongoing employee separations, an increase of two employees on the 98 separations in 2015–16. The resultant ongoing employee turnover rate was 13.1 per cent, down from 13.4 per cent in 2015–16. Ongoing employee turnover rate has remained relatively steady over the last three years.

TABLE 37: Overview of the DPS separation rates for staff from 2014–15 to 2016–17

	2014–15	2015–16	2016–17
Staff separations (headcount)	164	157	191
Employee turnover rate (total)[56]	19%	18%	20.7%
Staff separations (ongoing employees)	93	98	100
Employee turnover rate (ongoing employees)[57]	12.8%	13.4%	13.1%

The highest numbers of ongoing separations were employee-initiated resignations of which there were 38. This represented 38 per cent of the departing ongoing workforce. There were also 21 transfers at level (to either the Australian Public Service or elsewhere in the Parliamentary Service) and 17 age retirements from DPS. These represented 21 per cent and 17 per cent of the departing ongoing workforce respectively. Continuing capability reviews and subsequent structural realignment across DPS branches also resulted in 17 voluntary redundancies, one more than in 2015–16.

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54 Commencement rate calculated by the number of employees recruited (commenced) as a percentage of the average headcount of the period.

55 Ongoing commencement rate calculated by the number of ongoing employees recruited (ongoing commencements) as a percentage of the average headcount of the period.

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

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

Instruments of employment

The Department of Parliamentary Services Enterprise Agreement 2011 was the primary employment instrument. At 30 June 2017 a total of 959 employees were covered by the agreement and, of these, 13 had individual arrangements. Thirteen Senior Executive Service (SES) officers were covered by determinations under subsection 24(1) of the PS Act.

No DPS employee receives a bonus or performance pay.

Remuneration and employment conditions

Non-salary benefits

Non-salary benefits available to DPS employees include influenza vaccinations and free membership for those wishing to join the Parliament House Health and Recreation Centre. Employees are also able to access the Employee Assistance Scheme at no cost. Parking is available at no cost to employees. Other benefits that may be available are laptop computers, tablets, mobile phones and airline membership.

Learning and development

DPS recognises its staff as a valuable resource and is committed to the ongoing development of their skills, knowledge and behaviours to meet the objectives of the department. Learning and development programs are aligned with our corporate plan and strategic themes. In order to broaden staff understanding of learning and development, DPS promotes the 70:20:10 learning principles—learning and development is most effective when there is a balance between on-the-job learning (70 per cent), mentoring, coaching and peer learning (20 per cent), and formal learning (10 per cent).

Formal training and development

In 2016–17 there were 827 recorded attendances at DPS compliance training activities. Fraud awareness training completion accounted for 39 per cent of all compliance training programs undertaken.

DPS organised 56 in-house (face-to-face) training sessions which were attended by 541 employees, an increase of 80 employees from 2016–17. Of these 56 sessions, 20 were facilitated by external providers.

Leadership development

DPS offered a range of Leadership and Executive development programs to PEL1 and 2 employees. DPS delivered the second PEL1 Development Program during February and March 2017 to build capabilities in the PEL1 cohort. Sixteen people participated in this program.

Studies assistance

DPS provides support for employees to undertake tertiary studies administered through the DPS Studies Assistance Policy. DPS supported 30 employees to undertake a range of tertiary studies, including:

- Bachelor of Arts
- Bachelor of Counter Terrorism, Security and Intelligence
- Bachelor of Information Studies (Librarianship)
- Bachelor of Laws
- Bachelor of Science (Security)
- Bachelor of Software Engineering
- Certificate IV in Public Management
- Certificate IV in Security (Risk Management)
- Diploma of Building Design
- Diploma of Library and Information Services
- Graduate Certificate of Law
- Graduate Diploma in Counselling
- Graduate Diploma in Information Management
- Graduate Diploma Legal Practice
- Graduate Diploma Tax
- Master of Business Administration
- Master of Information Studies
- Master of Public Policy (Social Policy)
- Master of Studies, and
- Masters of Professional Accounting

This year, a total of 2,049 hours of study leave was provided to employees to undertake tertiary education, and $42,432 in financial contributions was made.

Organisational culture and employee engagement

In 2016, DPS participated in the annual APS Employee Census. It was conducted in May and June 2016. A total of 526 employees provided feedback, and this achieved a 64 per cent response rate—an improvement of 11 per cent on our 2015 response.

The 2016 census showed good improvements in all aspects of employee engagement. DPS staff continued to be particularly engaged with their job, their team and their supervisor. Agency engagement also improved significantly to be nearly the same level as the APS average. The score was influenced by greater stability and consolidation of an experienced senior leadership team, approaches to change management, employee recognition and provision of learning and development opportunities.

The 2016 results also showed significant improvements in the area of fraud and corruption management, partly due to ongoing efforts to roll out the DPS Fraud Control Plan.

Feedback and results from the 2016 census drove a number of initiatives to improve leadership, people management practices and internal staff communications. Some of the initiatives include:

- changes to the delivery channels of corporate news
- a Performance Management System online form upgrade for the 2016–17 cycle
- renewal of the DPS Recruitment Policy and system enhancements
- stronger requirements and focus on conflicts of interest and the release of a new Policy and Procedure
- release of a new procedure for investigating and determining suspected breaches of the Parliamentary Service Code of Conduct
- the expansion and continuation of the DPS Corporate Training Calendar, and
- establishment of a Parliamentary Executive Level 2 Leadership Forum.

The People and Governance Branch also piloted a series of branch workgroups on five census topics: SES Communication; SES visibility; routine approval processes; change management; and internal communication. The results of these workshops were presented to the DPS senior executive group and several ideas were implemented. It is intended to expand this pilot further across DPS for the 2017 results.

DPS has once again participated in the 2017 APS Employee Census. A total of 581 employees responded, this is 55 more respondents than last year, and achieved a 63 per cent response rate—a decrease of 1 per cent on our 2016 response. The 2017 census results were not available as at 30 June 2016. The department's results are not included in the APSC's annual State of the Service Report.

Work health and safety

Work Health and Safety (WHS) improvements to Parliament House

Work to address height safety issues in APH continued during 2016–17, and included the purchase of mobile plant and equipment to provide safer access for maintenance purposes, and the design and installation of fall prevention and protection equipment such as fixed ladders, staircases, platforms and handrails. A number of access hatches were also automated to reduce the need for manual handling whilst working at heights.

DPS conducted a number of risk assessments across APH in 2016–17, including:

- a comprehensive review of confined spaces
- a task analysis of ladders used by DPS Maintenance Services
- a noise risk assessment in Hansard, and
- plant and equipment safety risk assessments.

Additional risk controls identified from these assessments have been implemented.

Consultation on WHS issues

DPS maintains 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 focuses on reviewing WHS policies and procedures and taking a strategic approach to WHS management across DPS. Individual branches also hold their own WHS committee meetings.

The DPS Contractors' WHS Subcommittee met four times. This forum provides a valuable mechanism to address WHS issues related to the work performed by the large number of contractors at APH.

A key component of DPS' management of health and safety is its network of Health and Safety Representatives (HSRs), deputy HSRs, and Harassment Contact Officers (HCOs). As at 30 June 2017, DPS had 20 HSRs and deputies and 16 HCOs.

WHS training

A range of WHS-related training was provided to staff throughout the year, including generic induction and refresher sessions for staff and managers. Approximately 131 staff underwent generic WHS training programs.

Occupation-specific WHS training was also provided, including:

- first aid
- working in confined spaces
- working at heights
- scaffolding
- manual handling (for example, lifting and handling of objects)
- plant and equipment use, and
- licences for forklifts and elevated work platforms.

WHS auditing

In 2016–17, DPS continued to undergo six-monthly surveillance audits of its WHS management system. An external audit confirmed that DPS continued to comply with the requirements of the Safety MAP Initial Level auditing tool. DPS has continued to maintain certification to Joint Accreditation System of Australia and New Zealand standards since its initial certification in November 2009.

Incident reporting and investigation

One hundred incident reports were submitted by DPS employees during 2016–17. Five incidents were notified to Comcare in accordance with section 35 of the WHS Act. Incidents were examined by DPS and remedial action was taken where necessary. Comcare formally investigated two incidents.

There were no Provisional Improvement Notices issued under section 90 of the WHS Act and no notices or enforceable undertakings were issued under Parts 10 or 11 of the WHS Act.

ASSET MANAGEMENT

The department manages departmental and administered property, land and equipment and intangible assets with a net book value of $2,438 million (2015–16: $2,320.2 million). Administered assets of $2,336.2 million (2015–16: $2,223.8 million) primarily relate to Parliament House, incorporating the building, land and cultural assets. Departmental assets of $101.8 million (2015–16: $96.4 million) primarily relate to information technology, software and furniture and equipment.

The department manages asset replacements through an annual capital management plan. The department monitors the management of this capital management plan on a regular basis to ensure that the planned expenditure reflects the department's business requirements.

The department undertakes annual stocktakes, impairment and revaluation reviews which are used to update and verify the accuracy of asset records and to review the condition and ongoing utility of assets. The outcomes of the reviews are considered by the ANAO as part of its assessment of the annual financial statements.

PURCHASING

DPS implemented a number of strategic and operational improvements to the procurement framework and guidance materials during 2016–17, including improvements to procurement practices for goods and services. DPS' frameworks continue to be managed in accordance with the Commonwealth Procurement Rules (CPRs), the PGPA Act and DPS' Accountable Authority Instructions (AAIs).

DPS' primary procurement objectives are to:

- ensure the principle of value for money is consistently obtained through:
    - encouraging competition
    - promoting efficient, effective, economical and ethical use of resources, and
    - conducting our business in an environment of accountability and transparency
- support the business requirements of each branch within the department through a focus on better practice procurement
- encourage the use of Indigenous businesses and support the Indigenous Procurement Policy, and
- engage small and medium enterprises wherever practicable.

DPS has a specialist procurement unit to ensure that:

- established guidelines and procedures are observed by DPS staff undertaking procurement and contract management activities
- statutory reporting responsibilities are met
- contracting and tendering activities are monitored, and
- ongoing training is provided to areas of the department that are involved in procurement.

CONSULTANTS

DPS classifies consultants as individuals, partnerships or corporations engaged to provide professional, independent and expert advisory services to the department. DPS engages consultants where there is a need for independent research or assessment, or where specialised or professional skills not available in-house are required.

During 2016–17, nine new consultancy contracts were entered into, involving total actual expenditure of $155,507.00 (GST inclusive). In addition, five ongoing consultancy contracts were active during the period, resulting in a total actual expenditure of $229,414.80 (GST inclusive).

The method of procurement for consultancy arrangements is determined by the complexity, nature and value of each individual requirement to achieve a value for money outcome that supports DPS' business requirements.

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

- engineering services
- reviews of resources and processes
- design integrity advice, and
- strategic business planning.

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

AUSTRALIAN NATIONAL AUDIT OFFICE ACCESS CLAUSES

All DPS contracts allow access for audit purposes.

EXEMPT CONTRACTS

During 2016–17, no DPS contracts or standing offers were exempted by the Secretary from being published via AusTender on the basis that they would disclose exempt matters under the FOI Act.

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/procurement/statistics-on-commonwealth-purchasing-contracts

With a focus on achieving the best value for money outcome in each circumstance, DPS supports and encourages engagement with SMEs wherever practicable.

Consistent with paragraph 5.4 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, and
*   payment cards to facilitate on-time payment performance.

To achieve best practice procurement processes the relevant divisions of the CPRs are applied as appropriate.

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 Treasury's website: www.treasury.gov.au.

FINANCIAL STATEMENTS

7

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:

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

(b) present fairly the financial position of the Department of Parliamentary Services as at 30 June 2017 and its financial performance and cash flows for the year then ended.

The financial statements of the Department of Parliamentary Services, which I have audited, comprise the following statements as at 30 June 2017 and for the year then ended:

- Statement by the Accountable Authority and Chief Financial Officer;
- Statement of Comprehensive Income;
- Statement of Financial Position;
- Statement of Changes in Equity;
- Statement of Cash Flows;
- Administered Schedule of Comprehensive Income;
- Administered Schedule of Assets and Liabilities;
- Administered Reconciliation Schedule;
- Administered Cash Flow Statement; and
- Notes 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 – Reduced Disclosure Requirements. 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 Department of Parliamentary Services 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* to the extent that they are not in conflict with the *Auditor-General Act 1997* (the Code). 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 Parliament House *Refer to Note 4.2A Non-financial assets (Administered)* This was an area of focus due to the value of the balance and the complexities in the judgements underpinning the calculation of the fair value of assets that comprise Parliament House. As at 30 June 2017 Parliament House was carried at $2.134 billion.	The audit procedures applied to address the matter included: • examination of the data sources used in the Department's calculation model for validity and completeness; • evaluation of the Department's assurance framework, including the review and approval process to assess the reasonableness of assumptions

The valuation is complex due to the unique and bespoke nature of each building component that comprises Parliament House. Significant judgement is exercised in selecting the assumptions, including determining the most appropriate valuation methodology to calculate current replacement cost, labour and construction indices, useful lives and assessment of the economic viability of assets. The progress of the Department against the repairs and maintenance schedule is also a key consideration in the valuation.

and judgements used in calculating the estimated fair value;

- evaluation of the method employed by the Department's independent valuer to evaluate the appropriateness of the assumptions and inputs used in the valuation model; and

- comparison of key inputs used in the valuation model against comparable external data, where it was available.

Accountable Authority's Responsibility for the Financial Statements

As the Accountable Authority of the Department of Parliamentary Services the Secretary is responsible under the *Public Governance, Performance and Accountability Act 2013* for the preparation and fair presentation of annual financial statements that comply with Australian Accounting Standards – Reduced Disclosure Requirements and the rules made under that Act. The Secretary is also responsible for such internal control as the Secretary determines is necessary to enable the preparation and fair presentation 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 Department of Parliamentary Services' ability 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 matters related to going concern as applicable 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.
- 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 those charged with governance 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 those charged with governance, 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 our 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 our 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

Clea Lewis

Executive Director

Delegate of the Auditor-General

Canberra

13 September 2017

Department of Parliamentary Services
STATEMENT BY THE ACCOUNTABLE AUTHORITY AND CHIEF FINANCE OFFICER

In our opinion, the attached financial statements for the year ended 30 June 2017 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.
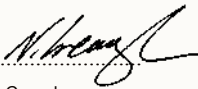
In our opinion, at the date of this statement, there are reasonable grounds to believe that the Department of Parliamentary Services will be able to pay its debts as and when they fall due.

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

Robert Stefanic

Secretary

13 September 2017

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

Nicholas Creagh

Chief Finance Officer

13 September 2017

STATEMENT OF COMPREHENSIVE INCOME
for the period ended 30 June 2017

	Notes	2017 $'000	2016 $'000	Original Budget 2017 $'000
NET COST OF SERVICES				
Expenses				
Employee benefits	1.1A	84,180	82,609	84,268
Suppliers	1.1B	47,661	44,666	42,059
Depreciation and amortisation	3.2A	17,239	19,114	23,000
Write-down and impairment of assets		5	3	-
Losses from asset sales		108	219	-
Total expenses		149,193	146,611	149,327
Own-Source Income				
Own-source revenue				
Sale of goods and rendering of services	1.2A	7,745	5,193	5,195
Rental income	1.2B	1,900	1,894	2,050
Other revenue	1.2C	466	662	374
Total own-source revenue		10,111	7,749	7,619
Gains				
Resources received free of charge		182	161	140
Total gains		182	161	140
Total own-source income		10,293	7,910	7,759
Net cost of services		138,900	138,701	141,568
Revenue from Government – appropriation	5.1A	118,568	119,003	118,568
Deficit attributable to the Australian Government		(20,332)	(19,698)	(23,000)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation surplus		(22)	-	-
Total other comprehensive income		(20,354)	(19,698)	(23,000)

The above statement should be read in conjunction with the accompanying notes, including explanation of major variances from budget at 8.3.

STATEMENT OF FINANCIAL POSITION
as at 30 June 2017

	Notes	2017 $'000	2016 $'000	Original Budget 2017 $'000
ASSETS				
Financial assets				
Cash and cash equivalents	3.1A	981	574	432
Trade and other receivables	3.1B	21,655	24,899	31,759
Total financial assets		22,636	25,473	32,191
Non-financial assets				
Information and communication technology	3.2A	50,283	50,254	47,312
Furniture and equipment	3.2A	10,303	12,439	9,694
Library collection	3.2A	6,392	5,571	6,014
Computer software	3.2A	27,134	22,048	19,790
Other intangibles	3.2A	7,679	6,071	5,258
Inventories	3.2B	520	242	275
Prepayments	3.2C	7,009	6,703	3,423
Total non-financial assets		109,320	103,328	91,766
Total assets		131,956	128,801	123,957
LIABILITIES				
Payables				
Suppliers	3.3A	4,427	5,381	3,262
Other payables	3.3B	1,069	1,021	164
Total payables		5,496	6,402	3,426
Provisions				
Employee provisions	6.1A	23,631	21,732	23,649
Total provisions		23,631	21,732	23,649
Total liabilities		29,127	28,134	27,075
Net assets		102,829	100,667	96,882
EQUITY				
Contributed equity		244,538	222,022	244,538
Reserves		20,309	20,331	20,331
Accumulated deficit		(162,018)	(141,686)	(167,987)
Total equity		102,829	100,667	96,882

The above statement should be read in conjunction with the accompanying notes, including explanation of major variances from budget at 8.3.

STATEMENT OF CHANGES IN EQUITY
for the period ended 30 June 2017

	Contributed equity		Asset revaluation reserve		Accumulated deficit		Total equity	
	2017 $'000	2016 $'000	2017 $'000	2016 $'000	2017 $'000	2016 $'000	2017 $'000	2016 $'000
CONTRIBUTED EQUITY								
Opening balance								
Balance carried forward from previous period	222,022	199,101	20,331	20,331	(141,686)	(121,988)	100,667	97,444
Adjusted opening balance	222,022	199,101	20,331	20,331	(141,686)	(121,988)	100,667	97,444
Comprehensive income								
Surplus/(Deficit) for the period	-	-	-	-	(20,332)	(19,698)	(20,332)	(19,698)
Other comprehensive income	-	-	(22)	-	-	-	(22)	-
Total comprehensive income	-	-	(22)	-	(20,332)	(19,698)	(20,354)	(19,698)
Transactions with owners								
Contributions and distributions by owners								
Departmental capital budget	22,516	22,921	-	-	-	-	22,516	22,921
Total transactions with owners	22,516	22,921	-	-	-	-	22,516	22,921
Closing balance as at 30 June	244,538	222,022	20,309	20,331	(162,018)	(141,686)	102,829	100,667
Original budget	244,538	222,022	20,331	18,083	(167,987)	(160,553)	96,882	79,552

The above statement should be read in conjunction with the accompanying notes, including explanation of major variances from budget at 8.3.

Accounting Policy

Departmental Capital Budget

Departmental Capital Budgets (DCBs) are recognised directly in contributed equity in that year.

Other Distributions to Owners

The Financial Reporting Rule (FRR) requires distributions to owners be debited to contributed equity unless it is in the nature of a dividend.

STATEMENT OF CASH FLOWS
for the period ended 30 June 2017

	Notes	2017 $'000	2016 $'000	Original Budget 2017 $'000
OPERATING ACTIVITIES				
Cash received				
Appropriations		137,275	136,777	118,568
Sale of goods and rendering of services		10,870	6,244	7,664
GST received from ATO		5,866	5,645	5,774
Other		666	823	374
Total cash received		154,677	149,489	132,380
Cash used				
Employees		82,515	83,706	84,268
Suppliers		55,978	52,800	48,112
Section 74 receipts transferred to OPA		16,210	12,963	-
Total cash used		154,703	149,469	132,380
Net cash from operating activities		(26)	20	-
INVESTING ACTIVITIES				
Cash received				
Proceeds from sales of plant and equipment		38	124	-
Total cash received		38	124	-
Cash used				
Purchase of property, plant and equipment		11,606	16,652	14,138
Purchase of intangibles		10,833	10,580	8,378
Total cash used		22,439	27,232	22,516
Net cash used by investing activities		(22,401)	(27,108)	(22,516)
FINANCING ACTIVITIES				
Cash received				
Departmental capital budget		22,834	27,230	22,516
Total cash received		22,834	27,230	22,516
Net cash from financing activities		22,834	27,230	22,516
Net increase in cash held		407	142	-
Cash and cash equivalents at the beginning of the reporting period		574	432	432
Cash and cash equivalents at the end of the reporting period	3.1A	981	574	432

The above statement should be read in conjunction with the accompanying notes, including explanation of major variances from budget at 8.3.

ADMINISTERED SCHEDULE OF COMPREHENSIVE INCOME
for the period ended 30 June 2017

	Notes	2017 $'000	2016 $'000	Original Budget 2017 $'000
NET COST OF SERVICES				
Expenses				
Employee benefits	2.1A	**877**	671	-
Suppliers	2.1B	**7,078**	3,192	6,993
Depreciation and amortisation	4.2A	**33,855**	32,547	33,403
Write-down and impairment of assets	2.1C	**17**	52	-
Total expenses		**41,827**	36,462	40,396
Income				
Revenue				
Non-taxation revenue				
Other revenue	2.2A	**1**	70	-
Total non-taxation revenue		**1**	70	-
Total revenue		**1**	70	-
Gains				
Other gains	2.2B	**2,781**	-	-
Total gains		**2,781**	-	-
Total income		**2,782**	70	-
Net cost of services		**39,045**	36,392	40,396
Deficit		**(39,045)**	(36,392)	(40,396)
OTHER COMPREHENSIVE INCOME				
Items not subject to subsequent reclassification to net cost of services				
Changes in asset revaluation surplus		**104,784**	15,745	-
Total comprehensive (loss)		**65,739**	(20,647)	(40,396)

The above schedule should be read in conjunction with the accompanying notes, including explanation of major variances from budget at 8.3.

ADMINISTERED SCHEDULE OF ASSETS AND LIABILITIES
as at 30 June 2017

	Notes	2017 $'000	2016 $'000	Original Budget 2017 $'000
ASSETS				
Financial assets				
Trade and other receivables	4.1A	887	333	212
Total financial assets		887	333	212
Non-financial assets				
Land	4.2A	80,000	80,000	50,000
Buildings	4.2A	2,134,311	2,052,400	2,157,346
Heritage and cultural	4.2A	112,104	85,433	86,077
Other plant and equipment	4.2A	8,821	5,937	29,000
Computer software	4.2A	686	29	-
Other intangibles	4.2A	263	-	-
Total non-financial assets		2,336,185	2,223,799	2,322,423
Total assets administered on behalf of Government		2,337,072	2,224,132	2,322,635
LIABILITIES				
Payables				
Suppliers	4.3A	724	288	502
Other payables	4.3B	843	333	202
Total payables		1,567	621	704
Total liabilities administered on behalf of government		1,567	621	704
Net assets		2,335,505	2,223,511	2,321,931

The above schedule should be read in conjunction with the accompanying notes, including explanation of major variances from budget at 8.3.

ADMINISTERED RECONCILIATION SCHEDULE
for the period ended 30 June 2017

	2017 $'000	2016 $'000
Opening assets less liabilities as at 1 July	**2,223,511**	2,219,995
Adjusted opening assets less liabilities	**2,223,511**	2,219,995
Net (cost of)/contribution by services		
Income	**2,782**	70
Expenses	**(41,827)**	(36,462)
Other comprehensive income		
Revaluations transferred to reserves	**104,784**	15,745
Transfers (to)/from Australian Government		
Appropriation transfers from Official Public Account		
Administered assets and liabilities appropriations	**38,481**	20,167
Administered annual appropriations	**7,857**	4,078
Appropriation Transfers to OPA		
Administered receipts	**(83)**	(82)
Closing assets less liabilities as at 30 June	**2,335,505**	2,223,511

The above schedule should be read in conjunction with the accompanying notes.

Accounting Policy

Administered Cash Transfers to and from the Official Public Account

Revenue collected by the department for use by the Commonwealth rather than the entity is administered revenue. Collections are transferred to the Official Public Account (OPA) maintained by the Department of Finance. Conversely, cash is drawn from the OPA to make payments under Parliamentary appropriation on behalf of the Commonwealth. These transfers to and from the OPA are adjustments to the administered cash held by the entity on behalf of the Commonwealth and reported as such in the schedule of administered cash flows and in the administered reconciliation schedule.

ADMINISTERED CASH FLOW STATEMENT
as at 30 June 2017

	Notes	2017 $'000	2016 $'000	Original Budget 2016 $'000
OPERATING ACTIVITIES				
Cash received				
GST received from ATO		2,851	2,057	11,991
Other		1	70	-
Total cash received		2,852	2,127	11,991
Cash used				
Suppliers		10,259	6,255	18,942
Employees		877	-	-
Total cash used		11,136	6,255	18,942
Net cash used by operating activities		(8,284)	(4,128)	(6,951)
INVESTING ACTIVITIES				
Cash used				
Purchase of property, plant and equipment		37,561	20,137	107,257
Purchase of computer software		920	29	5,239
Total cash used		38,481	20,166	112,496
Net cash used by investing activities		(38,481)	(20,166)	(112,496)
Net decrease in cash held		(46,765)	(24,294)	(119,447)
Cash from Official Public Account				
Appropriations		46,338	24,245	131,438
Total cash from Official Public Account		46,338	24,245	131,438
Cash to Official Public Account				
Appropriations		510	131	(11,991)
Administered receipts		(83)	(82)	-
Total cash to Official Public Account		427	49	(11,991)
Cash and cash equivalents at the end of the reporting period		-	-	-

The above schedule should be read in conjunction with the accompanying notes, including explanation of major variances from budget at 8.3.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Overview

Objectives of the Department of Parliamentary Services

The Department of Parliamentary Services (the department) is an Australian Commonwealth controlled 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 continuing funding by Parliament.

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: Strategically plan to upgrade and maintain Parliament House as a safe and accessible workplace and public building.

The Basis of Preparation

The financial statements are general purpose financial statements and 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) for reporting periods ending on or after 1 July 2015; and
b) Australian Accounting Standards and Interpretations – Reduced Disclosure Requirements 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 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

All new standards and 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.

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.

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.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Events After the Reporting Period

Departmental

There was no subsequent event that had the potential to significantly affect the ongoing structure and financial activities of the department.

Administered

There was no subsequent event 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

1. Financial Performance

This section analyses the financial performance of the department for the year ended 2016.

1.1. Expenses

	2017 $'000	2016 $'000
Note 1.1A: Employee Benefits		
Wages and salaries	**60,446**	61,672
Superannuation		
Defined contribution plans	**5,687**	4,551
Defined benefit plans	**7,459**	7,175
Leave and other entitlements	**8,366**	6,931
Separation and redundancies	**1,037**	1,610
Other	**1,185**	670
Total employee benefits	**84,180**	82,609

Accounting Policy

Accounting policies for employee related expenses are contained in section 6. People.

Note 1.1B: Suppliers		
Goods and services supplied or rendered		
Contractors and professional services	**7,961**	8,132
Catering labour hire	**2,797**	-
Information communication and technology	**14,853**	14,556
Property operating expenses	**12,800**	14,122
Office equipment and supplies	**1,685**	1,924
Employee related expenses	**2,875**	2,648
Cost of goods sold	**2,170**	640
Other	**136**	99
Total goods and services supplied or rendered	**45,277**	42,121
Goods supplied	**8,589**	5,674
Services rendered	**36,688**	36,447
Total goods and services supplied or rendered	**45,277**	42,121
Other suppliers		
Operating lease rentals	**768**	84
Workers compensation expenses	**1,616**	2,461
Total other suppliers	**2,384**	2,545
Total suppliers	**47,661**	44,666

Leasing commitments

The department in its capacity as lessee has leasing agreements for accommodation and motor vehicles. No contingent rent is payable, the agreements are effectively non-cancellable and some are options for extension but no options for purchase.

Commitments for minimum lease payments in relation to non-cancellable operating leases are payable as follows:

Within 1 year	**839**	698
Between 1 to 5 years	**725**	1,348
Total operating lease commitments	**1,564**	2,046

All lease payable commitments are disclosed as GST inclusive amounts.

Accounting Policy

Operating lease payments are expensed on a straight-line basis which is representative of the pattern of benefits derived from the leased assets.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

1.2. Own-Source Revenue and Gains

	2017	2016
OWN SOURCE REVENUE	**$'000**	$'000
Note 1.2A: Sale of Goods and Rendering of Services		
Parliament shop	**1,173**	1,109
Catering	**5,269**	620
Rendering of other services	**1,303**	3,464
Total sale of goods and rendering of services	**7,745**	5,193

Accounting Policy

Revenue from the sale of goods is recognised when:

    a)   the risks and rewards of ownership have been transferred to the buyer;
    b)   the department retains no managerial involvement or effective control over the goods;
    c)   the revenue and transaction costs incurred can be reliably measured; and
    d)   it is probable that the economic benefits associated with the transaction will flow to the department.

Revenue from rendering of services is recognised by reference to the stage of completion of contracts at the reporting date. The revenue is recognised when:

    a)   the amount of revenue, stage of completion and transaction costs incurred can be reliably measured; and
    b)   the probable economic benefits associated with the transaction will flow to the department.

The stage of completion of contracts at the reporting date is determined by reference to:

    a)   surveys of work performed;
    b)   services performed to date as a percentage of total services to be performed; or
    c)   the proportion that costs incurred to date bear to the estimated total costs of the transaction.

Note 1.2B: Rental Income

	2017	2016
Operating lease		
Contingent rentals	**54**	68
Non-contingent rentals	**1,846**	1,826
Total rental income	**1,900**	1,894

Subleasing rental income commitments

The department in its capacity as lessor has leasing agreements for space within Parliament House for the press gallery and retail operations. Contingent rent is calculated and payable based on movements in the Consumer Price Index (CPI) and where options for extension exist.

Commitments for sublease rental income receivables are as follows:

	2017	2016
Within 1 year	**2,092**	1,944
Between 1 to 5 years	**3,126**	4,859
Total sublease rental income commitments	**5,218**	6,803

All rental receivable commitments are disclosed as GST inclusive amounts.

Note 1.2C: Other Revenue

	2017	2016
Public carpark	**385**	326
Project recovery	**38**	179
Other	**43**	157
Total other revenue	**466**	662

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Accounting Policy

Resources Received Free of Charge

Resources received free of charge are recognised as gains 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.

2. Income and Expenses Administered on Behalf of Government

This section analyses the activities that the department does not control but administers on behalf of the Government. Unless otherwise noted, the accounting policies adopted are consistent with those applied for departmental reporting.

2.1. Administered – Expenses

	2017	2016
	$'000	$'000
Note 2.1A: Employee benefits		
Wages and salaries	**699**	566
Superannuation		
Defined Contribution plans	**54**	41
Defined benefit plans	**64**	59
Leave and other entitlements	**60**	3
Separation and redundancies	**-**	2
Total employee benefits	**877**	671
Note 2.1B: Suppliers		
Goods and services supplied or rendered		
Contractors and professional services	**3,977**	3,051
Office equipment and supplies	**18**	21
Employee related expenses	**15**	41
Maintenance	**3,068**	79
Total goods and services supplied or rendered	**7,078**	3,192
Goods supplied	**114**	22
Services rendered	**6,964**	3,170
Total goods and services supplied or rendered	**7,078**	3,192
Note 2.1C: Write-Down and Impairment of Assets		
Property, plant and equipment	**17**	52
Total write-down and impairment of assets	**17**	52

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

2.2. Administered – Income

	2017	2016
	$'000	$'000
Revenue		
Non-Taxation Revenue		
Note 2.2A: Other Revenue		
Filming	-	68
Other	1	2
Total other revenue	1	70
Note 2.2B: Other Gains		
Resources received free of charge	5	-
Asset first recognised[1]	2,776	-
Total other gains	2,781	-

[1] During the comprehensive valuation cycle for the Cultural and Heritage class of assets, there were 144 items that now meet the criteria for recognition as an asset.

Accounting Policy

All administered revenues are revenues relating to ordinary activities performed by the department on behalf of the Australian Government. As such, administered appropriations are not revenues of the department that oversees distribution or expenditure of the funds as directed.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

3. Financial Position

This section analyses the department's assets used to conduct its operations and the operating liabilities incurred as a result.

Employee related information is disclosed in the People and Relationships section.

3.1. Financial Assets

	2017 $'000	2016 $'000
Note 3.1A: Cash and Cash Equivalents		
Cash at bank	**961**	563
Cash on hand	**20**	11
Total cash and cash equivalents	**981**	574
Note 3.1B: Trade and Other Receivables		
Goods and services receivables		
Goods and services	**1,175**	1,607
Total goods and services receivables	**1,175**	1,607
Appropriations receivables		
Operating funding for official programs	**14,696**	17,193
Departmental Capital Budget	**4,023**	4,341
Total appropriations receivables	**18,719**	21,534
Other receivables		
GST receivable from ATO	**1,731**	1,723
Other	**30**	35
Total other receivables	**1,761**	1,758
Total trade and other receivables (gross)	**21,655**	24,899
Trade and other receivables (net) expected to be recovered		
No more than 12 months	**21,655**	24,899
Total trade and other receivables (net)	**21,655**	24,899

Credit terms for goods and services were within 30 days (2016: 30 days).

Accounting Policy

Trade and Other Receivables

Trade and other receivables that have fixed or determinable payments and that are not quoted in an active market are classified as 'loans and receivables'. Receivables are measured at amortised cost using the effective interest method less impairment.

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

	Information and communication technology $'000	Furniture and equipment $'000	Library collection $'000	Computer software $'000	Other intangibles $'000	Total $'000
As at 1 July 2016						
Gross book value	**94,050**	**15,103**	**5,899**	**83,142**	**7,501**	**205,695**
Accumulated depreciation, amortisation and impairment	(43,796)	(2,664)	(328)	(61,094)	(1,430)	(109,312)
Total as at 1 July 2016	**50,254**	**12,439**	**5,571**	**22,048**	**6,071**	**96,383**
Additions						
By purchase	10,075	380	1,247	9,046	2,054	22,802
Revaluations and impairments recognised in other comprehensive income	(22)	-	-	-	-	(22)
Depreciation and amortisation	(9,923)	(2,496)	(425)	(3,948)	(447)	(17,239)
Disposals	(101)	(20)	(1)	(12)	1	(133)
Total as at 30 June 2017	**50,283**	**10,303**	**6,392**	**27,134**	**7,679**	**101,791**
Total as at 30 June 2017 represented by						
Gross book value	**50,283**	**15,455**	**7,146**	**67,128**	**9,555**	**149,567**
Accumulated depreciation, amortisation and impairment	-	(5,152)	(754)	(39,994)	(1,876)	(47,776)
Total as at 30 June 2017	*50,283*	*10,303*	*6,392*	*27,134*	*7,679*	*101,791*

No material indicators of impairment were found for plant and equipment, and intangibles.

A number of items of plant and equipment, and intangibles are expected to be sold or disposed of within the next 12 months.

All revaluations were conducted in accordance with the revaluation policy stated below. An independent valuation was performed for the Information and Communication Technology (ICT) asset class as at 30 June 2017 by Jones Lang LaSalle Public Sector Valuations. For 2016-17 financial year, a revaluation decrement of $0.022m for ICT was adjusted in the assets revaluation reserve (2015-16: Nil)

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Contractual commitments for the acquisition of plant, equipment and intangible assets

The nature of capital commitments is primarily for the acquisition of plant and equipment assets.

	2017	2016
	$'000	$'000
Commitments are payable as follows:		
Within 1 year	**4,329**	16,730
Between 1 to 5 years	**3,537**	14,257
Total commitments	**7,866**	30,987

All plant, equipment and intangible assets payable commitments are disclosed as GST inclusive amounts.

Accounting Policy

Acquisition of assets

Assets are recorded at cost on acquisition except as stated below. The cost of acquisition includes the fair value of assets transferred in exchange and liabilities undertaken. Financial assets are initially measured at their fair value plus transaction costs where appropriate.

Assets acquired at no cost, or for nominal consideration, are initially recognised as assets and income at their fair value at the date of acquisition, unless acquired as a consequence of restructuring of administrative arrangements. In the latter case, assets are initially recognised as contributions by owners at the amounts at which they were recognised in the transferor's accounts immediately prior to the restructuring.

Asset Recognition Threshold

Purchases of property, plant and equipment are recognised initially at cost in the statement of financial position, except for purchases costing less than $2,000 (excluding GST), which are expensed in the year of acquisition (other than where they form part of a group of similar items which are significant in total).

The initial cost of an asset includes an estimate of the cost of dismantling and removing the item and restoring the site on which it is located.

The department's intangibles comprise software and other intangibles (digitised Hansard records and digitised audio visual records). These assets are carried at cost less accumulated amortisation and accumulated impairment losses.

Revaluations

Following initial recognition at cost, property, plant and equipment are carried at latest valuation less accumulated depreciation and accumulated impairment losses. Valuations are conducted with sufficient frequency to ensure that the carrying amounts of assets do not differ materially from fair values as at the reporting date. The regularity of independent valuations depends upon the volatility of movements in market values for the relevant assets.

Revaluation adjustments are made on a class basis. Any revaluation increment is credited to equity under the heading of revaluation surplus except to the extent that it reversed a previous revaluation decrement of the same asset class that was previously recognised in the profit or loss. Revaluation decrements for a class of assets are recognised directly in the surplus/deficit except to the extent that they reversed a previous revaluation increment for that class.

Any accumulated depreciation as at the revaluation date is eliminated against the gross carrying amount of the asset and the asset is restated to the revalued amount.

Depreciation and amortisation

Depreciable property, plant and equipment assets are written-off to their estimated residual values over their estimated useful lives to the department using, in all cases, the straight-line method of depreciation.

Software and other intangibles are amortised on a straight-line basis over their anticipated useful lives.

Depreciation rates (useful lives), residual values and methods are reviewed at each reporting date and necessary adjustments are recognised in the current, or current and future reporting periods, as appropriate.

Gains or losses from disposal of assets are recognised when control of the asset has been passed to the buyer.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

Depreciation rates applying to each class of depreciable asset are based on the following useful lives:

	2017	2016
Buildings	5 – 200 years	5 – 200 years
Furniture and equipment	5 – 30 years	5 – 30 years
Information and communication technology	1 – 40 years	1 – 40 years
Library collection	3 – 30 years	3 – 30 years
Other intangibles	100 years	100 years
Other property, plant and equipment	2 – 47 years	2 – 47 years
Software	2 – 14 years	2 – 14 years

Impairment

All assets were assessed for impairment at 30 June 2017. 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 of 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 entity were deprived of the asset, its value in use is taken to be its depreciated replacement cost.

Derecognition

An item of property, plant and equipment is derecognised upon disposal or when no further future economic benefits are expected from its use or disposal.

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

	2017 $'000	2016 $'000
Note 3.2B: Inventories		
Inventories held for sale		
Parliament shop	271	242
Catering	249	-
Total inventories held for sale	520	242
Total inventories	520	242

During 2017, $2.170m of inventory held for sale was recognised as an expense (2016: $0.640m).

No items of inventory were written down during the year.

Accounting Policy

Inventories held for sale are valued at the lower of cost and net realisable value.

Costs incurred in bringing each item of inventory to its present location and conditions are assigned as follows:

a) raw materials and stores – purchase cost on a first-in-first-out basis; and
b) finished goods and work-in-progress – cost of direct materials and labour plus attributable costs that can be allocated on a reasonable basis.

Inventories acquired at no cost or nominal considerations are initially measured at current replacement cost at the date of acquisition.

Note 3.2C: Prepayments		
Prepayments	7,009	6,703
Total prepayments	7,009	6,703
Other non-financial assets expected to be recovered		
No more than 12 months	5,504	5,523
More than 12 months	1,505	1,180
Total other non-financial assets	7,009	6,703

No indicators of impairment were found for prepayments.

3.3. Payables

	2017 $'000	2016 $'000
Note 3.3A: Suppliers		
Trade creditors and accruals	4,427	5,381
Total suppliers	4,427	5,381

Settlement was usually made within 30 days.

Note 3.3B: Other Payables		
Wages and salaries	458	235
Superannuation	95	48
Separations and redundancies	-	509
Revenue received in advance	74	73
Deposits received/held	268	-
Other	174	156
Total other payables	1,069	1,021

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 operating liabilities incurred as a result that the department does not control but administers on behalf of Government. Unless otherwise noted, the accounting policies adopted are consistent with those applied for departmental reporting.

4.1. Administered – Financial Assets

	2017 $'000	2016 $'000
Note 4.1A: Trade and Other Receivables		
Other receivables		
GST receivable	**887**	333
Total other receivables	**887**	333
Total trade and other receivables (gross)	**887**	333

Credit terms for goods and services were within 30 days (2016: 30 days).

NOTES TO AND FORMING PART OF THE FINANCIAL STATEMENTS

4.2. Administered – Non-Financial Assets

Note 2AInactive: Reconciliation of the Opening and Closing Balances of Property, Plant and Equipment and Intangibles

	Land $'000	Buildings $'000	Heritage and cultural $'000	Other plant and equipment $'000	Computer software $'000	Other intangibles $'000	Total $'000
As at 1 July 2016							
Gross book value	80,000	2,052,400	85,433	6,999	29	-	2,224,861
Accumulated depreciation, amortisation and impairment	-	-	-	(1,062)	-	-	(1,062)
Net book value 1 July 2016	80,000	2,052,400	85,433	5,937	29	-	2,223,799
Additions							
By purchase	-	32,637	1,159	3,978	263	263	38,694
Assets first recognised	-	-	2,776	-	-	-	2,776
Revaluations and impairments recognised in other comprehensive income	-	82,048	22,736	-	-	-	104,784
Depreciation and amortisation	-	(32,774)	-	(1,081)	-	-	(33,855)
Disposals	-	-	-	(13)	-	-	(13)
Total as at 30 June 2017	80,000	2,134,311	112,104	8,821	686	263	2,336,185
Total as at 30 June 2017 represented by							
Gross book value	80,000	2,134,311	112,104	10,949	686	263	2,338,313
Accumulated depreciation, amortisation and impairment	-	-	-	(2,128)	-	-	(2,128)
Total as at 30 June 2017	80,000	2,134,311	112,104	8,821	686	263	2,336,185

No material indicators of impairment were found for property, plant and equipment, and intangibles.

A number of items of property, plant and equipment, and intangibles are expected to be sold or disposed of within the next 12 months.

All revaluations were conducted in accordance with the revaluation policy stated below. Independent valuations were performed as at 30 June 2017 by Jones Lang LaSalle Public Sector Valuations. For 2016-17 financial year, revaluation increments of $82.048m for Buildings, and $22.736m for Heritage and Cultural were adjusted in the assets revaluation reserve (2015-16: Land and Buildings $15.744m).

Notes to and forming part of the financial statements

Contractual commitments for the acquisition of plant and equipment

The nature of capital commitments is for the acquisition of plant and equipment assets.

	2017	2016
	$'000	$'000
Commitments are payable as follows:		
Within 1 year	37,084	4,245
Between 1 to 5 years	4,598	545
Total commitments	41,682	4,790

All plant and equipment assets payable commitments are disclosed as GST inclusive amounts.

Accounting Policy

Heritage and cultural assets

The department has a number of stand-alone collections, collectively managed as the Parliament House Art Collection (PHAC) including:

- the rotational collection, consisting largely of contemporary Australian artworks;
- 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 with a value less than the capitalisation threshold ($2,000) are to be periodically revalued. Upon valuation items whose values exceed the threshold are recognised as assets and gains.

Heritage and Cultural assets have an indefinite useful life.

The department has adopted appropriate curatorial and preservation policies in respect of the PHAC, which are available via the following link:

http://www.aph.gov.au/About_Parliament/Parliamentary_departments/department_of_Parliamentary_Services/pol icies.

4.3. Administered – Payables

	2017	2016
	$'000	$'000
Note 4.3A: Suppliers		
Trade creditors and accruals	724	288
Total supplier payables	724	288

Settlement was usually made within 30 days.

	2017	2016
Note 4.3B: Other Payables		
GST annotation loan	843	333
Total other payables	843	333

Notes to and forming part of the financial statements

<table>
<tr><td colspan="3">**5. Funding**</td></tr>
<tr><td colspan="3">This section identifies the department's funding structure.</td></tr>
<tr><td colspan="3">**5.1. Appropriations**</td></tr>
<tr><td></td><td>**2017**</td><td>2016</td></tr>
<tr><td></td><td>**$'000**</td><td>$'000</td></tr>
<tr><td>**Note 5.1A: Annual Appropriations ('Recoverable GST exclusive')**</td><td></td><td></td></tr>
<tr><td>**Departmental appropriation - ordinary annual services**</td><td></td><td></td></tr>
<tr><td>*Opening unspent appropriation balance*</td><td></td><td></td></tr>
<tr><td>Operating (existing programs)</td><td>**17,767**</td><td>22,436</td></tr>
<tr><td>Capital Budget [1]</td><td>**4,341**</td><td>8,650</td></tr>
<tr><td>*Add annual appropriation*</td><td></td><td></td></tr>
<tr><td>Operating (existing programs)</td><td>**118,568**</td><td>119,003</td></tr>
<tr><td>Capital Budget</td><td>**22,516**</td><td>22,921</td></tr>
<tr><td>Section 74 Receipts [2]</td><td>**10,283**</td><td>6,424</td></tr>
<tr><td>Prior year adjustment</td><td>**-**</td><td>(613)</td></tr>
<tr><td>**Total appropriation available**</td><td>**173,475**</td><td>178,821</td></tr>
<tr><td>Appropriation applied - operating - current and prior years</td><td>**(130,941)**</td><td>(129,483)</td></tr>
<tr><td>Appropriation applied - capital budget - current and prior years [1]</td><td>**(22,834)**</td><td>(27,230)</td></tr>
<tr><td>**Closing unspent appropriation balance**</td><td>**19,700**</td><td>22,108</td></tr>
<tr><td>*Balance comprises of:*</td><td></td><td></td></tr>
<tr><td>Operating (existing programs)</td><td>**15,677**</td><td>17,767</td></tr>
<tr><td>Capital Budget</td><td>**4,023**</td><td>4,341</td></tr>
<tr><td>**Closing unspent appropriation balance**</td><td>**19,700**</td><td>22,108</td></tr>
<tr><td>*Unspent appropriation balance by Appropriation Act:*</td><td></td><td></td></tr>
<tr><td>Appropriation (Parliamentary Departments) Act (No. 1) 2016-17</td><td>**17,897**</td><td>-</td></tr>
<tr><td>Appropriation (Parliamentary Departments) Act (No. 1) 2015-16</td><td>**-**</td><td>20,712</td></tr>
<tr><td>Appropriation (Parliamentary Departments) Act (No. 1) 2014-15 [3]</td><td>**822**</td><td>822</td></tr>
<tr><td>Cash on hand/at bank</td><td>**981**</td><td>574</td></tr>
<tr><td>**Closing unspent appropriation balance**</td><td>**19,700**</td><td>22,108</td></tr>
</table>

1. Departmental Capital Budgets are appropriated through *Parliamentary Appropriation Act (No.1).* 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.

3. Comparatives were updated as follows:

- Unspent for *Appropriation (Parliamentary Departments) Act (No. 1) 2015-16* has been reduced by $0.822m; and
- Unspent for *Appropriation (Parliamentary Departments) Act (No. 1) 2014-15* has been increased by $0.822m.

Accounting Policy

Revenue from Commonwealth

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 receivable are recognised at their nominal amounts.

Notes to and forming part of the financial statements

	2017	2016
	$'000	$'000
Administered appropriation - ordinary annual services		
Opening unspent appropriation balance		
Operating (existing programs)	**5,272**	2,646
Capital Budget [1]	**136,806**	122,609
Add annual appropriation		
Operating (existing programs)	**6,993**	6,703
Capital Budget	**40,096**	33,741
Prior year adjustment	**-**	613
Total appropriation available	**189,167**	166,312
Appropriation applied - operating - current and prior years	**(7,776)**	(4,077)
Appropriation applied - capital budget - current and prior years [1]	**(38,481)**	(20,157)
Closing unspent appropriation balance	**142,910**	142,078
Balance comprises of:		
Operating (existing programs)	**4,489**	5,272
Capital Budget	**138,421**	136,806
Closing unspent appropriation balance	**142,910**	142,078
Unspent appropriation balance by Appropriation Act:		
Appropriation (Parliamentary Departments) Act (No. 1) 2016-17	**44,535**	-
Appropriation (Parliamentary Departments) Act (No. 1) 2015-16	**2,835**	38,032
Appropriation (Parliamentary Departments) Act (No. 1) 2014-15	**-**	7,756
Appropriation (Parliamentary Departments) Act (No. 2) 2014-15	**95,540**	96,289
Closing unspent appropriation balance	**142,910**	142,078

1. Administered Capital Budgets are appropriated through Parliamentary Appropriation Act (No.1). 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.

Notes to and forming part of the financial statements

Note 5.1B: Disclosure by agent in relation to Annual and Special Appropriations ('Recoverable GST exclusive')

	Department of Finance for the provision of electorate office IT services	Department of Finance for the provision of Auspic services
2017	**$'000**	**$'000**
Total receipts	**19,992**	**250**
Total payments	**(19,992)**	**(250)**

	Department of Finance for the provision of electorate office IT services	Department of Finance for the provision of Auspic services
2016	$'000	$'000
Total receipts	24,055	212
Total payments	(24,055)	(212)

5.2. Net Cash Appropriation Arrangements

	2017	2016
	$'000	$'000
Total comprehensive income/(loss) – as per the Statement of Comprehensive Income	**(20,354)**	(19,698)
Unfunded expenses – depreciation and amortisation[1]	**17,239**	19,114
Net comprehensive income/(loss)	**(3,115)**	(584)

1. Commonwealth entities do not receive depreciation funding. Capital budget is provided through equity appropriations in the period when cash payment for capital expenditure is required.

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. Employee Provisions

	2017	2016
	$'000	$'000
Note 6.1A: Employee Provisions		
Annual leave	**7,871**	6,922
Long service leave	**15,760**	14,810
Total employee provisions	**23,631**	21,732

Accounting Policy

Liabilities for 'short-term employee benefits' (as defined in AASB 119 Employee Benefits) and termination benefits due 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.

Leave

The liability for employee benefits includes provision for annual leave and long service leave. No provision has been made for sick leave as all sick leave is non-vesting and the average sick leave taken in future years by employees of the department is estimated to be less than the annual entitlement for sick 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 2017. The estimate of the present value of the liability takes into account attrition rates and pay increases through promotion and inflation.

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 Commonwealth.

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 the Department of Finance'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 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. 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 entity is not the direct employer).

The department has determined the KMP to be the Presiding Officers, the Secretary, the Parliamentary Librarian, the First Assistant Secretary Building and Security, the Chief Information Officer, the Chief Operating Officer and the Chief Finance Officer.

The KMP remuneration is reported in the table below:

	2017	2016
	$'000	$'000
Short-term employee benefits		
Salary	**1,464**	1,289
Other	**44**	12
Total short-term employee benefits	**1,508**	1,301
Post-employment benefits		
Superannuation	**229**	193
Total post-employment benefits	**229**	193
Other long-term employee benefits		
Annual leave	**117**	96
Long-service leave	**38**	31
Total other long-term employee benefits	**155**	127
Total key management personnel remuneration expenses	**1,892**	1,621

The total number of KMP included in the above table is 7 individuals (2016: 6 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 three months.

6.3. Related Party Disclosures

Related party relationships:

The department is an Australian Government controlled entity. The related parties to the department are KMP as defined above in Note 6.2 and their close family members and/or controlled or joint controlled entities.

The aggregate remuneration of KMP is disclosed in Note 6.2 KMP remuneration.

Transactions with related parties:

Given the breadth of Government activities, related parties may transact with the government sector in the same capacity as ordinary citizens.

Significant transactions with related parties can include:

- Purchases of goods and services;
- Asset purchases, sales transfers or leases.

There were no transactions with related parties during the 2016-17 financial year (2015-16: Nil)

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

Departmental

The department had no quantifiable or unquantifiable contingencies as at 30 June 2017 (2016: nil).

Administered

The department had no quantifiable or unquantifiable contingencies as at 30 June 2017 (2016: nil).

Accounting Policy

Contingent liabilities and contingent assets are not recognised in the statement of financial position but are reported in the relevant schedules and 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

	2017	2016
	$'000	$'000
Note 7.2A: Categories of Financial Instruments		
Financial Assets		
Loans and receivables		
Cash and cash equivalents	**981**	574
Trade and other receivables	**1,175**	1,607
Total loans and receivables	**2,156**	2,181
Total financial assets	**2,156**	2,181
Financial Liabilities		
Financial liabilities measured at amortised cost		
Suppliers	**4,427**	5,381
Total financial liabilities measured at amortised cost	**4,427**	5,381
Total financial liabilities	**4,427**	5,381

Accounting Policy

Financial Assets

The department classifies its financial assets in the following categories as loans and receivables.

Financial assets are recognised and derecognised upon trade date.

Loans and Receivables

Trade receivables, loans and other receivables that have fixed or determinable payments that are not quoted in an active market are classified as 'loans and receivables'. Loans and receivables are held at amortised cost using the effective interest method less impairment. Interest is recognised by applying the effective interest rate.

Effective Interest Method

The effective interest method is a method of calculating the amortised cost of a financial asset and of allocating interest income over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash receipts through the expected life of the financial asset, or, where appropriate, a shorter period.

Notes to and forming part of the financial statements

<u>*Impairment of Financial Assets*</u>

Financial assets are assessed for impairment at the end of each reporting period.

Financial assets held at amortised cost - if there is objective evidence that an impairment loss has been incurred for loans and receivables the amount of the loss is measured as the difference between the asset's carrying amount and the present value of estimated future cash flows discounted at the asset's original effective interest rate. The carrying amount is reduced by way of an allowance account. The loss is recognised in the Statement of Comprehensive Income.

Financial assets held at cost - if there is objective evidence that an impairment loss has been incurred, the amount of the impairment loss is the difference between the carrying amount of the asset and the present value of the estimated future cash flows discounted at the current market rate for similar assets.

Financial Liabilities

Financial liabilities are classified as either financial liabilities 'at fair value through profit or loss' or other financial liabilities. Financial liabilities are recognised and derecognised upon 'trade date'.

<u>*Other Financial Liabilities*</u>

Other financial liabilities 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.

<u>*Effective Interest Method*</u>

The effective interest method is a method of calculating the amortised cost of a financial liability and of allocating interest expense over the relevant period. The effective interest rate is the rate that exactly discounts estimated future cash payments through the expected life of the financial liability, or, where appropriate, a shorter period.

<u>*Supplier and Other Payables*</u>

Supplier and other payables are recognised at amortised cost. Liabilities are recognised to the extent that the goods or services have been received (and irrespective of having been invoiced).

7.3. Administered – Financial Instruments

	2017	2016
	$'000	$'000
Note 7.3A: Categories of Financial Instruments		
Financial Liabilities		
Financial liabilities measured at amortised cost		
Supplier payables	724	288
Total financial liabilities measured at amortised cost	724	288
Total financial liabilities	724	288

Notes to and forming part of the financial statements

7.4. Fair Value Measurement

Accounting Policy

DPS engaged the service of the Jones Lang LaSalle Public Sector Valuations (JLL) to conduct a comprehensive valuation of the Information and communications technology asset class and desktop valuation of all other non-financial asset classes at 30 June 2017 and has relied upon those outcomes to establish and validate carrying amounts. An annual assessment is undertaken to determine whether the carrying amount of the assets is materially different from the fair value. Comprehensive valuations are carried out at least once every three years. JLL has provided written assurance to DPS that the models developed are in compliance with AASB 13.

The methods utilised to determine and substantiate the unobservable inputs are derived and evaluated as follows:

Information and communications technology and furniture and equipment - Physical Depreciation and Obsolescence. Assets that do not transact with enough frequency or transparency to develop objective opinions of value from observable market evidence have been measured utilising the Depreciated Replacement Cost approach. Depreciation and obsolescence has been determined based on professional judgement regarding physical, economic and external obsolescence factors relevant to the assets under consideration.

Library collection - Average Market Price per Item. The fair value of the library collection has been determined using the market approach. Estimated average market prices have been applied having regard to the nature and size of the collection. JLL has utilised professional judgement to account for these differing characteristics.

DPS's policy is to recognise transfers into and transfers out of fair value hierarchy levels as at the end of the reporting period.

Note 7.4A: Fair Value Measurements

Fair value measurements at the end of the reporting period

	2017	2016
Non-financial assets	**$'000**	$'000
Information and communication technology	**50,283**	50,254
Furniture and equipment	**10,303**	12,439
Library collection	**6,392**	5,571
Total non-financial assets	**66,978**	68,264

Notes to and forming part of the financial statements

7.5. Administered – Fair Value Measurement

Accounting Policy

DPS engaged the service of the Jones Lang LaSalle Public Sector Valuations (JLL) to conduct a comprehensive valuation of the land and buildings asset classes and desktop valuation of all other non-financial asset classes at 30 June 2017 and has relied upon those outcomes to establish and validate carrying amounts. An annual assessment is undertaken to determine whether the carrying amount of the assets is materially different from the fair value. Comprehensive valuations are carried out at least once every three years with the exception of Heritage and Cultural which is once every four years. JLL has provided written assurance to DPS that the models developed are in compliance with AASB 13.

The methods utilised to determine and substantiate the unobservable inputs are derived and evaluated as follows:

Land - Price per square metre. The fair value of the land asset class has been determined using the market approach. Due to the restricted nature and unique characteristics of land associated with APH there was insufficient observable market evidence to determine fair value. Reference has been made to sales of land with a limited level of comparability at distant locations and adjusted by JLL using professional judgement to take account of the differing characteristics.

Building - Replacement Cost New. Assets that do not transact with enough frequency or transparency to develop objective opinions of value from observable market evidence have been measured utilising the Depreciated Replacement Cost approach. Under the Depreciated Replacement Cost approach the estimated cost to replace the asset is calculated and then adjusted to take into account its consumed economic benefit / asset obsolescence (accumulated depreciation). The replacement cost to replace APH buildings has been determined by a Quantity Surveyor.

Buildings & Property, Plant and Equipment - Consumed economic benefit / Obsolescence of asset. Assets that do not transact with enough frequency or transparency to develop objective opinions of value from observable market evidence have been measured utilising the DRC approach. Under the DRC approach the estimated cost to replace the asset is calculated and then adjusted to take into account its consumed economic benefit / asset obsolescence (accumulated Depreciation). Consumed economic benefit / asset obsolescence has been determined based on professional judgment regarding physical, economic and external obsolescence factors relevant to the asset under consideration.

Other Plant & Equipment (Furniture) - Adjusted Market Transactions. The fair value of the furniture asset class has been determined using the market approach. Due to the unique characteristics of ministerial furniture assets there was insufficient evidence of directly comparable market transactions to determine fair value. Reference has been made to transactions of furniture assets with limited levels of comparability and adjusted by JLL using professional judgement to take account of the differing characteristics.

Heritage and Cultural – Adjusted market transactions. A specialist Valuer has been consulted to determine the fair value of the 1297 Inspeximus copy of Magna Carta. Due to the historic nature of the asset, observable market transactions are scarce and JLL has used significant professional judgement in determining the fair value.

DPS's policy is to recognise transfers into and transfers out of fair value hierarchy levels as at the end of the reporting period.

Note 7.5A: Fair Value Measurements, Valuation Techniques and Inputs Used

Fair value measurements at the end of the reporting period		
	2017	2016
Non-financial Assets	**$'000**	$'000
Land	**80,000**	80,000
Buildings	**2,134,311**	2,052,400
Other plant and equipment	**8,821**	5,937
Heritage and cultural	**112,104**	85,433
Total non-financial assets	**2,335,236**	2,223,770

Notes to and forming part of the financial statements

8. Other Information

8.1. Assets Held in Trust

	2017 $'000	2016 $'000
Heritage and cultural asset		
Total value at the beginning of the reporting period	**4,600**	4,600
Changes in fair value	**900**	-
Total value at the end of the reporting period	**5,500**	4,600

An independent valuation for the above asset was conducted as at 30 June 2017.

Heritage and cultural asset is comprised of a single artwork, Tom Roberts, *Opening of the First Parliament of the Commonwealth of Australia by H.R.H. The Duke of Cornwall and York (Later King George V), May 9, 1901,* 1903, oil on canvas. This item is on permanent loan from the British Royal Collection.

8.2. Budget Variance Commentary

DEPARTMENTAL	
Explanation of major variances	**Affected statements and line items**
Catering and events. The catering and events function at Australian Parliament House was insourced in December 2016; subsequent to the publication of the 2016-17 Budget. Actual results for 2016-17 include the following items in relation to the catering and events function: • Revenue $5.2 million; • Expenses $6.9 million; • Inventories $0.2 million; and • Liabilities $0.5 million.	Statement of Comprehensive Income: • Own-source income – sale of goods and rendering of services • Expenses – suppliers, in relation to labour hire and cost of goods sold Statement of Cash Flow – Operating activities: • Cash received – sale of goods and rendering of services • Cash used – suppliers
Financial assets. Budget for financial assets (including appropriations receivable) is set with reference to 2014-15 financial results. The appropriation receivable variance to budget ($12.7 million) is due to: • The operating overspend in 2015-16 ($4.8 million) and in 2016-17 ($3.1 million); and • The 2015-16 capital expenditure overspend ($4.3 million).	Statement of Financial Position: • Financial assets – trade and other receivables Statement of Cash Flow – Operating activities: • Cash received – appropriations • Cash used – Section 74 receipts transferred to OPA
Non-financial assets. The budget for non-financial assets is set with reference to 2014-15 financial results. The following contributed to the variance between 2016-17 actuals and budget: • The purchase of assets in 2015-16 represented by an overspend of $4.3 million; • Additional ICT support, maintenance and licence costs in 2016-17 resulting in a higher than anticipated prepayments closing balance; and • Higher than anticipated depreciation expense for intangible assets.	Statement of Comprehensive Income: • Depreciation and amortisation expenses Statement of Financial Position: • Non-financial assets – prepayments Statement of Cash Flow – Investing • Cash used – Purchase of property, plant and equipment, and intangibles

Notes to and forming part of the financial statements

ADMINISTERED	
Explanation of major variances	**Affected statements and line items**
Non-financial assets. The budget for non-financial assets is set with reference to 2014-15 financial results. Actual results include impact of asset revaluations conducted at year end, which are difficult to predict for budget purposes. Revaluations in 2015-16 and 2016-17 had the following impacts on this year's actual figures: • 2015-16 revaluation – reduction in the value of buildings ($14.3 million) and increase in the value of land ($30.0 million); • 2016-17 revaluation – increase in the value of buildings ($82.0 million); and • 2016-17 revaluation – increase in the value of heritage and cultural assets ($22.7 million). Delays in implementing several capital projects recommended in the Building Condition Assessment Report and the Australian Parliament House Security Upgrades resulted in an administered capital underspend of $74.9 million.	Schedule of Comprehensive Income: • Income – other revenue Schedule of Assets and Liabilities: • Land and buildings • Plant and equipment Statement of Cash Flow – Operating activities: • Cash used – suppliers • Cash received – net GST received Cash Flow Statement – Investing activities: • Cash used – purchase of property, plant and equipment

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APPENDICES

8

APPENDIX A: WORKFORCE STATISTICS

Staff profile by headcount

TABLE 38: Ongoing, non-ongoing, sessional and casual employees at 30 June 2017

| Actual Headcount | Ongoing | | | | | | Non-ongoing | | | | | | Total |
| | Full-time | | Part-time | | Sessional | | Full-time | | Part-time | | Casual | | |
Classification	F	M	F	M	F	M	F	M	F	M	F	M	
PSL1	1	9						1	1		7	2	21
PSL1–2#	19	103			1	8					3	24	158
PSL1–2–3#		3											3
PSL2	7	13	4	4	2	1	5	11		1	8	9	65
PSL2–3#		19		1				1					21
PSL3	9	24	1				9	3	1		7	3	57
PSL4	30	52	11		1		9	8	4		3	3	121
PSL4 (Graduate)							2						2
PSL4–5#	5	13	2				2	2	1				25
PSL5	23	40	4		1		5	4	1	2			80
PSL5–6#	12	8	7		18	8					5	1	59
PSL6	48	75	9				3	4		1		1	141
PEL1	50	68	11	6	1		5	7	1	1	1	3	154
PEL2	20	23	2				1			1			47
SES1	2	10											12
SES2	2	1											3
Secretary							1	1					2*
Parliamentary Librarian							1						1
Total	**228**	**461**	**51**	**11**	**24**	**17**	**43**	**42**	**9**	**6**	**34**	**46**	**972**

Notes:

Staffing figures extracted from DPS Payroll 7 July 2017

# denotes a broadband classification

* the Secretary was on leave as at 30 June 2017 and his position was filled temporarily through higher duties.

TABLE 39: Ongoing, non-ongoing, sessional and casual employees as at 30 June 2016

Actual Headcount	Ongoing						Non-ongoing								Total
	Full-time		Part-time		Sessional		Full-time		Part-time		Sessional		Casual		
Classification	F	M	F	M	F	M	F	M	F	M	F	M	F	M	
PSL1		7	1					1	1	1			7	1	19
PSL12#	15	82	1		1	10		2				2	6	28	147
PSL123#		1													1
PSL2	7	13	6	4	3	1	3	2			1		6	11	57
PSL23#		14	1												15
PSL3	16	21	1				4	1					5	4	52
PSL4	23	57	6		1	1	4	2					3	5	102
PSL45#	6	10	1				1	1	1						20
PSL5	18	36	6				1	2	1						64
PSL56#	12	9	8		18	8							5	1	61
PSL6	34	70	5	2			8	1	1				2		123
PEL1	49	66	14	4			6	3		2			1	2	147
PEL2	13	29	3				1		1	1					48
SES1	4	10													14
SES2	1		1												2
Parliamentary Librarian							1								1
Secretary								1							1
Total	**198**	**425**	**51**	**13**	**23**	**20**	**29**	**16**	**5**	**4**	**1**	**2**	**35**	**52**	**874**

Notes:

# denotes a broadband classification

Remuneration

TABLE 40: Actual salary ranges (excluding casual rates) at 30 June 2017

Classification	Step	July 2013 3% *
PSL 1 DPS	Min	$47,480
	Max	$55,297
PSL 2 DPS	Min	$56,404
	Max	$60,552
PSL 3 DPS	Min	$61,900
	Max	$64,685
PSL 4 DPS	Min	$65,978
	Max	$71,693
PSL 5 DPS	Min	$73,126
	Max	$78,452
PSL 6 DPS	Min	$80,020
	Max	$89,937
PEL 1 DPS	Min	$97,379
	Max	$111,183
PEL 2 DPS	Min	$113,405
	Max	$131,833
	Barrier	$134,470

*Note: these figures reflect minimum and maximum salary points only and excludes superannuation and other benefits.

TABLE 41: SES base salary table at 30 June 2017

Classification	Step	
SES Band 1 & 2	Min	$178,330
	Max	N/A

Notes:

The Secretary determines the salaries of all SES staff.

These figures reflect base salary only and exclude superannuation and other benefits.

The remuneration of the Secretary and the Parliamentary Librarian is set by the Presiding Officers after consultation with the Remuneration Tribunal.

APPENDIX B: ENVIRONMENTAL MANAGEMENT

Environmental management

DPS reports annually on elements of environmental performance, in line with the *Environment Protection and Biodiversity Conservation Act 1999* (EPBC Act), for the management of resources for which it is responsible.

DPS also reports under the:

- Energy Efficiency in Government Operations (EEGO) Policy
- *National Environment Protection Measures (Implementation) Act 1998*, and
- National Pollutant Inventory (NPI).

Ecologically Sustainable Development

The objective of Ecologically Sustainable Development (ESD) is defined as 'development that improves the total quality of life, both now and in the future, in a way that maintains the ecological processes on which life depends'.[58]

DPS reports annually on ESD through this report.

Identification, management and monitoring of environmental impacts

DPS aims to ensure that the vital functions of APH operate effectively, while minimising resource consumption and waste production by:

- monitoring environmental performance
- implementing programs and projects to improve environmental outcomes, and
- developing plans to improve environmental sustainability.

Many activities at APH—including maintenance, engineering, landscaping, ICT, catering and office-based services—have the potential to affect the environment through energy and water consumption, greenhouse gas emissions and waste generation.

DPS incorporates environmental guidelines and checklists in the procurement of products and services and in the planning and delivery of projects, including consideration of:

- whole-of-life principles
- sustainable procurement principles
- reuse and recycling of materials, and
- energy, water and waste minimisation.

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58   National Strategy for Ecologically Sustainable Development 1992

Communication and promotion

DPS provides information on its environmental performance and promotes sustainability initiatives, this includes encouraging participation in annual environmental events such as National Recycling Week.

Environmental performance

Water consumption

Total water consumption for 2016–17 was 198,446KL, representing a decrease of 13 per cent on the 227,068KL consumed the previous year. Landscape water consumption increased from 93,629KL in 2015–16 to 96,725KL in 2016–17, representing an increase of three per cent. Building water consumption in 2016–17 was 101,721KL, a decrease of 24 per cent on the 133,439KL consumed the previous year. Annual water consumption for APH is shown in Figure 20.

FIGURE 20: Annual water consumption 2006–07 to 2016–17
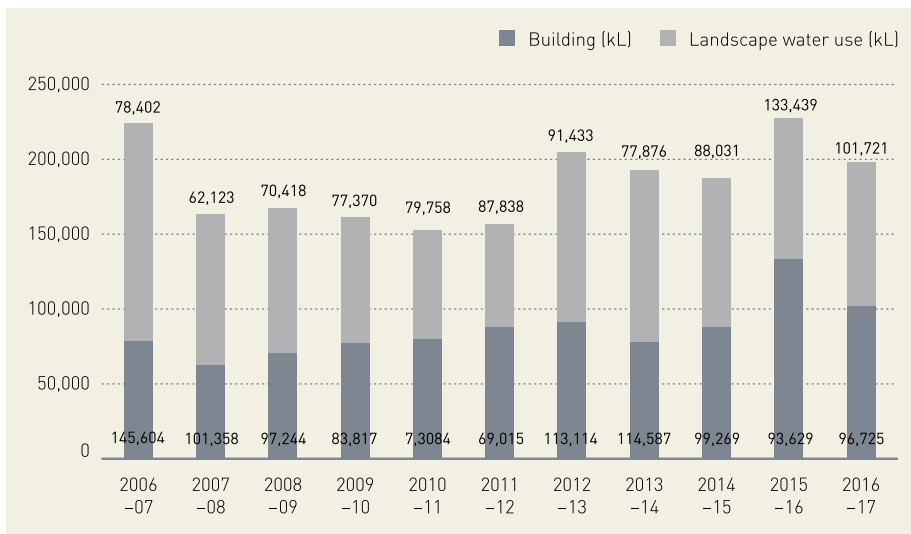
FIGURE 21: Annual landscape water consumption 2010–11 to 2016–17
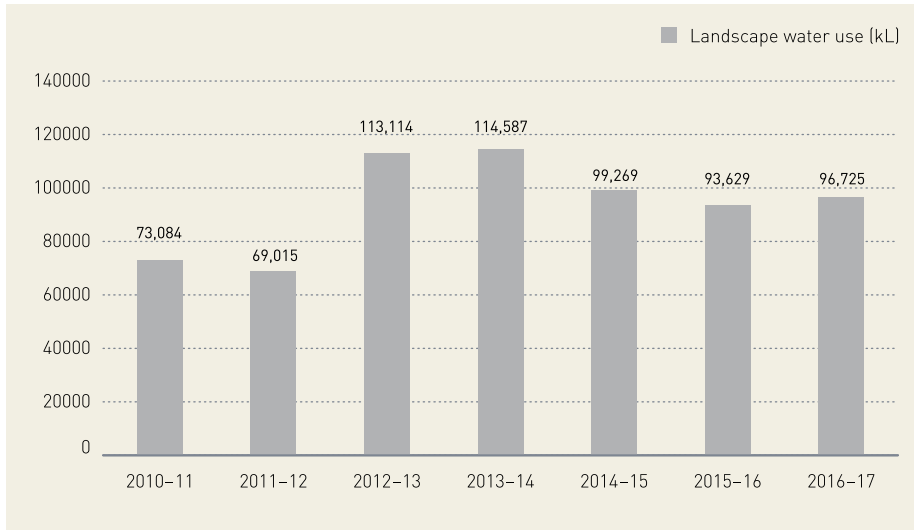
Water saving initiatives

Lake water supply initiative

The ongoing reliance on potable (high-quality drinking) water for maintaining the APH landscape is expected to be problematic for DPS in the coming years, as water utility costs increase and drier weather conditions are expected to become more frequent, resulting in higher water consumption.

A feasibility study completed in late 2014 concluded that water sourced from Lake Burley Griffin could provide a safe, reliable and cost effective water supply for landscape irrigation. Landscape irrigation accounts for between 40 and 60 per cent of total water use at APH.

A comprehensive risk assessment, which considered water availability, DPS demand, water quality, route options, financial models, as well as the possibility of delivering lake water under a shared infrastructure arrangement, was completed.

An application for a Water Access Entitlement was successfully lodged with the ACT Government, which will allow DPS to extract 115,000KL of raw water annually from Lake Burley Griffin to be treated and used to replace the current irrigation water.

Work on the detailed design and construction tender documentation of an infrastructure solution has commenced. The overarching design consideration is for a safe and reliable separation of lake water from the existing potable water system, while allowing ready access to either water source, through an appropriate switching arrangement for the purpose of irrigation activities. Works approval from the NCA was given in April 2017 and the approach to market for construction services is underway.

Energy consumption

In 2016–17, total energy consumed at APH, other tenancies, and by DPS vehicles was 145,431 GJ, representing an increase of six per cent from the previous year. Electricity consumption increased by 1.5 per cent, natural gas consumption increased by 15 per cent, diesel fuel energy (non-transport) increased by 19 per cent, and energy for DPS vehicles increased by eight per cent compared with 2015–16.

Table 42 shows energy consumption by the APH building, tenancies and DPS vehicles.

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
* a small amount of diesel mainly used for testing the emergency backup generators.

TABLE 42: Energy consumed at Parliament House, DPS tenancies and by DPS vehicles

Indicator	Energy consumption (GJ)		
	2014–15	**2015–16**	**2016–17**
Parliament House building[59]	138,669	136,916	144,385
Minter Ellison building[60]	–	–	614
Transport–passenger vehicles	199	73	69
Other transport[61]	301	325	363
Total energy consumption	**139,169**	**137,315**	**145,431**

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59 Includes electricity, natural gas and diesel (non-transport).

60 Electricity use from July 2016 related to DPS tenancy at Minter Ellison building.

61 Includes LPG, diesel and petrol used for maintenance and loading dock vehicles.

FIGURE 22: APH annual electricity and gas consumption from 2006–07 to 2016–17
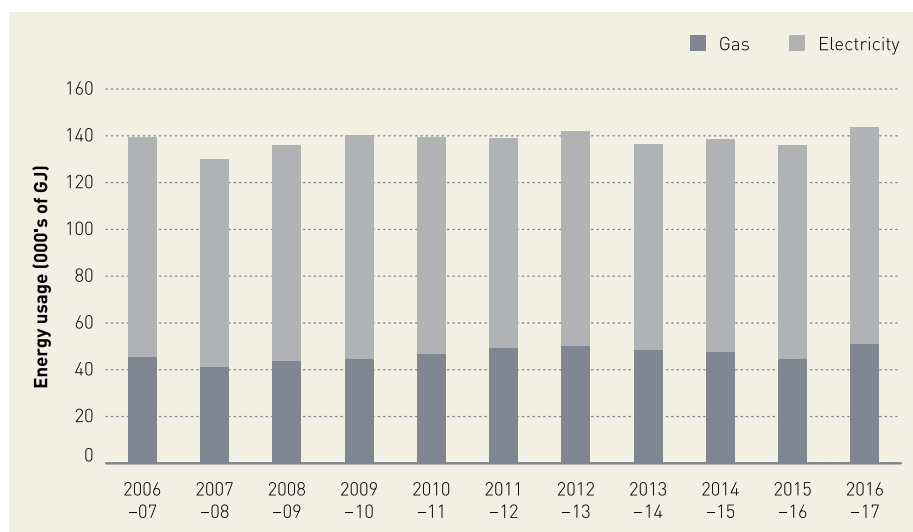
Figure 22 shows total APH electricity and gas usage in 2016–17 increased compared with previous years. The comparative increase in energy use is mainly due to higher gas consumption as a result of ageing heating equipment—boiler heating equipment is scheduled for major upgrades over the coming years commencing in late 2017.

Transport energy use

In 2016–17, there was a six per cent reduction in energy use associated with DPS passenger vehicles compared with 2015–16. Other transport energy increased by 12 per cent, consisting of fuel used in DPS maintenance and loading dock vehicles, many of which operate on electric power to reduce emissions.

Energy saving initiatives

In 2016–17, energy improvement works that commenced or are scheduled to commence in 2017 include an upgrade of two large central chillers and associated control systems, and the upgrade of six large boilers used to heat the building. This new heating and cooling equipment will provide energy savings through increased efficiency.

Further capital works projects commencing in 2017 include upgrade of lighting control systems and emergency lighting in the building—incorporating energy efficient equipment. Other routine lighting improvements are performed by DPS Electrical Services, incorporating installation of energy saving LED lamps into maintenance programs—areas recently upgraded to LED lamps include the public areas (first floor) and the corridors surrounding the Senate and House of Representatives chambers.

Recycling and waste management

Parliament House waste is generated from a diverse range of activities within the building. Quantities and types of waste fluctuate throughout the year depending on building occupancy, sitting patterns, construction projects, office refurbishments, and election cycles.

DPS provides facilities to recycle paper, cardboard, printer cartridges, lamps, used oil, grease, batteries, landscape material, metal, organic food waste and co-mingled waste.

In 2016–17, the amount of general waste (excluding construction waste) sent to landfill was 364 tonnes. This is an increase of nine per cent compared with the 335 tonnes sent in 2015–16. Furniture replacement programs in the Senate and House of Representatives involving disposal of old furniture contributed to an increase in general waste.

In 2016–17, a total of 206 tonnes of paper was recycled—a decrease of five per cent compared with the 217 tonnes in 2015–16. The amount of paper and cardboard recycled varies annually depending on parliamentary business and other building activity.

Construction waste is managed under project contracts and where possible and appropriate, construction materials are reused, recycled or disposed of in an environmentally friendly manner.

FIGURE 23: APH annual waste disposed to landfill and paper recycled
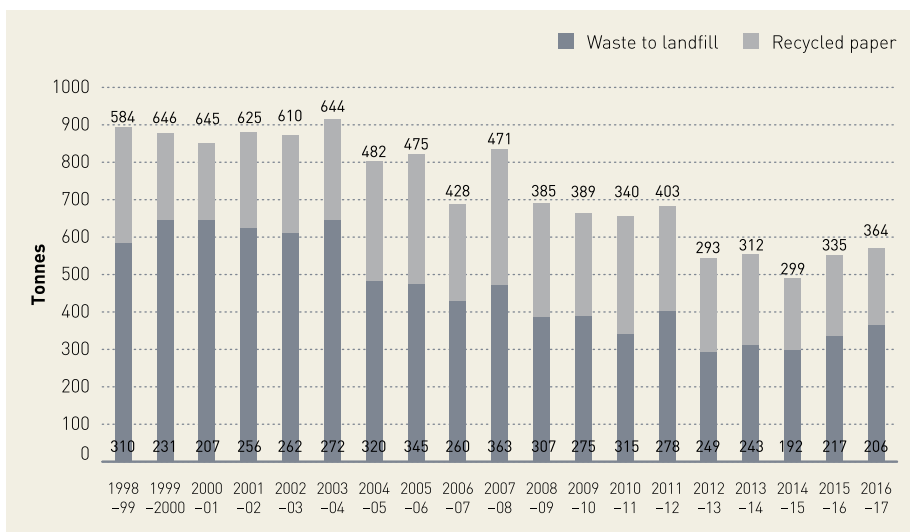
The preferred method for disposing of green landscape waste at APH is to chip the material on site and re-use it in the gardens. When waste generated in the landscape cannot be chipped on site the material is taken off site to be recycled or sent to landfill. During 2016–17, 137 tonnes of landscape waste was sent for recycling and 48 tonnes of non-recyclable material was sent to landfill. Figure 24 shows annual trends in landscape waste and recycling rates.

FIGURE 24: Annual quantity of landscape waste (tonnes)
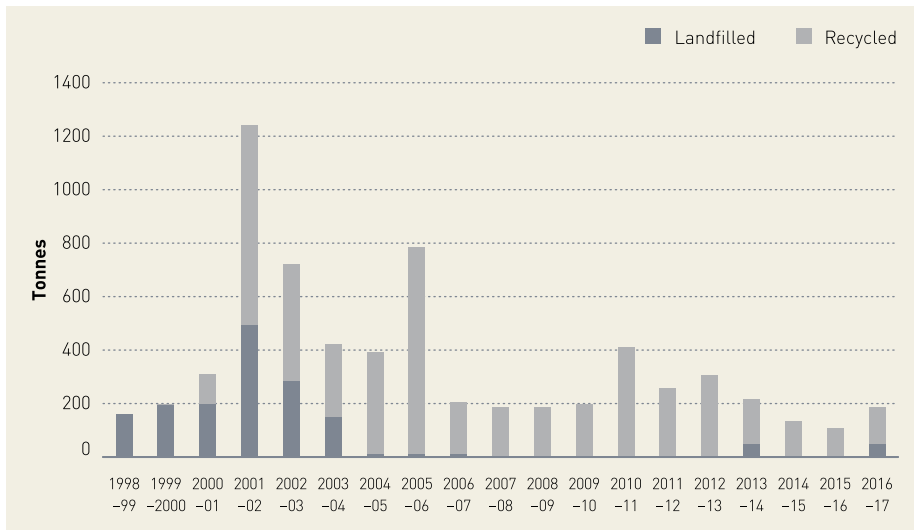
Co-mingled organic waste recycling

Co-mingled waste includes metal cans, glass bottles, milk cartons and plastic, collected in a common bin. During 2016–17, a total of 41 tonnes of co-mingled waste was collected and recycled, an 11 per cent increase compared to the amount collected and recycled in 2015–16.

DPS collects organic food waste from catering operations in the building for recycling at a local worm farm. Since being introduced in 2012, the initiative has helped reduce the burden on ACT landfill sites and reduce emissions (methane) caused by the breakdown of food waste.

During 2016–17, a total of 64 tonnes of organic waste was diverted from landfill and converted into garden compost material using the worm farm. Figure 25 illustrates annual co-mingled and organic recycling rates.
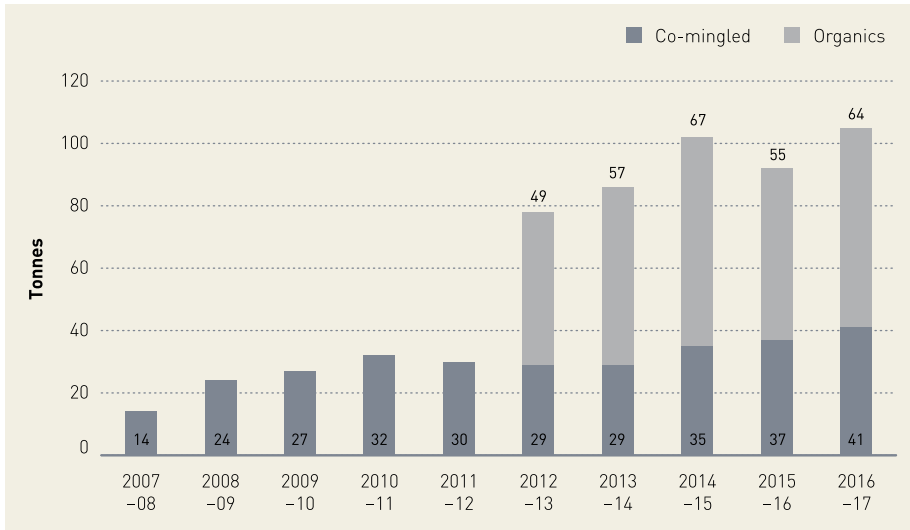
Emissions and effluents

Greenhouse gas emissions

During 2016–17, a total of 28,200 tonnes of carbon dioxide equivalent (CO_2e) was generated from Parliament House operations and DPS tenancies,[62] representing a 13 per cent increase from 2015–16. The increase in emissions is mainly due to ceasing procurement of green energy under the whole-of-government electricity contract from 1 July 2016. In 2016–17, DPS reduced CO_2 emissions by 54 tonnes from clean electricity generated by roof-top solar panels at APH. Table 43 shows the breakdown of emissions within various categories.

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62 Emissions related to electricity use from July 2016 for DPS tenancy at Minter Ellison building.

TABLE 43: Annual greenhouse gas emissions (direct and indirect, including passenger and operational vehicle fleets)

Emission category	Comment	2014–15 (tonnes CO_2e)	2015–16 (tonnes CO_2e)	2016–17 (tonnes CO_2e)
Scope 1	Emissions at the source of the activity (for example, emitted from gas and fuels used at APH and by vehicles)	2,504	2,350	2,702
Scope 2	Emissions generated elsewhere (for example, by the power plants that produce the electricity used at APH and DPS tenancies)	19,374	19,283	21,736
Scope 3	Indirect emissions, meaning emissions generated during the delivery of electricity, gas and fuel to APH, over which DPS has little control	3,627	3,326	3,762
Scopes 1 and 2 total	DPS has direct responsibility for these emissions	21,878	21,633	24,438
Total net emissions (Scopes 1, 2 and 3)	Direct and indirect emissions including offsets	25,505	24,959	28,200

FIGURE 26: APH greenhouse gas emissions from electricity and gas, and carbon savings from roof-top solar panels
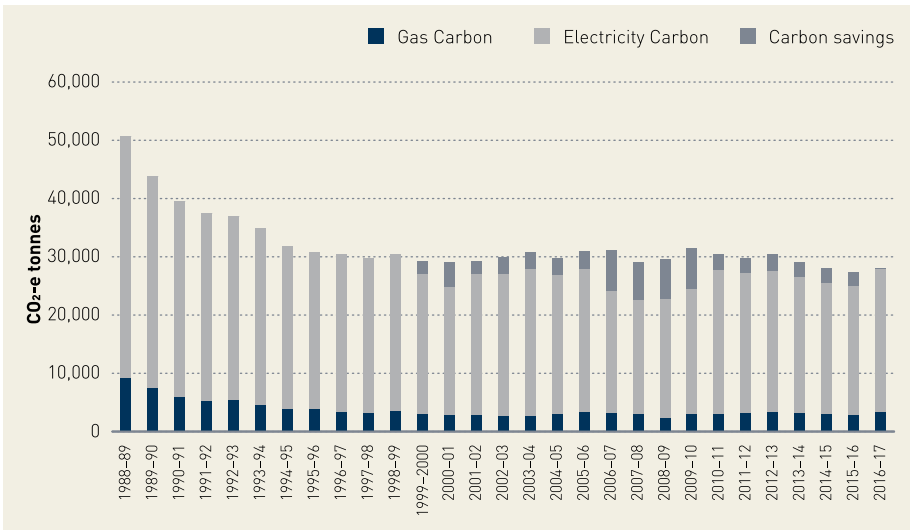
Emission reductions from recycling

In 2016–17, DPS diverted 64 tonnes of organic food waste from landfill to a local recycling facility—equivalent to reducing lifetime landfill CO_2 emissions by 122 tonnes.[63]

Ozone-depleting substances

APH relies on refrigerants that contain ozone-depleting substances (ODS). These are used for chillers, cool rooms and refrigerators. DPS is reducing the requirement for ozone-depleting gases through timely replacement of older equipment with equipment that uses environmentally safer refrigerants.

In 2016–17, DPS replaced two large chillers containing ODS with new types free of ODS—completing an extensive upgrade program started in 2010 of all five building chillers to ODS free units.

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63   Conversion factor equals 1.9 tonnes CO_2 per tonne of solid food waste—National Greenhouse Accounts (NGA) Factors (2016).

Air pollutants

The combustion of natural gas at APH for heating, hot water and cooking purposes generates oxides of nitrogen (NOx), oxides of sulphur (SOx) and other air pollutants. DPS reports annually on these emissions to the National Pollution Inventory (www.npi.gov.au).

Discharges to water

Sewage from APH 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 waste water). To ensure these requirements are met, the following facilities are in place:

- a grease trap on each kitchen drain
- a coalescing plate filter on the vehicle wash-down bay (to prevent oil from entering the sewer), and
- a system to remove paint solids from paint brush washing facilities before they enter the sewer.

Significant spills of chemicals, oils and fuels

In 2016–17, there were no significant spills of chemicals, oils or fuels from APH.

APPENDIX C: 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 2016–17 was as follows:

TABLE 44: Advertising costs (ex GST)

Description	2015–16	2016–17
Dentsu Mitchell	$29,188.97	$25,486.85
Canberra Convention Bureau	$2,000	Nil
National Capital Education Tourism Project	$1,250	$1,136.36
ACT Government – Chief Minister, Treasury and Economic Development	Nil	$9,382.82

During 2016–17, DPS did not conduct any government advertising campaigns.

APPENDIX D: LEGAL SERVICES EXPENDITURE

This is a statement of legal services expenditure by the Department of Parliamentary Services for 2016–17, published in compliance with paragraph 11.1 (ba) of the Legal Services Directions 2005.

TABLE 45: Legal services expenditure (ex GST)

Description	2015–16	2016–17
Total legal services expenditure	$257,401	$578,459
Total internal legal services expenditure	$934,019	$525,704
Total external legal services expenditure	$1,191,421	$1,104,163

APPENDIX E: DISABILITY REPORTING

Since 1994, non-corporate Commonwealth entities have reported on their performance as policy adviser, purchaser, employer, regulator and provider under the Commonwealth Disability Strategy. In 2007–08, reporting on the employer role was transferred to 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. From 2010–11, entities have no longer been required to report on these functions.

The Commonwealth Disability Strategy has been overtaken by the National Disability Strategy 2010–20, which sets out a 10-year national policy framework to improve the lives of people with disability, promote participation and create a more inclusive society. A high-level, two-yearly report will track progress against each of the six outcome areas of the strategy and present a picture of how people with disability are faring. The first of these progress reports was published in 2014, and can be found at www.dss.gov.au

APPENDIX F: CORRECTION OF MATERIAL ERRORS IN PREVIOUS ANNUAL REPORT

- There were 15 separations due to voluntary redundancies in 2015–16, not 16 separations as reported on page 159 of the 2015–16 Annual Report.
- The 2015–16 DPS Annual Report reported the DPS Work Health and Safety (WHS) Committee met once each quarter in 2015–16 (see page 149). In 2015–16 the Committee met three times.
- The SES base salary table at 30 June 2016 was accidentally omitted from the previous report (see page 220). The table is set out below.

TABLE 46: SES base salary table at 30 June 2016

Classification	Step	
SES Band 1 & 2	Min	$178,330
	Max	N/A

Notes:

The Secretary determines the salaries of all SES staff.

These figures reflect base salary only and exclude superannuation and other benefits.

REFERENCE MATERIAL

9

ACRONYMS AND ABBREVIATIONS

ABS – Australian Bureau of Statistics

ACT – Australian Capital Territory

AFP – Australian Federal Police

AGD – Attorney-General's Department

AM – Member of the Order of Australia

ANAO – Australian National Audit Office

AO – Officer of the Order of Australia

APH – Australian Parliament House

APLAP – Association of Parliamentary Librarians of Asia and the Pacific

APS – Australian Public Service

APSC – Australian Public Service Commission

BCR – Building Condition Rating

CCTV – Closed Circuit Television

CEO – Chief Executive Officer

CIO – Chief Information Officer

COO – Chief Operating Officer

CPRs – Commonwealth Procurement Rules

CRD – Central Reference Document

DPS – Department of Parliamentary Services

EEGO – Energy Efficiency in Government Operations

EMMS – Electronic Media Monitoring Service

EPBC Act – *Environment Protection and Biodiversity Conservation Act 1999*

ESCR – Engineering Systems Condition Rating

ESD – Ecologically Sustainable Development

FOI Act – *Freedom of Information Act 1982*

FTE – Full Time Equivalent

GST – Goods and Services Tax

HCOs – Harassment Contact Officers

HRC – Health and Recreation Centre

HSRs – Health and Safety Representatives

ICT – Information and Communication Technology

IFLA – International Federation of Library Associations and Institutions

IHG – InterContinental Hotels Group

JSCPL – Joint Standing Committee on the Parliamentary Library

KPIs – Key Performance Indicators

MP – Member of Parliament

NPI – National Pollutant Inventory

P2P – Procure to Pay

PCN – Parliamentary Computing Network

PEL – Parliamentary Executive Levels

PGPA Act – *Public Governance, Performance and Accountability Act 2013*

PGPA Rule – *Public Governance, Performance and Accountability Rule 2014*

PICTAB – Parliamentary ICT Advisory Board

PID Act – *Public Interest Disclosure Act 2013*

PM&C – Department of the Prime Minister and Cabinet

PS Act – *Parliamentary Service Act 1999*

PSL – Parliamentary Service Levels

PSM – Public Service Medal

PSS – Parliamentary Security Service

RAP – Reconciliation Action Plan

SES – Senior Executive Service

SMB – Security Management Board

SMEs – Small and Medium Enterprises

WCAG2.0 – Web Content Accessibility Guidelines 2.0

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. Agencies do not control administered items. Administered expenses include grants, subsidies and benefits. 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 (CRF). 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).
Annual Performance Statements	A document prepared by entities to report to what extent they have fulfilled their purpose(s) as articulated at the beginning of a reporting year in their Corporate Plan and PBS
Art Advisory Committee	This body assists the Presiding Officers in selecting artworks for the Parliament House Art Collection.
Auspic	Provides photographic services under the Parliamentarians' entitlement 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 finishings or decoration.

Term	Description
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) and their officials, when performing duties in relation to procurement. These are issued 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 chief executive officers 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.
Federation Chamber	The second Chamber of the House of Representatives.
Financial Results	The results shown in the financial statements of an agency.
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.
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 public 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.
Parliament House Art Collection	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).

Term	Description
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	An online tool which enables the searching and downloading of parliamentary information including Hansard transcripts, Bills, Senate journals, votes and proceedings, notice papers, committee reports, the Parliamentary Handbook, newspaper clippings, media and publications.
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 is engaged as a PSL employee under section 72, of the *Parliamentary Service Act 1999*.
Portfolio Budget Statements (PBS)	Budget-related paper 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.

Term	Description
Public Governance, Performance and Accountability Act 2013 (PGPA)	The *Public Governance, Performance and Accountability Act 2013* sets out main principles and requirements of the Commonwealth Resource Management Framework. Rules and other legislative instruments establish the requirements and procedures necessary to give effect to the governance, performance and accountability matters covered by the Act.
Purpose	Includes the objectives, functions or role of the entity
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 three members who may, with the Presiding Officers' permission, invite others to attend their meetings.
Status A furniture	The Commissioned furniture collection consists of approximately 400 'one-off' furniture items produced by professional craftspeople engaged in fabricating site-specific works in close collaboration with the architects. Commissioned furniture items are located in the Senate and House of Representative Chambers, Prime Minister's Suite, President's Suite, Speaker's Suite, Cabinet Suite, Leader of the Opposition's Suite and in general circulation areas throughout the building.
Status B furniture	The Global furniture collection which comprises more than 25,000 pieces was commercially manufactured using high quality joinery techniques, integrating timeless design and function capable of gracefully withstanding decades of use. Design elements of the Global furniture collection include extensive use of natural materials such as stone, Australian timbers, specially designed fabrics, leather and bronze furniture. The Global collection is located in the general circulation areas of the building including lunch rooms, committee rooms, Senators' and Members' Offices and outdoor courtyards.

LIST OF FIGURES

LIST OF TABLES

LIST OF REQUIREMENTS

Below is the table set out in Schedule 2 of the PGPA Rule. Section 17AJ(d) requires this table to be included in entities' annual reports as an aid of access.

PGPA Rule Reference	Page of Report	Description	Requirement
17AD(g)	**Letter of transmittal**		
17AI	iii	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)	vi–viii	Table of contents.	Mandatory
17AJ(b)	268–278	Alphabetical index.	Mandatory
17AJ(c)	252–257	Glossary of abbreviations and acronyms.	Mandatory
17AJ(d)	261–267	List of requirements.	Mandatory
17AJ(e)	ii	Details of contact officer.	Mandatory
17AJ(f)	ii	Entity's website address.	Mandatory
17AJ(g)	ii	Electronic address of report.	Mandatory
17AD(a)	**Review by accountable authority**		
17AD(a)	2–8	A review by the accountable authority of the entity.	Mandatory
17AD(b)	**Overview of the entity**		
17AE(1)(a)(i)	12	A description of the role and functions of the entity.	Mandatory
17AE(1)(a)(ii)	18	A description of the organisational structure of the entity.	Mandatory
17AE(1)(a)(iii)	14	A description of the outcomes and programmes administered by the entity.	Mandatory
17AE(1)(a)(iv)	12	A description of the purposes of the entity as included in corporate plan.	Mandatory
17AE(1)(b)	N/A	An outline of the structure of the portfolio of the entity.	Portfolio departments – mandatory

PGPA Rule Reference	Page of Report	Description	Requirement
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	24–67	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)	15–17	A discussion and analysis of the entity's financial performance.	Mandatory
17AF(1)(b)	15	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.
17AD(d)	**Management and Accountability**		
	Corporate Governance		
17AG(2)(a)	174	Information on compliance with section 10 (fraud systems)	Mandatory
17AG(2)(b)(i)	iii	A certification by accountable authority that fraud risk assessments and fraud control plans have been prepared.	Mandatory
17AG(2)(b)(ii)	iii	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

PGPA Rule Reference	Page of Report	Description	Requirement
17AG(2)(b)(iii)	iii	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)	164–174	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance.	Mandatory
17AG(2)(d) – (e)	174	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
		External Scrutiny	
17AG(3)	175	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny.	Mandatory
17AG(3)(a)	175	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)	175	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)	N/A	Information on any capability reviews on the entity that were released during the period.	If applicable, Mandatory
		Management of Human Resources	
17AG(4)(a)	176–185	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives.	Mandatory
17AG(4)(b)		Statistics on the entity's APS employees on an ongoing and non-ongoing basis; including the following:	Mandatory
	232	• Statistics on staffing classification level;	
	232	• Statistics on full-time employees;	
	232	• Statistics on part-time employees;	
	177, 232	• Statistics on gender;	
	176	• Statistics on staff location;	
	177	• Statistics on employees who identify as Indigenous.	

PGPA Rule Reference	Page of Report	Description	Requirement
17AG(4)(c)	182	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)	182	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)	234	The salary ranges available for APS employees by classification level.	Mandatory
17AG(4)(c)(iii)	182	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)	186	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)	186	An assessment of entity performance against the *Commonwealth Procurement Rules*.	Mandatory
	Consultants		
17AG(7)(a)	187	A summary statement detailing the number of new contracts engaging consultants entered into during the period; the total actual expenditure on all new consultancy contracts entered into during the period (inclusive of GST); the number of ongoing consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST).	Mandatory

PGPA Rule Reference	Page of Report	Description	Requirement
17AG(7)(b)	187	A statement that "*During [reporting period], [specified number] new consultancy contracts were entered into involving total actual expenditure of $[specified million]. In addition, [specified number] ongoing consultancy contracts were active during the period, involving total actual expenditure of $[specified million]*".	Mandatory
17AG(7)(c)	187	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)	187	A statement that "*Annual reports contain information about actual expenditure on contracts for consultancies. Information on the value of contracts and consultancies is available on the AusTender website.*"	Mandatory
		Australian National Audit Office Access Clauses	
17AG(8)	188	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
		Exempt contracts	
17AG(9)	188	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

PGPA Rule Reference	Page of Report	Description	Requirement
	Small business		
17AG(10)(a)	188	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)	188	An outline of the ways in which the procurement practices of the entity support small and medium enterprises.	Mandatory
17AG(10)(c)	188	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
	Financial Statements		
17AD(e)	191–229	Inclusion of the annual financial statements in accordance with subsection 43(4) of the Act.	Mandatory
17AD(f)	**Other Mandatory Information**		
17AH(1)(a)(i)	N/A	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)	246	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

PGPA Rule Reference	Page of Report	Description	Requirement
17AH(1)(c)	248	Outline of mechanisms of disability reporting, including reference to website for further information.	Mandatory
17AH(1)(d)	175	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)	249	Correction of material errors in previous annual report	If applicable, mandatory
17AH(2)	99–161	Information required by other legislation	Mandatory

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